

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)
August 27, 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/87527938704>

Go to www.Zoom.com or call 1-833-548-0282 (toll-free) and enter access code 875 2793 8704

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 875 2793 8704; dial *9 to raise your hand and *6 to unmute when requested to speak.
- Join via Zoom by entering access code 875 2793 8704 and using the “raise hand” feature, or use the direct meeting link: <https://us06web.zoom.us/j/87527938704>

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 August 25, 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.

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 July 23, 2026 Meeting Minutes. 5 minutes
(For information/action)
4. BART Official App Update. (For information) 30 minutes
5. One Seat Ride Paratransit Pilot Fare Structure. (For information) 30 minutes
6. Update to BART's Accessibility Overview Website. 20 minutes
(For information)
7. Fourth Quarter: BART's Compiled and Analyzed Customer Complaints Related to Accessibility. (For information) 10 minutes
8. Member Announcements. (For information) 5 minutes
9. Staff Announcements. (For information) 5 minutes
10. Chairperson Announcements. (For information) 5 minutes
11. Future Agenda Topics – Members Suggest Topics. 5 minutes
Next Meeting Scheduled: September 24, 2026 – Thursday
12. Adjournment.

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

July 23, 2026

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 - ABSENT
10. Esther Waltz - ABSENT
11. Janice Armigo Brown - ABSENT
12. Roland Wong - ABSENT
13. Ryan Manriquez
14. Sam Buman
15. Shana Ray - ABSENT
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:

Boris Lipkin (BART staff)
Drennen Shelton (Guest-MTC staff)
Aleta Dupree (Guest)
Vi Ibarra (Guest)
Jerry Grace (Guest)
Sarah Desumala (Guest)
Brian Batista (Guest)

Anna Tran (Guest)
Kevin Mintz (Guest)
Isaac (Guest)

2. Public Comments

Aleta Dupree encouraged BATF members to think beyond the confines of the meeting room and consider accessibility issues throughout the broader BART system, noting that concerns shouldn't stay limited to discussions "within these four walls." She emphasized that elevators should be accessible to everyone, including individuals with hidden disabilities, and shared that she worries she might be denied elevator use because her disability is not visible.

Kevin Mintz emailed as a public comment to the BATF members and members of the public. He mentioned on July 26, 2026, Roxie Theater in San Francisco is hosting to celebrate the Americans with Disability Act (ADA). Kevin also expressed growing frustration with the frequent elevator outages at the 16th Street Mission BART Station. He also noted that the fare gate at the same station has been inoperable.

3. Approval of the May 28, 2026 meeting minutes

Clarence R. Fischer motioned for approval of the May 28, 2026 meeting minutes. Ryan Manriquez second the motion.

- Motion passed with eight (8) in favor, zero (0) against, and zero (0) abstention

4. Connect Bay Area Act – Rider Focused Improvements Expenditure Plan

Drennen Shelton from Metropolitan Transportation Commission (MTC) presented on the agenda item with the presentation included in the BATF July 2026 agenda packet.

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

- Hillary Brown shared that she serves as MTC's representative for BART and was involved in the wayfinding project in El Cerrito, California a few years ago.
- Clarence R. Fischer stated that he would like to see Clipper Card discounts displayed under the transfer information in BART's Trip Planner under bart.gov. He asked when Clipper will become available for paratransit users, noting that it currently cannot be used for paratransit services. Clarence also

expressed interest in seeing paratransit expand beyond district and county boundaries under the “One Seat, One Ride Trip” service program.

- Danny Kodmur’s first question was whether signages at bus stops in suburban and rural areas will be improved, and if current signs will be redesigned or replaced and his second question was whether one of the MTC’s pilot efforts will include publishing information about weekend bus service gaps in suburban and rural areas where no weekend services are available.
- Ryan Manriquez asked about the fare program that includes free and reduced-cost transfers and the expansion of the Clipper START Program. He asked whether MTC plans to expand Clipper Access as well.
- Sam Buman asked about a specific political campaign, but discussion was limited only to the impartial, factual information about the topic.
- Herb Hastings shared that he was asked by MTC to participate in the paratransit working group.

Aleta Dupree shared that she is a strong supporter of the Metropolitan Transportation Commission (MTC), noting that it is very important to her. She mentioned that she currently uses a discount card and appreciates the lower fares within the BART system. Aleta expressed hope that, in the future, riders will be able to use their credit cards and have the discount automatically applied, so she would no longer need to carry the physical discount card.

5. BART Celebrating 36 Years of the Americans with Disabilities Act (ADA)

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

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

- Herb Hasting was reminded he has been an appointed BATF member for about twenty years. He appreciated all the accomplishments that the BATF members made and noted how dedicated the BATF members are and continue to be.
- Ryan Manriquez reflected on how the ADA has evolved over time. He read a quote describing Harold Willson’s vision for making BART’s design accessible, taken from the book BART: *The Dramatic History of the Bay Area Rapid Transit System* by Michael C. Healy. Ryan also shared his thoughts on the purpose behind the formation of the BART Accessibility Task Force (BATF) by founding members such as Hale Zukas. He explained that BATF’s role is to advance accessibility and inclusion so that not only riders with disabilities, but all riders, receive the access they deserve within the BART

system. Ryan added that he is deeply honored to be the newest appointed member of the BATF.

- Ryan Manriquez also agreed with what Elena Van Loo stated by encouraging BATF members to join in BART hosted events and listed some events:
 - Prom Night: Enchantment Under the “C” Line
 - Valentine Train Ride
 - SF Sketchfest: On the Rails – A live comedy show in the trains
 - BART and AC Transit Oakland Ballers night (baseball)
- Clarence R. Fischer stated that the BATF is an essential group because it brings together members with diverse disabilities. He shared that he is grateful to be part of the committee and noted that BATF voices accessibility concerns within the BART system. Clarence added that when informing riders about accessibility and the BATF, it is an opportunity to recruit new members who can share their ideas and make a positive impact on the committee’s work.
- Hillary Brown also reflected on the history of the ADA and how it has changed over the years. She mentioned BART is not perfect when it comes to accessibility, but it is getting better.

Aleta Dupree shared that she learns something new about BART all the time and expressed appreciation that all BART stations have elevators. She reflected on earlier experiences in New York City when curb cuts were not available, platforms did not have the yellow safety strip, and some stations had no elevators at all. Aleta asked how the ADA can be made broadly inclusive and emphasized that its effectiveness depends on the people responsible for implementing and overseeing it.

6. Member Announcements

Danny Kodmur shared that on July 26, 2026, an event celebrating the Americans with Disabilities Act (ADA), originally passed on July 26, 1990, will be held at the Roxie Theater in San Francisco. He mentioned that the event will feature two films about the history of Americans with disabilities, along with guest speakers.

Hillary Brown announced Move Bay Area is having an event at the Metropolitan Transportation Commission (MTC) headquarters on August 28, 2026.

7. Staff Announcements

Boris Lipkin introduced himself as the new Assistant General Manager in the Planning & Development Department. He thanked the BATF members for their dedication and for providing valuable feedback on accessibility within the BART system.

Kevin McDonald announced that the bi-directional feature of the fare gates has been deactivated, so each gate will now operate in only one direction. This was requested by BATF members, and others, to prevent issues where an exiting passenger and an entering passenger are both attempting to use the same gate. The accessible fare gates will continue to function in both directions; bi-directional.

He also reflected on the anniversary of the Americans with Disabilities Act (ADA), noting that thirty-six years is an impressive milestone. He acknowledged the progress made and emphasized that there is still much work ahead for the transit agency. Kevin thanked the BATF members for their ongoing feedback and their many contributions over the years.

Kevin expressed appreciation to the BATF members who took part in the photo shoot celebrating the ADA's thirty-sixth anniversary. The photos will be displayed at the Downtown San Francisco BART stations and the 12th St. BART Station. He mentioned that BART published, [*Disability Pride Month: How BART builds access to every ride*](#), on July 7, 2026.

8. Chairperson Announcements

Herb Hastings shared that he was invited by MTC to represent Alameda County in discussions about introducing the Clipper Card for paratransit agencies, which currently do not accept Clipper as a payment method. He noted that MTC is working on forming an advisory group that will focus on implementing Clipper Card use for paratransit services.

9. Future Agenda Topics – Members Suggest Topics - Next Meeting Scheduled: August 27, 2026

- Transit-Oriented Development (TOD)
 - Universal design – accessibility
- How does the trip planner work under bart.gov
 - Under schedule portion
 - Planner when using BART and connecting with bus lines

10. Adjournment

Sam Buman moved to adjourn the July 23, 2026 meeting. Clarence R. Fischer seconded the motion. The meeting adjourned at 3:34 pm until the next regularly scheduled meeting, Thursday, August 27, 2026.



Official App Update

For Information: BART Accessibility Task Force, August 27, 2026



▶ The Mobility as a Service (MaaS)



Every day in a transit environment, the goal is simple: ***make it easier for people to choose transit.***

But behind that simple goal is a ***complex ecosystem*** of multi-agency schedules, fares, transfers, accessibility needs, and real-time information streams.

To help our riders navigate that complexity, technology has become a central tool — not only enhancing the experience for existing riders but lowering barriers for those who are new to our system or uncertain about using transit.

In this presentation, we'll walk through MaaS vision, capabilities, and the key areas where we've made meaningful progress. How we continue to innovate and plan, to meet the ever-evolving needs of our customers and elevate the BART rider experience.

A high-speed train, white with blue accents, is shown traveling on a track that curves through a hilly landscape. The sky is blue with scattered white clouds. The entire image has a semi-transparent blue overlay.

MaaS Approach and Key Elements

Mobility as a Service (MaaS)

▶ Our Approach

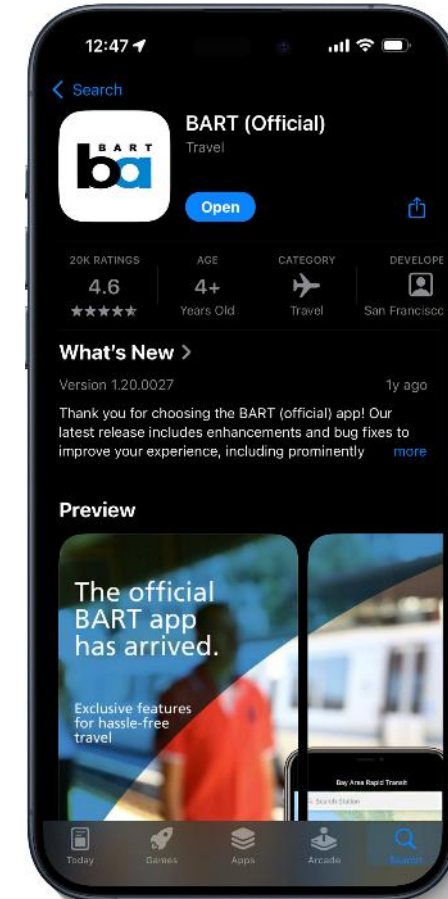


Doing more with what we have, delivering strong value to our riders.

- Customer-centered design
- Unified experience
- Proactive Information
- Incremental innovation
- Regional focus

Empower operations and program administrators.

- Access user information to support rider queries
- Configure parking allocations and permit pricing
- Offer real-time payment transaction information for reconciliation
- Close stations or cancel trips to offer alternative routes to the riders

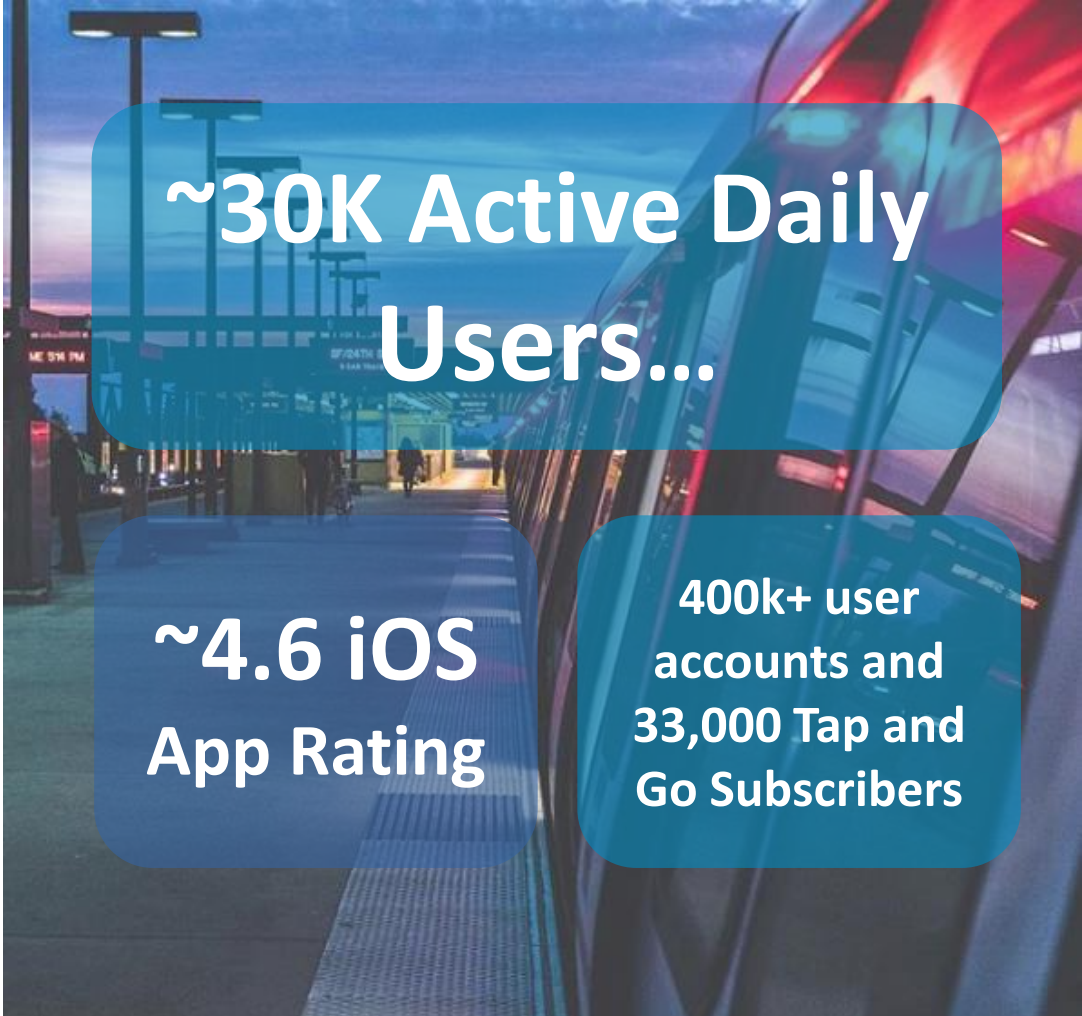


▶ The BART Mobile App



Core Capabilities Today

- Real-time Info
- Service Alerts
- Multimodal Trip Planner with ability to show bus bridge and dynamic service changes
- Parking payments
- Schedules/Fare Calculator
- Customized In-app notifications
- Report an Issue Feature



~30K Active Daily Users...

~4.6 iOS App Rating

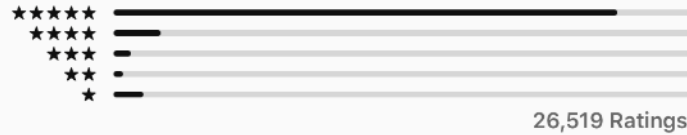
400k+ user accounts and 33,000 Tap and Go Subscribers

▶ What Riders Are Saying



iOS Ratings

4.6
out of 5



***Customers are speaking and
we're listening***

★★★★★

BART is Awesome

Apr 25, 2026 - PacifiCali

Glad that BART seems so much safer and saner since the new fare gates! Hoping for continued responsiveness to cleanliness and safety. New train cars are nice. I like that the friendly vibe amongst the passengers has returned!

[Reply](#) [Report a Concern](#)

Version 1.20.0034 - United States

★★★★★

I love this app

Jun 3, 2026 - Nope ARM

Use it every day

[Reply](#) [Report a Concern](#)

★★★★★

Can't purchase parking for Milpitas station

Dec 3, 2025 - VictorW16

There is no option for Milpitas station in the station list when purchasing parking. Could you fix it? Other than that, this is a great app!

[Reply](#) [Report a Concern](#)

★★★★★

Parking

Nov 30, 2025 - Martypants75

The pay for parking process on the app is very simple and easy to understand. It is so much better than going to the kiosk and paying for it that way. Well done!

[Reply](#) [Report a Concern](#)

Version 1.20.0029 - United States

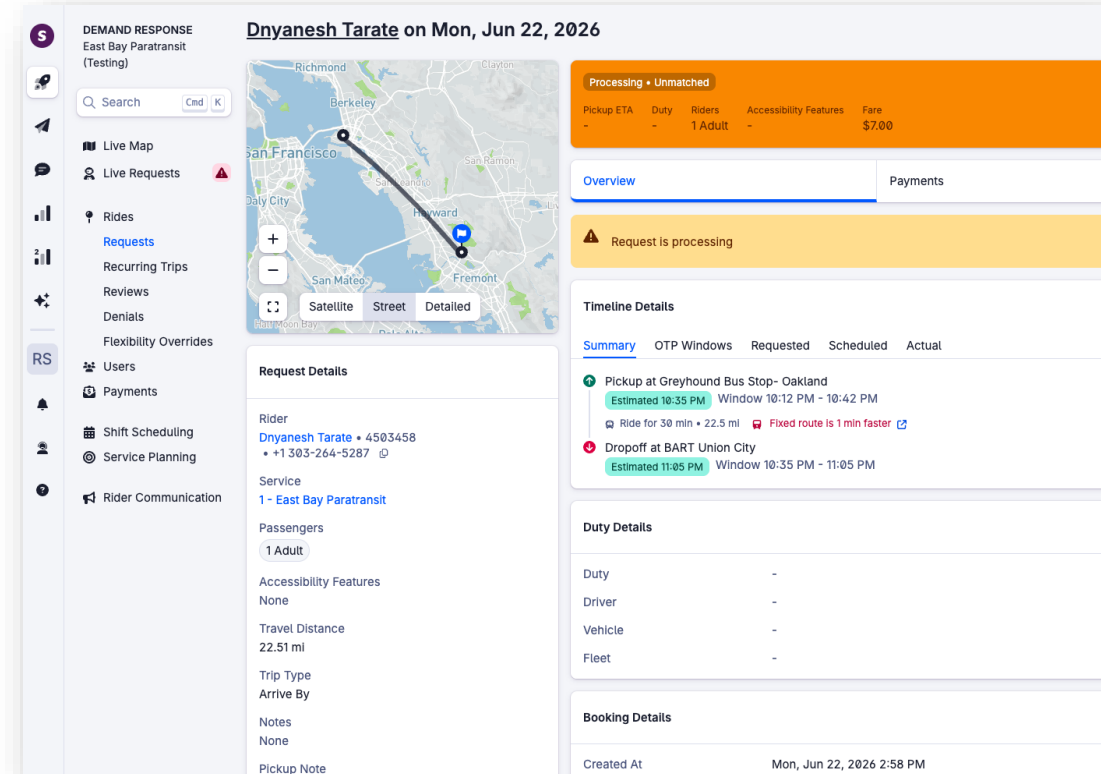
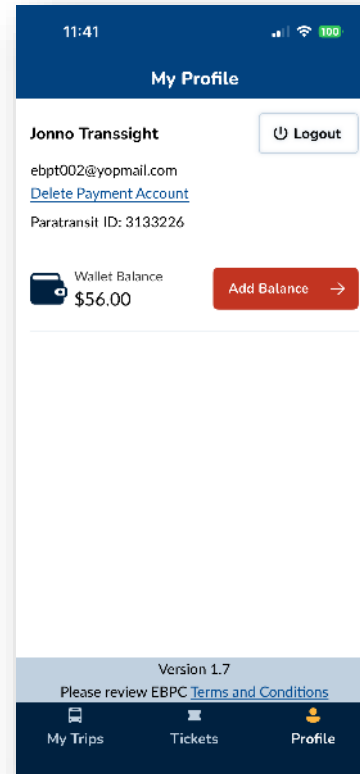
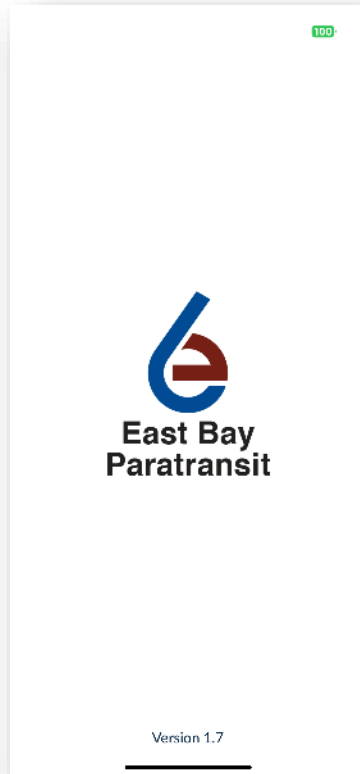
★★★★★

Customer Service

Jun 9, 2026 - Ninerfan112

The app was very easy to use and Customer Service was excellent

East Bay Paratransit Booking and Payment

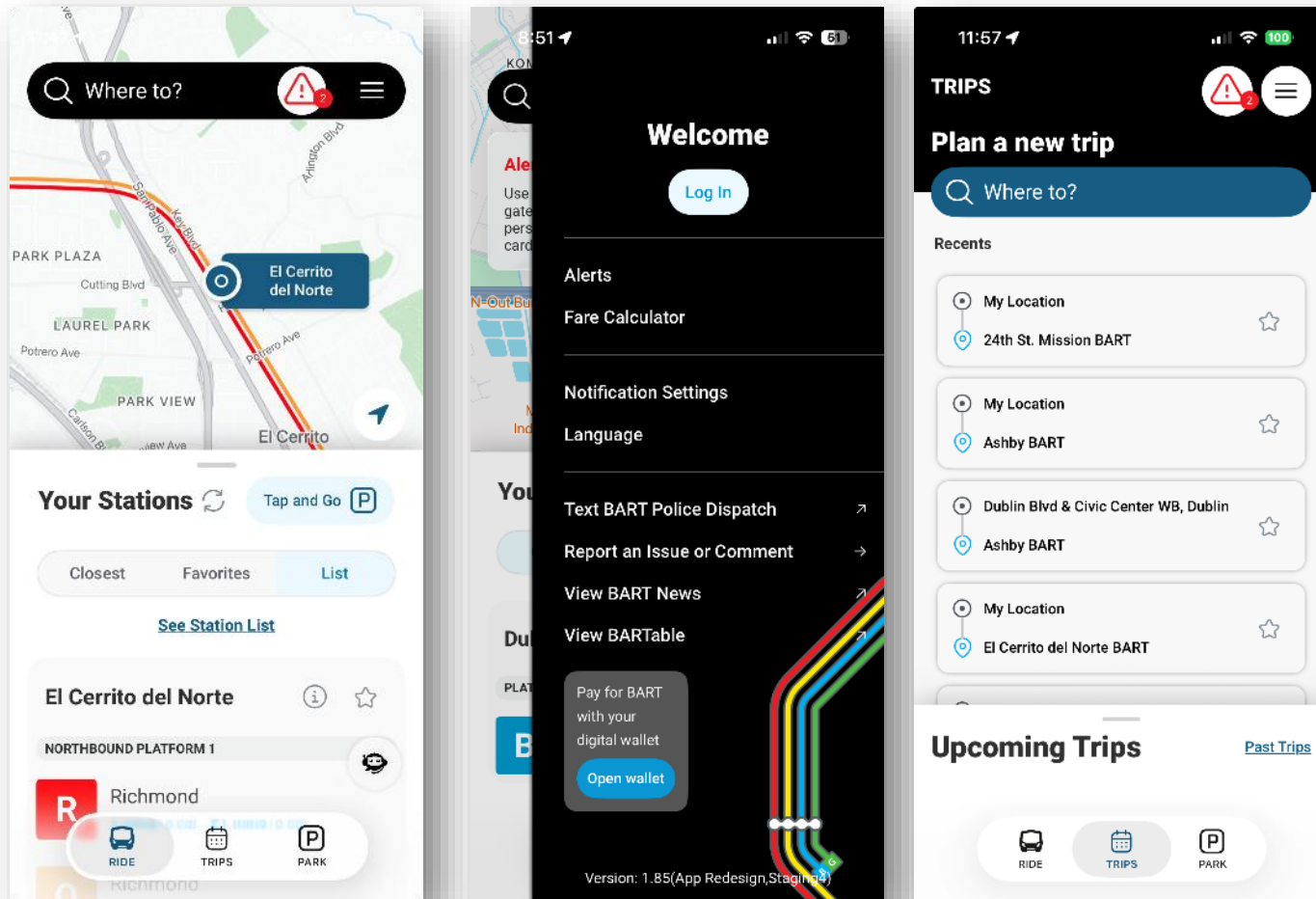


Offers East Bay Paratransit quick and fast trip scheduling, improved operational efficiency and provide better insight.

A high-speed train, possibly a Shinkansen, is shown traveling on a track that curves through a mountainous landscape. The train is white with blue accents. The background features rolling hills and mountains under a sky with scattered clouds. The entire image has a blue color overlay.

What's Coming

▶ Redesigned Mobile App

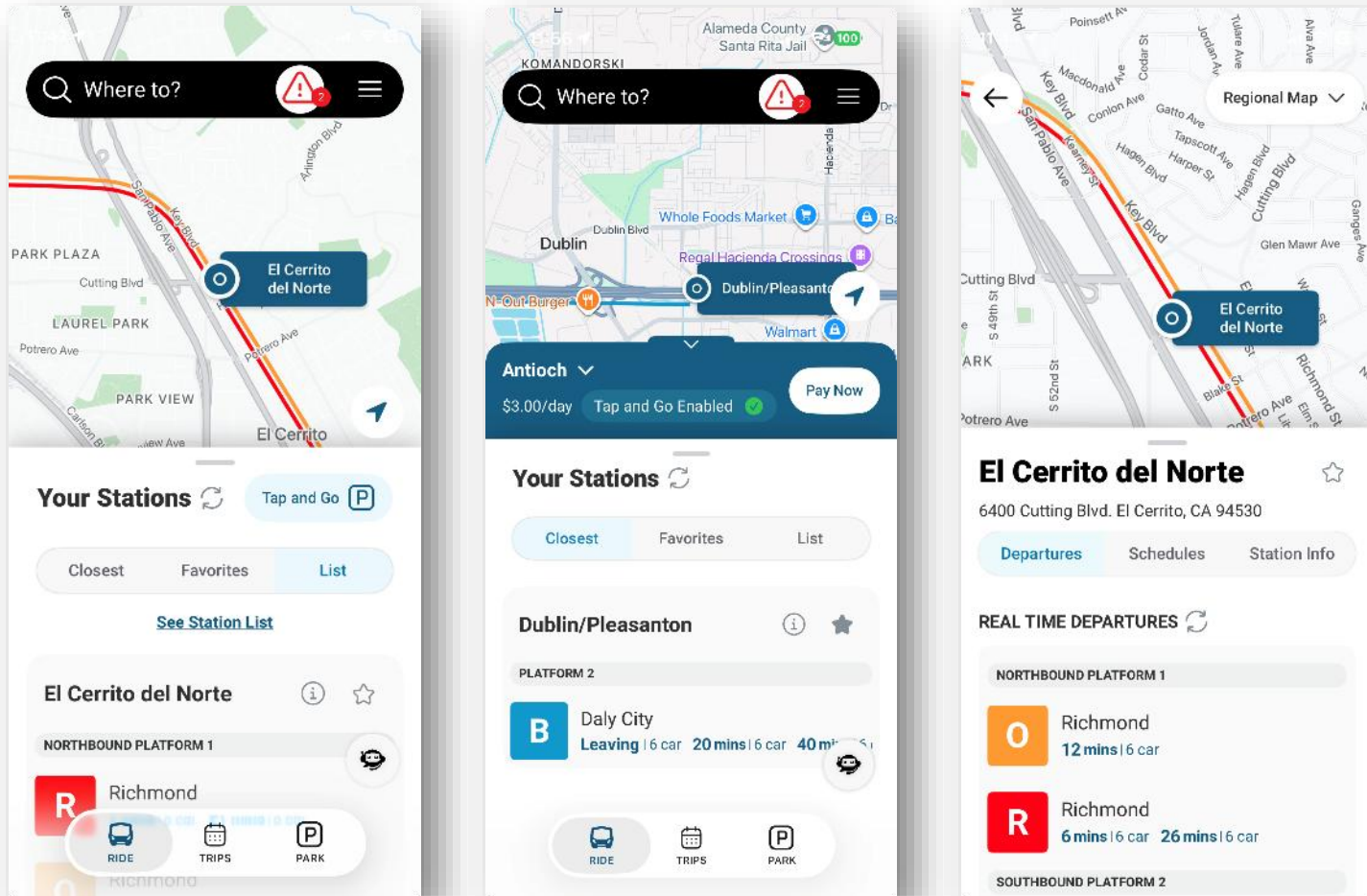


- Based on user feedback from comments, app reviews, and in-person focus groups.
- Clean, simple interface, that better complies with modern user interface (UI) expectations.
- Reduction of clicks for key features and functions.

❖ Release Scheduled – October 2026



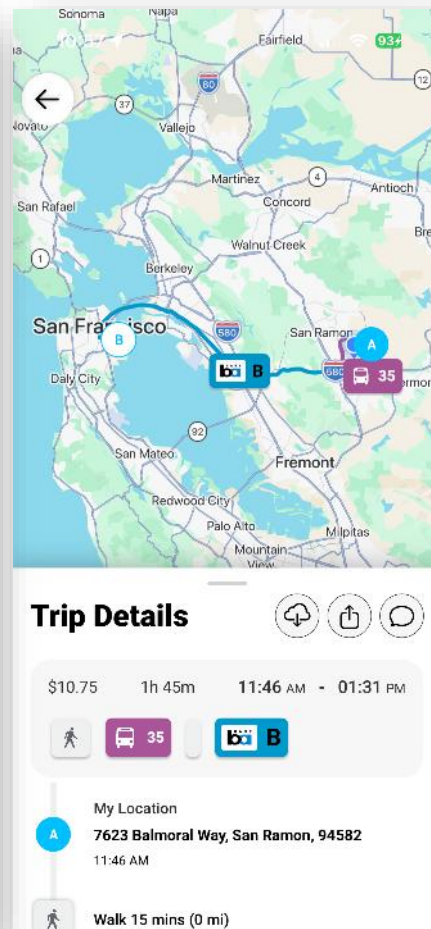
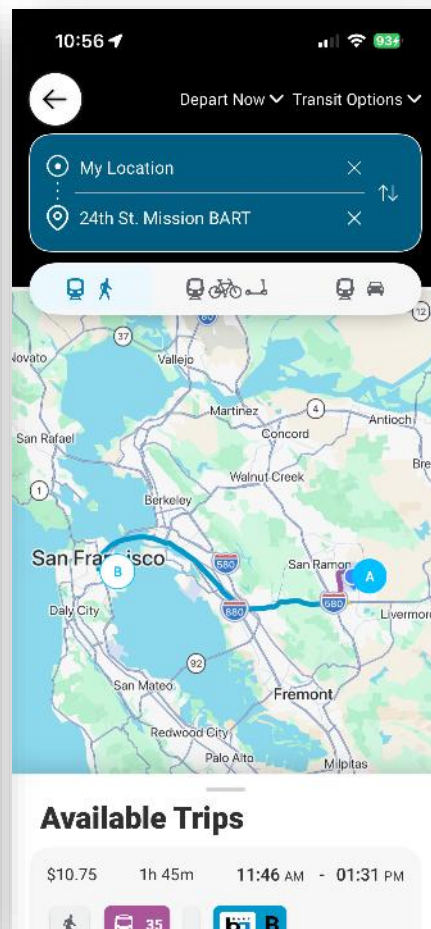
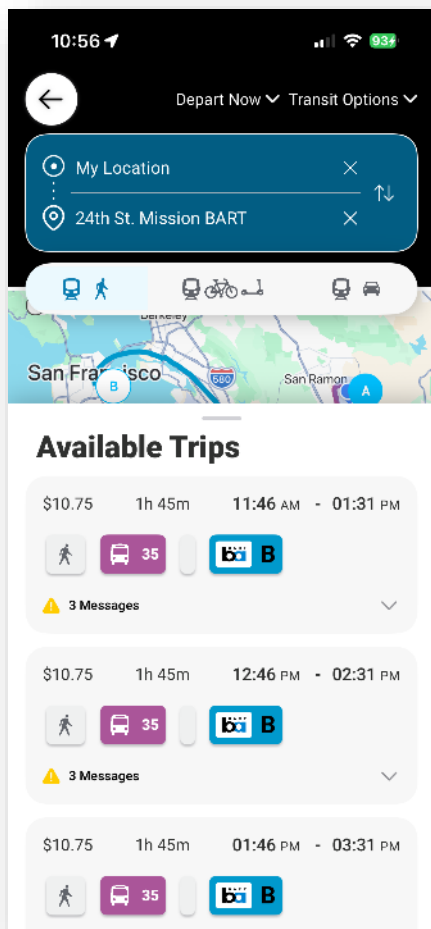
Redesigned Mobile App (Home Screen)



- More ways to access real-time information and station pages quickly.
- New interactive map.
- New ability to save trips and view upcoming planned trips so you don't have to keep planning.

❖ Release Scheduled – October 2026

Redesigned Mobile App (Trip Planner)



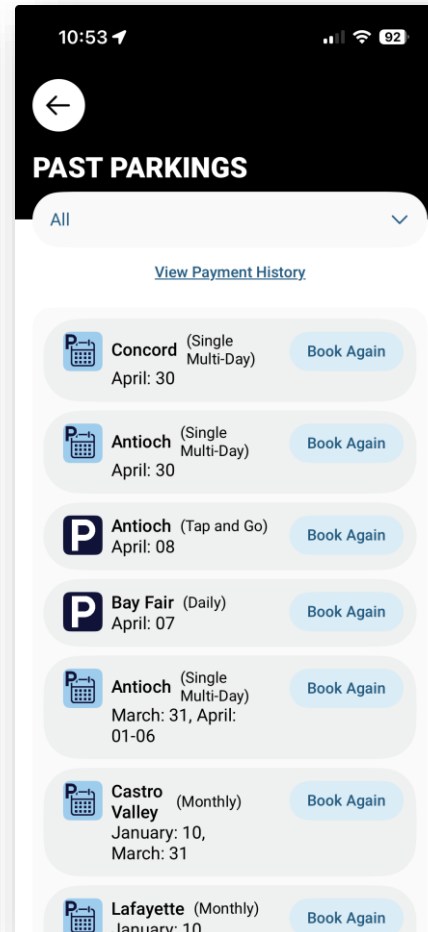
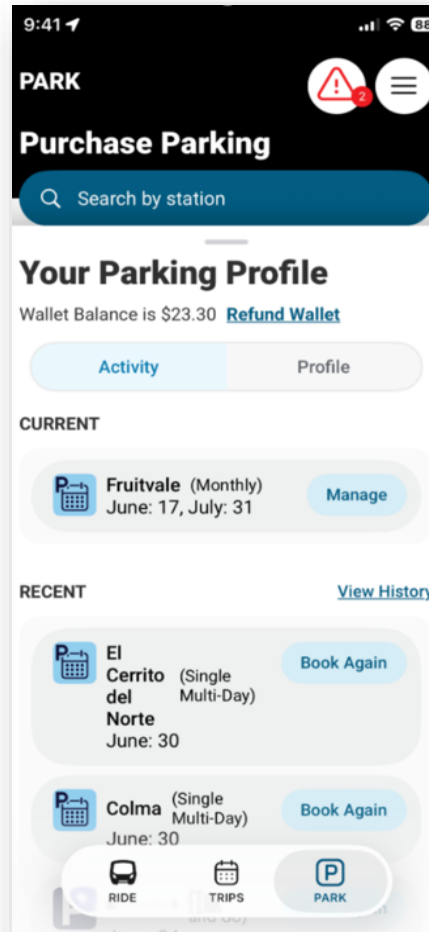
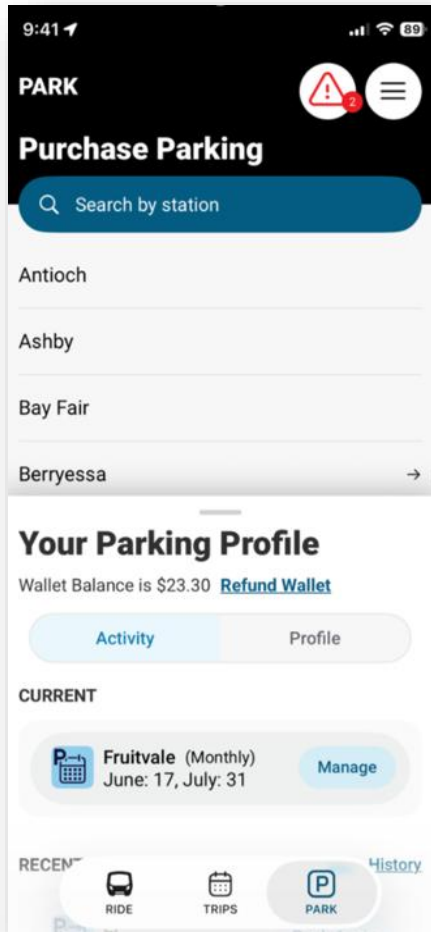
Walk, Bike, Scooter and Drive to Transit are all supported.

NEW:

- Enhanced map feature.
- Transit modal icons aligned to new regional standards.
- All bus stops will show in itineraries for full journey view.

❖ Release Scheduled – October 2026

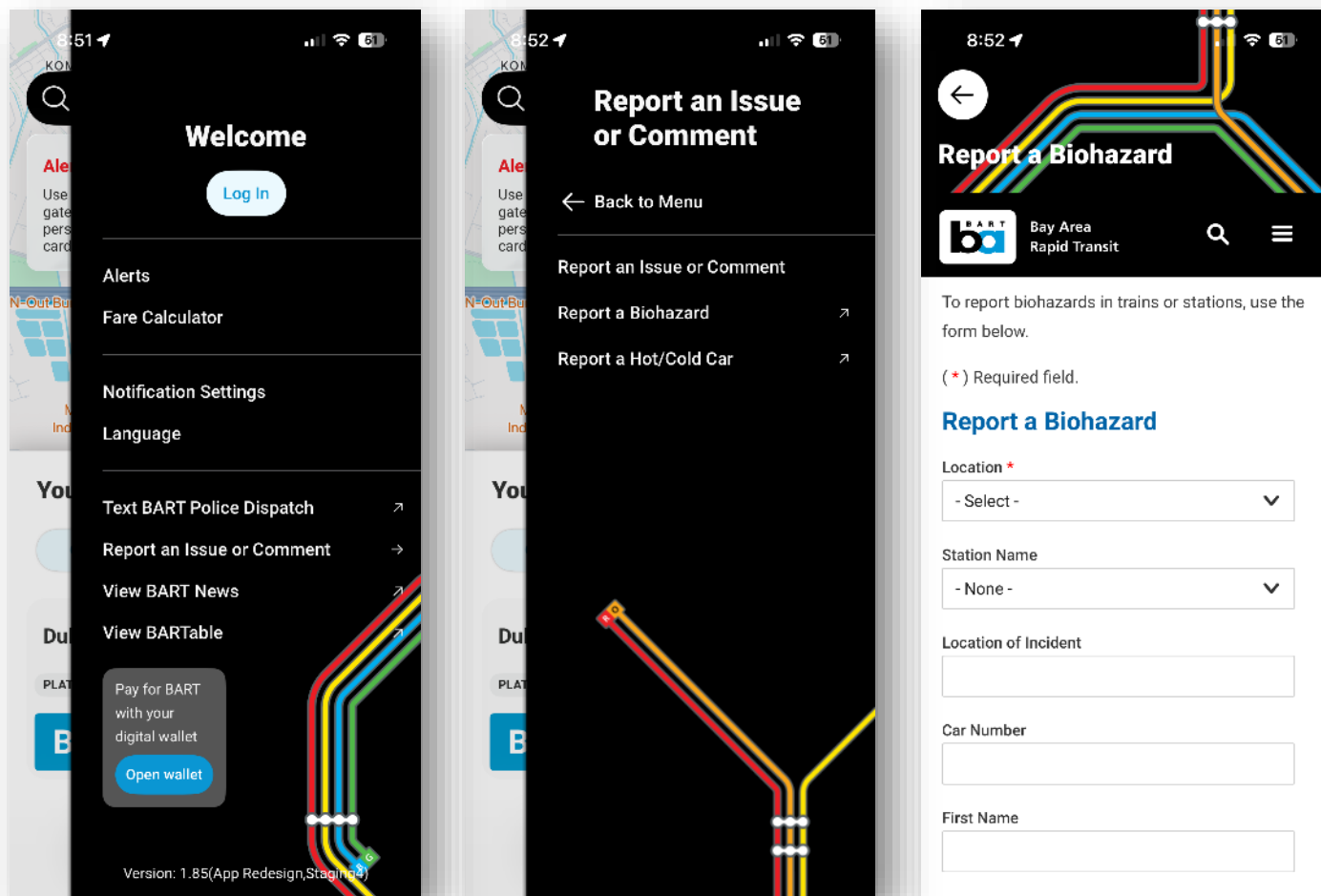
Redesigned Mobile App (Parking)



- Reduced menus and clicks for parking.
- No longer location based to reduce payment errors.
- New purchase again prompt.
- Consolidated view for payments, activity, and history.
- Icons match new parking signs to be produced for stations.

❖ Release Scheduled – October 2026

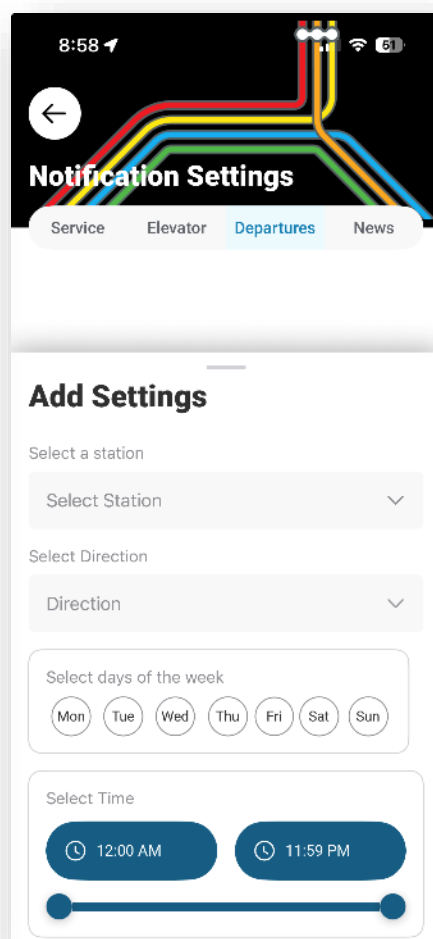
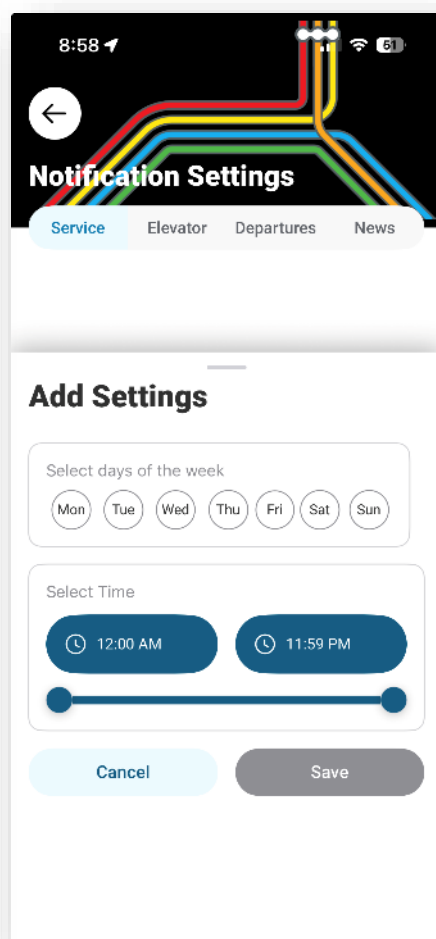
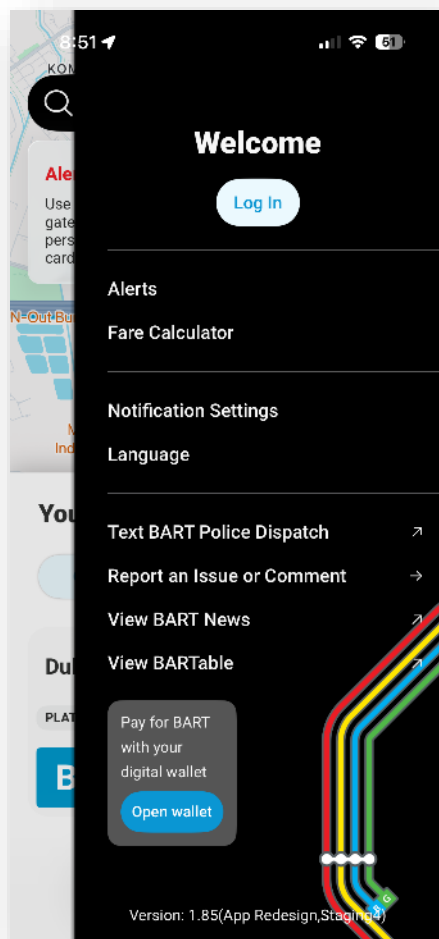
Consolidated Report an Issue or Comment



- Consolidated issue or comment reporting.
- Easier to locate how to report an issue, biohazard and hot/cold car or comment to customer service.

❖ Release Scheduled – October 2026

Proactive Rider Communication



- Easier to locate customized in-app notifications to the riders for alerts, elevators, departures and news.

❖ Release Scheduled – October 2026

Redesigned Mobile App (Profile Details)



4:47

← Edit Profile & Payments

Profile Info Payment Info

First Name

Ritu

Last Name

Soni

Mobile

+1 (303) 264-9364

Email

ritusoni@gmail.com

Update

4:48

← Edit Profile & Payments

Profile Info Payment Info

Visa ending in 4242
Expiry 12/34
Primary Secondary

Visa ending in 0002
Expiry 05/28
Primary Secondary

PayPal (tmorgan-buyer@bart.gov)
Primary Secondary

Add Payment Method +

4:48

← PAYMENT HISTORY

PAYMENT TYPE
All

May 22, 2026 08:24 AM
SINGLE PAYMENT \$3.55 +

May 07, 2026 10:44 AM
SINGLE PAYMENT \$96.00 +

May 07, 2026 10:32 AM
SINGLE PAYMENT \$3.00 +

Apr 02, 2026 07:25 AM
PARKING WALLET PAYMENT \$3.00
New balance (\$13.85) +

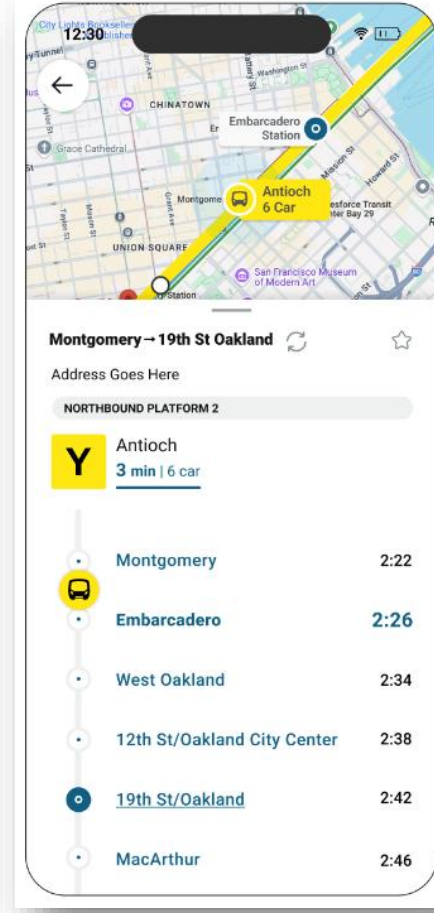
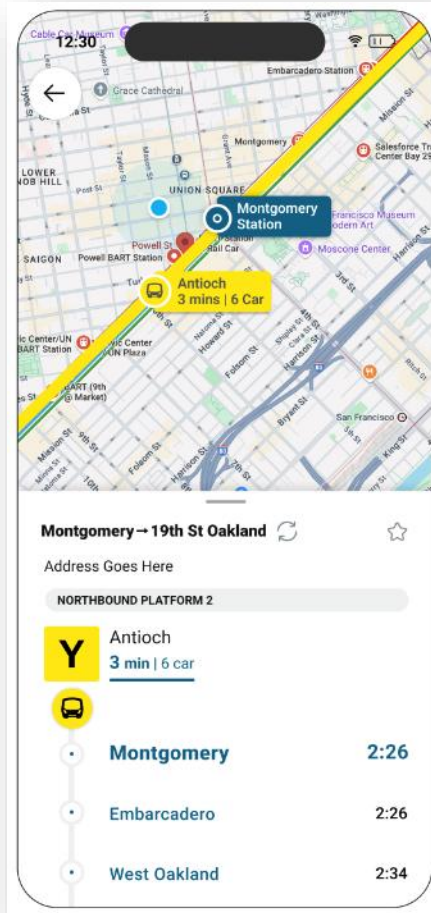
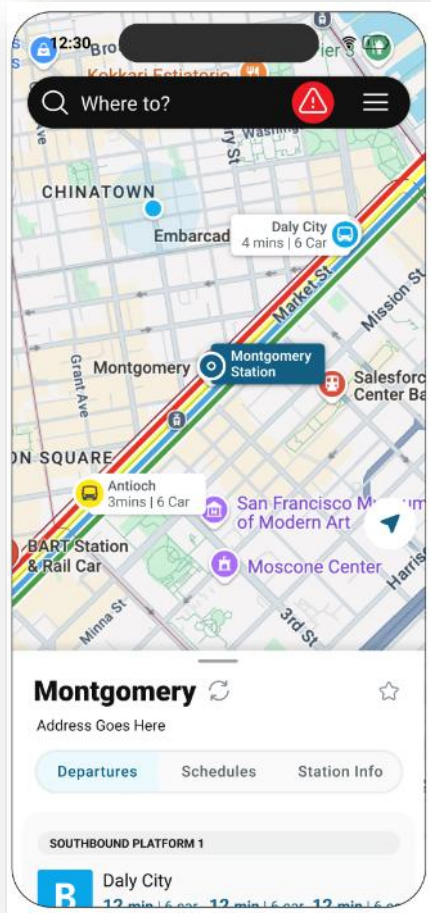
Mar 30, 2026 01:48 PM
SINGLE PAYMENT \$72.00 +

1 2

- Streamlined profile.
- Ability to edit your profile, consolidate accounts, store multiple payment cards and view/download transactions for reimbursement.

❖ Release Scheduled – October 2026

Redesigned Mobile App (Train Locations)



Where is my train?

- Vehicle approximate position data feed will be enacted.
- A visual graphic of the location of your train and when trains are stacking up from congestion.
- Schedule based arrivals.
- Travel time will be refreshed throughout your ride.

▶ Modernizing our User Interface (UI)

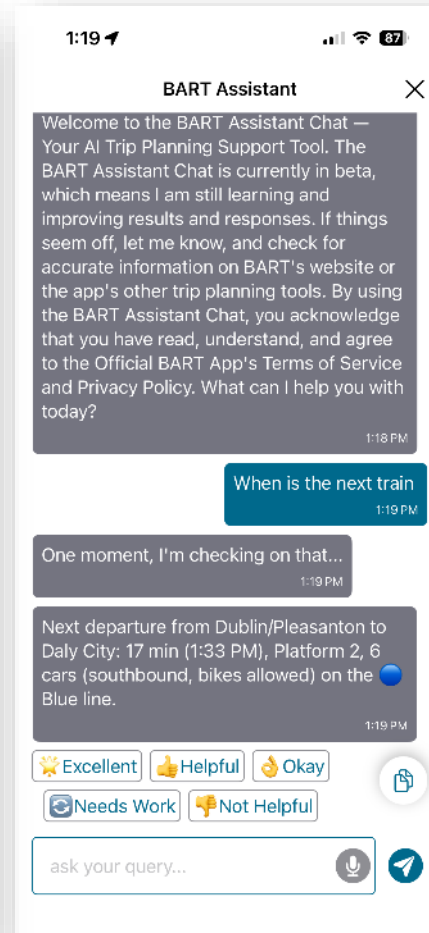
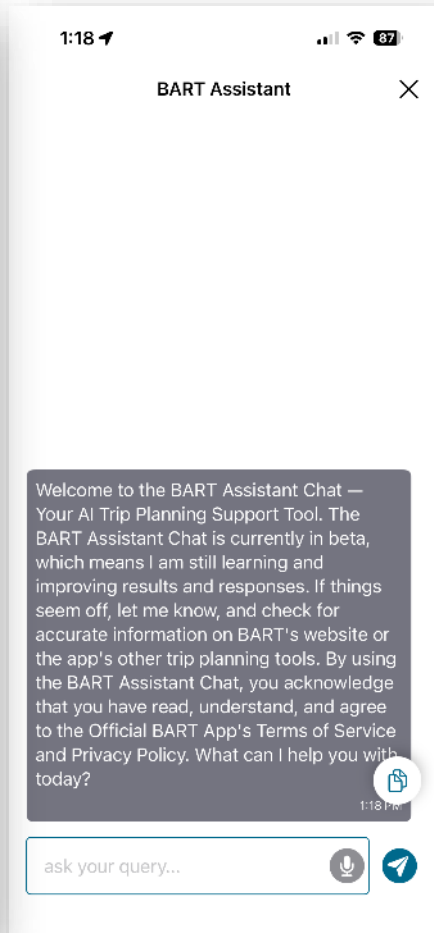
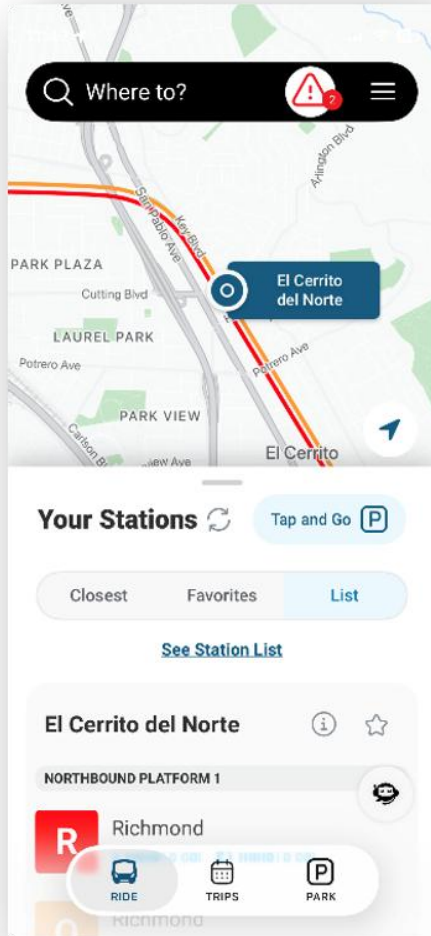


- Modernizing our mobile app UI is about more than refreshing screens and menus—it is about aligning with how our customers increasingly expect to interact with technology.
- As technology evolves towards an expectation of conversational search experiences, riders increasingly expect intuitive, speech-based interactions that reduce complexity and make information easier to access.

So, we are bringing **Intelligent Conversational Search to the BART Mobile App**

❖ Released –August 2026

Intelligent Conversational Search (ICS)

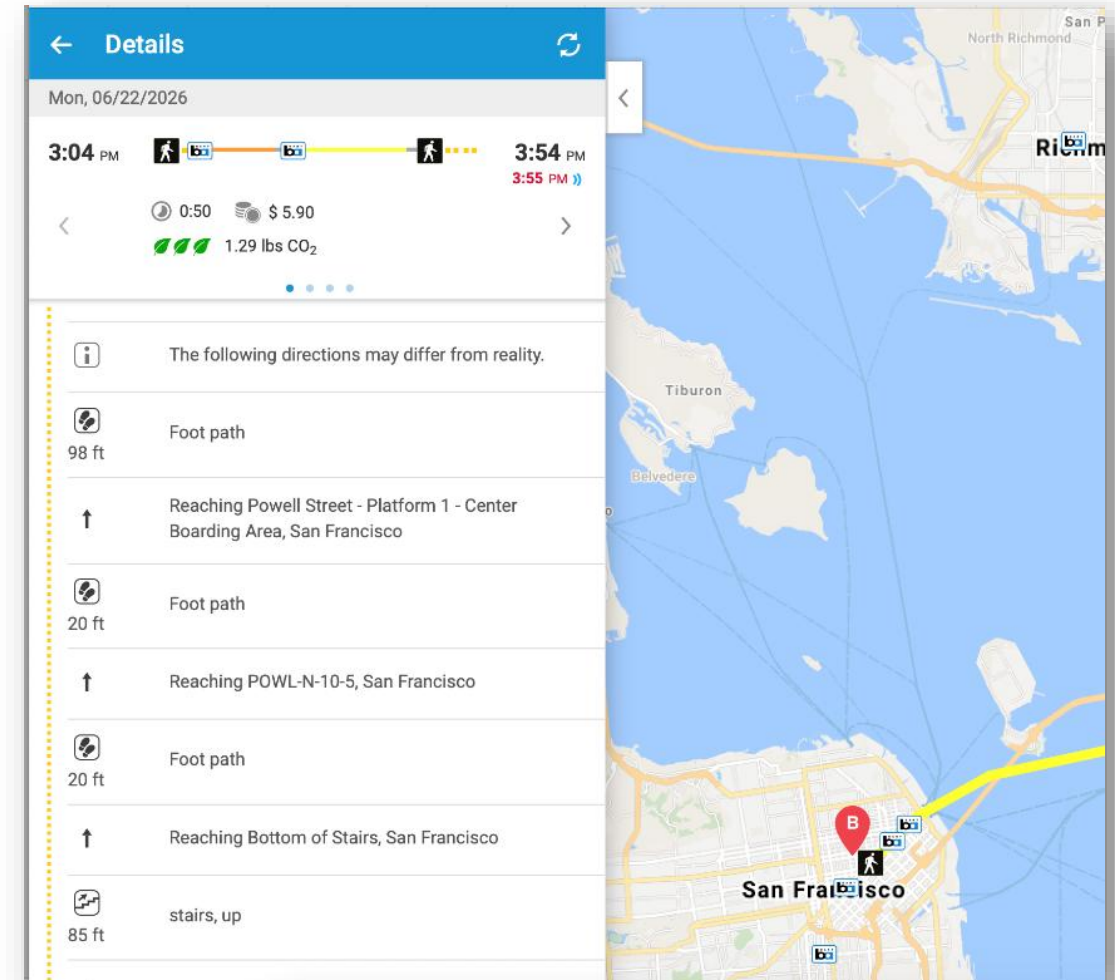


- Removes barriers of entry
- Instead of memorizing buttons and menus the BART Mobile App will accept conversational input and respond with relevant information.
- Answers schedule-based questions, searches for parking info and alerts.
- Provides real-time train info.

Accessibility Improvements (Pathways)



- Three-Station Pilot
 1. Powell
 2. El Cerrito del Norte
 3. Fruitvale
- Define Accessibility Modes and Routing, (Wheelchair or Low Vision).
- Improved Approach and Interior Navigation with Elevator/Escalator Realtime Awareness, and detailed instructions.



Proven Results



Thousands rely on us. We're building what they need next.

30K+

Active Daily User

400K+

User Accounts

36

Transit and Shuttle
Operators

2.9M+

Monthly Trip
Search – May 2026

~1.5min

Avg App Session
Engagement Time

\$1.6M+

May 2026 Payment
Collected

~400K

Parking Spots Sold
– May 2026

33K+

Tap and Go Parking
Subscribers

▶ Questions



One Seat Ride Paratransit Pilot Fare Structure for Services into Santa Clara County

For Information: BART Accessibility Task Force, August 27, 2026

MTC Transformation Action Plan: Initial Program Focus Areas

Fares and Payment

Simpler, consistent and equitable fares.

Customer Information

Make transit easier to navigate and more convenient.



Transit Network

A unified, efficient and reliable transit network.

Accessibility

Improving services for older adults and people with disabilities.

Improving Options for Older Adults and People With Disabilities

Regional Initiatives



Mobility Management

Designate in each county a Mobility Manager that serves as a single point of contact for riders needing transportation services and coordinates transportation agencies serving for older adults, people with disabilities and low-income populations.



One-seat Paratransit Rides

Pilot one-seat paratransit rides to enable eligible riders to travel to their destinations without having to change vehicles.



Standardizing Paratransit Eligibility Practices

Standardize ADA paratransit eligibility practices to improve consistency, quality, and uniformity of assessments and provide referrals to other services.



Improving Paratransit Service

Explore service improvements, policy changes, and technology enhancements to increase efficiencies and improve the paratransit customer experience.

Transformation Action Plan: Fund Subregional One-Seat Paratransit Pilots



Goals

- Streamline operations for agencies and trips for riders by providing non-transfer trips
- Implementation should be feasible without new vehicles, hiring staff or changing labor agreements
- Enhance coordination partnership between agencies
- Identify conditions and operating parameters necessary for financial sustainability

Objectives

- Test many models under different conditions
- Allow factors to constrain pilot use, such as defining trip purpose and limiting times
- Assess implications for induced demand

Proposed Pilot Scope

Roles:

- East Bay Paratransit Consortium (EBPC) to serve trips into Santa Clara County
- Santa Clara Valley Transportation Authority (VTA) to serve trips into East Bay
- MTC to provide inter-agency coordination and pilot evaluation

Rider Experience:

- Origin-to-destination service within the pilot area without a transfer
- Riders may opt for traditional transfer service

Funding:

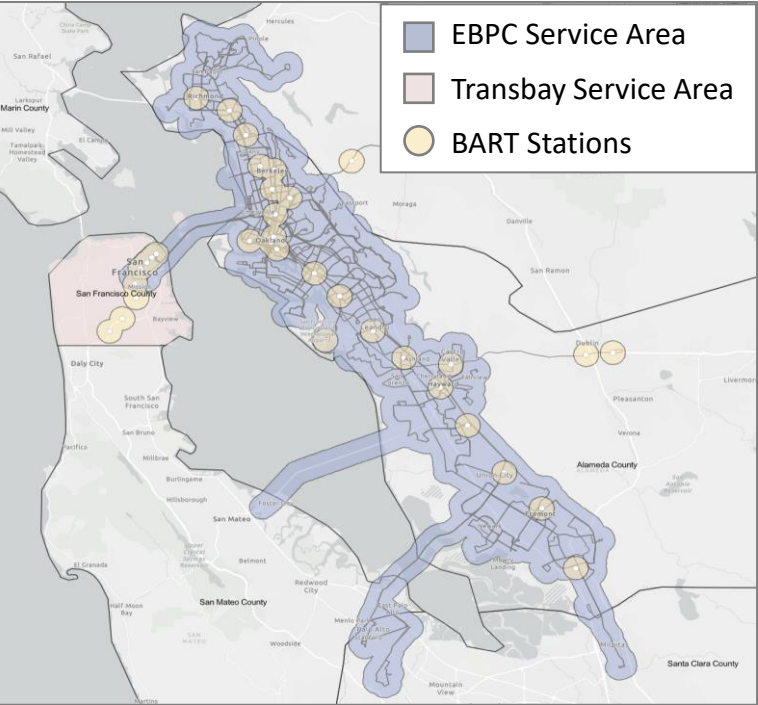
- MTC to fund all operating costs

Timeline:

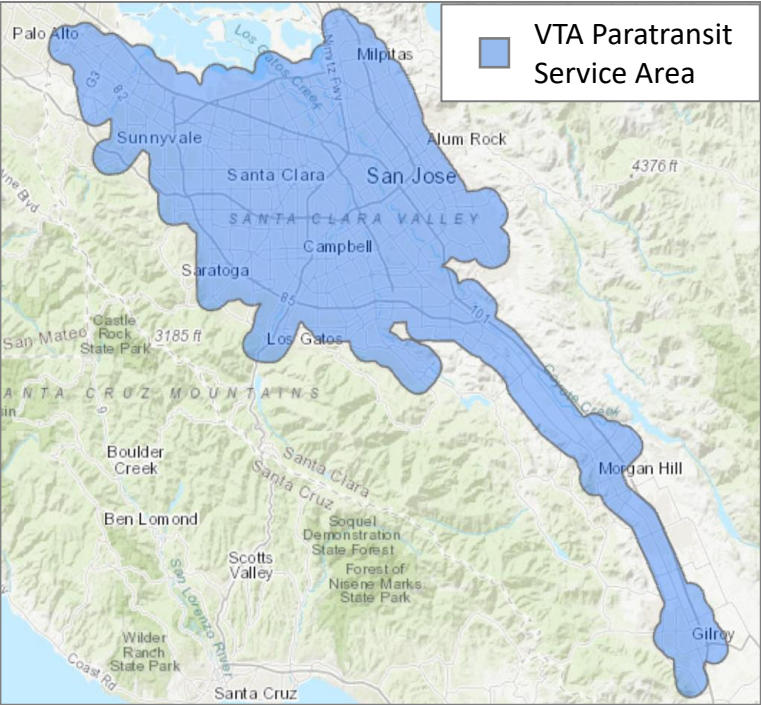
- Fall 2026 estimated start date
- Up to one year in duration

Paratransit Service Areas

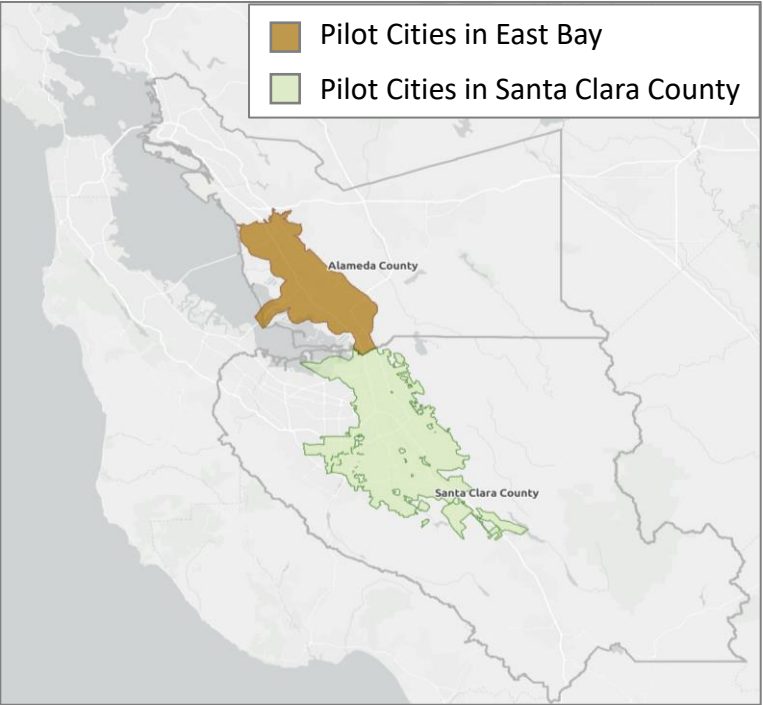
EBPC Service Area



VTA Service Area



One Seat Ride Service Area



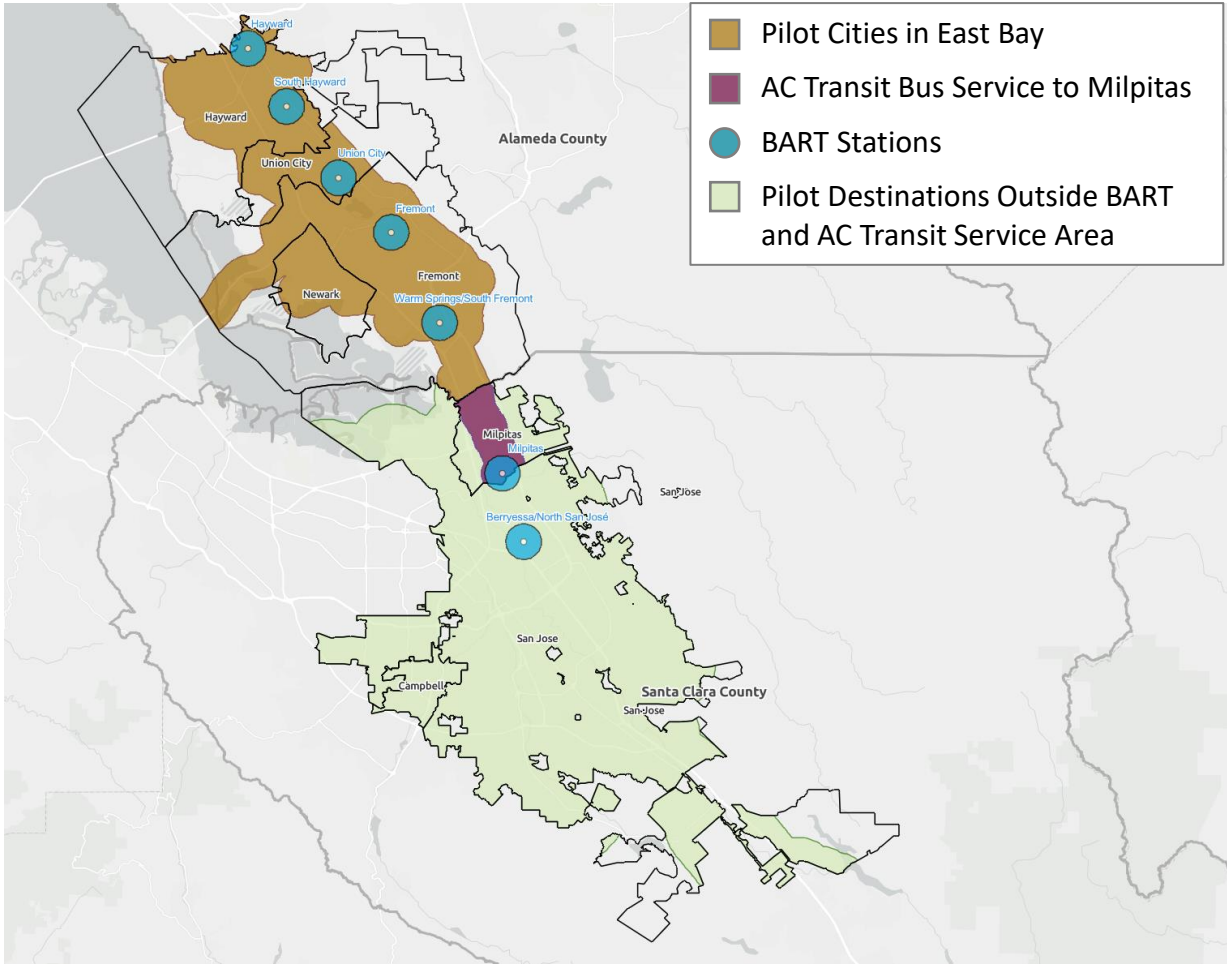
One Seat Ride Fares and Services in Santa Clara County

- **Premium fixed fares** to destinations outside BART and AC Transit service area

Destination	Fare
Beyond BART or AC Transit service area	\$10

- **Distance-based fares** to destinations within BART or AC Transit service area

If trip distance is...	Fare
0 to 12 miles	\$4
More than 12 to 20 miles	\$6
More than 20 miles	\$7



Board Action

This fare policy was adopted by the BART Board of Directors on August 13, 2026.

Thank you.



Update to BART's Accessibility Overview Website

BART Accessibility Task Force (BATF) – August 27, 2026



Why change under Accessibility Overview:

- ✓ Fresh look
 - ✓ Clean up
- ✓ Ensures accuracy
 - ✓ Services
 - ✓ Contacts
- ✓ Make it simple
- ✓ Keep up with relevant information

Link: <https://www.bart.gov/guide/accessibility>

Updated Sections Include:

- Accessibility Contacts
- BART Accessibility Guidelines PDF format (attached)
- Reasonable Modification Request/ADA Violation Complaint Procedure
- Added “Elevator Status” to the tool bar on the right side of the monitor
- Updated Clipper Access Card (was Regional Transit Connection (RTC))
 - Discount card for people with disabilities
- BART Accessibility Task Force

Customer Access and Accessibility Department (Accessibility Contacts):

- Added on [webform](#) to fill out with your...
 - Comments
 - Inquires
 - Complaints
 - Praises
 - Maintenance Issues
- BART's Customer Service Department phone number has been added, (510) 464-6000
 - Webform and phone number already listed under "[Contact Us](#)," bart.gov
- Clipper Card Customer Service update
 - Added, "BART only assists with the initial application..."
 - Receive calls, emails thinking BART processes Clipper Access Card or replace stolen, misplaced cards
- You, too can...Learn BART. Your Guide to Ride comic book has been take out of the website
 - Out of date (about 10 years old)
 - Possible future project to update
 - Pending funding



BART Accessibility Guidelines as a PDF:

- Previously, [BART Accessibility Guide](#) had too much information and the font was too small
- Goal is to simplify to make it easy to read and understand
- Updated information to be done since the Fleet of the Future is in full operation; no old trains and new fare gates installation
 - Faregates make an audible chime
 - Wheelchair logo on the floor in the middle door train
 - No poles in the middle door train

Note: Accessible Guidelines provided at the end of presentation

Reasonable Modification Request/ ADA Violation Complaint Procedure:

- Under [BART Reasonable Modification Request](#) and [ADA Violation Complaint Procedure](#) forms: BART Reasonable Modification Request Form, Appeals Process form, and Complaint form, the changes done
 - Took out the name Director of Customer Access and Accessibility
 - Directors name change over time
 - Not to update form on a regular basis
 - Replaced direct phone number to Customer Service Department
 - Only Elena Van Loo's number is listed if reasonable accommodations is requested
 - Added, accessibility@bart.gov
 - Linked to, Elena Van Loo, Kevin McDonald, Ryan Greene-Roesel

Elevator Status:

Access to get elevator status is very important.

Added “[Elevator Status](#)” to the quick link bar (quick link) – right side the website page



Accessibility
Accessibility Overview
Elevator Status
Paratransit
Clipper Access Card
BART Accessibility Task Force (BATF)
Accessibility Contacts

Clipper Access Card (was Regional Transit Connection (RTC)):

- Changed, corrected from Regional Transit Connection (RTC) to [Clipper Access Card](#)
 - Discount card for people with disabilities



BART Accessibility Task Force (BATF):

- Effective 2025, annually post the current year [BART Accessibility Task Force \(BATF\)](#) public meeting dates
 - Just as the BART Board of Directors do
- Meeting Notices, Agenda, and Minutes are broken down to years instead of a list showing multiple years
- Appointed BATF members names are listed
- BATF group photo

Meeting Notices, Agenda and Minutes

2026 2025 2024 2023 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011

Date	Meeting	Items
07.23.26	BART Accessibility Task Force	Agenda
06.25.26	BART Accessibility Task Force	Notice
05.28.26	BART Accessibility Task Force	Agenda Minutes
04.23.26	BART Accessibility Task Force	Agenda Minutes
03.26.26	BART Accessibility Task Force	Agenda Minutes
02.26.26	BART Accessibility Task Force	Agenda Minutes
01.22.26	BART Accessibility Task Force	Agenda Minutes

Thank you



BART Accessibility Guide

For Seniors and People with Disabilities

Let's go.



Welcome to BART

The San Francisco Bay Area Rapid Transit District (BART) provides rail transportation among San Francisco, Alameda, Contra Costa, Santa Clara, and San Mateo counties. For detailed train schedules, visit the BART Trip Planner (bart.gov/planner) or download schedules in PDF format (bart.gov/schedules/pdfs).

Accessibility Features

The following is a partial list of the features that make it simpler for seniors and people with disabilities to use BART:

- Stations are staffed by Station Agents who can demonstrate station accessibility features.
- BART cars have designated priority seats to the left of every door for seniors and people with disabilities.
- All stations are equipped with elevators.
- All stations have call boxes and/or courtesy telephones at all levels that connect directly to the Station Agent on duty.
- Service animals are permitted in BART stations.

If You are Blind or Visually Impaired:

- Faregates make an audible chime (ascending for entry and descending for exit) to indicate that the doors are open. Hold the fare media on the reader one extra second to generate the chime.
- While faregates can be programmed to change direction based on traffic flows, the right-most standard (not wide/accessible) faregate in a group of faregates is always configured for entry. Accessible faregates are always bi-directional (can enter from both sides)
- Detectable textured tiles with truncated domes mark the train platform edge. An extra row of tiles with three rows of directional bars mark guaranteed boarding areas, regardless of train length.

- The next station and transfer information are announced inside trains.
- Train arrivals and other information are announced on the station platform.
- All stations have Braille and large-print signs marking exits and other important locations.
- Clipper card vending machines located in the stations have an audio and Braille feature.

If You are Deaf or Hearing Impaired:

- Overhead signs on the platform display the destination of each arriving train and other important information.
- Digital displays within the train cars show the location of the train and the next stop.
- Hearing loops are available at all Station Agent booths and in the center third of all train cars.

If You Use a Wheelchair or Have Limited Mobility:

- Stations have accessible elevator service to all levels.
- There is level boarding from the platform to all trains.
- All BART cars can accommodate wheelchair users and other mobility devices.

At the BART Station

Using Elevators

All BART stations have accessible elevators. In some stations, you may need to use two different elevators to get from the street to the train platform level. The location of station elevators is indicated in the station map on each station page (bart.gov/stations) and in a three-dimensional visualization on the Elevator Information section of each page. If you need assistance finding or using the elevator, contact the Station Agent.

If you need to communicate with the Station Agent while inside the elevator, use the emergency telephone. If Station Agent does not answer within 30 seconds, your call will be answered by BART Central Dispatch. If the emergency telephone is off the hook for at least two minutes but there is no voice communication, BART will treat this as a call for assistance. This ensures that help is available to elevator passengers even if they are unable to speak.

Using Escalators

All BART stations have escalators. Generally, the escalators operate in the direction of main passenger flow, which varies depending on the time of day and location. Where possible, escalator service is provided in both directions. To ensure your safety and the safety of others, be sure to hold onto the handrail while using the escalators. Wheelchairs are not allowed on the escalators.

Elevator and Escalator Outages

Occasionally, elevators and escalators go out of service. BART offers several ways to stay up to date on the status of elevators and escalators. These include:

- Real-time status alerts on bart.gov/elevators and bart.gov/escalators, and email and text alerts for stations of your choice on bart.gov/alerts
- The Official BART App for iOS and Android (learn how to download at bart.gov/apps) with options for in-app notifications for outages
- Frequent systemwide PA announcements regarding elevator status
- Digital screen updates on the platform digital signs and at Station Agent booths
- The Elevator Status Hotline: (510) 834-LIFT (510-834-5438) or (888) 2-ELEVAT (1-888-235-3828)

If an elevator you require is out of service, click on the station name on the elevator status page (bart.gov/elevators) to see a list of accessible alternative travel options. You may also call the BART Transit Information Center at 510-465-2278 for assistance or ask the Station Agent for help. Station agents can arrange a wheelchair accessible van pickup if needed.

On the platform

Stand behind the wide yellow strip of textured truncated dome tiles that runs along the length of all BART platforms. These tiles can be detected with a cane or foot. A decal is placed on the platform to mark the approximate location of the train doors when the train pulls into the station. Three extra rows of yellow directional bar tiles marks the entrances to the two middle cars of the train. Exact door locations may vary. Do not approach the train until it comes to a complete stop.

Riding the BART Train

Which Train to Ride

Trains are identified by color and by the name of the station at the end of the line. Determine which train to ride by locating your starting point and destination on the BART System Map (bart.gov/system-map) and noting the name of the last station in your direction of travel.

Message signs on the platform level flash the destination of arriving trains. If you are unable to read the train destination signs, listen for audio announcements.

Boarding the Train

- Do not approach the train until it comes to a complete stop; the train may adjust its position on the platform before the doors open. Allow passengers to exit before entering. Pay attention to the narrow gap between the platform edge and the train.
- Green seats to the left of every train door are designated as priority seating for seniors and people with disabilities.
- Hold on to the vertical handrails, overhead handrails, or seatback handholds to steady your ride when the train is moving.
- The Train Operator's booth is in the first car of the train. Bicycles are not allowed in this car. For this reason, passengers with disabilities may wish to board the first car of the train.

Instructions for Wheelchair Users

Pay special attention to the gap between the platform edge and the train and ensure your wheels do not get stuck. This gap may vary, so move to another car if the gap at a particular door is too wide. On all BART cars, a space to the right of the center door is reserved for passengers in wheelchairs. The international access symbol is displayed on the outside of these cars and on the floor.

Emergency Procedures for People with Disabilities

In most emergency situations, rescue personnel will be present to assist seniors and passengers with disabilities. If rescue personnel are not present and a life-threatening emergency arises, people with disabilities should seek assistance from other passengers.

If evacuation is required, leave wheelchairs on the train; they will be returned to their owners after evacuating. Evacuation of wheelchairs is not typically possible because walkways and ramps alongside the trackway are too narrow to accommodate a wheelchair.

Paratransit service

BART provides ADA paratransit service to eligible individuals whose disability prevents them from accessing, boarding, or riding BART trains. Service is provided by lift vans by reservation only. Contact your local transit agency for detailed information on eligibility, certification, and how to use paratransit service or visit bart.gov/guide/accessibility/paratransit.

Paratransit Contacts

Alameda County	East Bay Paratransit Union City Transit LAVTA (Dial-A-Ride)	(510) 287-5000 (510) 675-5373 (925) 455-7510
Contra Costa County	East Bay Paratransit County Connection Tri Delta Transit WestCAT	(510) 287-5000 (925) 938-7433 (925) 754-3060 (510) 724-7993
San Francisco County	SFMTA Paratransit	(415) 351-7000
San Mateo County	SamTrans/Redi-Wheels	(650) 369-1797

Reasonable Modifications

BART is committed to making reasonable modifications to its policies, practices, and procedures to ensure that BART services are accessible to everyone. To make a request for a reasonable modification, please contact BART's Customer Services Department by writing to webcustomerservices@bart.gov or calling 510-464-6000.

Clipper Access Discount ID card

Public transit operators in the Bay Area are pleased to offer the Clipper Access Discount ID card, formally known as, Regional Transit Connection (RTC) Discount ID, card to qualifying individuals with disabilities. The card entitles you to reduced fare on fixed-route transit, rail, and ferry systems throughout the San Francisco Bay Area. Your RTC Discount Card is also a Clipper card. You can load value and passes on your Clipper Access Discount card and the discounted fare will be deducted when you travel. To apply for an RTC ID card, visit 511.org/transit/clipper-access.

BART Accessibility Task Force

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. All meetings are open to the public. Members of the BART Accessibility Task Force are appointed by the Board of Directors. For more information about the BART Accessibility Task Force, visit bart.gov/about/bod/advisory/accessibility.

Additional Help and Information

Station Agents

Station Agents are available to help seniors and persons with disabilities with elevator and escalator access, Clipper cards, schedules, and other needs. Go to the Station Agent booth or use the courtesy telephone to reach the on-duty Station Agent.

BART Transit Information Center

BART Transit Information Center representatives are available between 8am and 6pm, Monday through Friday, at (510) 465-BART or (510) 465-2278. They can assist with personalized trip planning. Trip planning is also available on the BART Official App (bart.gov/apps) and on the BART Trip Planner bart.gov/planner.



MEMORANDUM

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

Date: August 27, 2026

To: BART Accessibility Task Force

From: Customer Access and Accessibility Department

Subject: Analysis of Fiscal Year 2026, 4th Quarter Accessibility-Related Complaints

This memorandum summarizes accessibility complaints received by BART in the 4th 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 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 Q4 Results

Theme	FY26 Q4	Change from FY26 Q3	
Communication/notification problem (system delays/incidents)	3	+3	↑
Customer service/personnel problem	7	+5	↑
Elevator out of service or malfunctioning	6	-8	↓
Escalator out of service or malfunctioning	2	-6	↓
Escalator direction problem	0	—	—
Faregate issue	5	-2	↓
Priority seating unavailable and/or people without disabilities using...	0	-5	↓
Signage/wayfinding problem	1	—	—
Misc	3	+1	↑
TOTAL THEMES	27	-12	↓
TOTAL CASES	21	-7	↓

Full Year Results

Theme	FY26 Q1	FY26 Q2	FY26 Q3	FY26 Q4
Communication/notification problem (system delays/incidents)	1	0	0	3
Customer service/personnel problem	11	12	2	7
Elevator/escalator out of service or malfunctioning	10	4	22	8
<i>Elevator</i>			<i>14</i>	<i>6</i>
<i>Escalator</i>			<i>8</i>	<i>2</i>
Escalator direction problem	3	1	0	0
Faregate issue	22	9	7	5
Priority seating unavailable and/or people without disabilities using...	3	1	5	0
Signage/wayfinding problem	1	1	1	1
Misc	8	9	2	3
TOTAL THEMES	59	37	39	27
TOTAL CASES	48	32	28	21
QPR SYSTEMWIDE COMPLAINTS PER 100,000 PASSENGER TRIPS	19.0	21.2	15.7	TBD*

*The QPR for FY26 Q4 was not yet published as of the date of this analysis.