

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

BART ACCESSIBILITY TASK FORCE
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.