

SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE

Draft Minutes

March 28, 2013

1. Self-Introductions of Members

Members present: Janet Abelson; Jan (Janice) Armigo Brown; Peter Crockwell; Mary Fowler; Jim Gonsalves; Don Queen; Hale Zukas; Clarence Fischer; Gerry Newell; Herb Hastings; David Jackson, Jane Lewis; Katrina McCurdy; Alan Smith; Larry Bunn

Members not present: Randall Glock; Roland Wong

Staff: Ike Nnaji; Bob Franklin

Directors, Speaker(s), and Guests of the Public: Director Robert Raburn; Crystal Raine; Aaron Weinstein; Callie Wheeler; Tim Chan; Sophia Abelson

2. Public Comments

[No public comments.]

3. Approval of Minutes of February 28, 2013 Meeting

No opposition to Janet Abelson's motion to approve minutes of the February 28, 2013 meeting, (second by Gerry Newell). Motion carries with abstentions by Larry Bunn and Herb Hastings.

4. Fleet of the Future

After the presentation, Aaron Weinstein entertained member questions and comments.

Janet Abelson stated that having stanchions by the doorway encourages people to stand around the doorway, which then makes it harder for wheelchair users to board the train, especially when people do not move out of the way.

Hale Zukas stated that in his experience, people do move out of his way.

Larry Bunn said that if there are going to be 3 sets of doors on each car, it may be a good idea to have stanchions near the middle doors to encourage riders to stand around the middle of the train, and leave the ends of the cars clear for wheelchair and/or bike users, et cetera.

Hale Zukas suggested anchoring poles to the ceiling instead of to the floor.

5. Bikes on BART Debrief

Some member comments:

Herb Hastings

He saw no issues between Dublin and 12th Street stations during the times he rode on BART. He received a report back from a friend who rode on BART

during this time. On March 18th, the individual boarded a train at noon. The train was very full and she almost did not find a space on the car. On March 19th, the car she was trying to board was full, and so she had to move to another car. On March 22nd, she could not even get on the train as there were too many bikes and a lack of space on the cars.

Jim Gonsalves

A couple of days ago, he noticed a bicycle in the doorway of a train.

Mary Fowler

She did not see any incidents to report. Bicycle riders were very cooperative.

Jane Lewis

She did not see any problems to report. Bicycle riders were courteous and went wherever they were supposed to go.

Katrina McCurdy

She did not see very many bicycles at all during the times that she rode on BART. In her experience, a BART operator was very good about getting bicycles off the first car and into another car.

Janet Abelson

On Monday, at 10:45 am from Berkeley to San Francisco, a bike entered on the opposite door on the same car at Ashby but moved towards Janet, and sat down with the bike placed across from her, blocking the aisle for about ten inches. A second bike got on at West Oakland and the rider held on to the pole across the doorway from her. There was also another bike at the other end of the same car, standing in the doorway. She got off the train at Embarcadero, and she noticed a lot of bike riders getting off at Embarcadero as well.

On a Richmond-bound train at 11:10 am, a person boarded at MacArthur with a bike that had its kickstand down, scraping against a person who was sitting down. The bike rider then ignored the bike area and sat across from Janet, with the bike blocking the aisle.

On Tuesday, Janet got on the train at Berkeley going to San Francisco around 4:40pm and noticed a bike on the train in the bike parking area. She transferred at MacArthur to get on a train to go to Pleasant Hill. She noticed passengers standing in the bike area. A computer bag was blocking the wheelchair area, but was moved out of the way for Janet.

At 9:30 pm, Janet got on a train at Pleasant Hill. There was a bicycle in front of the open door inside of the train, not in the bike area where it was supposed to be, making it difficult to enter the train. The bike passenger got off at Walnut Creek. She transferred at MacArthur and got on a train to Richmond. There were two bikes that got on at her door, and both bikes blocked the door that opened at Ashby.

Overall, Janet noticed a large number of bikes on the trains.

Clarence Fischer

On each day, Clarence normally observed between 0 to 4 bicycles on the train going to San Francisco during commute hours. It got up to as many as 8 bikes. At no time did he observe any conflicts between bikes and wheelchairs and suitcases.

At approximately 8:10 am on Monday, there was a backup on the trains, and he noticed bicyclists who were courteous enough to wait for the next train. On the first few days, he noticed bikes in the second and/or third car. By Thursday, there was no such occurrence of bikes in the first three cars.

Janice Armigo Brown

On March 19th, Janice met with Randall Glock and observed both the Embarcadero and Montgomery stations. They traveled between both stations between 4:30 and 6:00 pm. They observed bike passengers practicing good bike etiquette. They noticed bikes on the first three cars at times. They also noticed bikes on escalators, but most bike users used the stairs.

Alan Smith

Alan went out on three days, Tuesday, Thursday and Friday. On Tuesday, he observed MacArthur and 19th Street stations. Due to police activity with San Francisco Police, there was a jam and no one could get on the trains. On Thursday, he went back and forth on the Richmond line, and also went into San Francisco. 90 percent of the trains he observed did not have bikes on the first three cars. On the times where he did observe bikes in the first three cars, there was no issue because the train was not crowded at the time. He spoke with a train operator and found out that this train operator does not always enforce the rule of no bikes on the first car, because BART police does not enforce that rule. He only encountered a problem on one occasion where a biker got on a very crowded train at Ashby station.

Janet Abelson feels that the reason bike passengers do not often use the bike area is because the way it is currently designed doesn't allow them to sit comfortably just like everybody else.

Crystal Raine said that the BART police officers are supposed to enforce the rule of no bikes on the first car. She added that what happens is BART police walk through the cars, so they may not always see a bike in the first car as the police aren't stationed there.

6. Response to Medical Emergencies

Alan Smith asked Crystal Raine about two medical emergencies that happened on BART. He also asked about BART's procedures and protocols in these

emergency situations; (i.e., should stretchers be able to fit in all elevators, should station agents have escalator keys which enable them to switch the escalator to move in the other direction)

Crystal Raine will follow up with more details at the next meeting.

Director Robert Raburn asked what the process is for either emergency personnel or station agents to deal with passengers on the platform after an alarm goes off.

Crystal Raine stated that from her understanding, when there is a call from the platform, it goes directly to the station agent's booth. From there, whether it is a phone call or an alarm, the station agent is required to call BART police as well as inform their own supervisor. At that point, dispatch takes the call and sends out the officers or medical response.

In an actual emergency, announcements will be made for passengers to clear the platform. Oftentimes, this does not happen until the police get on scene as they are responsible for directing people away.

When the police arrive, they are first required to do a sweep of the trains and/or station. At that point, they are able to give additional assistance to passengers in need.

Hale Zukas said that the street elevator at the Montgomery station is very small and that a stretcher would not fit in it.

Crystal Raine will find out if there are any other access routes available in that station.

7. Station Modernization Program

Tim Chan gave a short presentation on the station modernization program.

Gerry Newell asked if there is a BART app available that would give project updates and notifications regarding closures and changes at stations.

Tim Chan replied that there isn't an app available, but that station agents typically do make announcements.

Gerry Newell clarified that he would need these notifications in advance of his travel in order to plan his route.

Director Robert Raburn replied that BART bulletins are available as electronic notifications where you can receive alerts.

8. Elevator Maintenance

Ike Nnaji shared that 15 percent more cleaners have been hired for the elevators. He added that agents inspect the elevators every two hours and that the elevators are cleaned at least twice a day. A new sign has been placed in all elevators reads, "Dear Customer, We appreciate your help in keeping our elevators clean. If this elevator needs servicing, please let our station agent know. Thank you."

Alan Smith asked why the signs did not first come through the BATF for approval.

Ike Nnaji shared his concern that the regulations clearly state that there should be Braille as well as raised letters on signs.

Alan Smith asked who authorized putting the elevator signs up and asked for further follow-up and dialogue regarding getting Braille and raised letters on the signs.

No opposition to Alan Smith's motion:

- that all signs in the elevator also have Braille and raised letters
- that the BATF gets an explanation in a timely manner as to why the elevator sign did not first come to the members for their approval

With a friendly revision from David Jackson:

- that in the future, Operations will bring any signage for any part of the BART system to the BATF for their approval

With a second by Gerry Newell, the motion passes unanimously.

Janet Abelson commented that all signage should be mounted 48 inches high.

Alan Smith asked for clarification on the BART Facility Standards regarding see-through doors on all elevators. It is his understanding that members were told that it was the standard for all new elevators are to have see-through doors.

No opposition to Alan Smith's motion that all new elevators have see-through doors, (second by Clarence Fischer). Motion carries unanimously.

9. Ad-Hoc Committee Reports

General Disabilities Awareness Booklet Preparation:

Next meeting scheduled for April 25th.

Crystal Raine will be bringing a booklet for members to see at the next BATF meeting. Janet Abelson is doing research in order to include information on epilepsy in the bulletin.

Crystal Raine said that they are looking into condensing the information into a quick reference card or pocket reference card for officers to carry around with them.

Ike Nnaji told everyone to be mindful of the time line requirement for ad-hoc committees, and that anything extending over a year's time must be turned into a subcommittee.

Oakland Airport Connector Project

No update at this time.

Stair Tread Color Contrast Project

Next meeting scheduled for April 18th at 1:30 pm at 300 Lakeside Drive, 16th Floor, in Oakland.

Warm Springs Project

No update at this time.

eBART Project

No update at this time.

Richmond Garage Project

Ike Nnaji stated that there are many punch list items to be taken care of before the ribbon-cutting ceremony.

Intermodal staff is still working on reconfiguration planning.

10. New Member Nomination Approval

No opposition to Janet Abelson's motion to reinstate Don Queen as a member of the BATF, (second by Gerry Newell). Motion carries unanimously.

11. Chairperson Announcements

The November 2013 meeting will be held in the conference room of 300 Lakeside Drive, 16th Floor in Oakland

Alan Smith shared that he spoke during public comments at the board meeting regarding the suggestion of evening board meetings. He told the board that it is especially difficult for low-vision persons to walk around at night, and believes that his comment was well-received.

12. Staff Announcements

Ike Nnaji stated that there is no schedule for mopping at stations. If there is a situation that occurs that requires mopping, it is to be taken care of immediately. Sometimes, the floors also require immediate deep cleaning during commute hours.

Lack of ethic training is not grounds for dismissal.

Bob Franklin has agreed to make arrangements for Peter Crockwell to receive ParaTransit coupons for his travel to and from BATF meetings.

The district is looking for participation in two focus groups regarding new signage at Powell Street. They are looking specifically for the hearing impaired. Interested members are to e-mail Ike Nnaji.

The two focus groups are scheduled to occur on April 23, 2013, at 10:00 am with sign language, and 12:30 pm with captioning.

13. Member Announcements

Clarence Fischer shared a few items that he would like to hear more discussion on, and perhaps maybe even get agendized in the future.

- Discussion on disabled loading/unloading zones (non-disabled driver without blue plate or placard parking in a blue zone to load/or unload a disabled passenger)
- Discussion on blocked access at stations; i.e., curb cutters
- Discussion on dangers of blind turns or curves where automobiles can hit people in crosswalks

Herb Hastings proposed putting together a bylaws ad-hoc committee in order to revise the rule on absences.

Alan Smith stated that it was the consensus of the group in the January meeting that four was the appropriate number of absences.

Herb Hastings also asked for a follow-up on reimbursement issues.

Jane Lewis mentioned that a friend of hers has had problems with the elevator button at Dublin/Pleasanton station not working.

14. Future Agenda Topics

- Further discussion on Fleet of the Future (continued presentation on digital screen content)
- Report from Mark Smith of the Office of the Independent Police Auditor
- Further discussion on Response to Medical Emergencies
- Discussion on Braille on signs

15. Adjournment

The meeting adjourned to the next regularly scheduled meeting of **Thursday, April 25, 2013, 2:30 p.m.**