

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
September 26, 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 - ABSENT
9. Emily Witkin
10. Herb Hastings - ABSENT
11. Hillary Brown
12. Janice Armigo Brown (2nd Vice-Chair)
13. Roland Wong (Chair)
14. Sam Buman
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of eight (8) in-person BATF members. “Just Cause,” was not used for September’s meeting.

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
Bert Wang (BART Staff)
Mayra Perez (Captioner)

Bridgett Nolot (Captioner)
Aleta Dupree (Guest)
Valerie Buell (Guest)
Jerry Grace (Guest)
Shawn Costello (Guest)
Joshua Saunders (Guest)

2. Public Comments

Shawn Costello introduced himself and expressed that station agents should be willing to assist people with disabilities.

Aleta Dupree introduced herself and stated she hopes to get more BATF members to fill up the roster because we need more voices. She acknowledges the work as a member is not easy but would like to see veterans, like herself, present as a BATF member.

Christine Arseneault, BATF member, read an email to the BATF members and members of the public from Lucas Stuart-Chilcote:

I would like to discuss accessibility on the diesel powered eBART Diesel Multiple Unit (DMU) trains connecting Pittsburg Center and Antioch stations to the rest of the yellow line.

The ADA priority seating are spring loaded fold up seats and I question if that is accessible. Also, they are not differentiated by different colors. I wonder if the signage on the window above could be improved. I don't believe I remember seeing a wheelchair priority image.

Also, if bicycles and scooters are within this board's oversight, there is no dedicated area to stage them on the train.

Lastly the aisle in the middle of the train is very narrow and makes for difficult ingress, egress accessibility.

3. Approval of July 25, 2024 meeting minutes

Clarence R. Fischer moved approval of the July 25, 2024, meeting minutes. Hillary Brown second the motion.

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

4. LCD monitor signs at BART's Platform Level project update

Bert Wang presented on, "LCD monitor signs at BART's Platform Level -Project update."

Bert Wang shared that the LCD monitor signs were piloted in May of 2021 at the Lake Merritt BART Station.

He mentioned the LCD monitor signs were installed at the 16th St., 24th St., Glen Park, and Embarcadero BART stations.

Bert Wang listed the next steps with the LCD monitor signs:

- Incorporate lessons learned into above ground station designs
- Improve sign display layout
- Improve sign maintainability

Hillary Brown asked if the LCD monitors considered people who are low vision or legally blind. Bert Wang mentioned Wendy Wheeler was the project manager and mentioned there was input on how big the fonts should be along with color contrasting. He mentioned with the continuation of the project that staff are looking following the Americans with Disabilities (ADA) law.

Clarence R. Fischer mentioned not all LCD monitors work the same when it comes to the number of trains entering the station. For example, at one BART station, you may have six dots filled in the front and four not filled and at another BART station, the six dots may be filled at the end and the first four are not filled.

Danny Kodmur asked if the funding for the LCD monitors is on a funding cycle and when the next funding cycle will be. Bert Wang mentioned this project is contingent on funding and not based on a yearly funding cycle. Staff is still looking into funding for the LCD monitor design for additional stations.

Roland Wong added that the funding process should be faster to install the new LCD monitors in a reasonable time frame.

Annie Koruga mentioned the old LED monitors need to be replaced due to the age of the monitors, some of the letter (s) are missing, or the LED monitor is out-of-order. They are looking forward to the LCD monitors to be installed. Roland Wong, Sam Buman, and Shawn Costillo agreed with Annie Koruga's statement.

Aleta Dupree stated she likes the new LCD monitor signs. She shared in some areas

that the signs show how many people are on the train, like in New York for seating availability. She added that the signs can be a little busy with too much information and suggested to take up the full LCD monitor sign with critical information in larger letters so it useful for people with low vision.

5. BART’s Accessible Services website update

Elena Van Loo and Ryan Greene Roesel presented on, “BART’s Accessible Services website update.”

Elena Van Loo stated that Accessible Services contents is out of date, and there is a need to simplify information and streamline information.

She mentioned there are two parts to the update of Accessible Services:

- Combine Access Overview with Accessible Services. Also, combine Low Vision or Blind, Hard of Hearing or Deaf, and Wheelchair or Limited Mobility
- The second part is to update the quick links on the Accessible Services sidebar.

Elena Van Loo went into details under Accessible Services to explain the side bars:

- 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

She proposed the simplified side bar:

- Elevator Status
- Elevator Locations, Outage Options, and Accessibility Pathways
- Regional Transit Connection (RCT) Card
- BART Accessibility Guide
- Paratransit
- Accessibility Task Force
- Accessibility Contacts

Elena Van Loo asked four questions to receive feedback from the BATF members and members of the public:

1. When it comes to BART accessibility, how often do you visit the website?
2. What are you using the accessibility website for?
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?

Clarence R. Fischer would like to go over the Accessible Guide and Learn BART with BATF members on a future agenda item. He stated a majority of the information is good but there are a few items that needs updating.

Ryan Green-Roesel shared the Accessible Guide was out-of-date and will share with BATF members and members of the public the updated version.

Clarence R. Fischer would like to see a service advisory for our of service restrooms.

Hillary Brown asked if there is a section for people who are low vision or blind on how to navigate BART stations.

Catherine Callahan suggested to have “Elevator Status,” have its own tab. She find it difficult to locate the Elevator Status section.

Danny Kodmor noticed some websites does not work well on tablets but works for smartphones, laptops, and desktop computers. Elena Van Loo mentioned with BART’s website, it works on tablets.

Christine Arseneault likes the streamlining under the BART’s website, it is more precise, and crisp. She mentioned she uses BART’s website on her laptop with no issues and shared she uses BART’s website more for the elevator status.

Ryan Greene-Roesel went over the webpage under Elevator locations, outage options, and accessible pathways. She pointed out this page’s highlights, elevator locations, elevator dimensions, elevator buttons, elevator outage options, accessible pathways, and white courtesy phones. She mentioned there is a lot of content on this page and looking into consolidating. Sam Buman agreed with Ryan Greene-Roesel that there is a lot of content under this portion of the website.

Roland Wong shared he uses Elevator Status on his smartphone and is very useful.

6. Nominations and elections for Chair, Vice-Chair, and 2nd Vice-Chair

Elena Van Loo and Bob Franklin led agenda item, “Nominations and elections for Chair, Vice-Chair, and 2nd Vice-Chair.”

Chairperson nominations and elections:

Roland Wong was nominated and he declined.

Christine Arseneault was nominated and she accepted.

Christine Arseneault gave a short speech to why she would be a good candidate as Chairperson.

Voting results for Chairperson:

- Christine Arseneault – twelve (12) in favor, zero (0) against, zero (0) abstention (s)

Vice-Chairperson nominations and elections:

Janet Armigo Brown was nominated and she declined.

Clarence R. Fischer was nominated and he declined.

Sam Buman was nominated and he declined.

Annie Koruga was nominated and they accepted.

Annie Koruga gave a short speech to why they would be a good candidate as Vice-Chairperson.

Voting results for Vice-Chairperson:

- Annie Koruga – twelve (12) in favor, zero (0) against, zero (0) abstention (s)

2nd Vice-Chairperson nominations and elections:

Bruce Yow was nominated and he declined.

Danny Kodmur was nominated and he declined.

Hillary Brown was nominated and they accepted.

Catherine Callahan was nominated and she accepted.

Sam Buman was nominated and he accepted.

Hillary Brown and Sam Buman gave a short speech to why they would be a good candidate as 2nd Vice-Chairperson.

Voting Results for 2nd Vice-Chairperson:

Catherine Callahan – six (6) in favor

Hillary Brown – four (4) in favor

Sam Buman – one (1) in favor

One (1) abstention

Elena Van Loo announced that the new Chairperson is Christine Arseneault, Vice-Chairperson, Annie Koruga, and 2nd Vice-Chairperson is Catherine Callahan and the officers will serve for one year.

7. Member announcements

No member announcements.

8. Staff announcements

Elena Van Loo congratulated Sam Buman as the newest appointed BATF member as of August 15, 2024.

Elena Van Loo mentioned travel reimbursement for the 3rd quarter is due on October 10, 2024, and reminded appointed members to let staff know of any updates to the Clipper Card number before the due date.

Bob Franklin shared BART had its highest ridership number on September 25, 2024, and may be even higher after today's event, the A's final game at the Coliseum.

Director Robert Raburn, representing BART District 4, congratulated Christine Arseneault as the new Chairperson.

9. Chairperson announcements

Roland Wong was honored to serve as Chair and thanked BATF members for their

support and congratulated Christine Arseneault as the new Chairperson.

10 Future agenda items – member suggest topics

- What are the roles as appointed BATF members
 - More clarity
- How funding is done related to Americans with Disability Act (ADA) at BART stations
- Upcoming Projects
- Maintenance throughout BART
 - Elevator buttons
- Process how Customer Service works when there is a claim
- Update on wayfinding
- eBART DMU (Diesel Multiple Unit) update
- Inviting BART Board of Directors
 - Introducing themselves
- Discuss December 19, 2024, Holiday Reception
 - Whether to host

11. Adjournment

The meeting adjourned at 3:50 pm until the next regular meeting, Thursday, October 24, 2024