

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)
September 24, 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/86032714896>

Go to www.Zoom.com or call 1-833-548-0282 (toll-free) and enter access code 860 3271 4896

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 860 3271 4896; dial *9 to raise your hand and *6 to unmute when requested to speak.
- Join via Zoom by entering access code 860 3271 4896 and using the “raise hand” feature, or use the direct meeting link: <https://us06web.zoom.us/j/86032714896>

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 September 22, 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 August 27, 2026 Meeting Minutes. 5 minutes
(For information/action)
4. Fourth Quarter: Compilation and Analysis of BART Customer 10 minutes
Complaints Related to Accessibility. (For information)
5. Nominations and Elections for Chair, Vice-Chair, 2nd Vice-Chair. 15 minutes
(For information/action)
6. Overview of Planned Aira Pilot, a Visual Interpreting Service 20 minutes
for Blind and Low Vision Customers. (For information)
7. Signage and Wayfinding Update. (For information) 40 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: October 22, 2026 – Thursday
12. Adjournment.



**Approval of the August
27, 2026 Meeting Minutes**

BATF

September 24, 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

August 27, 2026

1. Roll Call of Members:

1. Herb Hastings, **Chair**
2. Joshua Saunders, **Vice Chair**
3. Hillary Brown, **2nd Vice Chair**
4. Anita Ortega
5. Bruce Yow
6. Catherine Callahan
7. Clarence R. Fischer
8. Danny Kodmur
9. Daveed Mandell
10. Esther Waltz
11. Janice Armigo Brown
12. Roland Wong
13. 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
Angie West (BART staff)
Brian Batista (BART staff)
Aleta Dupree (Guest)
Jerry Grace (Guest)
Sarah Desumala (Guest)
Gabino Arredondo (Guest)

Bryce Maples (Guest)
Mussie Gabre (Guest)

2. Public Comments

Aleta Dupree introduced herself and shared that she took photos of the New York Subway signages to share with BATF members and members of the public. She mentioned she has gotten to know some of the BATF members and members of the public on a personal basis and presumes that they have interest other than BART but emphasize that BART is important to her. Aleta mentioned that we are like snowflakes - we are all different - and that she works to understand and recognize how to communicate effectively with different individuals.

Sarah Desumala and Jerry Grace asked about BART's track maintenance schedule for the upcoming weekend.

Bryce Maples introduced himself and expressed in becoming an appointed BATF member.

3. Approval of the July 23, 2026 meeting minutes

Clarence R. Fischer motioned for approval of the July 23, 2026 meeting minutes. Sam Buman second the motion.

- Motion passed with nine (9) in favor, zero (0) against, and three (3) abstentions

4. BART Official App Update

Angie West presented on the agenda item with the presentation included in the BATF August 2026 agenda packet.

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

- Hillary Brown asked whether the updated BART Official App will include a speech function on smartphones for users who are blind or have low vision.
- Clarence R. Fischer shared three comments:
 - He suggested that train numbers be listed under train locations when navigating through BART stations.
 - He proposed that BATF members volunteer their time to provide feedback on the BART Official App.

- He noted that BART’s trip planner currently displays incorrect AC Transit connection fares for youth, seniors, and people with disabilities, who receive discounted rates. He expressed concern that the app may also show inaccurate fare information and emphasized the need to update BART’s trip planner.
- Roland Wong mentioned that he regularly uses the BART Official App and had questions about the maintenance notice affecting the Berryessa/North San Jose–Daly City (Green) Line. He found the wording confusing and asked for clarification on which stations would be out of service. Roland also shared that he is looking forward to the revamped app.
- Esther Waltz asked whether the app will provide notifications when the BART Official App itself goes under maintenance.
- Shana Ray asked if the BART Official App will be able to connect with the East Bay Paratransit app.
- Joshua Saunders expressed interest in trying out the navigation assistance feature at the El Cerrito del Norte Station.
- Ryan Manriquez asked whether the BART Official App will remain usable during its maintenance period leading up to the rollout. He emphasized how valuable the elevator notifications are for members of his community and asked whether these alerts could be sent more quickly—ideally as systemwide notifications rather than station-specific ones. He also asked whether the fare calculator will include Clipper Access or Clipper Start discount options, which he believes would benefit riders.
- Sam Buman asked whether the updated app will allow users to increase the font size. He also asked if it will integrate with smartwatch apps.
- Daveed Mandell expressed concern that BATF members were not more involved in testing the upgraded BART Official App, especially considering the needs of blind users. He encouraged BART to hire people with diverse disabilities to provide firsthand insight into making the system fully accessible.
- Danny Kodmur shared that he is looking forward to the updated version of the BART Official App.
- Herb Hastings stated that he would have liked to see a pilot program before the app’s launch and wished BATF members had been involved in giving feedback. He also asked for more information on how other Bay Area paratransit providers will be integrated into the updated app.

Jerry Grace asked whether escalator alerts will be provided under the updated BART Official App.

Aleta Dupre shared that she does use the fare calculation on the BART Official App and acknowledge that she receives the discount fare. She expressed some of the fonts on the app are too small to read and added she does not use BART’s trip planner.

Bryce Maples said that he uses the BART Official a lot and stated that app does not tell which specific elevator is out of service. He would like to see which elevator is out of service; if the street elevator is out of service, or the concourse elevator is out of service.

5. One Seat Ride Paratransit Pilot Fare Structure

Kevin McDonald presented on the agenda item with the presentation included in the BATF August 2026 agenda packet.

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

- Ryan Manriquez commented that the disability community is not confined to any single city or county, and that people with disabilities deserve the ability to travel freely throughout the Bay Area. He expressed appreciation for the one-seat-ride paratransit pilot program.
- Joshua Saunders asked whether similar one-seat-ride pilots will expand to additional cities and counties so riders can reach their destinations without transferring between services.
- Shana Ray asked whether Mountain View, in Santa Clara County, is included in the one-seat-ride pilot.
- Clarence R. Fischer requested clarification on whether East Bay Paratransit vouchers could be used to pay passenger fares with VTA paratransit or Contra Costa County paratransit service providers once the pilot begins.
- Clarence R. Fischer also noted that some towns and cities have changed their names and emphasized the importance of ensuring pick-up and drop-off locations are accurate.
- Clarence R. Fischer asked how paratransit riders will be notified once the one-seat-ride pilot goes live.
- Daveed Mandell noted that a proposed bill known as the Same-Day Paratransit Innovation Act was introduced in March 2026 and expressed concern that progress still feels like a step backward despite long-standing advocacy.
- Daveed Mandell also remarked that paratransit riders should not have to pay twice as much as riders using fixed-route public transit, as is permitted under the ADA.
- Herb Hastings agreed with Daveed, noting that paratransit rides remain more expensive than public transit trips.

Jerry Grace asked why WestCAT is not included in the one-seat-ride pilot program.

Jerry Grace mentioned that he observed three brand-new East Bay Paratransit vans in the Oakland area.

6. Update to BART's Accessibility Overview Website

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

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

- Hillary Brown asked why accessibility-related claims were not included in the accessibility updates.
- Joshua Saunders clarified that BART does not process Clipper Access cards; he now understands that BART only initiates the Clipper Access application and forwards the completed form and photo to Clipper, who processes the card.
- Ryan Manriquez commented positively on the recent accessibility updates made to the BART website. He especially appreciated improvements to the Clipper Access section, the elevator sidebar, quick links for real-time updates, and increased visibility of the BATF for potential new members.
- Danny Kodmur asked whether completed web forms are sent to BART's Customer Service department.
- Herb Hastings expressed appreciation for the ability to locate agendas, minutes, and notices by year, rather than navigating through multiple links to find specific documents.

Elena Van Loo added that the Customer Access and Accessibility Department has created a dedicated email for accessibility-related questions, claims, and comments: accessibility@bart.gov

7. Fourth Quarter: BART's Compiled and Analyzed Customer Complaints Related to Accessibility

The Chair postponed this agenda item to be presented at a future BATF meeting.

8. Member Announcements

Esther Waltz noted that Santa Cruz is not as accessible as other vacation destinations.

Hillary Brown shared that on August 28, 2026, Move Bay Area will be hosting a summit in San Francisco.

Ryan Manriquez took a moment to recognize and commemorate August as Spinal Muscular Atrophy (SMA) Awareness Month. He noted that many individuals in the SMA community are wheelchair users and depend on accessible transportation to reach their destinations.

9. Staff Announcements

Elena Van Loo informed the appointed BATF members that nominations and elections for the Chair, Vice-Chair, and 2nd Vice-Chair positions will take place in September. She encouraged members to contact her with any questions.

Kevin McDonald announced that Ahmad Rassai will be retiring from BART and introduced Brian Batista, who will serve in his role within the Office of the District Architect until a permanent replacement is selected.

Brian Batista, BART staff, introduced himself and shared that he will be taking Ahmad Rassai's position as acting Project Manager, Accessibility within the Office of the District Architect.

Director Raburn saw the new elevator out-of-service signs at a BART stations and he wanted to make sure the new signs will be integrated with the BART Official app under elevator outages notices.

10. Chairperson Announcements

Herb Hastings shared that he has been selected as the Alameda County representative for a paratransit working group that will engage with various paratransit services across all nine counties.

He also expressed his gratitude to the BATF members and the public for the opportunity to serve as Chair over the past year. Herb noted that he will not be attending the September BATF meeting, when nominations and elections for the Chair, Vice-Chair, and 2nd Vice-Chair positions will take place.

11. Future Agenda Topics – Members Suggest Topics - Next Meeting Scheduled: September 24, 2026

- Proper fares from the BART's website
 - Including correct fares for people with disabilities and seniors
- Transit-Oriented Development (TOD)
 - Universal design – accessibility
- Clipper Card 2.0 update

- Bike, Scooter protocols
 - Different types of scooters that are allowed on the BART trains
 - What kinds of bikes are allowed on the BART trains
 - Large battery-powered bikes take up significant space in the elevators, which becomes challenging when wheelchairs, scooters, strollers, luggage, and other items also need to enter.

12. Adjournment

Sam Buman moved to adjourn the August 27, 2026 meeting. Clarence R. Fischer seconded the motion. The meeting adjourned at 4:17 pm until the next regularly scheduled meeting, Thursday, September 24, 2026.



Fourth Quarter:
Compilation and Analysis
of BART Customer
Complaints Related to
Accessibility

BATF

September 24, 2026

Agenda 3



MEMORANDUM

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

Date: September 24, 2026

To: BART Accessibility Task Force

From: Customer Access and Accessibility Department

Subject: Fourth Quarter: Compilation and Analysis of BART Customer Complaints Related to Accessibility

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	11.2



Nominations and
Elections for Chair, Vice-
Chair, 2nd Vice-Chair
(No Materials)

BATF

September 24, 2026

Agenda 5



Overview of Planned Aira
Pilot, a Visual
Interpreting Service for
Blind and Low Vision
Customers

BATF

September 24, 2026

Agenda 6



MEMORANDUM

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

Date: September 24, 2026

To: BART Accessibility Task Force

From: BART Customer Access and Accessibility Department

Subject: Overview of Planned Aira Pilot, a Visual Interpreting Service for Blind and Low Vision Customers

This memorandum provides an overview of an upcoming pilot project to test Aira, a video interpreter service for blind and low vision customers.

Pilot Purpose and Need

Blind and low vision riders face challenges navigating to BART stations and finding key features within stations such as faregates, ticket vending machines, and platforms. Few stations have tactile guideways, and these are of inconsistent quality and design. BART Accessibility Task Force (BATF) members have mentioned that navigating to faregates specifically has become more of a challenge because the new faregates are quieter. The purpose of this pilot is to test whether Aira Explorer can provide a helpful tool to assist blind and low vision customers when navigating to and through BART.

What is Aira

Aira connects blind or low-vision individuals with live, professionally trained Visual Interpreters via live video on a smartphone app, called Aira Explorer. Interpreters audibly describe surroundings, read text, and assist with daily tasks. Interpreters will receive basic training on the BART system and have access to the BART Website and Mobile app to read information for users. Interpreters help with the following types of navigation tasks:

- Getting to or from home or the street to the station
- Finding station amenities like faregates, station agent booths, and ticket vending machines
- Locating the right platform and boarding the correct train
- Reading signs, maps, and the BART app

Connectivity

Aira uses the riders' phone camera and internet connection, so it works best where there is a cell signal or Wi-Fi. Free BART Wi-Fi is available at the San Francisco International Airport, West Oakland, 16th St/Mission, 24th St/Mission, Glen Park, Balboa Park, Embarcadero, Civic Center, and Powell Street stations, with more stations coming soon. Cellphone connectivity may be limited at underground stations without Wi-Fi, such as 12th Street and 19th Street Oakland Stations.

Why Aira was selected

In March 2026, staff presented to the BATF a review of five different navigation technologies, including WayMap, Goodmaps, Navilens, Aira, and GTFS pathways. BART has already piloted Goodmaps. BATF members indicated an interest in piloting additional technologies. Staff prioritized piloting Aira next because it has no startup requirements (no need to perform setup or initial station mapping), and no requirement for ongoing maintenance. Because live Visual Interpreters are used, they can easily respond to changes in the customer's environment. All of the other technologies reviewed required some form of ongoing upkeep or maintenance to reflect changes in the environment. Staff also reviewed technologies similar to Aira that use live agents and concluded that Aira offered the most cost-effective pilot.

Pilot Overview

The Aira pilot will run from Tuesday, October 6th, to Sunday, January 3rd. Aira is available 24 hours a day, 7 days a week. Normally, users pay per minute for the service, but during the pilot period, BART will cover this cost if the request is related to using BART. The user searches for "BART" under the "offers" section in the Aira Explorer app. When the call comes in, the interpreter will say, "Thank you for calling Aira, what would you like to do today?", and will ensure the task is related to BART. A call is related to BART if it supports any part of a trip that includes BART, from the rider's front door to their destination. The user does not have to be in a BART station when making the call. There is no limit to the geography where the service can be used. It will work across the entire BART system and for the full door-to-door trip, as long as cellphone service is available.

Communication Approach

BART will post information about the pilot on its website and distribute information about the pilot to local organizations that serve blind and low vision customers, organizations that provide travel training, and partner agencies. BART will also distribute information to those who have attended previous BART events for blind and low vision customers.

How to Get Started

Aira Explorer works on iPhone and Android phones. To use the service during the pilot:

- Download the free Aira Explorer app from the Apple App Store or Google Play and create a free account.
- Open the app, go to the Offers section, and select BART.
- Tap to call a Visual Interpreter.

Evaluation approach

Key questions the pilot will evaluate include the following:

- What navigation tasks is Aira Explorer most frequently used for?
- How do users like the service? What do they find most helpful/beneficial?
- Are there key drawbacks? Are there issues with cellphone connectivity?

- How do users compare Aira Explorer to other navigation services they may have used?
- How many people use the service and what is the total cost per minute? What would it cost BART to offer this solution going forward?
- Overall, is Aira Explorer a desirable solution to assist blind and low vision customers?

The pilot will be evaluated through a survey distributed to users, and by review of summarized data on the total minutes of use and the purpose of the calls.

BART Accessibility Task Force (BATF) members are encouraged to test the service during the pilot period and provide feedback. Staff will arrange a meeting at a station for interested BATF members to test the service with staff present.

Related Projects

This pilot is part of BART's work to make it easier for all customers to navigate through the BART system. Some additional efforts in this area include the Regional Mapping and Wayfinding Project, which is creating consistent and easy to navigate regional standards for transit agency maps and signs; the GTFS pathways project, which is creating a new data feed with detailed guidance on how to move through BART stations; and the Bus Bay Numbering project, which is creating visual and tactile bus bay numbers for buses that serve BART stations.



Signage and Wayfinding **Update**

BATF

September 24, 2026

Agenda 6



Signage and Wayfinding Update

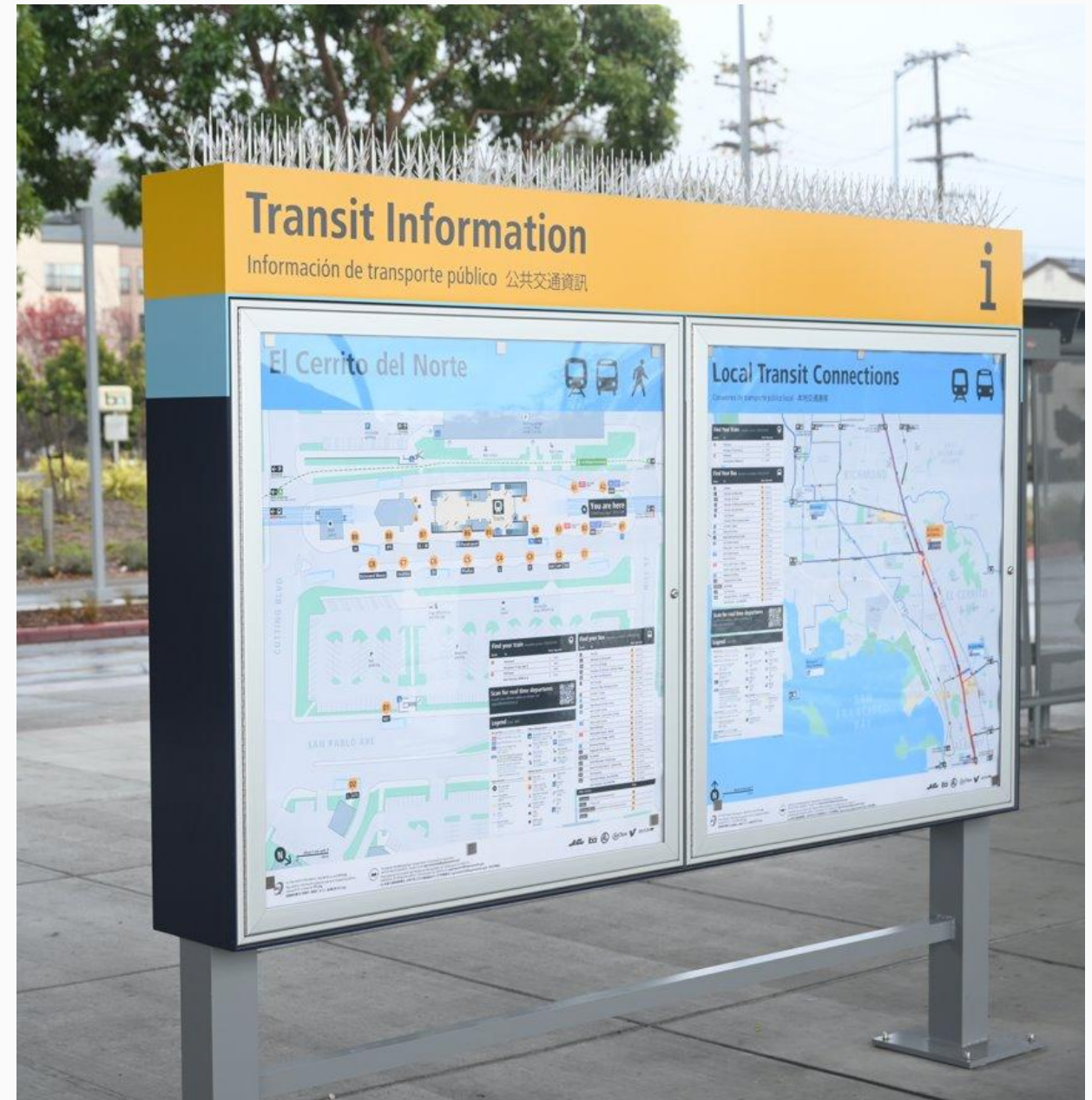


BART Accessibility Task Force

September 24, 2026

Today's meeting

- Regional Mapping & Wayfinding
- BART – led projects
- Next steps



Regional Mapping and Wayfinding Updates

Pilot implementation

Regional Hub Pilot Project Locations



Goal: Refine V1 standards through installation at

- 9 multimodal hubs around the region
- End-to-end bus routes in Sonoma/Solano Counties
- Accessibility-specific elements to further close gaps in navigation for people with disabilities

Contracts for pilot delivery

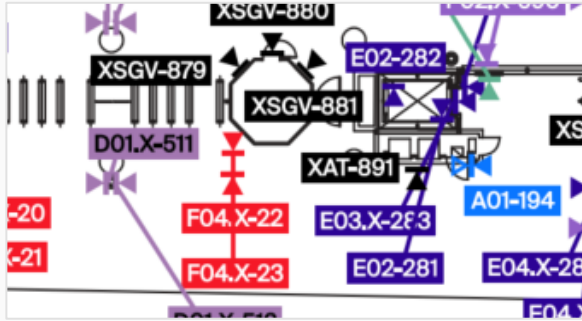
Plans and Graphics: Work in progress

Engineering, fabrication, installation: contractor in negotiations

Construction support services: Contractor on-board and work starting

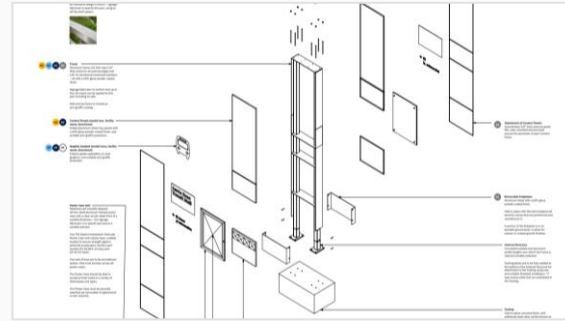
Current work: Pilots & Standards

Pilot Sign Plans



- **In progress:** Sign types, location, messages
- **Next:** graphics

Sign Infrastructure



- **In progress:** Fabrication and installation details for main sign types
- **Next:** Engineering drawings for sign fabrication

Standards development

In progress:

- Design and policy refinement
- Standardizing customer facing terms
- Outreach to refine designs for accessibility-specific pilots and other elements
 - Simplified, larger, and or higher contrast signs and maps
 - Floor treatments
 - Audio cues
 - Tactile maps, signs, paths

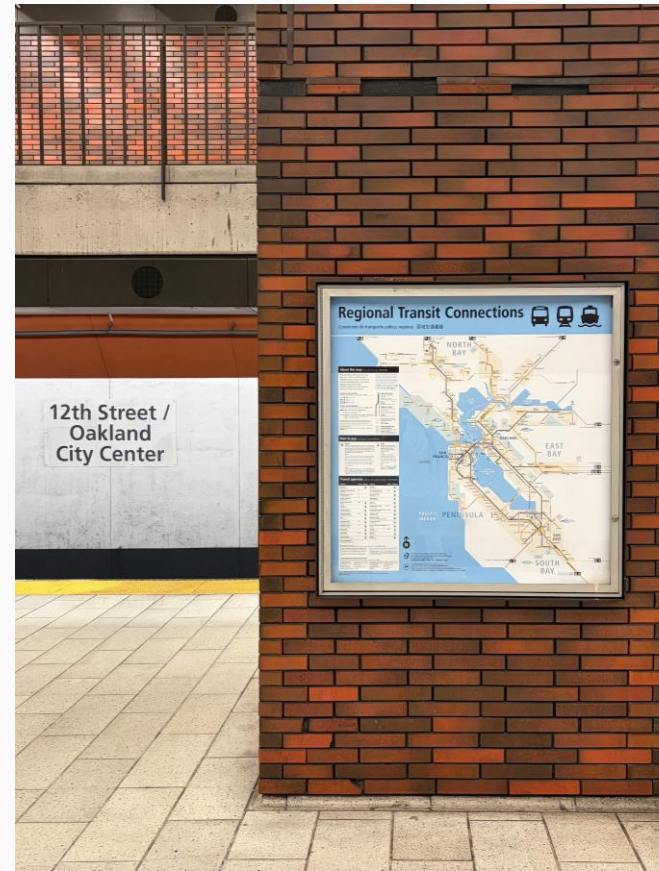
Unified signs and maps are showing up in more places



SFMTA: Castro station installed January 2026



SolTrans: New bus stops signs systemwide in August 2026



BART: New regional map installed system-wide in April and August 2026



Agencies are starting to use new design standards in passenger information



BART-led Project Updates

Parking, loading zone, and visual bus bay sign designs

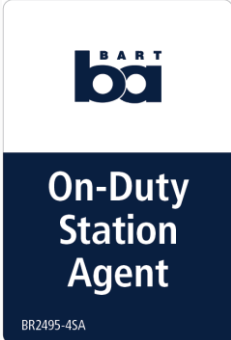
Entrances



Information



Identification



Curb Zones



Bus Stops



Implementation & Funding

- Signs are in fabrication for:
 - Parking sign installation at El Cerrito Del Norte
 - Bus stops and loading zones
- Currently have funding to implement at about 10 stations
- Seeking funding for additional stations

Tactile bus stop information panels

Previous input:

Prioritizing information:

- This is a bus stop
- Bus bay # and stop ID
- QR code
- Instructions

Other:

- Design must meet height requirements
- Raised letter, braille reading levels vary
- Must know that a QR code is provided
- Prevent QR code spoofing

- Final round of input on designs taking place now – workshops with blind/low vision users
- Considerations
 - Balance information with size
 - Provide “just right” information
 - Easy to find and read
 - Signs in transit centers and on-street have consistent designs
 - Balance information with maintainability
 - Can implement at large scale across region and stop types
- Best ways to provide accessible notifications using bus stop numbers
 - Example: [West Oakland news item](#)

Thank you!

Jumana Nabti

BART Customer Access

Regional Mapping and Wayfinding