

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)
March 26, 2026 at 2:00 p.m.

WAYS TO ATTEND

1. In-Person: 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.

2. Teleconferencing Options

Zoom Link: <https://us06web.zoom.us/j/82967670053>

Go to www.Zoom.com or call 1-833-548-0282 (toll-free) and enter access code 829 6767 0053

HOW TO ADDRESS THE BART ACCESSIBILITY TASK FORCE (BATF)

The public may address the BART Accessibility Task Force (BATF) on any matter on this agenda, or during the “Public Comment” section for matters not on the agenda. There is a two (2) minute time limit.

During the Meeting:

- Appear in person and request to make a public comment.
- Join by phone by calling 1-833-548-0282 and entering access code 829 6767 0053; dial *9 to raise your hand and *6 to unmute when requested to speak.
- Join via Zoom by entering access code 829 6767 0053 and using the “raise hand” feature, or use the direct meeting link: <https://us06web.zoom.us/j/82967670053>

In Advance:

Email written comments to evanloo@bart.gov, using “public comment” as the subject line. Submit comments as early as possible. All emailed comments must be received before 12:00 p.m. on March 24, 2026, to be included in the record.

MEETING DETAILS

Agendas, Updates and Notices available online: <https://bart.legistar.com>

Consent Calendar items are considered routine and will be vote on with one motion, unless an item is removed for discussion by a Director or a member of the public.

Any action items requiring more than a majority vote for passage will be so noted.

Full rules of meeting participation: www.BART.gov/Board

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.).

ACCOMMODATIONS

BART provides accommodations for persons with disabilities or with limited English proficiency. To arrange services, please contact the District Secretary's Office one to five days in advance, depending upon the service requested. Alternatively, BART will reasonably assist a member of the public who wishes to provide their own translation services. Please contact the Office of the District Secretary at (510) 464-6083 for information.

ACCOMMODATIONS

BART provides accommodations for persons with disabilities or with limited English proficiency. To arrange services, please contact the District Secretary's Office one to five days in advance, depending upon the service requested. Alternatively, BART will reasonably assist a member of the public who wishes to provide their own translation services. 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 February 26, 2026 Meeting Minutes. 5 minutes
(For information/action)
4. Second Quarter: BART’s Compiled and Analyzed Customer Complaints Related to Accessibility. (For information) 20 minutes
5. Overview of Digital Wayfinding Technologies. (For information) 20 minutes
6. Annual BATF Committee Goals for 2026. (For information/action) 30 minutes
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: April 23, 2026 – Thursday
11. Adjournment.



**Approval of the February
26, 2026 Meeting Minutes**

BATF

March 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
February 26, 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 - ABSENT
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 Robert Raburn
Ahmad Rassai (BART staff)
Michael Gerbracht (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)
Wesley Morgan Toma (Guest)
Diana M. Leon (Guest)
Roger Acuna (Guest)
Katherine Kreft (Guest)
Marc Soto (Guest)

2. Public Comments

Diana Leon shared via email that Americans with Disabilities Act (ADA)-designated seating is frequently not respected by other riders.

Aleta Dupree noted that she is continuing to learn about the BATF Advisory Committee and encouraged members to welcome all forms of diversity.

Katherine Kreft expressed concern that trains begin moving too quickly when she is transitioning from her walker to a seat, which she described as dangerous and frightening. She suggested that train operators announce when the train is about to depart.

Roger Acuna stated that the audio cues for the new fare gates need improvement to better indicate when gates are available for entry or exit, particularly for riders with low vision or who are blind. He added that he appreciates the new fare gates height, as it makes it more difficult to step over.

Vi Ibarra shared similar concerns to those raised by Katherine Kreft regarding train movement starting too quickly.

3. Approval of the January 22, 2026 meeting minutes

Esther Waltz moved for approval of the January 22, 2026 meeting minutes. Sam Buman seconded the motion.

- Motion passed with twelve (12) in favor, zero (0) against, and one (1) abstention

3. Next Generation Faregate Reliability and Access

Michael Gerbracht presented on the agenda item with the full presentation included in the BATF February 2026 agenda packet.

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

- Hillary Brown expressed a desire for greater input from San Francisco residents regarding the new fare gates.
- Esther Waltz noted that the entry and exit indicator lights are confusing and asked whether the colors could be adjusted for clarity.
- Esther Waltz also recommended that the accessible fare gate close more quickly to reduce fare evasion, while still ensuring rider safety.
- Danny Kodmur asked whether elevator mitigation procedures are activated when accessible fare gates on the platform level are out of service for an extended period, and whether station agents provide assistance in those cases.
- Joshua Saunders recalled earlier discussions about shortening the fare gate closing time and shared concerns that the gate might close too quickly when he is traveling with luggage.
- Sam Buman stated that he is satisfied with the sensory system presentation. He noted, however, that he frequently experiences tailgating while using his scooter at El Cerrito del Norte and 12th Street Stations.
- Anita Ortega asked whether the sensors operate based on body heat.
- Clarence R. Fischer thanked staff for considering the sensory system and its importance for riders traveling with items that extend behind them.
- Daveed Mandell expressed concern that the fare gate may close too quickly and strike the long cane he uses. As a blind rider, he noted that he is hesitant to proceed when the gate opens for fear that it may close prematurely.
- Herb Hastings requested to have updated sensory fare gates at future BATF meetings.
- Herb Hasting would like a future agenda item if some of the accessible fare gates may be moved to a different location within the BART station. He would like staff to receive feedback from BATF members and members of the public.

Aleta Dupree stated that she supports the new fare gates and typically uses the standard narrow gates. She noted that on occasion, only one panel activates as she passes through, making it difficult to navigate. She asked that staff remain attentive to these issues and acknowledged that while the fare gates cannot address every challenge, they are an important tool in reducing fare evasion.

Ryan Manriquez mentioned he is a huge fan of putting fare gates on the concourse level to avoid fare evasions and increase access and awareness.

Ryan Manriquez added that you cannot see how much funds are left on your Clipper Card when scanning at the fare gates. His concern is that when you are on the platform and you do not have enough funds to go through the fare gates, you have to use the elevator to go back to the concourse level and add funds, which really slows you down trying to get on the train on time. He acknowledged that he may use “tap and ride” to pay with a credit card if the fare gate cannot read his Clipper Card, but that option is not available to riders utilizing the discount of 62.5%.

Ryan Manriquez noted that when BART reassesses accessible fare gate placement systemwide, the 24th Street Mission Station is a useful example. The station has three non-accessible fare gates located directly at the elevator to street level, while the accessible fare gate is positioned on the opposite side near the station agent booth. This layout highlights the need for clearer placement standards.

Katherine Kreft noted that if the accessible fare gates close more quickly, walkers and people in wheelchairs will not be able to get into the doors.

Sarah Desumala shared that sometimes she is able to go through the fare gates but is not able to exit the fare gates and does not know why this happens.

Roger Acuna expressed interest in being more involved in the development of the fare gate sensory system, particularly regarding its use by riders with guide dogs.

Director Robert Raburn thanked staff for their work on the fare gate initiatives and acknowledged the progress made. He emphasized the need for consistent functionality of the tagging process at accessible fare gate locations, noting that at times, only one of the tag readers works instead of both.

5. Update on Pilot Project to Improve Faregate Entry and Exit Tones for Blind and Low Vision Riders

Ryan Greene-Roesel presented on the agenda item. No presentation materials were used during the presentation.

Ryan Greene-Roesel shared that on March 2, 2026, BART will install new fare gate tones, including distinct tones for entry and exit, to make stations more welcoming and to improve navigation for riders who are low vision or blind. These tones had previously been pilot-tested with BATF members at a few stations, and will now be deployed systemwide beginning on March 02, 2026.

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

- Sam Buman asked why riders need to hold their card for about a second while tagging and whether there is a specific reason for this.
- Shana Ray asked when the new fare gate tones will be installed or whether they are already in use.
- Joshua Saunders noted that while he has used the readers successfully, there have been occasions when his smartphone did not register on the reader.
- Roland Wong asked what the final two fare tones will be for entry and exit.
- Roland Wong also asked whether the fare gate tones will be loud enough to hear in stations with significant background noise.
- Anita Ortega noted that some riders may perceive higher-pitched versus lower-pitched tones differently.
- Danny Kodmur asked if additional feedback on the fare tones will be needed after installation begins on March 2, 2026.
- Danny Kodmur also mentioned that the previous fare gate system designated certain gates for entry only and others for exit only.
- Esther Waltz expressed support for using distinct chimes for entry and exit to assist riders who are low vision or blind.
- Hillary Brown shared that she plans to test the new fare gate tones and provide feedback.
- Clarence R. Fischer emphasized the need to ensure that fare gate tones are set at an appropriate volume, noting that background noise levels vary by station.
- Daveed Mandell highlighted the importance of providing ways for riders to locate fare gates when entering and exiting stations.
- Herb Hastings asked why spoken audio cues are not being used instead of tone-based cues.

Sarah Desumala had an idea that if the Clipper Card tag does not work, the audible cue should say, “see agent” for additional assistance.

Jerry Grace mentioned he could not hear the fare gate tones when trying to enter or exit the fare gates.

6. New BATF Committee Member Nomination – Ryan Manriquez

Ryan Manriquez introduced himself and expressed why he is interested in joining the BATF.

Sam Buman moved to recommend Ryan Manriquez as a BATF member. Hillary Brown seconded the motion.

Motion passes with eleven (11) in favor, zero (0) against, and zero (0) abstentions

7. Debrief BATF Meet and Greet Event on January 22, 2026

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

- Herb Hastings felt the Meet & Greet was very productive and appreciated the opportunity for BATF members to meet the BART Board of Directors and staff. He thanked Elena Van Loo for coordinating the event.
- Sam Buman said the Meet & Greet was a good event, but he was surprised that BATF members were not introduced individually as they had been the previous year. He believes member introductions add a personal touch and help the Board and staff get to know the committee.
- Shana Ray said holding this event annually is valuable because it helps everyone recognize faces and voices and provides an opportunity to ask questions to the Board and staff.
- Joshua Saunders felt the event was beneficial and appreciated the chance to meet with the Board and staff.
- Roland Wong enjoyed the event and appreciated everyone's company.
- Bruce Yow said the Meet & Greet event was valuable to speak directly with the Board and senior managers.
- Danny Kodmur enjoyed the Meet & Greet and was glad to have the chance to talk with several staff and managers. He said he had meaningful conversations and agreed that the event was worthwhile.
- Esther Waltz said she really enjoyed the event and noted that the food was very good and helped create a welcoming atmosphere.
- Hillary Brown enjoyed the event and appreciated the opportunity to speak with BART staff.
- Daveed Mandell said he would like to see all members of the BART Board attend future Meet & Greets. He thanked Elena Van Loo for organizing the event.
- Clarence R. Fischer felt there was a good turnout for BART staff and BART management at the event. He appreciated the attendance of some Board members but wished they could stay longer.
- BATF members suggested scheduling the Meet & Greet in January rather than December going forward.

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

Presentation will be moved to a future BATF meeting.

9. Member Announcements

Ester Waltz suggested installing two elevators at all newly built stations. Bruce Yow shared that there are Americans with Disabilities Act (ADA) projects happening within the city of El Cerrito and wanted to share with BATF members and members of the public.

10. Staff Announcements

Elena Van Loo announced that Ethics Training AB1234 is scheduled for May 6, 2026, and informed BATF members that the training may be completed either in person or via teleconference. She added that travel reimbursement will be provided for those attending in person.

Ryan Greene-Roesel shared that on March 25, 2026, BART will host a Sensory Orientation for Low Vision and Blind Riders at the 19th Street BART Station from 12:00 p.m. to 1:30 p.m. She noted that travel reimbursement will not be provided because the event is open to the public.

11. Chairperson Announcements

Herb Hastings is continuing to recruit new BATF members.

12. Future Agenda Topics – Members Suggest Topics

Next Meeting Scheduled: March 26, 2026

No agenda items were suggested in person, but BATF members may email Elena Van Loo with suggestions for future agendas.

13. Adjournment

Esther Waltz moved to adjourn the February 26, 2026, meeting. Sam Buman seconded the motion. The meeting adjourned at 4:28 pm until the next regularly scheduled meeting, Thursday, March 26, 2026.



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

BATF

March 26, 2026

Agenda 4



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.



Overview of Digital
Wayfinding Technologies

BATF

March 26, 2026

Agenda 5



Overview of Digital Wayfinding Technologies

Presentation to the BART Accessibility Task Force – March 2026



Presentation Overview

- Key station wayfinding/navigation challenges
- Review of 5 digital wayfinding tools
- Next steps

BART Station Navigation - Top Challenges

Blind and Low Vision Riders

- Finding key station amenities –ticket vendors, faregates, correct platforms

Riders with Mobility Challenges

- Re-routing when escalators/elevators are out of service
- Finding shortest path to destination

All Riders

- Navigating large/complex stations
- Adjusting to changes in station layouts

NaviLens

HOW IT WORKS

NaviLens provides navigation and realtime transit information using QR-style codes

REQUIRED FOR STARTUP

Printing & installation of NaviLens codes

EXAMPLE DEPLOYMENTS

NY MTA, TransLink, MBTA

PROS & CONS

Pros

- Long detection range (50–80 ft), no precise aiming needed
- Codes can provide “digital signage”
- Magnet codes can guide users to specific locations
- No beacons, WiFi, or Bluetooth required

Cons

- Codes need to be maintained
- No continuous navigation between code locations
- Requires downloading a specific app
- Requires phone-raising

GoodMaps

HOW IT WORKS

GoodMaps provides navigation using LiDAR scanning to create detailed 3D maps of station interiors

REQUIRED FOR STARTUP

LiDAR scanning of stations

EXAMPLE DEPLOYMENTS

BART (Macarthur Station); Via Rail (Canada)

PROS & CONS

Pros

- Fine-grained 2-inch indoor accuracy
- No infrastructure
- Turn-by-turn directions
- Works offline after map download
- Benefits all riders especially in complex stations

Cons

- LiDAR scanning required
- Maps need updates when station layouts change
- Requires downloading a specific app
- Works only in pre-mapped venues
- Requires phone-raising
- Lacks elevator status

Waymap

HOW IT WORKS

Waymap uses a smartphone's built-in sensors to provide turn by-turn audio navigation guidance in pre-mapped locations

REQUIRED FOR STARTUP

LiDAR scanning & videos of stations

EXAMPLE DEPLOYMENTS

WMATA

PROS & CONS

Pros

- No physical infrastructure
- Works without GPS, WiFi, or Bluetooth (underground)
- 3-foot turn-by-turn audio navigation
- Doesn't require phone-raising

Cons

- LiDAR/video mapping required for setup
- Sensor quality varies across smartphone models
- Requires downloading a specific app
- Periodic map updates needed as layouts change
- Lacks elevator status

GTFS Pathways

HOW IT WORKS

Uses trip planning applications and standardized data feeds to provide navigation instructions

REQUIRED FOR STARTUP

Station surveys to create node-and-link models

EXAMPLE DEPLOYMENTS

BART (updates to Trip Planner in development)

PROS & CONS

Pros

- Open standard/no vendor lock-in or ongoing fees
- Works with multiple apps
- Benefits all riders
- Enables wheelchair-accessible route planning
- Can integrate real-time elevator/escalator outage data

Cons

- Complex data modeling
- May not provide sufficient audio detail for blind users' orientation needs
- Not a navigation app itself
- Maintenance required as station layouts evolve
- Requires Wifi/GPS

AIRA

HOW IT WORKS

AIRA live agents view the user's live camera stream and location through the AIRA app and provide navigation instructions

REQUIRED FOR STARTUP

Configure geofence boundary around stations

EXAMPLE DEPLOYMENTS

Pittsburgh Transit; Jacksonville Transit

PROS & CONS

Pros

- Minimal setup required
- No maintenance needed
- Agents can help with a range of accessibility issues

Cons

- Requires cell signal or WiFi
- Requires downloading a specific app
- Requires phone raising

Key Considerations

Factors to weigh when evaluating digital wayfinding solutions



Cost



Utility / Co-Benefits



Ease of Implementation



Maintenance & Updatability



Vendor Lock-In



Connectivity Requirements

Summary and Next Steps

Top Findings

- Combination of tools may be best
- Wifi/connectivity is a key constraint
- Long term funding required
- Low-maintenance solutions are particularly attractive

Next Steps

- Continue GTFS pathways project development
- Pursue funding for additional pilots and long-term solutions

Questions for BATF

- Have you tried any of these technologies?
- Any concerns about them?
- Any features you find particularly attractive?
- Additional factors BART should consider when prioritizing technologies to pilot?