

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
2150 Webster Street, P.O. Box 12688, Oakland, CA 94604-2688

BART ACCESSIBILITY TASK FORCE
Committee Meeting Minutes
May 25, 2023

1. Roll Call of Members:

1. Anita Ortega
2. Catherine Callahan
3. Clarence Fischer
4. Don Queen
5. Emily Witkin
6. Gerry Newell (Vice-Chair)
7. Herb Hastings (2nd Vice-Chair)
8. Janice Armigo Brown
9. Larry Bunn
10. Randall Glock (Chair)
11. Roland Wong
12. VACANT
13. VACANT
14. VACANT
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Gerry Newell used “Just Cause,” with the in-person quorum by teleconferencing to be part of the meeting and was counted as an attendee.

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Bob Franklin

BART Director (s), BART Staff, Speakers, and members of the public:

Director Robert Raburn
Susan Poliwka (BART Staff)
Kelley Jackson (MTC Staff)
Adriano Rothschild (VTA Staff)

Bernice Alaniz (VTA Staff)
Bridgett Nolot (Captioner)
Sara Hill (Captioner)
Annie Koruga (Guest)
Daveed Mandell (Guest)
Natalie Maxwell (Guest)
Joshua Saunders (Guest)
Marjorie McWee (Guest)
Grant Brokl (Guest)
Warren Cushman (Guest)
Roger Acuna (Guest)

2. Public Comments

Marjorie McWee announced she resigned as a BATF member and thanked everyone for the opportunity to have served as a BATF member. She was honored and she thinks BATF accomplished a lot during her time.

Joshua Saunders would like to address accessibility issues for people who are visually impaired or blind to the BART Board of Director's meeting.

Annie Koruga introduced herself and expressed interest in becoming a BATF member.

Director Robert Raburn thanked BATF members and the members of the public for their service.

Warren Cushman introduced himself and mentioned he is totally blind. He shared that he deeply cares about transit and access and looking forward to giving his input.

3. Approval of April 27, 2023 Meeting Minutes

Clarence Fischer moved approval of the April 27, 2023 meeting minutes. Gerry Newell seconded the motion.

- Motion passes with ten (10) in favor, zero (0) against, and one (1) abstention.

4. Santa Clara Valley Transportation Authority (VTA)/BART Silicon Valley – Phase two

Adriano Rothschild and Bernice Alaniz from VTA presented on this item.

Bernice Alaniz mentioned the Milpitas and Berryessa/North San Jose BART Stations were completed in 2020 but are not part of the BART District.

Bernice Alaniz stated that VTA will be leading the phase two project for the four new extension stations in partnership with BART. The four new stations are 28th Street/Little Portugal Station, Downtown San Jose Station, Diridon Station, and Santa Clara Station. She shared they will be building a maintenance facility similar to the Hayward Maintenance Facility, which will be called Newhall.

Bernice Alaniz shared that the extension will be six (6) miles, with five (5) miles of subway (underground).

VTA & BART Partnership:

- VTA's responsibilities: Pay all costs associated with the extension, contracting/procurement, construct to applicable BART/Industry standards, codes, and regulations, and retain ownership of infrastructure
- BART's responsibilities: Technical assistance, operations, maintenance, service planning

Bernice Alaniz shared that although Santa Clara County is not part of the BART District, there is a comprehensive agreement between VTA and BART for the four new extension stations.

Bernice Alaniz went over the five (5) year timeline for the new BART stations from planning to construction and noted the timeline may change.

Bernice Alaniz listed project requirements and features under the Americans with Disabilities Act (ADA):

- Stations will use BART's next generation faregates
- Yellow textured (truncated dome) strip will be provided in stations including platforms
- Accessible audible and visual messaging and announcements

Bernice Alaniz shared the two different tunnel diagrams. She mentioned the original design was the stack track and shared the new design will be side-by-side, which is bigger in size compared to the stacked tracks.

Adriano Rothschild then went over three underground stations, 28th Street/Little Italy BART Station, Downtown San Jose BART Station, and Diridon BART Station. He went over the key public accessible areas for each station. Bernice Alaniz mentioned

the three stations have almost the same layout with side-by-side platform layout, just like the 19th St. BART Station. Passengers will enter the station from the street level. The concourse level is below the street level and train platforms are two levels down from street level. There will be redundant elevators for all four extension stations.

Adriano Rothschild mentioned the Santa Clara BART Station, near Santa Clara University, will not be an underground station and mentioned the train platform is on the street level while the concourse level is elevated. Adriano Rothschild shared there will be a Paratransit drop off location near the main entrance to the station. He shared the Santa Clara BART Station will connect to the Caltrain Station.

Randall Glock asked if this presentation was presented to the VTA Committee for Transportation Mobility and Accessibility (CTMA). Bernice Alaniz stated this presentation has been presented to the VTA CTMA.

Clarence Fischer asked for more clarification on how to transfer from Santa Clara BART Station to the Caltrain Station. Adriano Rothschild stated to there will be wayfinding to guide users from the upper concourse level to the Caltrain Station.

Roland Wong asked if the redundant elevators at the train platform level will be facing the tracks or if the elevators will face each other which is safer. He expressed concerns if elevator opens facing the tracks that users might run into the tracks. Adriano Rothschild mentioned VTA will follow BART's facility standards for elevators and will confirm how the elevators are positioned at a later date. Adriano Rothschild mentioned during the phase one project that there were similar concerns about elevators opening to face the train tracks.

Annie Koruga mentioned it would be beneficial to show different ways of accessible pathways for all four new extended BART Stations, especially at stations where you can transfer from BART Station to VTA Stations or Caltrain Stations. She stated she is excited to see the end results on the four new stations.

Annie Koruga asked what are the structures located where the 28th St./Little Portugal BART Station will be located that are highlighted in blue. Adriano Rothschild noted that this area is an industrial business and will be relocated. Once the business has been relocated, they will start building the 28th St./Little Portugal BART Station.

Warren Cushman expressed that wayfinding is very important as these four new extension stations are being developed. Adriano Rothschild stated that wayfinding is certainly on their radar and VTA staff will be looking into it during phase two.

Joshua Saunders wished there was little more description of all four new stations. He mentioned he had a difficult time visualizing the designs of each station, especially for people who are visually impaired or people who are blind. Adriano Rothschild mentioned that this is an area they are constantly improving to make it accessible for everyone and was grateful for the feedback.

Clarence Fischer mentioned the size of the new elevators for four new extension stations is important and stated wheelchairs should be able to do a 180-degree turn compared to older BART elevators where you had to adjust your wheelchair multiple times. Adriano Rothschild thanked Clarence Fischer for his feedback and this will be passed on to the VTA engineering department.

Randall Glock thanked Bernice Alaniz and Adriano Rothschild for their presentation.

5. Clipper Card 2.0 Update

Kelley Jackson, Metropolitan Transportation Commission (MTC) staff presented on, “Clipper Card 2.0 Update.”

Kelley Jackson gave an update on current Clipper Card holder information. There are four (4) million active users in the past year, \$24 million in fares collected each month, and ten (10) million fare payment transactions every month. She mentioned there is a 95% satisfaction rate and 97% would recommend it to friends and family.

Clipper Technology Delivers Transit Rider Benefits:

- Transit benefit recipients
- Low-income (equity)
- Youth and seniors
- People with qualifying disabilities (accessibility)
- Transit benefit companies
- Employers, colleges and residential developments

Kelley Jackson shared that MTC is the contracting agency for the Clipper Card Program which supports the standard Clipper Cards, Regional Transit Connections (RTC) discount cards for people with qualifying disabilities, Senior Clipper Cards, Youth Clipper Cards, and Low-Income Transit Pass. MTC works on the development, implementation, and operations of the Clipper Card Program.

Kelley Jackson went over the new Clipper 2.0 features:

- There will be all new equipment for on-board card readers
- Clipper rail gate card readers

- platform stand-alone card readers, a customer service terminal
- handheld retail and inspection

With the new Clipper 2.0, riders can pay using their smartphone that is iOS (Apple) and Google Play (Android) compatible. With the Clipper mobile app, you can add funds, see the current balance and travel costs, and plan trips.

She mentioned that Clipper 2.0 is family friendly in that you can manage kids or senior cards, and/or manage another account.

She shared that there is a feature where you can chat with Clipper Card Customer Service while on the smartphone to receive additional assistance.

She went over the Clipper 2.0 project delivery timeline, starting with new app being installed, testing the app, and then going live with customers. The new Clipper 2.0 is refreshed, reliable system and will be faster and easier to use, with benefits for customers and operators.

Clarence Fischer had three questions:

1. When Clipper 2.0 goes online, will you be able to use your original Senior Clipper Card if you store the card for a few months?
2. Once you transfer your account to the smartphone, you can no longer use the Clipper card due to security reasons, what happens if you lose your smartphone or misplace it? Will this be an easy transaction to change accounts from the old smartphone to the new smartphone?
3. Will you be reaching out to other accessibility task forces, like the BATF, to test the new Clipper 2.0 to give advice and feedback before this goes live?

She mentioned if you have a senior Clipper card, there is no expiration date and if you transfer the Senior Clipper card to the smartphone, that senior card will not expire. She stated once you have transferred any Clipper Card to the smartphone, you will not be able to use the Clipper card for security purposes. If a smartphone was stolen or misplaced, or you purchased a new smartphone, call Clipper Customer Service to transfer your account to the new smartphone. She mentioned this process is still new to Clipper card holders but, slowly card holders are transferring their Clipper account to the smartphones.

She mentioned that Clipper 2.0 will have ongoing testing before it goes live to the public. She mentioned MTC is working with Center of Accessibility Technology in Berkeley to test Clipper 2.0.

Catherine Callahan asked how the Regional Transit Card (RTC) discount card will work, especially if you have to renew every few years with the new Clipper 2.0. She stated RTC card number changes and this can be complex if the RTC card changes every few years if using the smartphone. The Clipper Card number does not change, only the RTC number changes. She said some RTC cards also have attendant cards which also has a different RTC card number and wanted to know how will that work with the new Clipper 2.0. Kelly Jackson mentioned MTC is continuing to work on how to easily renew RTC cards under the new Clipper 2.0, including attendant RTC cards.

Joshua Saunders mentioned that he uses his Clipper on his smartphone and expressed he liked seeing his money transactions, travel history, and is user friendly to add funds.

Randall Glock thanked Kelley Jackson for her presentation.

6. Next Generation BART Faregates

“Next Generation BART Faregates.” will be presented at a future BATF meeting. The presentation has been postponed.

7. Multiple Ways to Contact BART Through Customer Service, BART Police, Email – Refresher

Elena Van Loo presented on, “Multiple Ways to Contact BART Through Customer Service, BART Police, Email – Refresher.”

Elena Van Loo mentioned you can reach out to Customer Service by calling or emailing any complaints or compliments. She mentioned you can call 510-464-7134 between 8:00 am to 5:00 pm, Monday through Friday and/or leave a message after 5:00 pm and on weekends. She shared the BART’s Customer Service online comment form address at <https://www.bart.gov/contact/comments>. Any claims that need to be addressed will be assigned a case number which will be forwarded to proper department to resolve.

Elena Van Loo mentioned BART does have a main line phone number, 510-464-6000, and the operator will direct you to the proper department for further assistance.

She mentioned BART Watch App is for smart phones that is compatible for iOS (Apple) and Google Play (Android) and is free. The app discreetly reports any

criminal or suspicious activities in and around BART Stations. Any texts and/or photos reported on BART Watch App go directly to the BART Police Department.

Elena Van Loo listed the following of items that the BART Watch App allows riders to report:

- Disruptive behavior
- Robbery/theft
- Sexual harassment
- Unattended bag or package
- Vandalism
- Illegally parked vehicle

Elena Van Loo shared that the BART Watch App, Customer Service Department, and BART's main line are three different departments.

Elena Van Loo shared the link to learn more about the BART Watch app:
<https://www.bart.gov/about/police/bartwatch>.

She mentioned there are other ways to contact, outreach, and report to BART. She shared you can report biohazards by tweeting at SFBART, or go to Lake Merritt BART Station Service Center, or report to Independent Police Auditor (not related to BART Watch App).

8. Member Announcements

No member announcements.

9. Staff Announcements

Elena Van Loo announced David Fritz resigned as a BATF member effective immediately. She mentioned there are eleven (11) active members out of eighteen (18) members and is looking for new members.

Elena Van Loo thanked BATF members for completing Ethics Training.

10. Chairperson Announcements

No chairperson announcements

11. Future Agenda Topics – Member Suggest Topics

- Increase travel reimbursements with all BART Advisory Committees – A discussion
- Change scheduled meeting time from 2:00 pm to 1:00pm – A discussion
- Ways to reach out to get new BATF members
- Next generation BART faregates

12. Adjournment

The meeting adjourned at 3:49 pm until the next regularly scheduled meeting, June 22, 2023.