

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

Minutes  
August 22, 2019

**1. Self-Introductions of Members, Staff, and Guests:**

**Members:**

Alan Smith  
Catherine Callahan  
Chris Mullin  
Clarence Fischer  
Christina Lasson  
Don Queen  
Emily Witkin  
Esperanza Diaz-Alvarez, 2<sup>nd</sup> Vice-Chair (ABSENT)  
Gerry Newell  
Hale Zukas (ABSENT)  
Herb Hastings  
Janet Abelson  
Janice Armigo Brown  
Larry Bunn (ABSENT)  
Mussie Gebre (ABSENT)  
Randall Glock, Chair  
Roland Wong, Vice-Chair  
Valerie Buell (ABSENT)

**BART Staff present:**

Bob Franklin  
Elena Van Loo

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

Robert Raburn (BART Board of Directors)  
Greg Lombardi (Staff)  
Albert (Al) Schmitt (Staff)  
Melissa Jordan (Staff)  
Dennis Gassaway (Guest)  
Marjorie (Marj) Mc Wee (Guest)  
Ian Blakey (Guest)  
Arnold Brillinger (Guest)

Jerry Grace (Guest)  
Sara Desumala (Guest)  
Anita Ortega (Guest)

## **2. Public Comments**

Dennis Gassaway wanted to share two items. One regarding to BART Stations not having a Station Agents at Pittsburg Center BART Station and Antioch BART Station. The second item is about the construction at the Oakland Coliseum BART Station:

- Dennis Gassaway's first item was about not having Station Agents at both Pittsburg Center BART Station and Antioch BART Station. He acknowledged that this issue has been brought up before. Dennis Gassaway voiced his opinion that it is important to have a Station Agent at both Pittsburg Center BART Station and Antioch BART Station so that if assistance is needed, there will be a Station Agent to help out.
- Dennis Gassaway's second item was the construction at the Oakland Coliseum. He stated that is very difficult to walk to the coliseum from the Coliseum BART Station. He is aware retrofitting is being done. Dennis Gassaway expressed the path of travel was not accessible from Coliseum BART Station to the Oakland Coliseum to watch a baseball game.

Randall Glock let Dennis Gassaway know E-BART does not have Station Agents at Pittsburg Center BART Station and Antioch BART Station due to it was designed that way from day one.

Jerry Grace passed out flyers and invited everyone to the Carlos Quintons Celebration of Self-Advocacy, presented by Bay Area People First. It will be held at the Ashby BART Station Ed Roberts Campus, 3075 Adeline Street, Berkeley, on October 18, 2019, from 6:00 to 9:00 p.m. The cost is \$5 for self-advocates, and \$20 for others. The celebration will include food, music, dancing, and awards. Interested members can RSVP by calling (510) 286-0439, or by e-mailing [bayarea@scdd.ca.gov](mailto:bayarea@scdd.ca.gov). Further information can be found at [www.celebrationofselfadvocacy.eventbrite.com](http://www.celebrationofselfadvocacy.eventbrite.com).

## **3. Approval of July 27, 2019 minutes**

Herb Hastings moved approval of the July 27, 2019 meeting with the amended minutes. Gerry Newell seconded the motion.

- Motion passes with twelve (12) in favor, one (1) abstention, zero (0) against

#### **4. Discussion of Prototype Faregates At Richmond BART Station and Fruitvale BART Station**

Greg Lombardi and Albert Schmitt presented on the item. Members were allowed to ask questions and/or share any concerns they had after the presentation.

Greg Lombardi shared the Fruitvale BART Station pop-up faregates has been painted orange instead of the silver, metal color.

Herb Hastings stated the pop-up faregates are friendlier but, they could be a little higher.

Greg Lombardi stated the pop-ups faregates are showing wear-and-tear and they are needing more maintenance.

Alan Smith shared that he was at the Richmond BART Station and stated the stacked faregates are much noisier than the regular faregates.

Albert (Al) Schmitt shared the Richmond BART Station is now pneumatic faregates instead of electric faregates and this changes how the faregates open and closes.

Alan Smith mentioned he read the past minutes about the stacked faregates having an optical illusion of being narrower at Richmond BART Station. He stated the stacked faregates feels smaller.

Greg Lombardi confirmed the faregates at the Richmond BART Station has not changed the width of the gate.

Randall Glock asked if the wide faregates are not working, what should we do?

Albert (Al) Schmitt informed the members and the public the BART staff is working on how to better fix all faregates, especially wide faregates to make sure they last longer instead of them breaking down on a regular basis.

Janet Abelson voiced concerns the wide faregates does not always work and the Station Agent is not always available to assist. She wanted to know how she is able to enter or exit the BART Station without a Station Agent not being around.

Greg Lombardi mentioned to press the red button next to the elevator or use the white courtesy phone to get assistance. If the Station Agent does not pick up after thirty seconds, you will be automatically connected to Operation Call Center (OCC) who will assist you further.

Greg Lombardi stated the red button and the white courtesy phones works the same and are located inside and outside the paid area.

Herb Hastings suggested to using different kinds of faregates that other public transportations use around the US and the world.

Emily Witkin spoke about her experience with the fare gates she had seen on a recent trip to Paris, France. She took pictures and will be sending them to Elena Van Loo, who will forward it to staff and/or members.

Greg Lombardi commented BART staff are looking into different models of faregates.

## **5. Faregates at the Platform Level at Montgomery BART Station - Update**

Greg Lombardi and Albert (Al) Schmitt presented on the item. Members were allowed to ask questions and/or share any concerns they had after the presentation.

Greg Lombardi described the faregate at the Montgomery BART Station. He mentioned the faregate is an enclosure on the platform level. There is a red button located outside the new faregate and there is already a red button inside the faregate next to the elevator if you need to call Operation Call Center (OCC).

Roland Wong wants to know how to process entering and exiting Montgomery BART Station with the faregate being on the platform level.

Greg Lombardi stated when the faregate opens to the public, there will be elevator attendants to help riders with the new faregate on the platform level.

Janet Abelson asked if the signage will be efficient for non-English-speaking users.

Greg Lombardi added there will be plenty of signages to assist riders on how the faregates will work at the platform level and the concourse level.

Emily Witkin posed a question to staff. What if the mechanism to manually open the faregate fails? Since there isn't a swing faregate, wouldn't that be the functional equivalent of the elevator being out of service?

Greg Lombardi responded by saying that the station agent would have to come downstairs and do what's called "fingertip maintenance," where they would push the leaves open manually.

Emily Witkin also asked whether the Clipper Card tag system has a way to detect whether someone's card has already been tagged; i.e., where a user tags their card, but turns around to go to the elevator, where they would have to tag their card again.

Greg Lombardi and Albert (Al) Schmitt responded that the system does not currently have that capability, but they agreed that that is a good suggestion.

Gerry Newell asked if there will be signages at the platform level and concourse level be in braille for those who are low vision or who are blind explaining how to process the faregate at the platform level.

Arnold Brillinger complimented the platform-level faregates to be very convenient.

Roland Wong expressed concern of overcrowding during peak hours with the new faregate on the platform level.

Randall Glock reminded members to go out to Montgomery BART station to look at the faregate at the platform level. He also added to visit Richmond BART Station and Fruitvale BART Station to try out the new prototype faregates.

## **6. Step-By-Step How to Sign Up for Text or Email BART Elevator Alerts Under bart.gov**

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

After the presentation, Melissa Jordan did an online demonstration how to sign up for alerts under bart.gov.

Janet Abelson requested the PowerPoint presentation to be forwarded to BATF members. Elena Van Loo will follow through on Janet Abelson's request.

Clarence Fischer asked about signing up for service advisories on holidays that fall on weekdays, especially train schedules that fall on Holidays.

Melissa Jordan will follow through on Clarence Fischer's question.

Chris Mullin asked how quick we can get updates on train schedules.

Melissa Jordan stated it is very quick, especially with trains issues.

Janet Abelson wanted clarification what is the correct BART app.

Melissa Jordan shared with members and the public the correct app name: BART (Official) app.

Melissa Jordan passed out her business card and encouraged members to contact her with any comments and/or concerns.

## **7. Debrief Site Tour at Milpitas BART Station and Berryessa BART Station**

Randall Glock presented on this item. Members were allowed to ask questions and/or share any concerns they had after the presentation.

Randall Glock thought the two stations were really nice.

Janet Abelson shared she really liked the station at Berryessa BART Station, and they did a really good job.

Roland Wong mentioned the restroom doors at Milpitas BART Station seems to be working pretty good and overall the station is very nice. He also stated it was pretty cool to be able to see the platform level from the concourse level at the Milpitas BART Station.

Randall Glock stated that it was disappointing we were not able to see the platform levels at both Berryessa BART Station and the Milpitas BART Stations and hopes to revisit the two stations to go to the platform levels when the elevators at each station have a working permit.

Randall Glock voiced concerns about the new Fleet of the Future (FOF) third door markings at both Berryessa BART Station and Milpitas BART Stations. He mentioned at the time of the tour of both stations, the third door marking was not at the platform level.

Herb Hastings stated the stations were well designed. He liked the atrium area at the Milpitas BART Station.

Clarence Fischer commented if we have a chance to revisit Milpitas BART Station to look at the platform level, it would be nice to take the elevator to the bridgeway that connects to the Santa Clara Valley Transportation Authority (VTA) light rail station.

## **8. Member Announcements**

No member announcements.

## **9. Staff Announcements**

Elena Van Loo reminded members of nominations and elections scheduled for the next BATF meeting, September 26, 2019.

Elena Van Loo let members know she is working with BART staff to invite Robert (Bob) Powers to introduce himself as the new BART General Manager and meet BATF members.

Bob Franklin shared with members the letter of support Randall Glock, Chair, signed has been submitted and mailed on August 6, 2019.

Robert Raburn shared at Rockridge BART Station, the third markings has been installed for the Fleet of the Future (FOF) trains.

Robert Raburn passed out notices what stations and dates when BART paper tickets will no longer be able to purchase and only Clipper Cards will be available to purchase. He mentioned all BART Stations will be transitioning from BART paper ticket to Clipper Cards.

## **10. Chairperson Announcements**

No chair announcements.

## **11. Future Agenda Topics – Members Suggest Topics**

- Coliseum BART Station construction
- Meet the newest BART General Manager, Robert (Bob) Powers
- Stair treads at BART Stations
- BATF nominations and elections in September 2019
- Clipper Cards – How does it work – How to get a Clipper – Different kinds of Clipper Cards

## **12. Adjournment**

The meeting adjourned to the next regularly scheduled meeting for **September 26, 2019, at 2:00 pm at, 1750 Broadway, Oakland, CA 94612.**

[The meeting adjourned at 3:33 pm]