

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)

July 24, 2025

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, July 24, 2025, 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.

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 **842 2612 8317** logging in to Zoom.com and entering access code **842 2612 8317**; or typing the following Zoom link into your web browser:

<https://us06web.zoom.us/j/84226128317>

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 **July 22, 2025**, 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 **842 2612 8317**, 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 **842 2612 8317**, and use the raise hand feature; or join the Committee Meeting via the Zoom link, <https://us06web.zoom.us/j/84226128317>, 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 May 22, 2025 meeting minutes. 10 minutes
(Information/Action)
4. Tactile walking surface indicators for wayfinding. 30 minutes
(Information)
5. Accessibility Improvement Program update. (Information/Action) 20 minutes
6. Second quarter: BART's compiled and analyzed customer complaints related to accessibility. (Information) 10 minutes
7. Member announcements. (Information) 5 minutes
8. Staff announcements. (Information) 5 minutes
9. Chairperson announcements. (Information) 5 minutes
10. Future agenda topics – Members suggest topics. 5 minutes
Next meeting scheduled: August 28, 2025 – Thursday
11. Adjournment.



Approval of May 22, 2025
meeting minutes

BATF

July 24, 2025

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
May 22, 2025

1. Roll Call of Members:

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

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

Member Janice Armigo Brown announced she was attending the meeting via teleconference under the Just Cause provision of Government Code Section 54953(f).

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Ryan Greene-Roesel
Kevin McDonald

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

Sabrina Baptiste (BART staff)

Mayra Perez (Captioner)
Alicia Garispe (Captioner)
Sara Desumala (Guest)
Aleta Dupree (Guest)
Valerie Buell (Guest)
Rinu Nair (Guest)
Troy Russell (Guest)
Tonya (Guest)

2. Public Comments

Aleta Dupree felt it is important for people to see and hear somebody who is from beyond their own group. She mentioned she has expectations and asked how to move forward given that Christine Arseneault is longer with us who made a strong effort to welcome her and took her seriously. Aleta Dupree asked to carry that welcome forward.

Valerie Buel shared she works for the California State Council on Developmental Disabilities (SCDD) and was a former member of the BATF. She mentioned that SCDD is collecting stories from people about Medicaid and what has done for them and encouraged members to visit SCDD's website to share their stories.

Sabrina Baptiste, BART staff, introduced herself and shared she works in the Office of Civil Rights (OCR) Department.

3. Approval of April 24, 2025 meeting minutes

Clarence R. Fischer moved approval of the March 27, 2025 meeting minutes with amendments. Hillary Brown second the motion.

- Motion passes with eleven (11) in favor, one (1) against, and one (1) abstention.

4. BART's compiled and analyzed customer complaints related to accessibility for the third quarter

Ryan Greene-Roesel and Elena Van Loo presented on the agenda item. The full presentation was included in the BATF May's 2025 agenda package.

Hillary Brown liked the presentation and she mentioned she filed a complaint a few months ago about a bike that was in the priority seating area.

Roland Wong thanked Ryan Greene-Roesel and Elena Van Loo for the update of the third quarter complaints. He wonders how accurate data is, given that some people do not report incidents within the BART system because it takes a while to report. He mentioned he would like to reach out to BART staff to report any repairs and thinks going through other means does take a longer time.

Danny Kodmur asked whether this presentation is for the third quarter complaints. He asked if staff is not available at BART station, if this complaint is considered a personnel-related complaint.

Clarence R. Fischer noticed the accessible fare gate at Hayward was not functioning. He asked if BART Station Agents would keep track of how many users get into or out of the BART system through alternate means.

Bruce Yow asked how to file a complaint. Ryan Greene-Roesel shared that there are multiple ways to file a complaint with BART.

Joshua Saunders wondered if there were no station agent (s) at their booth where he needed assistance locating the bus stop, if this would be an accessibility complaint.

Janien Harrison was curious if there will be future quarterly reports and would like to see trends tracked over time.

Catherine Callahan wanted to echo the importance of tracking when the elevator gates are down because it has a huge impact on commute. She stated the elevator faregates are not functioning, and this has become a more widespread issue than the elevators being broken.

Sam Buman mentioned he filed a complaint due to the fact that he was told he could not ride his scooter within the BART system. He stated he received a notice that he will be contacted but had not yet heard back and would like to be contacted.

Daveed Mandell asked how a complaint would be classified if there are no BART Station Agent (s) to assist a person who is blind or a person who is low vision to exit and/or enter the BART station.

Aleta Dupree said this presentation was good. She brought up the priority seating and asked if you really know the person sitting in the priority seats is disabled. She mentioned some people may think that she is not disabled and added this has not been an issue with her but has been with others. Aleta Dupree stated the elevator is for everybody. She mentioned that if she made a complaint she would say she has a disability and hopes they will believe her.

Herb Hasting thinks there should be better notification when the escalators change directions.

5. Nominate and elect a BATF Chair; nominate and elect a Vice Chair and Second Vice Chair, if vacant

Elena Van Loo and Ryan Greene-Roesel led agenda item.

Elena Van Loo asked Catherine Callahan if she would like to continue being the 2nd Vice-Chairperson and she confirmed that she wished to continue to be the 2nd Vice Chairperson until September 2025.

Chairperson nomination and election:

Herb Hastings nominated himself.

Herb Hastings gave a short speech to why he would be a good candidate as Chairperson.

Voting results for Chairperson:

Herb Hastings – fourteen (14) in favor, zero (0) against, zero (0) abstention (s)

Vice Chairperson nominations and elections:

Hillary Brown nominated herself.

Shana Ray nominated Joshua Saunders and he accepted.

Hillary Brown gave a short speech to why she would be a good candidate as Vice Chairperson.

Joshua Saunders gave a short speech to why he would be a good candidate as Vice chairperson.

Voting results for Vice Chairperson:

Joshua Saunders – seven (7) in favor

Hillary Brown – five (five) in favor

Two (2) abstentions

Elena Van Loo announced the new Chairperson will be Herb Hastings until September of 2025 and Joshua Saunders will be the new Vice Chairperson until September of 2025.

6. Discuss canceling the August 28, 2025, and December 18, 2025, BATF meetings

The committee discussed cancelling the August and December meetings.

Danny Kodmur asked if there were any mentions of number of meetings in the BATF By-Laws and Ryan Greene-Roesel confirmed that there are no mention of number of meetings in the BATF By-Laws.

Daveed Mandell asked whether the annual BATF holiday gathering would be in December. Elena Van Loo responded that it would be in January 2026.

Sam Buman asked why the number of meetings are not in the BATF By-Laws and asked to look into adding into the by-laws.

Joshua Saunders stated having ten meetings per year is good for flexibility reasons.

Clarence R. Fischer was surprised about the ten meetings per year and as a long-time member, there has been twelve (12) meetings a year except cancellation due to lack of agenda items. He, too, would like to look into changing the by-laws on the number of meetings per year. Herb Hastings also liked Clarence R. Fisher's vision.

Roland Wong agreed with Clarence R. Fischer to keep the twelve (12) meetings per year and mentioned by having ten (10) per year, we are going to constraint ourselves.

Hillary Brown liked having the twelve (12) months per year and that is why she liked joining the BATF.

Danny Kodmur asked how far in advance cancellation notices must be posted to the public. Elena Van Loo said within 72 hours of the approved BATF meeting date.

Anita Ortega stated that she likes ten (10) meetings per year. She mentioned having ten (10) meetings per year may affect the number of absences per year, which is four (4) absences per year (under the BATF By-Laws).

No action was taken regarding the cancellation of future BATF meetings.

7. Discuss re-posting the BATF recruitment article on the bart.gov website

Elena Van Loo led the agenda item.

Elena Van Loo shared she intended to post a recruitment flyer for the BATF.

Danny Kodmur asked about other means to share the BATF recruitment flyer. Sabrina Baptiste encouraged BATF members and members of the public to share within your circle of friends through social media and emails, and often BART's website will have a link to apply.

Clarence R. Fischer asked if flyers of BATF recruitment can be put on trains and maybe once a month, put on destination signs.

Joshua Saunders, Shana Ray, and Daveed Mandell suggested emailing the BATF recruitment flyer to BATF members and to the BATF community list so they can share with friends, family, and co-workers.

Janice Armigo Brown suggested having a BART table at the Metropolitan Transportation Commission (MTC) Disability Conference in June of 2025 to pass out the recruitment flyer.

Roland Wong stated that he would like to see more diverse disabilities represented within BATF.

Janien Harrison suggested reaching out to colleges in San Francisco. Shana Ray agreed with Janien Harrison.

Aleta Dupree stated that she would like to see the BATF reach a full roster and have potential members be "waiting in the wings." She would like BART to reach out to veterans to join the BATF and hoped that veterans would be welcomed and willing to vote for them.

Valerie Buell stated that she wants to make sure the flyers are accessible for all.

Daveed Mandell moved to post "BART is recruiting new members for the BART Accessibility Task Force (BATF)," article under the BART news effective June 2, 2025. Clarence R. Fischer seconded the motion.

- Motion passed with fourteen (14) in favor, one (1) against, and zero (0) abstention.

8. Review and discuss updated tones to assist blind and low vision customers entering and exiting faregates

Ryan Greene-Roesel led the agenda item.

Ryan Greene-Roesel played five new different faregate tones to receive feedback on which tone (s) works best for people who are blind or people with low vision when entering and exiting the new faregates.

BATF members feedback on what sound tones works best:

- Hillary Brown liked the variety of sounds but mentioned the sounds have to be very clear when entering and/or exiting the faregates.
- Roland Wong liked the strings high tones.
- Danny Kodmur liked the bells tones
- Clarence R. Fischer liked marimba and piano tones
- Bruce Yow had a difficult time distinguishing each tone
- Joshua Saunders liked strings high tone
- Shana Ray liked the bells tone
- Catherine Callahan liked the bells and strings high tones
- Janien Harrison liked the bells tone
- Sam Buman liked marimba tone
- Daveed Mandell liked the bells tone

BATF members expressed the importance of piloting the tones in stations with different levels of background noise.

Members suggested Civic Center/Union Plaza BART Station, Rockridge BART Station, and/or El Cerrito del Norte BART Station to use as pilot stations.

Aleta Dupree favors the piano type of tone. She suggested using West Oakland to test all five different tones, one for each faregate and invite BATF members and members of the public to test the faregates and give feedback.

9. Member announcements

Sam Buman mentioned that a friend of his may be interested in being a BATF member and mentioned he stated this last month's BATF meeting.

10. Staff announcements

No staff announcements.

11. Chairperson announcements

Herb Hastings shared that he is involved in the new Clipper Card 2.0 project to test the updated version within the BART system.

12. Future agenda items – member suggest topics

- Clipper Card 2.0 update
- Minutes vs. transcripts
 - Minutes used under the BATF By-Laws
- Number of approved meetings to add to BATF By-Laws
 - BART staff will research if other BART advisory committees specify a certain number of meetings per year as part of their by-laws

13. Adjournment

Clarence R. Fischer moved to adjourn the March 27, 2025 meeting and Hillary Brown second the motion. The meeting adjourned at 4:21 pm until the next regularly scheduled meeting, Thursday, June 26, 2025.



Tactile walking surface indicators for wayfinding

BATF

July 24, 2025

Agenda 4

A photograph of two people walking away from the camera on a yellow tactile paving strip in a parking garage. The person on the left is wearing a yellow shirt and a patterned skirt, and the person on the right is wearing a blue dress. The background shows the concrete structure of the parking garage with a car parked on the right.

Tactile Wayfinding – Improving Access for People with Vision Disabilities

Wayfinding Challenges

Recognizing when a street has been reached

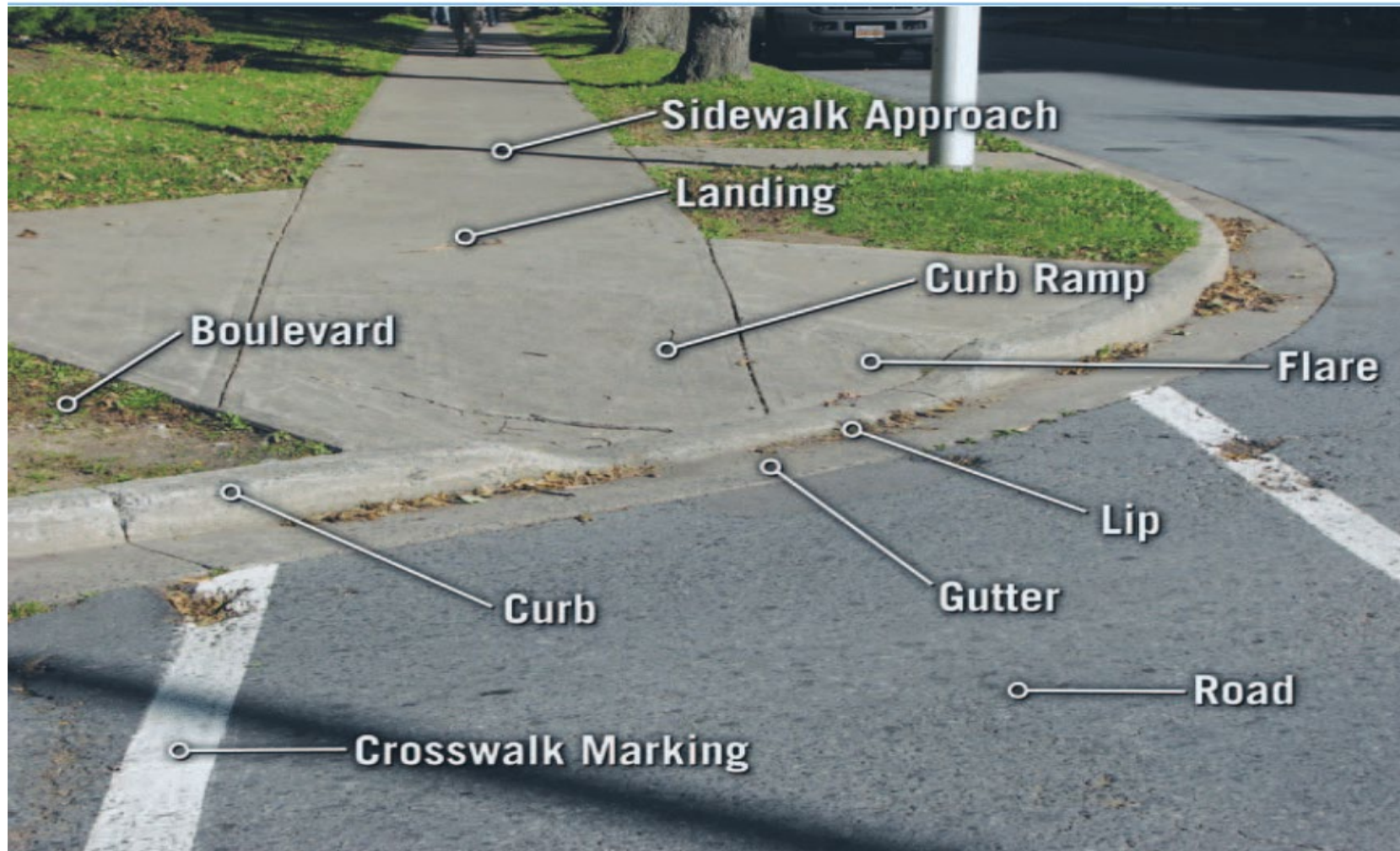


Photo Credit: Sean Bennett, Fig. 1. Representative intersection of sidewalk and road, including a diagonal curb ramp [Download Scientific Figure on ResearchGate \(researchgate.net\)](#)

Finding non-corner crossings



Photo credit: www.pedbikeimages.org / Toole Design Group

Aligning to cross where cues are absent or misleading



Photo credit: ADB Staff

Avoiding separated bike lanes at sidewalk level



Photo credit: Toole Design

Finding Transit Facilities

- Guidance to faregates, ticket machines, platforms, elevators/escalators
- Bus transfer areas
- Locating bus stops, floating transit islands

Tactile Walking Surface Indicator (TWSI)

Generic term for 3 types of walking surfaces to aid wayfinding for pedestrians with vision disabilities:

- Detectable warning surface (DWS)
 - aka: truncated domes, or domes
- Tactile direction indicator (TDI)
 - aka: raised bars, guiding bars, or directional bars
- Tactile warning delineator (TWD)
 - aka: trapezoidal delineator, or trapezoid



Photo Credit: Beezy Bentzen



Photo Credit: John Robert McPherson, CC0, via Wikimedia Commons

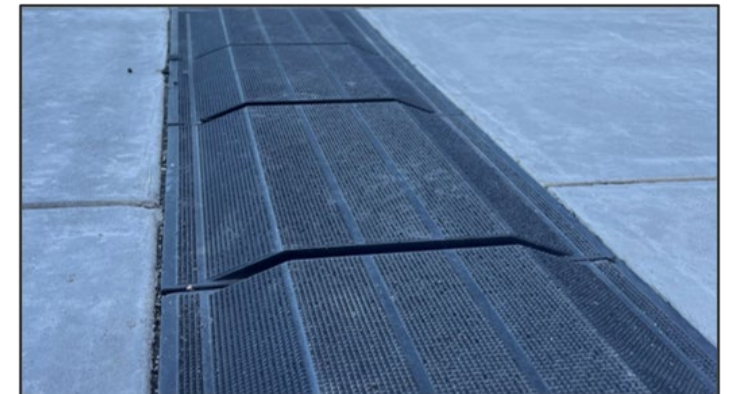


Photo Credit: Linda Myers

Detectable Warning Surface



What should pedestrians who are vision disabled think when they encounter truncated dome DWS?

I should stop and figure out whether I'm at a street or transit platform and prepare to either cross the street or board the vehicle.

If I'm at a street, I should explore for cues to help me align in the direction of the crosswalk.

The domes should NOT be used as a cue for aligning to cross.



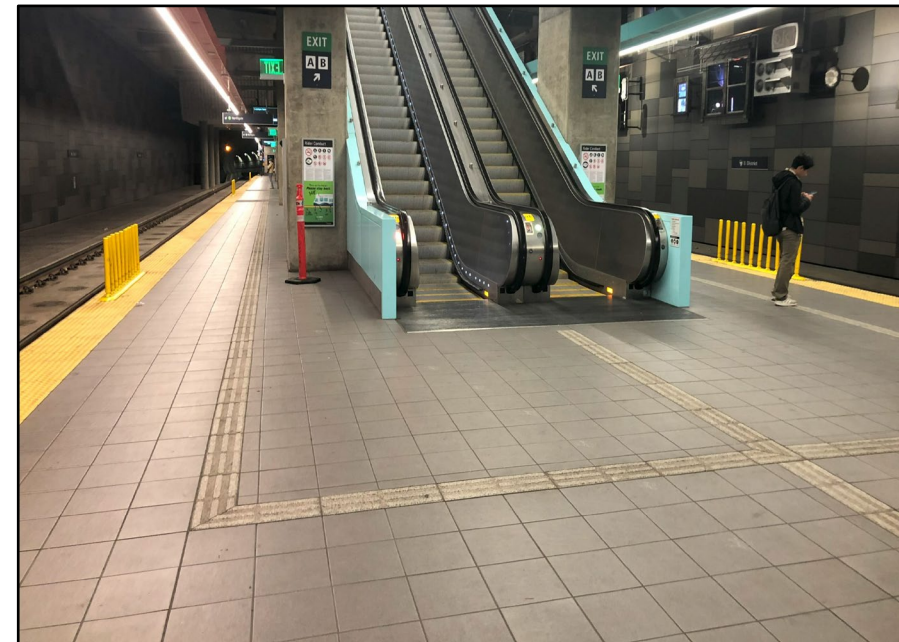
Photo Credit: Pi.1415926535, CC BY-SA 3.0
<https://commons.wikimedia.org/w/index.php?curid=91289870>

Tactile Direction Indicator (TDI) – Bars

What should pedestrians who are vision disabled think when they encounter TDI bars?

- It depends on environmental context and width of the surface!
 - If 12 in. (4 bars): follow the bars parallel
 - If 24 in.: follow the bars perpendicular

If the bars are running in parallel and extending some distance, then this is a surface I can follow. I can follow it on either side if there is room. I should not encounter obstacles if I am following along while walking beside it.



TDI – Sidewalk Alert Bars & Transit Door Location Bars

- Bars oriented perpendicular to direction of travel to cross street or board
- Extend at least 3 ft from DWS or curb at platform edge
- 24 in. wide surface

TDI bars running across a sidewalk, or across a transit platform indicate the location of a crossing or a transit stop. I can turn to use the bars running perpendicular under my feet to align to cross or board.



Photo Credit: ADB Staff



Photo Credit: Sarah O'Brien

Tactile Direction Indicators – Alignment Bars

- 2 ft. x 2 ft. square of bars
- Orient bars perpendicular to the direction of travel across crosswalk

If a “patch” of raised bars is located near a street crossing, and near the end of or just behind a DWS, I can use it to establish an accurate alignment with the crosswalk.



Photo Credit: ADB Staff



Photo Credit: Steve Graham

Tactile Warning Delineator (TWD)

What should pedestrians who are vision disabled think when they encounter a trapezoidal TWD?

I should not cross this surface because there is danger of a crash with a bicycle or other hazard on the other side.



Photo credits: Linda Myers

Evaluating TWSIs: TCRP B-46 Research



Photo Credits: Sarah Worth O'Brien

Lab Setting: Primary Findings

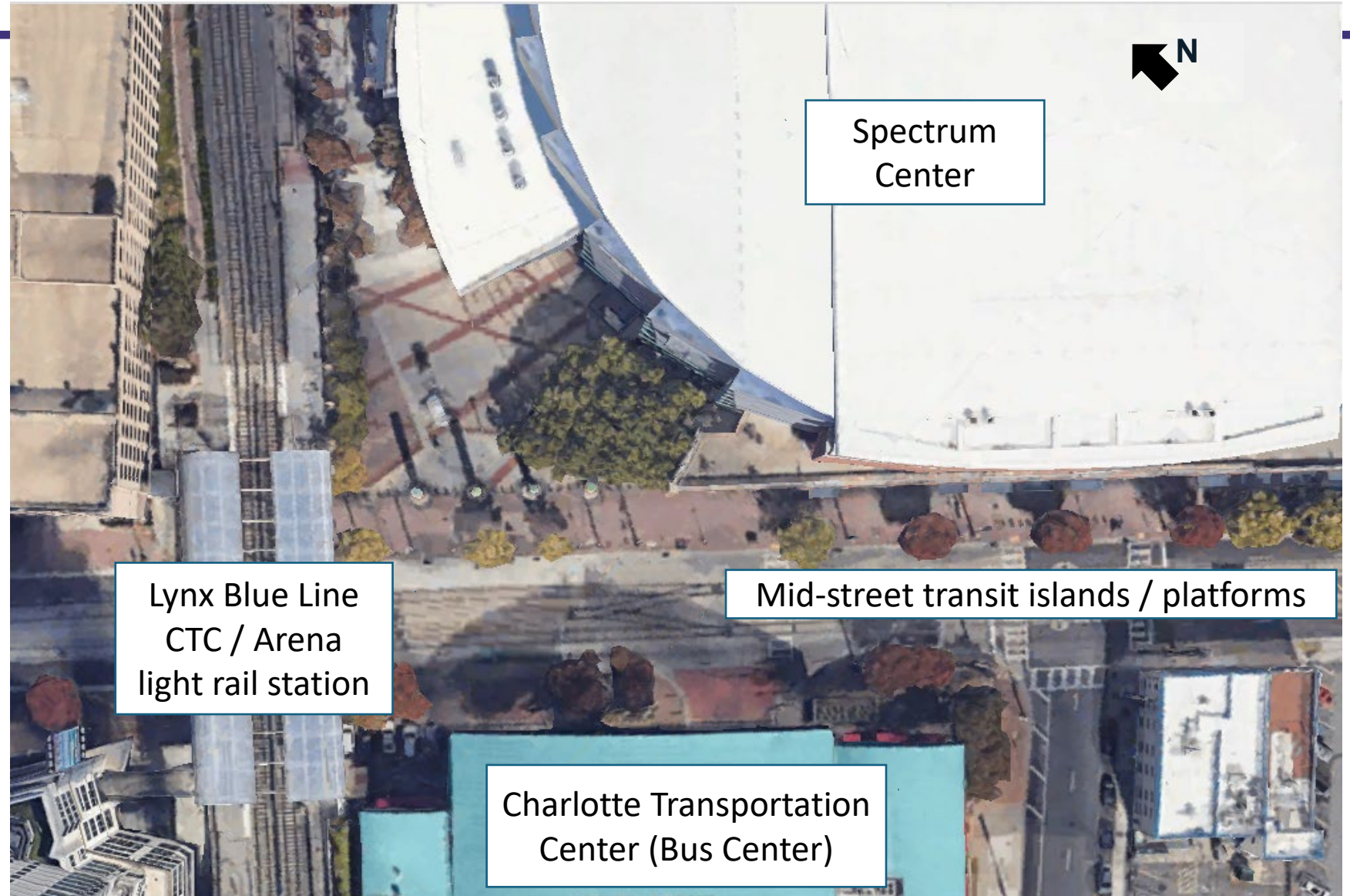
- Bars and domes discriminable
- Participants had no difficulty following the 12" wide, 4-bar TDI paths when straight.
- Route following through path intersections was more successful when there was a CPI.
 - DWS or blank space both equally effective
 - No CPI was not effective – need to indicate where paths cross



Photo Credit: Sarah Worth O'Brien

Field Study Experiment

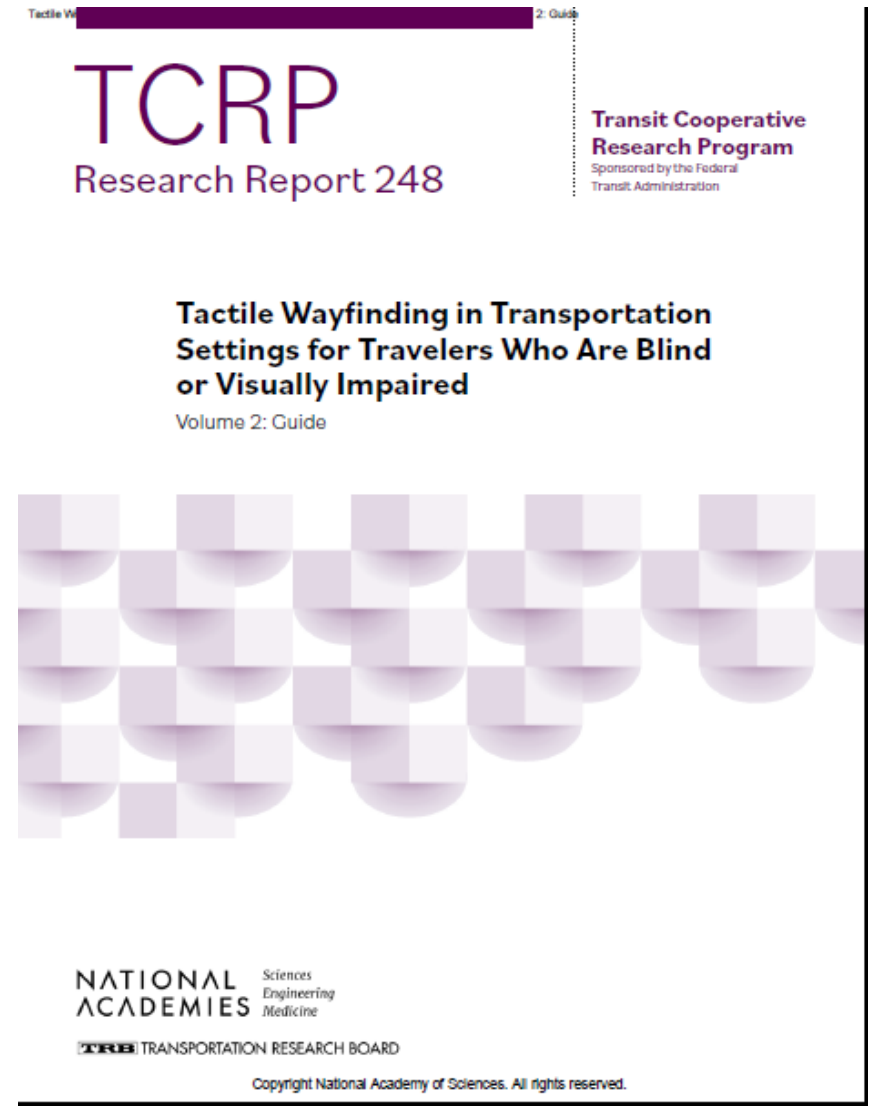
Validate findings of past research while testing arrangements of TWSIs as a system in a mix of challenging real-world environments.



TCRP Research Report 248 Documents

<https://nap.nationalacademies.org/catalog/27777/tactile-wayfinding-in-transportation-settings-for-travelers-who-are-blind-or-visually-impaired>

- Vol 1 – conduct of research
- Vol 2 – guide



Guide Overview & TWSI Applications

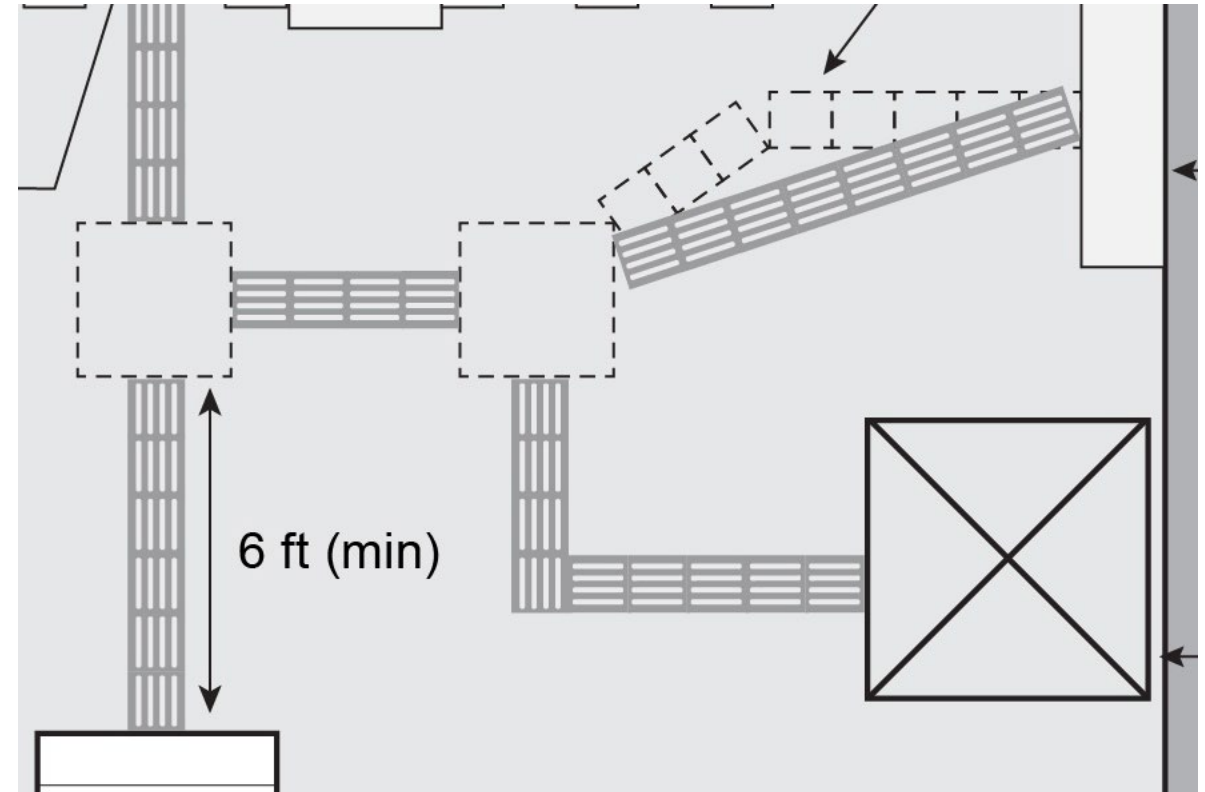


Structure of Guide

Chapter	Title
Chapter 1	Introduction
Chapter 2	Background
Chapter 3	Transit Facility and Other Plaza-Type Applications
Chapter 4	Crossing Applications
Chapter 5	Implementation
Chapter 6	Post-Implementation Activities
References	

TDI Use: Guide Bars

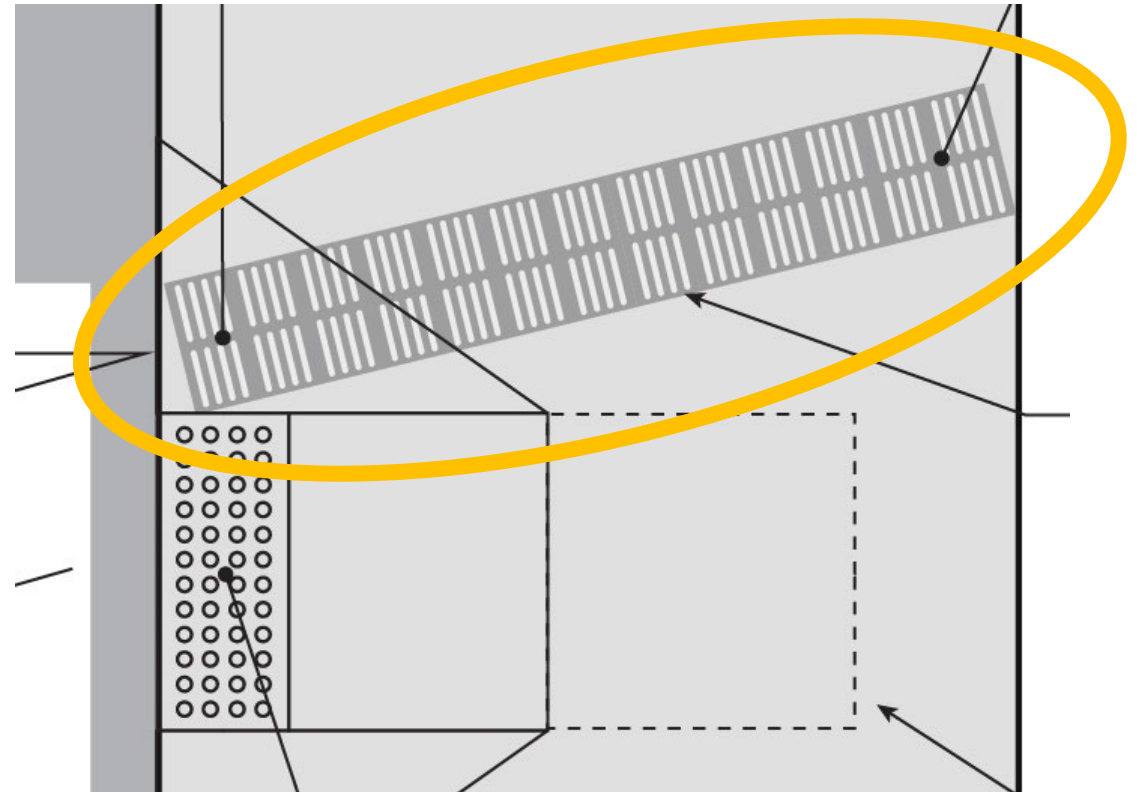
- 12-in.-wide (0.3 m) TDI defining an unobstructed path of travel in the direction of the bars. The bars are oriented in the direction of travel, and the pedestrian is expected to follow them.



Portion of TCRP Research Report 248, Figure 15

TDI Use: Sidewalk Alert Bars

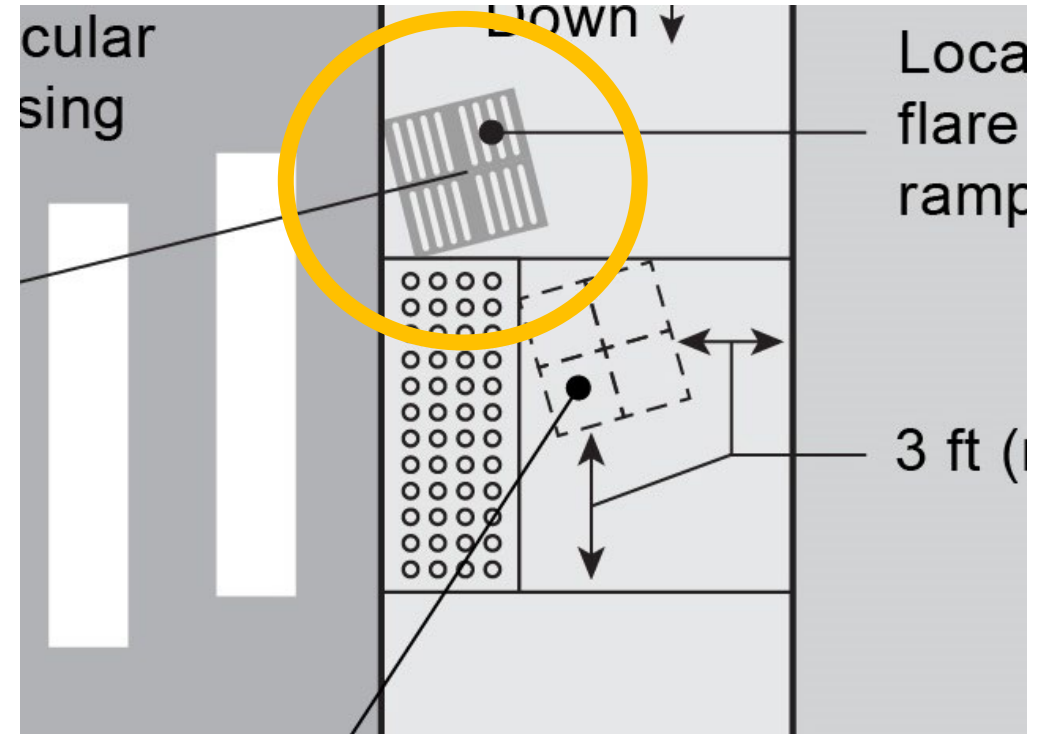
- A 24-in.-wide (0.6 m) TDI across the width of a sidewalk or walkway to indicate the location of a non-corner crossing or transit stop, and to provide a reliable cue for aligning to cross or to board. The raised bars are oriented perpendicular to the direction of travel across a crosswalk or onto a transit vehicle so they provide an accurate cue for aligning to cross or board.



Portion of TCRP Research Report 248, Figure 28

TDI Use: Alignment Bars

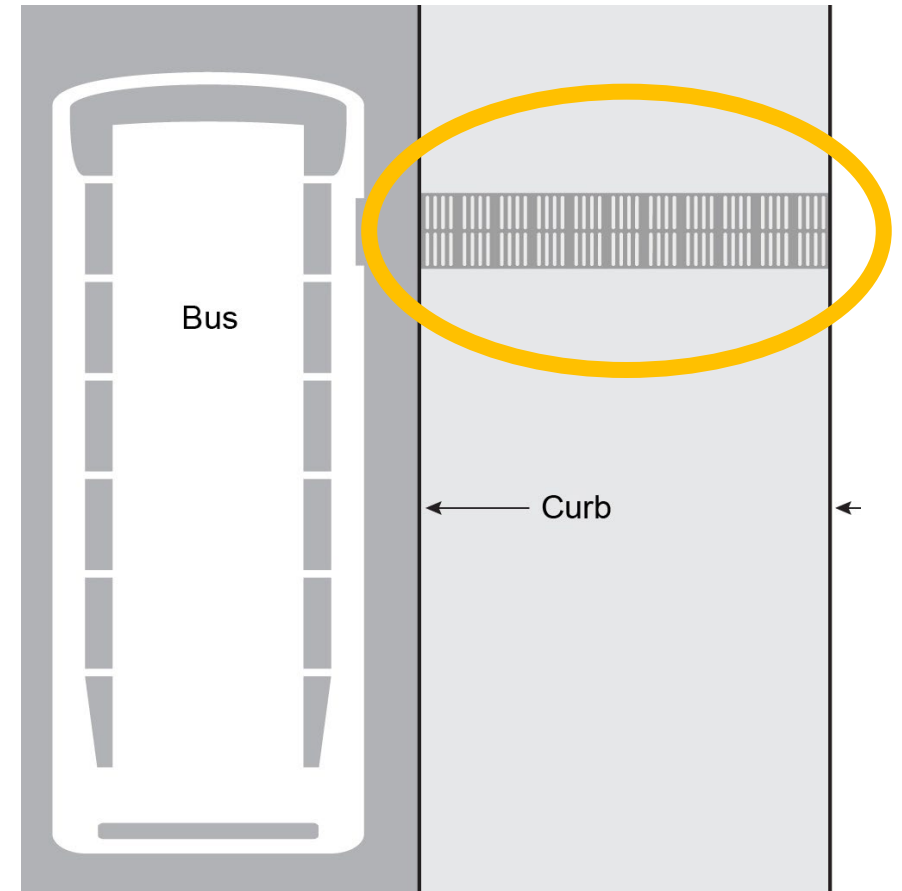
- A 24-in.-by-24-in. (0.6 x 0.6 m) square of TDI that provides an accurate alignment cue for crossing a street where other tactile or audible cues are absent or misleading. The raised bars are oriented perpendicular to the direction of travel across the associated crosswalk.



Portion of TCRP Research Report 248, Figure 36

TDI Use: Transit Door Location Bars

- A 24 in.-by 36-in. (0.6 x 0.9 m) rectangle of TDI, with the 24-in. (0.6-m) side parallel to the curb or platform edge, to indicate where transit boarding doors open. The raised bars are oriented perpendicular to the direction of travel onto a transit vehicle. At boarding areas on a platform raised above standard curb height, the TDI surface will be flush with the DWS at the platform edge or curb.



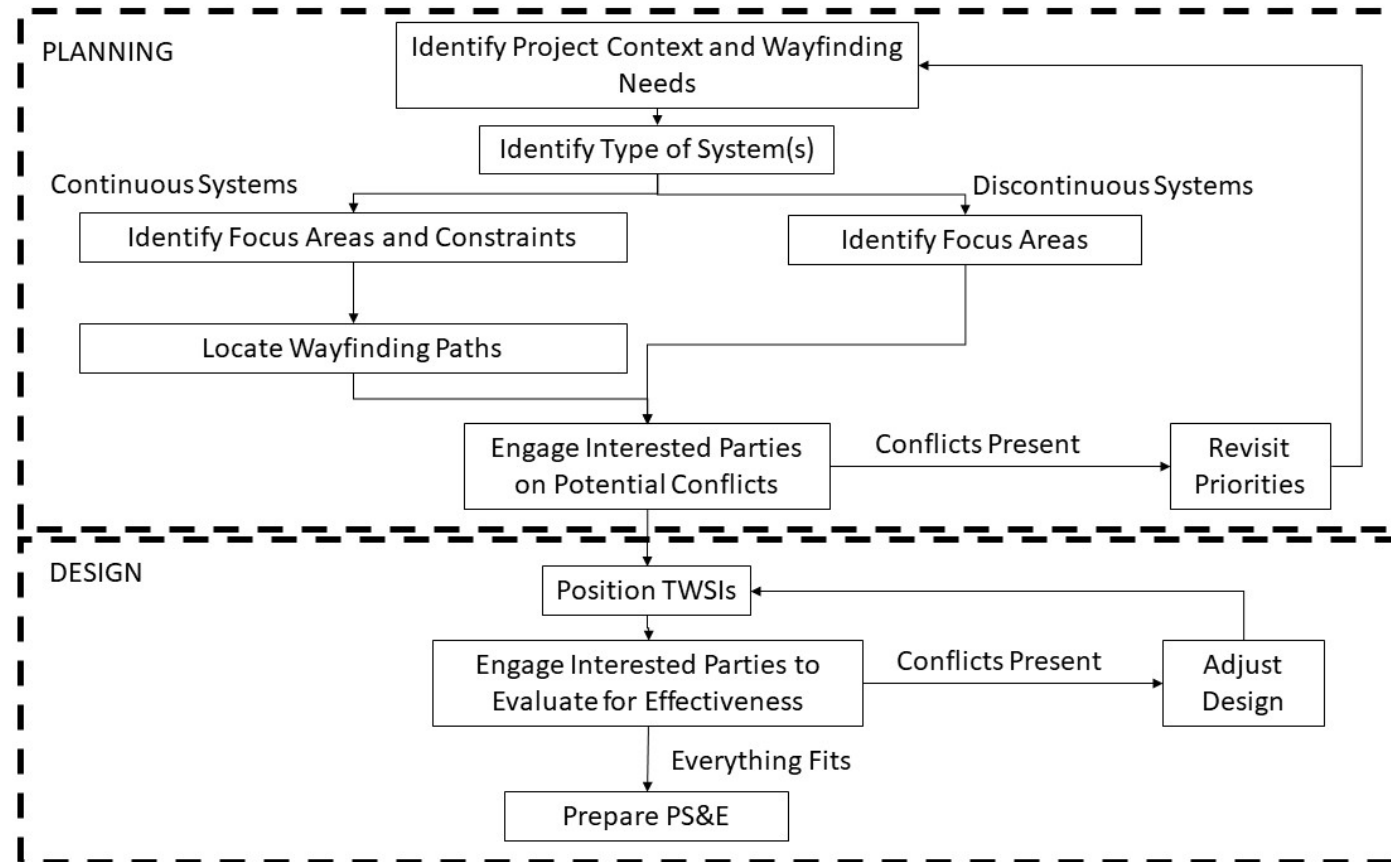
Portion of TCRP Research Report 248, Figure 24

Chapter 2: Background

- Designed for readers new to topic of tactile wayfinding
- Describes typical techniques and cues used for wayfinding by people who are blind or have low vision
- Describes need for tactile wayfinding
- Introduces types of TWSIs
- Brief history of tactile wayfinding in the U.S. and internationally
- Summary of current U.S. practice in applying TWSIs in public right-of-way and transit settings

Chapter 3: Transit Station and Other Plaza-Type Applications

- Introduction
- Planning process

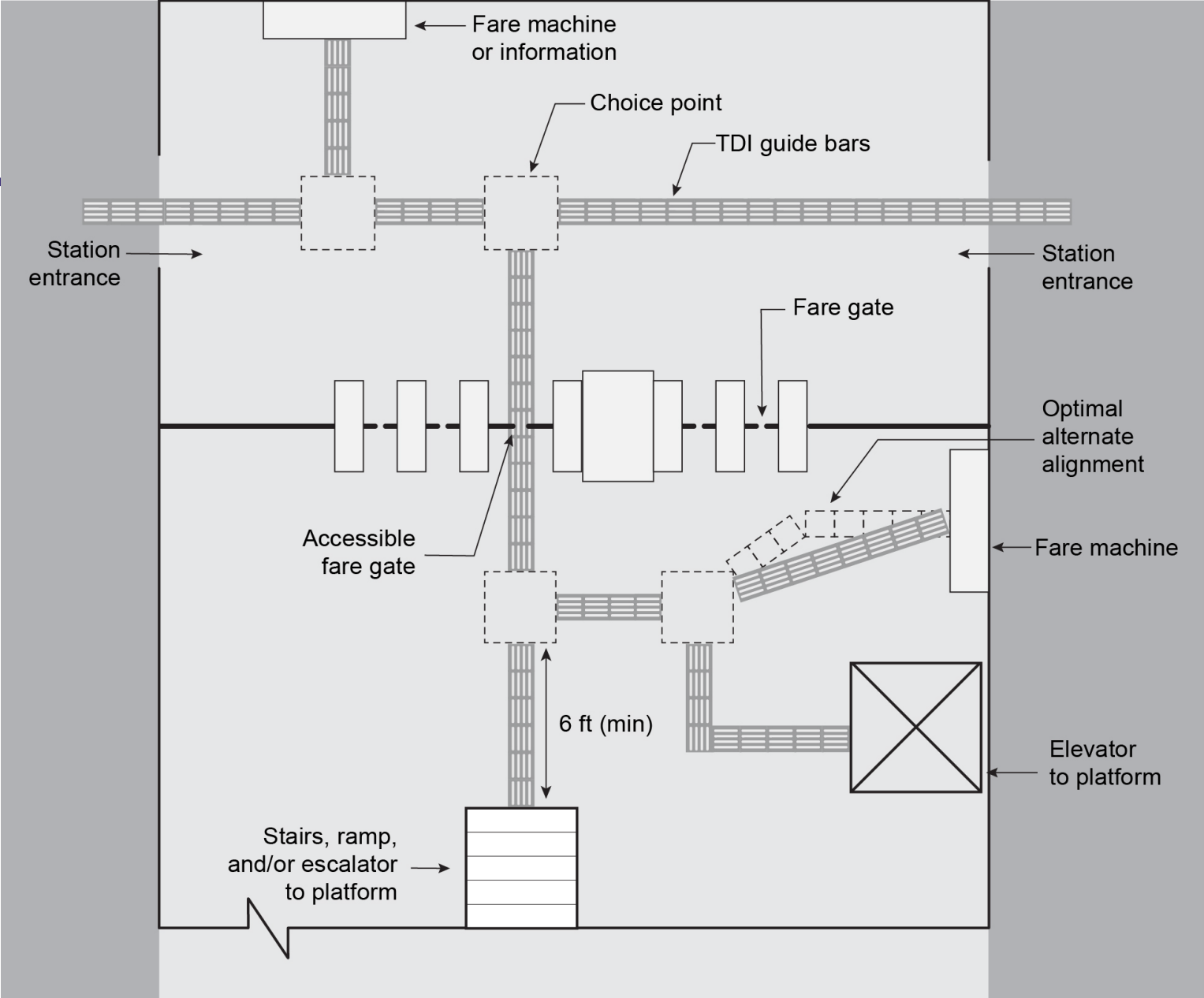


Transit and Crossing Design Applications

- DWS (domes) placed first
 - Mark edges of transit platform if above standard curb height
 - At street or rail crossings, DWS are always installed in pairs
- TWDs (trapezoids) placed next
 - Mark boundary of pedestrian path next to vehicular path at same grade
- TDIs (raised bars) can be used as follows
 - Guide bars: 12-inch-wide along a path
 - Sidewalk alert bars: 24-inch-wide across a path
 - Transit door location bars: 24-inch-by 36-inch (or longer) rectangle to mark door locations
 - Alignment bars: 24-inch-by-24-inch square to mark alignment with crossing

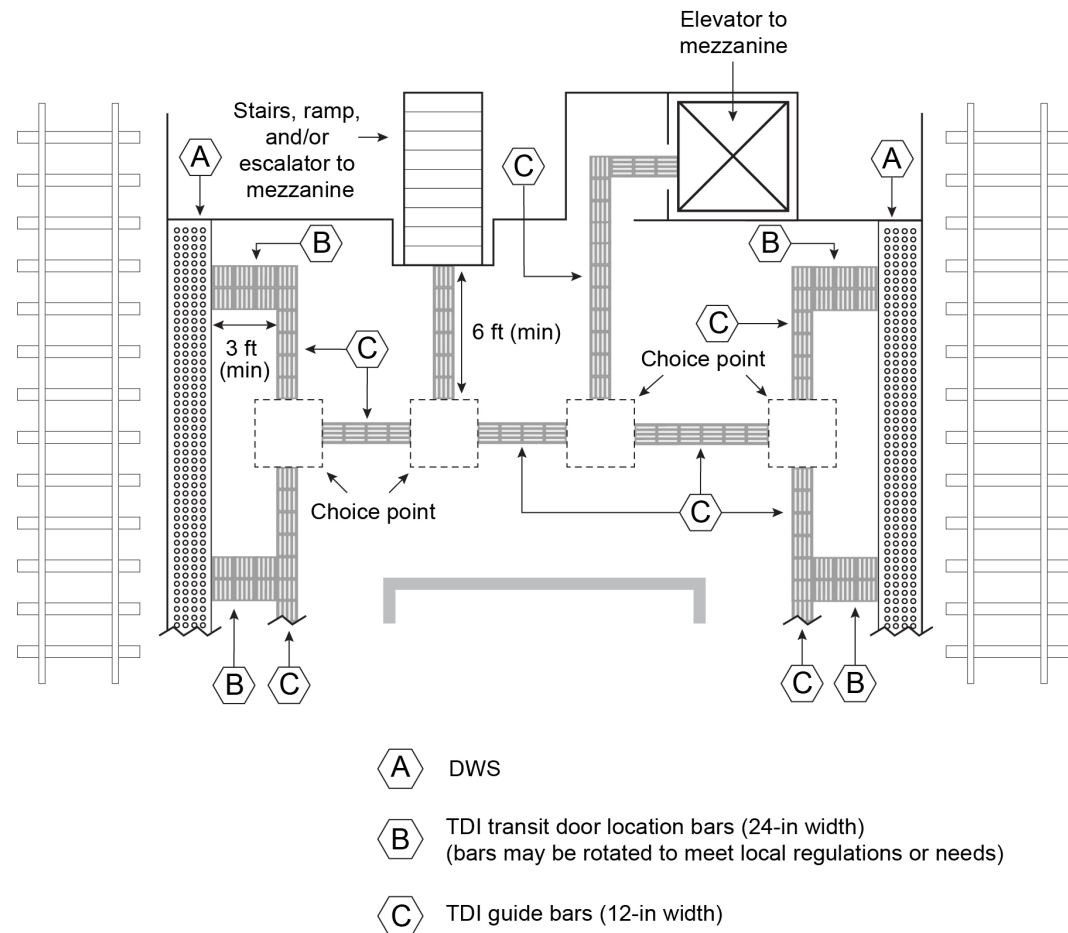
Use good geometry to do most of the work; TWSIs should be a supplement, not a primary measure.

Transit Station Mezzanine

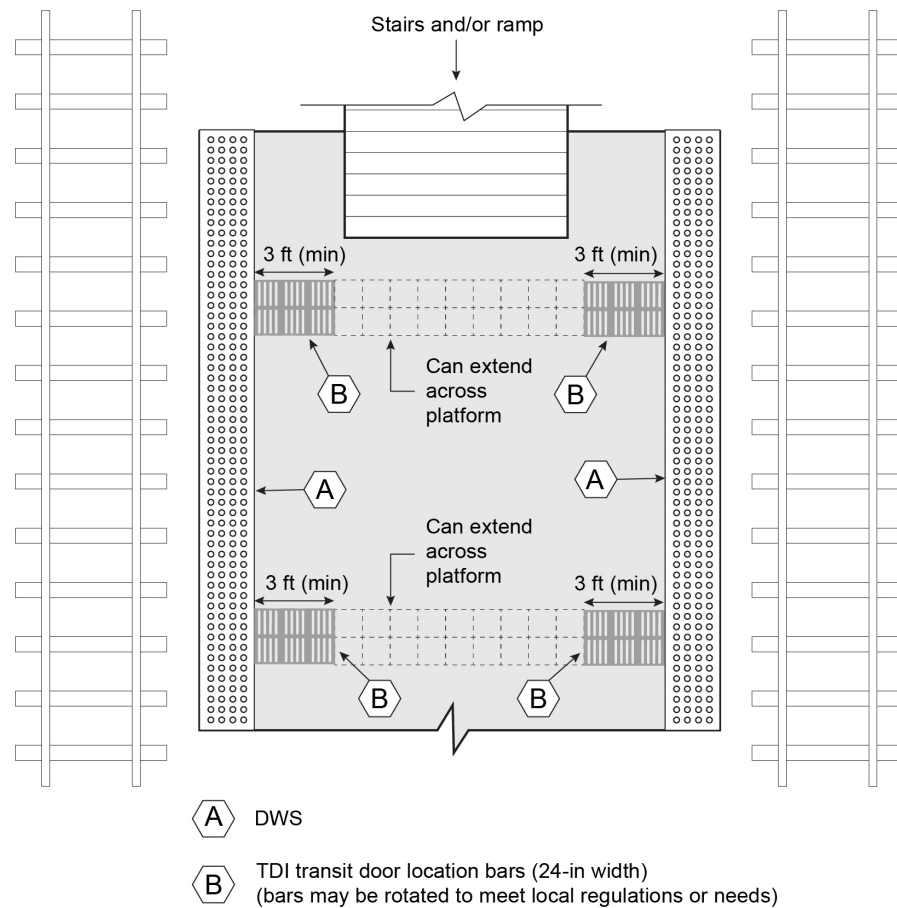


Wide vs. Narrow Center Transit Platform

- Also figures for side platform

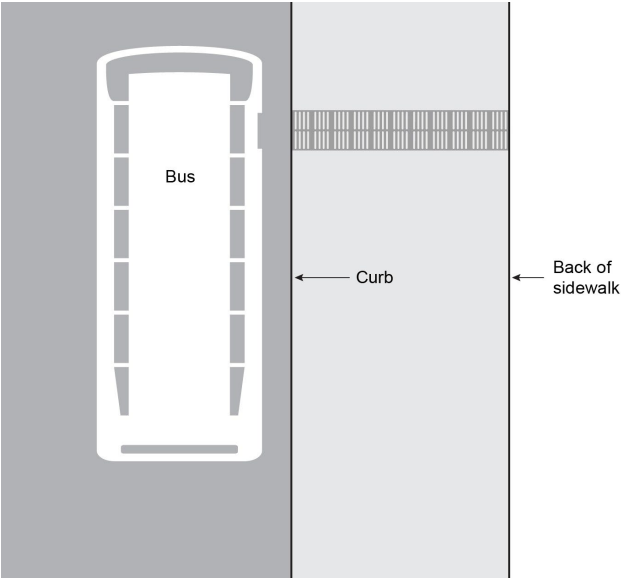


TCRP Research Report 248, Figure 19

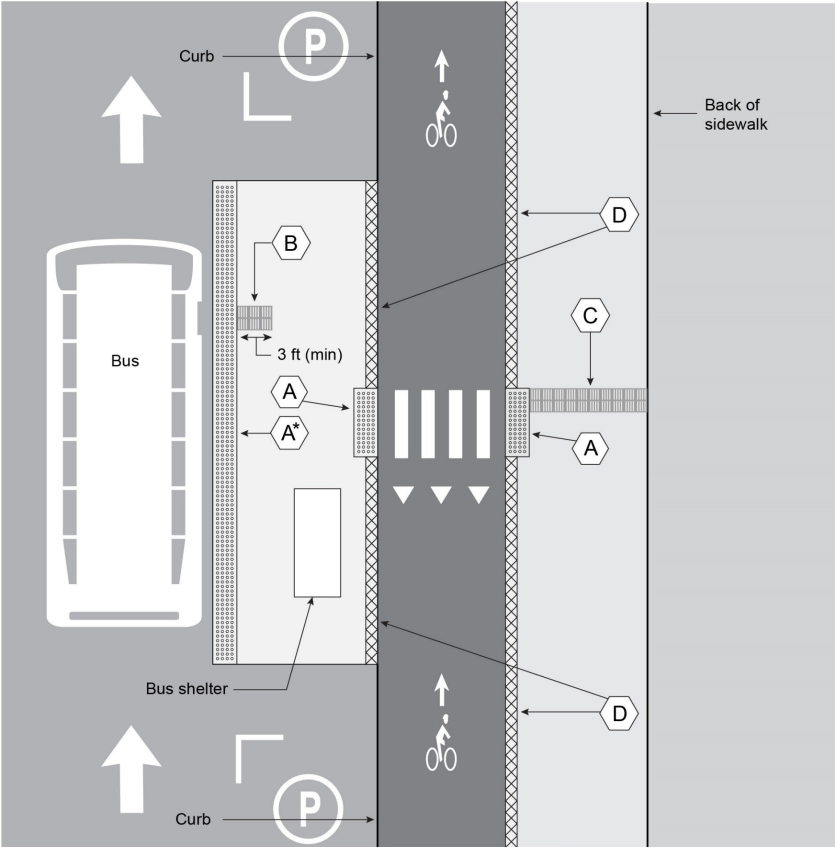


TCRP Research Report 248, Figure 20

Bus Stops, Bus Boarding Islands, and Transit Center



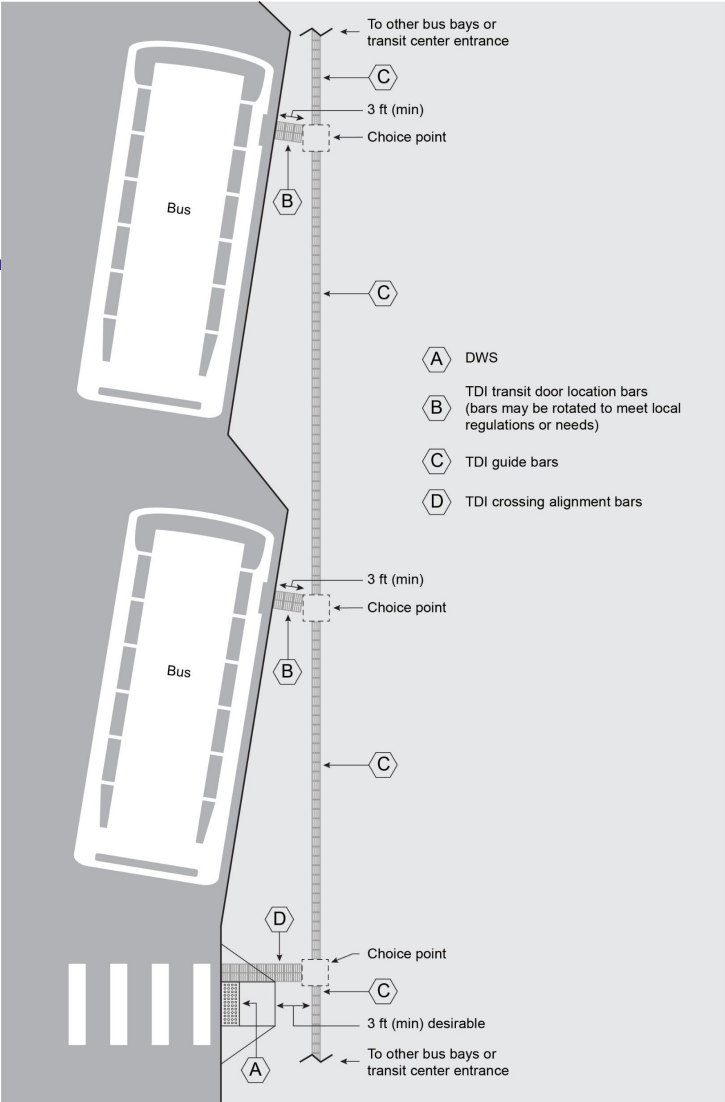
TCRP Research Report 248, Figure 23



*DWS required if platform is raised above standard curb height — see PROWAG

- (A) DWS
- (B) TDI transit door location bars (bars may be rotated to meet local regulations or needs)
- (C) TDI sidewalk alert bars
- (D) TWD if bicycle lane is abutting and at same grade as pedestrian facility

TCRP Research Report 248, Figure 25

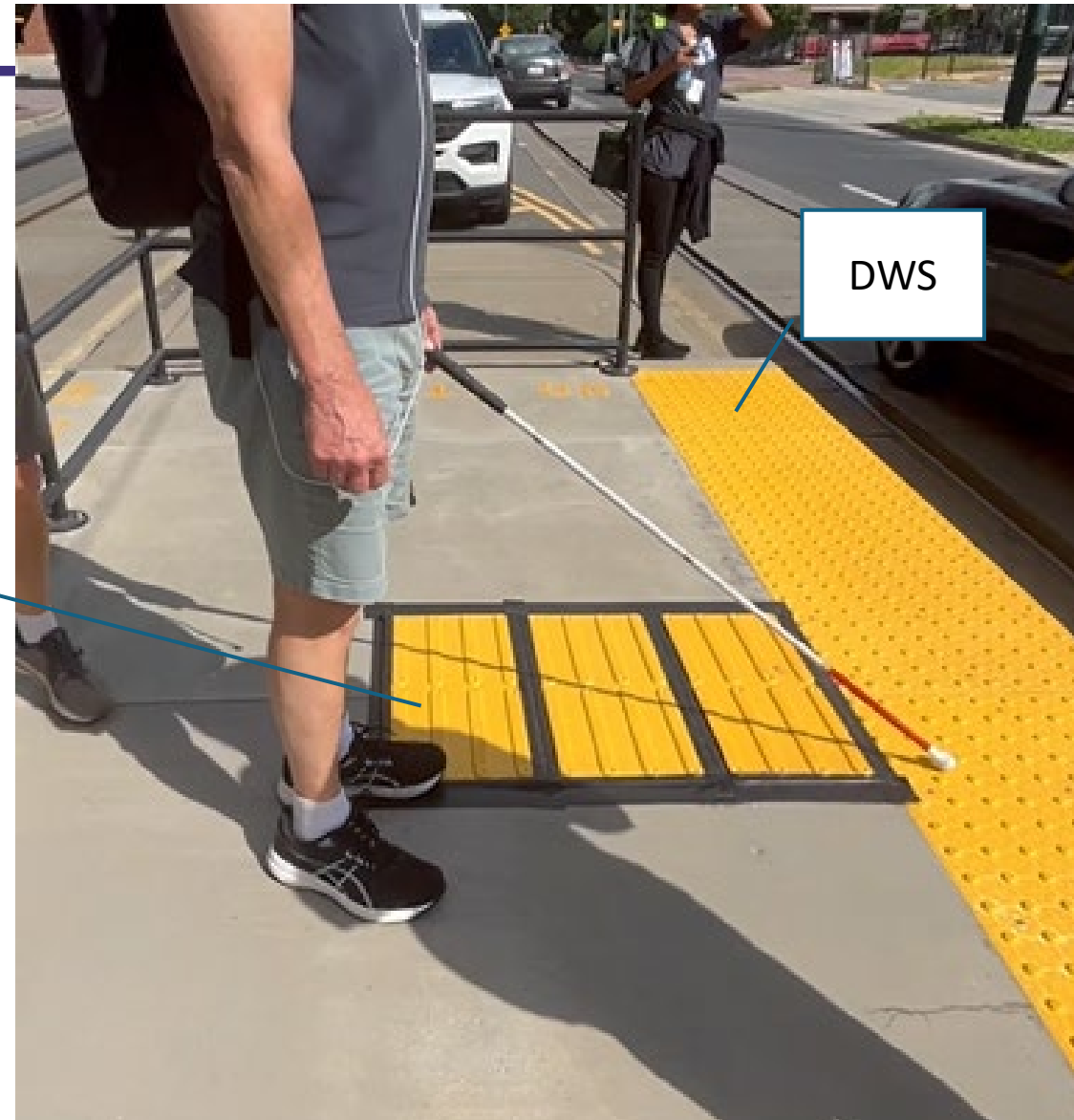


TCRP Research Report 248, Figure 24

Experimental Task: Find Boarding Locations



TDI bars



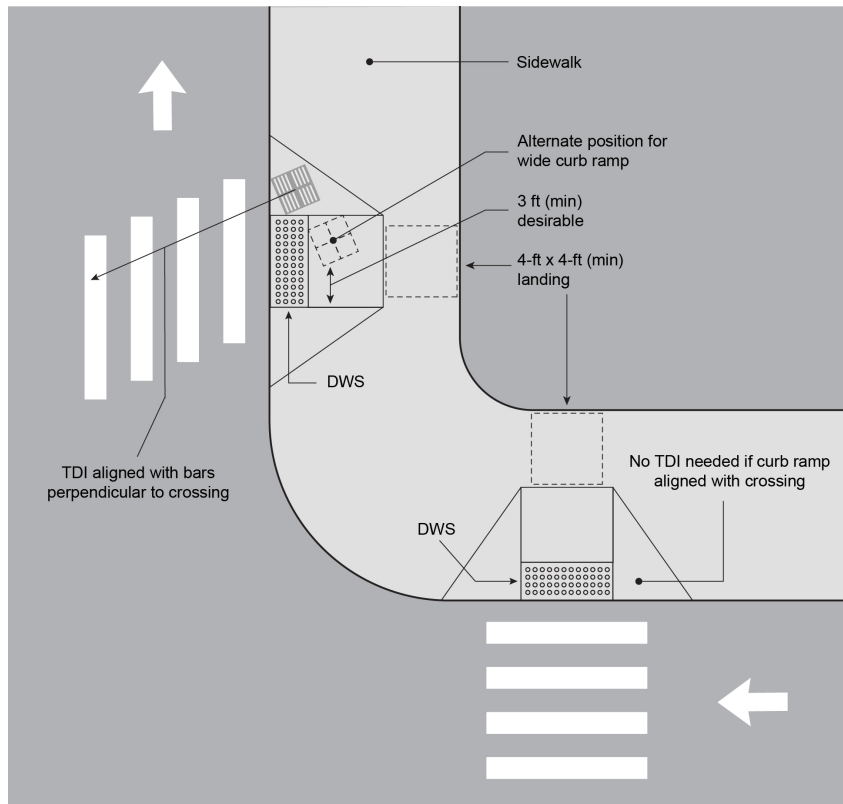
DWS

Principles for Installing TDIs (Raised Bars)

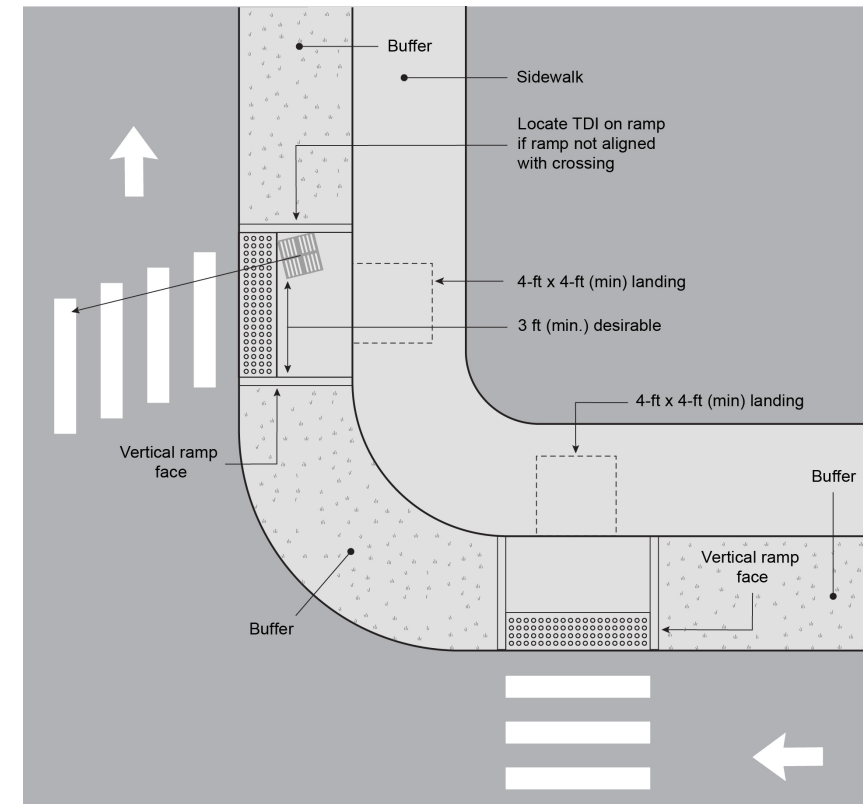
- At all TDI installations, consider avoiding the expected path of travel for people using mobility aids
- Corners: Install beside or behind DWS (domes) on side away from center of intersection
- Midblock/roundabout: Install on downstream side of DWS
- TDIs may be beside the DWS or behind it
- TDIs may extend across the flare of a curb ramp
 - Choice of materials may affect how the TDI bends over the grade break

Corner Applications: Perpendicular Curb Ramps with Flares or Returned Curbs

- Locate TDIs on side away from center of intersection



TCRP Research Report 248, Figure 34

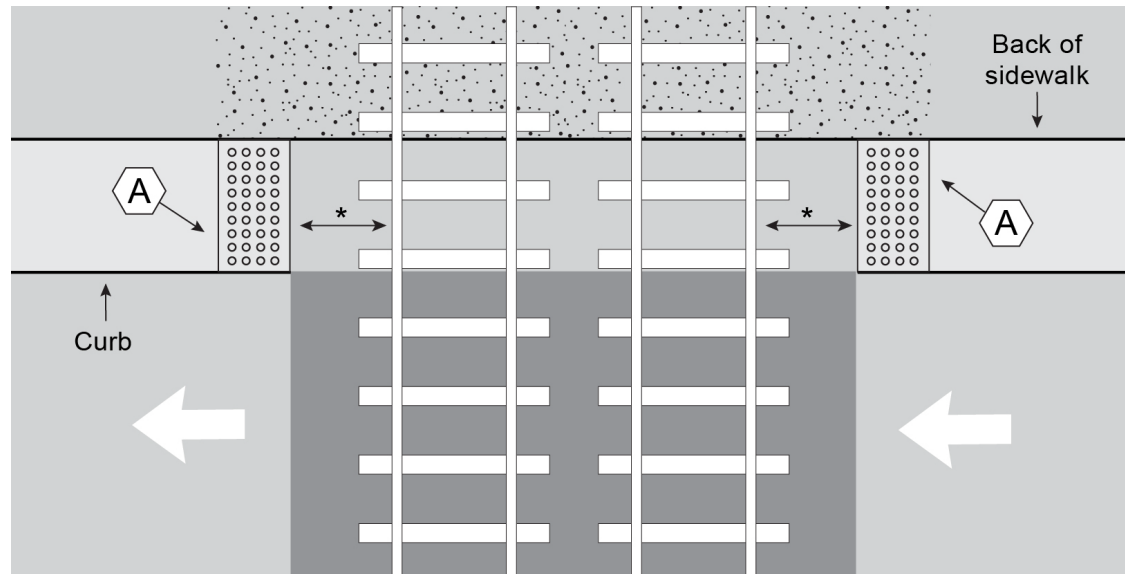


TCRP Research Report 248, Figure 35

TWD

At-Grade Rail Crossing Applications

No offset in sidewalk alignment

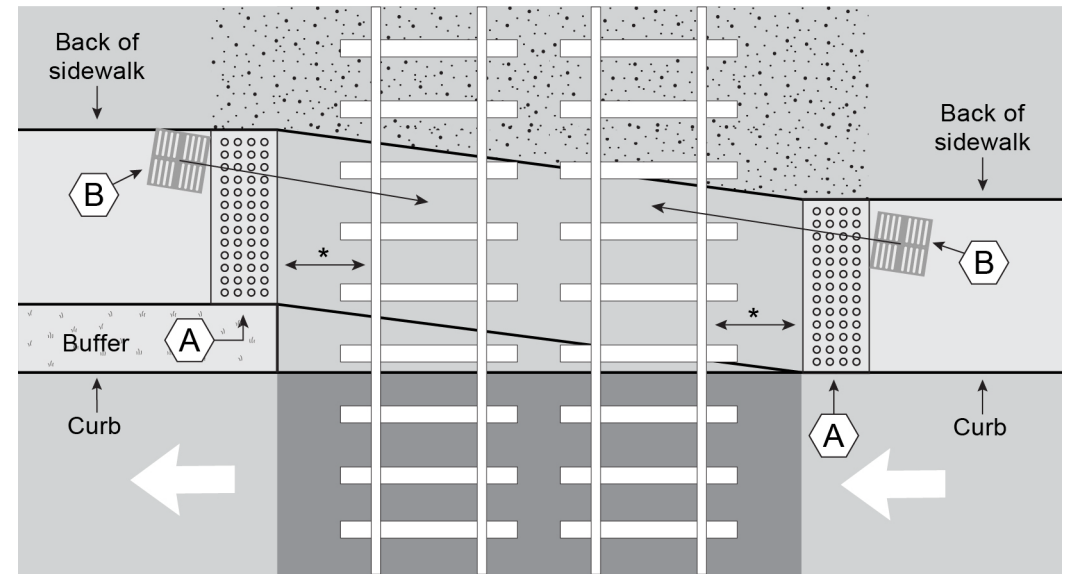



 DWS

*See PROWAG for dimensions


TCRP Research Report 248, Figure 41

Offset in sidewalk alignment



 DWS

*See PROWAG for dimensions

 TDI crossing alignment square

TCRP Research Report 248, Figure 42

Chapter 5: Implementation

- Selecting TWSI materials
 - Maximizing durability and detectability
 - Minimize future maintenance
- Guidance for Orientation and Mobility (O&M) Professionals
 - Training potential users
 - Discussion of basic principles using terminology familiar to O&M professionals
 - **“Domes”, “Raised Bars”, and “Trapezoid”**
 - Discussion of locations where different kinds of TWSIs might be found
 - Cane technique for detecting TWSIs
 - Strategies for using TWSIs

Chapter 6: Post-Implementation Activities

- Assessing effectiveness of tactile wayfinding system after installation
- System design to minimize future maintenance
- Routine maintenance activities
- Maintaining wayfinding during utility and construction work
- Brief case studies on four U.S. agencies
 - Bay Area Rapid Transit (BART), San Francisco Bay Area, California
 - Los Angeles Metro Rail, Los Angeles County, California
 - City of San Francisco, California
 - City of Seattle, Washington

Video – Following TDI path; identifying and turning at a path intersection



Future Research Needed

- Non-intersection path turns
 - Angled vs. curved? To what degree?
 - Need for CPI?
 - Messaging route instructions effectively?
- Further validation of TWD in real-world settings
- Height of TWSIs indoors vs. outdoors?
- TDI path beginnings and endings?
- Locator TDI lengths?
- Effectiveness of TWSIs with guide dogs?

DATE 6/26/2025

Questions & Discussion

Thank you!





Accessibility
Improvement Program
update

BATF

July 24, 2025

Agenda 5



▶ Accessible Improvement Program (AIP) Update

July 24, 2025 | BATF (BART Accessibility Task Force)



FTA-CA-2017-029-00
FTA-CA-2018-084-00



Work Completed

Stations

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



Project Overview

Contract No. 15NU-145 As of June 18, 2025	
Monetary % complete (Billed to date):	96.75%
Notice to Proceed	July 10, 2023
Contract Duration	500 Calendar days
Contract Completion	November 20, 2024
Contract Punchlist Completion	March 15, 2025
Crew size	Approx. 10 Field Workers
Outstanding NCRs	0
Final Construction Cost	9,660,388.00

General Scope of Work

Scope of Work:

- Replacement of curb ramps, sidewalks, accessible paths, bus and passenger loading zone
- Installation of new wall protrusion detections
- Replacement of courtesy phones
- Replacement of handrails
- Installation of elevator lobby lighting
- Removal and installation of new stainless steel composite panels inside stations

Fremont Station - West



Bay Fair

Accessible ramp reconstructed to correct slopes



**Replace courtesy phones with
ADA compliant call box**



Hayward

Accessible ramp reconstructed to correct slopes



Sidewalk reconstructed to correct slope



Castro Valley

Sidewalk reconstructed to correct slope



Accessible ramp reconstructed to correct slopes



Fruitvale



San Leandro



MacArthur



Replace courtesy phones with ADA compliant call boxes

Lafayette

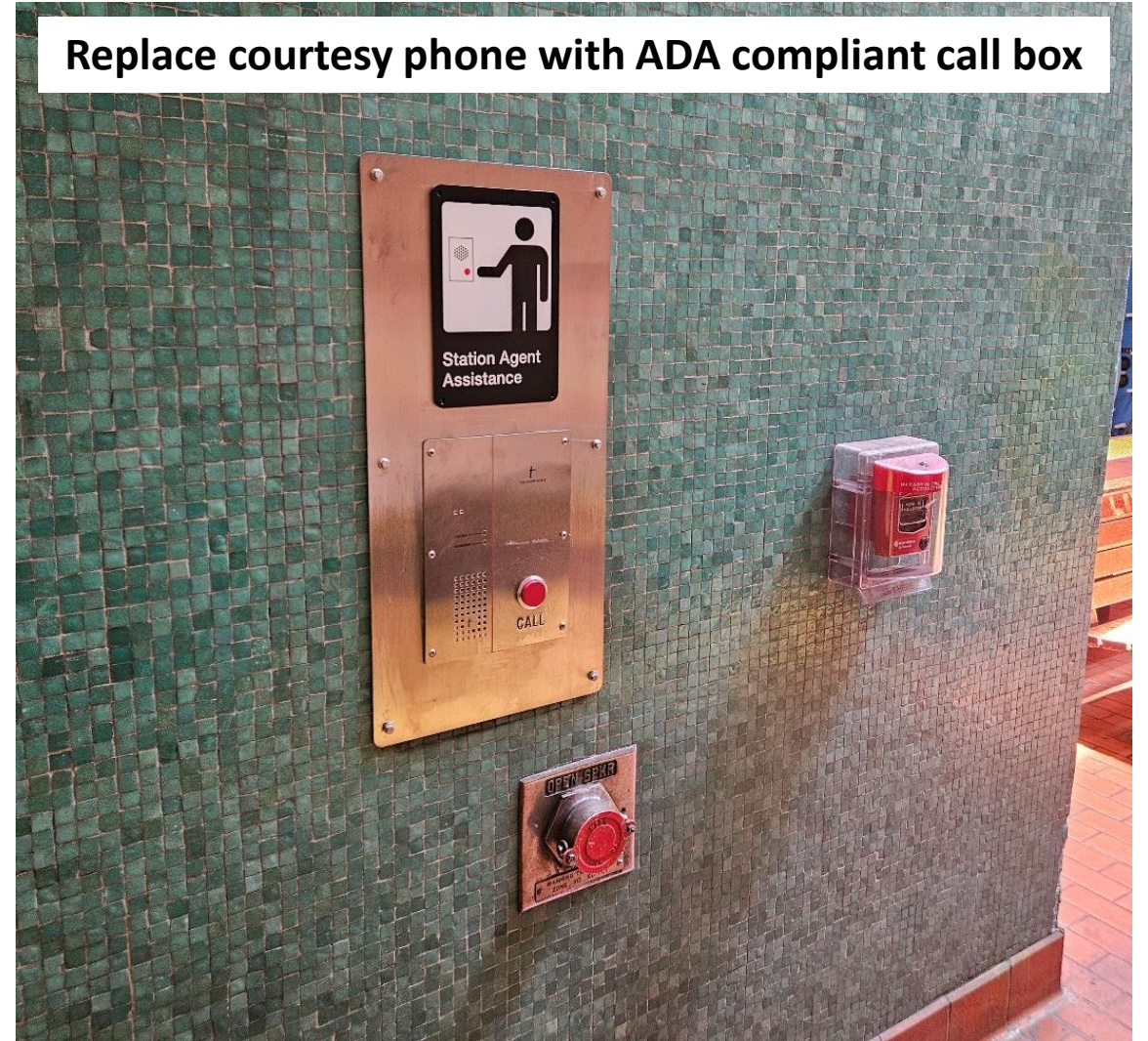


North Berkeley

Replace elevator lobby lighting



Replace courtesy phone with ADA compliant call box



Richmond

Replace courtesy phones with ADA compliant call boxes



Thank You





2nd quarter BART's
compiled and analyzed
customer complaints
related to accessibility

BATF

July 24, 2025

Agenda 6



2nd Quarter BART's Compiled and Analyzed Customer Complaints Related to Accessibility

BART Accessibility Task Force (BATF) – July 24, 2024



- Quarterly reports – January to December
 - 1st quarter – January to March (reported in April) – reported on 04-24-25 (was presented as 4th quarter)
 - 2nd quarter – April to June (report in July)
 - 3rd quarter – July to September (report in October)
 - 4th quarter – October to December (report in January)

Complaint Tracking at BART

- BART uses Salesforce to track all customer comments and complaints
- Complaint analysis (for all complaints) presented to the Board quarterly as part of the Quarterly Performance Report (QPR)
 - Top areas from last QPR: service, equipment, biohazard, trains, personnel
 - Full QPR available on bart.gov/reports
- QPR also includes relevant accessibility metrics – uptime for elevators, escalators, and faregates

Identifying "Accessibility Complaints"

- Include anything flagged as accessibility-related OR containing keywords related to accessibility
- Review to confirm relevance; ensure complaint mentioned a disability or concern about people with disabilities
- Sort/classify according to themes

Accessibility keywords: wheelchair, mobility, deaf, blind, vision, hearing, powerchair, cane, service animals, service dogs, guide dogs, tactile, braille, hearing loops, and priority seating

2nd Quarter Accessibility Complaint Results - April to June, 2025

<u>THEMES</u>	<u>NUMBER OF CASES</u>
Customer service/personnel problem	15
Signage/wayfinding problem	9
Accessible faregate not working or closed too quickly	8
Elevator/escalator out of service or malfunctioning	8
Accessible path issue	5
New faregates issue	5
Communication/noticing problem for elevator/escalator outages or train schedule	3
Priority seating unavailable and/or people without disabilities using reserved seats	3
Misc	3
Escalator direction problem	2
Slip/fall hazard	1

54 total cases representing 62 themes

Thank you.

Questions ?