

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)  
May 28, 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/87307446327>

Go to [www.Zoom.com](http://www.Zoom.com) or call 1-833-548-0282 (toll-free) and enter access code 873 0744 6327

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 873 0744 6327; dial \*9 to raise your hand and \*6 to unmute when requested to speak.
- Join via Zoom by entering access code 873 0744 6327 and using the “raise hand” feature, or use the direct meeting link: <https://us06web.zoom.us/j/87307446327>

In Advance:

Email written comments to [evanloo@bart.gov](mailto: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 May 26, 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 voted 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](http://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.

**Meeting Location**

East Bay Paratransit, 1750 Broadway, Oakland, CA 94612  
1<sup>st</sup> 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 April 23, 2026 Meeting Minutes. 5 minutes  
(For information/action)
4. BART's Email and Text Alerts. (For information) 30 minutes
5. BART's Elevator Modernization Program. (For information) 40 minutes
6. Third Quarter Compiled and Analyzed Customer Complaints  
Related to Accessibility. (For information) 10 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:** June 25, 2026 – Thursday
11. Adjournment.



**Approval of the April 23,  
2026 Meeting Minutes**

**BATF**

**May 28, 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  
April 23, 2026

**1. Roll Call of Members:**

1. Herb Hastings, **Chair**
2. Joshua Saunders, **Vice Chair**
3. Hillary Brown, **2<sup>nd</sup> 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 - ABSENT
13. Ryan Manriquez
14. Sam Buman
15. Shana Ray
16. VACANT
17. VACANT
18. VACANT

**BART Customer Access and Accessibility Department Staff:**

Elena Van Loo  
Kevin McDonald

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

Director Robert Raburn  
Ahmad Rassai (BART staff)  
Alan Chew (BART staff)  
Hang Nguyen (BART staff)  
Aleta Dupree (Guest)  
Vi Ibarra (Guest)  
Jerry Grace (Guest)

Trisha Nguyen (Guest)  
Faustina Fischer (Guest)

## **2. Public Comments**

Trisha Nguyen introduced herself and expressed interest in joining the BATF Advisory Committee.

Aleta Dupree expressed that she wants to be greeted when she arrives at a BATF meeting and emphasized the importance of everyone being treated equally.

## **3. Approval of the March 26, 2026 meeting minutes**

Esther Waltz motioned for approval of the March 26, 2026 meeting minutes. Sam Buman second the motion.

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

## **4. BART's Fiscal Year 2027 Preliminary Budget Operating Budget Overview.**

Alan Chew and Hang Nguyen presented on the agenda item with the presentation included in the BATF April 2026 agenda packet.

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

- Hillary Brown asked whether the Fiscal Year 2027 preliminary budget overview will have any impact on BART Police hiring.
- Ryan Manriquez asked whether any of the deferred capital funding affects accessibility-related infrastructure projects, such as elevator replacements or maintenance, accessible fare gates, or tactile paving, and for how long those deferrals would last.
- Ryan Manriquez also asked about the potential elimination of 63 full-time positions and how many of those roles directly support disabled riders, station agents, the Customer Service Department, accessibility programs, or staff who interact with the disability community. He emphasized the importance of understanding how these reductions could affect the disability community, especially if service levels were reduced or suspended.
- Sam Buman asked how BART would achieve a balanced budget if the Bay Area Transit Funding Measure (California Senate Bill 63) does not pass in November, and what actions would be required.

- Clarence R. Fischer asked why BART is projecting an increase in sales tax revenue despite widespread layoffs occurring at large companies around the Bay Area.
- Joshua Saunders asked whether Transit-Oriented Development (TOD) has an effect on the Fiscal Year 2027 preliminary budget overview.
- Joshua Saunders also noted BART’s revenue challenges due to reduced ridership during COVID and asked what percentage of revenue BART has regained since the pandemic ended.
- Danny Kodmur asked about long-term vacancies—positions unfilled for five or more years—compared to positions vacant for only a few months to thirty-six months, within the Fiscal Year 2027 preliminary budget overview. He also asked whether staff have reported increased workloads due to these vacancies or if they feel the workload is manageable.
- Esther Waltz suggested that BART host more events to promote riding the system and increase ridership.

Jerry Grace asked what would happen to BART stations if the Transit Funding Measure in the Bay Area does not pass in November and what the implications would be for the new BART stations currently under construction in the Santa Clara County.

Aleta Dupree asked whether discounts for Clipper Access (formerly Regional Transit Connect, RTC) would be affected under the new Fiscal Year 2027 preliminary budget overview.

## **5. Regional Mapping and Wayfinding Project Update**

Jumana Nabti presented on the agenda item with the presentation included in the BATF April 2026 agenda packet.

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

- Esther Waltz noted that not everyone can read braille and emphasized that the wording on the new wayfinding is especially important.
- Danny Kodmur asked where the visual panels will be installed—whether they are intended to be placed at the top of the pole or lower on the pole. He also asked whether smartphone apps exist that can read braille through a phone camera, similar to scanning a QR code, and suggested the idea of an app that could speak aloud while reading braille.
- Anita Ortega expressed that she liked the iterative designs for the bus stop braille/tactile panels.

- Joshua Saunders emphasized the importance of clearly communicating the location of the QR code on the panels so riders can easily align their smartphones instead of searching for it.
- Shana Ray also stated that she liked the bus stop braille/tactile panel iterative designs.
- Clarence R. Fischer stated that the bus stop identifier should be placed toward the top of the panel so it is immediately clear that the sign indicates a bus stop. He also asked whether the QR code would provide information for multiple transit agencies that serve the same stop, such as AC Transit, SFMTA, or Contra Costa County services.
- Sam Buman asked why one of the panel designs was not compliant with the Americans with Disabilities Act (ADA) and cautioned staff to ensure they do not create a design that violates ADA requirements.
- Ryan Manriquez shared that it has been an incredible experience watching this project develop over the past two years through his work on the Accessibility Working Group, and that it provides a glimpse of what accessibility improvements could look like throughout the system. He also encouraged giving BATF members the opportunity to participate in user testing once the signs are installed, noting that members are eager to support continued progress. Additionally, he emphasized that wayfinding is one of the most essential accessibility tools being developed, as it ensures no one—especially disabled riders—feels lost in the BART system.
- Hillary Brown mentioned that she provided feedback on the four different bus stop braille/tactile panel designs during the Blind and Low-Vision Sensory Orientation event at the 19th Street BART Station on March 25, 2026.
- Daveed Mandell stated that the panels should incorporate texture, though he also said that texture can sometimes take up unnecessary space. He expressed a desire for standardized bus stop poles across all stops. He also recommended using American National Standards Institute (ANSI) guidelines rather than relying solely on ADA requirements when designing the signs. He noted that there are smartphone apps that can read signs aloud for people who are blind or have low vision, and he asked whether the Bus Stop ID number would include route numbers.
- Herb Hastings said he would like to be involved in testing the bus stop braille/tactile panels once installed. He also asked whether the panels would be integrated into the BART app and expressed a desire to see bus numbers included on the signs, especially at locations where multiple stops are clustered together.

Jerry Grace shared that he is not a big fan of the QR code.

Aleta Dupree shared that she is pleased to see this project moving forward and appreciates that BART is continuing its work on it. She noted that she has seen similar efforts at other transit agencies.

Aleta Dupree asked that when the new signs are installed, they preserve the historical character of the original signage and station structures.

## **6. BART’s Keep Up to Date Service Notification**

At the direction of the Chair, this agenda item was tabled. The agenda item will be presented at a future BATF scheduled meeting.

## **7. Member Announcements**

Hillary Brown expressed interest in having a representative from the SFMTA Accessibility Advisory Committee attend future BATF meetings.

Sam Buman noted that April is Autism Awareness Month. He shared that he did not appreciate the word “special” announcement issued by BART’s Marketing Department and stated that he disliked the use of the word “special” in the message.

## **8. Staff Announcements**

Elena Van Loo made a couple of announcements:

- Ethics Training AB1234 is scheduled for May 6, 2026. Travel reimbursement will be provided for those attending in person
- Contra Costa Transportation Authority (CCTA) will host free weekly virtual during office hours every Wednesday from 5:30-6:30 pm via Zoom starting on April 15, 2026

Kevin McDonald shared East Bay Paratransit is implementing a new software that will launch on May 1, 2026.

## **9. Chairperson Announcements**

Herb Hastings shared that he continues to do BATF recruitment and he shared there is a One Seat Regional Ride program that spans from Livermore to WestCAT’s service area.

**10. Future Agenda Topics – Members Suggest Topics**

**Next Meeting Scheduled:** May 28, 2026

- What happens if the Regional Transit ballot measure does not pass
- How does the Transit-Oriented Development (TOD) plan incorporate accessibility components
- Lafayette BART Station construction update
  - Related to accessible access
- BART's trip planner
  - Why regional transfer discounts are not included in the trip planner's estimate of how much a trip will cost.

**11. Adjournment**

Esther Waltz moved to adjourn the April 23, 2026, meeting. Sam Buman seconded the motion. The meeting adjourned at 4:23 pm until the next regularly scheduled meeting, Thursday, May 28, 2026.



**BART's**  
**Email and Text Alerts**

**BATF**

**May 28, 2026**

**Agenda 4**



# BART's Email and Text Alerts

BART Accessibility Task Force (BATF)

May 28, 2026



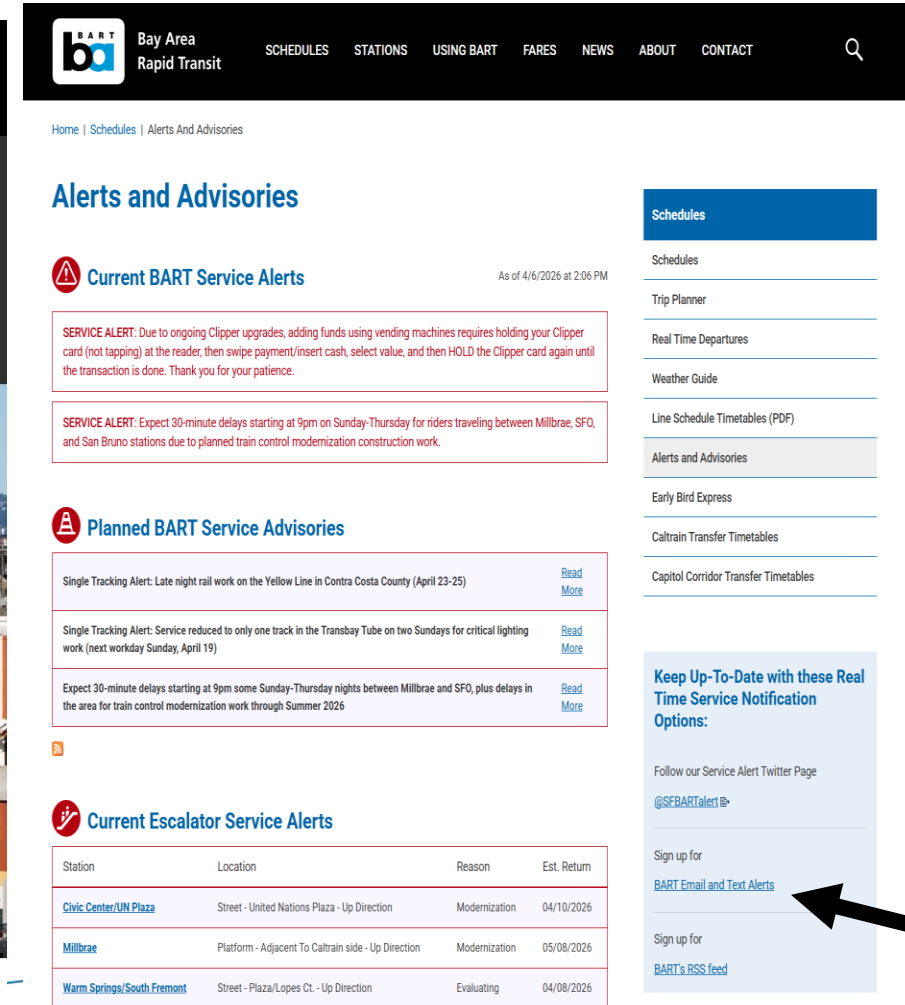
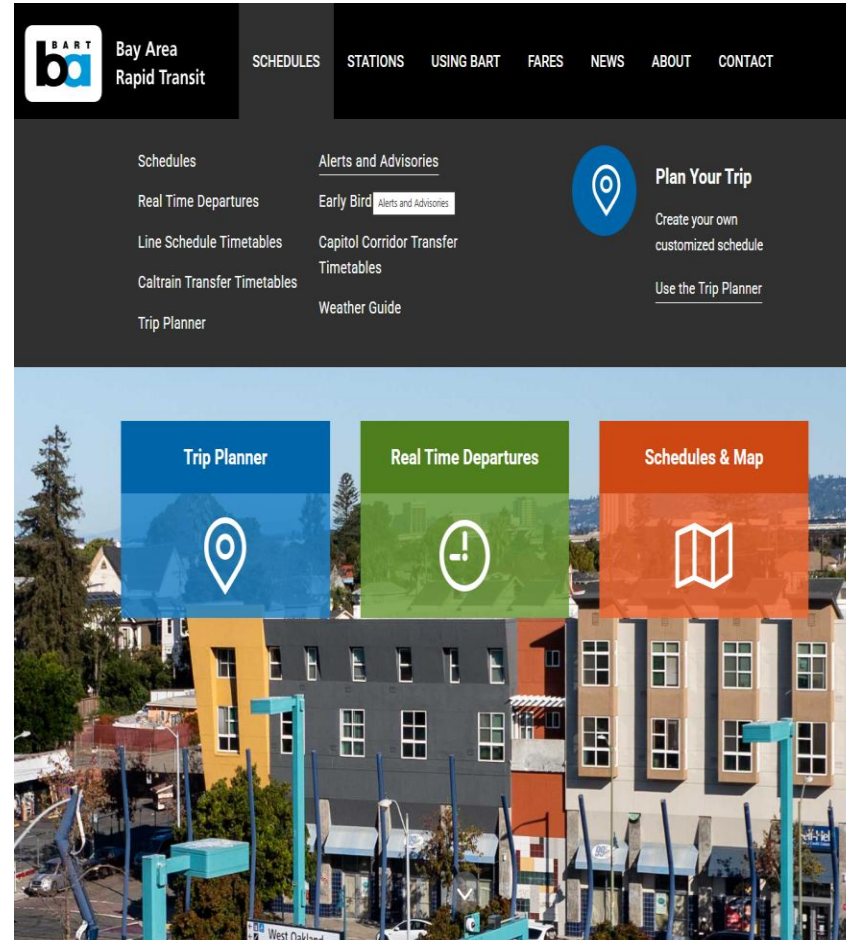
# Emails and/or Text Subscriptions

- Delay Advisories
  - Weekdays
  - Weekends
- BART News
- BART Board Meeting Notices & Agenda
- BARTable This Week
- Elevator Advisories
- Others includes, Early Bird Express Bus Services, Transit Oriented Development, and more.

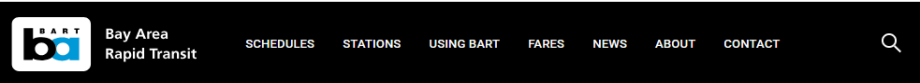
# 1<sup>st</sup> Step – bart.gov



- Click on **“Schedule”** Tab
- Drop down to **“Alerts and Advisories”** and click
- To the right of the screen and where it says, **“Keep-Up-To-Date with these Real Time Service Notification Options”** click on **“BART Email and Text Alerts”**



# Steps-Email & Text Subscription-Continued



Home | News | Email And Text Subscriptions

## Email and Text Subscriptions

All service advisories are posted on the homepage, our [advisory](#) page, on the [Official BART App](#) and on Twitter at [@SFBARTAlert](#). BART news is posted on Twitter at [@sfbart](#).

The [Official BART App](#) now offers customized in-app notifications about BART service and announcements using the official BART app. Riders can personalize what type of information they get through the app based on when and where they ride BART and what information they care most about.

## Email and Text Alerts

We offer BART Service Advisories and other BART news by email and text alerts. We issue service advisories when more than one train is off schedule by 10 or more minutes and for station closures.

[Sign up now](#) for BART email and text alerts, or update your preferences by entering the email/mobile number you used to sign up.

Our subscription-based email and text alerts deliver important BART information directly to your desktop or mobile device. Sign up only for topics that interest you:

- Service Advisories (email or text)
- BART News
- BART Board Activities
- Contracting Opportunities
- *And much more...*

## How it Works

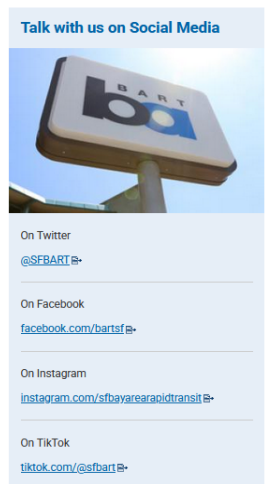
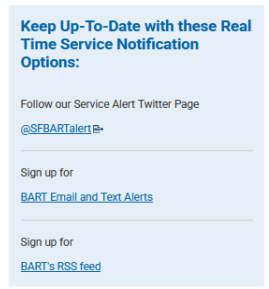
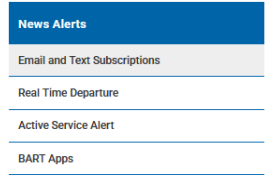
To sign up you need a valid email address. To receive text messages you need a valid mobile phone number. Select the topics you're interested in and we'll send you the updates. You'll receive a confirmation notice afterwards, and you can easily [update your preferences](#) anytime.

## Official BART App

Looking for an app instead? The free [Official BART App](#) is available on both iOS App Store and Google Play Store to provide riders with a more seamless experience in our stations and on our trains. The [Official BART App](#) will provide comprehensive information and navigation into one unified platform with personalized preferences with in-app notifications.

## User Fees

By entering your mobile number you agree to receive SMS messages from BART and Data Rates May Apply. You may receive multiple messages per day depending upon service conditions. Text HELP to 732278 for help. Text STOP to 732278 to cancel. See Terms and Conditions at <https://bart.gov/sms/terms/> and Privacy Policy at <https://bart.gov/sms/privacy/>.



- Under “Email and Text Alerts” click on **Sign up now**

## Profile Center

- 1 Confirm your information
- 2 Manage profile
- 3 Manage subscriptions

Full Name

Email Address

US Phone Number (Optional)

US domestic mobile phone numbers only. By entering your mobile number you agree to receive SMS messages from BART and Data Rates May Apply. You may receive multiple messages per day depending upon service conditions. Text HELP to 732278 for help. Text STOP to 732278 to cancel. See Terms and Conditions at <https://bart.gov/sms/terms/> and Privacy Policy at <https://bart.gov/sms/privacy/>.

Continue >



# 3 Easy Steps to Sign-Up

## Profile Center

- 1 Confirm your information
- 2 Manage profile
- 3 Manage subscriptions

Email:  Phone:  [Edit](#)

**How do you use BART?**

Home Station:  Destination Station:

Which lines do you use?

Where does BART take you?

How do you get to/from BART?

## Profile Center

- 1 Confirm your information
- 2 Manage profile
- 3 Manage subscriptions

Email:  Phone:  [Edit](#)

[Show Preferences](#) [Edit](#)

**Add or remove Subscriptions**

- Delay Advisories ⓘ
- BART News ⓘ
- BART Board Meeting Notices & Agenda ⓘ
- BARTable This Week ⓘ
- Elevator Advisories ⓘ
- Other

## Profile Center

- 1 Confirm your information
- 2 Manage profile
- 3 Manage subscriptions

### Thank you!

Communicating with riders is essential to ensuring our success in keeping the Bay Area moving. You can update your profile and subscription preferences at any time.

Want to chat? Tag us on Twitter @SFBART or call 510-464-6000 and an operator can help direct you.

[Edit Profile](#)

1

2

3



# Examples

## Profile Center

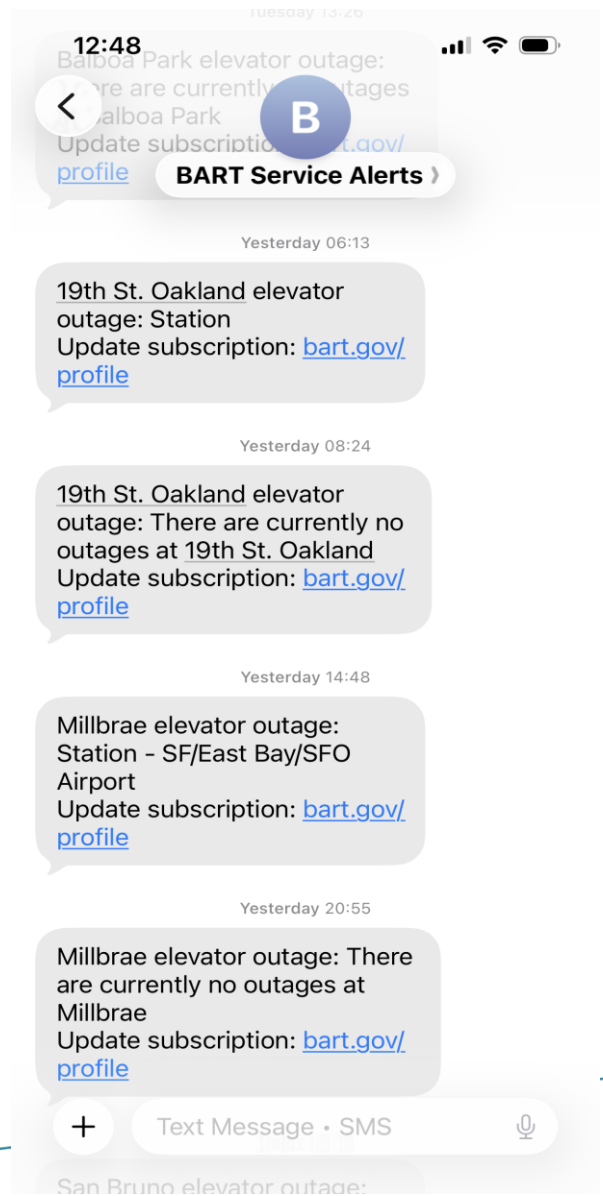
- ✓ 1 Confirm your information
- ✓ 2 Manage profile
- 3 Manage subscriptions

Email: [accessibility@bart.gov](mailto:accessibility@bart.gov) Phone: 1234567890 [Edit](#)

[Show Preferences](#) [Edit](#)

### Add or remove Subscriptions

	email	sms
▼ Delay Advisories ⓘ		
▼ BART News ⓘ		<input type="checkbox"/>
▼ BART Board Meeting Notices & Agenda ⓘ		<input type="checkbox"/>
▼ BARTable This Week ⓘ		<input type="checkbox"/>
^ Elevator Advisories ⓘ		
Elevator Daily Digest ⓘ		<input type="checkbox"/>
12th St. Oakland City Center	<input type="checkbox"/>	<input type="checkbox"/>
16th St. Mission	<input type="checkbox"/>	<input type="checkbox"/>
19th St. Oakland	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24th St. Mission	<input type="checkbox"/>	<input type="checkbox"/>
Antioch	<input type="checkbox"/>	<input type="checkbox"/>
Ashby	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Thank you

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Questions & Answers



**BART's Elevator**  
**Modernization Program**

**BATF**

**May 28, 2026**

**Agenda 5**



# BART's Elevator Modernization Program

BART Accessibility Task Force, May 28, 2026

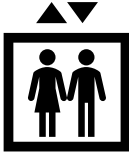


# Agenda

- Elevator modernization program overview
  - Goals
  - Elevator prioritization approach
  - Overall timeline
- Overall approach to mitigation
- Next steps

# Program Overview

# Elevator Modernization Program Goals



Improve elevator reliability



Reduce Elevator out-of-service time

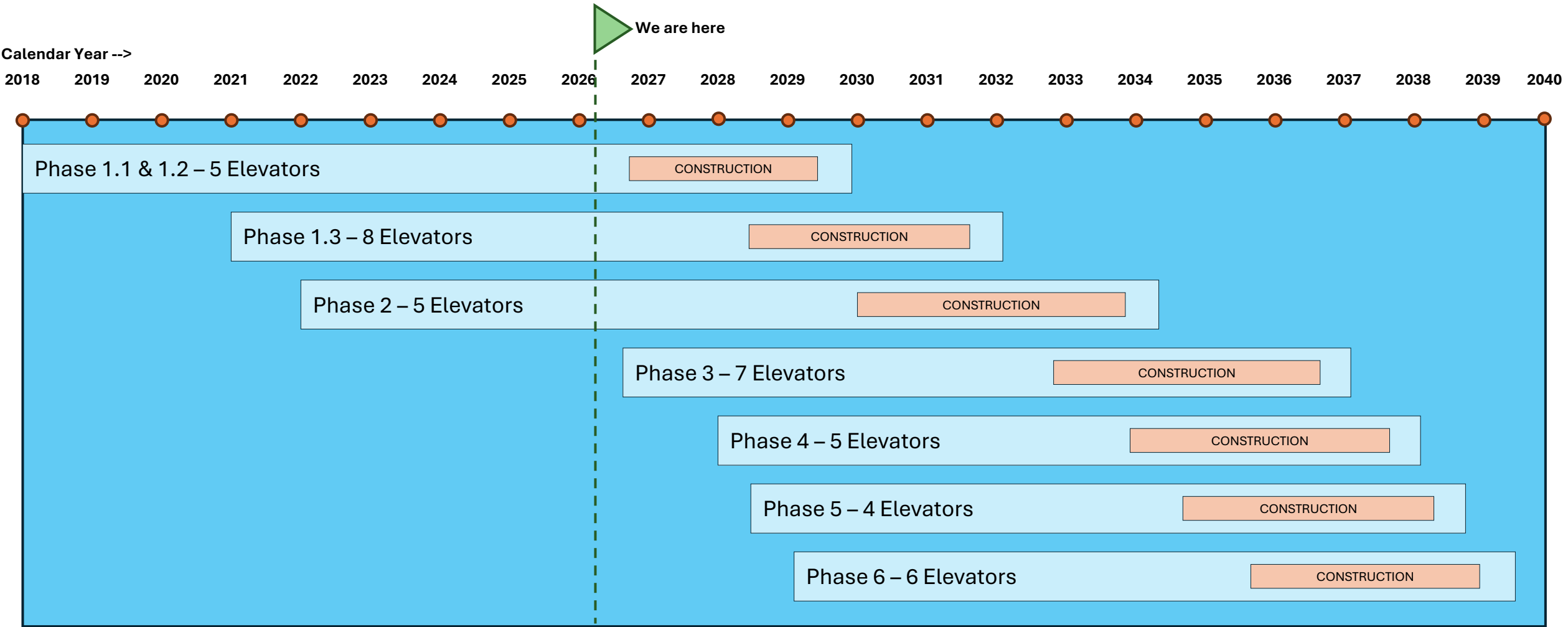


Support Accessibility and ADA Access



Improve the Overall Station Experience

# Program Timeline



Estimate as of May 2026

The schedule shown is subject to availability of funds

# Program Timeline

Phase	# of Elevators	Estimated Overall Timeline	Estimated Construction Period	Status
Phase 1.1 & 1.2	5	2018–2029	2026–2028	Procurement
Phase 1.3	8	2021–2031	2028–2031	Design
Phase 2	5	2022–2034	2030–2033	Design
Phase 3	7	2026–2036	2033–2036	Planning
Phase 4	5	2027–2037	2034–2037	Planned
Phase 5	4	2028–2038	2035–2038	Planned
Phase 6	6	2029–2039	2036–2039	Planned

*Estimate as of May 2026  
The schedule shown is subject to availability of funds*



# Elevator Modernization - Prioritization Factors



**Prioritization considers both operational need and opportunities to deliver the greatest benefit to riders.**

## **Current Prioritization Factors**

- Maintenance Reports – Downtime & Usage
- Funding Opportunities
- Stakeholder Considerations

## **Future Prioritization Considerations**

- Station Ridership and Accessibility Demand
- Availability of Nearby Alternative Elevator Access

# Current Projects – Upcoming Construction

Elevators in Active Modernization Projects		Elevator Out of Service	
#	Station Name	Start Date	End Date
1.	Coliseum – Street Elevator	August 2027	March 2028
2.	Coliseum – Platform Elevator	August 2027	March 2028
3.	Pittsburg / Bay Point – Street Elevator	September 2027	April 2028
4.	Pittsburg / Bay Point – Platform Elevator	September 2027	April 2028
5.	Embarcadero – Platform Elevator	May 2028	December 2028

# Current Elevator Modernization Projects in Design

Elevators in Active Modernization Projects		Current Phase	Tentative Construction Schedule	
#	Station Name		Start Date	End Date
1	Powell Street – Platform Elevator	95% Design	March 2028	January 2029
2	Powell Street – Street Elevator	95% Design	March 2028	January 2029
3	Civic Center – Street Elevator	95% Design	December 2028	September 2029
4	Civic Center – Platform Elevator	95% Design	December 2028	September 2029
5	Montgomery Street – Platform Elevator	95% Design	August 2029	May 2030
6	Montgomery Street – Street Elevator	95% Design	August 2029	May 2030
7	Embarcadero – Street Elevator	95% Design	April 2030	December 2030
8	Glen Park – Platform Elevator	95% Design	November 2030	September 2031
9	Downtown Berkeley – Platform Elevator	95% Design	July 2027	July 2029
10	Downtown Berkeley – Street Elevator	95% Design	July 2027	July 2029
11	16th Street Mission – Platform Elevator	Conceptual Engineering Report	January 2029	January 2031
12	16th Street Mission – Street Elevator	Conceptual Engineering Report	January 2029	January 2031
13	Bay Fair – Platform Elevator	Conceptual Engineering Report	January 2029	January 2031

# Mitigation Approach

# Mitigation Plan Overview

## Objectives:

1. Ensure availability of accessible alternatives
2. Minimize inconvenience to the customer
3. Ensure cost-effective use of resources

## Components:

1. Project impact reduction strategies
2. Alternative transportation options
3. Communication & outreach plan
4. Monitoring plan

# Alternative Transportation Options

1. Alternative elevators
2. Backtracking
3. Parallel transit – consider
  - Detour distance
  - Frequency/wait time
  - Hours of service
4. Shuttle service – consider
  - Route/destination
  - Peak vs off peak
  - Staged vs on demand

Station	By Bus	Driving
Pittsburg Bay Point	26	6
Embarcadero	5	6

**Illustrative comparison – travel time to nearest station (min)**

# Communication & Monitoring

## 1. Before project

- News article/passenger bulletin
- Signs near elevator in advance of project
- Targeted customer emails
- Community group outreach

## 2. During project

- Standard outage notifications
- Signage at elevator re-directing customers
- Wayfinding signage to alternatives
- Monitor complaints, signage, shuttle usage

# Next Steps

- Return to BATF for review of project specific mitigation plan
  - Coliseum
  - Pittsburg Bay / Point

**Thank You**  
**Questions & Answers**



**Third Quarter**  
**Compiled and Analyzed**  
**Customer Complaints**  
**Related to Accessibility.**

**BATF**

**May 28, 2026**

**Agenda 6**



# MEMORANDUM

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

**Date:** May 14, 2026

**To:** BART Accessibility Task Force

**From:** Customer Access and Accessibility Department

**Subject:** Analysis of Fiscal Year 2026, 3rd Quarter Accessibility-Related Complaints

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This memorandum summarizes accessibility complaints received by BART in the 3rd 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:

- 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.
- Faregate issues: Mechanical issues, Clipper Card reader issues, or other issues with the related to the faregates.
- 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.
- Misc: Other issue noted infrequently.

### FY26 Q3 Results

Theme	FY26 Q3	Change from FY26 Q2	
Communication/notification problem (system delays/incidents)	0	—	—
Customer service/personnel problem	2	-10	↓
Elevator/escalator out of service or malfunctioning	22	+18	↑
Escalator direction problem	0	-1	↓
Faregate issue	7	-2	↓
Priority seating unavailable and/or people without disabilities using...	5	+4	↑
Signage/wayfinding problem	1	—	—
Misc	2	-7	↓
<b>TOTAL THEMES</b>	<b>39</b>	<b>+2</b>	<b>↑</b>
<b>TOTAL CASES</b>	<b>28</b>	<b>-4</b>	<b>↓</b>

## Full Year Results

Theme	FY25 Q4	FY26 Q1	FY26 Q2	FY26 Q3
Communication/notification problem (system delays/incidents)	3	1	0	0
Customer service/personnel problem	15	11	12	2
Elevator/escalator out of service or malfunctioning	8	10	4	22
<i>Elevator</i>				14
<i>Escalator</i>				8
Escalator direction problem	2	3	1	0
Faregate issue	13	22	9	7
Priority seating unavailable and/or people without disabilities using...	3	3	1	5
Signage/wayfinding problem	9	1	1	1
Misc	9	8	9	2
<b>TOTAL THEMES</b>	<b>62</b>	<b>59</b>	<b>37</b>	<b>39</b>
<b>TOTAL CASES</b>	<b>54</b>	<b>48</b>	<b>32</b>	<b>28</b>
<b>QPR   SYSTEMWIDE COMPLAINTS PER 100,000 PASSENGER TRIPS</b>	<b>15.0</b>	<b>19.0</b>	<b>21.2</b>	<b>TBD</b>

\*The QPR for FY26 Q3 was not yet published as of the date of this analysis.