

# **San Francisco Bay Area Rapid Transit District**

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



## **COMMITTEE MEETING AGENDA**

**Thursday, May 25, 2023**

**2:00 PM**

**The BATF Meeting will be held in person at the East Bay Paratransit, 1750 Broadway, Oakland, CA 94612, 1st Fl. conf. room, with an option for public participation via teleconference. East Bay Paratransit, 1750 Broadway, Oakland, California 94612, 1st Floor conference room. Zoom Link:**

**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

May 25, 2023

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, May 25, 2023, starting at 2:00 p.m. to 4:30 p.m. 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.

Please note that this meeting will be held in person in the East Bay Paratransit, 1st Floor conference room, Oakland, CA 94612 with an option for public participation via teleconference. Face masks are strongly recommended but not required.

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

You may join the Committee Meeting via Zoom by calling 1-833-548-0282 and entering access code 898 8785 1952; logging in to Zoom.com and entering access code 898 8785 1952; or typing the following Zoom link into your web browser:  
<https://us06web.zoom.us/j/89887851952>

If you wish to make a public comment:

- 1) Submit written comments via email to [evanloo@bart.gov](mailto: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 12:00 p.m. on May 25, 2023, 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 898 8785 1952, 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 898 8785 1952, and use the raise hand feature; or join the Committee Meeting via the Zoom link (<https://us06web.zoom.us/j/89887851952>) 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. (Information) 5 minutes

Self-Introductions: Staff and Guests.

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

- 3.

Approval of March 23, 2023 Meeting Minutes. 5 minutes  
(Information/Action)

**Attachments:**      [Approval of March 23, 2023 Meeting Minutes - Item 3](#)

4. Santa Clara Valley Transportation Authority (VTA)/BART  
Silicon Valley - Phase two. (Information/Action) 45 minutes

**Attachments:**      [SCVTA and BART Silicon Valley-Phase Two- Item 4](#)

5. Clipper Card 2.0 Update. (Information/Action) 20 minutes

**Attachments:**      [Clipper Card 2.0 Update - Item 5](#)

6. Next Generation BART Faregates. (Information/Action) 20 minutes

**Attachments:**      [Next Generation BART Faregates - Item 6](#)

7. Multiple Ways to Contact BART Through Customer Service,  
BART Police, Email - Refresher. (Information/Action) 10 minutes

**Attachments:**      [Multiple Ways to Contact BART-Item 7](#)

8. Member Announcements. (Information) 5 minutes

9. Staff Announcements. (Information) 5 minutes

10. Chairperson Announcements. (Information) 5 minutes



11. Future Agenda Topics – Members Suggest Topics. Next meeting scheduled: June 22, 2023,  
Thursday  
5 minutes

12. Adjournment.

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

**BART ACCESSIBILITY TASK FORCE**  
Committee Meeting **DRAFT** Minutes  
April 27, 2023

**1. Roll Call of Members:**

1. Anita Ortega
2. Catherine Callahan - ABSENT
3. Clarence Fischer
4. David Fritz - ABSENT
5. Don Queen
6. Emily Witkin
7. Gerry Newell (Vice-Chair)
8. Herb Hastings (2<sup>nd</sup> Vice-Chair)
9. Janice Armigo Brown
10. Larry Bunn - ABSENT
11. Marjorie McWee - ABSENT
12. Randall Glock (Chair)
13. Roland Wong
14. Valerie Buell
15. VACANT
16. VACANT
17. VACANT
18. VACANT

In-person quorum of eight (8) out of fourteen (14) active members to comply with the new bill, AB 2449 effective March 01, 2023. Roland Wong and Gerry Newell used “Just Cause,” by teleconferencing to be part of the meeting and are counted as attendees, and able to do business.

**BART Customer Access and Accessibility Department Staff:**

Elena Van Loo  
Bob Franklin  
Laura Timothy

## **BART Director (s), BART Staff, Speakers, and members of the public:**

Director Robert Raburn  
Supervisor James Lancaster (BART Staff)  
Supervisor Armando Sandoval (BART Staff)  
Lisa Raffetto (BART Staff)  
Ahmad Rassai (BART Staff)  
Mayra Perez (Captioner)  
Katie Arioli (Captioner)  
Roger Acuna (Guest)  
Natalie Maxwell (Guest)  
Sergio Valencia (Guest)  
Aleta Dupree (Guest)  
Daveed Mandell (Guest)

### **2. Public Comments**

Aleta Dupree introduced herself and asked to accept and recognize all diverse people with disabilities just as BART community does.

Roger Acuna commented that he wanted an update in regard to the new accessible faregates being installed. Randall Glock asked staff to email Roger Acuna on any faregates or faregates enclosure updates and mentioned there were presentations in the last few BATF meetings on this topic.

### **3. Approval of March 23, 2023 Meeting Minutes**

As the March 23, 2023 meeting was cancelled, there were no minutes.

### **4. BART Police Department Update**

Supervisor James Lancaster and Supervisor Armando Sandoval from BART's Police Department gave an update. Supervisor Sandoval mentioned he and Supervisor Lancaster are the supervisors of the Progressive Police and Community Engagement Bureau.

Supervisor Lancaster and Supervisor Sandoval shared updates:

- As of March 2023, the police department is fully staffed with Crisis Interventionist Specialists positions.

- As of March 2023, the police department continues to work on fully staffing the Ambassador's position from seven (7) employees to ten (10) employees
- Safety is paramount for BART riders, BART personnel, BART Police employees, and non-sworn civilian professional staff.
- Continue to work on being present on trains
- Continue to how to address homelessness at BART stations
- Continue to reach out to and support people with mental illnesses
- How to connect with BART police
  - BART Watch app on smart phones
  - Calling
  - Emailing
  - Contact BART Police under bart.gov
    - <https://www.bart.gov/about/police/contact>

Janice Armigo Brown asked if BART Police continues to use the “General Disability Awareness (GDA),” pamphlet, which is a resource that BATF members helped put together a few years ago. Supervisor Sandoval stated BART Police does use the GDA as one of its resources and stated it is important that BART Officers have updated resources. Janice Armigo Brown suggested updating the GDA with BATF members and BART Police.

Randall Glock thanked Supervisor Sandoval and Supervisor Lancaster for their presentation and for their time.

## **5. Update on Proposed Fare Changes for 2024 – 2025**

Lisa Raffetto, BART's Principal Financial Analyst, presented on “Update on Proposed Fare Changes for 2024 – 2025.”

Lisa Raffetto discussed proposed changes for 2024 – 2025 under two different items, inflation-based fare increase policy implementation and Clipper START means-based fare discount increase.

### **Inflation-Based Fare Increase Program:**

- CPI-based fare increase policy adjusts fares every other year by inflation less 0.5%
- Inflation is defined as the average of CPI-U (national) and CPI-W (local)
- Last increase: July 2022 (deferred 6 months)
- Next increase scheduled for January 2024

- For nearly 20 years, CPI-based fare policy has allowed fares to keep up with the cost of providing reliable and safe service
- Allows for stable fare adjustments required by the District's 2003 Financial Stability Policy
- Keeping fares in line with inflation is one critical element for restoring District financial sustainability

#### Clipper START Pilot Update:

- Clipper START is a regional pilot enhancing affordability for low-income riders
  - Currently offering a 20% single-ride discount on all BART fares to enrolled riders
  - Riders ages 19-64 with a household income of under 200% of federal poverty level eligible for discount (est. 25-35% of BART riders)
- MTC released Quarter six (6) summary report in August 2022
- Two types of Clipper Pilot that operators provides
  - 20% discount – AC Transit, BART, County Connection, FAST, Napa VINE, Petaluma Transit, Santa Rosa City Bus, SolTrans, Sonoma County Transit, Tri Delta Transit, Union City Transit, Vacaville City Coach, WestCAT, Wheels
  - 50% discount – Caltrains, Golden Gate Transit and Ferry, Marin Transit, Muni, Sam Trans, San Francisco Bay Ferry, SMART
- Clipper START Next Step
  - MTC staff likely to ask to extend the pilot beyond June 2023 before adopting a more permanent means-based discount framework
  - Staff recommends that the board consider increasing Clipper START discount to 50% in January of 2024
- Net Fiscal Impact of Staff Recommendation
  - 5.5% fare increase are expected to increase fare revenue by \$6 million in Fiscal Year 24 and \$20 million in Fiscal Year 25
  - Staff expects this revenue growth would be modestly offset by an increase in the Clipper START discount

#### The next steps that Lisa Raffetto shared:

- Staff to summarize results of survey and public outreach
- Complete Title VI analysis for disproportionate burden and disparate impact in conjunction with Title VI analysis of parking rate changes
- Submit to BART Board of Directors of consideration and approval with Fiscal Year 24 & 25 budget in June of 2023

Herb Hasting asked what is the difference between Regional Transit Connection (RTC) discount card and the Clipper START card. Lisa Raffetto stated the RTC cards are for qualifying individuals with disabilities with the 62.5 % discount. The Clipper START Program are for individuals, adults between the ages of 19-64, and do not have a qualifying disability but, their income is at or below the 200% of the federal poverty level and must live within the nine counties in the Bay Area.

Clarence Fischer voiced concerns with the possibility of 5.5% increase each year that may affect rider's income in the long run.

Randall Glock thanked Lisa Raffetto for her presentation.

## **6. Potential Change to the BATF By-Laws – For Remote Attendance**

Elena Van Loo and Bob Franklin led agenda item, “Potential change to the BATF By-Laws, for remote attendance.”

Elena Van Loo asked a question whether BATF members want to attend meetings remotely? If so, these may be the changes under the by-laws:

- Membership approved by members (not appointed by BART Board of Directors)
- Most mentions of the BART Board of Directors go away, but the BATF members still can provide reports to the Board
- Same travel reimbursement policy under the BART Board of Directors
- Customer Access and Accessibility Department still staff liaison

Bob Franklin wanted to generally get the concept by asking, “Do you want to be able to meet remotely and if so, we would have to change the by-laws, otherwise we will be required to have a quorum of half of the total of active members, plus one to meet in-person.”

Gerry Newell clarified if we need to make motion to change the by-laws and then have a discussion. Randall Glock mentioned having a discussion for now and no motion for now.

Discussion amongst members:

- Gerry Newell shared his viewpoint that it would be good to meet remotely.
- Valerie Buell mentioned one of the things that BATF members should take into consideration when it comes to making the change to the by-laws as part of the Brown Act is to make sure that the members of the public have access to

the committee. She added to keep in mind that BATF needs to be accessible to ensure members of the public have the option to speak publicly.

- Roland Wong would like clarification what “Just Cause,” and “Emergency Circumstances,” mean and when you are counted as part of a quorum. He mentioned he is getting mixed messages.
- Herb Hasting voiced concerns if we keep the by-laws and we continue to have in-person meetings, whether or not there will be a quorum, especially traveling from afar. He mentioned if he goes to the meeting and turns out to be no quorum, then he has to turn around and head back home and he felt he would be wasting his time.
- Randall Glock thinks that we should move on and not deal with this. In the proposed by-law changes, anything that says, “BART Board of Directors,” has a strikethrough line. He mentioned he wishes to keep the BART Board of Directors to appoint members. Randall Glock doesn’t support remote meetings and knows there will be challenges as we slowly go back to in-person meetings as we did pre-COVID.
- Janice Armigo Brown strongly opposed changing the by-laws.
- Clarence Fischer is on-board to keep in-person meetings as much as possible. He wanted clarification when posting your address to follow the Brown Act and have a video camera on at all times.

Randall Glock asked who would like to make the first motion to not change the BATF By-Laws and who would like to second the motion. Valerie Buell moved to not change the BATF By-Laws and Clarence Fischer seconded the motion.

- Motion passes with ten (10) in favor, zero (0) against, zero (0) abstention

Elena Van Loo answered Roland’s question in regard to how, “Just Cause,” and “Emergency Circumstances,” work. As of March 01, 2023, the new Bill, AB 2449 stated to start having in-person with a quorum meeting but, with two exceptions, “Just Cause,” and “Emergency Circumstances.” They both work when there is an in-person quorum at a publicized meeting location and can be used twice a year. Members do not need to publicize their meeting address. Elena Van Loo stated when there is no in-person quorum, “Just Cause,” does not count for in-person attendance.

Other than attending with Just Cause or Emergency Circumstances, Elena Van Loo mentioned if you wish to be part of in-person quorum through teleconferencing, you must post your address that will be public and must be accessible to all. Members expressed concerns posting their home address due to safety and privacy. Elena Van Loo stated you can reserve a library room, a conference room at a hotel or go to a café which is more open and accessible.

There were questions about travel reimbursements. Elena Van Loo stated with travel reimbursements she wants to be fair and follow what other BART Advisory Committees do. As of now, if you are teleconferencing, travel reimbursements will not be honored. To receive travel reimbursement, as in the BATF by-laws states, “BART will cover travel costs on public transit for BATF members to attend regular or special BATF meetings,”

There was a question from members if there is no in-person quorum and if members do come in and unfortunately have to turn around and head back home, will members be able to receive travel reimbursement without having a meeting. Elena Van Loo informed members that she will check with BART’s District Secretary’s Office and BART’s Legal Department to see if travel reimbursement can be honored when members travels to the meeting location but does not have in-person quorum.

There was discussion amongst members about whether staff continue to reach out to members to see if members will be attending meetings to ensure an in-person quorum.

## **7. Member Announcements**

Herb Hasting announced he has been appointed as a committee member of Caltrans Equity Advisory Committee.

Valerie Buell announced that this will be her last meeting as a member of the BART Accessibility Task Force and shared her plans to attend meetings from time to time as a member of the public. She stated she is not disappearing and that she is doing other tasks and other opportunities. Valerie Buell thanked BATF members for letting her be part of this group.

## **8. Staff Announcements**

Elena Van Loo shared a few announcements:

- Reminded BATF members Ethics Training in-person or teleconferencing is on May 3, 2023, from 2:00 pm to 4:30 pm
- BATF members no longer need to sign the “Vendor/Payee,” form that replaced the W9 Tax Form as long you’re making \$600 or less from a source.
- Elena Van Loo informed members to reach out to Elena Van Loo, Bob Franklin, or Laura Timothy if there are questions about the BATF meeting, travel reimbursements, and/or anything related to BATF.



Ahmad Rassai (AR) shared final bids has been completed and the next step is to take to the BART Board of Directors to approve additional funds under the Accessibility Improvement Program (AIP) and to continue to make BART accessible to all.

## **9. Chairperson Announcements**

Randall Glock asked members to do their best to attend at least eight in-person meetings and reminded members they are allowed four absences per year. Randall Glock mentioned we need to look into recruiting new BATF members and get some ideas how to go about this.

## **10. Future Agenda Topics – Member Suggest Topics**

- VTA/BART Silicon Valley Extension – Phase 2 Update
- Elevator mitigation update
  - How many elevator mitigations has been provided in the last few years
  - Updates how elevator mitigation are done
- Clipper Card 2.0 update
- Updates on the new LED monitors on the platform level
- Accessible Faregates Update

Elena Van Loo informed members VTA staff would like to present and update on the VTA/BART Silicon Valley extension, phase two, to be for scheduled for May's meeting.

There was a request to have an update on the 3<sup>rd</sup> door marking. Elena Van Loo shared that she reached out to staff if a presentation can be done and at this time, there are no additional updates to share.

## **11. Adjournment**

The meeting adjourned at 4:11 pm until the next regularly scheduled meeting, May 25, 2023.

# VTA's BART Silicon Valley Phase II Extension Project

BART Accessibility Task Force

May 25, 2023



# Agenda

- Project Overview and Schedule
- Station Design & Vertical Circulation
- Station Access & Transit Connections
- Opportunities for Input & How to Stay Involved

# VTA's BART Silicon Valley Phase II



- 6-mile extension (5-mile subway)
- 4 new BART stations
  - 28th Street/Little Portugal Station
  - Downtown San José Station
  - Diridon Station
  - Santa Clara Station
- Newhall Maintenance Facility







# VTA & BART Partnership




***Santa Clara County is not part of the BART District. A Comprehensive Agreement and an Operations and Maintenance Agreement provide a framework for the partnership.***

## Santa Clara Valley Transportation Authority (VTA) Responsibilities

-  Pay all costs associated with the extension
-  Contracting/Procurement
-  Construct to applicable BART/industry standards, codes, and regulations
-  Retain ownership of infrastructure

## Bay Area Rapid Transit (BART) Responsibilities

-  Technical assistance
-  Operations
-  Maintenance
-  Service Planning

# Five Year Look Ahead



Engineering and  
Procurement

Early  
Construction

Major  
Construction

2023

2024

2025

2026

2027

2028

Stations Design

Request Entry into  
FTA New Starts  
Engineering

Anticipated Full  
Funding Grant  
Agreement (FFGA)

Anticipated Procurement  
of Stations Contractor

*Based on preliminary schedule for planning purposes.*

# Project Requirements and Features



Project will comply with standards and requirements (e.g., BART, ADA, VTA, Cities)

- Stations will use BART's Next Generation fare gates
- Yellow textured strip will be provided in stations including at platforms
- Accessible audible and visual messaging and announcements



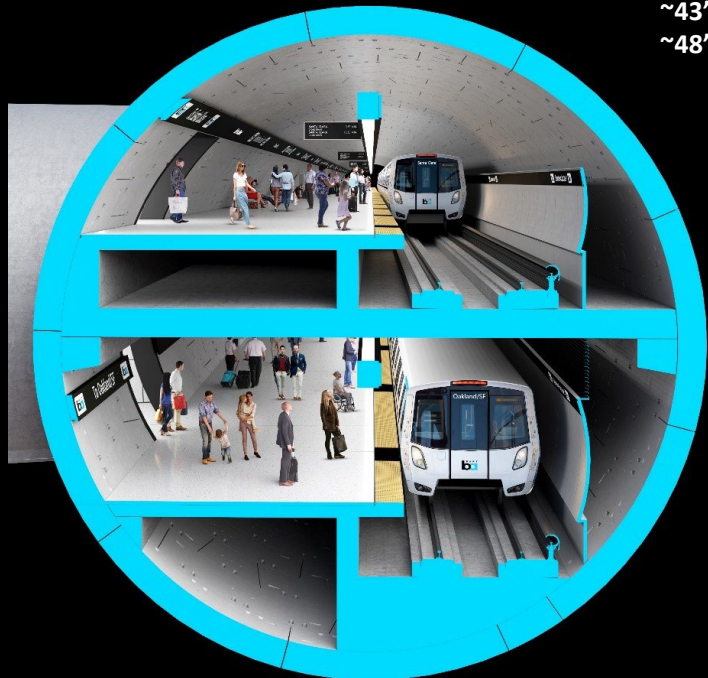


# Single-bore Tunnel Configuration



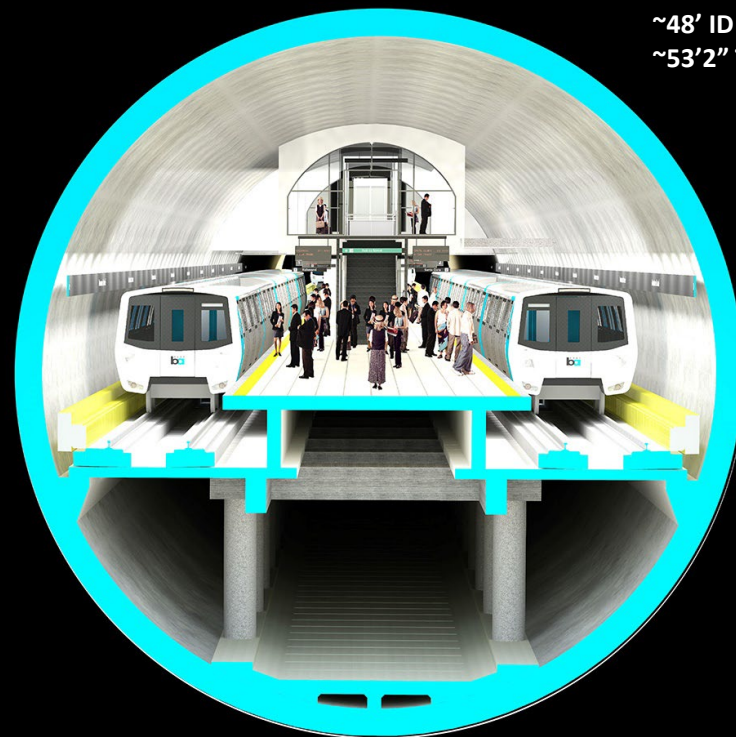
ORIGINAL DESIGN

~43' ID  
~48'6" TBM



CURRENT DESIGN

~48' ID  
~53'2" TBM



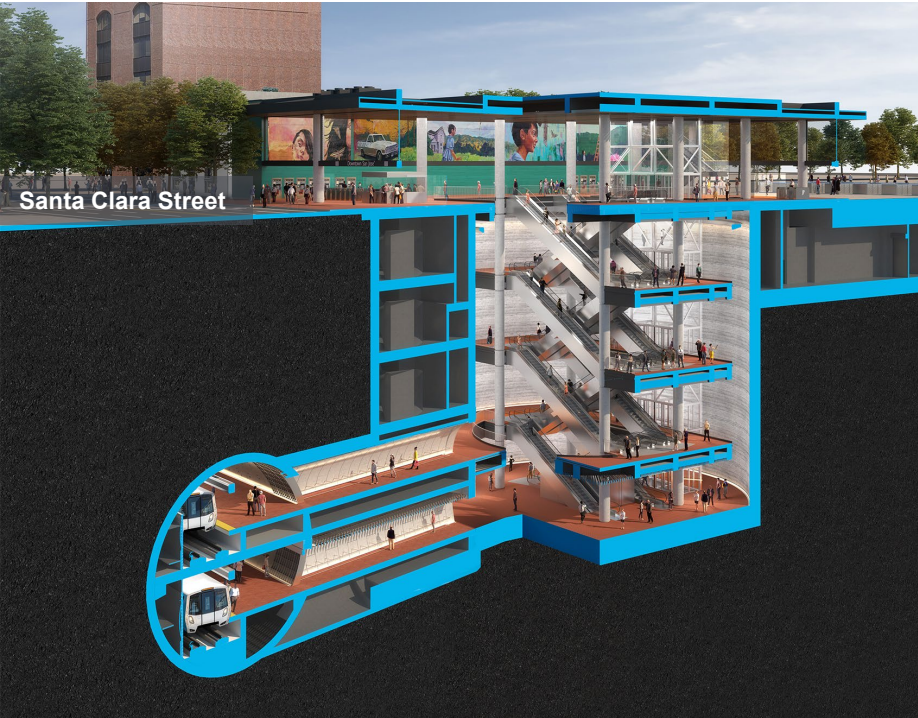
Conceptual Rendering – Subject to Change



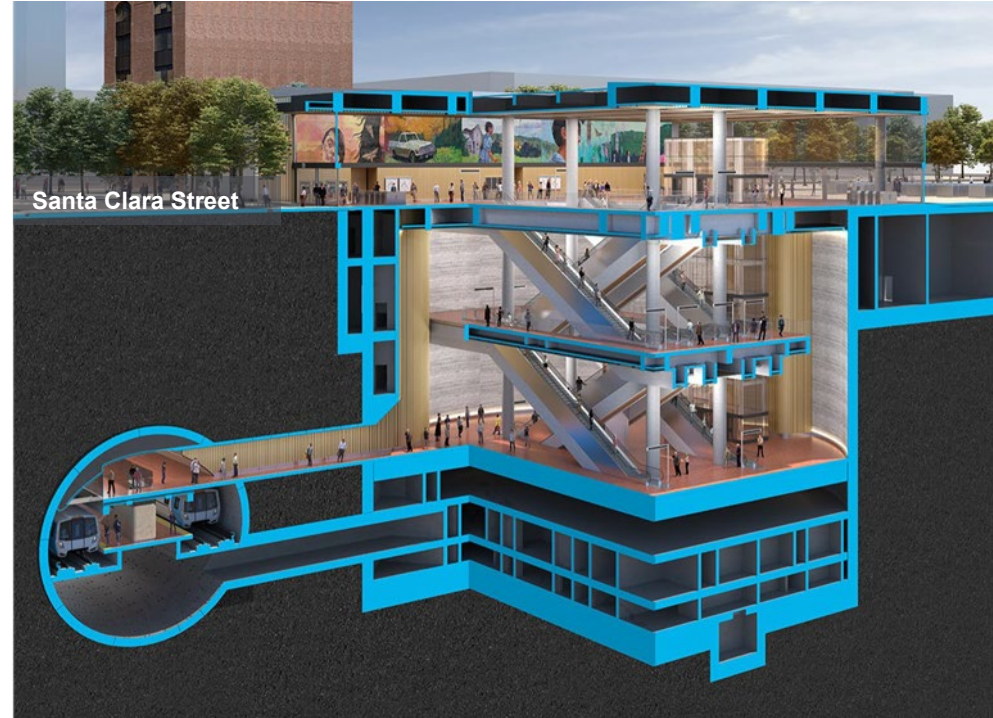
# Recent Station Design Refinement



## Original Design



## Refined Design



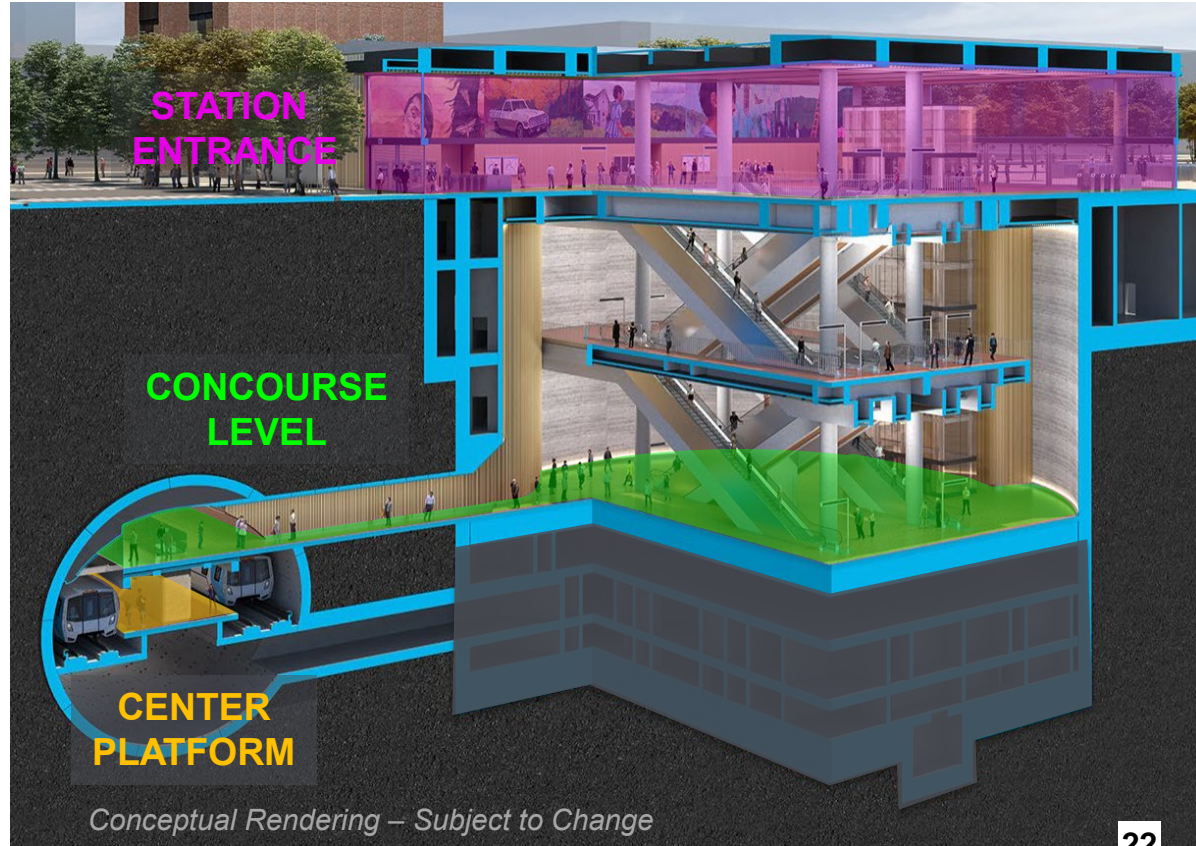
*conceptual diagrams*

CURRENT as of May 2023 – FOR DISCUSSION ONLY

# Underground Stations: Typical Layout



- Street-level **station entrance** with faregates, station agent, add-fare machines, etc.
- **Concourse level** below ground spans from station building to underground tunnel
- **Center platform** within the tunnel provides access to trains in both directions



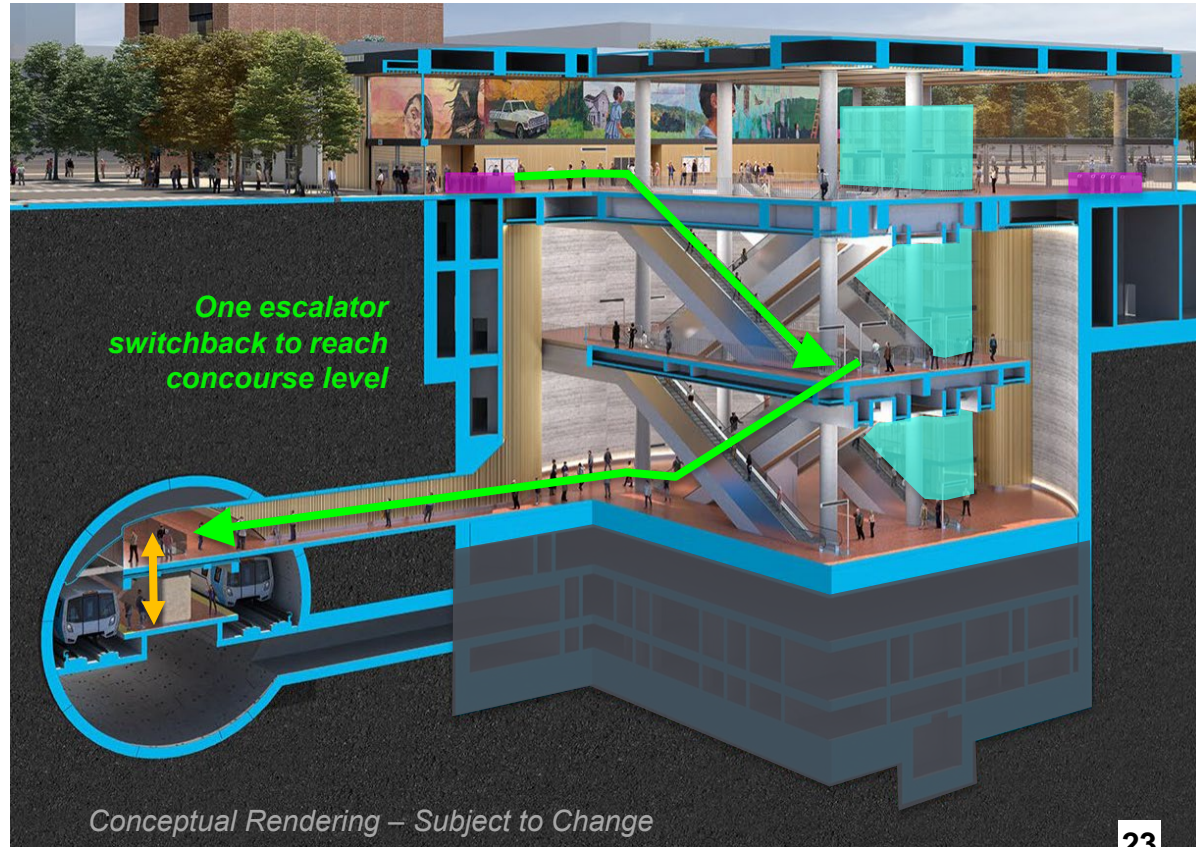


# Underground Stations: Typical Circulation



- ❖ Faregates at street-level building entrances
- ❖ Escalators and stairs to access concourse level.
- ❖ High-speed elevators to access concourse level\*
- ❖ Stairs and elevators\* for access between concourse level and platform

*\*At 28th Street/Little Portugal Station, high-speed elevators will provide direct connection from street-level to platform.*



# 28th Street/Little Portugal BART Station Passenger Access

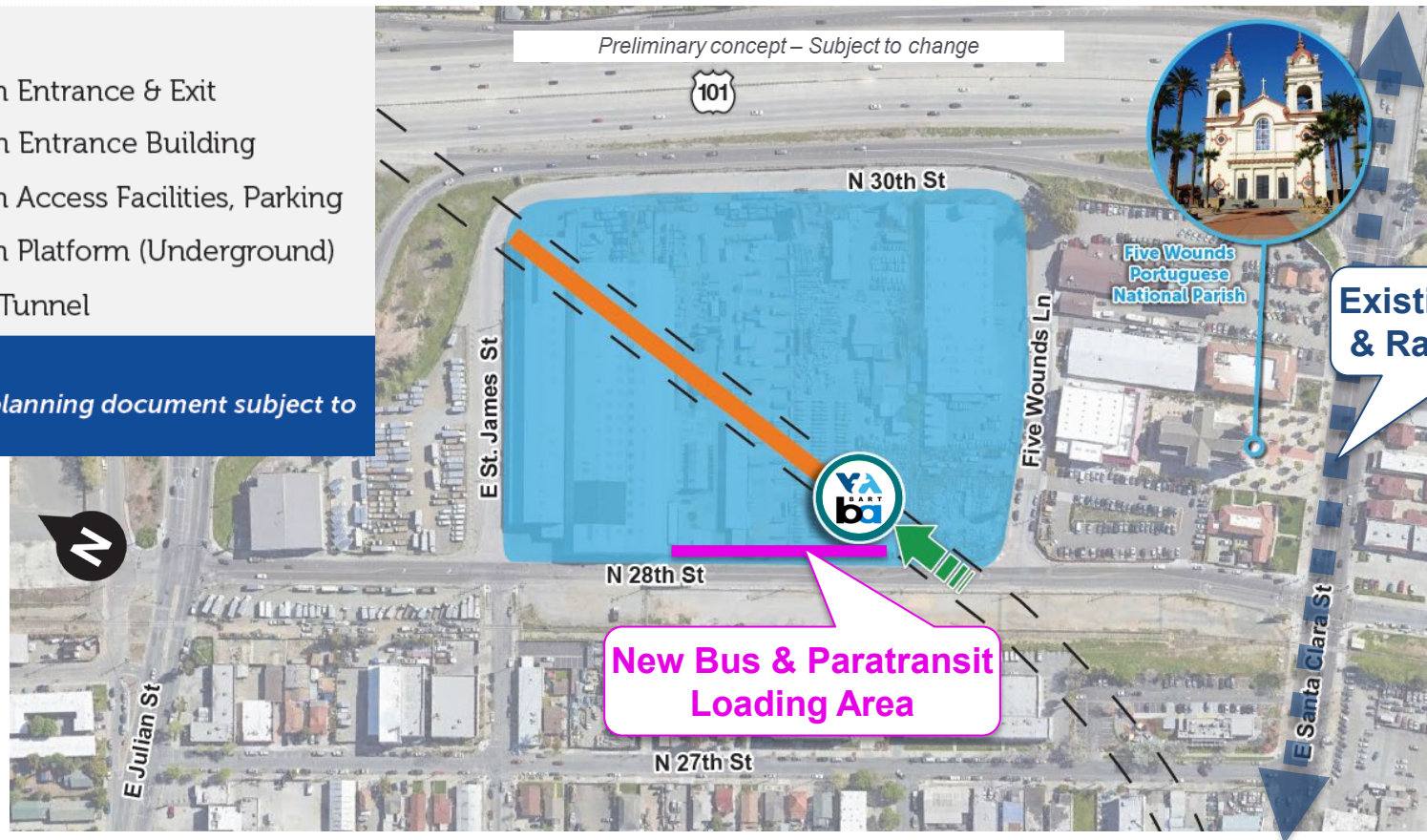


## LEGEND

- Station Entrance & Exit
- Station Entrance Building
- Station Access Facilities, Parking
- Station Platform (Underground)
- BART Tunnel

## NOTE:

- This is a planning document subject to change.*

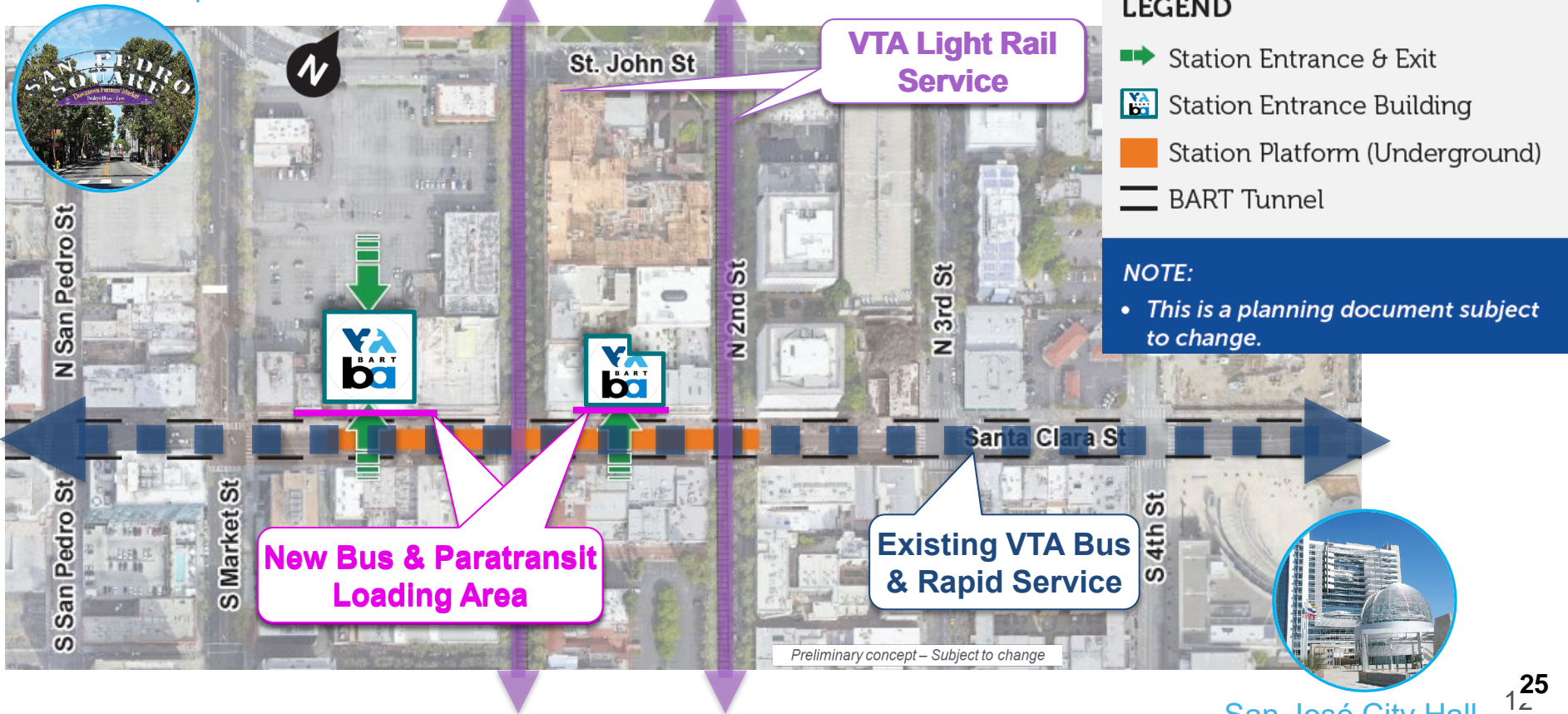




# Downtown San José BART Station Passenger Access



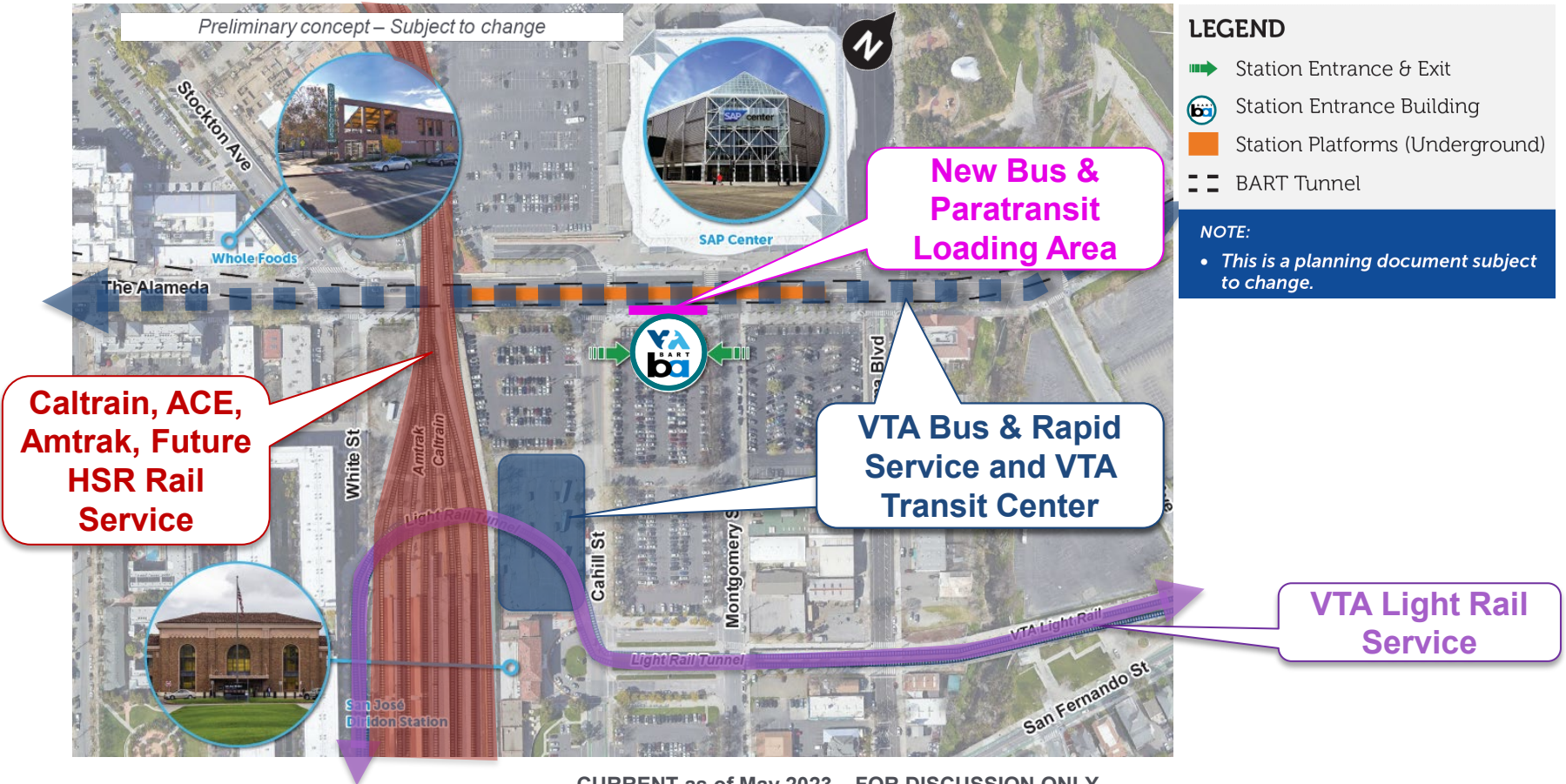
San Pedro Square



CURRENT as of May 2023 – FOR DISCUSSION ONLY

San José City Hall

# Diridon BART Station Passenger Access



CURRENT as of May 2023 – FOR DISCUSSION ONLY



# Santa Clara BART Station



CURRENT as of May 2023 – FOR DISCUSSION ONLY

# Santa Clara BART Station East Entrance





# Santa Clara BART Station West Entrance



Conceptual Rendering – Subject to change

Looking west from end of existing pedestrian undercrossing connecting to Caltrain station

# Conceptual View of Santa Clara BART Station Concourse





Summary of Vertical Circulation for VTA’s BART Phase II Stations		Number of Elevators	Number of Escalators	Stairs
28th Street/Little Portugal Station				
	Street to concourse	2	4	✓
	Concourse to platform		0	✓
Downtown San José BART Station (primary entrance / secondary entrance)				
	Street to concourse	3 / 4	4 / 0	✓ / 0
	Concourse to platform	2 / 2	0	✓ / ✓
Diridon BART Station				
	Street to concourse	2	4	✓
	Concourse to platform	2	0	✓
Santa Clara BART Station				
	Street to concourse	2	4	✓
	Concourse to platform	2	4	✓

# How do I learn more about the project?



## Interactive Efforts



Tabling events throughout the year around the station areas



Community Working Group meetings



Public Meetings



Community Group Meeting Outreach

- Reach out to have us present updates at your local Community Group/Neighborhood Association/etc.  
[www.vta.org/about/subscribe](http://www.vta.org/about/subscribe)

## Resources



VTA's hotline number: **408-321-2345**

- Call to learn more about specific project efforts and provide your feedback



VTA's website: [vta.org/bart](http://vta.org/bart)

Sign up to get alerted on nearby construction and find Informational Factsheets, Newsletters, and Blog Posts



Email questions to: [vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

Social Media



Twitter: [@bartsv](https://twitter.com/bartsv)  
Facebook: [@bartsv](https://facebook.com/bartsv)  
Instagram: [@ascvta](https://instagram.com/ascvta)

# The NEW Clipper<sup>®</sup>

MODERNIZING TRANSIT  
FARE PAYMENTS FOR ALL

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BART Accessibility Task Force  
May 25, 2023

Presenter: Kelley Jackson, Principal Project Coordinator,  
Metropolitan Transportation Commission



# Clipper Today





**4 Million**  
Active Accounts



**\$24 Million**  
Fares Collected



**10 Million**  
Uses

\*Every month



# Users Love Clipper!

**95%**  
Satisfaction

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**97%**  
Would Recommend





# Clipper Technology Delivers Transit Rider Benefits

Transit benefit recipients

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Low-income (equity)

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Youth and seniors

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People with qualifying  
disabilities (accessibility)

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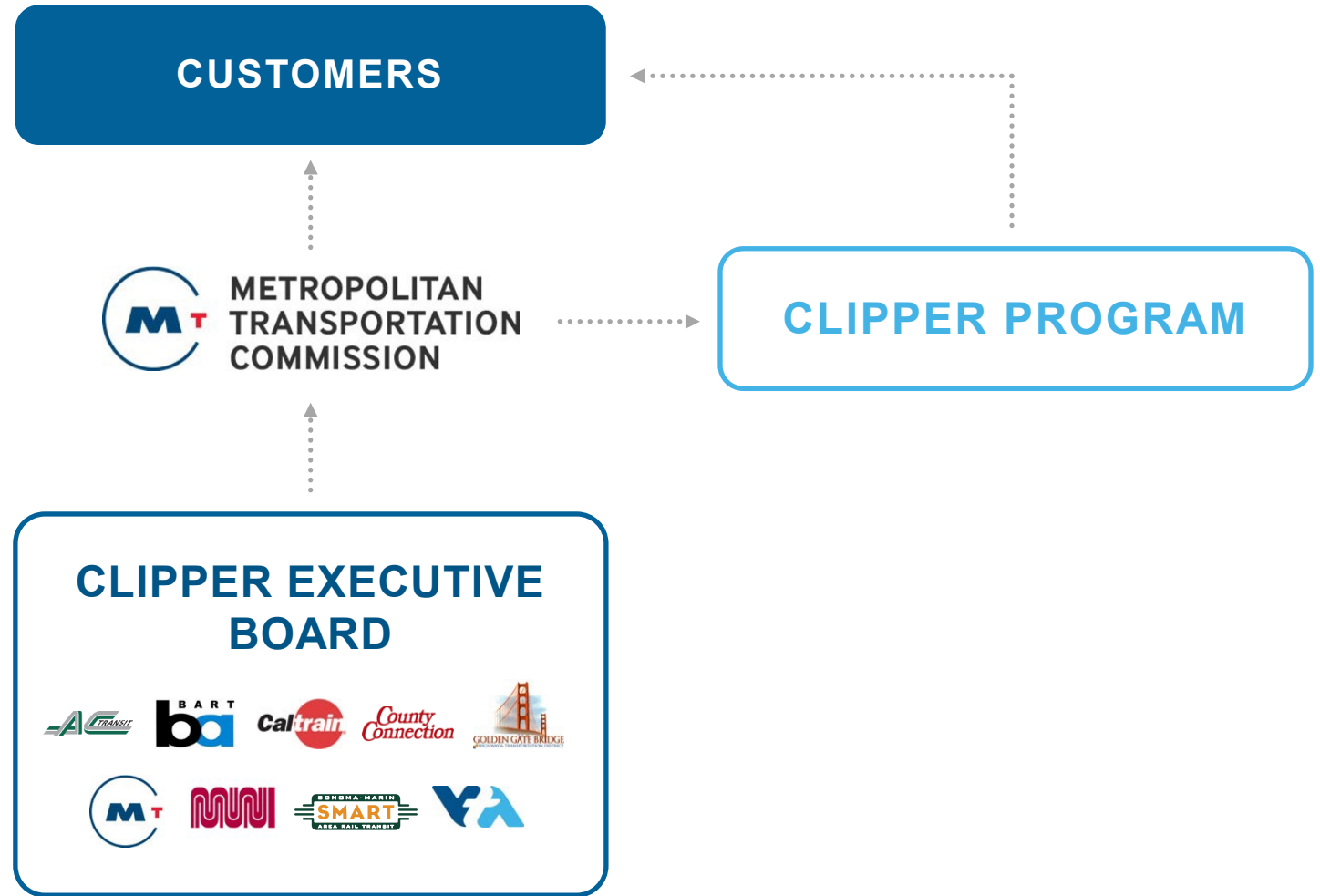
Transit benefit companies

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Employers, colleges and  
residential developments



# Clipper Governance



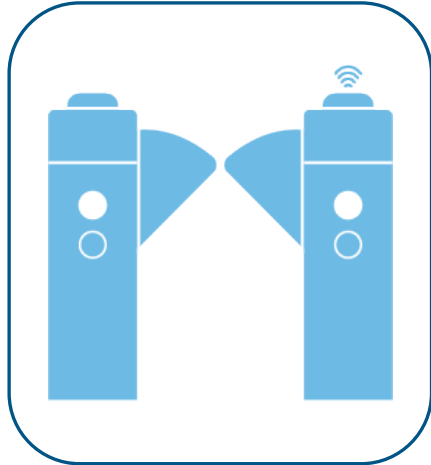
# The New Clipper



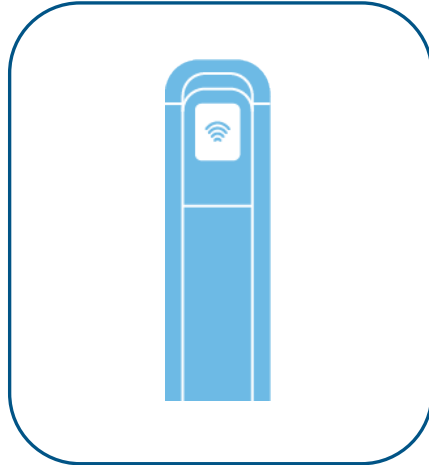
# All New Equipment



**On-Board Card  
Readers &  
Driver Units**



**Clipper Rail  
Gate Card  
Readers**



**Platform  
Stand-Alone  
Card Readers**



**Customer  
Service  
Terminal**



**Handheld  
Retail &  
Inspection**

# Mobile Clipper Card





# Cards You Already Have

Major contactless  
credit/debit cards



# Clipper Mobile App

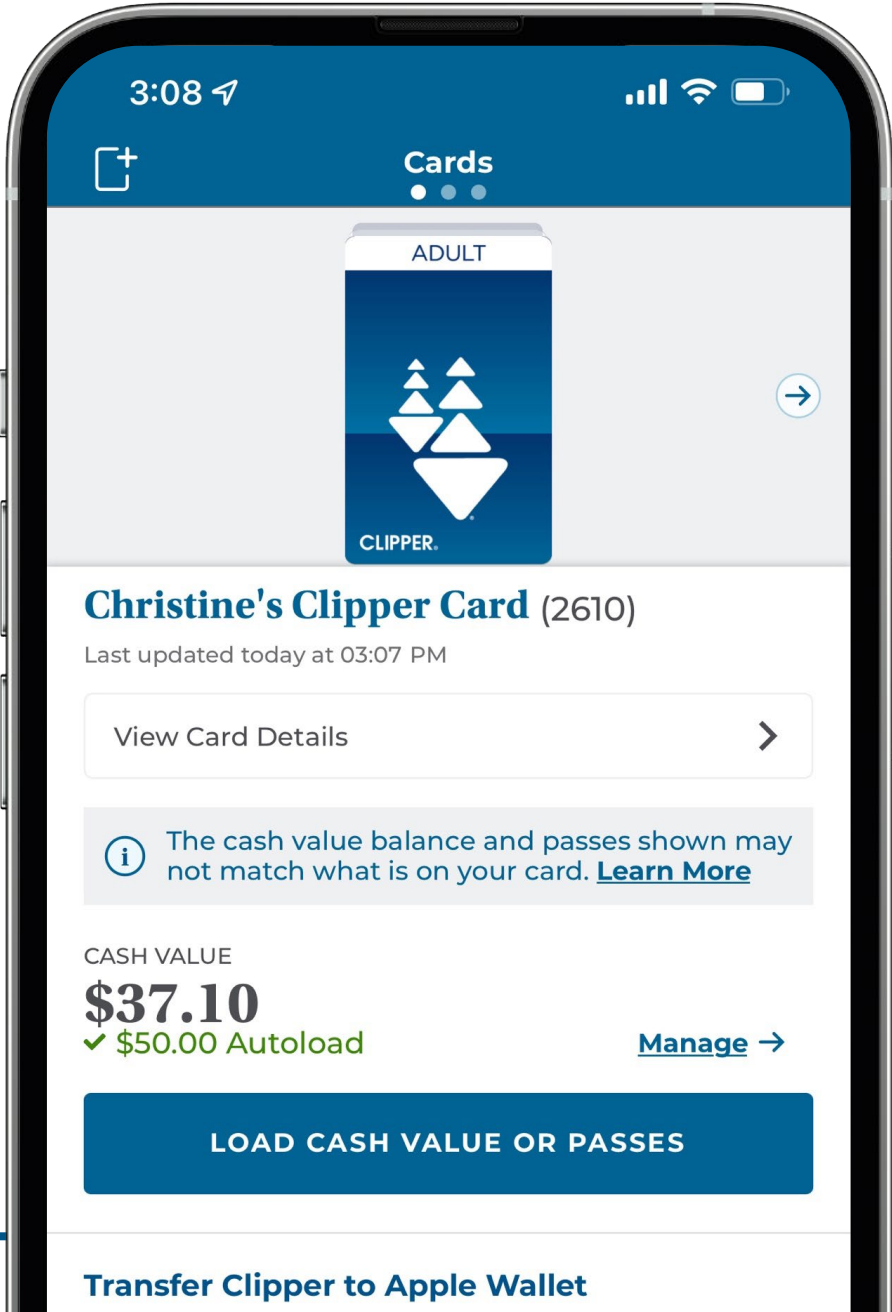
Instant Funds

See Balance

See Travel Costs

Plan Trips

Group Travel



# It's Family Friendly

Manage Kids' Cards

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Manage Seniors' Cards

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Manage Another Account



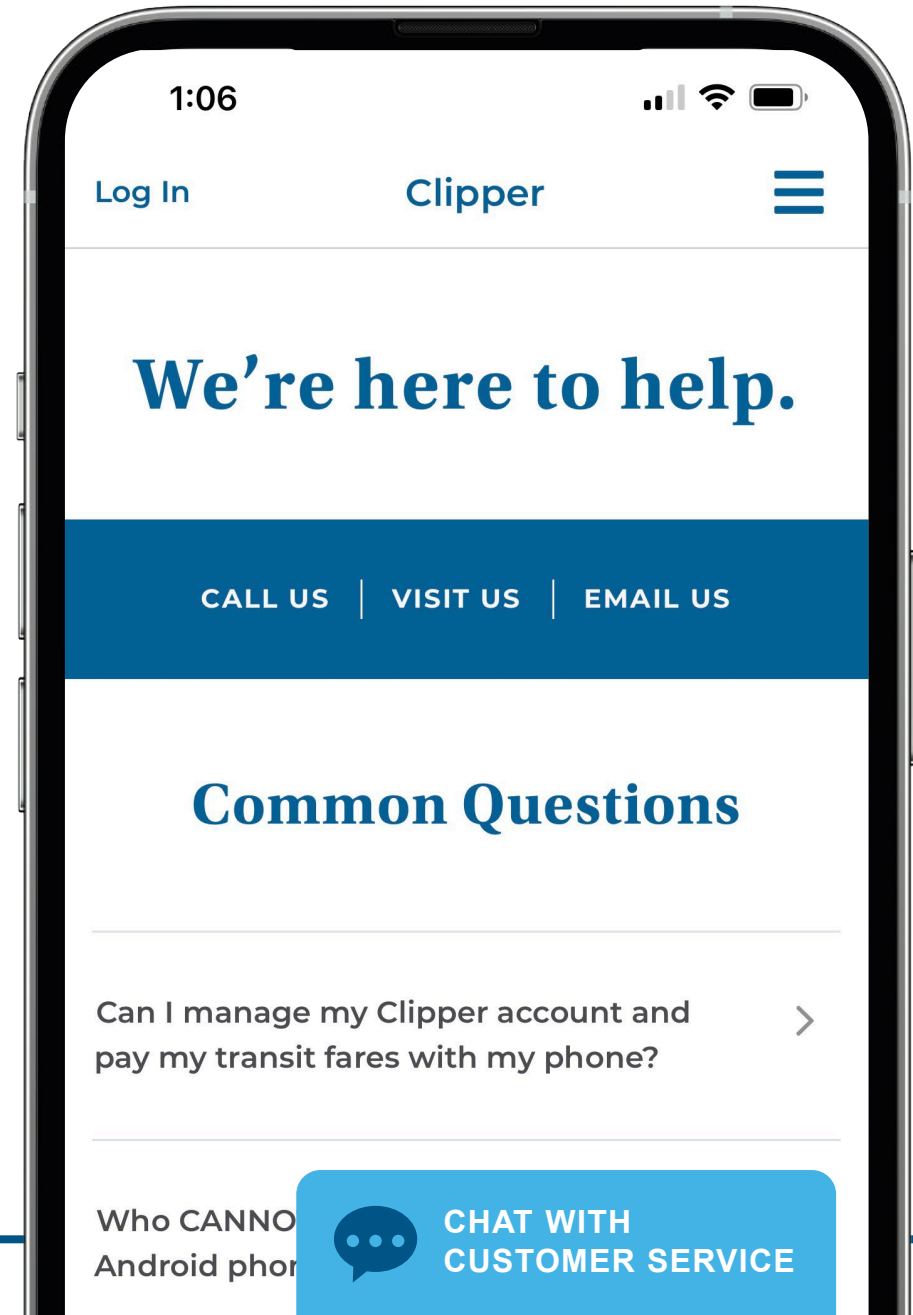


# Best-in-Class Customer Service

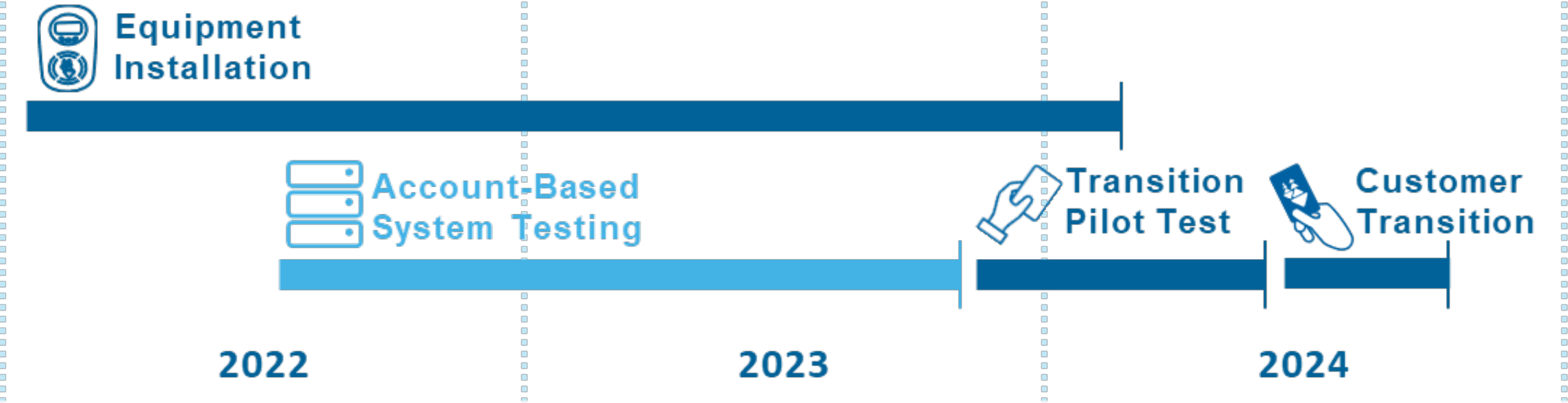
Automated Phone Options

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Live “Chat”



# Project Delivery



# Refreshed, Reliable System

Faster and Easier

---

Benefits for Customers

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Benefits for Operators







# Next Generation BART Fare Gate

BART Accessibility Task Force (BATF)

May 25, 2023



# Overview

- Vendor Highlights
- Fare Gate Features
- West Oakland Pilot
- Deployment Schedule





# Qualification Highlights

- Proposed solution met each BART requirement specifically, without exception
- Fare Gates in service for more than 3.94 billion rides annually (pre-COVID)
- 26 years of experience with sensor technology
- Fully open architecture and modular design
- Extensive integration experience with TR4 and legacy systems
- STraffic has deployed more than 16,000 fare gates



Beijing Mass Transit Railway  
Operation Corporation Limited  
北京市地铁运营有限公司



# Community Engagement Commitment

- 2,000 Hours of Internship Opportunities in Partnership with Bay Area Community Based Organizations



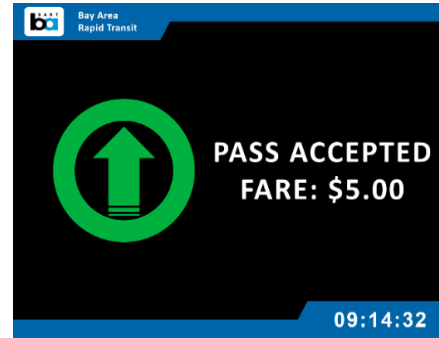
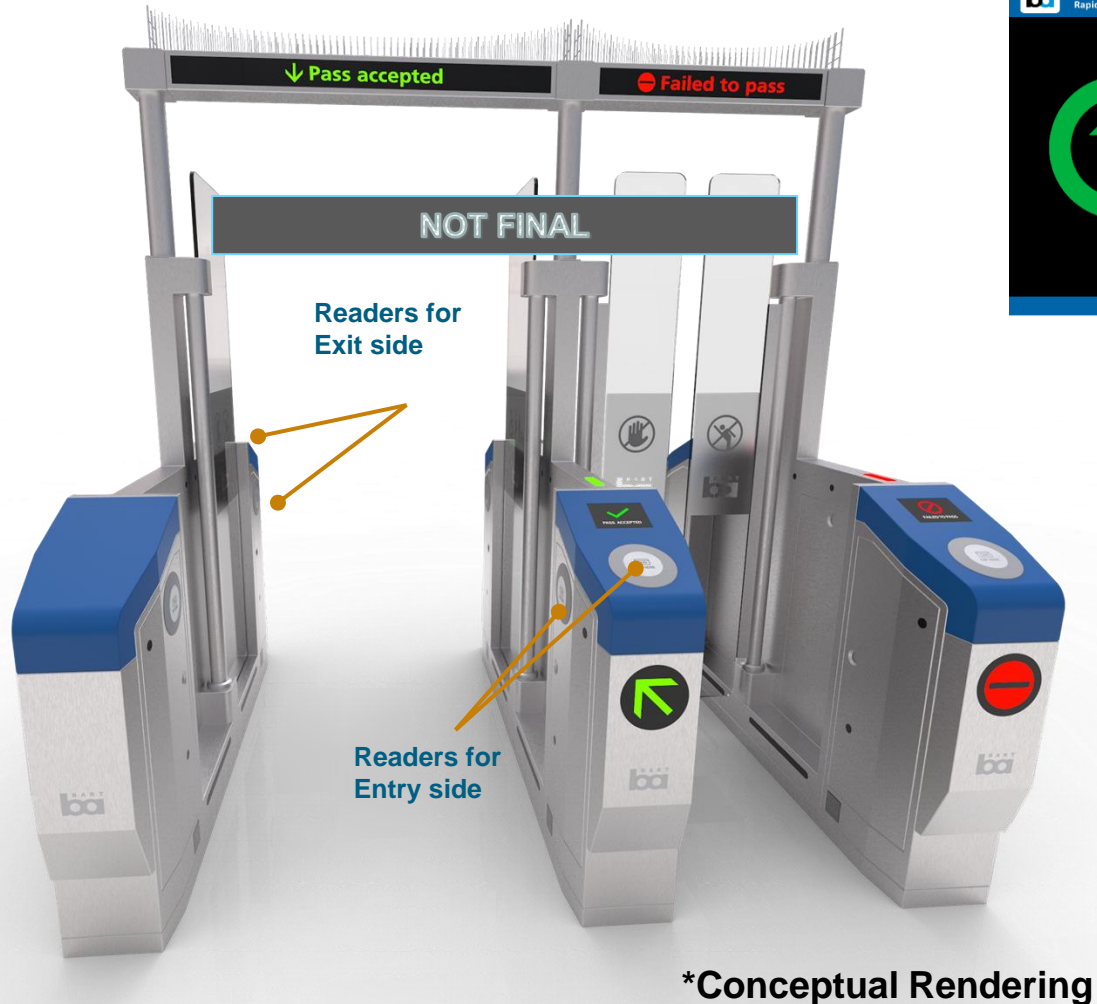
# Improved Customer Experience: Accessibility

- STraffic has worked extensively with the ADA community and incorporated learnings into fare gate designs.
  - Equipped with top and side-mounted readers
  - Sensor technology for safe access of persons and service animals
  - Aisle lighting, messaging, and color-coding options





# Improved Customer Experience: Customer Interface



# Approach to Fare Evasion Management

## DETER

### Physical Features

### Fare Gate Performance



\*Conceptual Rendering

## DETECT

### Sensors

✓ Infrared



✓ 3D Sensor



### Audit Registers

✓ Gate Performance

Monitoring

## RESPOND

Fare Gate  
Activation

Alarms

Fare Gate  
Performance

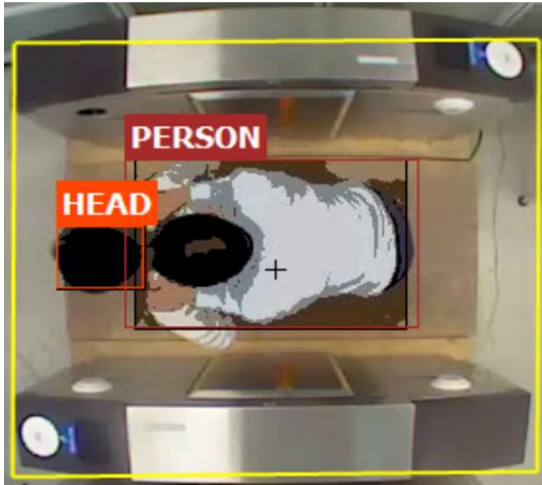
Reporting



Data Supports Monitoring, Analytics and  
Ongoing Response

# Detect - Advanced Sensor Technology

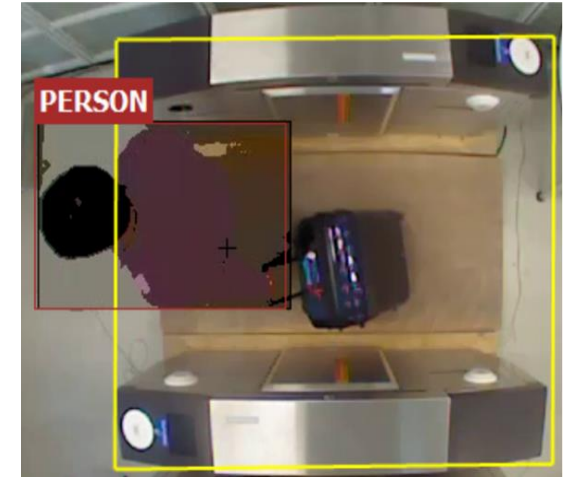
- ✓ Infrared
- ✓ 3D Sensor
- ✓ Camera



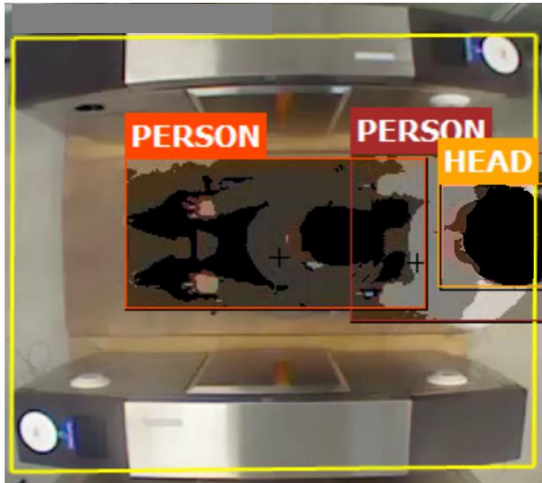
Piggybacking



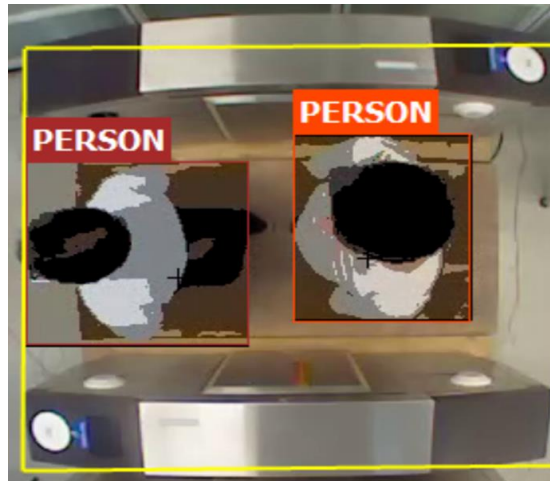
Bicycle



Luggage



Wheelchair (2 persons)

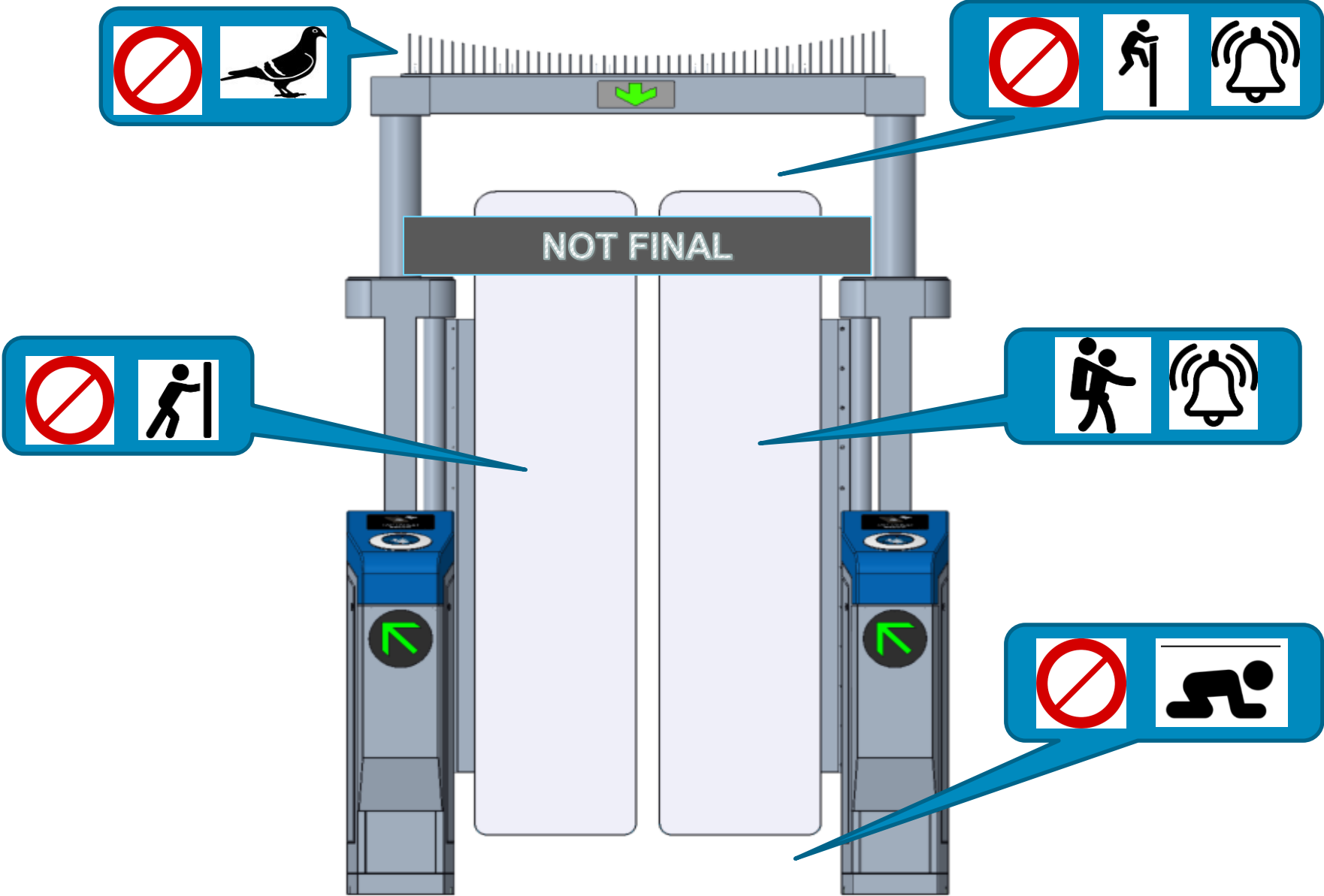


Tailgating



No facial recognition

# Deter





# Respond - Monitoring/Metrics

- Graphical User Interface for point-and-click, real-time control over fare gate.

The screenshot displays the BART Single-Aisle fare gate monitoring interface. It includes a top navigation bar with 'Maintenance', 'Settings', and 'Off-line User' options. The main content area is divided into several sections:

- Operation and Direction Modes:** A section on the left showing 'Connected-ST' and 'Degraded mode' with various status indicators like 'TMO off', 'Low-usage', and 'ADA 92%'.
- Fare Gate Module Status:** A central section showing two fare gate diagrams, 'PRIMARY' and 'SECONDARY'. The 'PRIMARY' gate has a red indicator (Out of Service) and an orange indicator (Door Open). The 'SECONDARY' gate has a red indicator (Out of Service).
- Real Time Fare Gate Operating Status:** A section at the bottom left showing a green arrow pointing up and the text 'FREE SIDE'.
- Real Time Fare Evasion Event Log:** A table on the right showing a list of events with columns for Time, Code, Event Name, and Argument.
- Service Availability for this Fare Gate:** A section at the bottom right showing 'Availability' as 92.28 %.

Callouts from the image:

- Operation and Direction Modes:** Points to the 'Connected-ST' and 'Degraded mode' section.
- Fare Gate Module Status:** Points to the 'PRIMARY' and 'SECONDARY' fare gate diagrams.
- Real Time Fare Gate Operating Status:** Points to the 'FREE SIDE' section.
- Real Time Fare Evasion Event Log:** Points to the 'Event List' table.
- Service Availability for this Fare Gate:** Points to the 'Availability' section.

Time	Code	Event Name	Argument
03-30-2023, 17:11:22	025	Trying to open barriers detected on Exit	No argument
03-30-2023, 17:10:59	012	Barrier not closed	Clear
03-30-2023, 17:10:57	104	ADA barrier 2	Barrier operation fail
03-30-2023, 17:10:57	012	Barrier not closed	Detected
03-30-2023, 17:10:57	103	ADA barrier 1	Barrier operation fail
03-30-2023, 17:10:49	023	Tailgating detected on Exit	No argument
03-30-2023, 17:10:25	014	Trying to open barriers detected on Entry	No argument
03-30-2023, 16:59:17	005	Illegal entry detected	No argument

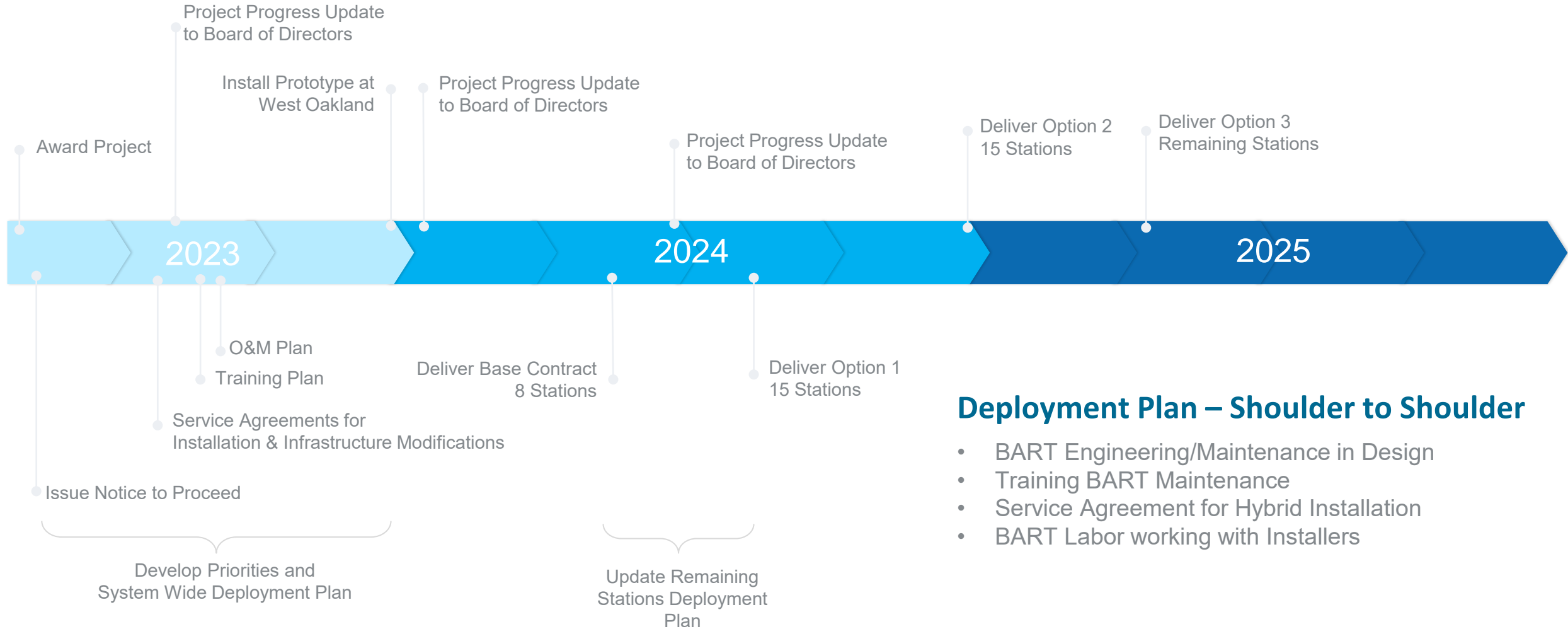
Availability: 92.28 %

# Pilot West Oakland

- Single Array
- Geographically Close to Maintenance and Engineering Staff
- Investment in West Oakland



# Next Generation Initial Deployment Schedule



## Deployment Plan – Shoulder to Shoulder

- BART Engineering/Maintenance in Design
- Training BART Maintenance
- Service Agreement for Hybrid Installation
- BART Labor working with Installers

# Questions?





# Multiple Ways to Contact BART– Customer Service, BART Police, Email Refresher

BART Accessibility Task Force (BATF) – May 25, 2023

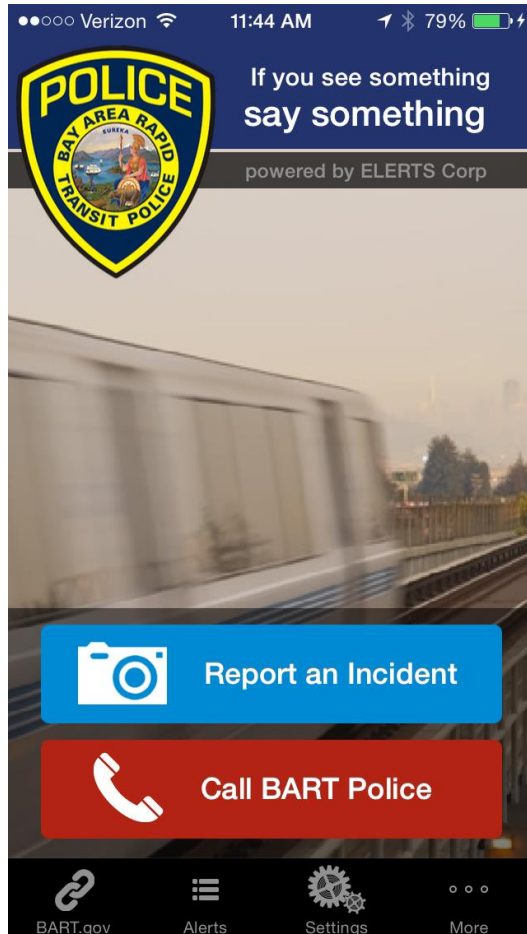
# BART Customer Services

## Call or write to Complain and/or Comment

1. 8:00 am to 5:00 pm, Monday – Friday, **510-464-7134**
  - After 5 pm, can leave a voicemail
  - Can leave voicemail on Saturdays and Sundays
2. Email message to complain and/or comment, <https://www.bart.gov/contact/comments>
  - Can report accessibility related issues and will be distributed to the correct department or will be emailed to Customer Access and Accessibility Department to follow through – Case number to be assigned
3. Call BART Main Line, 8:00 am – 6:00 pm, Monday to Friday, **510-464-6000** and will be directed to the correct department for further assistance



# BART Watch App



- App Store (iOS)/Google Play (Android) supported
- Free app
- Quick and discreetly report criminal or suspicious activities
- Goes directly to the BART Police Department
- Can be send by texts along with attached photo (s),

## BART Watch allows you to report the following:

1. Disruptive Behavior
2. Robbery/Theft
3. Sexual Harassment
4. Unattended Bag or Package
5. Vandalism
6. Illegally Parked Vehicle

<https://www.bart.gov/about/police/bartwatch>

# Or...Email Elena Van Loo

## Email related to (examples):

- Overheard announcements not working
- Accessible pathways not accessible
- Signages vandalized, missing, broken, ADA compliance, etc.
- Door trains not working
- Elevator outages
- Hearing Loops
- Enclosed faregates not working

**Each email will be emailed to the proper staff to follow through**



# Other Contact, Outreach, Report

- Report a biohazard
- Tweet at us @sfbart
- BART Customer Service Center at Lake Merritt Station
- Independent Police Auditor – Not BART App Police

[www.bart.gov/contact](http://www.bart.gov/contact) to get the full contact information

**Thank you.**  
**Questions?**  
**Comments.**