

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)

February 26, 2026

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, February 26, 2026, starting at 2:00 p.m. to 4:30 p.m. The meeting will be held at East Bay Paratransit location at 1750 Broadway, Oakland, California 94612, 1st Floor conference room. The facility is served by public transportation. The nearest BART Station is the 19th Street BART Station and there are multiple AC Transit routes to the meeting site.

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

Presentation materials will be available via Legistar at <https://bart.legistar.com>

You may attend the Committee Meeting in person or join the Committee Meeting via Zoom by calling 1-833-548-0282 and entering access code **854 3162 6799** logging in to Zoom.com and entering access code **854 3162 6799**; or typing the following Zoom link into your web browser:

<https://us06web.zoom.us/j/85431626799>

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 **February 24, 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 **854 3162 6799**, 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 **854 3162 6799**, and use the raise hand feature; or join the Committee Meeting via the Zoom link, <https://us06web.zoom.us/j/85431626799>, 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 January 22, 2026 Meeting Minutes. 5 minutes
(For information/action)
4. Next Generation Faregate Reliability and Access. 30 minutes
(For information)
5. Update on Pilot Project to Improve Faregate Entry and Exit Tones for Blind and Low Vision Riders. (For information) 15 minutes
6. New BATF Committee Member Nomination. 10 minutes
(For information/action)
 - Ryan Manriquez
7. Debrief BATF Meet and Greet Event on January 22, 2026. 5 minutes
(For information)
8. Second Quarter: BART’s Compiled and Analyzed Customer Complaints Related to Accessibility. (For information) 20 minutes
9. Member Announcements. (For information) 5 minutes
10. Staff Announcements. (For information) 5 minutes
11. Chairperson Announcements. (For information) 5 minutes
12. Future Agenda Topics – Members Suggest Topics. 5 minutes
Next Meeting Scheduled: March 26, 2026 – Thursday
13. Adjournment.



**Approval of the January
22, 2026 Meeting Minutes**

BATF

February 26, 2026

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
January 22, 2026

1. Roll Call of Members:

1. Herb Hastings, **Chair**
2. Joshua Saunders, **Vice Chair**
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. Esther Waltz
11. Janice Armigo Brown
12. Roland Wong
13. Sam Buman
14. Shana Ray
15. VACANT
16. VACANT
17. VACANT
18. VACANT

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Kevin McDonald
Ryan Greene-Roesel

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

Director Janice Li
Director Edward Wright
Ahmad Rassai (BART staff)
Wyeth McAdam (BART staff)
Ryan Manriquez (Guest)
Aleta Dupree (Guest)

Valerie Buell (Guest)
Vi Ibarra (Guest)
Jerry Grace (Guest)
Sarah Desumala (Guest)
Tanya Washington (Guest)
Nate Miley (Guest)

2. Public Comments

Ryan Manriquez stated that wayfinding is critically important as a transit user. He recommended installing signage at both the upper and lower levels of the 19th St. BART Station to indicate which elevators do not provide street-level access. The signage should direct riders to use the elevators on each level to reach the concourse, where additional signs should guide them to the street elevator located at the opposite end of the station.

Valerie Buell noted that interacting with Clipper Card customer service can be challenging and emphasized the need for improved support from the Clipper Card Customer Service Department.

Sarah Desumala observed that the new faregates require holding the Clipper Card for several seconds, whereas the older faregates allowed faster passage.

Aleta Dupree asked how BATF members and members of the public can get to know each other. She stated that truly getting to know each other means understanding and sharing your experiences.

Director Janice Li and Director Edward Wright introduced themselves and expressed their gratitude to the BATF.

Wyeth McAdam introduced herself and shared that she works for BART as an Independent Police Investigator.

3. Approval of the December 18, 2025 meeting minutes

Daveed Mandell moved approval of the December 18, 2025, meeting minutes. Sam Buman seconded the motion.

- Motion passed with twelve (12) in favor, zero (0) against, and zero (0) abstentions

4. 2026 Annual BART Accessibility Task Force (BATF) Participation Packet

Elena Van Loo presented on the agenda item with the full presentation included in the BATF January 2026 agenda packet.

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

- Hillary Brown asked whether Ethics Training is required every three years or every two years.
- Esther Waltz noted she plans to read the 2026 Annual BATF Participation Packet in full and may have questions later. She also mentioned she might complete Ethics Training (AB 1234) online.
- Daveed Mandell requested clarification regarding BART’s branding, materials, equipment, and information.
- Danny Kodmur asked for more details about the Code of Conduct under “Professional Conduct,” specifically the statement: “Neither shall they engage in acts which will subject the District to criticism or adversely affect the interests of the District.”
- Danny Kodmur also raised concerns about avoiding serial meetings or outside discussions of agenda items, noting this could violate the Brown Act, as referenced in the “Quick Reference to Sturgis Parliamentary Procedures.”
- Bruce Yow asked whether BATF members are required to complete diversity and sexual harassment training.
- Bruce Yow asked if BATF members need to complete Form 700 (Conflict of Interest – California Form 700, Statement of Economic Interests).
- Joshua Saunders asked whether sending the draft BATF agenda to the Chair, Vice-Chair, and 2nd Vice-Chair would violate the Brown Act.
- Shana Ray asked if members who need to complete the Ethics Training will be notified.

Aleta Dupree commented that the presentation was informative and emphasized the importance of taking this agenda item seriously. She highlighted that the Code of Conduct is essential for both BATF members and the public.

5. Member Announcements

No member announcements

6. Staff Announcements

Elena Van Loo shared a few staff announcements:

- Esther Waltz has been officially appointed as a BATF member by the BART Board of Directors, effective January 22, 2026.
- Starting February 26, 2026, BATF meetings will return to East Bay Paratransit on Broadway.
- An in-person Ethics Training AB 1234 session will take place this year. More details will be shared in the coming weeks.
- The BART Board of Directors will hold its annual workshop on February 12, 2026. Please note that travel reimbursements will not be provided, as this is a public meeting.

Kevin McDonald shared that on January 8, 2026, the BART Board of Directors unanimously adopted a resolution authorizing BATF to hold remote meetings. He also noted that travel reimbursement will continue to be available for those who choose to attend in person.

7. Chairperson announcements

Herb Hasting shared that the Clipper Card 2.0 project is ongoing.

Herb Hastings noted that the elevator signs at 12th St. BART Station still display “Warm Springs” even though the line now ends at Berryessa/North San Jose.

8. Future agenda items – member suggests topics

- Braille and Braille signage
- BART’s new faregates concerns
 - Sensors
 - Doors are broken
 - Fare evasion
- New BART and Uber integration and ride discount program

9. Adjournment

Clarence R. Fischer moved to adjourn the January 22, 2026, meeting. Esther Waltz seconded the motion. The meeting adjourned at 3:00 pm until the next regularly scheduled meeting, Thursday, February 26, 2026.



Next Generation Faregate
Reliability and Access

BATF

February 26, 2026

Agenda 4



Next Generation Fare Gate Refinements and Performance Data

Fare Gate Refinement Initiatives

Barrier Strengthening to Prevent Vandalism

1. Barrier design change to improve Locking Mechanism and Swing Module Connection part for better fare gate reliability and maintenance Part – in progress
2. Added gussets in the design to reinforce the welds on door – in progress

Faregate Integration With TR4

Investigation on TR4 latency by third party is ongoing

Station Hardening

1. Interim hardening after installation of Next Generation Fare Gates – in progress
2. Design for permanent hardening – in progress
 - Permanently close gaps between existing barriers and new fare gates gates
 - Raising of emergency swing gates

Installation of Additional Fare Gates

Elevator accessible fare gate on concourse level at Civic Center BART Station – electrical and communications infrastructure work is ongoing; ETC is on 12/5/2025

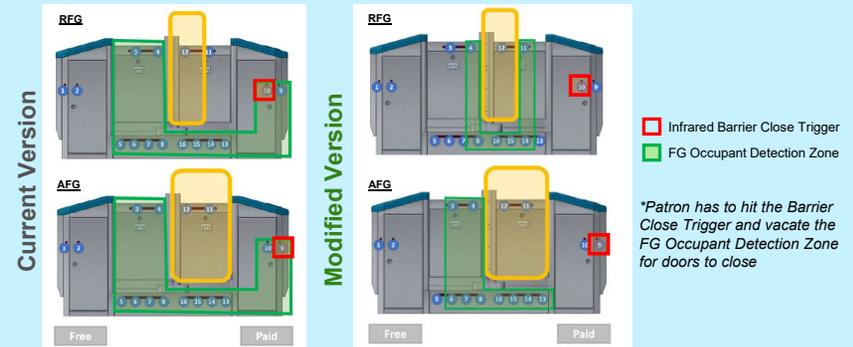
Monitoring Use of Fare Gates

Use AI camera to capture incidents of fare evasion such as piggybacking and tailgating
Track how patrons use fare gates to help determine improvements that will impact patron experience – in progress

Prevent Fare Evasion

Fare Gate Occupant Detection Zone Modification

Pilot at Concord Station on Gate Array #2 and Antioch Station on Gate Array #1 commenced on 10/24/2025.



Fare Gate Availability (%)

<u>Period</u>	<u>RFG</u>	<u>AFG</u>
10/20/2025-10/26/2025	97.97%	97.74%
10/27/2025-11/02/2025	97.18%	96.74%
11/03/2025-11/09/2025	98.00%	94.12%
11/10/2025-11/16/2025	97.78%	85.72%



New BATF Committee
Member Nomination-
Ryan Manriquez

BATF

February 26, 2026

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: Ryan Manriquez

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Mobile Phone: [REDACTED] Home Phone: [REDACTED]

Email Address: [REDACTED]

Age: [REDACTED]

2. BART USE INFORMATION

2.a. BART line or station which serves your home area: **El Cerrito Del Norte / Red and Orange lines**

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

I use BART to go to work, to go grocery shopping, to visit my alma mater at UC Berkeley, and to explore the greater San Francisco Bay Area!

Name of Applicant: **Ryan Manriquez**

2.c. Frequency of BART use:

Daily: _____ Weekly: **__X (3-5 times)__** _____ Monthly:

_____ Other:

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

If yes, which system: **Have not gone through process but have RTC Discount**

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:

Member of the BOARD OF DIRECTORS FOR THE CENTER FOR INDEPENDENT LIVING, INC. BERKELEY. (Current)

Relevance to BATF: The Center For Independent Living has been instrumental in supporting Disabled people across the Bay Area since the 1970s. It is the first independent living center in the country to support Disabled people. Service on the Board of Directors has allowed me to have a deep trust and connection to the community that will serve the BATF as well.

Disability Rights Working Group Member at the California Department of Justice (Current)

Relevance to BATF: Service on this working group for CADOJ has allowed me to have deep knowledge into ADA and Disability rights law. This will serve the BATF to have a member with experienced legal background.

UC Berkeley Chancellor's Advisory Council on Disability and Accessibility Planning member (October 2024-May 2025)

Relevance to BATF: The Chancellor's Advisory Council on Disability and

Accessibility Planning supported the Chancellor's cabinet in making decisions regarding accessibility on campus. This will serve BATF by being a bridge and connector between transit and UC Berkeley's campus and the Disability community.

Accessibility Working Group Member for MTC Regional Mapping and Wayfinding Project (May 2024-October 2025)

Relevance to BATF: Being a working group member for MTC's Regional Mapping and Wayfinding Project has allowed me to have an impact at the regional level with accessibility work regarding BART. This is a project that will be expanded in the years to come and I can support as a BATF member.

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 serve on the BATF because I believe in the power of community engagement in shaping public policy and the decision-making process at BART. The BATF has a regional impact in how programs and policies at BART positively affect the Disability community. It would be a privilege to contribute to this meaningful work as a BATF member.

I bring over five years of Disability advocacy experience and a professional degree in public policy to the BATF. In the spaces that I have been privileged to shape public policy, I bring a balance of lived experience and policy expertise to every discussion. It is my hope to be a bridge between nonprofit organizations, regional governments, and the BATF to build more supportive coalitions that benefit the Disability community across the Bay Area.

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

My membership would assist communication with the Disability community as a trusted member of the Center for Independent Living and as a BATF member. I have learned to lead by listening in every space that I sit in. Especially spaces where Disabled people are often left unheard.

Academically, to assist with this, I hold one of my Bachelors' degrees in Communication.

Signature of Applicant: 

Date: 01/26/2026

2

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)

BATF Member Application/revised August 2024/evl

3



Second Quarter: BART's
Compiled and Analyzed
Customer Complaints
Related to Accessibility

BATF

February 26, 2026

Agenda 8



MEMORANDUM

San Francisco Bay Area Rapid Transit District | 2150 Webster Street, Oakland, CA 94612

Date: February 10, 2026

To: BART Accessibility Task Force

From: Customer Access and Accessibility Department

Subject: Analysis of Fiscal Year 2026, 2nd Quarter Accessibility-Related Complaints

This memorandum summarizes accessibility complaints received by BART in the 2nd quarter of Fiscal Year 2026.

Context

BART receives customer complaints by email, online form, or phone call and complaints are logged in BART's Salesforce database. Complaints are forwarded to the appropriate staff for response. BART also reports complaint trends, along with service quality metrics, to the agency Board of Directors via the Quarterly Performance Report (QPR). The QPR includes a variety of service metrics, including the incidence of complaints (total number of customer complaints per 100,000 trips) as well as complaints in specific categories (currently service issues, personnel, trains, maintenance and equipment, faregates, and biohazards). The QPR also includes reliability and uptime for critical station equipment such as faregates, elevators and escalators. The QPR is the best place to start to understand the big picture of how BART is performing, and how BART's performance impacts customers, including those with and without disabilities. QPRs are posted on BART's website: <https://www.bart.gov/about/reports>.

Method for Extracting Accessibility Complaints

To obtain a more focused picture of complaints related to accessibility, staff extracted any complaints in the Salesforce database flagged as "accessibility-related" by the Customer Service agent, and any complaint containing keywords related to accessibility. These included: wheelchair, mobility, deaf, blind, vision, hearing, powerchair, cane, service animal, service dog, guide dog, tactile, braille, hearing loop, and priority seating.

Staff then manually reviewed the data to omit:

- Compliments or requests for information
- Complaints that did not contain accessibility concern
- Complaints made by people without a stated disability, health, or mobility impairment, unless they expressed a specific concern for those with disabilities
- Complaints related to problems not handled by BART (specifically related to use of senior/disabled discount cards, which is handled by the regional transportation agency).

If a complaint mentioned multiple issues, staff categorized them by theme based on what seemed to be the main issue or concern related to the disability.

Themes

Staff categorized complaints according to the following themes:

- Accessible faregate not working or closed too quickly: An accessible faregate was not working or the gate closed too quickly or unexpectedly.
- Accessible path issue: Something (e.g. a generator, people loitering, carts belonging to the homeless) was blocking the path of travel in or around the station, or the customer felt that the accessibility features (ramps, railing) provided were not sufficient.
- Communication/notification problem (system delays/incidents): A customer felt that an elevator/escalator outage or change to train schedules was not adequately communicated or that the communication was not timely or correct, causing inconvenience to them.
- Customer service/personnel problem: A station agent or train operator was impolite or unhelpful, did not respond to a situation as expected (for example, train operator not coming out of their cab during an altercation), or was absent when needed by the customer.
- Elevator/escalator out of service or malfunctioning: An elevator or escalator was out of service or malfunctioning causing challenges for customers.
- Escalator direction problem: A customer had trouble entering or exiting a station because the escalator was moving in a direction opposite to their desired path of travel.
- Priority seating unavailable and/or people without disabilities using reserved seats: People who appeared to be without disabilities were sitting in priority seating or obstructing priority seating.
- Signage/wayfinding problem: A customer had difficulty navigating a station and requested better signage.
- Slip/fall hazard: Conditions in or around the station caused a customer to fear slipping and falling, or they did slip and fall.
- Misc: Other issue noted infrequently.

FY26 Q2 Results

Theme	FY26 Q2	Change from FY26 Q1	
Accessible faregate not working or closed too quickly	4	(12)	↓
Accessible path issue	5	4	↑
Communication/notification problem (system delays/incidents)	0	(1)	↓
Customer service/personnel problem	12	1	↑
Elevator/escalator out of service or malfunctioning	4	(6)	↓
Escalator direction problem	1	(2)	↓
New faregates issue	5	(1)	↓
Priority seating unavailable and/or people without disabilities using...	1	(2)	↓
Signage/wayfinding problem	1	—	—
Slip/fall hazard	1	—	—
Misc	3	(3)	↓
TOTAL THEMES	37	(22)	↓
TOTAL CASES	32	(16)	↓

Full Year Results

Theme	FY25 Q3	FY25 Q4	FY26 Q1	FY26 Q2
Accessible faregate not working or closed too quickly	3	8	16	4
Accessible path issue	2	5	1	5
Communication/notification problem (system delays/incidents)	4	3	1	0
Customer service/personnel problem	12	15	11	12
Elevator/escalator out of service or malfunctioning	11	8	10	4
Escalator direction problem	3	2	3	1
New faregates issue	3	5	6	5
Priority seating unavailable and/or people without disabilities using...	2	3	3	1
Signage/wayfinding problem	4	9	1	1
Slip/fall hazard	1	1	1	1
Misc	1	3	6	3
TOTAL THEMES	46	62	59	37
TOTAL CASES	28	54	48	32
QPR SYSTEMWIDE COMPLAINTS PER 100,000 PASSENGER TRIPS	18.3	15.0	19.0	TBD*

*The QPR for FY26 Q2 was not yet published as of the date of this analysis.