

# **SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE**

## **Minutes**

February 27, 2014

### **1. Self-Introductions of Members**

**Members present:** Janet Abelson; Randall Glock; Janice Armigo Brown; Peter Crockwell; Don Queen; Hale Zukas; Clarence Fischer; Gerry Newell; Herb Hastings; David Jackson; Katrina McCurdy; Alan Smith; Megan O'Brien

**Members not present:** Larry Bunn; Marina Villena

**Staff:** Ike Nnaji; Bob Franklin

**Directors, Speaker(s), Guest Staff, and Guests of the Public:** Director Robert Raburn; Crystal Raine; Jimmy Chung; Jerry Grace; Roger Acuna; Peter Mendoza; Michelle Rousy; Danielle Roundtree; Sheila Gunn-Cushman; Brandon Young; Bruce Harris

### **2. Public Comments**

Roger Acuna commented regarding the Fleet of the Future Final Model, wondering if it were better to be held on a Saturday so as to have more people in attendance.

Peter Mendoza stated that it is very important to the disabled community that the pole not be positioned so close to the wheelchair designated area. He hopes that there is enough time between the mock-up and the finalization of the design for people to give feedback and for changes to be made, if necessary.

Michelle Rousy fears that the pole is going to be left in the design, making it difficult for wheelchair users to get around.

Sheila Gunn-Cushman expressed her frustration in that concerns and issues are not being resolved.

### **3. Approval of Minutes of January 23, 2014 Meeting**

No opposition to Herb Hasting's motion to approve minutes of the January 23, 2014 meeting, (second by Gerry Newell). Motion carries with one abstention by Janet Abelson.

### **4. Berkeley Station Redesign**

The project manager was not able to attend the meeting. This item will be revisited during the April BATF meeting.

### **5. Wayfinding Signs/Directions During Construction/Maintenance**

Alan Smith would like for the BATF to develop a policy document that will cover the signage, directions, and communication that BART should have during

construction/maintenance. He then asked what members feel should be included in this policy document.

Gerry Newell would like to hear about elevator and escalator status via station announcements and train announcements.  
He would also like announcements regarding track changes.

Herb Hastings would like to see alternate directions when there are closures or out if anything is out of service, and also which direction escalators will be set to.

Clarence Fischer would like for announcements to be made to let passengers know where they should be going. He feels that station agents should make announcements too.

Peter Crockwell would like for BART to make sure that there is always communication between BART and its riders during construction/maintenance.

Don Queen commented elevator status and track changes should definitely be announced. He then added that the number of audio announcements should be kept to a minimum so as not to inundate the system.

Janet Abelson definitely wants to hear announcements regarding elevator status.

David Jackson would like to see directional signs for alternative routes at any entrance closures.

Randall Glock said that he will send an e-mail to the staff working on the escalator app.

Gerry Newell feels that there should be auditory, visual, and tactile signs regarding any escalator closures and track changes. He would prefer to get all this information on an app.

Ike Nnaji mentioned that sometimes, announcements are not made because changes are made in real time, like in an emergency.

Gerry Newell and David Jackson stated that information on emergency changes should be given on the BART app.

Janet Abelson says that announcements need to be made on the train before arriving at the station. She would also like to hear an announcement when something comes back from being out of service.

Megan O'Brien says a visual cue or information on an app will be very helpful for the deaf and hard of hearing community.

Sheila Gunn-Cushman suggested that push-button announcements be placed by elevators and escalators and stairs.

Alan Smith will work on the initial draft and bring it back to the BATF for review.

## **6. General Disability Awareness**

No opposition to Herb Hasting's motion to approve the General Disability Awareness pamphlet as-is, (second by Gerry Newell). Motion carries unanimously.

Crystal Raine thanked Janice Armigo Brown, Gerry Newell, Larry Bunn, and Janet Abelson for their continued participation in this project. The next step will be to present the pamphlet to Chief Rainey for approval. The BATF also thanked Crystal Raine in return.

Alan Smith stated that if approved, it would be nice for Chief Rainey to make a short presentation at a board meeting to let the board know about this project that the BATF has been involved in over the years.

## **7. Detectable Path of Travel Tour**

Alan Smith proposed that members take a tour of the West Dublin station, where the BATF feels the detectable path of travel is adequate.

Alan Smith suggested that members meet at 10:00 am on March 15<sup>th</sup>.

Janet Abelson requested that they meet at 9:00 am, upon which everyone agreed.

## **8. Proposed Service Animal Policy**

Bob Franklin said that BART is looking to get a fine in place that will give BART Police the ability to give citations to people who have their animals off-leash or to people who have non-service animals on BART.

David Jackson mentioned that if a service animal acts inappropriately, the dog and its handler could be ejected from the train, and rightfully so, as it is the handler's responsibility in how their animal is behaving.

Bob Franklin stated that BART needs to now figure out the proper procedure to institute fines. He has asked the BART Legal Department for clarification in this matter.

Janet Abelson feels that special consideration should be given to service animals in training.

Ike Nnaji shared about a customer complaint he received regarding inadequate space for service animals on BART. This person is suggesting that BART make additional provisions for service animals on trains.

Gerry Newell suggested that Bob Franklin contact the office of the Guide Dogs for the Blind in San Rafael.

David Jackson provided two websites wherein information on service animals can be found.

[www.ada.gov](http://www.ada.gov)

[www.guidedogboard.ca.gov](http://www.guidedogboard.ca.gov)

## **9. Train Car New Bike Decal**

A sample of the new decal was passed around to members for their review.

## **10. Project Status Reports**

### Stair Tread Color Contrast Project

Some stair stripes as well as lights are in need of cleaning. The maintenance schedule for cleaning needs to be revisited. Members were asked to observe and report to Alan Smith which areas they feel stair tread and lighting are in need of maintenance.

### eBART Project

Hearing induction loop will not be available at Antioch and Pittsburgh as there is no station agent booth, but there will be a telephone.

Janice Armigo Brown stated that a telephone alone will not be adequate and that there should also be a caption telephone.

The detectable path of travel will be yellow in color. However, the detectable path of travel will only begin at the entrance to the accessible fare gate and extend to the stairs.

Some members feel that the detectable path of travel should extend farther backward.

There are no plans to have any texture changes in the flooring approaching the stairs.

There are lights that will be controlled by a timer (e.g. MacArthur), although the BATF would prefer that they be controlled by photocell or sensor.

Gerry Newell shared his concern regarding his safety and security at an unstaffed station.

Alan Smith will contact the project manager in hopes of working through the issues and coming up with improvements.

### Richmond Intermodal Project

[No update at this time.]

### Warm Springs Station

[No update at this time.]

### Berryessa/Milpitas Stations

There will be an update at the next BATF meeting regarding the black truncated domes and the BATF's request to have yellow truncated domes instead.

These black domes are located on the City of San Jose property, not BART property.

VTA has agreed to have a yellow detectable path of travel vs. black.

### Other Updates

Alan Smith requested that the MacArthur Garage project be put on the agenda under the Project Status Reports as it seemed to have been inadvertently left out.

Outreach events are being held at the Oakland Coliseum station whereby input can be gathered regarding setting the fares.

## **11. Chairperson Announcements**

Randall Glock thanked Alan Smith for his dedication to the BATF and participation in and attendance at numerous BART events and board meetings. He encouraged members to participate more and share their voice. He also said that members should invite anyone who is interested in joining the BATF to attend the meetings and apply to be a member.

Alan Smith reminded everyone that this includes senior citizens as well, and not just disabled persons. He added that the BATF would like to increase diversity in its members.

He then announced that Tian Feng, BART's district architect, has been appointed to the California Architects Board by Governor Brown.

There were issues with sharp edges on the "no bikes on escalator" signs, so these signs have been removed. The replacement sign is out for bid. Steve Beroldo, staff liaison for the BART Bicycle Task Force will bring the new sign to a BATF meeting when it is ready for review.

Alan Smith then told members about an experience he had had during a significant service interruption and how the platform was so crowded that he had trouble getting off the train.

Alan Smith told members at the last board meeting on February 13<sup>th</sup>, he spoke of this incident and suggested that in these types of situations, station agents should be making announcements, asking people to stand back from the trains. He shared that he was honored to be asked to lead the Pledge of Allegiance.

## **12. Staff Announcements**

Ike Nnaji reminded members about the procedure for which to claim travel reimbursement for attendance of non-regular BATF meetings. Members are to send him an e-mail saying where they traveled to and from, and the actual cost of that travel.

He responded “yes” to a previous question asking whether BART elevators have motion or weight sensors to activate it. The sensors are set to activate the elevator after 45 to 60 seconds.

This is covered in the BART Facility Standards.  
BART will not have pedal-controlled elevators.

Once the elevators are in operation at the Oakland Airport, Director Raburn would like to hear input about the train cars as well as the new stations.

Director Raburn would like a presentation on the various technologies available to the deaf and hard of hearing and how they could apply in different situations at BART, whether on the trains or on the platforms or at station agent booths. He asked if Bruce Harris would give the presentation.

Alan Smith will work on putting him down as a speaker in the March meeting as Bruce Harris is unavailable beginning at the end of April.

Director Raburn would like to know how members feel regarding the installation of accessible fare gates that do not lead to elevators.

Lastly, BART will be issuing a number of small contracts for decluttering station platforms. Director Raburn asked members to think about how this type of project could apply to improving access for people in wheelchairs or with visual handicaps.

## **13. Member Announcements**

Janet Abelson suggested that former member, Jim Gonsalves, be recognized for his years of service and participation in the BATF.

## **14. Future Agenda Topics**

- MacArthur Garage Project Update
- Discussion regarding streaming future BATF meetings (suggested by Clarence Fischer)
- Discussion regarding changing BATF meeting time to 1:30pm to 4:30 pm so as to allow enough time to get to BART Board meetings (suggested by Clarence Fischer)
- Discussion regarding fare gates with audible alerts (suggested by David Jackson)

## **15. Adjournment**

The meeting adjourned to the next regularly scheduled meeting of **Thursday, March 27, 2014, at 2:00 p.m.**