

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688  
510-464-6000

**NOTICE OF MEETING AND AGENDA  
BART ACCESSIBILITY TASK FORCE (BATF)**

August 23, 2018

A meeting of BART Accessibility Task Force (BATF) will be held on Thursday, August 23, 2018 from 2:00 p.m. – 4:30 p.m. The meeting will be held at East Bay Paratransit’s location at, 1750 Broadway, Oakland, California 94612 in the community room. The facility is served by public transportation. The nearest BART Station is the 19<sup>th</sup> Street Station and there are multiple AC Transit routes to the meeting site.

**AGENDA**

- |    |  |            |
|----|--|------------|
| 1. | Self-introductions of members, staff, and guests. (Information/Action)<br>BATF roll call and introductions of individuals present.                 | 05 minutes |
| 2. | Public comments. (Information)<br>Opportunity to comment on items not on the agendas.<br>(Two minutes per speaker)                                 | 05 minutes |
| 3. | Approval of July 26, 2018 draft minutes. (Information/Action)  | 05 minutes |
| 4. | BART Staff, in finance, to discuss the California Prop 6 – Road<br>Repair and Accountability Act – A fuel tax.<br>(Information)                    | 20 minutes |
| 5. | Disability Awareness/Sensitivity Training to recertified BART<br>Station Agents – PowerPoint presentation to BATF members.<br>(Information/Action) | 30 minutes |
| 6. | Resolution Supporting, “Station Hardening,” to improve passenger<br>safety letter to The BART Board of Directors – Draft.<br>(Information/Action)  | 15 minutes |
| 7. | BATF member discussion of the future Milpitas/Berryessa<br>BART/VTA tour. (Information/Action)   | 20 minutes |
| 8. | Member announcements. (Information/Action)   | 15 minutes |
| 9. | Staff announcements. (Information/Action)  | 15 minutes |

10. Chairperson announcements. (Information/Action) 15 minutes
11. Future agenda topics-Members suggest topics. (Information/Action) 15 minutes  
Next meeting scheduled: **Thursday, September 27, 2018**
12. Adjournment

Please refrain from wearing scented products (perfumes, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illness.

BART provides services/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address Board matters. A request must be made within one and five days in advance of Board meetings, depending on the service requested. Please contact the Office of the District Secretary's Office at 510-464-6083 for information.

## **Material attached for November 8, 2017 BATF meeting:**

- July 26, 2018 draft minutes
- Resolution supporting, “Station Harding,” to improve passenger safety draft letter to The BART Board of Directors
- San Francisco BART Customer Access and Accessibility Department Etiquette Guidelines – one page

## **Future Agenda Topics:**

1. Detectable path of travel
2. Accessible Capital Request list update
3. Station announcements (emergency and non-emergency)
4. Announcements on board trains (not always clear or too loud, or too low)
5. Elevators; odor concerns – Clean-up efforts
6. Cone clutter
7. Best practice standards for constructions/BATF travel obstacles mitigation- Checklist
8. Status, updates of signage
9. Alternative travel options while elevators are out of service/elevator mitigation plans
10. Policies regarding using discount tickets versus Clipper Cards
11. Editing BART app to include information of construction of at stations
12. Train safety presentation
13. Path of travel (yearly update)
14. Why there is not more signage at the Fremont Station for the hearing loop system; signage on the platform
15. Surcharge on the BART paper tickets
16. BART Watch app; more details of what it is and how it works
17. Sharp’s container in BART stations (for example: if diabetic and want to throw away the needle, what is the safest way at BART stations)
18. New paid area for elevators outside the paid area
19. Escalator modernization updates – San Francisco locations
20. Tour of Hayward maintenance facility
21. East Bay Paratransit Procedures
22. Annual report of accomplishments
23. Update, establish annual, strategic goals
24. BART Treasury vehicles using the disabled parking spaces
25. Field trip to BART train control – How the system works
26. California Prop 6 – Road Repair and Accountability Act (a fuel tax)

**SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK  
FORCE**

**Draft Minutes**

July 26, 2018

**1. Self-Introductions of Members, Staff and Guests**

**Members:** Janet Abelson  
Randall Glock  
Janice Armigo Brown  
Peter Crockwell – (ABSENT)  
Don Queen  
Hale Zukas  
Clarence Fischer  
Gerry Newell  
Herb Hastings  
Alan Smith  
Larry Bunn – (ABSENT)  
Roland Wong  
Esperanza Diaz-Alvarez  
Catherine Callahan  
Valerie Buell  
Chris Mullin  
Christina Lasson  
Mussie Gebre

**BART Staff present:** Bob Franklin, Elena Van Loo

**Directors, Speaker(s), Guest Staff, and Guests of the Public:**

Director Robert Raburn  
Denise McDonald (BART Staff)  
Ian Griffiths (BART Staff)  
Rachel Russell (BART Staff)  
Emily Witkin (Guest)  
Jerry Grace (Guest)  
Janine Harrison (Guest)  
Alisha Patton (Guest)  
Ross MacDonald (Guest)  
Ric Owen (ASL Interpreter)  
Heather West (ASL Interpreter)  
Janice Dispo (Stenographer)

## **2. Public Comments**

[No public comments.]

## **3. Approval of June 28, 2018 Meeting Minutes**

No opposition to Clarence Fischer's motion to approve the amended June 28, 2018 meeting minutes, with a second by Christina Lasson.

Motion passes with abstentions from Janet Abelson, Esperanza Diaz-Alvarez, and Gerry Newell.

## **4. 19<sup>th</sup> Street BART Station Modernization**

After the presentation given by Denise McDonald, members were allowed to ask questions and/or share any concerns they had.

A discussion was held.

Work is expected to begin during the first quarter of 2019.

## **5. Concord BART Station Modernization**

After the update given by Ian Griffiths, members were allowed to ask questions and/or share any concerns they had.

A discussion was held.

## **6. BART Early Morning Plan (change in opening hour of business)**

After the presentation given by Rachel Russell, members were allowed to ask questions and/or share any concerns they had.

A discussion was held.

## **7. Milpitas and Berryessa BART Station – Discuss Members' Visit to Station**

The following members are interested in participating in the proposed construction tour:

Roland Wong  
Clarence Fischer  
Gerry Newell  
Chris Mullin  
Janet Abelson

Herb Hastings  
Esperanza Diaz-Alvarez  
Gerry Newell  
Mussie Gebre

## **8. Member Announcements**

Christina Lasson stated that El Cerrito Plaza and El Cerrito del Norte Stations need better lighting. She added that the elevators need cleaning as well.  
Janet Abelson added that it is dark at the bus stop of bus 72.

Alan Smith shared positive comments regarding eBART.  
He also stated that there are some improvements that need to be made and cited a number of examples.

Valerie Buell reminded members about the Carlos Quintong Self-Advocacy Celebration event happening on October 19<sup>th</sup> at the Ed Roberts Campus in Berkeley, from 6pm to 9pm.

Janice Armigo Brown shared that the Hearing Loop system at Fremont and Warm Springs Stations, both at the station agent booth and the platform level, is working really well.

Chris Mullin acknowledged that the ADA (Americans with Disabilities Act) turns 28 today.

A moment of silence was given to honor former BATF member, Mary Fowler.

## **9. Staff Announcements**

In light of recent events, Director Raburn shared some tips on how members can better protect themselves on BART.

## **10. Chairperson Announcements**

Randall Glock shared a few informal updates with members.

## **11. Future Agenda Topics**

- BART Safety/Station Hardening

## **12. Adjournment**

The meeting adjourned to the next regularly scheduled meeting of **Thursday, August 23, 2018, at 2:00 p.m., at 1750 Broadway, Oakland, California.**

(The meeting adjourned at 4:23 p.m.)

## **DRAFT 1.0**

Randall Glock, Chair  
BART Accessibility Task Force (BATF)

August 23, 2018

Robert Raburn, President  
BART Board of Directors  
300 Lakeside Dr.  
Oakland CA 94612

### **Subject: Resolution Supporting “Station Hardening” to Improve Passenger Safety**

Dear President, Raburn:

**WHEREAS**, passenger safety is BART’s primary responsibility while providing reliable transportation series; and

**WHEREAS**, fare evasion has become an increasing problem costing BART an estimated \$25 million in lost passenger revenue annually; and

**WHEREAS**, existing efforts to reduce fare evasion are ineffectual; and

**WHEREAS**, crime has steadily increased for several years including aggravated assault caused in part by fare evaders; and

**WHEREAS**, there is a growing perception on the part of many current and former riders that BART is no longer safe; and

**WHEREAS**, ridership has been declining especially on the weekends; now

**NOW THEREFORE BE IT RESOLVED**, that the BART Accessibility Task Force strongly urges the BART Board of Directors make “station hardening” its number one project priority which would greatly reduce fare evasion and increase rider safety.

#### **BENEFITS:**

1. Reduce crime within the BART system.
2. Increase passenger fare revenue, which could help pay for the project.
3. A reduction in crime would reduce the fear many people have about riding BART and could help increase ridership.
4. Help fulfill BART primary responsibility to its passengers of providing safe reliable transportation services.

This resolution passed on August 23, 2018 by a vote of the BART Accessibility Task Force:

Ayes \_\_\_\_\_ Noes \_\_\_\_\_ Abstentions \_\_\_\_\_ Not present \_\_\_\_\_

Sincerely,

Randall Glock, Chair

CC: BART Board Members

Grace Crunican, BART General Manager



# San Francisco BART

## Customer Access and Accessibility Department Etiquette Guidelines



### **Etiquette guidelines when assisting BART riders with disabilities:**

- ALWAYS ASK if you can offer assistance BEFORE you provide assistance.
- NEVER touch or grab, without permission, one’s manual wheelchair, powerchair, crutches, cane (s), scooter, Segway or communication device (s). Have respect for one’s personal property and this can be harmful to the individual.
- If a person is blind or has low vision, be specific with directions. Do not say, “over there,” or “go that way.”
- If a person is blind or has low vision, OFFER the use of your arm. NEVER assume that all blind or low vision passengers need assistance.
- Always look directly at the person who is deaf or is hard of hearing when speaking and NOT at their companion and/or interpreter.
- If a person has a speech impairment, DO NOT interrupt, DO NOT attempt to rush the conversation, but DO ask to repeat if needed to insure both parties understand the conversation.
- Keep ALL paths clear and accessible.

### **Guidelines for Acceptable Terminology**

<b>Instead, say...</b>	<b>Don't say...</b>
A Person with a disability	cripple, gimp, handicapped
A Person who uses a manual wheelchair A person who uses a powerchair A person who uses a scooter A person who uses a can or crutches	confined to a wheelchair, wheelchair bound, physically challenged, “special,” deformed, lame, electric chair, a victim, stricken with, suffers from, etc.
A person who is deaf A person who is hard of hearing	a deaf person, dumb
A person who is blind A person who has a low vision	the blind
A person with a developmental disability	retarded, mentally challenged, idiot, stupid, slow, moron, crazy

\*\*Remember—Put the person FIRST\*\*