

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 26, 2024

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, September 26, 2024, starting at 2:00 p.m. to 4:30 pm. The meeting will be held at East Bay Paratransit's 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. This meeting shall consist of a simultaneous teleconference at the following locations:

Please note that this meeting will be held in person in the East Bay Paratransit, 1st Floor conference room, Oakland, CA 94612, and via teleconference at the locations listed above.

Presentation materials will be available via Legistar at <https://bart.legistar.com>

You may attend the Committee Meeting in person or join the Committee Meeting via Zoom by calling 1-833-548-0282 and entering access code **861 9480 1765**; logging in to Zoom.com and entering access code **861 9480 1765**; or typing the following Zoom link into your web browser:

<https://us06web.zoom.us/j/86194801765>

If you wish to make a public comment:

- 1) Submit written comments via email to [evanloo@bart.gov](mailto:evanloo@bart.gov), using "public comment" as the subject line. Your comment will be provided to the Committee and will become a permanent part of the file. Please submit your comments as far in advance as possible. Emailed comments must be received before 10:00 a.m. on **September 26, 2024**, in order to be included in the record.
- 2) Appear in person and request to make a public comment.
- 3) Call 1-833-548-0282, enter access code **861 9480 1765**, dial \*9 to raise your hand when you wish to speak, and dial \*6 to unmute when you are requested

to speak; log in to Zoom.com, enter access code **861 9480 1765**, and use the raise hand feature; or join the Committee Meeting via the Zoom link (<https://us06web.zoom.us/j/86194801765>) and use the raise hand feature.

Public comment is limited to two (2) minutes per person.

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

BART provides services/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.

**Meeting Location**

East Bay Paratransit, 1750 Broadway, Oakland, CA 94612  
1<sup>st</sup> Floor Conference Room

1. Roll call of BATF members. (Information) 5 minutes  
Self-Introductions: Staff and Guests.
2. Public comment. (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 July 25, 2024 meeting minutes. (Information/Action) 5 minutes
4. LCD monitor signs at BART's Platform Level project update. 15 minutes  
(Information/Action)
5. BART's Accessible Services website update. 25 minutes  
(Information/Action)
6. Nominations and elections for Chair, Vice-Chair, and 30 minutes  
2<sup>nd</sup> Vice-Chair. (Information/Action)
7. Member announcements. (Information) 5 minutes
8. Staff announcements. (Information) 5 minutes
9. Chairperson announcements. (Information) 5 minutes
10. Future agenda topics – Members suggest topics. 5 minutes  
**Next meeting scheduled:** October 24, 2024 – Thursday
11. Adjournment.

BATF

Approval of  
July 25, 2024  
Meeting minutes

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AGENDA 3

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

**BART ACCESSIBILITY TASK FORCE**  
Committee Meeting **DRAFT** Minutes  
July 25, 2024

**1. Roll Call of Members:**

1. Anita Ortega
2. Annie Koruga (Vice-Chair)
3. Bruce Yow
4. Catherine Callahan
5. Christine Arseneault
6. Clarence R. Fischer
7. Danny Kodmur
8. Daveed Mandell
9. Emily Witkin - ABSENT
10. Herb Hastings
11. Hillary Brown
12. Janice Armigo Brown (2<sup>nd</sup> Vice-Chair)
13. Roland Wong (Chair)
14. VACANT
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of seven (7) in-person BATF members. Christine Arseneault used her second, “Just Cause,” out of two. Annie Koruga is their first, “Just Cause.” Daveed Mandell used his first, “Just Cause.”

**BART Customer Access and Accessibility Department Staff:**

Elena Van Loo  
Bob Franklin  
Ryan Greene-Roesel

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

Director Robert Raburn  
Ahmad Rassai (BART Staff)

Mayra Perez (Captioner)  
Jessica Kirby (Captioner)  
Sam Buman (Guest)  
Aleta Dupree (Guest)  
Lucky Maxwell (Guest)  
Shawn Castillo (Guest)  
Roger Acuna (Guest)  
Sarah Desumala (Guest)

## **2. Public Comments**

Shawn Costello mentioned he has a couple of concerns. He mentioned at 12<sup>th</sup> St. BART station, at the upper-level elevator alcove, the light has been out for a while. He mentioned the San Leandro elevator is too small. He added that the elevator doors to the San Francisco platform does not open all the way.

Aleta Dupree introduced herself and said she often felt alone when it comes to sharing matters of disability to the BART Board of Directors. She mentioned it is hard for her because she does not appear to look disabled. She asked people to expand their consciousness to think of disability community as being very diverse. She asked that people join in her journey and that people with disabilities can be fully accepted within the BART system.

Lucky Maxwell introduced themselves and their pronouns are they and them. They mentioned they work at Center of Independent, Berkeley, as the Transportation Coordinator. They wanted to know if the trains could be marked with a symbol on the outside of the train to indicate where a person who uses a mobility device may board. They suggested having BATF meetings recorded, so that they are available for those who were not able to attend the meetings in person.

## **3. Approval of June 27, 2024 meeting minutes**

Herb Hastings moved approval of the June 27, 2024, meeting minutes with some amendments. Clarence R. Fischer second the motion.

- Motion passes with eleven (11) in favor, zero (0) against, and one (1) abstention

## **4. Accessibility improvement program phases 1 & 2 project update**

Ahmad Rassai (AR) presented on, “Accessibility improvement program phases 1 & 2: project update.”

AR went over project overview and the budget.

He shared what has been completed at Fremont, Bay Fair, Hayward, Castro Valley, Fruitvale, San Leandro, MacArthur, Rockridge, Lafayette, North Berkeley, and Richmond. AR went over some of the completed projects:

- replacement of curb ramps
- replacement of handrails
- replacement of courtesy phones
- Installation of new elevator lobby lights
- Removal of platform and/or concourse phone cubes

AR mentioned some stations listed still need work on better accessible pathways, removal of payphones, updated handrails at stairwells, replacement of courtesy phones, and better lighting at some stations.

He mentioned the next twelve (12) stations going through its design work to better improve Americans with Disabilities Act (ADA), accessible pathways are El Cerrito del Norte, El Cerrito Plaza, Downtown Berkeley, Ashby, Embarcadero, Montgomery, Powell, Civic Center/UN Plaza, 16<sup>th</sup> St, 24<sup>th</sup> St, Glen Park, and Balboa Park BART Stations and will give an update at an upcoming meeting.

Clarence R. Fischer expressed concerns that there are not enough seating within the BART system. He would like to see more seats available at the loading area and bus station locations. Annie Koruga agreed with Clarence's comment.

Danny Kodmur would like to see smaller elevators replaced with larger elevators to fit larger wheelchairs. He also asked if some of the railings can be taken out in the smaller, older elevators or will this be violating ADA law?

Danny Kodmur and Bruce Yow wanted to see the contract specifications for more details on the project to ensure accessibility issues are addressed.

Anita Ortega asked if the new call boxes that replaced courtesy phones could be easy to locate and asked if all payphones will be taken out of BART stations. AR shared the new call boxes are larger than the courtesy phones and there are signs indicating call boxes, more visible. He mentioned payphones belong to independent vendors and is not aware if all payphones will be taken out. Director Robert Raburn mentioned that he would like to see vandalized payphones removed from the system.

Aleta Dupree mentioned fixing the sidewalks are essential and that we can always improve BART's system.

Bruce Yow asked if BATF members have some comprehensive ADA review process of designs. Bob Franklin stated BATF members is to provide input to making the BART system accessible.

Roland Wong thanked AR for his presentation.

## **5. New committee member nomination, Sam Buman**

Roland Wong led agenda item, “New committee member nomination, Sam Buman.”

Sam Buman introduced himself and expressed why he is interested in joining the BATF.

Herb Hastings moved to recommend Sam Buman as a BATF member. Clarence R. Fischer seconded the motion.

- Motion passes with eleven (11) in favor, zero (0) against, and one (1) abstention

## **6. Review final approved BART Accessibility Task Force (BATF) By-Laws**

Elena Van Loo led agenda item, “Review final approved BART Accessibility Task Force (BATF) By-Laws.”

She announced BATF members approved parts of the BATF By-Laws on June 27, 2024 and BART Board of Directors passed to update the BATF By-Laws on July 11, 2024.

Elena Van Loo went over what was passed:

### **ARTICLE III – RESPONSIBILITIES (page 2)**

B. In order accomplish these responsibilities BATF shall:

#6 - Complete ethics training required by the State of California within six months of being appointed to the BATF and every two years for active BATF members. (clarification to completing ethics training to new appointed members and active members)

### **ARTICLE IV – MEMBERSHIP (page 3)**

C. NOMINATION AND SELECTION PROCESS



... Out of three consecutive meetings, an interested applicant must attend two and then apply for membership... (shorten the time to recruit BATF members)

## ARTICLE VI – OFFICERS (page 5)

### D. ELECTION OF CHAIR, VICE-CHAIR AND 2<sup>ND</sup> VICE-CHAIR

#### #1 – Term of Office

The officers of the BATF shall serve for one year or until the next election is held. Officers shall serve for no more than two consecutive terms in the same office, unless no other member is interested in serving in that role. After a one-year break, members may serve in any officer role again. (give more members a chance to serve as committee leaders)

## ARTICLE – AGENDAS, MINUTES, RULES OF CONDUCT, AND ACCOMODATIONS (page 7)

### A. AGENDAS

...The Chair shall schedule items on the agenda in consultation with the staff liaison. The BATF staff liaison shall be responsible to work with BATF Officers, BATF members and BART departments to schedule items on the agenda, prepare the agenda, compile the associated agenda materials and distribute the final agenda for each meeting... (clarify how items are placed on the agenda)

Elena Van Loo shared that the complete new by-laws are posted under [bart.gov](http://bart.gov).

### **7. Member announcements**

No member announcements.

### **8. Staff announcements**

Director Robert Raburn shared effective August 12, 2024, there will be a minor schedule adjustment to improve service and connections.

Director Robert Raburn wanted to invite everyone to National Night Out on August 6, 2024 at Bay Fair BART Station and Millbrae Station.

Elena Van Loo let members know nominations and election for Chair, Vice-Chair, and 2<sup>nd</sup> Vice-Chair will take place on September 26, 2024.

## **9. Chairperson announcements**

No chairperson announcements

## **10 Future agenda items – member suggest topics**

- Elevators buttons are not lit at some station
  - Checked daily by Station Agents
- Better ways to reach the station agents
  - Some booths are far from elevator
- Print schedules at platform levels
  - Not used and wants to know why
    - Would like to see a return printed schedule

## **11. Adjournment**

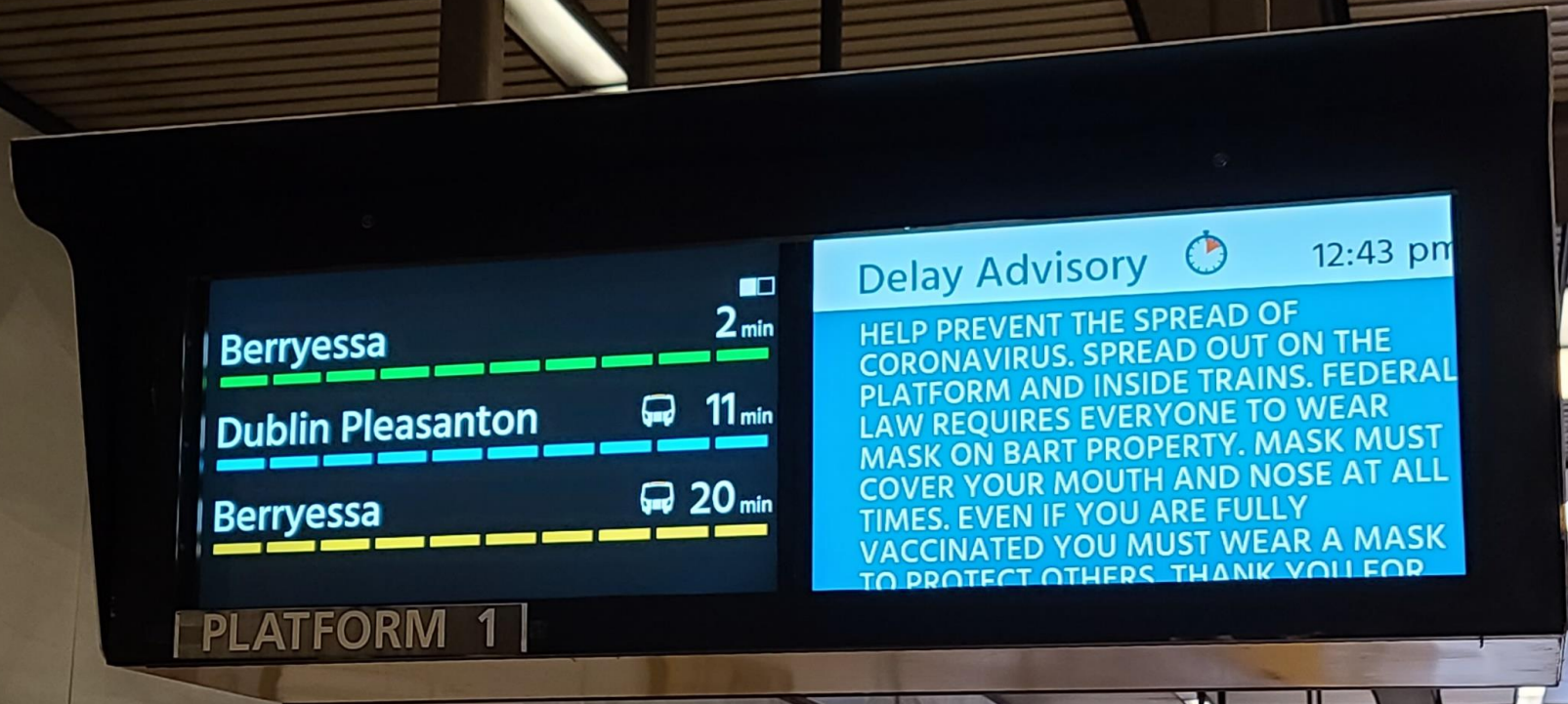
The meeting adjourned at 3:45 pm until the next regular meeting, Thursday, August 22, 2024.

BATF

LCD monitor signs at  
BART's Platform Level  
project update

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AGENDA 4



# LCD Monitor Signs at BART's Platform Level Project Update

Bert Wang    September 26, 2024

# Pilot at Lake Merritt & Current Installations



Pilot at Lake Merritt – May 2021

- Installed at
- 24<sup>th</sup> St Mission – April 2023
  - 16<sup>th</sup> St Mission – June 2023
  - Glen Park – January 2024
  - Embarcadero – March 2024



# Next Steps

- Incorporate Lessons Learned into Aboveground Station Design
- Improve Sign Display Layout
- Improve Sign Maintainability

BATF

Discuss potential  
changes to the BATF  
By Laws

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AGENDA 5



# BART's Accessible Services Website Update

Elena Van Loo/Ryan Greene-Roesel

September 26, 2024





# Why Update Accessible Services Website

**Out of Date**

**Keep it Simple**

**Take out Duplicate  
Information**



Home | Using BART | Accessible Services

## Accessible Services

BART is committed to complying with all Federal Americans with Disabilities (ADA) regulations as well as the State of California accessibility requirements. If you have any questions or concerns about accessibility issues, please [visit the accessibility contacts page](#) and contact the appropriate person here at BART, or at one of our partner agencies, for resolution.



Information found on this website can be provided in an alternative format upon request. Please contact Customer Access and Accessibility Department at 510-874-7366 to speak to, Elena Van Loo or email, [evanloo@bart.gov](mailto:evanloo@bart.gov). BART will do its best to provide the requested alternative format within a reasonable time.

Here are some key features to make it easier for seniors and persons with disabilities to use BART.

### Access Overview

This section provides reference information about all of BART's accessible services.

[Read more.](#)

### Low Vision or Blind

[Read more.](#)

### Service Animals

[Read more.](#)

### Hard of Hearing or Deaf

[Read more.](#)

### Wheelchair or Limited Mobility

#### Accessible Services

[Accessible Services](#)

[Access Overview](#)

[Low Vision or Blind](#)

[Hard of Hearing or Deaf](#)

[Wheelchair or Limited Mobility](#)

[Elevator Locations, Outage Options, and Accessibility Pathways](#)

[Paratransit](#)

[Regional Transit Connection \(RTC\) Card](#)

[Accessibility Task Force](#)

[Accessibility Contacts](#)

# Accessible Services Side Bar

## Propose Changes

### 1<sup>st</sup> part

- Access Overview to be combined with Accessible Services
  - Low Vision or Blind, Hard of Hearing, and Wheelchair Mobility will be part of Accessible Services
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### 2<sup>nd</sup> part

- Update quick links list at sidebar

# 1<sup>st</sup> part

## Propose Accessible Services Main Contents Layout

- Features for a person who uses wheelchairs or limited mobility
- Features for a person who is low vision or blind
- Features for a person who is hard of hearing or deaf
- Courtesy phones
- Emergency evacuations
- Service animals/pets
- Restrooms
- Reasonable modification request/ADA violation complaint procedure
- BART website
- ADA mobility device reunification
- Improved access settlement agreement

# 2<sup>nd</sup> part

## Revised set of links to display on sidebar

Current

### Accessible Services

- [Accessible Services](#)
- [Access Overview](#)
- [Low Vision or Blind](#)
- [Hard of Hearing or Deaf](#)
- [Wheelchair or Limited Mobility](#)
- [Elevator Locations, Outage Options, and Accessibility Pathways](#)
- [Paratransit](#)
- [Regional Transit Connection \(RTC\) Card](#)
- [Accessibility Task Force](#)
- [Accessibility Contacts](#)

Proposed

### Accessible Services

- [Elevator Status](#)
- [Elevator Locations, outage Options, and Accessibility Pathways](#)
- [Regional Transit Connection \(RTC\) Card](#)
- [BART Accessibility Guide](#)
- [Paratransit](#)
- [Accessibility Task Force](#)
- [Learn BART booklet](#)
- [Accessibility Contacts](#)



### Questions for you:

1. When it comes to BART accessibility, how often do you visit the website?
2. What are you using the accessibility website for?
  - Do you use the accessible path descriptions and any feedback?
3. What more about accessibility would you like to see?
4. Is there anything we can eliminate that might not be as crucial under Accessible Services?

Thank you

# BATF

Nominations &  
elections for Chair,  
Vice-Chair, & 2<sup>nd</sup> Vice-  
Chair

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AGENDA 6  
(No attachments)