

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
BART ACCESSIBILITY TASK FORCE
Committee Meeting Minutes
May 26, 2022

1. Roll Call of Members:

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

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Laura Timothy
Bob Franklin

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

Robert Raburn (BART Board of Directors)
Hannah Lindelof (BART Staff)
Daniel Cooperman (BART Staff)
Wendy Wheeler (BART Staff)
David Coggshall (BART Staff)
Greg Lombardi (BART Staff)

Bill O'Hare (Director of Valley Link Rail Project)
Alicia Garispe (Captioner)
Sophia Hernandez (Captioner)
David Fritz (Guest)
Roger Acuna (Guest)
Joe Kunzler (Guest)
Daveed Mandell (Guest)
Patrisha Piras (Guest)
Sid Goldstein (Guest)

2. Public Comments

Joe Kunzler thanked BART in leading to continue the mask mandate and expressed he wished other public transportation agencies would follow through on the mask mandate due to the increase in COVID-19 cases.

Daveed Mandell expressed elation that BART is working with a navigation company, Goodmaps and stated it would be helpful if BART would schedule an agenda item at an upcoming meeting to discuss the development of wayfinding with Goodmaps.

3. Approval of April 28, 2022 Meeting Minutes

Clarence Fischer moved approval of the April 28, 2022 meeting minutes. Shay Roberson seconded the motion.

- Motion passes with eleven (11) in favor, zero (0) against, two (2) abstention.

4. Valley Link Project Update

Bill O'Hare introduced himself as the Director of Rail Engineering and Construction with Valley Link Rail Project.

Bill O'Hare shared the new Valley Link Rail will be 100% self-sufficient and is a new system that will operate on renewable energy. He added the Valley Link Rail Project will be 42 miles with 7 stations (Dublin/Pleasanton BART Station, Isabel Station in Livermore, South Front Road Station in Livermore, Mountain House Station, Downtown Tracy Station in Tracy, River Islands Station in Lathrop, and North Lathrop Station). It is projecting 33,000 daily commute rides by 2040 and will provide seamless connections to the seven stations.

Project Timeline – Initial Operating Segment:

- 2019 – Feasibility study
- 2021 – California Environmental Quality Act (CEQA) Environmental
- 2024 – National Environmental Policy Act (NEPA) Environmental
- 2025 – Final design
- 2025 to 2027 – Construction

Bill O’Hare mentioned The Valley Link’s Project’s goal amount is about \$1.8 billion.

He stated the website valleylinkrail.com is one way to find updates and to learn about upcoming public meetings.

Clarence Fischer asked a few questions:

- What are the projected hours of operations?
 - Bill O’Hare mentioned that they will work with other transit agencies to connect during peak hours and non-peak hours.
- How will passengers get from Dublin/Pleasanton BART Station to connect with Valley Link?
 - Bill O’Hare mentioned the potential plan is to build an adjacent separate concourse and platform for Valley Link Station on the North End side of the Dublin/Pleasanton BART Station.
- Can the Clipper Card be used at Valley Link just like BART, AC Transit, Muni, etc.?
 - Bill O’Hare stated he is anticipating that you will be able to use the Clipper Card.
- Will Valley Link have the American with Disabilities (ADA) requirements?
 - Bill O’Hare stated Valley Link will comply with all ADA requirements.

5. Elevator Attendants at Downtown BART Stations Update

Daniel Cooperman gave a brief update on elevator attendants at the downtown San Francisco BART Stations and wanted to hear from BATF members and the public of any concerns and complaints. He clarified the elevator attendants and bathroom attendants are under two separate contracts with BART.

He stated that there were some incidents with larger wheelchairs getting into a small space of the elevator, especially when there is a stool inside.

He explained the elevator attendants go through new hire training with Urban Alchemy of San Francisco. He mentioned the elevator attendants have ongoing training after being hired and added if there's something that needs to be addressed, he will continue to work closely with Urban Alchemy's staff to problem solve. He mentioned elevator attendants' job is not easy as they are dealing with pretty diverse populations of people who are using the elevators every day at the four San Francisco downtown BART Stations and there is always room for improvements but, overall, he is very pleased how the program is going.

Janice Armigo Brown mentioned she would like to revisit this agenda item to meet with the staff from Urban Alchemy and hear from them what complaints they have heard and how they are addressing the complaints. Daniel Cooperman mentioned he would look into inviting the staff from Urban Alchemy.

Valerie Buell asked if Elevator Attendant's Program will extend to the East Bay. Daniel Cooperman stated there are no plans to extend the Elevator Attendant's Program beyond the four San Francisco downtown BART Stations to the East Bay at this time.

Catherine Callahan would like some clarification on what the protocols are with stools or little chairs in the elevator and if there was an agreement to have them in the elevator. She mentioned the elevator attendants have all kinds of stuff in the elevator and takes up space and stated she even has seen a large size desk chair in the elevator. She shared she uses a manual wheelchair and commutes to work on BART to San Francisco and it is becoming increasingly difficult to know whether or not she will be able to use the elevator because she does not know what the configurations are going to be. She also mentioned many of the elevator attendants argued with her whether or not her wheelchair will fit in the elevator. Daniel Cooperman apologized about her experience and stated he will address her concerns right away. He mentioned going into the elevator should not be an obstacle.

Catherine Callahan asked if there can be some consistency of what type of chair the elevator attendants are given. Daniel Cooperman stated his team will look into this and thanked Catherine Callahan.

Bob Franklin asked Daniel Cooperman if the elevator attendant can get out of the elevator upon request if a mobility device can not fit because of the chair being in the way. Bob thinks the elevator attendant should yield to the passengers and get back into the elevator after the passenger has left. Daniel Cooperman mentioned he will follow-up on Bob Franklin's question.

Elena Van Loo asked Daniel Cooperman if Disability Awareness/Sensitivity Training is part of the new hire training and mentioned she was doing the presentation before COVID-19. He mentioned Urban Alchemy staff has been doing Disability Awareness/Sensitivity Training but, would be helpful to have BART Staff to present again.

6. New Platform and Elevator Sign Pilot Project Update

Wendy Wheeler gave an update on the new platform and elevator sign pilot project.

- Elevator Signs:
 - Pilot sites
 - Walnut Creek
 - Pleasant Hill/Contra Costa Centre BART Station
 - 19th Street, Oakland BART Station
 - Civic Center/UN Plaza San Francisco BART Station

Wendy Wheeler shared parts for the elevator signs has been ordered and systemwide rollout for new elevator signs starts July 2022.

- Platform Signs:
 - Procurement approved by BART Board of Directors on April 28, 2022

The next two stations platform signs will be installed will be at Civic Center/UN Plaza San Francisco BART Station and Powell Street San Francisco BART Station.

David Fritz mentioned he has seen the new elevator signs and platform signs at Lake Merritt BART Station and thought they look fantastic.

7. Fleet of the Future New Train Delivery Update

Elena Van Loo gave an update on the Fleet of the Future (FOF) new train deliveries.

Fleet of the Future (FOF) background:

- **2012** – Contract with Bombardier for up to 1,200 vehicles for \$2.5 billion
 - Assembly plant in Pittsburg, CA
- **2018** – First cars enter service

- **2021** – Halted accepting delivery of new FOF rail cars so manufacturer could improve reliability
- **2022** – BART resumed accepting deliveries of rail cars

Accessibility Features on New Cars (Fleet of the Future):

- Hearing loops system in center of each car
- Two wheelchair areas per car
 - Embedded symbol in the floor reminds customers to yield these areas
- Boldly colored priority seating by each door
- Inter-car barriers for safety of sight-impaired passengers
- More handgrips and new tripod pole for stabilization of standing passengers
- Intercoms near each door, mounted at ADA height
- Interior displays show the next stop and other passenger information
- Exterior digital displays show route color and train destination
- Automated announcements and improved public address system

Train Car Delivery Update:

- New Train Car Delivery Update (as of May 10, 2022)

Cars Received	Certified	In Service
334	314	263

- 775 vehicles ordered
- 334 cars is enough to put 26 new trains in service

Elena Van Loo stated a vehicle is a single car. A train is made up of multiple vehicles and usually BART trains are ten cars.

Future Update:

- Updates for the Fleet of the Future (FOF), including delivery reports available <https://www.bart.gov/cars>

Janice Armigo commented on the accessibility features regarding to the hearing loops. She asked why T-Coil, Hearing Loops symbols are not at the center of the FOF car and added some of the hearing loops are not working.

David Fritz stated he really likes when you are at a BART Station, the automated announcement announces the stops but, would like to hear transfer announcements be automated.

Clarence Fischer had three comments:

- Consider enhancement for the automated announcements
- Include announcing which door will open, either from the right side or from the left side, at each stop
- Yellow and Orange line in front, outside of the Fleet of the Future, shows little difference between the two colors and would like to see more distinguish colors between the two.

Daveed Mandell asked if the cars are numbered and if they are in raised print and or in braille. He also mentioned the intercoms in the cars are too low for a person who is blind or have low vision to locate.

8. Member Announcements

No member announcements.

9. Staff Announcements

Elena Van Loo announced Chris Mullin is stepping down as a BATF member due to work commitments. She let members and the public know that there is one vacancy open and the max of members is eighteen (18).

Bob Franklin shared BART is preparing for a forum for blind and low vision riders where BART will go over services that BART provides as well as upcoming projects that may seek your input and this will be an opportunity for members of the public to ask questions and to share how to make BART more accessible.

10. Chair Announcements

No Chair announcements.

11. Future Agenda Topics – Members Suggest Topics

- Transit Fare Coordination & Integration Study through Metropolitan Transportation Commission (MTC)
 - Pilot Program

- Report incidents at BART Station other than through BART App
 - Who to contact directly, for example
 - Station agent
 - Customer Service phone number

Janice Armigo Brown suggested an agenda item to discuss when in-person meeting will take place and go over travel reimbursement guidelines. Bob Franklin mentioned this item was discussed at last month's BATF meeting and staff will inform members when there has been a set date for in-person meetings. He mentioned reimbursements will be honored if you attend in-person meetings and reimbursement will not be made if attending through phone/audio conferencing.

12. Adjournment

The meeting adjourned at 3:29 pm until the next regularly scheduled meeting, **June 23, 2022**