

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 20, 2025

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, November 20, 2025, starting at 2:00 p.m. to 4:30 p.m. The meeting will be held at East Bay Paratransit's location at 1750 Broadway, Oakland, California 94612, 1st Floor conference room. The facility is served by public transportation. The nearest BART Station is the 19th Street BART Station and there are multiple AC Transit routes to the meeting site.

Please note that this meeting will be held in person in the East Bay Paratransit, 1st Floor conference room, Oakland, CA 94612 with an option for public participation via teleconference.

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 **896 8592 1786** logging in to Zoom.com and entering access code **896 8592 1786**; or typing the following Zoom link into your web browser:
<https://us06web.zoom.us/j/89685921786>

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 **November 18, 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 **896 8592 1786**, 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 **896 8592 1786**, and use the raise hand feature; or join the Committee Meeting via the Zoom link, <https://us06web.zoom.us/j/89685921786>, 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. (For information) 5 minutes
Self-Introductions: Staff and Guests.
2. Public Comment. (For 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 the October 23, 2025 Meeting Minutes. 5 minutes
(For information/action)
4. North Berkeley BART Station Access Improvement Project. 15 minutes
(For information)
5. Next Generation Clipper Program Update. (For information) 30 minutes
6. New BATF Committee Member Nomination. 10 minutes
(For information/action)
 - Esther Waltz
7. Member Announcements. (For information) 5 minutes
8. Staff Announcements. (For information) 5 minutes
9. Chairperson Announcements. (For information) 5 minutes
10. Future Agenda Topics – Members Suggest Topics. 5 minutes
Next Meeting Scheduled: Thursday, December 18, 2025 – 3rd Thursday
Thursday, January 22, 2026 – 4th Thursday
Location:
BART Headquarters
2150 Webster Street, Oakland, CA 94612
1st floor multi-purpose room
11. Adjournment.



Approval of the October 23, 2025 Meeting Minutes

BATF

November 20, 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

DRAFT Committee Meeting Minutes

October 23, 2025

1. Roll Call of Members:

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

Quorum of seven (7) in-person appointed BATF members.

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:

Mili Choudhury (BART staff)
Ahmad Rassai (BART staff)
David Cogshall (BART staff)
Sara Desumala (Guest)

Jerry Grace (Guest)
Esther Waltz (Guest)
John Suter (Guest)
Marina Villena (Guest)
Tanya Washington (Guest)
Katherine Kreft (Guest)
Lucky Maxwell (Guest)
Masooma Afgan (Guest)
Roger Acuna (Guest)
Christine DiBella (Guest)
Tyler Sha (Guest)

2. Public Comments

Katherine Kreft shared that she almost hurt herself when the train moved too fast before she could sit. She would like to see the train operator give more time for people with disabilities to sit down.

Roger Acuna asked about audio cues at the faregates and how blind or low vision customers can know whether the gate is programmed for entry or exit.

Christine DiBella stated that she is a wheelchair user and was recently trapped at the Fruitvale BART Station because the Accessible gate was not working, the swing gate was locked, the emergency exits were locked, and no station agents were present to help, highlighting this as a safety issue and a fire hazard. Lucky Maxwell indicated that they filed the report on behalf of Christine DiBella and noted that this incident occurred just before the Fruitvale BART Station was scheduled to close for the night.

Christine DiBella stated that there should be more than one accessible faregate at each BART station to provide a backup.

3. Approval of the September 25, 2025 meeting minutes

Clarence R. Fischer moved approval of the September 25, 2025, meeting minutes. Hillary Brown seconded the motion.

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

4. BART's Restroom and Elevator Attendant Program Update

Mili Choudhoury presented on the agenda item.

The BATF committee discussed the item. A few comments, concerns and suggestions were provided:

- Hillary Brown shared that she uses the Powell BART Station restroom regularly.
- Danny Kodmur asked about whether the attendant programs pay for themselves in terms of reduced maintenance or cleaning costs to BART.
- Danny Kodmur noted that the cleanliness, safety, and comfort of downtown San Francisco elevators have significantly improved—describing the change as “like night and day.”
- Danny Kodmur mentioned that some of the downtown San Francisco elevators are on the small side and asked if the elevator attendants have to be in the elevator at all times or if they can ride outside the elevators to give more space.
- Danny Kodmur appreciated that the previous contractor, Urban Alchemy, hired people with disabilities and expressed a desire for District Works to continue this practice.
- Clarence R. Fischer noticed that at the San Francisco downtown elevators, attendants ride from the concourse to the platform level but not from the street to the concourse level.
- Clarence R. Fischer expressed concern that restroom attendants are enforcing time limits, which may not accommodate the needs of people with disabilities.
- Roland Wong takes the elevators in downtown San Francisco and mentioned the new elevator attendants have been very good.
- Roland Wong asked why some attendants stand outside the elevator. It was explained that this is done to prioritize space for riders, especially in smaller elevators.
- Catherine Callahan stated that District Works is much more professional and friendlier than the previous contract.
- Daveed Mandell raised several questions:
 - How would a blind person know if a restroom is available?
 - How would someone who is blind locate the restrooms?
 - Are restrooms available at all BART stations?
- Danny, Roland Wong, and Anita Ortega asked if the new contract with District Works will expand elevator attendants and restroom attendants to other BART stations.
- Herb Hastings expressed that the elevators and restrooms need more cleaning time to maintain cleanliness and comfort. He asked why restroom attendants at the 19th St Oakland Station can’t also ride the elevator.

Jerry Grace thinks having the restroom attendants present is a great idea.

Sara Desumala would like to see restroom attendants at all BART restrooms.

Esther Waltz would like to see both the elevator attendant and restroom attendant contracts extended for the same amount of time and would like to see the two different contracts extended to other BART stations.

5. First Quarter: BART's Compiled and Analyzed Customer Complaints Related to Accessibility

Elena Van Loo and Kevin McDonald presented on the agenda item, with the full presentation included in the BATF October 2025 agenda packet.

The BATF committee discussed the item. A few comments, concerns, and suggestions were provided:

- Daveed Mandell expressed that BART is not accessible for people who are low vision or for the blind, and he wishes to see BART develop a strategy to improve accessibility.
- Roland Wong stated that he would like to see two separate accessible faregates at most BART stations.
- Roland Wong would like to see the current and past quarter reports show which months for each quarter to better understand the statistics for each column.
- Herb Hastings would like to see the faregates that are not working or closed too quickly be improved.

6. Review and Approve 2026 BART Accessibility Task Force (BATF) Scheduled Meeting Dates

Daveed Mandell moved to approve the 2026 BATF regularly scheduled meeting dates. Hillary Brown seconded the motion.

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

7. Discuss Hosting January 22, 2026 BATF Meet and Greet Event and Approve Flyer

Members provided feedback on the flyer and staff will provide a revised version. Members also stated they would like to consider a Holiday Party in December rather than a "Meet and Greet" in January if possible in future years.

8. Member announcements

No member announcements

9. Staff announcements

Ryan Greene-Roesel noted that a few BATF members visited the Ashby BART Station to test faregate tones for people who are low vision or who are blind. She noted that she received good feedback. Ryan Greene-Roesel mentioned that the faregate tones update will be an agenda item for a future BATF meeting, along with the outcomes of the faregate tone survey.

9. Chairperson announcements

No Chairperson announcements

10. Future agenda items – member suggests topics

- Wayfinding Project Update
- Public Announcements within the BART system
 - Some announcements override each other
- Availability of Customer Service during weekends
- Federal Transit Administration (FTA) Title VI, Triennial Program Review
- North Berkeley BART Station Modernization Update
- New BATF Committee Member Nomination
- Clipper Card 2.0 Update

11. Adjournment

Clarence R. Fischer moved to adjourn the September 25, 2025, meeting. Daveed Mandell seconded the motion. The meeting adjourned at 3:49 pm until the next regularly scheduled meeting, Thursday, November 20, 2025.



North Berkeley BART
Access Improvement
Project
BATF

November 20, 2025
Agenda 4



North Berkeley BART Station Access Improvement Project



BART Accessibility Task Force (BATF) – November 20, 2025



Background

- Started planning & design pre-pandemic.
- Led by Mariana Parreiras/Stations Planning.
- Work completed by internal BART groups - Ground, Buildings and Power.
- ~\$12.0M.
- Funding by BART Measure RR and Affordable. Housing & Sustainable Communities Program (AHSC)
- Completed in Oct 2025.



Scope

ADA- Related

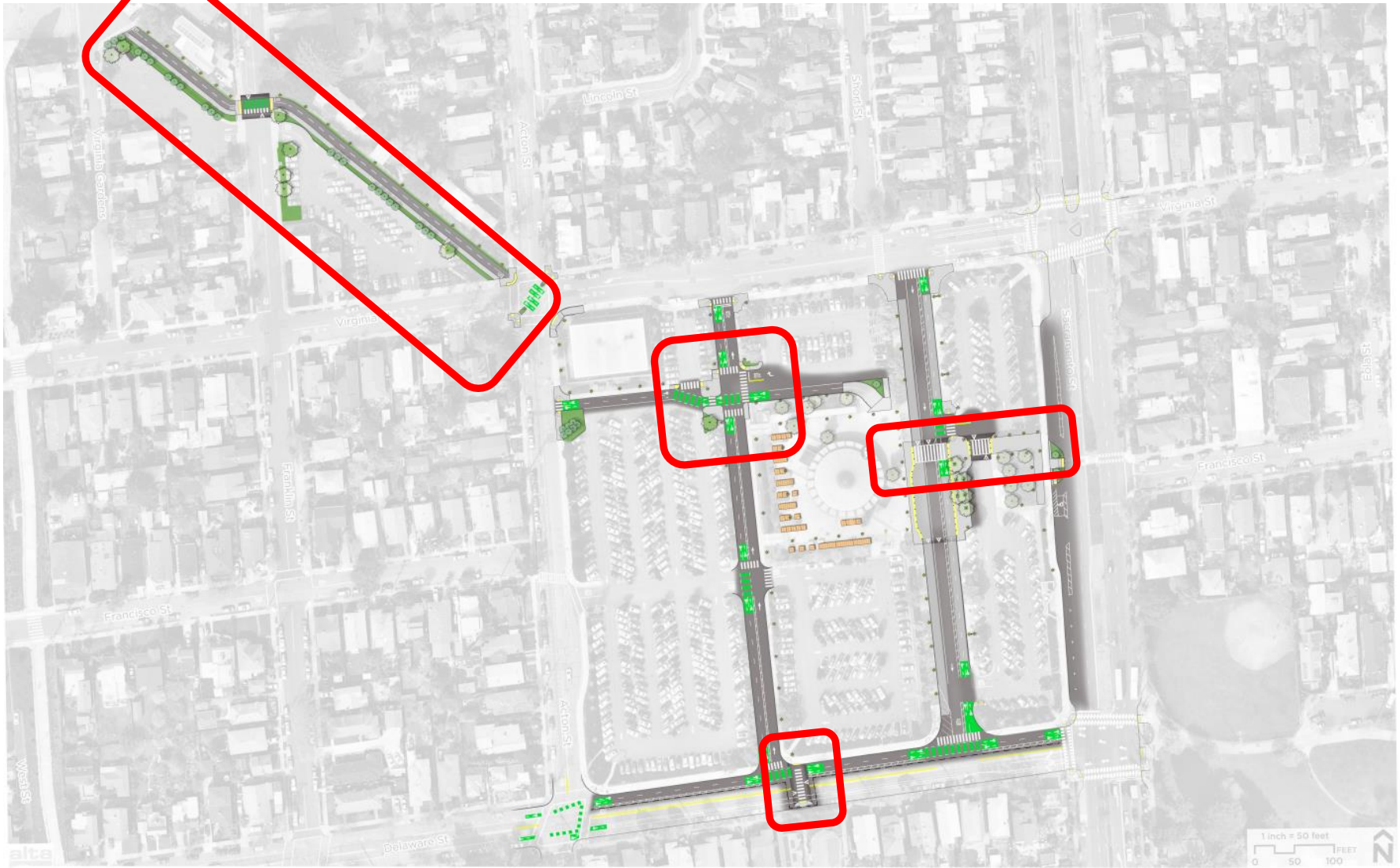
- New ADA-accessible passenger loading zone on SB Sacramento St protected by the midblock sidewalk extension and a direct connection from the street sidewalk to the internal sidewalk that leads to the BART platform elevator.
- New raised crosswalk in front of the station entrance and local streets at Delaware and Franklin.
- Widening of Ohlone Greenway between Acton St/Virginia St intersection and Virginia Gardens.
- Pedestrian scale lighting.

Other improvements

- Newly separated two-way cycle tracks along access roads
- New bike lockers for larger bikes.
- Signage.
- Landscaping.



Site Plan





Construction Completed



New raised crosswalk on Franklin Street at the Ohlone Greenway



New pedestrian-scale lighting



Widening of the Ohlone Greenway between the Acton Street/Virginia Street intersection and Virginia



New separated two-way cycle-track on the BART access road between Acton Street and the station entrance and conversion to one-way northbound operation for vehicles



Thank you!
Tim Chan, Group Manager



Next Generation Clipper **Program Update**

BATF

November 20, 2025

Agenda 5



Next Generation Clipper® Program Update

BART Accessibility Task Force Meeting
November 20, 2025

Clipper: Backbone for Regional Network Management



22 Transit Operators



Governance: Clipper Executive Board



94% Satisfaction



Mobile Clipper Cards
4.6M Cards / 40% of taps



Monthly Statistics

- \$36M Collected for Operators
- 16M Taps
- Over 1.2M Unique Cards Used



Next Generation Clipper

- All New Equipment
- Real-Time Value Availability
- Contactless Bank Cards
- Regional Transfer Discounts
- Supports Transit Agency Promotions
- Supports Existing Equity Programs

August 20, 2025: Launch of “Tap and Ride” on BART

- Enabled BART fare gates to accept contactless bank cards for fare payment
- Over 213,000 unique bank cards used
- Nearly 900,000 trips in first 60 days

VISA



CLIPPER®

Next Generation Clipper Coming December 10th

- On Monday, October 20, 2025, the Clipper Executive Board unanimously approved December 10, 2025, as the Start of Customer Transition



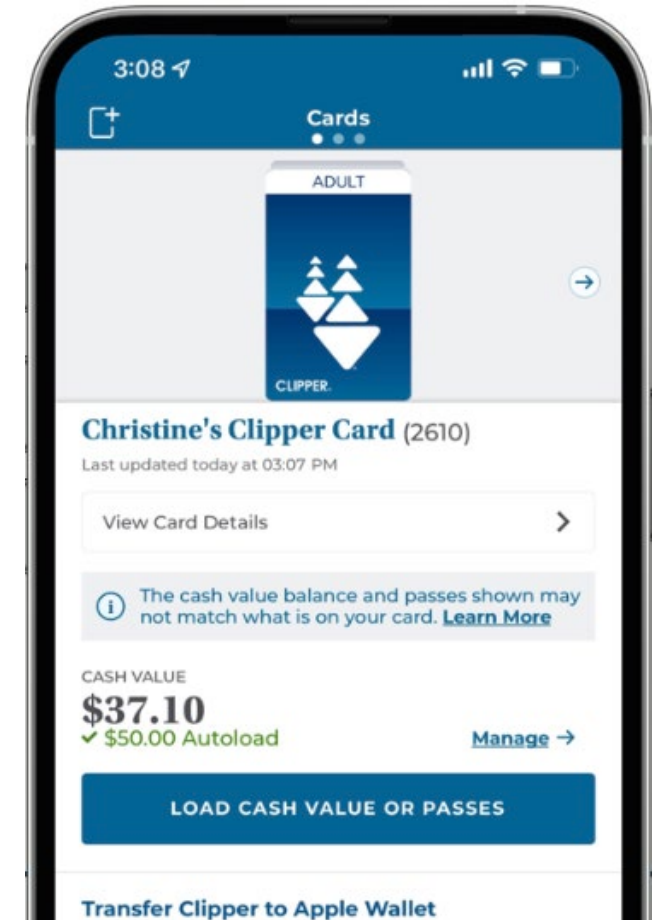
Customer Benefits

- Contactless Bank Card acceptance at all operators
 - Visa, Mastercard, American Express, Discover, Apple Pay, Google Pay
- Account-Based Features
 - Value available immediately
 - Free and discounted transfers between agencies
 - Online access to youth and senior card applications
 - Ability to manage others' Clipper cards



Account Transition

- Converting from card-based to account-based (“upgrading”)
 - Upgrading will result in a card's cash value, products and transaction history migrating to the account-based Next Generation Clipper back office
- Back Office Transition
 - Generate list of card serial numbers prioritized based on card and customer profile
 - Once on list, plastic card will fully upgrade when tapped and mobile cards will appear in Wallet with new 19-digit card serial number
- Customer-Initiated Option
 - Log into clippercard.com
 - Log into Clipper mobile app
 - Call the Clipper customer service center



Transition Prioritization | Goals and Considerations

- Customer equity
- Operational impacts
- Mitigate differences in customer experiences by capturing as many customers as possible within first month
- Target riders who will likely benefit most from new Clipper features



Transition Priority – Discount Card Holders

- Youth, Senior, (RTC) Clipper Access, START means-based

Discount Category	Cards – Total (approx.)	Cards – Active 6 Months	Cards – Active 12 Months
Youth	185,000	75,000	90,000
Senior	640,000	215,000	260,000
RTC / Clipper Access	150,000	25,000	30,000
START Means-Based	30,000	25,000	27,000

Transition Schedule

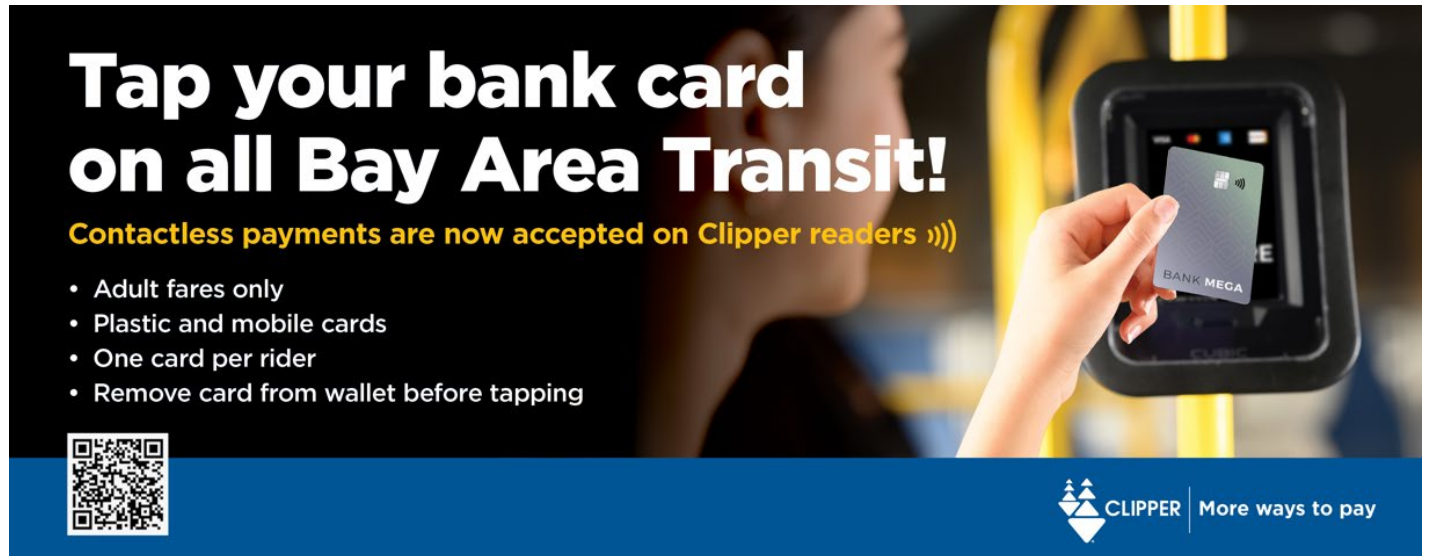
- Customer upgrades to Next Generation Clipper will follow a scheduled rollout over 2–3 months
- By Week 6: Approximately 5 million cards transitioned, covering most active users
- Early upgrade available via:
 - Clipper website
 - Clipper mobile app
 - Clipper Customer Service (followed by a tap)

Marketing Schedule

- Pre-Launch
 - Between now and December 10, 2025
- Soft Launch
 - Starts December 10, 2025
- Hard Launch
 - Begins once majority of customers have been upgraded and have access to the full benefits of the new system
 - Expected to start 2 to 3 months after soft launch

Marketing Tactics

- Transit Advertising (donated and paid)
- Additional Out-of-Home Advertising (targeting new riders)
- Newspapers (targeting new riders)
- Paid Digital Advertising (targeting new riders)
- Clipper Outreach Ambassadors
- Organic Social Media
- Public Relations
- Marketing Collateral



**Tap your bank card
on all Bay Area Transit!**

Contactless payments are now accepted on Clipper readers)))

- Adult fares only
- Plastic and mobile cards
- One card per rider
- Remove card from wallet before tapping



 CLIPPER | More ways to pay

Other Partnerships

- Extend reach through Bay Area organizations
 - Seamless Bay Area
 - Bay Area Council
 - Commuter Benefits Program
 - Other employer groups
 - Travel and hospitality organizations
 - Airports

RTC to Clipper Access Rebrand – December 10th

RTC will be



What is Clipper Access?

- ▶ Formerly known as RTC, Clipper Access is a program that provides riders with qualifying disabilities discounted fares on fixed-route service in the Bay Area.
- ▶ Clipper Access customers receive a personalized Clipper card to pay fares on public transit services throughout the Bay Area.
- ▶ When Next Gen Clipper System launches all new and replacement cards for this discount program will be issued with the new Clipper Access name and logo



Why the new Clipper Access name?

Research showed that riders prefer a name that...

- ▶ Reflects the program more clearly
- ▶ Is more intuitive/easier to grasp
- ▶ Feels fresher and more compelling



What do current RTC customers need to do for the rebrand?

Nothing.

- ▶ Current customers can continue to use their active RTC cards.
- ▶ Any new or replacement cards will be Clipper Access cards.
- ▶ The program's name change will not alter eligibility or application process.

RTC to Clipper Access Rebrand Marketing & Communication

- Updated Clipper Access application forms
- Frequently Asked Questions (FAQs)
- Fact Sheet
- Universal cards in Braille for customers with visual impairments
- Website updates
- Informational emails
- Social media posts





New BATF Committee
Member Nomination
BATF

November 20, 2025
Agenda 6

BART ACCESSIBILITY TASK FORCE (BATF) MEMBERSHIP APPLICATION

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.

Out of three consecutive meetings, an interested applicant must attend two and then apply for membership. Prospective members may attend these two meetings in-person or remotely. 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.

1. APPLICATION BACKGROUND

Name: Esther Waltz

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Mobile Phone: [REDACTED]

Home Phone: _____

Email Address: [REDACTED]

Age: 66

2. BART USE INFORMATION

2.a. BART line or station which serves your home area:

Blue Line

2.b. What are your primary reasons to use BART: Work, shopping, leisure, school, etc.

Meeting, leisure, shopping, school

Name of Applicant: _____

2.c. Frequency of BART use:

Daily: _____ Weekly: _____ Monthly: x

Other: _____

Are you certified as eligible for ADA Paratransit? Yes: _____ No: x

If yes, which system: _____

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 position (s) you held, if any:

PAPCO	8/2013 to presently on	SRAC, IWC rep
TAAC	5/2010 to Presently on	Vice chair 2x

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

I want to enhance riders' with disabilities and senior citizens relationship with BART by
founding ways to make BART safer and friendlier. I'll work with BART staff on this topic.

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

My membership would give the group more insights, ideas

Signature of Applicant: Esther Waltz

Date: 10/28/25

Please email complete application to, evanloo@bart.gov or mail the complete application to:

San Francisco Bay Area Rapid Transit (BART)
Attn: Elena Van Loo
Customer Access and Accessibility Department
PO BOX 12688
2150 Webster Street, 8th Floor
Oakland, CA 94612
510-874-7366 (work land phone)
510-254-1374 (work mobile phone)