

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
**BART ACCESSIBILITY TASK FORCE**  
Committee Meeting Minutes  
April 22, 2021

**1. Roll Call of Members:**

1. Alan Smith (2nd Vice-Chair)
2. Anita Ortega
3. Catherine Callahan
4. Chris Mullin
5. Clarence Fischer
6. Don Queen
7. Emily Witkin
8. Gerry Newell (Vice-Chair)
9. Hale Zukas
10. Herb Hastings
11. Janet Abelson - ABSENT
12. Janice Armigo Brown
13. Larry Bunn
14. Marjorie (Marji) McWee
15. Randall Glock (Chair)
16. Roland Wong
17. Valerie Buell
18. VACANT

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

Elena Van Loo  
Laura Timothy – ABSENT  
Bob Franklin

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

Robert Raburn, BART Board Director  
Chris Simi (Staff)  
Tera Stokes-Hankins (Staff)  
Amanda Cruz (Staff)  
Rob Jaques (Staff)  
Alicia Garispe (Captioner)  
Javier Saavedra (Captioner)  
Shay Roberson (Guest)

Roger Acuna (Guest)  
Helen Welsh (Guest)  
Aleta Dupree (Guest)  
Helena Chang (Guest)

## **2. Public Comments**

Shay Roberson introduced herself and she is a volunteer at the Berkeley Community Resources for Independent Living. She thanked the members for inviting her to the meeting and mentioned she was at the last meeting. She would like to continue the conversation on the possibility getting ramps to the platform levels at BART Stations.

Roger Acuna introduced himself and mentioned he works at Disability Resource Center in Concord. He mentioned he read an article in Contra Costa Times that BART is coming out with an app for Clipper Card that you can use at fare gates and wanted to know the status. Roger Acuna wanted to know if the app is accessible for the blind and people with visual impairment when using an iPhone. He also wanted to know if you can load disability discounts on the app.

Aleta Dupree introduced herself. She expressed it is good to be back and to be part of the meeting.

Director Robert Raburn thanked everyone for their service.

## **3. Approval of March 25, 2021 Meeting Minutes**

Clarence Fischer moved approval of the March 25, 2021 meeting minutes with the amendments. Janice Armigo Brown seconded the motion.

- Motion passes with thirteen (13) in favor, zero (0) against, one (1) abstention.

## **4. Fiscal Year 22 Preliminary Budget**

Chris Simi gave a PowerPoint presentation on the Fiscal Year 22 preliminary budget.

Chris Simi mentioned BART fare increase scheduled for January 2022 will not be implemented and has been postponed. BART will increase train frequencies in September.

The FY22 preliminary budget provides:

- Increase transit service to support the Bay Area's economic recovery
- Enhanced station and car cleaning
- Restoration of critical capital and pension allocations

Chris Simi presented a graph of ridership over the years, which included projected ridership for the future. Ridership dropped dramatically in the last year due to the COVID-19 Pandemic.

Chris Simi went over the FY22 preliminary income statement, operating sources and uses, and the long-term financial outlook.

The anticipated FY22 budget adoption timeline is as follows:

- April 22, 2021 – FY22 Preliminary Budget Overview
- May 13, 2021 – FY22 Sources and Uses and FY22 Capital Budget
- May 27, 2021 – Public Hearing on FY22 Budget
- June 10, 2021 – FY22 Budget Adoption

Alan Smith asked if BART will be continuing the Senior and Disabled discount program for Fiscal Year 22, given the financial situation. Chris Simi stated there are no changes to this program for Fiscal Year 22.

Clarence Fischer asked what will be done to increase BART ridership, due to that more people are working from home a couple times a week. Chris Simi said this was a good question and answered BART is monitoring the situation and working with businesses to get their employees back to the office.

Alan Smith made a motion for the BATF to support this budget and that BART maintains the senior and disabled discount, as well as to authorize Officers to communicate this at a future BART Board of Director's meeting. Herb Hastings seconded the motion.

- Motion passes with fourteen (14) in favor, zero (0) against, zero (0) abstention

## **5. Station Agents for eBART: Antioch and Pittsburg Center**

Tera Stokes-Hankins gave a PowerPoint presentation on Station Agents for eBART: Antioch and Pittsburg Center.

### Station Agent staffing:

- Comply with Station Agent Memorandum of Understanding (MOU) to staff for all hours of operations
- The District and ATU bargained and agreed to dissolve the eBART separate and distinct contracts
- The E-Line extension became part of the regular core BART
- The District and ATU through negotiation agreed that Pittsburg Center is too small to add a Station Agent booth
  - Station Agent will open and close remotely, provide customer service remotely and respond to Pittsburg Center when needed
  - An additional Station Agent was added to help with response

### Details of the operation on the E-Line:

- 9.2 miles long
- Eight (8) Diesel Multiple Units (DMU)
- Serves two (2) stations and one intermodal transfer platform
- Runs on thirty (30) minute headways meeting BART's schedule
- Connects with core BART trains at the transfer platform

### **Pittsburg Center highlights:**

- Nine (9) minute ride from Pittsburg/Bay Point Bart Station
- Pittsburg Center will be remotely opened and closed from the Antioch booth console
- Station Agents will remotely monitor via CCTV from Antioch and will respond to Pittsburg when necessary
- Drop off short term parking location just passed the station off Railroad Avenue
- 240 BART fee parking spaces on Bliss Avenue
  - No reserved parking
- Tri Delta bus service is provided close to the station
- Three (3) Clipper vendor machines and one (1) bill to bill changer in the fee area
- Two (2) parking and add fare and one (1) bill to bill changer in the paid area
- Emergency swing door to the left of the gate array

Tera Stokes-Hankins mentioned the transfer station has no escalators or restrooms.

Tera Stokes-Hankins stated at the Pittsburg Center, service intercoms are in the free and paid areas and on the platform level. She mentioned passengers will be connected to the Antioch Station where the Station Agents are located. If the phone is not answered after thirty (30) seconds, it will be transferred to the eBART Control Center.

**Antioch Station highlights:**

- Eight (8) minute ride to Pittsburg Center
- 1012 parking spaces
  - Daily parking fee \$3.00
- Three (3) Clipper vendor machines and one (1) bill to bill changer in the free area
- Two (2) add fare and parking and a BBC in the paid area
- Station Agent booth has two (2) intercoms in the booth
  - One in the free area and one in the paid area
  - Two TV monitors on the wall
- Bus Zone – Tri Delta Transit (925) 754-6622

Tera Stokes-Hankins mentioned at Antioch Station, there is a set of escalators, new restrooms where there are no doors, just stalls, and a smaller Station Agent booth. She also mentioned there is a pedestrian overpass to get to and from the platform.

Randall Glock wanted clarification that eBART staff is now a part of the main BART. Tera Stokes-Hankins verified yes, eBART staff is a part of the “BART’s Transportation Department.”

Clarence Fischer was happy to hear that there are physical BART employees, Station Agents, at the Antioch Station, but said it might be best to get a physical agent at the Pittsburg Center Station for safety reasons. Also, for people who use powerchairs, station agent can assist if their battery runs out. Tera Stokes-Hankins mentioned BART is looking into adding a Station Agent’s booth at Pittsburg Center, but the station is really small.

Clarence Fischer wanted to propose to the BART Board of Directors that from now on all future BART stations have a Station Agent booth.

Gerry Newell stated that he is blind and expressed he does not feel safe and secure at the Pittsburg Center and strongly hopes there will be a Station Agent booth at Pittsburg Center.

Gerry Newell mentioned being visually impaired and having a Station Agent at Pittsburg Center would be helpful so he can get assistance immediately. Tera Stokes-Hankins said she will take Gerry Newell's suggestions back to BART staff.

Herb Hastings asked if there are any records that show how many riders use the eBART entering and exiting. He would like that record to see how active the stations are. Tera Stokes-Hankins stated she will look into this.

Clarence Fischer made a motion for all new BART stations to have a Station Agent booth that is fully staffed during revenue service. Alan Smith seconded the motion.

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

## **6. BATF Goals for the Year 2021**

Randall Glock led the agenda item, BATF Goals for the Year 2021.

Gerry Newell would like to see one of BATF goals is to get more information on earthquake safety. He added he would like to hear what are BART's plans during an earthquake if you are on a train or at a station.

Herb Hastings would like to continue communication improvements with staff and the committee. He would like to be more involved with activities at BART and is aware the pandemic has slowed down, but in the future to be more involved with main projects like the Transbay Tube report.

Valerie Buell would like BATF members to work with BART on outreach programs. She stated when BART has any outreach to the stations, BATF members should also be a part of it. Secondly, she would really like to see both BART and BATF members do presentations at schools whether it is middle or high schools to talk about disability awareness on BART and talk about why there are designated seats for people with disabilities. She thinks that there has not been enough outreach to schools and to young people to really help them understand these needs and she does not think it is a good idea for us to just assume that people recognize the obvious.

Marjorie (Marji) McWee wanted to piggyback Gerry Newell's comment on the earthquake readiness to specifically assist people with disabilities during an earthquake.

Emily Witkin wanted to add to what Valerie Buell said about outreach around disability awareness and priority seating. She would really like to see priority seating outreach and include invisible disabilities.

Randall Glock stated as BART reopens having events and maybe actively recruiting new members - members with different disabilities, abilities, seniors, etc.

Valerie Buell would also like to see is outreach programs that help and support people with disabilities. She thinks a lot of people still do not know that BATF exists. She thinks whether or not somebody is a BATF member, the more the community can participate, the more minds we have to help us really brainstorm, that great ideas will help us make things more accessible and to hear from all of the different areas.

## **7. Member Announcements**

Herb Hastings shared the new Clipper Card App is now on iPhone. Clipper App for Android will come later.

## **8. Staff Announcements**

Amanda Cruz introduced herself and she is the Manager of Government Relations and Legislative Affairs at BART. She thanked Bob Franklin and Randall Glock for allowing me to make a brief announcement about funding an elevator project at the Embarcadero BART Station. She mentioned there will be more capacity with the new elevator, which will help with station access. Amanda Cruz shared that she has been working with House Speaker, Nancy Pelosi, putting in a request to fund the elevator project and it is a \$6.25 million dollar request that BART is putting in. This will be funding to install a new elevator and widen the station stairways at Embarcadero. She added pre COVID-19, Embarcadero BART Station was one of the busiest stations. Amanda Cruz has been working with Bob Franklin and Randall Glock in getting a letter of support that she can receive for this project knowing that this committee is very much engaged on ensuring the system has redundancy elevators throughout to better serve people with mobility impairments and people with disabilities.

Randall Glock wanted clarification if the elevator will be redundant at the Embarcadero BART Station or if there are other stations involved. Rob Jaques, BART staff, verified the elevator project will be at Embarcadero BART Station only and will be a redundant elevator.

Bob Franklin mentioned this letter was a last minute request and he was approached a couple days ago, under crunch time, to get a letter of support out and we didn't have time to put it on the agenda. He mentioned since the BATF members have always support redundant elevators, we asked the Chair to sign the support letter on behalf of BATF members. Bob Franklin commented if BATF members would like to have a presentation at the next meeting, we can schedule that.

Randall Glock announced that he has already supported the letter and BATF members support redundant elevators. He asked members if anyone would not support the redundant elevators at the Embarcadero BART Station.

- Fourteen (14) members informally support the letter.

Randall Glock thanked Amanda Cruz, Rob Jaques, and Bob Franklin.

Elena Van Loo shared that she visited the new El Cerrito del Norte BART Station and took some pictures inside the paid area and parts of the outside paid area. She will email the pictures to BATF members of the complete modernization.

Bob Franklin announced that the BART Board of Directors passed a motion to allow for the expansion of membership eligibility to San Mateo and Santa Clara Counties for the BATF committee. He added there was a gentleman who has applied who lived in one of those counties, Jeshua Aveno, and we will reach out to him to see if he is still interested.

Robert Raburn announced a few items he wanted to share. He went to visit the reconfigured BART Station at El Cerrito del Norte and hoped that folks visit the station. He mentioned he is looking forward to having Holiday Receptions when it is safe to do so. Robert Raburn shared he participated in the event, “Not One More Girl,” that campaigns to stop sexual harassment and violence against women at BART Stations. He mentioned BART modified the BART Watch App and when you look at the BART Watch App, there is a new category that you can check to report sexual harassment.

## **9. Chairperson Announcements**

No Chair announcements

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

Elena Van Loo announced Sharps Containers will be presented at the next scheduled BATF meeting, and will look into the following agenda items:

- Clipper Card on iPhone and Apple Watch
- Earthquake safety in trains and at BART Stations
- Update on how many FOF trains are in service
  - Also, update how many Legacy trains are running per month
  - Visit Plant in Antioch to see how the FOF are assembled



## **11. Adjournment**

The meeting adjourned at 3:45 pm until the next regularly scheduled meeting, **May 27, 2021.**