

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
2150 Webster Street, Oakland, CA 94612, P.O. Box 12688, Oakland, CA 94604-2688
510-464-6000

NOTICE OF MEETING AND AGENDA
BART ACCESSIBILITY TASK FORCE (BATF)

November 21, 2024

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, November 21, 2024, starting at 2:00 p.m. to 4:30 pm. 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. This meeting shall consist of a simultaneous teleconference at the following locations:

Please note that this meeting will be held in person in the East Bay Paratransit, 1st Floor conference room, Oakland, CA 94612, and via teleconference at the locations listed above.

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 **848 6942 6145** logging in to Zoom.com and entering access code **848 6942 6145**; or typing the following Zoom link into your web browser:

<https://us06web.zoom.us/j/84869426145>

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 10:00 p.m. on **November 20, 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 **848 6942 6145**, 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 **848 6942 6145**, and use the raise hand feature; or join the Committee Meeting via the Zoom link <https://us06web.zoom.us/j/84869426145> 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.

Meeting Location

East Bay Paratransit, 1750 Broadway, Oakland, CA 94612
1st Floor Conference Room

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 October 24, 2024 meeting minutes. 5 minutes
(Information/Action)
4. Regional mapping and wayfinding project update. 20 minutes
(Information/Action)
5. Accessible Improvement Program update. (Information/Action) 20 minutes
6. BART Accessibility Task Force 2023 to 2024 accomplishments. 20 minutes
(Information/Action)
7. BART's Customer Service process. (Information/Action) 20 minutes
8. Discuss changing the date of the scheduled BATF meeting and 10 minutes
BATF Holiday Reception from December 12, 2024 to
December 19, 2024. (Information/Action)
9. Member announcements. (Information) 5 minutes
10. Staff announcements. (Information) 5 minutes
11. Chairperson announcements. (Information) 5 minutes
12. Future agenda topics – Member suggest topics. 5 minutes
Next meeting scheduled: December 12, 2024 – Thursday
 - BATF scheduled meeting, 2:00 pm-3:00 pm at the BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612
 - BATF Holiday Reception, 3:00 pm-4:30 pm at the BART Board Room 2150 Webster Street, 1st Floor, Oakland, CA 94612
13. Adjournment.



PUBLIC COMMENT

BART Accessibility Task Force (BATF)

November 21, 2024

Agenda 2

Email message dated November 05, 2024 at 5:08 AM from Aleta Dupree

Elena Van Loo, with thanks, please forward this message to the full BATF group in advance of the next Regular Meeting.

Greetings Chair Christine Arsenault and Members.

Aleta Dupree for the record, she, her, with Team Folds.

I bring you my comments concerning the work and mission of the BART Accessibility Task Force of the San Francisco Bay Area Rapid Transit District.

I write letters as a means to share more about myself, in greater detail and context than what can be said in a two minute period of Public Comment. I had some technical issues at your last Meeting given that the Board Meeting was happening at the same time. And I was trying to share in both Meetings, which is rare but somehow things lined up, and I wasn't able to effectively share at either very well, perhaps next time it will be easier. And so it is hard to attend your BATF Meetings because the Board usually meets on the same day. The Board and your committee are no less or more than the other. Yet sometimes there are matters taken up by the Board that I feel I need to comment on, and sometimes the Board is still in session at the time you commence your Meeting.

I can only relate my experiences as I know them, and share them respectfully with you. You see, I am a real Disabled Veteran of Operation Desert Storm, from US Army service, and my disability is considered to be service connected. And so I refer to myself as a real Veteran, because I have to vehemently claim standing as a Veteran deployed into that specific conflict. You see, there are many who are woefully misinformed about the Gulf War Era, and the various deployments within. Some I met have referred to Operation Desert Storm as a "camping trip." Some I have known who have served in earlier conflicts such as Vietnam have suggested that they were in a "real war", and that I was not. And some people, even close to me, have even doubted my disability, and attempting to convince me that I am not. And so there is a real deep problem in our society when it comes to recognition and understanding of people with disabilities, and our disability community is far more diverse than many would think.

I submit to you that I am a user of Reduced Fares on BART, and I claim such through the use of a Reduced Fare Clipper Card, that which I have had since 2013. And I qualified for a Reduced Fare Clipper Card in being a Veteran with a service connected disability rating of fifty percent or greater. And I have various disability related discounts on other transportation systems beyond the Bay Area. Most of these systems offer me half fare, and on all of the systems I use, I am able to use plastic fare cards, mobile applications, and in one case, discounted open payment (New York City Transit).

Yet some have wondered about me, asking “how do you get reduced fare on BART”, saying things like “you don’t look old enough for the senior discount.” I mention the Reduced Fare Clipper Card for people with qualifying disabilities. A few have then said to me, “you don’t really look disabled.” And so I have to advocate for myself in my being a real Veteran of Operation Desert Storm. And the vast majority of people seem to understand, though there is a history in the Bay Area of lack of respect for Veterans going back to the Vietnam War. And so how do I navigate the world as a person with disabilities often not seen or heard?

I often ask myself, am I disabled enough for BATF? I would like to think that I am. You see, I think anyone regardless of whether they have disabilities or not should be able to engage respectfully with BATF and have full and equal standing to do so. It is true there are some policies and mechanisms that recognize disability according to severity. The Veterans Administration uses percentage ratings when determining levels of monetary compensation. Yet on a larger scale I don’t see disability as being on a continuum, but more like a pedestrian scramble. (FYI, a pedestrian scramble is where all traffic is stopped at an intersection and pedestrians can cross the intersection in any and all directions.

I would like to see a greater engagement with the Board among you, though I don’t really have an answer as to what that might mean. I endeavor to engage with the Board, and often, and share my comments on various items when given the opportunity to do so. And so I can share more about life as a person with disabilities during General Public Comment, and when such is relevant to an Agenda Item, and through the writing of letters. I can’t claim to be an expert on the things of BART. I often wonder if I approach with diminished standing, especially given that I frequently skipped fare on the New York City Subway in 1980-81. I can say though, that I have never skipped fare in Grand Central Terminal, and that I have never avoided the payment of appropriate fare on BART. Today I make amends to the Subway by paying the appropriate fare, following their rules of conduct, and I enjoy attending and speaking at their Meetings.

It is my hope to again be at one of your Meetings, hopefully in person. At least I have Zoom, which I believe to be a necessary and inclusive option. I am different from you, yet I am no less. I can only share my experiences as I know them, and to be a good listener, and respect people where they are at. I ask this of you, as you go about the business of BATF, to remember and practice this most paramount of ideals, that BART is The Peoples System.

Thank you.



Approval of
October 24, 2024
Meeting minutes

BATF

November 21, 2024
Agenda 3

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
October 24, 2024

1. Roll Call of Members:

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

Quorum of eight (8) in-person BATF members. Roland Wong used his first “Just Cause.”

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Bob Franklin

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

Ahmad Rassai (BART Staff)
Mayra Perez (Captioner)
Marie Villarreal (Captioner)
Aleta Dupree (Guest)

Sara Desumala (Guest)
Jerry Grace (Guest)
Julie Molinari (Guest)
Joshua Saunders (Guest)
Vi Iberra (Guest)
Marc Hedlund (Guest)
Katherine Kreft (Guest)
SFMTA Mobility Management representative (Guest)

2. Public Comments

Bob Franklin summarize Aleta Dupree's email message addressed to the BATF members and members of the public. She mentioned the email goes over Aleta Dupree's background and encourages other BATF members to attend more BART Board of Directors meetings.

Marc Hedlund introduced himself and shared he is a member of the BART Bicycle Advisory Task Force (BBTAF). He shared that his task force has received complaints about the new faregates and is working with other members to learn more about this. Marc Hedlund asked if BATF members received comments relating to the new faregates and if you have concerns about them inhibiting accessibility on BART. He shared he would like any information that BATF members can provide for their research by emailing him. He thanked the members of the BATF.

Joshua Saunders introduced himself, shared he is legally blind, and shared he uses his smart phone to pay to enter and exit the faregates. He mentioned that he also had issues with the new faregates. He mentioned at Civic Center/Union Plaza BART Station, sometimes he gets an audio chime and sometimes he does not get an audio chime, which indicate the faregates are opening and this concerns him if he doesn't know if the new faregates are opening or not.

Katherine Kraft introduced herself and wanted to share an experience while riding on the train. She mentioned she has a disability that requires her to use a wheelchair walker and she was trying to transfer from her wheelchair walker to a BART seat to sit comfortably. Katherine Kreft shared that the train suddenly moved which threw her forward headfirst, causing her to bump her head into a seat. She was fine and thanked her staff who was with her and was able to help her get back into the seat. She suggested having a push button to alert the conductor that there is a rider that needs more time to transfer to into a seat.

3. Approval of September 26, 2024 meeting minutes

Clarence R. Fischer moved approval of the September 26, 2024 meeting minutes. Hillary Brown second the motion.

- Motion passes with nine (9) in favor, zero (0) against, and two (2) abstention

4. BATF Advisory Committee Member roles and responsibilities

Elena Van Loo presented on the agenda item.

Elena Van Loo read the BATF Advisory Committee mission statement, “To advise the BART Board of Directors and staff on ways to maintain and approve the accessibility of the BART system for people with disabilities and for seniors.”

She listed the activities of the committee members:

- Make recommendations on issues, policies, and projects that affect people with disabilities and seniors who use BART.
- Ensure compliance with ADA legislation.
- Provide a public forum for discussion of all BART-related issues concerning people with disabilities and seniors.
- Act as a resource group to BART staff, which may address complaints, develop new programs, solve architectural problems, and conduct staff on disability trainings.

Elena Van Loo listed the BATF member responsibilities:

1. Stay current about the BART system, the budget process, the administrative process, the ADA as it relates to transportation accessibility issues, and the Brown Act
2. Establish annual goals for BATF
3. Make reports or recommendations to the BART staff liaison
4. Report to the BART Board of Directors and send additional reports or recommendations as needed
5. Recuse themselves from any matter in which they have a financial interest.
6. Complete ethics training required by the State of California

Danny Kodmur asked what the difference is between “task force,” and “advisory committee.” Bob Franklin mentioned the BART Accessibility Task Force is the advisory committee, which happens to have the name Task Force in its title.

Annie Koruga would like to have more of an active role instead of giving information to the BART Board of Directors. Daveed Mandell agreed with Annie Koruga and added he would like to work more closely with BART staff.

Christine Arseneault thanked the members for their feedback and agreed 100% with what has been said. She believes BATF members should be more involved, and she mentioned she plans to attend one of two BART' Board of Directors meetings per month and share a quick update. She, too, suggested inviting the Board members to the BATF meetings.

5. Discuss a date to report to BART Board of Directors BATF annual report

Christine Arseneault led the agenda.

Elena Van Loo clarified the agenda item. She asked how often BATF members should reach out to the BART Board of Directors to give a report: quarterly or annually.

Hillary Brown asked who is responsible to present the BATF's annual report to the BART Board of Directors. She asked if Officers do the reporting or can the members participate. Elena Van Loo mentioned a discussion is needed with all appointed BATF members to see what works best to present the BATF's annual report to the BART Board of Directors, but stated in the past the Officers present the report.

Herb Hasting suggested inviting Directors to attend BATF meetings. He acknowledged that Director Robert Raburn attends BATF meetings and supports the task force but would like to see other Board members attend.

The majority of the BATF members say that quarterly annual BATF reports works best. Roland Wong agreed with other BATF members.

Sam Buman also suggested doing a "crash course," on disability awareness to new and current BART Board of Directors.

6. Discuss hosting the BATF Holiday Reception on December 12, 2024

- **Review and approve the BATF Holiday Reception flyer (if BATF members approve to host)**

Christine Arseneault led the agenda item.

Christine Arseneault went over the BATF Holiday flyer and discussed having BATF host the event on December 12, 2024.

Herb Hastings clarified the day's event by sharing BATF meeting will take place at 2:00 pm and following the meeting the Holiday Reception from 3:00 pm to 4:30 pm with light refreshments provided.

Elena Van Loo mentioned five BART Board of Directors are up for election, and will be seated in December 2024.

The majority of the BATF members agree to have the scheduled BATF Holiday Reception on December 12, 2024. They mentioned that having the reception keeps the tradition going and should continue to invite BART staff. There was also discussion to invite the BART Board of Directors that are stepping down to say their goodbyes and invite the new BART Board of Directors to welcome them.

7. Review and approve 2025 BATF Accessibility Task Force (BATF) scheduled meeting dates

Christine Arseneault led the agenda item.

Hillary Brown motioned to approve the 2025 BATF Accessibility Task Force (BATF) scheduled meeting dates. Sam Buman seconded the motion.

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

8. Member announcements

Daveed Mandell expressed concerns about the sounds from the new faregates that are not user friendly for people who are blind or visually impaired.

9. Staff announcements

Elena Van Loo shared she will be emailing the link to the updated www.BART.gov website under Accessibility Services and is looking forward to any feedback.

10. Chairperson announcements

Christine Arseneault thanked Roland Wong for taking the Chair position last year. She thanked Elena Van Loo, Bob Franklin, Ryan Green-Roesel, and BART staff who presented for their time. Christine Arseneault thanked the BATF members for attending the once-a-month meeting and providing valuable comments.

11. Future agenda items – member suggest topics

- New faregates sound
- Accomplishments done within BATF
- Update on wayfinding
 - Jumana's wayfinding report
- 5 five major accessibility related projects

12. Adjournment

The meeting adjourned at 3:17 pm until the next regular meeting, Thursday, November 21, 2024.



Regional mapping and
Wayfinding project
update

BATF

November 21, 2024

Agenda 4



Regional Mapping & Wayfinding Update

BART Accessibility Task Force

November 21, 2024





METROPOLITAN
TRANSPORTATION
COMMISSION

Regional Mapping & Wayfinding Project Update

- **Project context and status**
 - Project overview
 - Goals & schedule
- **Prototype signs and maps, installation & evaluation**
- **Focus on the pilot projects**
- **Next steps**





Project context and status

Goals & schedule

*Make transit journeys easier to understand
to retain existing and attract new riders*

- **Better information for customers**
Dependable, predictable, and familiar
- **Better operations for transit providers**
Standard wayfinding parts, applications, and guidelines
- **Better outcomes for the region**
Health, equity, sustainability, and economic vitality

Phases 1 & 2
**Project
development,
harmonization &
business case**

Completed

- User research & outreach
- Regional map prototype
- Business case
- Map examples
- Tier development

Phase 3
**System
development**

Funded

We are here

- Regional standards
- Prototypes
- Pilot projects
- New mapping database

Phase 4+
Full implementation

Unfunded

- Expand new wayfinding system regionwide

Phase 3 iterative design process

Wayfinding context

- Current practices
- Stakeholder needs

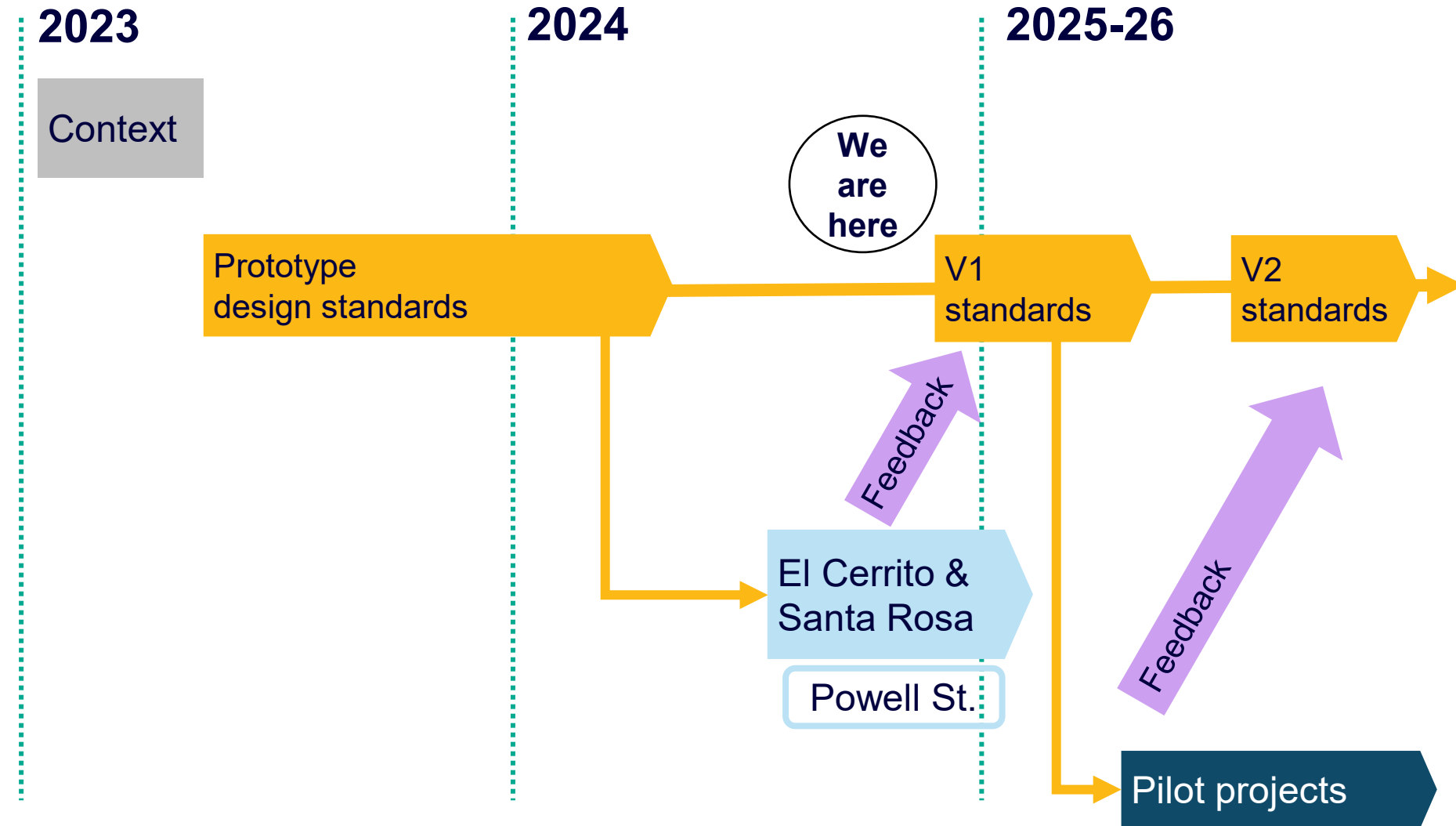
Design standards

- Network identity
- Signage family

Prototypes

- El Cerrito del Norte BART
- Santa Rosa Transit Mall & SMART station
- Powell St. (design test)

Pilot projects



Prototype design, installation & evaluation



Prototype design: El Cerrito del Norte

Threshold markers

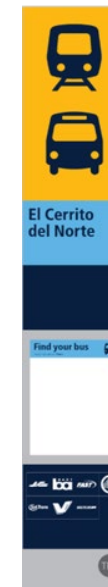
Entrance Monolith



Vehicular Beacon



Pedestrian Beacon



Entrance Monolith

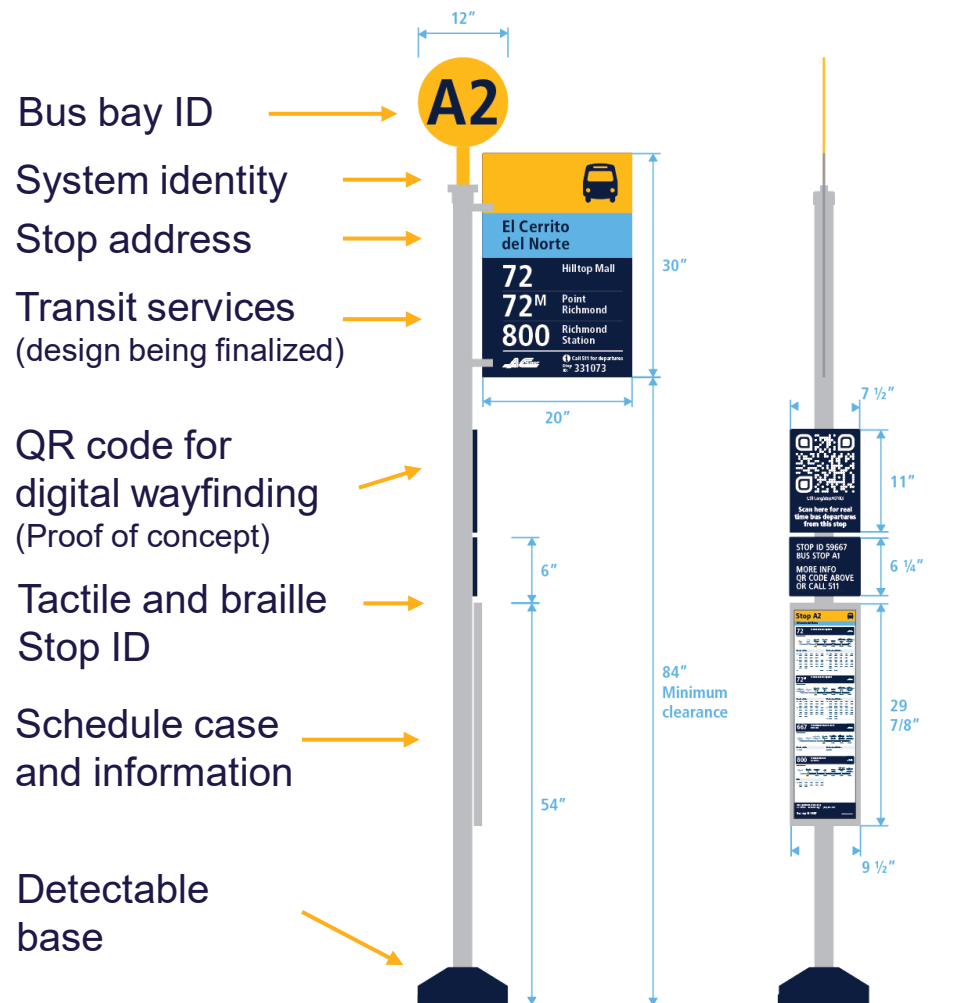
Designs subject to change per agency feedback and forthcoming permitting processes.



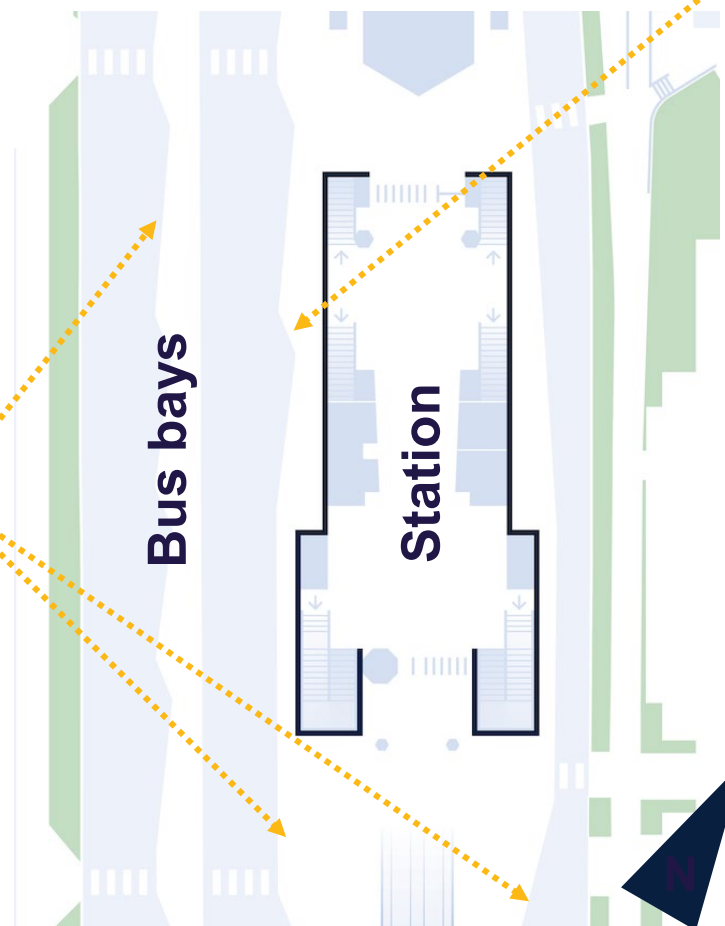
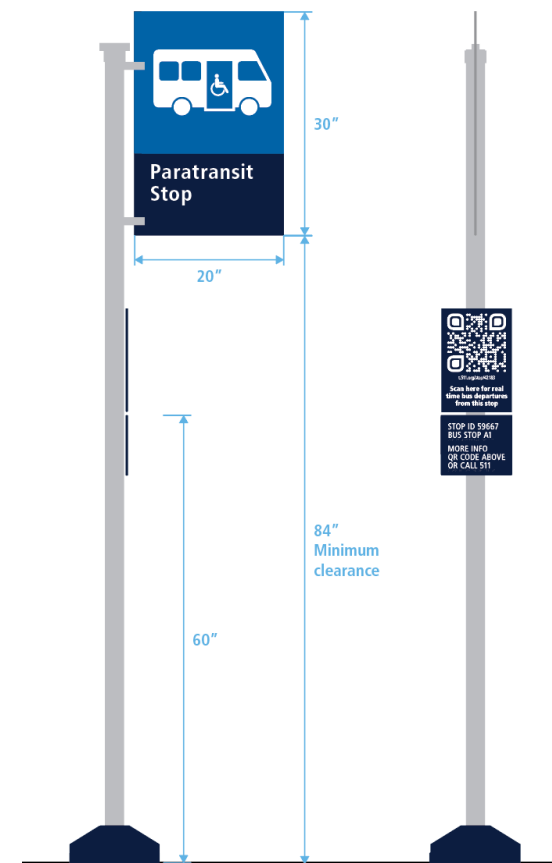
Prototype design: El Cerrito del Norte

Bus stops & loading

Bus stop flags (and basic design elements)



Paratransit sign



Designs subject to change per agency feedback and forthcoming permitting processes.



Prototype design: El Cerrito del Norte

Elevator information

Tactile panel



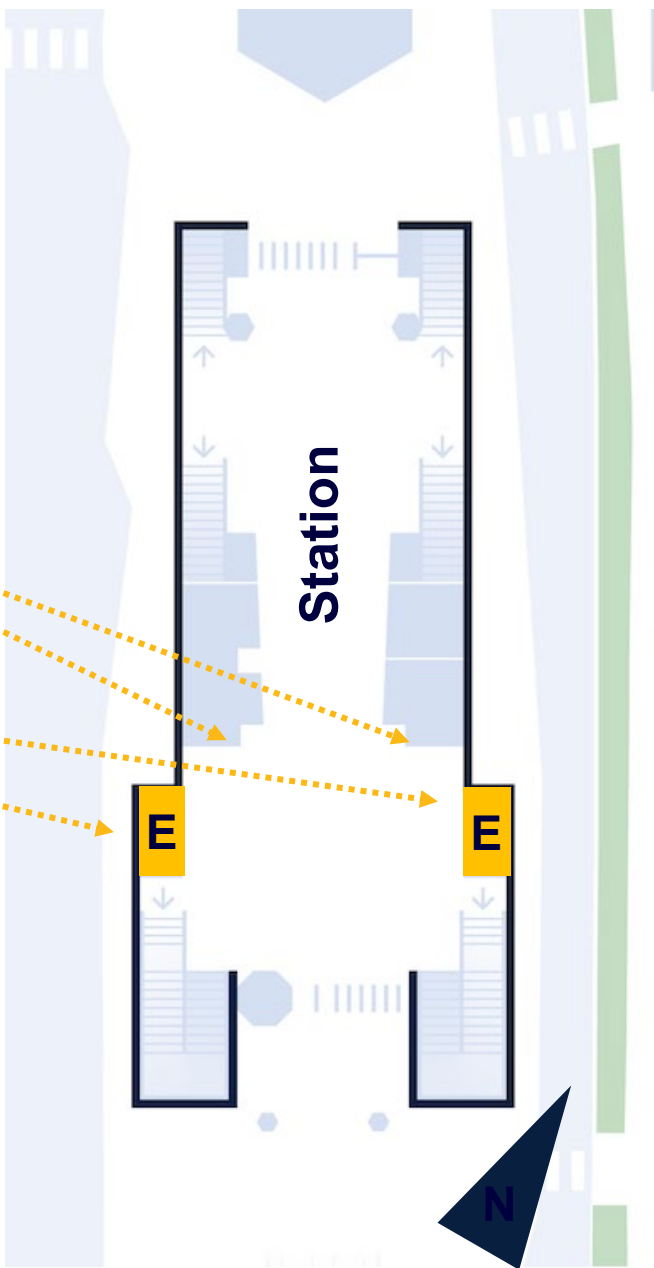
Navigation info



Elevator indicator



Aligned to EIDW sign
84" Minimum clearance

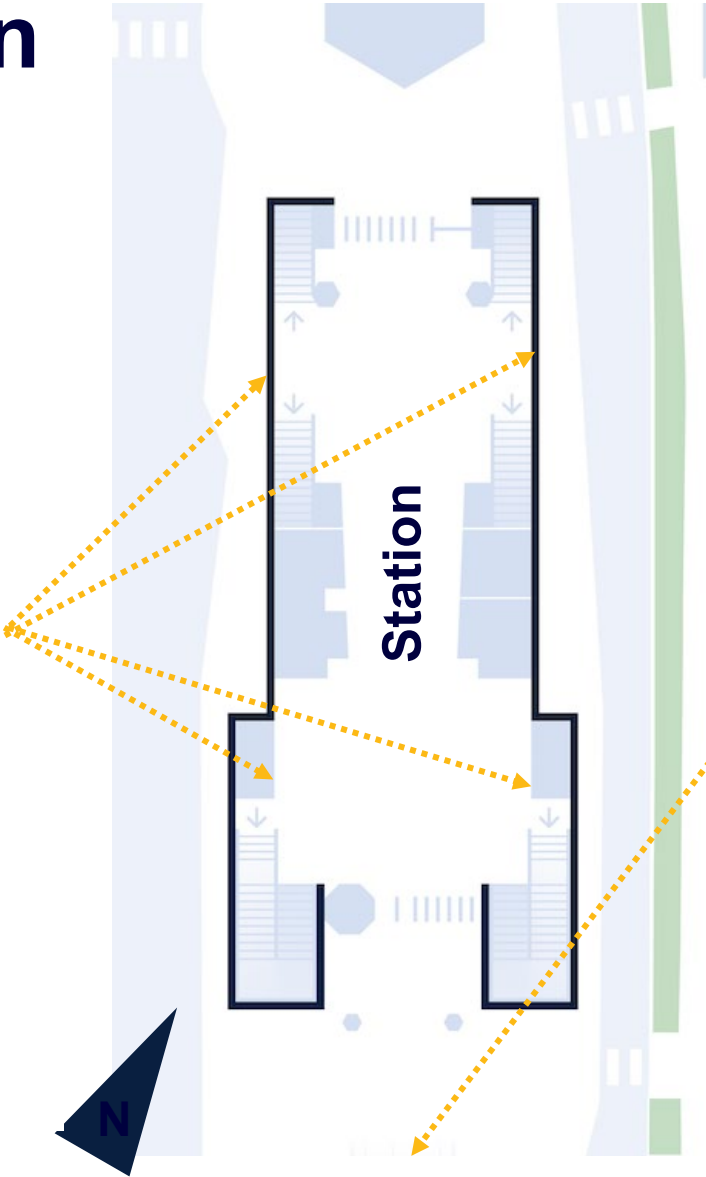




Prototype design: El Cerrito del Norte

Customer information

Line diagrams



System info units



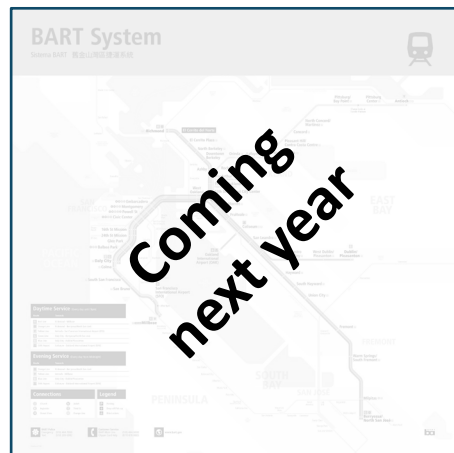


Suite of maps



Regional transit

Overview of Bay Area transit services and connections.



Fixed guideway

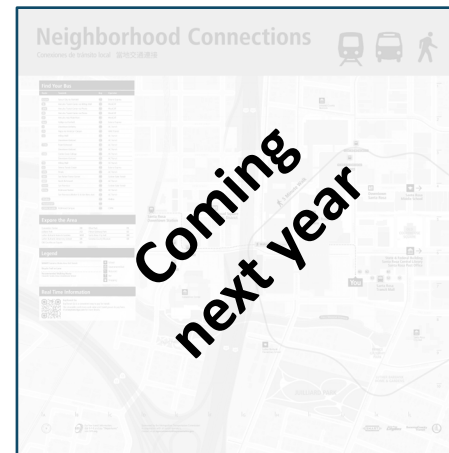
Overview of routes in a specific closed transit system, e.g., BART.

Builds on design of regional transit map.



Local transit

Overview of local transit connections from a specific location.



Neighborhood

Overview of nearby activity areas, destinations and transit facilities.



Transit facility

Detailed overview of a specific transit facility, depicting key features and amenities.

Facility maps

- **Purpose**
 - Detailed overview of a specific transit facility, with key features and amenities
- **Content**
 - Train platforms and bus bays
 - Vertical circulation points
 - Customer service booth
 - Fare payment machines
 - Restrooms
 - Bike storage
 - Taxi and ride app pick-up points



Local transit maps

- **Purpose**
 - Overview of transit connections from or near a specific location
- **Content**
 - Transit routes from the station
 - Transit routes you can transfer to
 - Transit service frequency
 - Off-map destinations
 - Points of interest





Basic bus stop sign elements


Bus line number in largest type size

Agency logos and/or customer service info

Alternate footer if only one agency



(510) 891-4777



El Cerrito del Norte

580



San Rafael


580^x

San Rafael
Monday – Friday Rush Hours

704

San Francisco
Limited Hours



 Call 511 for departure times

Stop ID **42183**

Regional color and modal icon

Bus stop location

Bus line destination

Special service info and/or name (e.g., All Nighter)

800

San Francisco
ALL NIGHTER

Stop ID and 511 info for departure times



Service frequency

Regional approach

1-10 mins

11-15 mins

16-30 mins

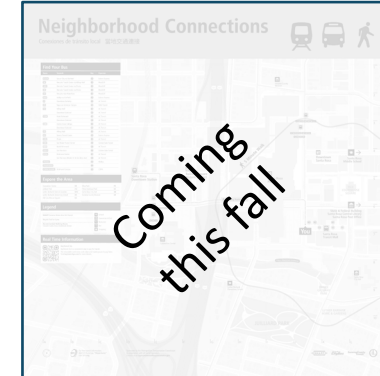
31+ mins

Defined as the longest time between vehicles from 7am-7pm, Mon-Fri

Included in maps...



Local transit

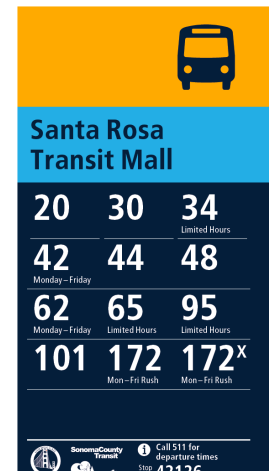
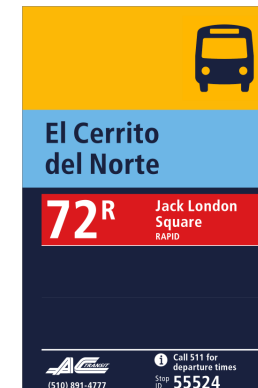
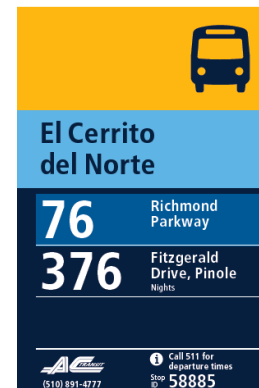


Neighborhood



Facility

...and bus stop signs



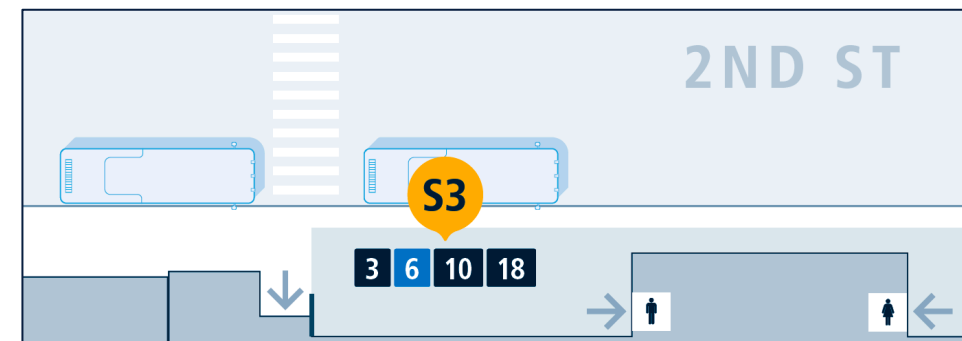


Service frequency

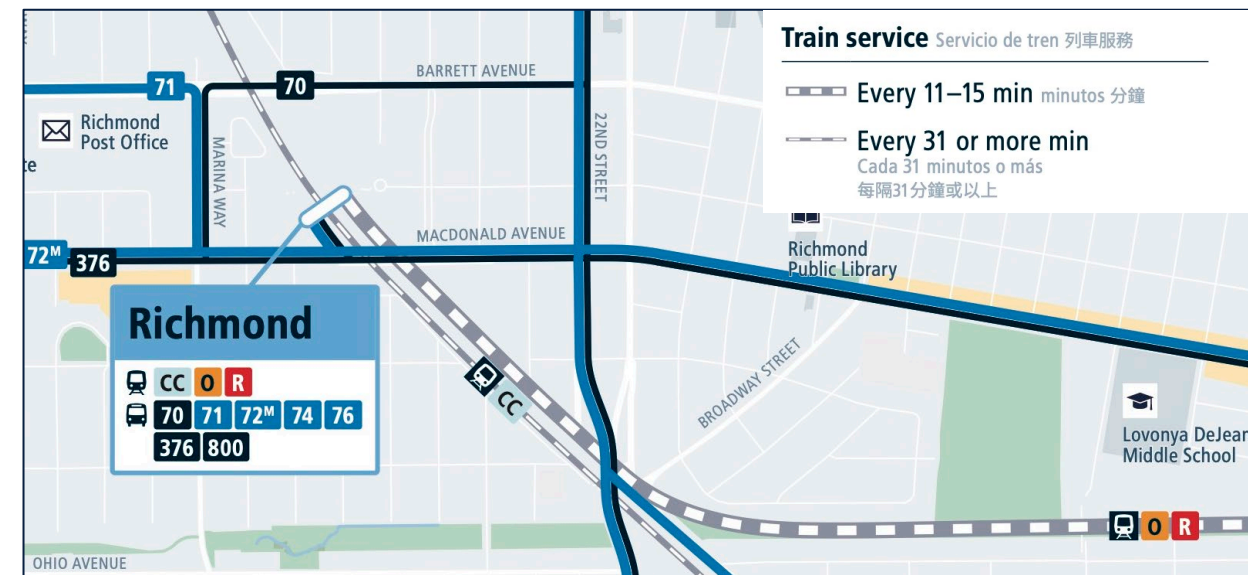
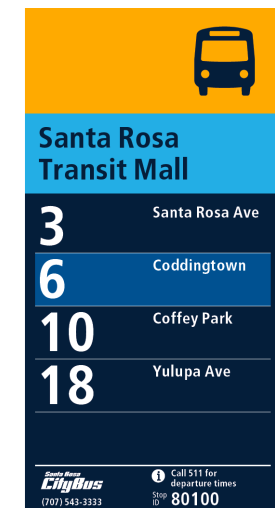
Maps



Frequency for bus services by color and line thickness



Bus route labels match frequency colors on bus stop signs



Unique texture for rail services, with frequency shown by line thickness

Regional Transit map

- Enable regional transit network **awareness** and **discovery**
- Emphasize services that come at least **once per hour, every day**
- Simplify to bus, ferry, and rail routes using new identity colors








Prototypes

Regional Transit map - preview

Legend Leyenda 圖例

Service modes Modos de servicio 服務模式

-  Bus routes Rutas de autobús 公車路線
-  Rail routes Rutas ferroviarias 鐵路路線
-  Ferry routes Rutas de ferry 渡輪航線

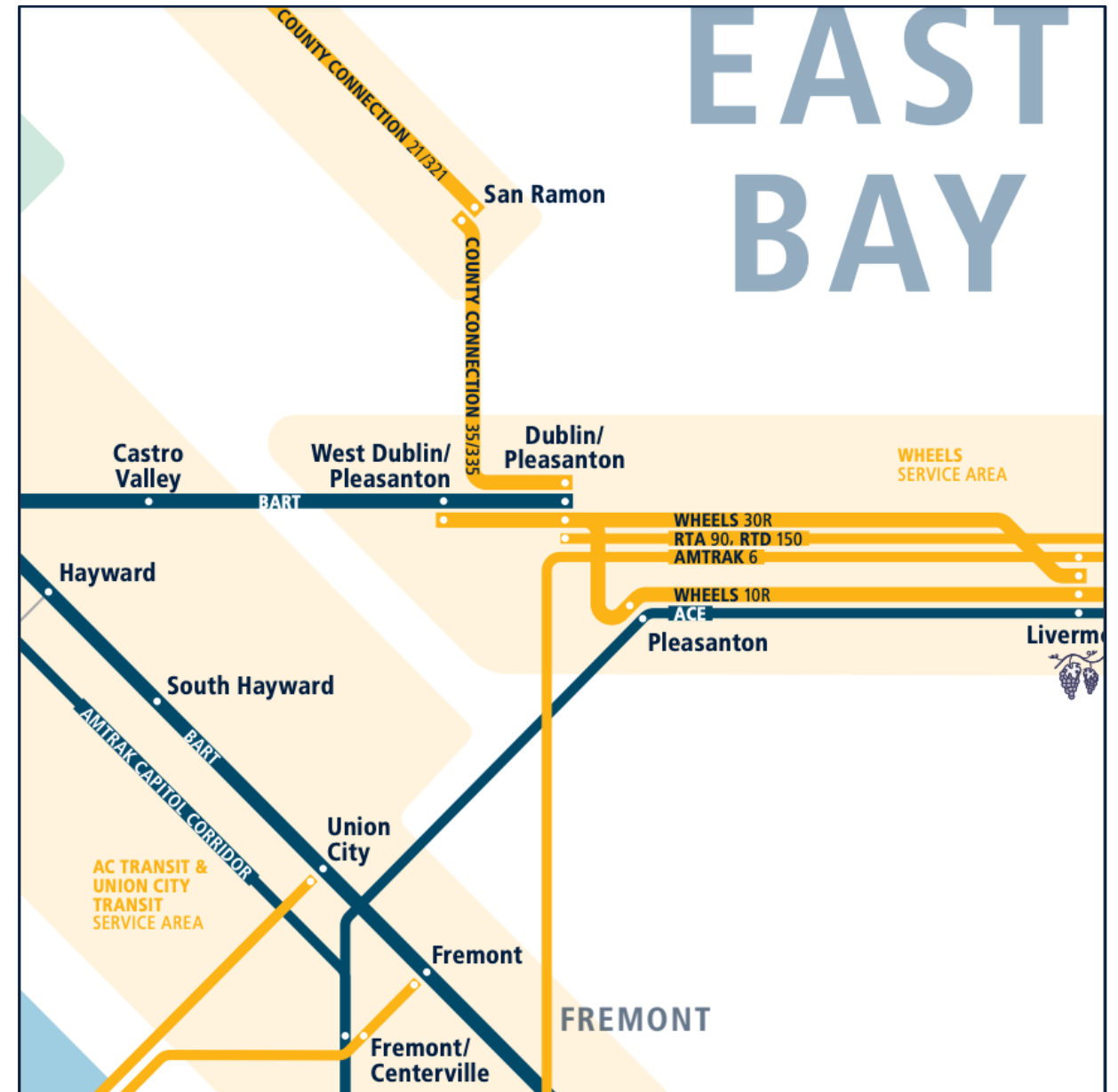
Service frequency Frecuencia de servicios 服務頻率

-  Every 1–60 min and 7 days/week
Cada 1 a 60 minutos y 7 días a la semana
60分鐘內一班, 每日運行
-  Every 61+ min and/or fewer than 7 days/week
Cada 60 minutos o más / menos que al día
60分鐘以上一班, 非每日運行

Frequency of services may vary during the week or depending on the time of the day. Please check operator schedule for details.

La frecuencia de los servicios puede variar durante la semana o dependiendo del momento del día. Consulte el horario del operador para obtener más detalles.

服務頻率可能會因一週或一天內的不同時間而有所變化。詳情請查看運營商班次時間表。





Evaluation objectives

Performance Indicators	Design Effectiveness <ul style="list-style-type: none">• Functionality• Form and aesthetics• Accessibility• Scalability• Identity/ brand	Traveler Benefits <ul style="list-style-type: none">• Trip impacts• Transit attitudes• Travel behavior	Operator Experience <ul style="list-style-type: none">• Operations• Costs• Skills• Cooperation
Goals (Near-Term)	Wider audience, more inclusive, more accessible	Better travel experience	More cost effective, ease of maintenance and implementation
Goals (Long-Term)	Retain and increase ridership		

Pilot projects

- **New pilot approach overview**
 - 2025: Test experience at complex transfer stations
 - 2026: Test experience on local and intercity routes
 - 2025+: Advance agency-led & funded capital projects using new standards

Phase 3 iterative design process

Wayfinding context

- Current practices
- Stakeholder needs

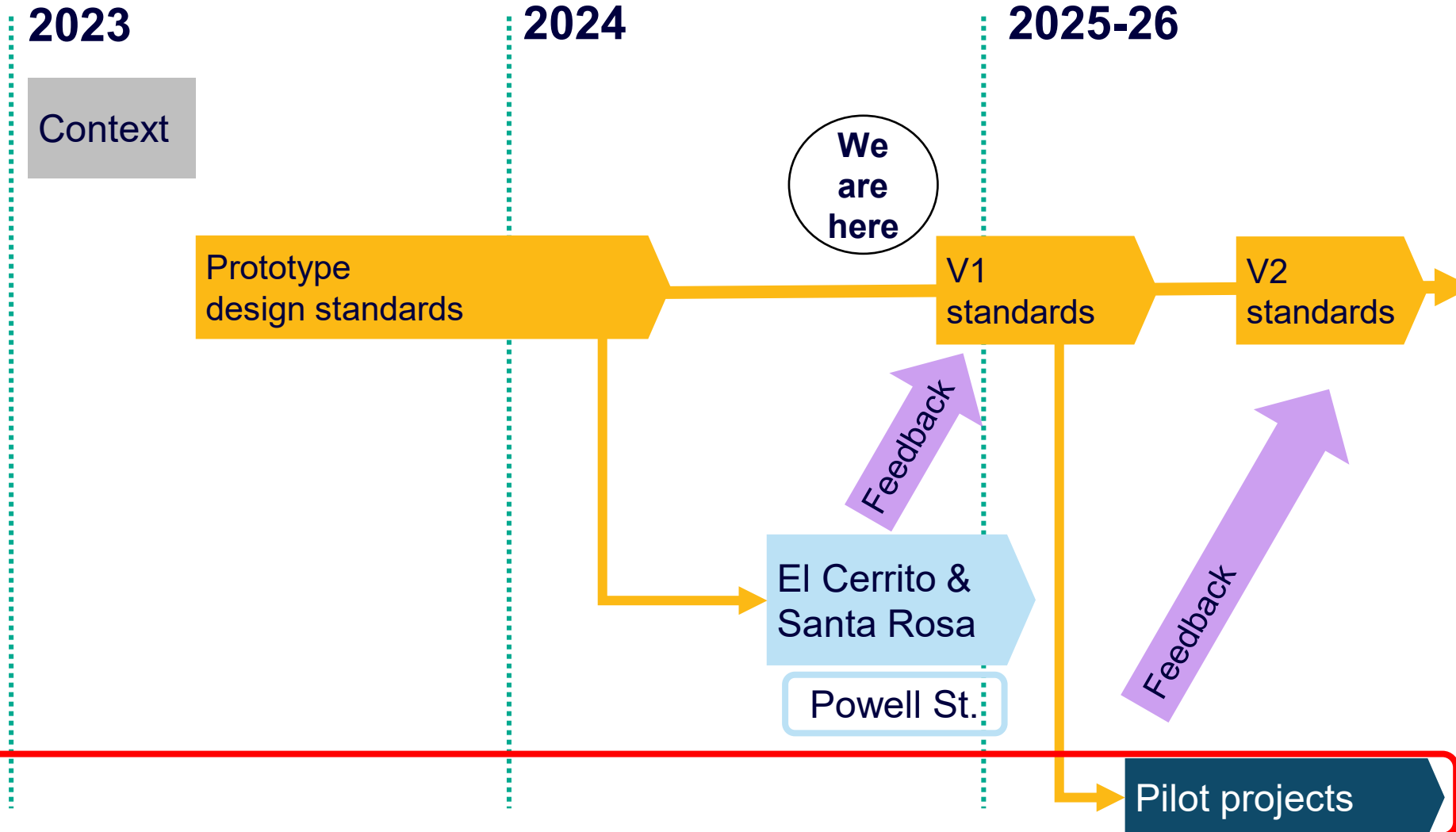
Design standards

- Network identity
- Signage family

Prototypes

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- Santa Rosa Transit Mall & SMART station
- Powell St. (design test)

Pilot projects



Experience at complex transfer stations (2025)

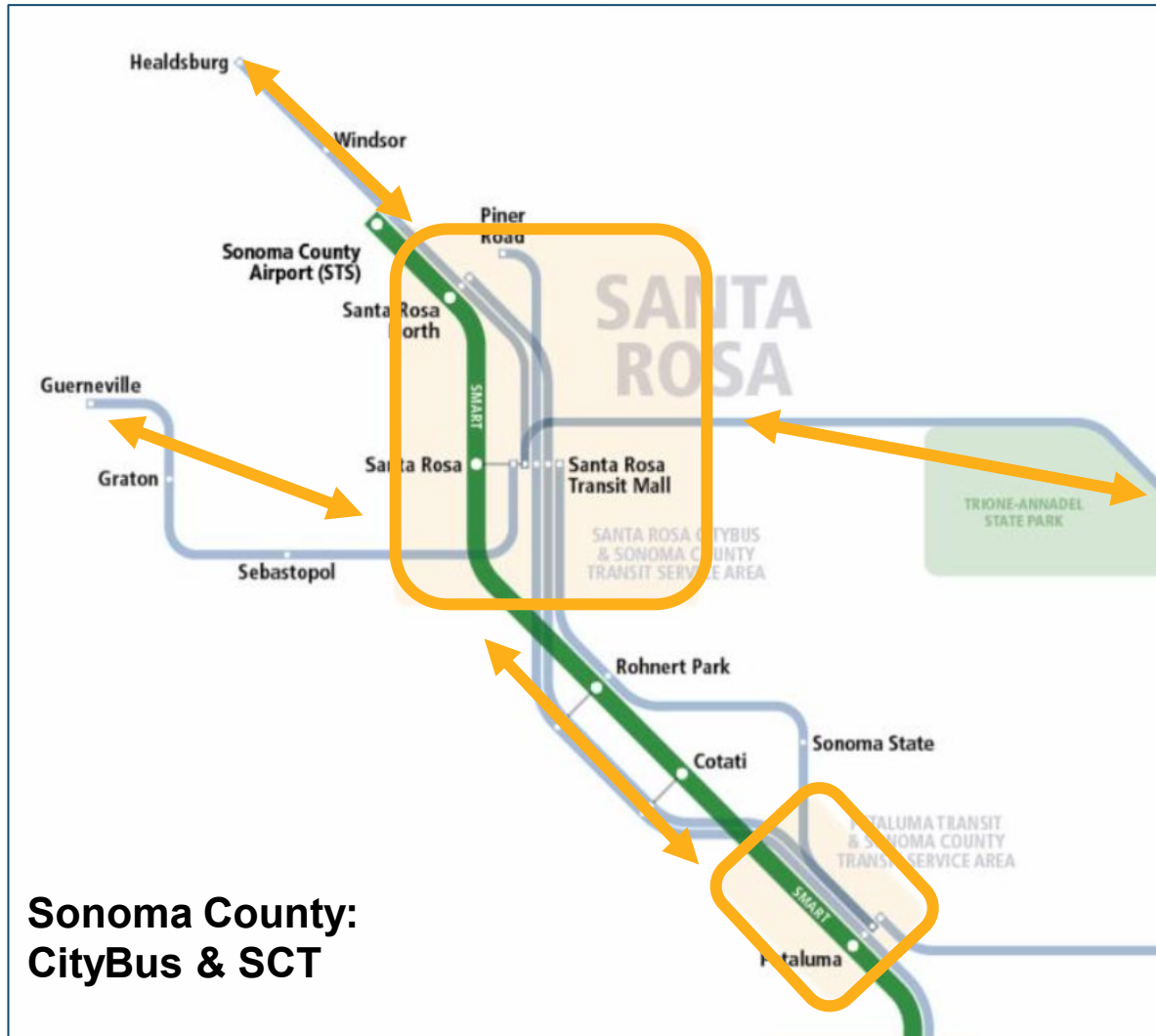


Goals:

- Test customer understanding of wayfinding system at complex multimodal stations, particularly for customers making transfers
- Expand project representation throughout the region, including the South Bay
- Demonstrate regional transit coordination
- Refine standards for further expansion

Focus on the pilot projects / updated approach

Large scale multiagency coordination (2026)



Goals

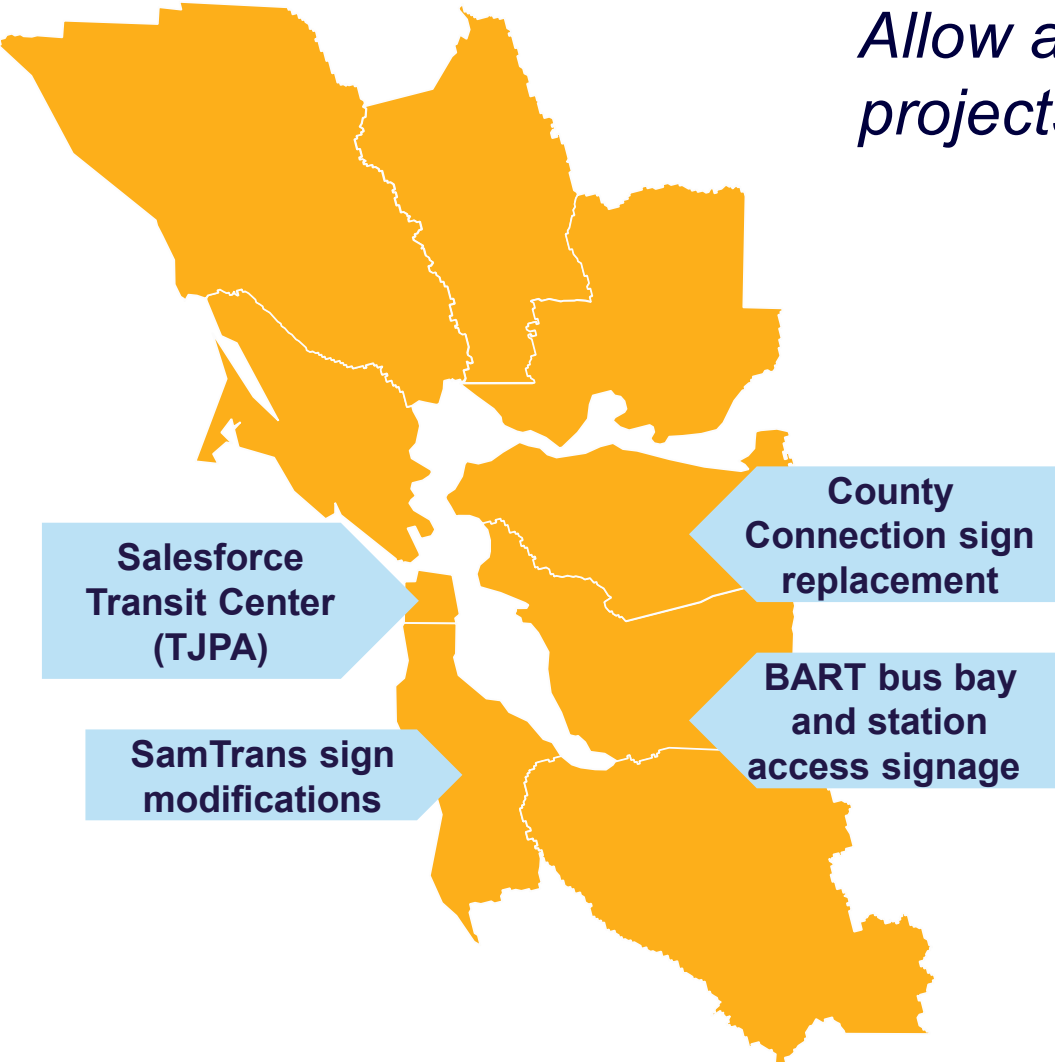
- Test within multiple overlapping transit agency service areas, and **many shared bus stops with no clear owner**
- Evaluate coordination between agencies, and between agencies & MTC, for sign procurement, install, and maintenance



Focus on the pilot projects / updated approach

Agency-led projects (2025+)

Allow agencies to start work on planned signage projects once pilot standards are ready



MTC provides...	Agency provides...
<ul style="list-style-type: none">Wayfinding standards and staff support for interpreting themAgency-accessible mapping platform	<ul style="list-style-type: none">Planning and preparation work, e.g., sign inventoryCapital funding for wayfinding improvements

Next steps



Thank you



Accessible Improvement **Program update**

BATF

November 21, 2024

Agenda 5

Current Stations Under Construction



- Castro Valley
- Lafayette
- Rockridge
- Richmond
- North Berkeley
- MacArthur
- Fruitvale
- San Leandro
- Bay Fair
- Hayward
- Fremont

Project Overview



Key Information As of November 12, 2024	
Monetary % complete:(Billed to date)	84%
Notice to Proceed	July 10, 2023
Contract Duration	500 Calendar days
Contract Time Elapsed	484 Calendar Days (97%)
Remaining Contract Time	16 + 62 Calendar Days
Contract Completion	November 20, 2024
The contractor projected the completion date on the June schedule update. (subject to review of TIA001)	January 30, 2025
Crew size	Approx. 10 Field Workers
Outstanding NCRs	0

Best Management Practices (BMPs)



General Scope of Work at ALL Stations



Scope of Work:

- Replacement of curb ramps, sidewalks, accessible paths, loading zones at bus and passenger
- Installed new wall protrusion detection
- Replacement of courtesy phones
- Replacement of handrails
- Installation of elevator lobby light
- Remove and install new stainless Steel composite panels inside the stations

Fremont Station - West



Bay Fair



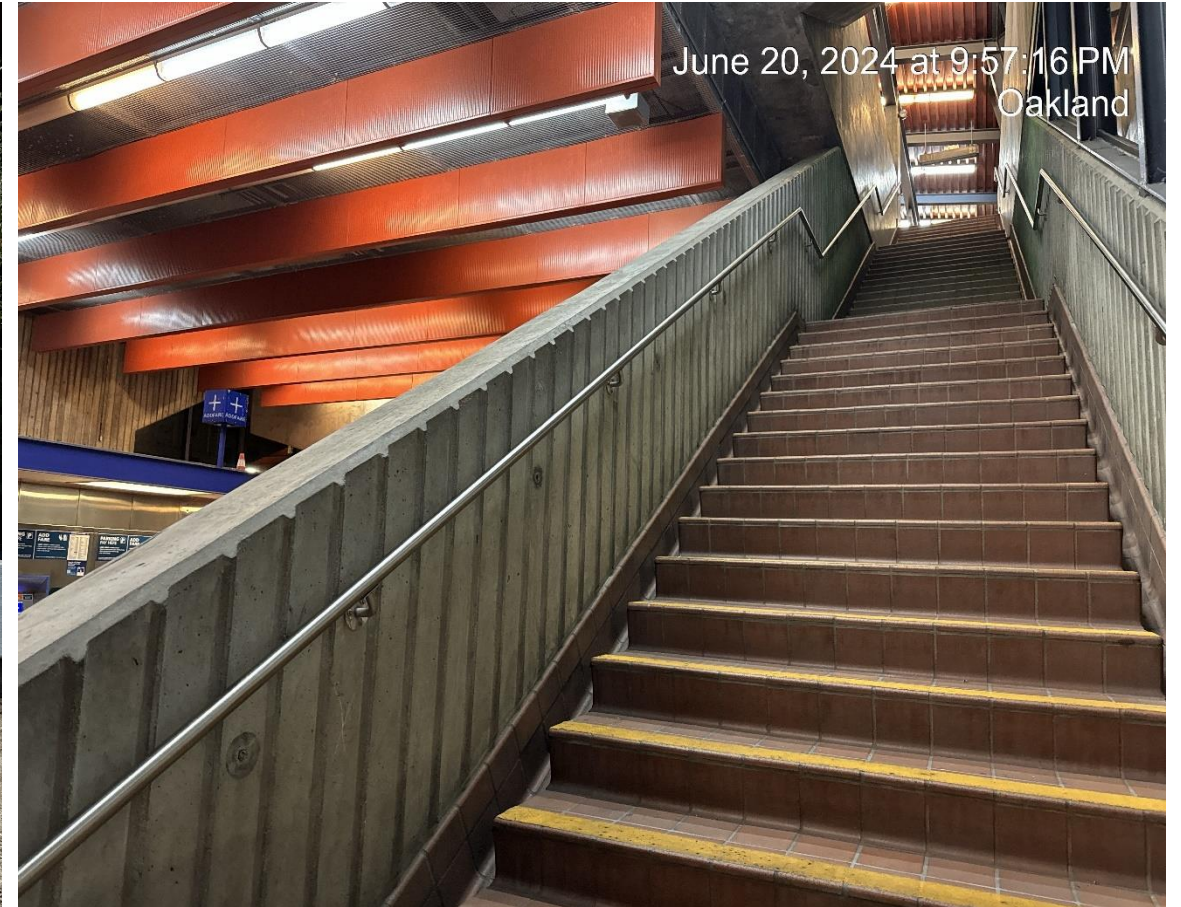
Hayward (continued)



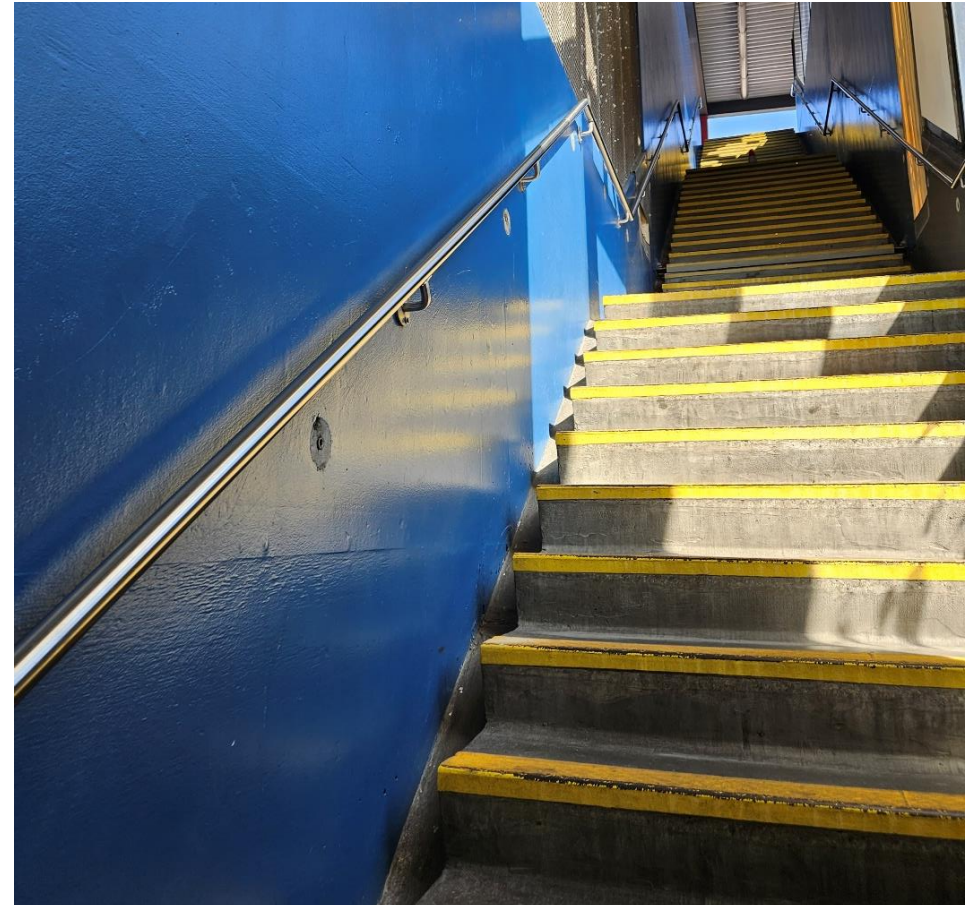
Castro Valley



Fruitvale



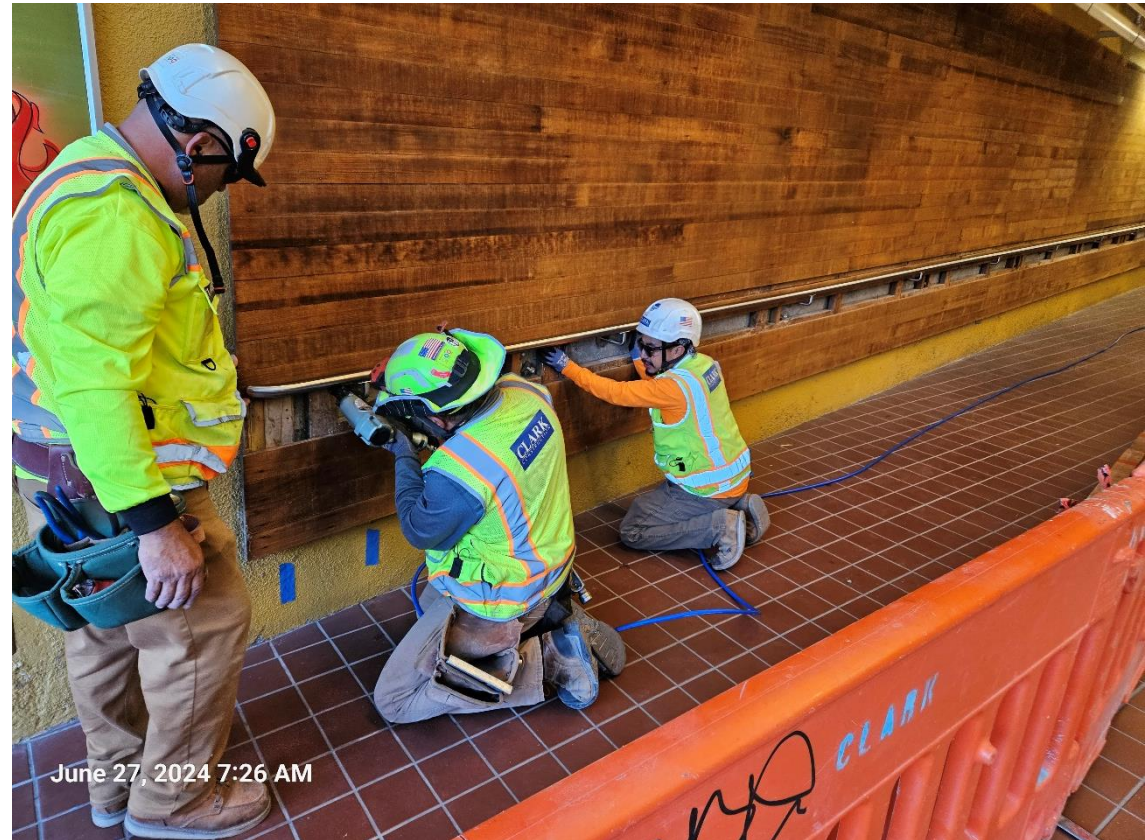
San Leandro



MacArthur



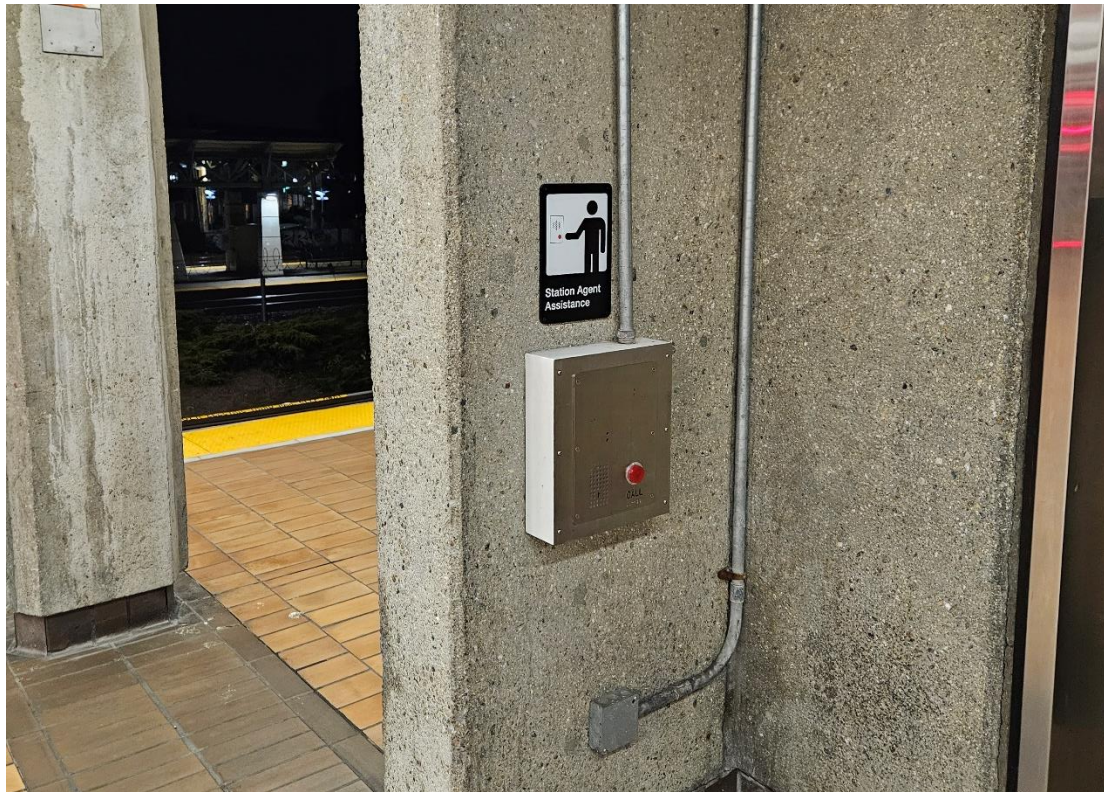
Lafayette



North Berkeley



Richmond



Thank you.
Questions?



BATF 2023 to 2024 **accomplishments**

November 21, 2024

Agenda 6

BART Accessibility Task Force (BATF)

Accomplishments

January 2023 to December 2024

2023

- BART and BATF members hosted about 200 people from the blind and low-vision community for a safety orientation tour at the 19th Street BART Station on January 31, 2023
 - To learn about accessibility features of BART stations, BART trains, and the trackway safety zone
- Promoted and recruited new members for the BART Accessibility Task Force (BATF):
 - Daveed Mandell was appointed by the BART Board of Directors on August 24, 2023
 - Annie Koruga was appointed by the BART Board of Directors on October 26, 2023
 - Bruce Yow was appointed by the BART Board of Directors on October 26, 2023
 - Hillary Brown was appointed by the BART Board of Directors on December 7, 2023
 - Alex Tiphayachan was appointed by the BART Board of Directors on November 15, 2023.
- BATF hosted 2023 Holiday Reception at the new BART Headquarters (BHQ) location on December 12, 2023
 - An informal meet-and-greet opportunity for BART staff and BATF members

2024

- Promoted and recruited new members for the BART Accessibility Task Force (BATF)
 - Posted under BART.gov article, “BART is recruiting new members of the BART Accessibility Task Force (BATF), Posted on January 02, 2024
 - Danny Kodmur was appointed by the BART Board of Directors on January 25, 2024
 - Christine Arseneault was appointed by the BART Board of Directors on April 25, 2024
 - Herb Hastings was appointed by the BART Board of Directors on April 25, 2024
 - Sam Buman was appointed by the BART Board of Directors on August 15, 2024

- BART staff and the BATF hosted an open house on March 28, 2024 to try out and provide input about the next generation faregates at West Oakland BART Station
- Updated the BATF By-Laws on March 28, 2024
 - BART Board Authorized changes to Amend BATF By-Laws to increase participation and involvement with the committee.
- Provided key input on the following initiatives and programs:
 - Accessibility webpage redesign
 - Elevator mitigation program
 - Accessible seat color changes
 - Accessibility Improvement Plan
 - Wayfinding program
 - Platform door-marking decals
 - Clipper 2.0
 - Annual Budget proposals



**How communication
are addressed at BART**

BATF

November 21, 2024

Agenda 7

BART'S CUSTOMER SERVICE PROCESS

BART Accessibility Task Force Meeting
November 21, 2024

WHERE PASSENGERS SEND COMMENTS

- Customer Service: online, email, phone
- BART Board of Directors
- Accessibility Department
- Station Agents
- BART Official app
- BART Police Watch app
- Other contacts at BART

TYPES OF REQUESTS

- Complaints
- Reports
- Questions
- Comments
- Praises
- Reasonable modifications

WHERE DO THEY GO

- Customer Service
- Accessibility Staff
- Transportation Department
- Station Planners
- BART Police
- BART Board of Directors
- Others, depending upon the communication

PROCESS

- BART uses the Salesforce system to communicate with passengers, as its Customer Service tracking program.
- Forwarded to relevant Department to reply.
 - Forwarded to other departments for information.

Thank you.
Questions.





**Discuss changing the date of the
scheduled BATF meeting and
BATF Holiday Reception from
December 12, 2024 to December
19, 2024**

BATF

November 21, 2024

Agenda 8

(no attachments)