

San Francisco Bay Area Rapid Transit District

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



COMMITTEE MEETING AGENDA

Thursday, March 28, 2024

2:00 PM

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

East Bay Paratransit's Office, 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 (BATF)

March 28, 2024

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, March 28, 2024, starting at 2:00 p.m. to 4:30 pm. The meeting will be held East Bay Paratransit 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.

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 820 8625 5780; logging in to Zoom.com and entering access code 820 8625 5780; or typing the following Zoom link into your web browser: <https://us06web.zoom.us/j/82086255780>

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 12:00 p.m. on March 28, 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 820 8625 5780, 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 820 8625 5780, and use the raise hand feature; or join the Committee Meeting via the Zoom link (<https://us06web.zoom.us/j/82086255780>) 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 meeting minutes. (Information/Action) 5 minutes
- January 25, 2024
- February 22, 2024

Attachments: [BATF 01-25-2024 minutes](#)
[BATF 02-22-2024 minutes](#)

4. Elevator and escalator preventive maintenance program. 10 minutes
(Information/Action)

Attachments: [Agenda 4 - Elevator and escalator preventive maintenance program](#)

5. New committee member nomination (s). (Information/Action) 15 minutes
- Christine Arseneault
- Herb Hastings

Attachments: [C. Arseneault - SHORT complete BATF application 2024](#)
[H. Hastings BATF SHORT application dtd 02-26-2024](#)

6. Election of Chair and potentially Vice-Chair (s). 20 minutes
(Information/Action)

7. Discuss potential changes under the BATF By-Laws. 30 minutes
(Information/Action)
- Term of Office
- Nomination and selection process

Attachments: [Agenda 7 Discuss potential changes under the By-Laws](#)

8. Member announcements. (Information) 5 minutes

9. Staff Announcements. (Information) 5 minutes

10. Chairperson announcements. (Information) 5 minutes

11. Future agenda topics – Member suggest topics. 5 minutes
Next meeting scheduled: April 25, 2024

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
January 25, 2024

1. Roll Call of Members:

1. Alex Tiphayachan
2. Anita Ortega
3. Annie Koruga - ABSENT
4. Bruce Yow
5. Catherine Callahan
6. Clarence Fischer
7. Danny Kodmur
8. Daveed Mandell
9. Don Queen
10. Emily Witkin
11. Hillary Brown
12. Janice Armigo Brown (2nd Vice-Chair)
13. Randall Glock (Chair)
14. Roland Wong (Vice-Chair)
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of eight (8) in-person BATF members. Emily Witkin used, “Just Cause,” for the first time.

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Matt West
Bob Franklin

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

Director Robert Raburn
Ahmad Rassai (BART Staff)

Patricia Nelson (BART Staff)
Sterling Routson-Thomas (BART Staff)
Shane Edwards (BART Staff)
Michael Lemon (BART Staff)
Jason Weinstein (MTC Staff)
Sara Hill (Captioner)
Mayra Perez (Captioner)
Herb Hastings (Guest)
Christine Arseneault (Guest)
Aleta Depree (Guest)
Andrea Johnson (Guest)
Natalie Maxwell (Guest)
Roger Acuna (Guest)
Helen Walsh (Guest)
Jerry Grace (Guest)
Sarah Desumala (Guest)
Sergio Valencia (Guest)

2. Public Comments

Aleta Dupree introduced herself. She cannot serve as an appointed member as she does not live within the BART's district. She stated the Bay Area has not been the kindest place and added she is a real disabled US Army Vet who served in Desert Storm. She asked to be accepted as part of the disabled community even being different and wearing a skirt. Aleta Dupree stated she has a reduced fare Clipper Card and supports reduced fares. Reduced fares are testimonies to the unique and essential needs. She asked to be willing to expand the message of the importance of reduced fares and mentioned if anyone is eligible to get it to access the system. Aleta Dupree appreciated coming to the meeting and speaking under the Brown Act protocols.

Herb Hastings introduced himself and mentioned he was a BATF member and is looking forward to coming back as a BATF member. He stated he witnessed fare evasions on his way to the BATF meeting. He also spoke about the next generation fare gates and encouraged people to go to West Oakland BART Station to try out the new fare gates.

Director Robert Raburn introduced himself and expressed his appreciation for BATF members' good deeds and wishes everyone a wonderful 2024.

3. Approval of December 13, 2023 meeting minutes

Clarence Fischer moved approval of the December 13, 2023. Janice Armigo Brown seconded the motion.

- Motion passes with ten (10) in favor, zero (0) against, and one (1) abstention

4. Clipper Card update:

- **Clipper Card next generation system 2.0**
- **Clipper Card Start update**

Jason Weinstein from Metropolitan Transportation Commission (MTC) presented on Clipper Card update highlighting the Clipper Card Next Generation System and Clipper Start update.

He went over the backbone for regional network management. He mentioned Clipper Card services 22 transit operators, partners with mobile phones, supports regional and operator-specific fare initiatives, and the Clipper Executive Board provides program direction.

There are 4 million active accounts, \$24 million are spent on fares each month, and there are ten million total users.

He shared that mobile Clipper Card usage has increased since April 2021. He mentioned Clipper Card users are 95% satisfied and 97% Clipper Card users would recommend it to family and friends.

He mentioned the Clipper Card system needs modernizing and is stretching to meet all the customer needs which extends to transit benefit recipients, low-income (equity), youth and seniors, people with qualifying disabilities (accessibility), transit benefits companies, and employers, colleges, and residential developments.

He went over the new, next generation Clipper Card with the timeline of the project delivery from 2022 to 2024. He mentioned there will be new on-board card readers, Clipper Card faregate readers, platform stand-alone card readers, customer service terminal, and handheld retail. He added Clipper Card mobile payments goes through Apple Pay and Google Pay App at which you can check balance, travel costs, plan trips, and look into group travel.

He also mentioned in the near future, you will be able to use major contactless credit/debit cards known as, “open payment.”

He went over the Clipper Mobile App, sharing that you can instantly see current funds, the current balance, travel costs, and plan a trip. The Clipper Mobile App provides group travel guidelines.

He shared Clipper Card Customer Service will be better than ever. He mentioned there will be automated phone options that will allow customers to self-service, and that there is a live “chat” that will give customers another way to communicate with Clipper Card Customer Service.

Jason Weinstein went over the Clipper Card Start update.

He shared data on the current program and mentioned the data ran through October of 2023. He mentioned 29,000 applications was received, 2.7 million trips were taken, 25,000 applications were approved (roughly 12% of eligible population), and Clipper Card Start has gone up significantly after spring 2023 campaign.

To qualify for Clipper Card Start, people must be a resident of the San Francisco Bay Area, be 19-64 years old, do not have an RTC Clipper Card for people with disabilities, and have a household income of 200% of the federal poverty level or less.

He pointed out, “big wins,” with Clipper Start and continues to improve as this program grows. In the spring of 2023, marketing campaign with direct mail nearly doubled applications received, Santa Clara Valley Transportation Authority (VTA) will join Clipper Start program in January of 2024, and starting on January 01, 2024, all participating agencies will offer a 50% discount.

Jason Weinstein mentioned there will be ongoing discounts, promotions and more in the coming weeks.

Hillary Brown asked how to sign up for the Clipper Card Start. Jason Weinstein mentioned to visit, clippercard.com, and there will be more details on what are the requirements. He added the Clipper Card Start application is available online.

Roland Wong thanked Jason Weinstein for the presentation and mentioned he serves on the Metropolitan Transportation Commission (MTC) advisory committee. He had a couple of points to share:

1. How are the transactions linked to a credit card payment to Clipper Card number. Currently, we can view the transactions on Clipper Card Website and Clipper Card App. Will this process be pretty much the same?
2. Clipper BayPass was not part of the presentation but was a Clipper Card topic. He pointed out that he heard the Clipper BayPass program is successful. As the program expands to encourage more people to ride public transit in the Bay Area, I would like to see the Clipper BayPass include seniors and people with disabilities. Clipper RTC program does have a 62.5% discount which helps; however, this population of people have difficulty paying their daily living expenses and transit fares due to high cost in the Bay Area which discourages them from going out and thereby creating depression and self-isolation. Roland Wong has asked other committees to include seniors & people with disabilities to participate in Clipper BayPass, but this is not on the plan at this time. He mentioned bringing the Clipper BayPass Program to access transit and equity for all people.

Jason Weinstein expressed gratitude to Roland Wong for his support and valued his viewpoints. In the upcoming months, Jason Weinstein stated that further details regarding the [Clipper BayPass pilot program](#) will be available.

Clarence Fischer had a few suggestions. He suggested adding to the presentation an income amount that may qualify for the Clipper Card Start instead of the percentage due to not all can calculate amount from the percentage side. He suggested adding ads in the BART trains and throughout the BART System to get people to sign up to be transit riders and sign up for the Clipper Card Start program. He suggested with Clipper Card Start is to include seniors and people with disabilities because he thinks they can give good feedback. He also would like to get a better understanding of the new Clipper Card 2.0 being part of Paratransit. Jason Weinstein said he will look into Clipper Card 2.0 being part of Paratransit.

Herb Hastings questioned why you cannot use both plastic Clipper Card and smartphone Clipper Card at the same time and Jason Weinstein stated, at this time, this cannot be done due to identity theft concerns.

Jerry Grace asked what happens if you misplaced the plastic Clipper Card or misplaced the smartphone with the Clipper Card App on it. Jason Weinstein shared to call Clipper Card Customer Service as soon as you can and report a lost/stolen card or lost/stolen smartphone to set up a new account, if necessary.

Natalie Maxwell mentioned Metropolitan Transportation Commission (MTC) website is archaic and needs updating. They would also like to know more about the group travel sales on the Clipper Card website.

Helen Walsh asked for clarification about what is the difference between the RTC discount cards (seniors and people with qualifying disabilities) vs. Clipper Card Start Program (low income based, live in the Bay Area). Jason Weinstein mentioned RTC discount card is at 62.5% discount and the Clipper Start Program is at 50% discount.

5. BART's improved access settlement agreement update

Sterling Routson-Thomas presented on, "BART's improved access settlement agreement update."

Shane Edwards, Assistant General Manager of Operations and Mike Lemon, BART's Assistant Chief Maintenance Officer, were available to answer any questions related to the access settlement.

He went over the history of why BART was sued for lack of accessibility throughout the BART System. Class action lawsuit was recorded on April 5, 2017, against BART and the complaint was the alleged claims under the Accessibility Law. The complaint was filed by, Senior and Disability Action, on behalf of its members and all others similarly situated and the complaint alleged that people with mobility disabilities were denied equal access to a critical component of the Bay Area's mass transit system.

Sterling Routson-Thomas went over the principal allegation of the complaint were:

- Elevators were regularly out of service in an unplanned fashion. Including more than 2,500 elevator outages occurring during BART's normal operating hours between October 2015 and the filing of the Complaint.
- BART did not provide effective, reliable, or well-publicized alternate accessible transportation options for passengers with mobility disabilities who are unable to enter or leave their chosen BART stations because of outages.
- The elevators were not suitably cleaned.
- Escalators out of service, accessible fare gates out of service, call boxes used to alert station agents to access problems were frequently out of service.
- BART's policies and practices create barriers to access.
- Inadequate communication and plan for emergency evacuation.

He went over multiple slides on, Negotiated Settlement, District Obligations in the Settlement, Terms of the Settlement Oversight, Elevator Requirements Renovation, Elevator Requirements (prompt repair, preventive maintenance, and preventative maintenance schedule), Escalator Upgrades (future work), Escalator Requirements (prompt maintenance and preventative maintenance), Elevator Attendants, System Service Worker Staffing, Staffing Cleanup, Communication Regarding Outages,

Access and Elevator Mitigation Plan, Elevator Helpline, Mitigation Shuttle Pilot, Emergency Preparedness Plan Station Agents and Train Operators, Emergency Preparedness Plan Training Police, Updated Print Materials and Website (regarding emergency evacuation plan), Evacuation Materials, Emergency Drills, Mobility Device Reunification, Alerts Mandated, Call Boxes, Signage and Path of Travel Obligations, Accessible Fare Gates, Locking Fare Gates, Training Requirements, Complaint Procedures Updates, Progress Monitoring Reports, Request for Information, Monitoring Fees, Dispute Resolution Governed by the Settlement Agreement, and Costs of Settlement.

Clarence Fischer stated he remembered about 20-30 years ago, there were public announcements in the station when elevator was either out of service or back in service from BART Train Operators and asked if this is still being done. Michael Lemon mentioned this is still ongoing but, announcement can be done with the Operating Center (OCC) and/or train operators. Michael Lemon mentioned it is required of any change of availability of elevators to be communicated within a few minutes though intercom public announcements.

Bruce Yow asked how often the elevator repairs are being done. Michael Lemon stated that technicians that repair the elevators are licensed technicians and said that there are 38 BART staff and BART is budget for 43 BART staff in total. He mentioned there are gave-yard shifts and elevators require certain amount of work and is the same process as for the escalators. Michael Lemon mentioned his department has an intern program pursuing a licensure as a technician through the apprenticeship program.

Danny Kodmur commented there was an Americans with Disabilities (ADA) class action lawsuit against BART about twenty years ago and wants to know why there is another one. Micheal Lemon mentioned technology is much more advance than it was about twenty years ago and with the current class action lawsuit to update with the current and future technology for people with disabilities.

Randall Glock would like to see members of the BATF participate in emergency preparedness exercises, training, and/or classes. Additionally, he mentioned that BATF members would like to assist in providing accessibility training to BART station operators and agents. Elena Van Loo expressed gratitude to the BATF members for their interest in being more involved in training with BART staff and emergency procedures within the BART System. She added that, for liability reasons, BART staff participates in emergency role plays and BART staff provides accessibility and sensitivity training to BART station agents but not to BART station operators at this time.

Daveed Mandell would like to see better accessible pathways for people who are visually impaired or people who are blind and mentioned he would like to be more involved in making this request happen.

Janice Armigo Brown mentioned she is hearing impaired and asked about texted alerts through smartphones instead of overhead. Michael Lemon mentioned BART does provide [text alerts](#) through the smartphones.

Herb Hastings asked with the Fleet of the Future (FOF) displays digital elevator status on the monitors and Michael Lemon mentioned, at this time, elevator status does not display digitally in the FOF and mentioned elevator status are announced.

BATF members and members of the public requested to provide the contact details and article regarding the "[Improved Access Settlement Agreement](#)" under BART.gov.

6. BART's middle door marking update

Ahmad Rassai (AR) mentioned there was a presentation back in November 2023 updating BART's middle door marking update and showed an example of the middle door marking decal. He mentioned only middle door markings decals will be installed with the blue edges on each end and marked as, "middle door." Door markings with yellow edges on each end will come at a later date when funding are available.

Herb Hasting expressed how the door marking decals are going to be laid out with the three doors, Fleet of the Future (FOF), trains near the platform edge and asked if the decals will be in the way of the middle tactile tiles. AR stated the middle door decals will be laid down just as it was done with the two door legacy BART trains and tactile tiles for people who are blind or people with low vision, are guaranteed a train will be there, will not be effected.

Daveed Mandell mentioned he is blind and Don Queen is blind and wishes he and Don be more involved. He expressed how upset he was.

7. December 13, 2023, BATF Holiday Reception debrief

BATF members voted unanimously to move "December 13, 2023 BATF Holiday Reception," debrief, discussion at a later BATF scheduled meeting.

8. Member announcements

Clarence Fischer stated he would like to see a greater level of involvement from BATF members in various activities, such as testing the next generation faregates at the West Oakland BART Station. He further mentioned that BATF members were not given the opportunity to test the faregates in the lab and provide feedback from people with diverse disabilities prior to the installation as a pilot project at the West Oakland BART Station.

9. Staff announcements

Elena Van Loo congratulated Danny Kodmur who is officially appointed BATF member by the BART Board of Directors on January 25, 2024.

Elena Van Loo announced BART Board of Directors will have their workshop on February 08, 2024, from 9:00 am to 5:00 pm.

Matthew West announced that he will be leaving BART as the Access Manager and will be returning to the job he had at SFMTA. He thanked everyone for welcoming him.

10. Chairperson announcements

Along with other BATF members, Randall Glock agreed BATF members should be more involved with BART's projects related to accessibility within the BART System and mentioned he will work with staff on how to proceed.

Randall Glock mentioned BATF members and members of the public could go to West Oakland BART Station to test the next generation fare gates.

11. Agenda Topics – Member Suggest Topics

- Next generation fare gate update
- Call boxes within the BART System update
- Braille within the BART System update
- Clipper Card 2.0 update

12. Adjournment

The meeting adjourned at 4:26 pm until the next regularly scheduled meeting, Thursday, February 22, 2024 at 2pm.

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

BART ACCESSIBILITY TASK FORCE
Committee Meeting **DRAFT** Minutes
February 22, 2024

1. Roll Call of Members:

1. Alex Tiphayachan - ABSENT
2. Anita Ortega
3. Annie Koruga
4. Bruce Yow
5. Catherine Callahan - ABSENT
6. Clarence Fischer
7. Danny Kodmur
8. Daveed Mandell
9. Don Queen
10. Emily Witkin
11. Hillary Brown
12. Janice Armigo Brown (2nd Vice-Chair) - ABSENT
13. Roland Wong (Vice-Chair)
14. VACANT
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of eight (8) in-person BATF members.

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Ryan Greene-Roesel
Bob Franklin

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

Director Robert Raburn
Michael Wong (BART Staff)
Derry Moten (BART Staff)
Jessica Kirby (Captioner)

Mayra Perez (Captioner)
Christine Arseneault (Guest)
Roger Acuna (Guest)
Herb Hastings (Guest)
Seraphina Rosmant (Guest)
Aleta Dupree (Guest)

2. Public Comments

Herb Hastings introduced himself and expressed interest in becoming a BATF member.

Christine Arseneault introduced herself and expressed interest in becoming a BATF member.

3. Approval of January 25, 2024 meeting minutes

A revision to the minutes of the January 25, 2024 meeting was requested by Bruce Yow. At the next scheduled meeting, Elena Van Loo will provide the updated meeting minutes for approval.

Clarence Fischer motioned to move January 25, 2024 meeting minutes for approval to the next scheduled BATF meeting. Daveed Mandell seconded the motion.

- Motion passes with nine (9) in favor, zero (0) against, and zero (0) abstention

4. Next generation fare gate update

Michael Wong presented on “Next Generation Fare gate update.”

Michael Wong shared a project overview:

1. Next generation fare gate prototype installed and opened to the public at the West Oakland BART Station in December of 2023.
2. The next generation fare gate is an innovative design, being taller and stronger with modern equipment and advanced sensors
3. Next generation fare gate improves accessibility, reliability, and deters fare evasions
4. Next generation fare gate will be compatible by tapping a credit card or debit card at the fare gate
5. Next generation fare gate installation of about 700 new fare gates will be completed systemwide by the end of 2025

He mentioned the Accessible Fare Gate (AFG) is frameless polycarbonate and it is bi-directional as it is for current fare gate. The AFG does have a tag on the inside to process Clipper cards and mentioned the tag at the top will be working as more next generation fare gates are added. He added the audio tones on the next generation fare gate are the same as on the existing fare gates. Michael Wong mentioned there are sixteen sensors for each next generation fare gate.

Hillary Brown mentioned witnessing fare evasion with the existing fare gates. Michael Wong mentioned the next generation fare gate will be more difficult to fare evade with the new design with taller doors.

Clarence Fischer was concerned that BATF members were not invited to test-run the next generation fare gate before it was installed at West Oakland BART Station to give feedback on accessibility features but wishes to still do a test-run before the next generation fare gates are installed at other BART Stations. Bob Franklin mentioned before the next BATF meeting to have an open-house at West Oakland BART Station to do a test-run and will work with staff to coordinate.

Annie Koruga thanked Michael Wong for his presentation and asked three questions:

1. Are the next generation fare gates going to be installed with different style fare gates or be installed with the same fare gate style. Michael Wong mentioned the next generation fare gates will be installed with the same fare gates but, has not been determined which style to use.
2. There was mentioned of AI (Artificial Intelligence) above the fare gate where it can detect riders going through the gate and wondered where data is stored and who will have access to it and expressed privacy issues. Michael Wong mentioned the AI takes blur visions of riders and that AI is used for not used for tracking purposes.
3. With the existing fare gates, the display shows how much is left on the Clipper card. The next generation fare gate the balance will not be available and would like to know why this is and added showing the balance helps them keep track. Michael Wong will look into this with staff why the next generation fare gate doesn't provide Clipper card balance.

Daveed Mandell would like more detailed descriptions of the next generation fare gate for people who are blind or people with low vision and expressed concerns with the next generation fare gates.

Danny Kodmur asked for confirmation about which of the three prototypes of the fare gates will be used. Michael Wong confirmed one of the prototypes will be used for future installations but hasn't been determined yet.

Emily Witkin wanted to follow up why balance cannot be provided after processing the Clipper Card. She mentioned she noticed when she exits, the machine checks whether she has enough money and asked if there is a delay before the gate opens or do not find out until the end that I have a negative balance. Bob Franklin said this is a good question and will reach out to the proper staff at Clipper to answer Emily Witkin's question.

Herb Hastings asked if the Accessible Fare gate (AFG) will be located near the station agent booth. Michael Wong stated the AFG will be at the same location as the existing fare gates but will be replaced with the next generation fare gates.

Herb Hastings asked if the timing will be shorter when entering and/or exiting the next generation fare gate compared to the existing fare gates remains opens for a few seconds which welcomes fare evasions. Michael Wong stated with the new sensory, the next generation fare gates will close a lot faster.

Roland Wong thanked Michael Wong and Derry Moten for presenting.

5. New out-of-service elevator signage

Elena Van Loo presented on "New out-of-service elevator signage."

She mentioned that this is the start of a brand-new project and that she was interested in hearing from BATF members and members of the public on how to make the signs simple to read and understand, while maintaining consistency.

She shared the purpose of out-of-service elevator signage:

- Need to provide better information on elevator about what to do when an elevator is out-of-service
- We are here to begin the discussion about what information to include on an elevator sign

Elena Van Loo added that there was a presentation in January of 2024, "BART's improved access settlement agreement," and part of the agreement is the elevator mitigation.

She went over types of elevators within the BART system:

- Two elevators needed for access
 - street to concourse
 - concourse to platform
 - multiple platform levels (example: 12th St/Oakland City Center BART Station, 19th St/Oakland BART Station)

- One elevator needed for access
 - street to concourse to platform (example: Balboa BART Station, Rockridge BART Station)
 - Street to platform (example: Bay Fair BART Station, Orinda BART Station)
- Redundant or alternative elevator (example: Warm Springs/South Fremont BART Station)
- Elevator serving center platform (example: MacArthur BART Station)
- Separate elevators serving side platforms (example: El Cerrito Plaza, El Cerrito del Norte)

She shared examples of scenarios:

- Can't enter the station
- Can't exit the station
- Direction of travel
- Time of day/day of week
 - Bus schedules and drive times vary

Elena Van Loo went over other factors to consider:

- Other elevator signage
 - "Push button for help. Calls will be answered"
 - specialized station – specific signage
- Temporary signage
- Sign size and location restrictions
 - Variable by station

She went over suggestion on what can be on the signage:

- Contact agent for assistance
- Mitigation options
 - Backtrack ("Use elevator to opposite platform and take train one stop in the other direction")
 - Alternative elevator ("Use alternative elevator at "x," location")
 - Elevator mitigation ("Contact agent for shuttle")
 - Transit ("Take transit to adjacent station")
- Phone number?
 - Only on business day hours – for now
- Webpage? QR Code?
- Braille/raised letter?
- Elevator number for reference?

Roland Wong stated that the 19th St./Oakland BART Station has a new elevator that goes from concourse level to platform level on the North end. He would like to see

signage pointing users to the elevator on the South end that goes from concourse level to street level. Bob Franklin mentioned this would be an example as an alternative route if one of the elevators are out of service.

Bob Franklin defined the term "backtracking." He explained that this works on split platforms by using the elevator on the other side of the platform and then taking the train one stop in the opposite direction.

Danny Kodmur asked where the out-of-service signage would be located either inside and/or outside the elevator. Elena Van Loo mentioned the signages will most likely be located outside the elevator but, acknowledged some of the signs will be difficult to decide where to post due to the location of the elevator. She mentioned these new out-of-service will be more of a permanent signage.

Danny Kodmur asked what caused the out-of-service signages to be part of the settlement agreement and how comprehensive the signs will be. Bob Franklin mentioned the intention of the signage and as part of the settlement agreement is to have better communication of what to do when the elevator is out-of-service. Ryan Greene-Roesel added, in a long-term solution, hopefully, is to provide digital signages and work on how to determine the right amount of information to provide to the signages.

Clarence Fischer suggested bus line information on the out-of-service signages and if bus services is not provided is to have advanced accessible vans available. Bob Franklin mentioned part of the settlement is to pilot staged accessible vehicles at BART stations where there may be elevator outages instead of requesting an elevator mitigation trip and to provide better service.

Herb Hastings asked whether the bus bridge is part of the accessible settlement. Ryan Greene-Roesel mentioned this is different from bus bridges and stated bus bridges are used when there is a scheduled track maintenance work.

6. December 13, 2023 holiday reception debrief

Roland Wong led the agenda item and asked BATF members and members of the public feedback who attended December 13, 2023, Holiday Reception.

Hillary Brown stated they had a good time at the holiday reception. They mentioned they were able to meet BART staff and meet General Manager, Robert Powers.

Clarence Fisher mentioned it was good to interact with BART staff from different departments and able to give insight, as a BATF member, to the BART staff.

Daveed Mandell wished staff would approach him and introduce themselves. He stated he is blind and stated he had no idea who was in the room. He hopes next year's event staff will approach him and introduce themselves.

Anita Ortega stated she liked the holiday reception at BART Headquarters (BHQ) and being on the ground level where at the old BART building on Lakeside, it was a hurdle to get to the reception.

Roland Wong thought the reception went well and thanked staff for coordinating the holiday reception.

Herb Hasting stated the reception was really good, especially at the new location, BART Headquarters (BHQ) being accessible.

7. Discussion of changing the BATF Holiday Reception date from December 19, 2024 to another date

Roland Wong led agenda item to discuss whether to change the BATF Holiday Reception from December 19, 2024 to another date.

Elena Van Loo mentioned December 19, 2024, BART Board of Directors have a meeting in the Boardroom that cannot be rescheduled.

Roland Wong asked who would like to make the first motion to change the holiday reception from December 19, 2024, to December 12, 2024. Hillary Brown motioned first and Clarence Fischer seconded the motion.

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

8. BATF committee goals for 2024

Roland Wong asked Elena Van Loo to lead the agenda item, "BATF committee goals for 2024."

Short and/or long-term goals from BATF member:

1. **Hillary Brown** – Be more involved with the next generation fare gate project and how to prevent fare evasions
2. **Danny Kodmur** – Give feedback on the latest, future fundings with BART along with learning more how funding works

3. **Bruce Yow** – Short term to focus on the next generation fare gates and long term to receive updates on the new BART stations in and around Downtown San Jose
 - a. Santa Clara Valley Transportation Authority (VTA) leads the Downtown San Jose new BART Stations
4. **Clarence Fischer** – Be more involved and give feedback from people with disabilities and seniors on any current, future projects before it is open to the public and be involved with Clipper 2.0
5. **Emily Witkin** – Would like to see more public awareness with the priority seats, especially rider who may have a hidden disability
6. **Annie Koruga** - Would like to be more involved with BART's policies on accessible services, including economic
7. **Daveed Mandell** – Would like to see better accessibility for people with low vision or blind people and be involved
8. **Anita Ortega** – Would like to see bus and train schedule work together to better transition from BART trains to bus stops
9. **Don Queen** – Would like to more on hands to test out the braille signs and the where to put the braille signages and share with the public the locations of braille signages
10. **Roland Wong** – Agreed with members comments and would like to be more involved in projects related to better, bright lighting for all BART Stations and have accessible pathway signage be more consistent

Herb Hastings would like more updates about the new Downtown San Jose BART Stations that VTA is leading and also wants to be involved with current, future BART projects before piloting.

9. Member announcements

Hillary Brown invited BATF members and members of the public to attend the MTC meeting focusing on what MTC's role is in the Bay Area and will share the meeting information.

10. Staff announcements

Bob Franklin announced Randall Glock resigned as a BATF member.

Elena Van Loo announced there will be nominations and elections for Chair, Vice-Chair, and 2nd Vice-Chair scheduled for March 28, 2024.

Elena Van Loo announced two new member recommendations to be scheduled at the next BATF meeting, March 28, 2024, for Christine Arseneault and Herb Hastings.

11. Chairperson announcements

Roland Wong announced he was honored to be the chair for today's meeting and covered a lot during this meeting. He asked members to think about running for either Chair, Vice-Chair, or 2nd Vice-Chair and to reach out to staff if there's any questions.

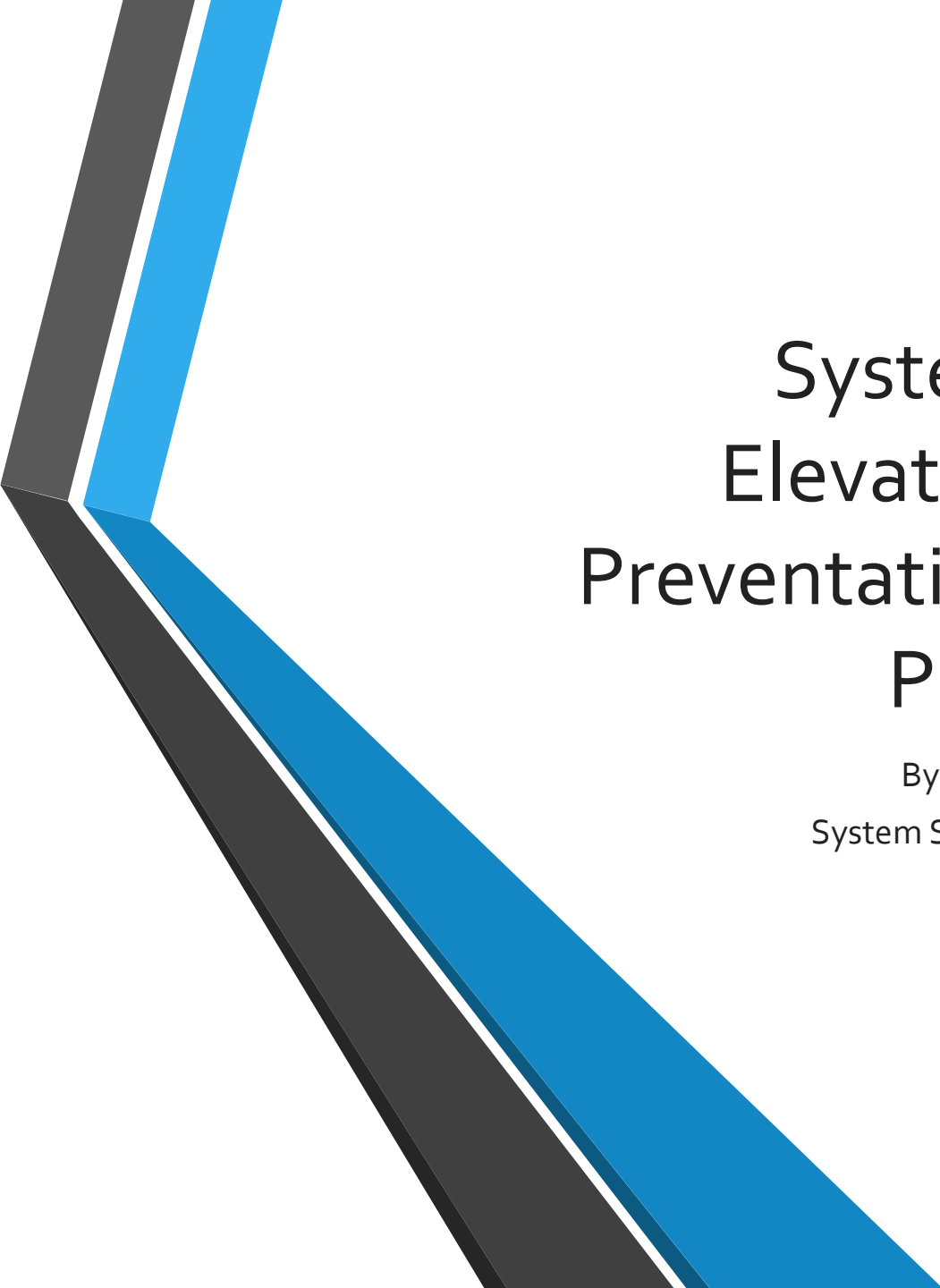
12. Agenda Topics – Member Suggest Topics

- New member nominations
 - Christine Arseneault
 - Herb Hastings
- Nominations and Elections
 - Chair
 - Vice-Chair
 - 2nd Vice-Chair
- 19th St. BART Station signage near North elevator
- How to file a complaint related to accessibility and/or public feedback
 - access barrier
- BART's media
 - Look into adding, for people who are blind or have low vision, either "alt text," description to pictures in the BART social media posts, or an add-on certain image description
 - Facebook
 - Twitter
 - Instagram
 - BART website

13. Adjournment

Clarence Fisher made a motion to adjourn the meeting in honoring Randall Glock for his dedication to BATF.

The meeting adjourned at 4:13 pm until the next regularly scheduled meeting, Thursday, March 28, 2024 at 2pm.



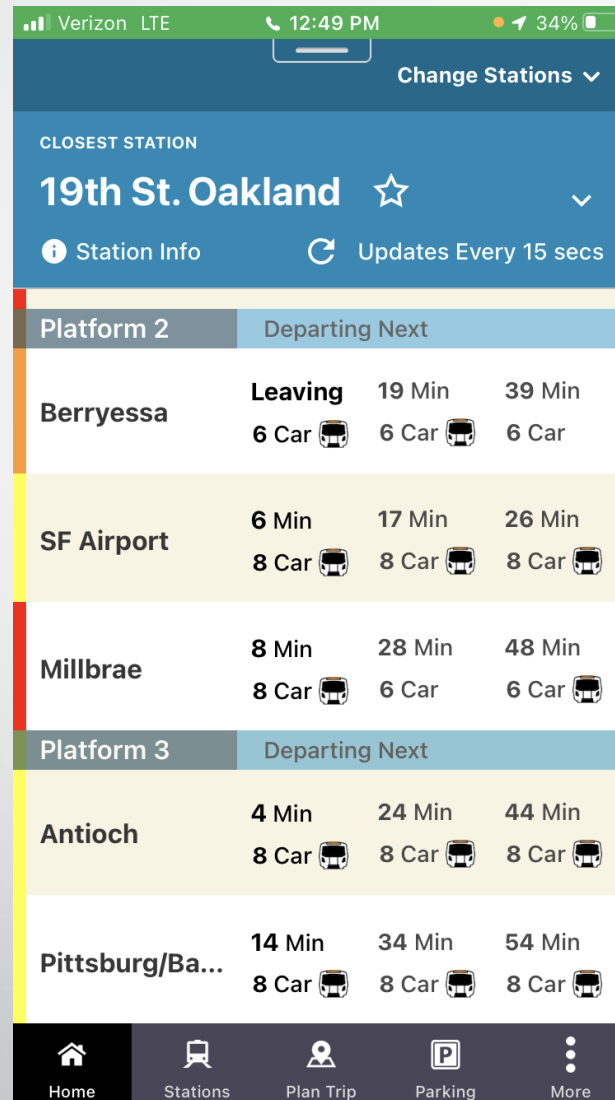
System Service Elevator/Escalator Preventative Maintenance Program

By David Coggshall
System Service Superintendent

- System Service Hours
 - 6 AM – 2 PM and 2 PM to 10 PM
 - 10 PM to 6 AM (Tues-Sat) Deeper cleaning done at night
- Elevator Cleaning
 - Elevator Cleaning done by System Service every two hours, on the odd hour
 - Elevators checked by the Station Agent on the Even hour. Any cleanliness issues are reported to the System Service Department.
 - During regular department hours (6 AM- 10 PM), System Service will respond within 30 minutes.
- Escalator Cleaning
 - Escalator cleaning done throughout the shift by System Service Worker
 - System Service cleans the hand rails, escalator tops, sides and steps as needed.

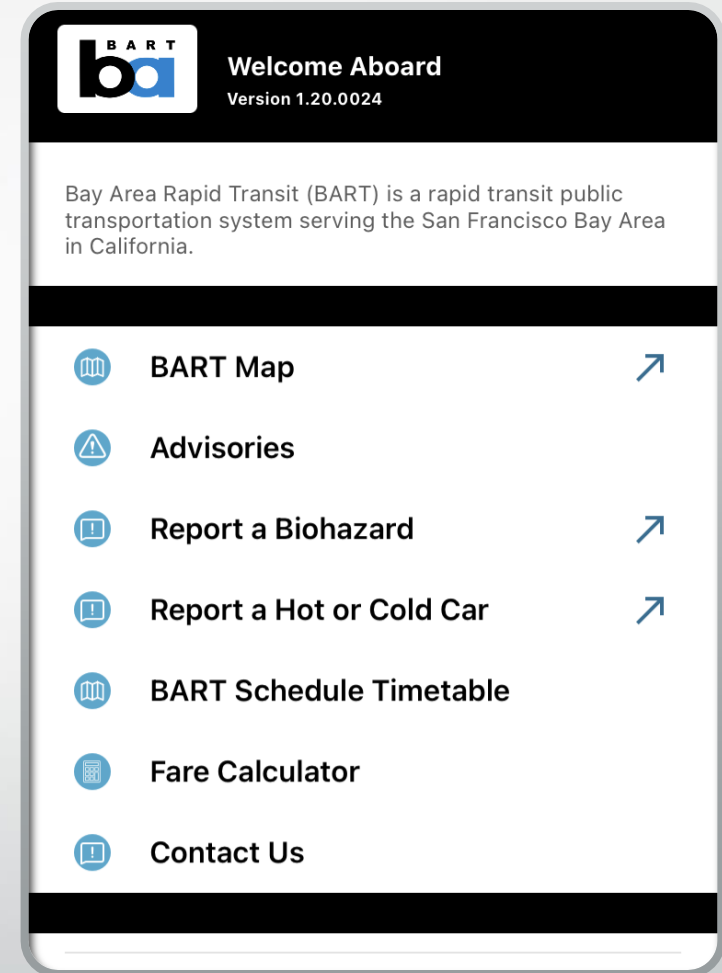
How to Report A Biohazard

Open the BART App and look in the bottom right-hand corner for the tab with three dots called More.



Report a Biohazard

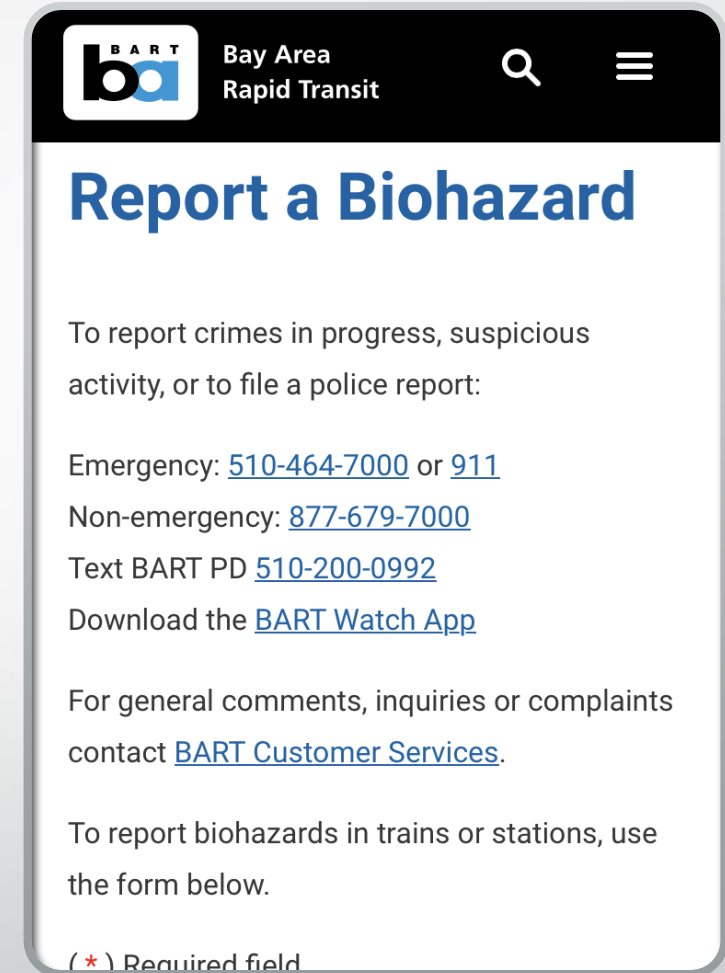
Look for the third tab down titled Report a Biohazard



Report a Biohazard

Emergency phone numbers are listed first.

Scroll down to file a report.



The screenshot shows the BART website's 'Report a Biohazard' page. At the top is the BART logo and 'Bay Area Rapid Transit' text, with search and menu icons. The title 'Report a Biohazard' is in large blue font. The main text explains how to report crimes or suspicious activity, providing emergency (510-464-7000 or 911), non-emergency (877-679-7000), and text (510-200-0992) contact numbers. It also mentions the BART Watch App and BART Customer Services. A note at the bottom states that biohazards on trains or stations should be reported using the form below. A red asterisk indicates required fields.

BART Bay Area Rapid Transit

Report a Biohazard

To report crimes in progress, suspicious activity, or to file a police report:

Emergency: [510-464-7000](tel:510-464-7000) or [911](tel:911)
Non-emergency: [877-679-7000](tel:877-679-7000)
Text BART PD [510-200-0992](tel:510-200-0992)
Download the [BART Watch App](#)

For general comments, inquiries or complaints contact [BART Customer Services](#).

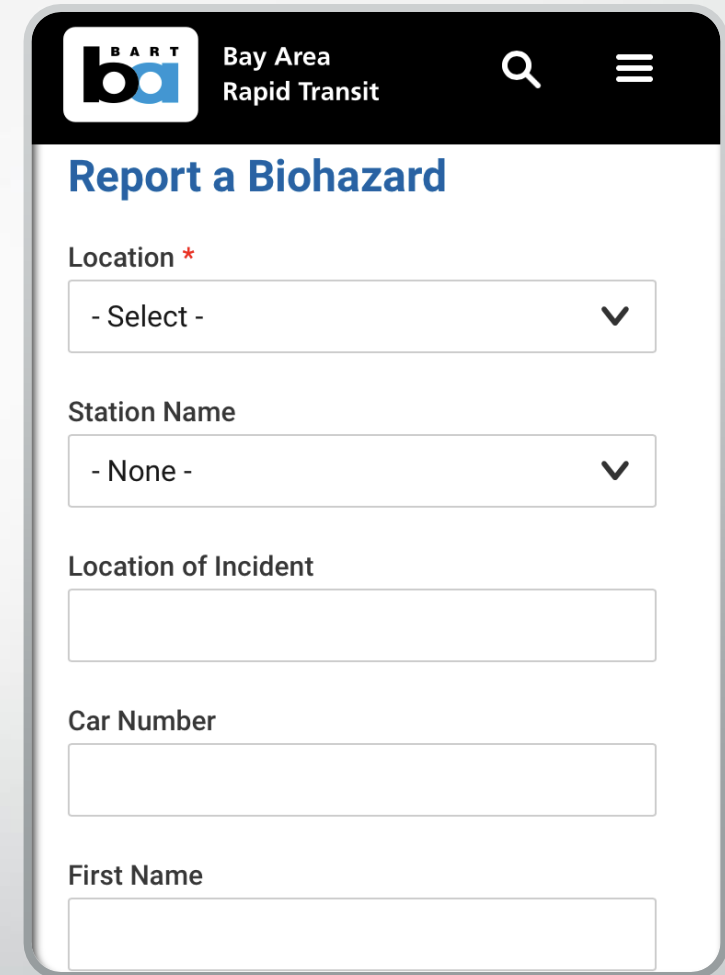
To report biohazards in trains or stations, use the form below.

(*) Required field

Report a Biohazard

Fill out all areas such as Location and Station name

Continue to scroll down until complete



BART Bay Area Rapid Transit

Report a Biohazard

Location *

- Select -

Station Name

- None -

Location of Incident

Car Number

First Name

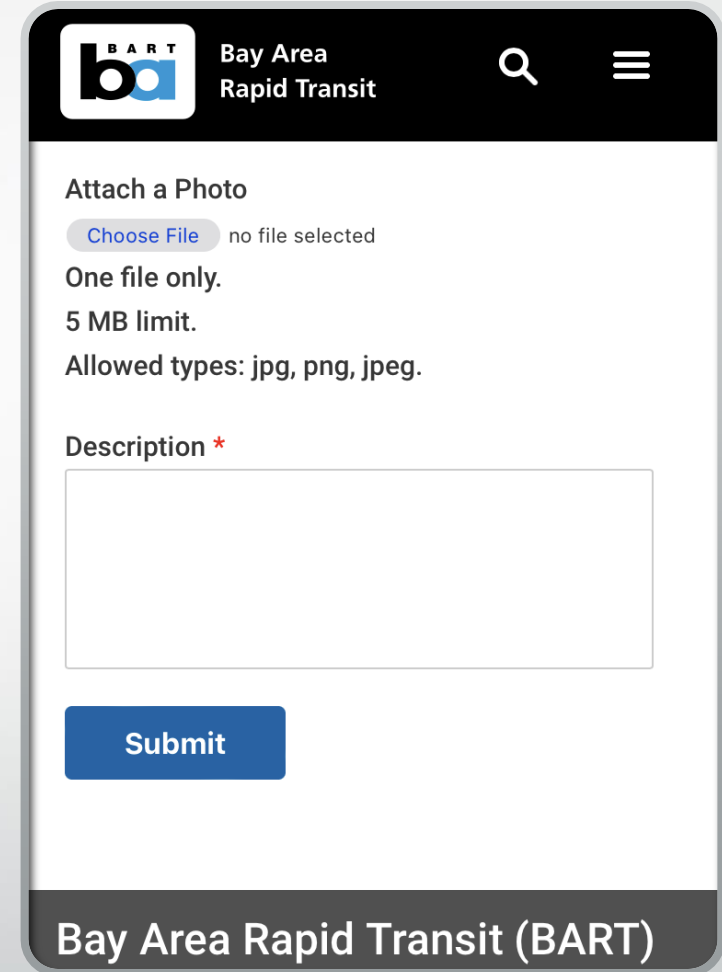
Report a Biohazard

You may also add a photo if you like and a description of the Biohazard is required.

When complete, Press Submit.

All System Service Supervisory and Customer Service staff gets the notification of a Biohazard via email

Questions?



BART Bay Area Rapid Transit

Attach a Photo

[Choose File](#) no file selected

One file only.

5 MB limit.

Allowed types: jpg, png, jpeg.

Description *

[Submit](#)

Bay Area Rapid Transit (BART)

BART ACCESSIBILITY TASK FORCE (BATF) MEMBERSHIP APPLICATION FORM

The BART Accessibility Task Force advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to all.

Individuals applying for membership to the BART Accessibility Task Force must fill out an application form. Applicants must be endorsed by the members of the BATF through a majority vote after attending three out of four consecutive months. Their names are submitted by the BATF staff liaison to the BART Board of Directors for final approval.

1. APPLICANT BACKGROUND

Name: Christine Arseneault

3. EXPERIENCE AND SKILLS

3.a. Names and purposes of boards, commissions, or task forces you currently serve on or have served on and its relevancy to serving on BART's Task Force (BATF). Please indicate dates of service and the positions you held, if any:

2017-present: Muscular Dystrophy Association advocate. Raise awareness, educate the community and elected officials about employment, therapies, transportation and empowering independence for people living with neuromuscular disease.

3.b. Why do you want to serve on and what skills do you bring to the BART Accessibility Task Force (BATF):

Serving would bring insight on the challenges of users with different needs and understand how decisions are made to serve the public. As a wheelchair user, I can communicate the challenges faced by individuals with limited mobility when using BART. As an advocate, I will use my problem-solving and collaboration skillsets to improve transportation access.

3.c. How would your membership assist in establishing communication with the disability community:

As an active member of the disability community, my membership would be instrumental in communicating and engaging in accessibility initiatives (meetings, focus groups), and maintaining communication channels between the community and the Task Force.

Signature of Applicant: Christine Arseneault

Date: 3/8/2024

BART ACCESSIBILITY TASK FORCE (BATF) MEMBERSHIP APPLICATION FORM

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1. APPLICANT BACKGROUND

Name: Herb Hasting

3. EXPERIENCE AND SKILLS

3.a. Names and purposes of boards, commissions, or task forces you currently serve on or have served on and its relevancy to serving on BART's Task Force (BATF). Please indicate dates of service and the positions you held, if any:

Alameda County Transportation Commission Paratransit Advisory Committee (PAPCO), Wheels Tri Valley Advisory Committee, BATF member, Cal Trans Equity Advisory, California Department of Aging Transportation Sub Committee. All these groups I have been involved with over a period of 25 years.

3.b. Why do you want to serve on and what skills do you bring to the BART Accessibility Task Force (BATF):

To assist with improving access of BART for all passengers. Assist with any ongoing and new Capital Projects that are being considered or already planned. Improve quality of BART service system wide. To better communicate between BATF and BART Staff.

3.c. How would your membership assist in establishing communication with the disability community:

My involvement and connections I have been involved within local and state transportation committees for the past 25 years.

Signature of Applicant: Herb Hasting (signature on file) **Date:** 02-26-2026

B. TERM OF OFFICE

The term for each member of the BATF shall end on June 30 of odd-numbered years or when the BART Board announces appointments and reappointments for a new term, whichever occurs later.

C. NOMINATION AND SELECTION PROCESS

During the 2nd quarter of each odd-numbered calendar year, the staff liaison will contact each member to determine if they are interested in continuing to serve.

In addition, staff shall seek members through notices, in stations, on the BART website, contact with underrepresented disabled groups and seniors, and other means as appropriate. Out of four consecutive meetings, an interested applicant must attend three and then apply for membership. Applicants must be endorsed by the members of the BATF through a majority vote. Their names are submitted by the BATF staff liaison to the BART Board of Directors for final approval. The BATF staff liaison will notify the applicant of the Board's decision regarding their application.