

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688
510-464-6000

**NOTICE OF MEETING AND AGENDA
BART ACCESSIBILITY TASK FORCE (BATF)**

February 27, 2020

A meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, February 27, 2020, from 2:00 p.m. – 4:30 p.m. The meeting will be held at East Bay Paratransit’s location at 1750 Broadway, Oakland, California 94612 in the community 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.

AGENDA

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| 1. | Self-Introductions of Members, Staff, and Guests. (Information)
BATF roll call and introductions of individuals present. | 05 minutes |
| 2. | Public Comments. (Information)
Opportunity to comment on items not on the agenda.
(Two minutes per speaker) | 05 minutes |
| 3. | Approval of January 23, 2020 Draft Minutes. (Information/Action) | 05 minutes |
| 4. | New Faregates at Richmond BART Station. (Information/Action) | 30 minutes |
| 5. | Introduction of BART Chief of Police, Ed Alvarez. (Information) | 10 minutes |
| 6. | Walnut Creek BART Station Modernization. (Information) | 20 minutes |
| 7. | A day in the Life of a BART Station Agent. (Information) | 30 minutes |
| 8. | El Cerrito del Norte BART Station - Pedestrian Walkways, Bus
Terminals – Updates. (Information/Action) | 08 minutes |
| 9. | Approve BATF Holiday Reception – December 09, 2020.
(Information/Action) | 02 minutes |
| 10. | Member Announcements. (Information) | 05 minutes |

11. Staff Announcements. (Information) 05 minutes
12. Chairperson Announcements. (Information) 05 minutes
13. Future Agenda Topics – Members Suggest Topics. (Information/Action) 05 minutes
Next meeting scheduled: Thursday, March 26, 2020
14. Adjournment.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address Committee matters. A request must be made within one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Material attached for February 27, 2020 BATF meeting:

- January 23, 2020 draft minutes

Future Agenda Topics:

1. Meet the newest BART General Manager (annually)
2. Meet the newest Deputy General Manager (annually)
3. Meet Customer Access and Accessibility Managers (annually)
4. Armando Sandoval meet with members – Update BART Police Department (annually)
5. Meet BART Chief of Police (annually)
6. Report of accomplishments – BATF members (annually)
7. Update, establish annual, strategic goals – BATF members (annually)
8. Fiscal Year Budget – Finance Department Presents (annually)
9. Invite BART Train Operator to a BATF meeting – Discuss what his/her experience (s), updates
10. Invite BART Station Agent to a BATF meeting – Discuss what his/her experience (s), updates
11. Station announcements (emergency and non-emergency)
12. Announcements on board trains (not always clear or too loud, or too low)
13. Elevators: Odor concerns – Cleanup efforts
14. How to report when things are not working in the BART system via bart.gov
15. Test new elevator (s) – comply with ADA
16. Low income fare discount pilot program – Under the Clipper program
17. Bay Fair BART Station Modernization
18. Coliseum BART Station Modernization
19. Powell BART Station Modernization
20. West Oakland BART Station Modernization
21. Powell Street BART Station Modernization
22. Walnut Creek BART Station Modernization
23. New swing fare gate model – Pilot at Richmond BART Station
24. Have more seating in and around the bus locations
25. Status, updates of signages (some signs are too bright)
26. Provide a letter to BART Board of Directors’ BATF letter of accomplishments; highlights
27. Walnut Creek BART Station accessible pathway
28. General Manager’s “Riders Listening Tour,” reportings
29. Tour of Montgomery BART Station – Test the new platform faregate – Open house
30. Measure “RR” – How is the funding divided – what percentage goes to ADA/Accessible Path of travel

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
BART ACCESSIBILITY TASK FORCE**

DRAFT Minutes
January 23, 2020

1. Self-Introduction of Members, Staff, and Guests:

Members:

Alan Smith (2nd Vice Chairperson)
Catherine Callahan
Chris Mullin
Clarence Fischer
Don Queen
Emily Witkin
Esperanza Diaz-Alvarez
Gerry Newell (Vice Chairperson) - ABSENT
Herb Hastings
Janet Abelson - ABSENT
Janice Armigo Brown
Marjorie (Marji) McWee
Mussie Gebre
Randall Glock (Chairperson)
Roland Wong
Valerie Buell

BART Staff Present:

Laura Timothy
Bob Franklin
Elena Van Loo

Director (s), Speakers, Staff, and Guests of the Public:

Robert Rayburn (BART Board of Director)
Jumana Nabti (Staff)
Shrenik Shah (Staff)
Zhiming Fan (Staff)
Hannah Kanzell (ASL Interpreter)
Jim Henderson (ASL Interpreters)

Jane James (Stenographer/Captioner)
Hale Zukas (Guest)
Jeshua Aveno (Guest)
Harriet Richardson (Guest)
Dennis Gassaway (Guest)
Anita Ortega (Guest)

2. Public Comments

Harriett Richardson introduced herself as BART's first Inspector General and wanted to visit all the committees under the BART Board of Directors to get a better understanding what BART does. She commented her primary function is to improve the efficiency and effectiveness of BART operations and delivery of capital projects.

Dennis Gassaway voiced concerns loitering is happening more often at the Bay Fair BART Station. He also added there was suspicious activities going on and he was worried for his own safety.

3. Approval of December 11, 2019 Draft Minutes

Alan Smith moved to approved of the December 11, 2019 meeting with the amended minutes. Clarence Fisher seconded the motion.

- Motion passes with fourteen (14) in favor, zero (0) abstention, zero (0) against

4. New Faregates at Richmond BART Station

Presenters rescheduled presentation for a future month.

5. Union City Intermodal Station Phase 2 – BART Station Improvements

Shrenik Shah and Zhiming Fan gave a PowerPoint presentation on the item. Members were allowed to ask questions and/or share any concerns they had after the presentation.

Shrenik Shah focused on the Northeast and Southeast end of the Union City BART Station where there will be new escalators installed and retrofitting the existing stairs on the Northeast end. Shrenik Shah shared there will be a set of stairs replacing the escalators on the Northeast end of the station. He added there will be multiple stages to the improvements and there should be little to no impact on the Northwest and Southeast part of the station where riders come in from the main entrance while under construction.

Alan Smith asked if there will be clearly contrasting yellow stripe on each step and what kind of material will be used for riders who are low vision.

Shrenik Shah and Zhiming Fan will research what is the California Building Code requirements for stripes the stairway edges and what material is being used.

Laura Timothy mentioned Carl Orman gave a presentation at the September 26, 2019 BATF meeting about stair treads at BART stations where he explained that due to safety and maintenance issues the BART facilities Standards (BFS) have been updated to match the California Building Code (CBC). This standard requires that contrasting color of nosing to be installed at the top and the bottom of the stairs instead of each stairway. The color of nosing will stay yellow or a contrasting color required by California Building Code (CBC) but will not be installed on every step as was done in the past at BART.

Marjorie (Marji) McWee said escalators have yellow stripes on the edge of each stair. She stated this is helpful if you use a cane or visually impaired, or impaired with speed and timing.

Zhiming Fan stated with escalators, each edge of the steps must have yellow horizontal striping for safety reasons and by California Building Code requirements.

Roland Wong had a “out of the box,” idea by putting vertical yellow stripes along each side of the stairway but, staff voiced concerns to safety of riders.

Members requested PowerPoint presentation to be forwarded to them. Elena Van Loo will follow through on the request.

6. Review of State Council on Developmental Disabilities Survey

Valerie Buell presented information on the State Council on Developmental Disabilities Survey. She went over the survey and there was a five-minute break to have members and the public to fill out the survey form.

Valerie Buell requested that members pass on the survey to friends, family, and anyone who is interested in doing the survey. She conveyed the survey is very important and it is important to have many people do the survey.

7. El Cerrito del Norte BART Station Bus Location – Updates

Jumana Nabti gave a PowerPoint presentation on the item. Members were allowed to ask questions and/or share any concerns they had after the presentation.

Members in the past have expressed the need for updates at the El Cerrito del Norte BART Station due to construction that is still going on.

Jumana Nabti presented where temporary bus stops are located while El Cerrito del Norte goes under modernization. She also indicated different locations for drop off and picks ups. Jumana Nabti identified where the permanent bus stops will be located coming later in 2020.

Mussie Gebre suggested to have better public notices of any construction happening like updates under bart.gov alerts or have an app on the smart phones. He also stated passenger bulletins through text messaging or email would work great for him since he is blind and mute.

Roland Wong requested PowerPoint presentation to be forwarded to them. Elena Van Loo will follow through on request.

8. Regional Transit Connection Discount Cards (RTC) – Updates

Elena Van Loo gave a PowerPoint presentation on the item. Members were allowed to ask questions and/or share any concerns they had after the presentation.

Elena Van Loo announced changes to the RTC card. If applying, for the first time for a RTC card with the permanent disability icon, effective January 01, 2020, there will be no expiration date. She stated all active RTC card holders will have to renew one more time if you have the permanent disability icon on the RTC card since is before January 01, 2020.

Clarence Fisher asked if you have an attendant card and you are 65 years old or older, do you have to convert your RTC card to a Senior Clipper card. Elena Van Loo responded by stating you do not have to convert to a Senior Clipper card if you have an attendant traveling with you until you are no longer needing an attendant.

Elena Van Loo informed members Metropolitan Transportation Commission (MTC) regulate both Clipper Cards and RTC cards and BART and other public transit are notified of any updates. Information can be found at <https://511.org/transit/rtc-card>, about RTC card for applicants, renewals, lost cards, and other information regarding to the RTC cards.

Laura Timothy also added you can call the BART's Customer Service Center at Lake Merritt if you have questions about renewing your RTC card.

Members requested PowerPoint presentation to be forwarded to them. Elena Van Loo will follow through on request.

9. BATF Holiday Reception Debrief

Randall Glock announced he was pleased how the BATF Holiday Reception went. He thanked Robert Raburn and Board of Directors for coming to the BATF Reception. Randell Glock also stated the reception was well attended, the food was good, and the room where the reception was excellent.

Alan Smith stated he was amazed how many guests came and it was great to talk to BART Staff. He suggested having the BATF Holiday Reception in the same room from December 11, 2019 for December 2020.

Robert Raburn asked Esperanza Diaz-Alvarez if the accessibility of the room was a factor with the figuration being an open area and allowed wheelchairs to maneuver? Esperanza Diaz-Alvarez answered by stating having much more open space is crucial so wheelchairs can maneuver. She added people were not squished together, you were able to move around and talk to people, and there was space on both sides of the food table to easily get food. Esperanza Diaz-Alvarez advised staff to reserve the same room for 2020 holiday reception.

Chris Mullin wanted to say this seems like the best year for accessible path of travel due to the BART Administrative building is no longer under construction like it was for the last two to three years ago.

Marjorie (Marji) McWee wanted to thank Elena Van Loo for all of her hard work.

Mussie Gebre mentioned East Bay Paratransit did well but, wished they knew exact location where the bus will be. He mentioned there was a bit of confusion where the pickup will be when there are multiple doors to enter or exit the lobby.

Randall Glock gave a date for December 09, 2020 for the next BATF Holiday Reception by consensus because this item is not an action item. Will be an action item to approve December 9, 2020 BATF Holiday Reception at the next BATF meeting, February 27, 2020.

10. Member Announcements

Valerie Buell thanked members and the public for participating in the survey today. Her goal is to get 600 completed surveys done from the Bay Area.

Alan Smith commented BART Board of Directors approved twenty-two canopies for Downtown San Francisco. He added this will be a about seven-year project to have them installed.

Emily Witkin shared while at Concord station on her way to the BATF meeting, there was confusion on when the train would arrive when it did not arrive on schedule.

Clarence Fischer voiced concerns the BART's Fares and Schedules Booklets at any BART Stations was not available and when he asked a Station Agent, he was informed the BART Fares and Schedules Booklets will not be published until both Milpitas BART Station and Berryessa BART Station open and was advised to use the trip planner under bart.gov.

Esperanza Diaz-Alvarez announced this will be her last BATF meeting and wanted to say, "thank you," to the BATF members, Staff, public, and BART Board of directors for their knowledge and the projects we have worked with. She stated she was very proud to be part of this committee and will come as a guest.

Members thanked Esperanza Diaz-Alvarez for her commitment as a BATF member.

11. Staff Announcements

Elena Van Loo had these announcements to share:

- Marjorie (Marji) McWee is an official BATF member as of January 9, 2020
- There are sixteen active BATF members and there are two spaces to fill
- Working with Ed Alvarez, the new BART Chief of Police, for a meet-and-greet for the next BATF meeting scheduled for February 27, 2020
- Working with staff for an open-house at Montgomery BART Station but, encourage members to go to Montgomery to see the new fare gate at the platform level where the elevator is located
- Reminded members to email staff for travel reimbursement for pre-approvals

Bob Franklin announced there will be a new employee in the Access Department. He added the new hire has been delayed their start date and the targeted date is for the end of February at which we will introduce BATF members at the next meeting and bring up the organizational structure.

12. Chairperson Announcements

Randall Glock announced the BART Board of Directors Workshop will be February 13, 2020 and February 14, 2020. He added he will let members know the location and times at a later date when he knows.

Randall Glock ask in advance if travel reimbursement can be pre-approved for the BART Board of Directors workshop. Elena Van Loo pre-approved travel reimbursements for the BART Board of Directors Workshop to all active BATF members for February 13, 2020 and February 14, 2020.

Reminded members to visit Montgomery BART Station to visit the faregate at the platform level located at the elevator location and experience it.

13. Future Agenda Topics – Members Suggest Topics

- Walnut Creek – Accessible pathway
- Meet and greet the new BART Chief of Police
- Meet the new Accessibility Program Manager – Carl Orman’s old position
- General Manager to give report about “Rider Listening Tours,” in the last few weeks
- New faregates at Richmond BART Station

Randall Glock shared with members you can go under [bart.gov](https://www.bart.gov) to get the General Manager’s “Rider Listening Tour,” schedule, <https://www.bart.gov/news/articles/2019/news20190926-0>.

Randall Glock asked Elena Van Loo to send out the link to “Rider Listening Tours,” to members. He would like to make sure all members are aware of the time and dates of the “Rider Listening Tours.”

Valerie Buell reminded members Robert (Bob) Powers shared the next “Rider Listening Tour,” was on January 15, 2020 while he was introducing himself at the December 11, 2019 BATF meeting.

14. Adjournment

The meeting adjourned to the next regularly scheduled meeting for **February 2020, at 2:00 pm at, 1750 Broadway, Oakland, CA 94612.**

[Meeting adjourned at 4:30 pm]