

## OBAG 4 County Program Base Application

### Instructions

Agencies applying for One Bay Area Grant (OBAG 4) County Program funds from the Metropolitan Transportation Commission (MTC) must complete and submit the following grant application to the appropriate County Transportation Agency (CTA), along with any required attachments, by the deadline established by the CTA. Applications should be completed and submitted as a fillable PDF form, separate from any attachments, and should not be scanned, signed, or otherwise modified to remove form fields.

Additional information on the OBAG 4 program is available on [MTC's website](#).

### General Information

|                           |                                                      |
|---------------------------|------------------------------------------------------|
| <b>Agency Name</b>        | San Francisco Bay Area Rapid Transit District (BART) |
| <b>Contact Name/Title</b> | Rachael Axelrod/Principal Grants Officer             |
| <b>Contact Email</b>      | Rachael.axelrod@bart.gov                             |
| <b>Contact Phone</b>      | 510.504.3793                                         |

| <b>Project Name</b>                        | <b>TIP ID if applicable</b> |
|--------------------------------------------|-----------------------------|
| 16th Street Mission Elevator Modernization | N/A                         |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Project Location</b><br><i>Specify street names where applicable, including the closest cross streets (e.g. Main St from 2nd Ave to 7th Ave). Provide a project overview map as an attachment, if available.</i>                                                                                                                                                                                                                                                                                                                                                        |
| The project is located at the BART 16th Street Mission Station in San Francisco's Mission District. The station is situated at the intersection of 16th Street and Mission Street, with the Northeast Plaza occupying the northwest and northeast corners of 16th Street and Mission Street where the street level elevator is located, and the Southwest Plaza located at the southwest corner of 16th Street and Mission Street (Map 1). The elevator modernization work will take place within the station's existing vertical circulation system and will focus on the |

|                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Project Scope</b><br><i>Provide a brief description of activities to be funded (limited to 250 characters for consistency with TIP listing if awarded).</i>                                                                     |
| The project will modernize the two elevators at the 16th Street Mission Station by upgrading structural, electrical, mechanical, and architectural components and adding remote monitoring. Funding is requested for construction. |

| <b>Project Mode(s):</b>                                      | <b>Pedestrian</b> | <b>Bicycle</b> | <b>Transit</b> | <b>Auto</b> | <b>Other</b> |
|--------------------------------------------------------------|-------------------|----------------|----------------|-------------|--------------|
| <b>Percent Share</b><br><i>Portion of total project cost</i> | 0%                | 0%             | 100%           | 0%          | 0%           |

## Project Eligibility

### Project Eligibility

*Specify applicable federal fund source(s) and confirm regional eligibility requirements*

Project is eligible for the following OBAG 4 federal fund sources:

- ☒ Surface Transportation Block Grant Program (STP) ([23 U.S.C. § 133](#))
- ☐ Congestion Mitigation and Air Quality Improvement Program (CMAQ) ([23 U.S.C. § 149](#))

*Note: applications for \$1 million or more in OBAG 4 funds for CMAQ-eligible projects must include a completed [Air Quality Input Form](#) as an attachment.*

Project meets regional eligibility requirements:

- ☒ Project is consistent with *Plan Bay Area 2050+* (included as a named project or consistent with a programmatic listing in the Transportation Project List, see link on MTC's [OBAG 4 webpage](#)).
- ☒ Project consists of eligible activities for OBAG 4 county funds as listed in MTC Resolution No. 4740, Attachment A (available on MTC's [OBAG 4 webpage](#)), which excludes air quality non-exempt projects, new roadways, roadway extensions, right of way acquisition for future expansion, operations, and routine maintenance.

## Need and Benefits

### Need and Benefits

*Describe how the project will address transportation and related needs and provide clear benefits, with specific consideration for safety, multi-modal accessibility, emissions reduction, resilience, stormwater management, and state of good repair as applicable.*

16th Street Mission Station serves approximately 6,500 average weekday riders (Attachment 1 BART Monthly Ridership Snapshot, May 2026) and functions as a critical intermodal hub connecting BART regional rail with Muni bus routes 14, 14R, 22, 33, 49, and 55. The station serves a dense, transit-dependent community with significant concentrations of low-income residents, seniors, and people with disabilities — populations for whom elevator access is not optional but essential to reaching the regional transit network.

The station's two elevators — connecting the street to the concourse and the concourse to the platform — have operated for more than 52 years and have reached their useful service life. Obsolete components and limited availability of replacement parts extend repair timelines and contribute to outages. 16th Street Mission Station experienced an outage as recent as May 3–7, 2026 (Attachment 2). When elevators are out of service, riders who depend on vertical circulation must divert to adjacent stations, arrange accessible van transfers through station agents, or abandon their transit trips entirely. These outcomes undermine equitable access, reduce ridership, and increase automobile dependence.

The project will modernize both elevator systems within their existing hoistways, replacing controllers, power distribution equipment, wiring, door operators, door locking devices, guide assemblies, traveling cables, communication equipment, and cab interiors and finishes. One associated elevator machine room will also be relocated and modernized. New remote monitoring technology will enable real-time fault detection and diagnostics, allowing BART to dispatch the right technicians with the right parts and reduce the frequency and duration of future outages. Accessibility-related components will be upgraded where feasible within existing hoistway and station constraints, consistent with BART's Accessibility Program (Attachment 3).

## Local Priority

### Community Support

*Describe community support for the project, including any letters of support and/or applicable local plans that prioritize the project, such as Community-Based Transportation Plans (CBTPs), Priority Development Area (PDA) Plans (e.g. Specific Plan, PDA Investment and Growth Strategy), Countywide Transportation Plans (CTPs), or other local plans/project prioritization processes. Include descriptions of public outreach responses specific to this project, including comments received at public meetings or hearings, feedback from community workshops, or survey responses.*

BART has engaged community members, stakeholders, and riders through multiple channels to assess needs related to the Elevator Modernization Project at 16th Street Mission Station. This station serves a diverse, transit-dependent population, including riders with disabilities, seniors, families with strollers, and individuals carrying heavy items. Feedback consistently highlights elevator reliability as a critical access need.

BART's annual Customer Satisfaction Survey, conducted since 1996, provides systemwide and station-specific rider sentiment. The 2024 survey showed elevator availability and reliability received notably low ratings — 4.34 out of 7, ranking in the bottom 7 of 24 categories surveyed (Attachment 4), reinforcing the need for investment in vertical circulation infrastructure.

In December 2025, BART piloted a one-week Elevator Attendant Program at 16th Street Mission (Attachment 5) to understand usage patterns and rider needs. During the pilot (December 15-21, 2025), the elevator served 1,417 riders, with approximately 40 percent exhibiting an observed access need, such as a mobility device, stroller, or luggage — demonstrating the elevator's essential role for the surrounding community.

BART's Accessibility Task Force (BATF), a formal advisory body appointed by the BART Board of Directors that meets monthly, has consistently identified elevator reliability as a systemwide priority. Members representing a range of disabilities and advocacy organizations have provided direct, documented feedback on elevator access across the system. In 2026, the

### Letters of Support

*List any individuals (with affiliations) and/or organizations providing letters of support for this project (attach copies if applicable).*

The following individuals and organizations have provided letters of support for the 16th Street Mission Station Elevator Modernization Project:

| <b>Plan Name</b><br><i>List any local plans that identify or prioritize the application project</i> | <b>Plan Year</b><br><i>Completed or last updated</i> | <b>Plan Type</b><br><i>CBTP, PDA, CTP, or other</i> | <b>Plan Link</b><br><i>Attach copy if not available</i>                                                   | <b>Reference</b><br><i>Page(s) with named project</i> |
|-----------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| San Francisco Transportation Plan                                                                   | 2022                                                 | CTP                                                 | <a href="https://www.sfmta.com/transportation-planning">https://www.sfmta.com/transportation-planning</a> | Pg 17 Specific                                        |
| MTC Priority Development Area –                                                                     | Cont                                                 | PDA                                                 | <a href="https://mtc.ca.gov/planning">https://mtc.ca.gov/planning</a>                                     | Designation Its                                       |
| Mission Action Plan 2030 (MAP2030)                                                                  | 2024                                                 | Other                                               | <a href="https://sfplanning.org/mapping">https://sfplanning.org/mapping</a>                               | Pg 32, 39                                             |
| Plan Bay Area 2050+                                                                                 | 2026                                                 | CTP                                                 | <a href="https://planbayarea.org">https://planbayarea.org</a>                                             | Pg 105 Defines                                        |
|                                                                                                     |                                                      |                                                     |                                                                                                           |                                                       |

## Equity Impacts

### Equity Impacts

*If applicable, describe how the project will provide demonstrated benefits to historically marginalized or underserved groups, including benefits to [Equity Priority Communities](#) (EPCs) or similar local designations, and/or align with applicant [Americans with Disabilities Act](#) (ADA) Transition Plans.*

The 16th Street Mission BART Station serves one of San Francisco's most diverse and historically underserved neighborhoods. Census tracts surrounding the station are identified as Equity Priority Communities (EPCs) based on high concentrations of low-income households, people of color, people with limited English proficiency, and residents with disabilities (Map 2). The station provides essential regional transit access for these communities, including workers with non-traditional schedules, older adults, families with strollers, and individuals who rely on elevators for mobility.

The project will deliver direct and measurable benefits to these populations by modernizing the station's two elevators, critical vertical circulation elements that provide the only accessible route between the street, concourse, and platform. The existing elevators experience outages due to aging structural, mechanical, and electrical systems. These outages disproportionately affect riders with disabilities and those who cannot use stairs or escalators. Modernization will improve reliability, safety, and ADA accessibility by upgrading all major components and integrating remote monitoring to allow faster issue detection and response.

Improved elevator reliability supports equitable access to employment, education, healthcare, and essential services connected along the BART system (Map 3). For many riders in this EPC, BART is a primary transportation mode, and dependable vertical access is fundamental to maintaining independence and economic opportunity.

This project is also consistent with BART's Accessibility Program (Attachment 3), which prioritizes state-of-good-repair upgrades to vertical transportation assets as a means of enhancing systemwide accessibility. By modernizing these two high-use elevators, the project

### EPC Relationship

*Indicate the project's relationship to MTC-designated EPCs or similar local designations. Projects located outside of these areas remain eligible for funding.*

- ☒ Project is located within an MTC-designated EPC and is designed to benefit this population as described above
- ☐ Project is located within a similar local designation and is designed to benefit this population as described above
- ☐ Project is not located within an EPC or similar local designation but is designed to specifically benefit historically marginalized or underserved groups as described above
- ☐ Project is not located within an EPC or similar local designation and is not designed to specifically benefit historically marginalized or underserved groups (not disqualifying)

### Applicant ADA Transition Plan Link

*Required for all applications, attach copy if not available*

### Reference

*Page reference(s) if applicable*

BART Accessibility Program

Attachment 3



## Regional Alignment

### Plan Strategies

*Briefly describe how the project supports Plan Bay Area 2050+ strategies, linked on [OBAG 4 webpage](#).*

The 16th Street Mission Station Elevator Modernization Project supports Plan Bay Area 2050+ by improving the safety, reliability, accessibility, and resiliency of the regional transit network. It advances the Plan's strategies focused on maintaining and modernizing existing transit infrastructure, improving rider experience, and increasing equitable access to public transportation.

### Safety/Vision Zero

*Briefly describe how the project supports MTC's [Regional Safety/Vision Zero Policy](#), if applicable.*

The 16th Street Mission Station Elevator Modernization Project supports MTC's Regional Safety/Vision Zero Policy by advancing the Safe System approach and its emphasis on protecting vulnerable roadway and transit users through equitable infrastructure investment. The project improves the reliability of critical accessibility infrastructure at a major regional transit hub, helping ensure all riders can safely access transit regardless of age or mobility limitations.

### Complete Streets

*Briefly describe how the project supports MTC's [Complete Streets Policy](#), if applicable.*

The 16th Street Mission Station Elevator Modernization Project supports MTC's Complete Streets Policy (Resolution No. 4493) by improving safe, reliable, and accessible access to high-capacity public transit for users of all ages and abilities. The policy defines Complete Streets as facilities designed to be safe and comfortable for everyone, with particular emphasis on people walking, rolling, biking, and riding transit.

### Transit Transformation

*Briefly describe how the project supports MTC's [Transit Transformation Action Plan](#), if applicable.*

The 16th Street Mission Station Elevator Modernization Project supports MTC's Transit Transformation Action Plan by advancing goals related to customer experience, reliability, and a more equitable, accessible regional transit system. The Plan identifies accessibility, state of good repair, and customer-focused improvements as essential to rebuilding transit ridership across the Bay Area.

### Transit Priority

*Briefly describe how the project supports MTC's [Transit Priority Policy for Roadways](#), if applicable.*

The 16th Street Mission Station Elevator Modernization Project supports MTC's Transit Priority Policy for Roadways (Resolution No. 4739) by reinforcing the Policy's objective to improve the reliability, accessibility, and competitiveness of transit within the region's multimodal transportation network. While not a roadway transit-priority treatment, the project supports the Policy's broader framework of prioritizing investments that improve transit performance and rider experience on major corridors.

## Federal Performance

### Federal Performance Measures

Select the [federal performance measures \(23 U.S.C. § 150\)](#) that are supported by the project.

- ☒ **Safety:** significantly reduce traffic fatalities and serious injuries on public roads and improve safety of public transportation systems.
- ☒ **Infrastructure Condition:** maintain the condition of Interstate and National Highway System (NHS) assets and public transit assets in a state of good repair.
- ☒ **Congestion Reduction:** significantly reduce congestion on the NHS in urbanized areas.
- ☒ **System Reliability:** improve the reliability of the Interstate system and NHS.
- ☐ **Freight Movement and Economic Vitality:** improve the reliability of the Interstate system for truck travel.
- ☒ **Environmental Sustainability:** improve emission reductions from the transportation system, specifically from CMAQ-funded projects.

## Deliverability and Risk

### Delivery Risks

Identify any known risks to project delivery and briefly describe planned mitigation efforts, as applicable, including the status and timeline for any environmental and/or right-of-way approvals.

The 16th Street Mission Elevator Modernization Project is located entirely within BART's existing right-of-way and will qualify for a Categorical Exclusion (CE) under NEPA, eliminating the need for a full environmental review and streamlining the path to construction authorization. No right-of-way acquisition is required.

The primary delivery risk is construction complexity inherent to modernizing aging elevator infrastructure within an active, high-ridership transit station. BART will provide advance public notice of any planned elevator outages, coordinate with the BART Accessibility Task Force, and implement its standard accessible alternative service protocols for any periods when elevator service cannot be maintained.

A secondary risk is cost and schedule uncertainty associated with modernizing 52-year-old infrastructure, where existing conditions may reveal unforeseen complexity once equipment is removed. BART will mitigate this risk through thorough pre-construction investigation, contingency budgeting, and the institutional knowledge being built through concurrent elevator

### Environmental Approval and Right-of-Way

Specify applicable fund source(s) and confirm other eligibility requirements.

Select the anticipated NEPA class of action for the project:

- ☒ Categorical Exclusion (CE)
- ☐ Environmental Assessment (EA)
- ☐ Environmental Impact Statement (EIS)

Select applicable right-of-way and utility challenges for the project:

- ☐ Project area is not located entirely on applicant right-of-way
- ☐ Project may require temporary use of areas outside of the applicant right-of-way
- ☐ Project is adjacent to or may impact the operations of a railroad, light rail, or Caltrans facility
- ☐ Project may require utility relocation

### Schedule and Funding Plan

| Phase                        | Fiscal Year<br><i>Phase start</i> | OBAG 4<br>Request   | Other<br>Amount      | Other Description<br><i>Fund source name(s), secured/unsecured</i> |
|------------------------------|-----------------------------------|---------------------|----------------------|--------------------------------------------------------------------|
| Preliminary Engineering (PE) | FY24                              | \$ 0                | \$ 3,560,000         | Other Federal Funds & BART Capital Funds                           |
| Right-of-Way (ROW)           | N/A                               | \$ 0                | \$ 0                 |                                                                    |
| Construction (CON)           | FY30                              | \$ 8,000,000        | \$ 9,010,000         | Other Federal Funds & BART Capital Funds                           |
| Non Infrastructure (NI)      | N/A                               | \$ 0                |                      |                                                                    |
| <b>Total</b>                 | <i>Latest 2031</i>                | <b>\$ 8,000,000</b> | <b>\$ 12,570,000</b> | <i>Non-federal share must be ≥11.47%</i>                           |

#### Funding and Schedule Requirements

*Confirm that the project schedule and funding plan meet the following requirements.*

- ☒ Total requested award amount meets the minimum applicable threshold:
  - \$500,000 or more for projects in Alameda, Contra Costa, and Santa Clara Counties
  - \$250,000 or more for projects Marin, Napa, San Francisco, San Mateo, Solano, and Sonoma Counties
  - \$150,000 or more with a request for an exception to the standard minimum
- ☒ Non-federal share of the project total meets or exceeds the federal 11.47% minimum local match
- ☒ Applicant will obligate any awarded OBAG 4 funds by the September 30, 2031 obligation deadline
- ☒ Requested award amount is rounded to the nearest \$1,000

### Contribution to Geographic Minimum

#### PDA and TOC Relationship

*A minimum share of each county's projects must support a Priority Development Area (PDA) and/or Transit Oriented Community (TOC), generally defined as projects within a mile or less of a PDA and/or TOC (see [reference map](#)). Projects located outside of these areas remain eligible for funding. Indicate the location of the project relative to PDAs/TOCs.*

- ☒ Project is located within a mile or less of a PDA and/or TOC
- ☐ Project is countywide or otherwise not confined to a fixed location
- ☐ Project is not located within a mile or less of a PDA or TOC (not disqualifying)

## Applicant Acknowledgements

### Applicant Acknowledgements

*Affirm understanding of, and intent to comply with, OBAG 4 requirements as summarized below and detailed in MTC Resolution No. 4740, Revised (available on MTC's [OBAG 4 webpage](#)).*

- ☐ **Complete Streets Checklist:** applicant has submitted a checklist for this project in MTC's [Complete Streets Portal](#) to demonstrate consistency with MTC's [Complete Streets Policy](#) and [Transit Priority Policy for Roadways](#), including project review by a local Bicycle and Pedestrian Advisory Committee (BPAC) and/or transit agency/ies as applicable.
- ☒ **Project Delivery Policy:** if awarded OBAG 4 county funds, applicant will comply with MTC's [Regional Project Delivery Policy](#), including designation of a staff Single Point of Contact (SPOC), adoption of a [Resolution of Local Support](#), project inclusion in the federal Transportation Improvement Program (TIP) and MTC's associated TIP management platform, and participation in the Annual Obligation Plan (AOP) process.
- ☒ **Jurisdiction Requirements:** jurisdiction applicants, or applicants requesting OBAG 4 funds on behalf of one or more jurisdiction(s), acknowledge the following ongoing requirements for jurisdiction recipients:
  - State Housing Element certification, Annual Progress Report (APR) submission, and compliance with select state housing laws
  - Updated Local Roadway Safety Plan (LRSP) or equivalent plan as defined by California Highway Safety Improvement Program (HSIP) guidelines
  - Pavement Management Program (PMP) certification and participation in statewide local streets and roads needs assessment surveys
  - Federal Highway Performance Monitoring System (HPMS) traffic count reporting
- ☒ **Attachments:** applicant will provide the following attachments with this application, as applicable:
  - Project overview map (if available)
  - CMAQ [Air Quality Input Form](#) (for eligible applications requesting over \$1 million)
  - Letter(s) of support (if referenced above)
  - Local plan(s) (if referenced above but no link is provided)
  - Applicant ADA Transition Plan (required, attach if no link is provided above)

## OBAG Cycle 4 County Program San Francisco Supplemental Application Form

### Instructions

Agencies applying for San Francisco One Bay Area Grant (OBAG 4) County Program funds must submit the following Supplemental Application Form, covering San Francisco-specific project evaluation criteria, as part of a complete application package by July 7, 2026. Additional information on the OBAG Cycle 4 County program is available on the [San Francisco County Transportation Authority website](#).

### San Francisco Supplemental Project Evaluation Criteria

#### Project Eligibility

*Confirm San Francisco County eligibility requirements.*

- ☒ Project is consistent with the [San Francisco Transportation Plan 2050](#) or 2050+ update.
- ☒ Total requested award amount is \$500,000 or more.

#### Sponsor Project Priority Order

*If you are submitting more than one application, please indicate the priority of this project (e.g. 2nd priority out of 4 applications).*

1<sup>st</sup> priority out of 2 applications

#### Increase Safety

*Briefly describe how the project addresses corridors on the [High Injury Network](#) or other locations with a known safety issue, if applicable. Include supporting data as an attachment to the project application if needed.*

The 16th Street Mission Station is situated at the intersection of Mission Street and 16th Street, both of which are designated segments of San Francisco's High Injury Network (HIN) — the 13 percent of city streets where 74 percent of the city's severe and fatal traffic injuries occur (SFMTA, 2024 High Injury Network). The surrounding corridor experiences high volumes of pedestrians, transit riders, cyclists, and vehicles converging in a dense urban environment, contributing to the elevated injury risk documented in the HIN designation.

While the elevator modernization project does not directly address street-level traffic conflicts, it contributes to safety outcomes within this high-injury corridor by reducing the circumstances that force vulnerable riders into more complex and risky street-level navigation. When the station's elevators are out of service — [as occurred most recently May 3–8, 2026](#) — riders with disabilities, seniors, and others with mobility limitations must seek alternative access routes, increasing their exposure to the hazardous conditions documented on the surrounding HIN corridors. Restoring reliable elevator access minimizes these forced diversions and reduces unnecessary street-level exposure for the riders least able to safely navigate a high-injury environment.

The project also supports the broader goals of San Francisco's Vision Zero initiative by ensuring that accessible station infrastructure functions reliably in one of the city's most active and highest-risk pedestrian corridors, reducing barriers to transit use for vulnerable populations who depend on safe, predictable access to the regional rail network.

**Improve Transit Reliability and Accessibility**

*Describe how the project increases transit accessibility, reliability, and connectivity (e.g. stop improvements, transit stop consolidation and/or relocation, transit signal priority, traffic signal upgrades, travel information improvements, wayfinding signs, bicycle parking, and improved connections to regional transit), and how the project supports existing or proposed rapid transit network or rail. Indicate whether the project is identified in transit performance plans or programs such as the [San Francisco Municipal Transportation Agency's Muni Forward program](#).*

The 16th Street Mission Station Elevator Modernization Project improves transit accessibility, reliability, and connectivity by restoring dependable vertical circulation at a critical intermodal hub serving approximately 6,500 average weekday riders (Attachment 1 - BART Monthly Ridership Snapshot, May 2026).

The project directly enhances accessibility by modernizing the two elevators that provide the only ADA-accessible connection between the street, concourse, and platform levels at 16th Street Mission Station. Reliable elevator operation is essential to ensuring that BART functions as an all-ages-and-abilities system, particularly for riders with disabilities, seniors, and others who cannot use stairs or escalators. Elevator outages force affected riders to exit the system, travel to alternate stations, or undertake significantly longer trips, disrupting access to the regional rail network for the riders most dependent on it.

The project increases reliability through complete system modernization, replacing aging controllers, power distribution equipment, door operators, door locking devices, guide assemblies, traveling cables, wiring, and communication equipment. New remote monitoring technology will enable real-time fault detection and diagnostics, allowing maintenance teams to dispatch the right technicians with the right parts and reduce the frequency and duration of future outages, improving continuous access to regional rail service.

In terms of connectivity, the station serves as a major intermodal hub linking BART regional rail with Muni bus routes 14, 14R, 22, 33, 49, and 55 along Mission Street and 16th Street. Dependable accessible vertical circulation is essential to seamless transfers between surface transit and the regional rail network, strengthening first and last mile connectivity for transit-dependent riders throughout the Mission District. While not part of SFMTA's Muni Forward program, the project complements Muni Forward investments along nearby corridors by improving the effectiveness of transfers between Muni surface transit and BART regional rail service, enhancing overall network integration.

The project is consistent with BART's Accessibility Program (Attachment 3) and supports the agency's commitment to maintaining accessible, reliable service at its highest-ridership urban stations. It is also paired with BART's concurrent OBAG 4 application for the 16th Street Mission Station Plaza Redesign, which addresses street-level public realm improvements at the same station, together delivering a comprehensive whole-station accessibility and connectivity upgrade



### Improve Access to Schools, Senior Centers, and Other Community Sites

*Describe how the project improves access to schools, senior centers, community centers, afterschool care facilities, parks, and/or other community sites and destinations. Include a map of the project location in relation to relevant community sites as an attachment to the project application.*

The 16th Street Mission Station Elevator Modernization Project improves access to a wide range of essential community destinations by ensuring reliable ADA-accessible entry to one of the most important regional transit hubs serving San Francisco's Mission District.

The station provides direct and transfer access via BART and Muni to a dense network of neighborhood-serving schools, community organizations, health providers, parks, and cultural institutions (Map 3), including:

- **Schools:** Marshall Elementary School, Mission Dolores Academy, San Francisco Friends School, Thomas Edison Charter Academy, Rise University Preparatory School, Everett Middle School, Mission High School, and O'Connell High School
- **Youth & Community Services:** Centro Latino de San Francisco, Friendship House, Kid Power Park, Jamestown Community Center, La Casa de las Madres, Dolores Street Community Services, Larkin Street Youth Services (Mission site), and Homeless Youth Alliance
- **Senior & Social Services:** Mission Neighborhood Centers (MNC), Mission Economic Development Agency (MEDA), and Dolores Street Community Services
- **Health:** Mission Neighborhood Health Center (MNHC) and regional connections to Zuckerberg San Francisco General Hospital and Trauma Center
- **Parks & Open Space:** In Chan Kaajal Park, Kid Power Park, Franklin Square Park, and Mission Dolores Park
- **Arts & Culture:** Mission Cultural Center for Latino Arts, Galería de la Raza, Brava Theater Center, and the Women's Building

Reliable elevator access is particularly critical for seniors, people with disabilities, and riders with mobility limitations who depend on the station's vertical circulation system to reach these destinations. Because many residents in the surrounding Equity Priority Community rely on transit as their primary mode of travel, elevator outages can significantly limit access to essential services, education, healthcare, and recreation. By improving reliability through modernization and remote monitoring, the project strengthens a critical link in the door-to-door transit journey for some of the city's most transit-dependent residents.

By improving reliability through modernization and remote monitoring, the project strengthens a critical link in the door-to-door transit journey, ensuring more consistent access to neighborhood schools, senior services, parks, and healthcare facilities.

### Construction Coordination

*Identify if the project is or will be coordinated with other construction projects to mitigate construction impacts and/or achieve cost savings. Clearly identify the related improvements, describe the scope, and provide a timeline for major milestones for coordination.*

The 16th Street Mission Station Elevator Modernization Project is focused within the existing station footprint and vertical circulation system and does not require roadway excavation, utility relocation, or street-level construction beyond standard construction staging for access to the elevator systems.

The project will benefit from coordination with BART's broader Elevator Modernization Program. Phase 1.1 of the program, covering elevator modernization at five San Francisco M-Line stations, is anticipated to begin construction in early 2026. Procurement, contractor relationships, and construction sequencing experience developed through Phase 1.1 will directly inform the 16th Street Mission project's delivery approach, improving cost estimation accuracy and reducing schedule uncertainty.

Because the project is limited to modernization of existing elevator infrastructure within an operating BART station, construction impacts will be managed internally through BART's established construction management and station operations protocols. Work will be sequenced to maintain station access and minimize disruption to riders, including continued ADA access throughout construction to the extent feasible.

#### **Limited Funding Options**

*Indicate the project's eligibility and competitiveness for other funding options:*

- ☐ Project is eligible and competes well for other fund sources
- ☒ Project is ineligible or completes poorly for other discretionary fund sources (explain)
- ☐ Other \_\_\_\_ (explain)

This project is a state of good repair (SOG) asset preservation and modernization effort focused on existing elevator infrastructure within an operating transit station. As such, it does not typically score competitively under most major discretionary transportation funding programs, which often prioritize capacity expansion, new transit service, major corridor redesigns, or large-scale multimodal capital projects.

Elevator modernization projects are essential to maintaining safe and reliable ADA access and supporting system functionality, but they are generally more difficult to advance through competitive discretionary programs due to their localized scope and lack of measurable system expansion benefits. These types of investments are most appropriately funded through targeted asset management and rehabilitation programs, rather than broader regional transformation or capacity-focused funding streams.

Given the critical importance of the elevators to station accessibility and continuous operation, dedicated funding through this opportunity is necessary to ensure timely delivery and to address aging infrastructure needs that are not readily addressed through other discretionary grant sources.

San Francisco OBAG Cycle 4 County Program  
Detailed Schedule, Budget, Cost and Funding Plan

|                      |                                 |
|----------------------|---------------------------------|
| <b>Project Name:</b> | 16th Street Elevator Renovation |
|----------------------|---------------------------------|

| <b>DELIVERY MILESTONES</b>               | <b>Status</b>     | <b>Work</b>                          | <b>Start Date</b> |                      | <b>End Date</b> |                      |
|------------------------------------------|-------------------|--------------------------------------|-------------------|----------------------|-----------------|----------------------|
| <b>Phase</b>                             | <b>% Complete</b> | <b>In-house, Contracted, or Both</b> | <b>Month</b>      | <b>Calendar Year</b> | <b>Month</b>    | <b>Calendar Year</b> |
| Planning                                 | 100%              | In house                             | May               | 2024                 | Feb             | 2026                 |
| Environmental Studies (PA&ED)            |                   |                                      |                   |                      |                 |                      |
| Design Engineering (PS&E)                | 5%                | Contracted                           | Feb               | 2026                 | Jun             | 2028                 |
| Right-of-way                             |                   |                                      |                   |                      |                 |                      |
| Advertise Construction                   | 0%                | N/A                                  | Jan               | 29                   | N/A             | N/A                  |
| Start Construction (e.g. Award Contract) | 0%                | Both                                 | Aug               | 29                   | N/A             | N/A                  |
| Open for Use                             | N/A               | N/A                                  | N/A               | N/A                  | Aug             | 2032                 |

San Francisco OBAG Cycle 4 County Program  
Detailed Schedule, Budget, Cost and Funding Plan

|                      |                                 |
|----------------------|---------------------------------|
| <b>Project Name:</b> | 16th Street Elevator Renovation |
|----------------------|---------------------------------|

| COST ESTIMATE                   |              | Funding Source by Phase |        |              |                                          | Desired Federal Fiscal Year (FFY) for OBAG Funds (Oct 1 - Sept 30)* |
|---------------------------------|--------------|-------------------------|--------|--------------|------------------------------------------|---------------------------------------------------------------------|
| Phase                           | Cost         | OBAG 4                  | Prop L | Other        | Source of Cost Estimate                  |                                                                     |
| Planning/Conceptual Engineering | \$1,010,000  |                         |        | \$1,010,000  | Other Federal Funds & BART Captial Funds | FY26                                                                |
| Environmental Studies (PA&ED)   | \$0          |                         |        |              |                                          |                                                                     |
| Design Engineering (PS&E)       | \$2,550,000  |                         |        | \$2,550,000  | Other Federal Funds & BART Captial Funds | FY26                                                                |
| Right-of-Way                    | \$0          |                         |        |              |                                          |                                                                     |
| Construction                    | \$17,010,000 | \$8,000,000             |        | \$9,010,000  | Other Federal Funds & BART Captial Funds | FY29                                                                |
| <b>TOTAL PROJECT COST</b>       | \$20,570,000 | \$8,000,000             | \$0    | \$12,570,000 |                                          | *Call for projects will program funds in FFYs 2026/27 - 2029/30.    |

**FUNDING PLAN FOR ALL PHASES - ALL SOURCES**

| Funding Source            | Planned             | Programmed | Allocated          | TOTAL               |
|---------------------------|---------------------|------------|--------------------|---------------------|
| <b>OBAG 4</b>             | \$8,000,000         | N/A        | N/A                | \$8,000,000         |
| <i>Other Federal</i>      | \$9,016,000         |            | \$1,040,000        | \$10,056,000        |
| <i>BART Captial Funds</i> | \$2,254,000         |            | \$260,000          | \$2,514,000         |
| <b>TOTAL</b>              | <b>\$19,270,000</b> | <b>\$0</b> | <b>\$1,300,000</b> | <b>\$20,570,000</b> |

**Comments**

|  |
|--|
|  |
|--|

San Francisco OBAG Cycle 4 County Program  
Detailed Schedule, Budget, Cost and Funding Plan

**PROJECT BUDGET TEMPLATE - PLANNING, CER**

**General Instructions**

- Sponsor may attach budget details in sponsor agency format (Excel), which includes all required information (per phase) detailed below.
- Contingencies should be called out in each phase.

For **Conceptual Engineering Reports:**

- Provide total labor cost by agency and discipline (e.g. SFMTA Operations, SFMTA Engineering, SFPW Engineering), consultant costs, other direct costs, and contingency.

For **Other Planning and/or Conceptual Engineering Work:** (e.g. neighborhood transportation plans)

- Provide a detailed labor cost estimate by task and agency, consultant costs by task, other direct costs, contingency.
- For work to be performed by agency staff rather than consultants, provide base rate, overhead multiplier, and fully burdened rates by position with FTE (full-time equivalent) ratio. A sample format is provided below.

**MAJOR LINE ITEM BUDGET FOR PLANNING**

**BUDGET SUMMARY**

| Budget Line Item     | Task 1<br>Planning | Task 2<br>Project & Program<br>Management |             |             |             | Total               |
|----------------------|--------------------|-------------------------------------------|-------------|-------------|-------------|---------------------|
| BART                 | \$ -               | \$ 180,000                                | \$ -        | \$ -        | \$ -        | <b>\$ 180,000</b>   |
| Consultant           | \$ 830,000         | \$ -                                      | \$ -        | \$ -        | \$ -        | <b>\$ 830,000</b>   |
| Other Direct Costs * | \$ -               | \$ -                                      | \$ -        | \$ -        | \$ -        | <b>\$ -</b>         |
| <b>Total</b>         | <b>\$ 830,000</b>  | <b>\$ 180,000</b>                         | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ 1,010,000</b> |

\* e.g. Direct Costs include mailing, reproduction costs room rental fees.

**DETAILED LABOR COST ESTIMATE - BY AGENCY**

| Agency 1 (e.g.,<br>SFMTA) | Hours       | Base Hourly Rate | Overhead<br>Multiplier | Fully Burdened<br>Hourly Cost | FTE         | Total       |
|---------------------------|-------------|------------------|------------------------|-------------------------------|-------------|-------------|
| Position title            |             | \$ -             |                        | \$ -                          | 0.00        | <b>\$ -</b> |
| Position title            |             |                  |                        | \$ -                          | 0.00        | <b>\$ -</b> |
| <b>Total</b>              | <b>0.00</b> |                  |                        |                               | <b>0.00</b> | <b>\$ -</b> |

| Agency 2 (e.g.,<br>SFCTA) | Hours       | Base Hourly Rate | Overhead<br>Multiplier | Fully Burdened<br>Hourly Cost | FTE         | Total       |
|---------------------------|-------------|------------------|------------------------|-------------------------------|-------------|-------------|
| Deputy Director           |             | \$ -             |                        | \$ -                          | 0.00        | \$ -        |
| Senior Planner            |             | \$ -             |                        | \$ -                          | 0.00        | \$ -        |
| <b>Total</b>              | <b>0.00</b> |                  |                        |                               | <b>0.00</b> | <b>\$ -</b> |

San Francisco OBAG Cycle 4 County Program  
Detailed Schedule, Budget, Cost and Funding Plan

**PROJECT BUDGET TEMPLATE - ENVIRONMENTAL STUDIES, RIGHT-OF-WAY, DESIGN**

**General Instructions**

- Sponsor may attach budget details in sponsor agency format (Excel), which includes all required information (per phase) detailed below.
- Contingencies should be called out in each phase.

For **Environmental Studies, Right-of-Way, Design Engineering Phase**:

- Provide total labor cost by agency, consultant costs, other direct costs, contract procurement(s), and contingency.

**MAJOR LINE ITEM BUDGET FOR ENVIRONMENTAL STUDIES, RIGHT-OF-WAY, OR DESIGN ENGINEERING PHASE**

| BUDGET SUMMARY          |                     |            |
|-------------------------|---------------------|------------|
| Budget Line Item        | Totals              | % of phase |
| 1. Total Labor          | \$ 320,000          |            |
| 2. Consultant           | \$ 1,540,000        |            |
| 3. Other Direct Costs * | \$ -                |            |
| 4. Contingency          | \$ 690,000          | 37%        |
| <b>TOTAL PHASE</b>      | <b>\$ 2,550,000</b> |            |

\* e.g. PUC costs

| TOTAL LABOR COST BY AGENCY |                   |
|----------------------------|-------------------|
| <b>BART</b>                | \$ 320,000        |
|                            |                   |
| <b>TOTAL</b>               | <b>\$ 320,000</b> |

The tables shown here are meant as an example to demonstrate how the required budget information can be represented. Applicant may modify the format as needed to fit the proposed project as long as the requested information is provided in Excel format.



San Francisco OBAG Cycle 4 County Program  
Detailed Schedule, Budget, Cost and Funding Plan

**PROJECT BUDGET TEMPLATE - CONSTRUCTION**

**General Instructions**

- Sponsor may attach budget details in sponsor agency format (Excel), which includes all required information (per phase) detailed below.
- Contingencies should be called out in each phase.

For **Construction Phase**:

- Provide total labor cost by agency, contract costs (include major line item detail), construction management/support (includes project management, inspection, design services during construction, outreach during construction), other direct costs (includes Job Order Contracting, inter-agency costs, owner provided materials and services), and contingency.

**MAJOR LINE ITEM BUDGET FOR CONSTRUCTION**

**BUDGET SUMMARY (BY AGENCY LABOR BY TASK)**

| Budget Line Item                   | Totals               | % of contract | Contractor           | BART                 |             |
|------------------------------------|----------------------|---------------|----------------------|----------------------|-------------|
| 1. Contract                        |                      |               |                      |                      |             |
| Task 1: Project & Program Support  | \$ 810,000           |               |                      | \$ 810,000           |             |
| Task 2: Construction               | \$ 10,440,000        |               | \$10,440,000         |                      |             |
| Task 3: DSDC                       | \$ 1,000,000         |               | \$1,000,000          |                      |             |
| Subtotal                           | \$ 11,250,000        |               |                      |                      |             |
| 2. Construction Management/Support | \$ 2,000,000         | 18%           | \$ 2,000,000         |                      |             |
| 3. Other Direct Costs *            |                      |               |                      |                      |             |
| 4. Contingency                     | \$ 2,760,000.00      | 25%           |                      |                      |             |
| <b>TOTAL CONSTRUCTION PHASE</b>    | <b>\$ 17,010,000</b> |               | <b>\$ 13,440,000</b> | <b>\$ 810,000.00</b> | <b>\$ -</b> |

\* Applicant to provide details

The tables shown here are meant as an example to demonstrate how the required budget information can be represented. Applicant may modify the format as needed to fit the proposed project as long as the requested information is provided in Excel format.



# 16th Street Elevator Modernization Project

ONE BAY AREA GRANT PROGRAM (OBAG) CYCLE 4  
JULY 2026



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# Summary

The San Francisco Bay Area Rapid Transit District (BART) requests OBAG 4 funding to advance the 16th Street Elevator Modernization Project through construction. This investment will modernize two aging elevators and one associated machine room at the 16th Street Mission Station — restoring the only ADA-accessible vertical circulation path between the street, concourse, and platform levels for approximately 6,500 average weekday riders (Attachment 1 - May2026 Monthly Ridership Snapshot).

The 16th Street Mission Station is one of BART's highest-ridership urban stations and serves a dense, transit-dependent community in San Francisco's Mission District — an MTC-designated Equity Priority Community. The station's two elevators, installed when the station opened in 1973, have exceeded their useful service life and experience outages that limit mobility and create barriers to access. A one-week Elevator Attendant Program pilot at this station in December 2025 (Attachment 5) documented 1,417 elevator users, with approximately 40 percent exhibiting an observed access need — underscoring the scale and urgency of the reliability challenge. [BART's 2024 Customer Satisfaction Survey](#) rated elevator availability and reliability 4.34 out of 7, placing it in the bottom seven of 24 customer experience categories measured.

The project scope consists of the modernization of both station elevators and associated elevator machine rooms, including replacement of structural, architectural, electrical, and mechanical components, installation of remote monitoring technology, and restoration to code-compliant operation. BART is simultaneously pursuing OBAG 4 design funding for the transformation of the station's two public plazas. Together, these two proposals represent a coordinated, whole-station investment strategy — ensuring equitable, accessible vertical circulation while transforming the public realm that greets every arriving and departing rider.

## Statement of Need

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### History and Context

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BART's 16th Street Mission Station opened on November 5, 1973, as part of the original BART system. Like the majority of infrastructure built in that era, the station's elevators were designed and installed more than 50 years ago. The equipment has reached the end of its useful service life. Core mechanical, electrical, structural, and architectural components are aged, difficult to source, and increasingly prone to failure — a pattern consistent across BART's original station inventory, where major components such as gearboxes, motors, hydraulic cylinders, and door operators must be custom-fabricated when they fail because standard replacement parts are no longer commercially available.

At 16th Street Mission, this challenge is compounded by the station's high ridership volume and the heavy use the elevators. When either elevator is out of service, riders who depend on accessible vertical circulation, including those using wheelchairs, mobility devices, strollers, or luggage, are unable to independently access or exit the station without assistance, resulting in alternative routing of 0.9 miles to the nearest adjacent station, 24th Street.

This project builds on BART's larger Elevator Modernization Program which aims to modernize 40 elevators throughout the system to improve reliability, reduce elevator out-of service time, support accessibility, and

Improve the overall station experience (Attachment 6). The two elevators at 16th Street are next on BART's priority list for this established program. Targeting the full modernization of 16th Street's two elevators is a necessary investment to restore long-term reliability and extend useful service life for a new generation of riders.

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## Equity and Community Priority

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The 16th Street Mission Station area is an Equity Priority Community (EPC) as designated by MTC (Map 2). The surrounding census tracts rank among the highest in the region for concentrations of low-income residents, people of color, zero-vehicle households, individuals with limited English proficiency, and transit-dependent populations. For many residents of the Mission District, BART is a primary mode of transportation. Reliable, accessible vertical circulation is fundamental to their ability to use the system.

The one-week Elevator Attendant Program pilot conducted at 16th Street Mission in December 2025 (December 15–21) documented the station's elevator serving 1,417 riders during that period, with approximately 40 percent of users exhibiting an observed mobility need such as wheelchair use, stroller, or significant luggage. This short pilot provides a direct, station-specific measure of the community's dependence on reliable elevator access.

BART's Accessibility Task Force (BATF) — a formal advisory body appointed by the BART Board of Directors — has consistently identified elevator reliability as a priority issue across the BART system, and has provided direct input on the Elevator Modernization Program (Attachment 7) and related accessibility programs. Members have described firsthand the real consequences of elevator outages for riders with mobility impairments, including situations where inaccessible stations force riders to use stairs or undertake lengthy alternative routes. [The 2024 Customer Satisfaction Survey](#) ranked elevator availability and reliability 4.34 out of 7 — among the lowest of all 24 categories — reflecting sustained rider frustration with the state of vertical circulation infrastructure.

The project is also consistent with BART's Accessibility Program (Attachment 7), which identifies state-of-good-repair upgrades to vertical transportation assets as a core strategy for improving systemwide accessibility and eliminating barriers for riders with disabilities. Improving the 16th Street elevators directly advances BART's commitment to serving all riders equitably.

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## Project Scope

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The 16th Street Mission Station Elevator Modernization Project will renovate and modernize two existing public elevators and one associated elevator machine room. This project will enhance accessibility by improving system reliability, reducing maintenance demands and downtime, and extending the useful life of critical vertical transportation assets serving the station.

This project will replace aging elevator equipment that has reached or exceeded its useful service life resulting in components that frequently malfunction. These two elevators have become increasingly difficult to maintain due to obsolete components and limited availability of replacement parts, which extends downtime. The modernization program will restore dependable operation and improve passenger experience for users.

Work includes the modernization of the two elevator systems within the existing hoistways and the associated elevator machine rooms. Existing elevator equipment will be removed and replaced with new equipment,



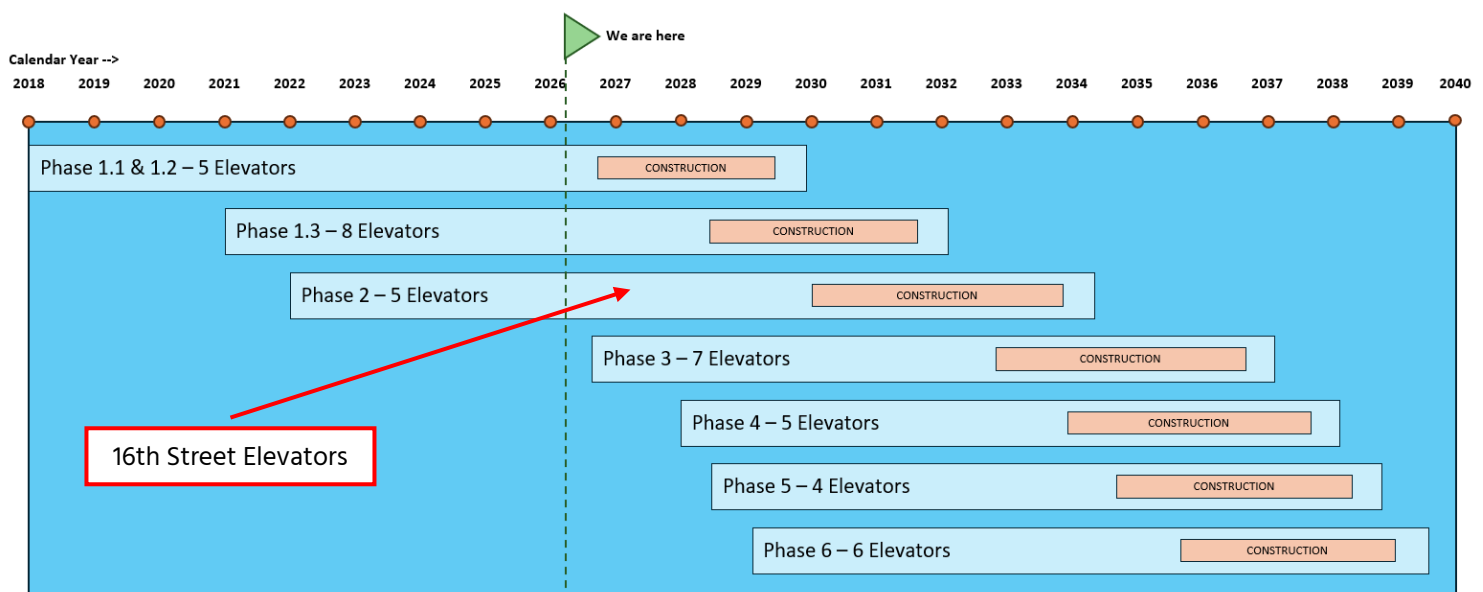
including controllers, power distribution equipment, disconnects, wiring, raceways, traveling cables, hoistway cables, door operators, door locking devices, guide assemblies, fixtures, communication equipment, and remote monitoring systems. New elevator control and monitoring equipment will be integrated with BART operational systems to support fault monitoring, diagnostics, and maintenance activities.

Architectural improvements will include rehabilitation of elevator cab interiors and entrances, replacement of flooring, door sills, finishes, lighting, signage, and other passenger-facing elements necessary to improve durability, maintainability, and accessibility. Elevator entrances and associated components will be upgraded where feasible to support compliance with current accessibility requirements while maintaining compatibility with existing station and hoistway constraints.

Mechanical, plumbing, and fire-life-safety improvements will include upgrades to machine room HVAC, hoistway pit drainage, fire protection devices, fire sprinklers, fire alarm interfaces, emergency communications equipment, and other infrastructure necessary to support reliable operation and compliance with current codes and standards. Hoistway and machine room systems will be modified as required to accommodate new equipment and improve long-term reliability and maintainability.

Structural and building improvements associated with the machine room relocation will include construction of a new machine room enclosure, utility connections, access provisions, and associated architectural finishes. Modifications required to support the installation of modern elevator equipment, including localized structural, electrical, and communications infrastructure improvements, are included within the project scope.

## BART's Elevator Modernization Program



*Figure 1 The 16th Street Elevators are in Phase 2 of the larger Elevator Modernization Program*



Concourse Elevator



Street Level Elevator

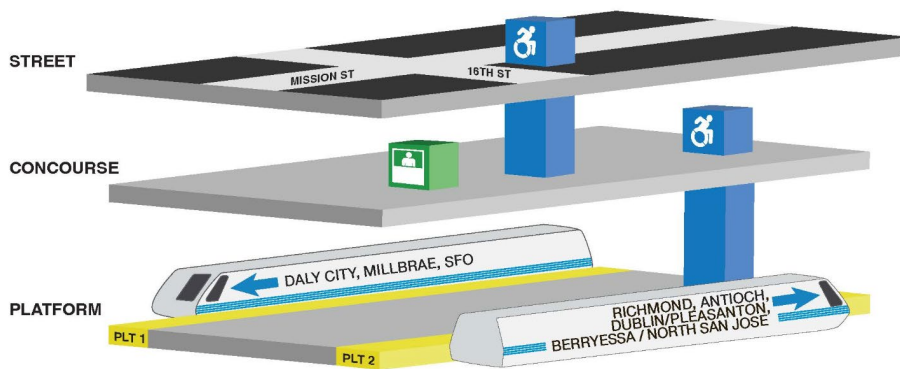
## 16TH ST. MISSION STATION



ELEVATORS



AGENT BOOTH



TWO SEPARATE ELEVATORS NEEDED FROM STREET TO TRAIN PLATFORMS



Current Machine Room

## Project Readiness and Deliverables

The 16th Street Elevator Modernization Project is well-positioned for efficient delivery. BART has conducted preliminary engineering and condition assessments that document the state of the existing elevator systems and have informed the project scope and cost estimates. Key readiness indicators include:

Upon receipt of OBAG 4 funding, BART will advance the project through construction. Current schedule below:

|                               |        |        |
|-------------------------------|--------|--------|
| <b>Planning</b>               | May-24 | Feb-26 |
| <b>Design Engineering</b>     | Feb-26 | Jun-28 |
| <b>Advertise Construction</b> | Jan-29 | N/A    |
| <b>Start Construction</b>     | Aug-29 | N/A    |
| <b>Open for Use</b>           | N/A    | Aug-32 |

## Relationship to Regional Goals & SFCTA OBAG 4 Priorities

The 16th Street Mission Station Elevator Modernization Project advances SFCTA's OBAG 4 prioritization criteria as follows:

1. **Priority Development Areas and Transit-Oriented Communities.** The project is located within a designated Priority Development Area and Transit-Oriented Community.
2. **Safety.** Modernization of aging elevator equipment addresses safety risks associated with component failure in vertical transportation systems serving the public. New door locking devices, communication equipment, emergency systems, fire alarm interfaces, and emergency communications equipment will bring the elevators into compliance with current fire-life-safety codes and standards. Machine room ventilation, drainage, and fire protection upgrades further reduce safety hazards associated with deteriorated infrastructure.
3. **Multimodal Benefits.** The station serves as a major intermodal hub connecting BART regional rail with Muni bus routes 14, 14R, 22, 33, 49, and 55. Reliable accessible vertical circulation is essential to seamless transfers between local bus service and the regional rail network, supporting first/last-mile connectivity for transit-dependent riders throughout the Mission District and beyond.
4. **Environmental Sustainability.** By restoring reliable elevator access, the project supports mode shift away from automobile trips for riders with disabilities, seniors, and others who cannot use stairs or escalators. Remote monitoring technology will enable more efficient maintenance dispatching. The project does not include stormwater or resilience infrastructure elements.
5. **State of Good Repair.** The two elevators at 16th Street Mission Station have reached their useful service life after more than 52 years of operation. Obsolete components and limited parts availability extend outages and increase maintenance costs. The project replaces aging equipment — including controllers, wiring, guide assemblies, door locking devices, traveling cables, and hoistway cables — and integrates



remote monitoring to support proactive maintenance, extending the useful service life of critical vertical transportation assets and reducing lifecycle costs.

6. **Public Support.** The project reflects priorities documented by the BART Accessibility Task Force and is supported by letters of support from Calle 24 the Latino Cultural District, the Center for Latino Advocacy Resources & Organizing (CLARO), Mission Housing Development Corporation (MHDC), the Roxie Theater, and the Mission Merchants Association. Elevator reliability at 16th Street Mission has been a persistent concern raised by disability advocates, community organizations, and riders in the Mission District.
7. **Benefits to Historically Marginalized and Underserved Groups.** The station is located within an MTC-designated Equity Priority Community, serving a neighborhood with documented concentrations of low-income residents, people of color, and transit-dependent populations. The project directly benefits riders with disabilities and mobility challenges by restoring and modernizing the only accessible vertical circulation path between the street and the platform. Elevator cab interiors, entrances, flooring, signage, and accessibility-related components will be upgraded where feasible within existing hoistway and station constraints, consistent with BART's ADA priorities (Attachment 3).
8. **Project Readiness and Deliverability.** The project is completing design and will be ready to proceed to construction upon receiving funding. The scope, budget, and schedule are well-defined at the current project stage.
9. **Construction Coordination.** The project is paired with BART's concurrent OBAG 4 application for the 16th Street Mission Station Plaza Redesign. Together, the two projects deliver a comprehensive whole-station improvement, modernizing vertical access from street to platform while transforming the public plaza at street level.
10. **Transit Reliability and Accessibility.** The project restores dependable, ADA-accessible vertical circulation at one of BART's highest-ridership San Francisco stations, serving approximately 6,500 average weekday riders (Attachment 1). Elevator outages force riders who depend on vertical access to divert to other stations or abandon transit trips entirely. New controllers, door operators, remote monitoring, and integrated fault diagnostics will measurably improve system uptime and reduce the frequency and duration of outages, directly benefiting the riders most dependent on elevator access.
11. **Access to Schools, Senior Centers, and Community Sites.** The Mission District surrounding 16th Street Mission Station is home to numerous community destinations that serve low-income residents, seniors, and people with disabilities (Map 3). Reliable elevator access is essential for these populations to reach these destinations via transit.
12. **Limited Other Funding Options.** Elevator modernization projects at existing rail stations face limited eligibility for many competitive discretionary grant programs, which tend to prioritize new infrastructure or multimodal street improvements.
13. **Fund Leveraging.** BART is contributing \$2,254,000 in local match funds for the construction phase of the project, exceeding the required 11.47% minimum match.

May 2026 Monthly Ridership Snapshot



|                          | May 2026 Actuals | Compared to Last Month |              | Compared to a Year Ago |               | Compared to Budget |               |
|--------------------------|------------------|------------------------|--------------|------------------------|---------------|--------------------|---------------|
| <b>System Ridership</b>  |                  |                        |              |                        |               |                    |               |
| Weekday                  | 202,653          | +767                   | +0.4%        | +24,089                | +13.5%        | +21,133            | +11.6%        |
| Saturday                 | 120,941          | +2,266                 | +1.9%        | +18,630                | +18.2%        | +22,041            | +22.3%        |
| Sunday                   | 98,973           | +15,391                | +18.4%       | +13,666                | +16.0%        | +15,573            | +18.7%        |
| <b>Total<sup>1</sup></b> | <b>5,239,804</b> | <b>-10,715</b>         | <b>-0.2%</b> | <b>+569,229</b>        | <b>+12.2%</b> | <b>+631,904</b>    | <b>+13.7%</b> |

|                                               | May 2026 Actuals | Compared to Last Month |        | Compared to a Year Ago |        | Ridership Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------|------------------|------------------------|--------|------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ridership by Station (Average Weekday)</b> |                  |                        |        |                        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Richmond                                      | 2,798            | +34                    | +1.2%  | +258                   | +10.1% | <b>Ridership Events:</b><br>May 9: Om Records Free Concert at Embarcadero Plaza<br>May 16: BTS Concert at Stanford Stadium<br>May 17: Bay to Breakers; BTS Concert at Stanford Stadium<br>May 18 & 19: BTS Concert at Stanford Stadium<br>May 23 & 24: SF Carnival Festival & Parade<br>May 25: Memorial Day Holiday<br>Giants: 12 Home Games<br>Valkyries: 4 Home Games<br>Roots: 3 Home Games<br>Ballers: 12 Home Games<br><b>Service Events:</b><br>May 18: Clipper communications issue impacting fare fares and TVMs<br><b>Notable:</b><br>Highest Ridership Day: Wednesday, May 6 (226,475)<br>Lowest Ridership Day: Sunday, May 3 (81,001) |
| El Cerrito del Norte                          | 4,432            | -5                     | -0.1%  | +396                   | +9.8%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| El Cerrito Plaza                              | 2,420            | -2                     | -0.1%  | +239                   | +11.0% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| North Berkeley                                | 2,138            | +53                    | +2.5%  | +255                   | +13.5% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Downtown Berkeley                             | 6,754            | -540                   | -7.4%  | +1,138                 | +20.3% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Ashby                                         | 2,352            | +8                     | +0.3%  | +239                   | +11.3% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Antioch                                       | 2,051            | -0                     | -0.0%  | +432                   | +26.7% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Pittsburg Center                              | 575              | +12                    | +2.2%  | -38                    | -6.3%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Pittsburg / Bay Point                         | 2,594            | -11                    | -0.4%  | +249                   | +10.6% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| North Concord / Martinez                      | 699              | -13                    | -1.9%  | +19                    | +2.9%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Concord                                       | 2,988            | +3                     | +0.1%  | +148                   | +5.2%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Pleasant Hill                                 | 2,945            | +19                    | +0.7%  | +262                   | +9.8%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Walnut Creek                                  | 3,449            | +48                    | +1.4%  | +429                   | +14.2% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Lafayette                                     | 1,984            | +34                    | +1.8%  | +231                   | +13.2% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Orinda                                        | 1,582            | +53                    | +3.4%  | +187                   | +13.4% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Rockridge                                     | 3,313            | +9                     | +0.3%  | +459                   | +16.1% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| MacArthur                                     | 4,580            | +56                    | +1.2%  | +508                   | +12.5% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 19th St / Oakland                             | 5,613            | +162                   | +3.0%  | +676                   | +13.7% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12th St / Oakland City Center                 | 6,182            | -5                     | -0.1%  | +530                   | +9.4%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Berryessa / North San Jose                    | 1,788            | -115                   | -6.0%  | +396                   | +28.4% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Milpitas                                      | 1,493            | +49                    | +3.4%  | +318                   | +27.1% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Warm Springs / South Fremont                  | 1,372            | -9                     | -0.6%  | +254                   | +22.7% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Fremont                                       | 2,409            | +15                    | +0.6%  | +400                   | +19.9% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Union City                                    | 2,156            | -31                    | -1.4%  | +362                   | +20.2% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| South Hayward                                 | 1,575            | -23                    | -1.5%  | +188                   | +13.6% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Hayward                                       | 2,414            | -61                    | -2.5%  | +216                   | +9.8%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Dublin / Pleasanton                           | 3,560            | +1                     | +0.0%  | +538                   | +17.8% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| West Dublin / Pleasanton                      | 1,462            | -8                     | -0.5%  | +223                   | +18.0% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Castro Valley                                 | 1,425            | -8                     | -0.5%  | +205                   | +16.8% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Bay Fair                                      | 2,925            | +42                    | +1.5%  | +287                   | +10.9% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| San Leandro                                   | 3,809            | +53                    | +1.4%  | +512                   | +15.5% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Coliseum                                      | 2,432            | -136                   | -5.3%  | +185                   | +8.2%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Oakland International Airport                 | 530              | +55                    | +11.5% | -33                    | -5.9%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Fruitvale                                     | 4,378            | +128                   | +3.0%  | +447                   | +11.4% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Lake Merritt                                  | 3,068            | -15                    | -0.5%  | +303                   | +11.0% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| West Oakland                                  | 4,362            | +69                    | +1.6%  | +383                   | +9.6%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Embarcadero                                   | 21,826           | -340                   | -1.5%  | +2,796                 | +14.7% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Montgomery Street                             | 17,357           | +61                    | +0.4%  | +2,371                 | +15.8% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Powell Street                                 | 12,215           | +136                   | +1.1%  | +811                   | +7.1%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Civic Center                                  | 11,079           | +216                   | +2.0%  | +1,252                 | +12.7% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 16th Street Mission                           | 6,473            | +157                   | +2.5%  | +597                   | +10.2% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 24th Street Mission                           | 6,350            | +32                    | +0.5%  | +608                   | +10.6% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Glen Park                                     | 3,641            | +118                   | +3.4%  | +273                   | +8.1%  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Balboa Park                                   | 4,525            | +7                     | +0.2%  | +417                   | +10.1% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Daly City                                     | 5,607            | -310                   | -5.2%  | +562                   | +11.1% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Colma                                         | 1,860            | +10                    | +0.5%  | +294                   | +18.8% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| South San Francisco                           | 1,664            | -4                     | -0.3%  | +441                   | +36.1% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| San Bruno                                     | 1,760            | +15                    | +0.9%  | +220                   | +14.3% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| San Francisco International Airport           | 5,477            | +631                   | +13.0% | +1,294                 | +30.9% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Millbrae                                      | 2,211            | +121                   | +5.8%  | +356                   | +19.2% |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

|                                    | May 2026 Actuals | Compared to Last Month |        | Compared to a Year Ago |         |
|------------------------------------|------------------|------------------------|--------|------------------------|---------|
| <b>Ridership by Ticket Type</b>    |                  |                        |        |                        |         |
| Clipper Adult                      | 2,814,641        | -54,100                | -1.9%  | -630,474               | -18.3%  |
| Tap and Ride                       | 968,141          | +95,845                | +11.0% | +968,134               | n/a     |
| Clipper Senior                     | 445,659          | +15,921                | +3.7%  | +43,239                | +10.7%  |
| Clipper BayPass                    | 253,258          | -51,469                | -16.9% | +142,156               | +128.0% |
| Clipper High Value Discount        | 241,273          | -17,077                | -6.6%  | -36,351                | -13.1%  |
| Clipper START                      | 197,727          | +1,533                 | +0.8%  | +41,263                | +26.4%  |
| Clipper Access                     | 99,258           | +742                   | +0.8%  | +6,208                 | +6.7%   |
| Clipper Youth                      | 99,281           | +1,044                 | +1.1%  | -5,403                 | -5.2%   |
| Clipper MUNI FastPass              | 79,799           | -4,036                 | -4.8%  | -462                   | -0.6%   |
| Airport Employee Discount Programs | 40,767           | +882                   | +2.2%  | n/a                    | n/a     |

Notes:

<sup>1</sup> Monthly total may not be directly comparable with other months due to differing number of days and day types.

Data are preliminary, unaudited, and subject to restatement.



**SERVICE ALERT:** Use Tap and Ride to easily pay for BART. At the fare gate, tap your credit/debit card or phone. Each person needs their own card/phone. No transit card/ticket required.

---

**SERVICE ALERT:** Expect 30-minute delays starting at 9pm on Sunday-Thursday for riders traveling between Millbrae, SFO, and Daly City stations due to planned train control modernization construction work.

[Home](#) | [News Articles](#) | 05.01.26 News Article

## SERVICE ADVISORY:

Thursday's World Cup match service: The last scheduled train that stops at all stations systemwide leaves Milpitas at 11:53pm towards the East Bay and San Francisco. No after-hours service due to 7pm kickoff.

## 05.01.26

### 16th St. Mission Station elevator out of service 5/3 to 5/8/2026

#### UPDATE May 7

The elevator was put back in service a day earlier than scheduled, on Thursday, May 7.

---

The street to concourse level elevator at 16th St. Mission Station will be out of service from Sunday, May 3 to Friday, May 8, 2026 for emergency repairs due to a hydraulic tank failure that requires immediate replacement.

During this outage, crews will replace the hydraulic tank and elevator pump unit, perform a full load test, and schedule and complete the state inspection prior to returning the unit to service.

This is the only street to concourse level elevator at 16th St. Mission Station. The platform to concourse level elevator will remain in service.

If you must use an elevator to access our stations, we recommend you use 24th St. Mission Station or Civic Center Station instead and continue to your destination from



or 888-2-ELEVAT (888-235-3828) or sign up for elevator status alerts at [www.bart.gov/elevators](http://www.bart.gov/elevators).

If you arrive at any station and find that the elevator(s) are out of service, you may contact a Station Agent to arrange for a lift van to take you to a nearby station with a working elevator.

We apologize for this inconvenience and appreciate your patience.

News

News

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**Sign Up for News Alerts**

# BART Accessibility Guide

*For Seniors and People with Disabilities*

Let's go.



## Welcome to BART

The San Francisco Bay Area Rapid Transit District (BART) provides rail transportation among San Francisco, Alameda, Contra Costa, Santa Clara, and San Mateo counties. For detailed train schedules, visit the BART Trip Planner ([bart.gov/planner](http://bart.gov/planner)) or download schedules in PDF format ([bart.gov/schedules/pdfs](http://bart.gov/schedules/pdfs)).

## Accessibility Features

The following is a partial list of the features that make it simpler for seniors and people with disabilities to use BART:

- Stations are staffed by Station Agents who can demonstrate station accessibility features.
- BART cars have designated priority seats to the left of every door for seniors and people with disabilities.
- All stations are equipped with elevators.
- All stations have call boxes and/or courtesy telephones at all levels that connect directly to the Station Agent on duty.
- Service animals are permitted in BART stations.

### If You are Blind or Visually Impaired:

- Faregates make an audible chime (ascending for entry and descending for exit) to indicate that the doors are open. Hold the fare media on the reader one extra second to generate the chime.
- While faregates can be programmed to change direction based on traffic flows, the right-most standard (not wide/accessible) faregate in a group of faregates is always configured for entry. Accessible faregates are always bi-directional (can enter from both sides)
- Detectable textured tiles with truncated domes mark the train platform edge. An extra row of tiles with three rows of directional bars mark guaranteed boarding areas, regardless of train length.

- The next station and transfer information are announced inside trains.
- Train arrivals and other information are announced on the station platform.
- All stations have Braille and large-print signs marking exits and other important locations.
- Clipper card vending machines located in the stations have an audio and Braille feature.

**If You are Deaf or Hearing Impaired:**

- Overhead signs on the platform display the destination of each arriving train and other important information.
- Digital displays within the train cars show the location of the train and the next stop.
- Hearing loops are available at all Station Agent booths and in the center third of all train cars.

**If You Use a Wheelchair or Have Limited Mobility:**

- Stations have accessible elevator service to all levels.
- There is level boarding from the platform to all trains.
- All BART cars can accommodate wheelchair users and other mobility devices.

## **At the BART Station**

**Using Elevators**

All BART stations have accessible elevators. In some stations, you may need to use two different elevators to get from the street to the train platform level. The location of station elevators is indicated in the station map on each station page ([bart.gov/stations](http://bart.gov/stations)) and in a three-dimensional visualization on the Elevator Information section of each page. If you need assistance finding or using the elevator, contact the Station Agent.

If you need to communicate with the Station Agent while inside the elevator, use the emergency telephone. If Station Agent does not answer within 30 seconds, your call will be answered by BART Central Dispatch. If the emergency telephone is off the hook for at least two minutes but there is no voice communication, BART will treat this as a call for assistance. This ensures that help is available to elevator passengers even if they are unable to speak.

**Using Escalators**

All BART stations have escalators. Generally, the escalators operate in the direction of main passenger flow, which varies depending on the time of day and location. Where possible, escalator service is provided in both directions. To ensure your safety and the safety of others, be sure to hold onto the handrail while using the escalators. Wheelchairs are not allowed on the escalators.



## **Elevator and Escalator Outages**

Occasionally, elevators and escalators go out of service. BART offers several ways to stay up to date on the status of elevators and escalators. These include:

- Real-time status alerts on [bart.gov/elevators](http://bart.gov/elevators) and [bart.gov/escalators](http://bart.gov/escalators), and email and text alerts for stations of your choice on [bart.gov/alerts](http://bart.gov/alerts)
- The Official BART App for iOS and Android (learn how to download at [bart.gov/apps](http://bart.gov/apps)) with options for in-app notifications for outages
- Frequent systemwide PA announcements regarding elevator status
- Digital screen updates on the platform digital signs and at Station Agent booths
- The Elevator Status Hotline: (510) 834-LIFT (510-834-5438) or (888) 2-ELEVAT (1-888-235-3828)

If an elevator you require is out of service, click on the station name on the elevator status page ([bart.gov/elevators](http://bart.gov/elevators)) to see a list of accessible alternative travel options. You may also call the BART Transit Information Center at 510-465-2278 for assistance or ask the Station Agent for help. Station agents can arrange a wheelchair accessible van pickup if needed.

## **On the platform**

Stand behind the wide yellow strip of textured truncated dome tiles that runs along the length of all BART platforms. These tiles can be detected with a cane or foot. A decal is placed on the platform to mark the approximate location of the train doors when the train pulls into the station. Three extra rows of yellow directional bar tiles marks the entrances to the two middle cars of the train. Exact door locations may vary. Do not approach the train until it comes to a complete stop.

## **Riding the BART Train**

### **Which Train to Ride**

Trains are identified by color and by the name of the station at the end of the line. Determine which train to ride by locating your starting point and destination on the BART System Map ([bart.gov/system-map](http://bart.gov/system-map)) and noting the name of the last station in your direction of travel.

Message signs on the platform level flash the destination of arriving trains. If you are unable to read the train destination signs, listen for audio announcements.

## **Boarding the Train**

- Do not approach the train until it comes to a complete stop; the train may adjust its position on the platform before the doors open. Allow passengers to exit before entering. Pay attention to the narrow gap between the platform edge and the train.
- Green seats to the left of every train door are designated as priority seating for seniors and people with disabilities.
- Hold on to the vertical handrails, overhead handrails, or seatback handholds to steady your ride when the train is moving.
- The Train Operator's booth is in the first car of the train. Bicycles are not allowed in this car. For this reason, passengers with disabilities may wish to board the first car of the train.

## **Instructions for Wheelchair Users**

Pay special attention to the gap between the platform edge and the train and ensure your wheels do not get stuck. This gap may vary, so move to another car if the gap at a particular door is too wide. On all BART cars, a space to the right of the center door is reserved for passengers in wheelchairs. The international access symbol is displayed on the outside of these cars and on the floor.

## **Emergency Procedures for People with Disabilities**

In most emergency situations, rescue personnel will be present to assist seniors and passengers with disabilities. If rescue personnel are not present and a life-threatening emergency arises, people with disabilities should seek assistance from other passengers.

If evacuation is required, leave wheelchairs on the train; they will be returned to their owners after evacuating. Evacuation of wheelchairs is not typically possible because walkways and ramps alongside the trackway are too narrow to accommodate a wheelchair.

## Paratransit service

BART provides ADA paratransit service to eligible individuals whose disability prevents them from accessing, boarding, or riding BART trains. Service is provided by lift vans by reservation only. Contact your local transit agency for detailed information on eligibility, certification, and how to use paratransit service or visit [bart.gov/guide/accessibility/paratransit](http://bart.gov/guide/accessibility/paratransit).

### Paratransit Contacts

|                             |                                                                           |                                                                      |
|-----------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------------|
| <b>Alameda County</b>       | East Bay Paratransit<br>Union City Transit<br>LAVTA (Dial-A-Ride)         | (510) 287-5000<br>(510) 675-5373<br>(925) 455-7510                   |
| <b>Contra Costa County</b>  | East Bay Paratransit<br>County Connection<br>Tri Delta Transit<br>WestCAT | (510) 287-5000<br>(925) 938-7433<br>(925) 754-3060<br>(510) 724-7993 |
| <b>San Francisco County</b> | SFMTA Paratransit                                                         | (415) 351-7000                                                       |
| <b>San Mateo County</b>     | SamTrans/Redi-Wheels                                                      | (650) 369-1797                                                       |

## Reasonable Modifications

BART is committed to making reasonable modifications to its policies, practices, and procedures to ensure that BART services are accessible to everyone. To make a request for a reasonable modification, please contact BART's Customer Services Department by writing to [webcustomerservices@bart.gov](mailto:webcustomerservices@bart.gov) or calling 510-464-6000.

## Clipper Access Discount ID card

Public transit operators in the Bay Area are pleased to offer the Clipper Access Discount ID card, formally known as, Regional Transit Connection (RTC) Discount ID, card to qualifying individuals with disabilities. The card entitles you to reduced fare on fixed-route transit, rail, and ferry systems throughout the San Francisco Bay Area. Your RTC Discount Card is also a Clipper card. You can load value and passes on your Clipper Access Discount card and the discounted fare will be deducted when you travel. To apply for an RTC ID card, visit [511.org/transit/clipper-access](http://511.org/transit/clipper-access).

## **BART Accessibility Task Force**

The BART Accessibility Task Force advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to all. All meetings are open to the public. Members of the BART Accessibility Task Force are appointed by the Board of Directors. For more information about the BART Accessibility Task Force, visit [bart.gov/about/bod/advisory/accessibility](https://bart.gov/about/bod/advisory/accessibility).

## **Additional Help and Information**

### **Station Agents**

Station Agents are available to help seniors and persons with disabilities with elevator and escalator access, Clipper cards, schedules, and other needs. Go to the Station Agent booth or use the courtesy telephone to reach the on-duty Station Agent.

### **BART Transit Information Center**

BART Transit Information Center representatives are available between 8am and 6pm, Monday through Friday, at (510) 465-BART or (510) 465-2278. They can assist with personalized trip planning. Trip planning is also available on the BART Official App ([bart.gov/apps](https://bart.gov/apps)) and on the BART Trip Planner [bart.gov/planner](https://bart.gov/planner).

December 18, 2019



# BART Accessibility Improvement Program

## Office of District Architect



# Accessibility Improvement Program – Development Process



## AIP Program addresses:

**Legal Risks**

**Patron Safety**

**CBC/ADA Compliance**

**Human Interface**

**BART Maintenance and Engineering Capital Investment Priority Matrix**

**ADA panel and BART customer online/ intercept surveys**

**APTA Universal Design Guidelines**



# Accessibility Improvement Program – Meeting Purpose



**\$164 million to correct  
deficiencies and problems**

**10 Year Implementation Program**

**Prioritized Accessibility Improvements (\$48 million)**

**Funded by Measure RR & FTA to correct highest priorities**

# Accessibility Improvement Program – Method for Scoping



## 2017 AIP SCOPING:

- 1. Transit Industry User Groups – APTA Universal Design Guidelines  
BATF, DSA, BART LEP, HLAA, Light House for the Blind, School for Deaf,  
MTC, Recognized ADA experts**
  - 2. Site Intercept Surveys**
  - 3. Online survey – ranking 44 Accessibility Improvements from 11 different  
user groups**
  - 4. M&E Capital Investment Priority Matrix, BART Risk Management & System  
Safety Input**
- 10 year implementation based on highest ranked needs (164M in needs/ 48M  
in planned funding)**

# Accessibility Improvement Program – Proposed Improvements



**Current AIP scope has been significantly reduced based on current funding. Reduction in scope has increased the Legal liability of the District and fails to meet the basic intent of Measure RR – “Ensuring better access for seniors and people with disabilities”**

## **Current AIP Implementation:**

- 1. Platform Edge Tile Replacement**
- 2. Extend Handrails at Stair Top and Bottom**
- 3. Better Lighting Near Elevators**
- 4. Improve Public Address System**
- 5. Curb Ramps**
- 6. Protrusions from Wall**
- 7. Pilot Projects – User Driven, Best Practices, New Technology**
  - Examples – Seating, Detectable Paths, Hearing Loop**

# Accessibility Improvement Program – Coordination Implementation Strategies



## Reactive – Correction - Now

- AIP to focus of high ridership stations (limited funds)

## Proactive – Prevention - Future

ODA advises to incorporate the following into BART contracts

Improve patron experience / minimize complaints and lawsuits

- Non Compliant ADA / Code items
- Legal Risk and Patron Safety items



# Accessible Improvement Program (AIP) Update

July 24, 2025 | BATF (BART Accessibility Task Force)



FTA-CA-2017-029-00  
FTA-CA-2018-084-00





# Work Completed

## Stations

- Castro Valley
- Lafayette
- Rockridge
- Richmond
- North Berkeley
- MacArthur
- Fruitvale
- San Leandro
- Bay Fair
- Hayward
- Fremont





# Project Overview

| Contract No. 15NU-145                 |                          |
|---------------------------------------|--------------------------|
| As of June 18, 2025                   |                          |
| Monetary % complete (Billed to date): | 96.75%                   |
| Notice to Proceed                     | July 10, 2023            |
| Contract Duration                     | 500 Calendar days        |
| Contract Completion                   | November 20, 2024        |
| Contract Punchlist Completion         | March 15, 2025           |
| Crew size                             | Approx. 10 Field Workers |
| Outstanding NCRs                      | 0                        |
| Final Construction Cost               | 9,660,388.00             |

# General Scope of Work

## **Scope of Work:**

- Replacement of curb ramps, sidewalks, accessible paths, bus and passenger loading zone
- Installation of new wall protrusion detections
- Replacement of courtesy phones
- Replacement of handrails
- Installation of elevator lobby lighting
- Removal and installation of new stainless steel composite panels inside stations

# Fremont Station - West





# Bay Fair

**Accessible ramp reconstructed to correct slopes**



**Replace courtesy phones with  
ADA compliant call box**



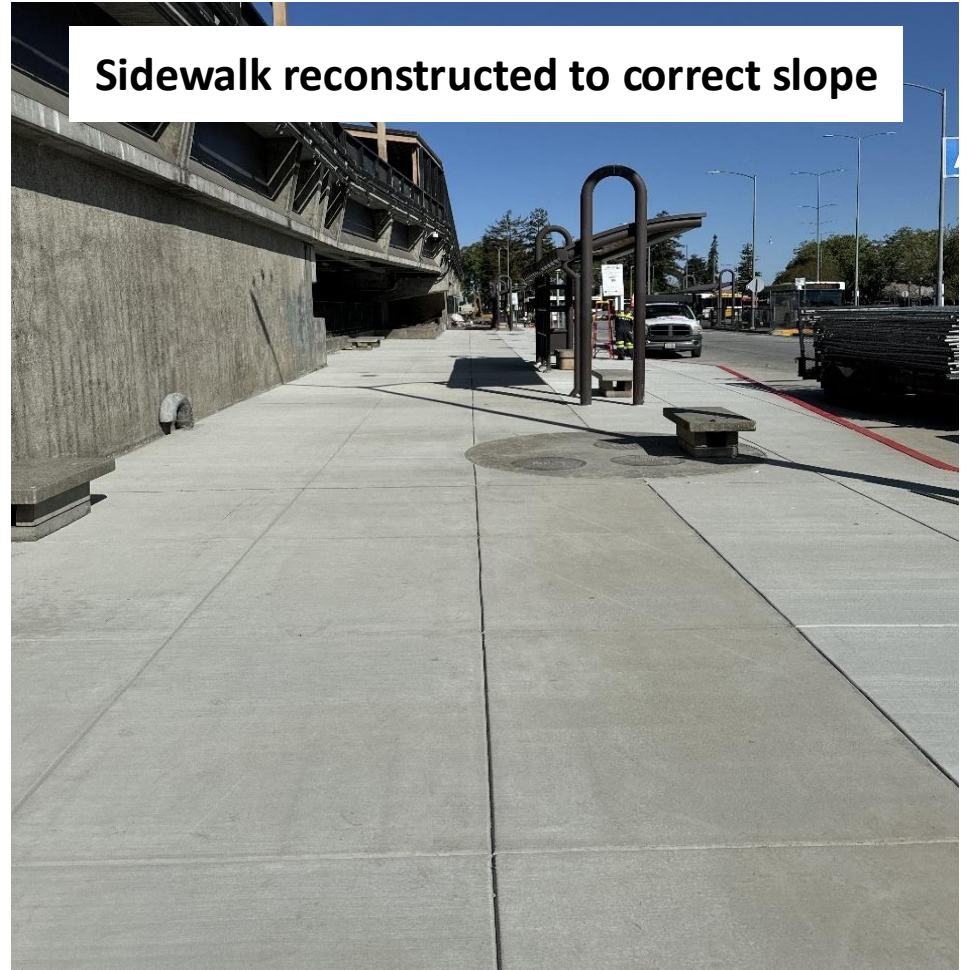


# Hayward

**Accessible ramp reconstructed to correct slopes**



**Sidewalk reconstructed to correct slope**





# Castro Valley

**Sidewalk reconstructed to correct slope**



**Accessible ramp reconstructed to correct slopes**





# Fruitvale





# San Leandro





# MacArthur



**Replace courtesy phones with ADA compliant call boxes**



# Lafayette



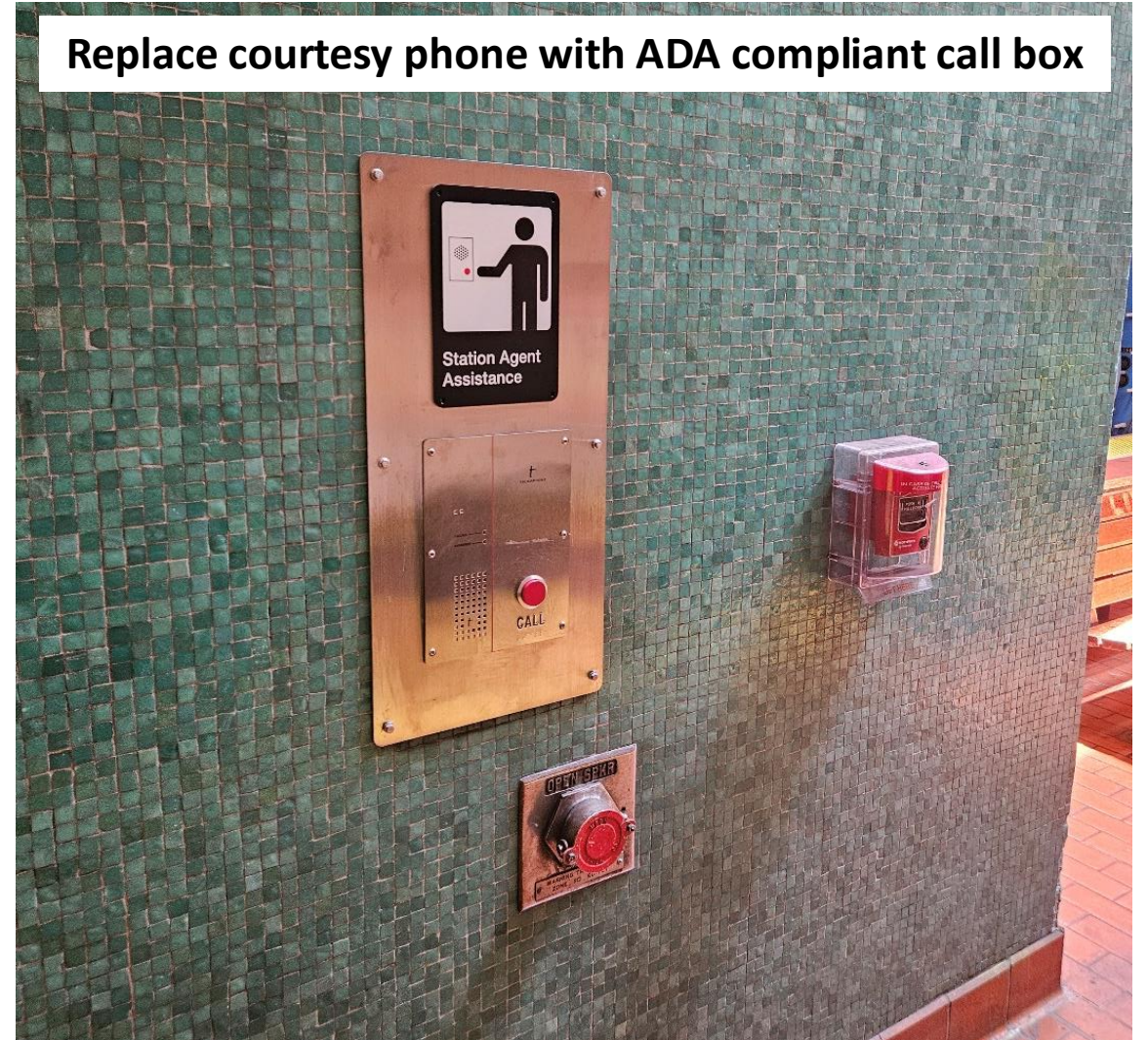


# North Berkeley

Replace elevator lobby lighting



Replace courtesy phone with ADA compliant call box





# Richmond

Replace courtesy phones with ADA compliant call boxes



# Thank You







# Improving the Customer Experience

Board Workshop

February 27, 2025





# BART Continues to Evolve

- The BART brand has evolved over the years responding to economic and cultural shifts
- We spent decades expanding the system
- Overcrowding, aging infrastructure, work stoppages, high-profile policing and crime incidents, and the homeless and drug crisis shaped the narrative and context of the past 15 years and our response plans
- In 2020, we had to scale back service in response to stay-at-home orders, then rapidly scale up service
- The pandemic forced us to double down on basic rider improvements and try new things

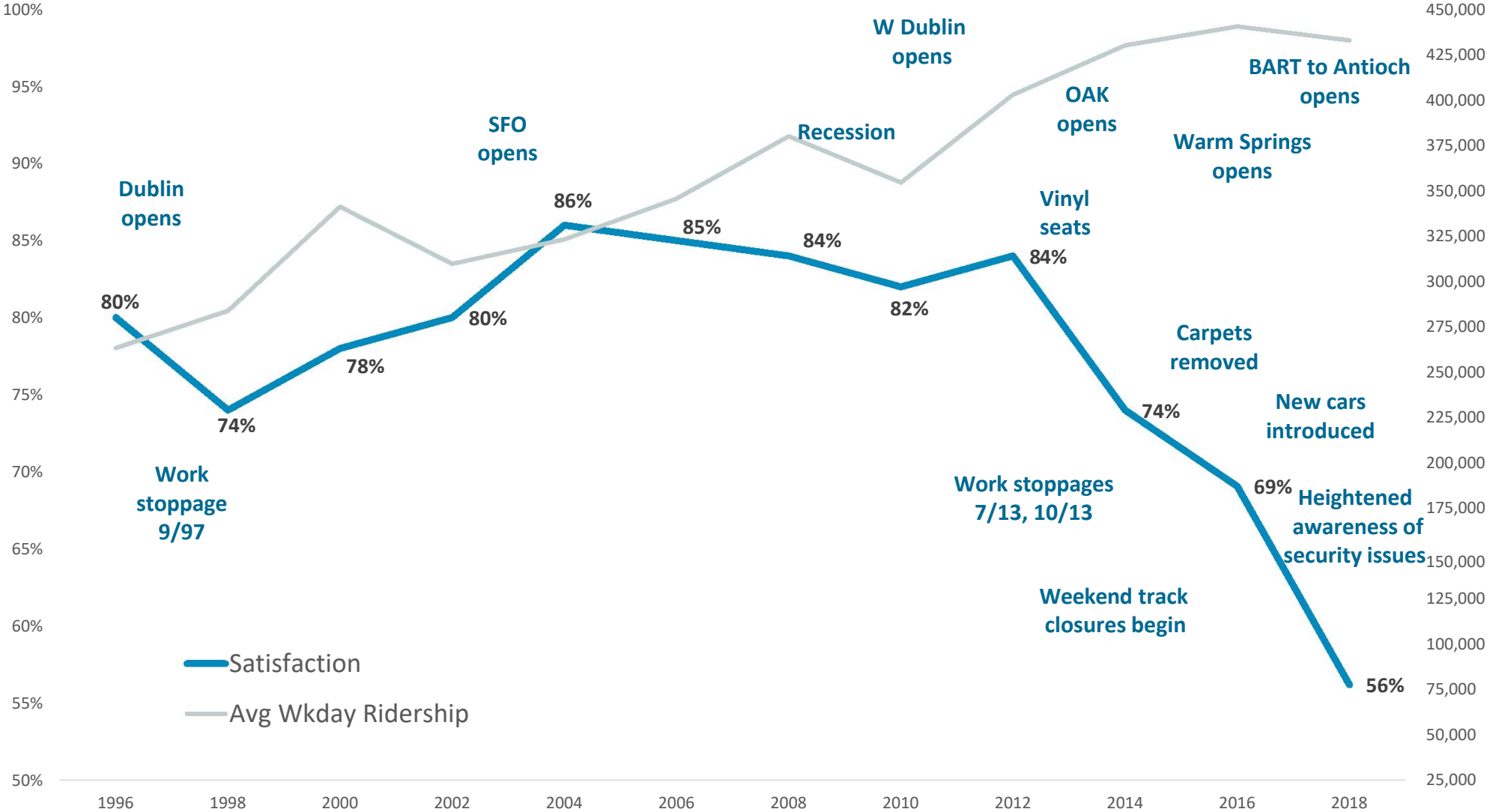


**2018** overcrowded conditions, aging fleet



**2025** new escalators, bright lights,  
bikes allowed on escalators

# Satisfaction Trends and Ridership: 1996 – 2018



# Progress and Accountability

- We've made strategic decisions and identified target areas based on rider surveys and feedback from the public
- These decisions have set industry standards across the country:
  - Measure RR investments
  - Progressive policing
  - New fleet of train cars
  - Focus on quality-of-life initiatives
  - Reopened restrooms
  - Reimagined service plan with clock-face schedules
  - Reducing fare evasion and providing discounts
  - Addressing harassment
  - Labor peace and partnership



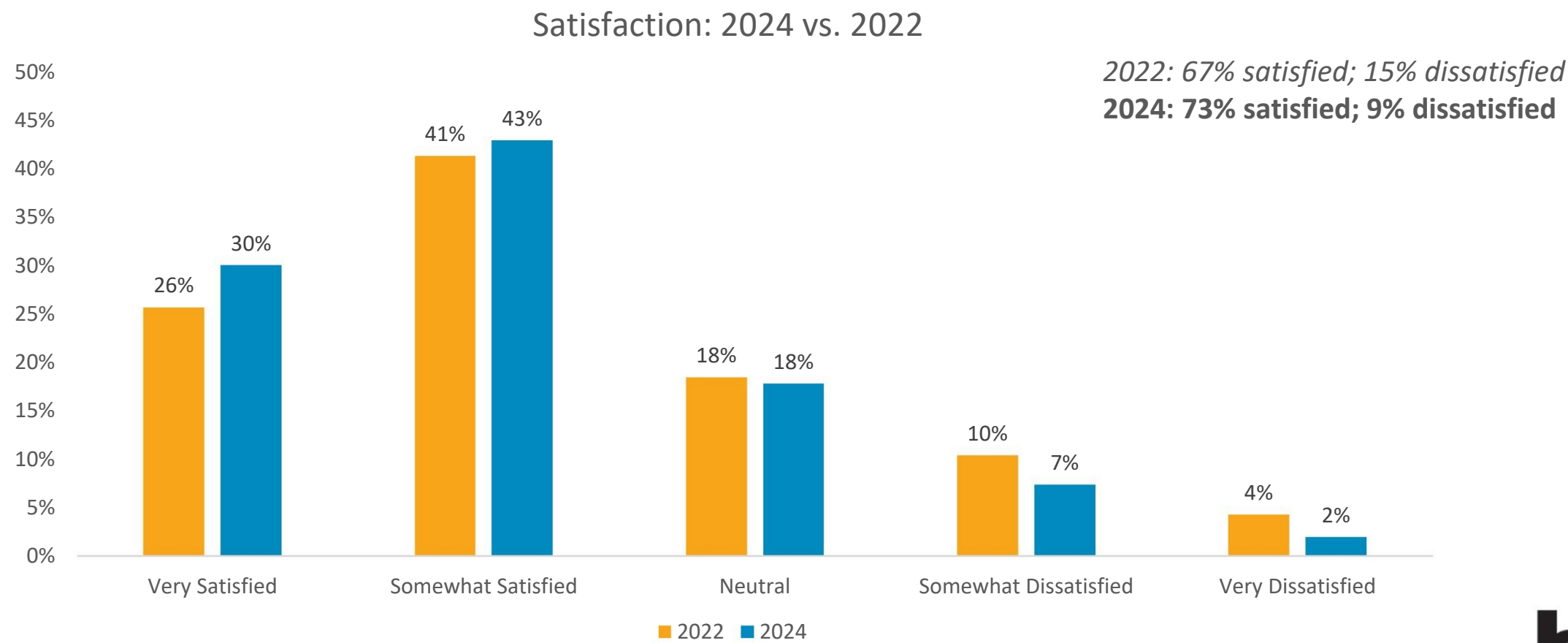


# Measuring Customer Satisfaction



# Satisfaction

- 73% are very or somewhat satisfied with BART, up six percentage points from 2022

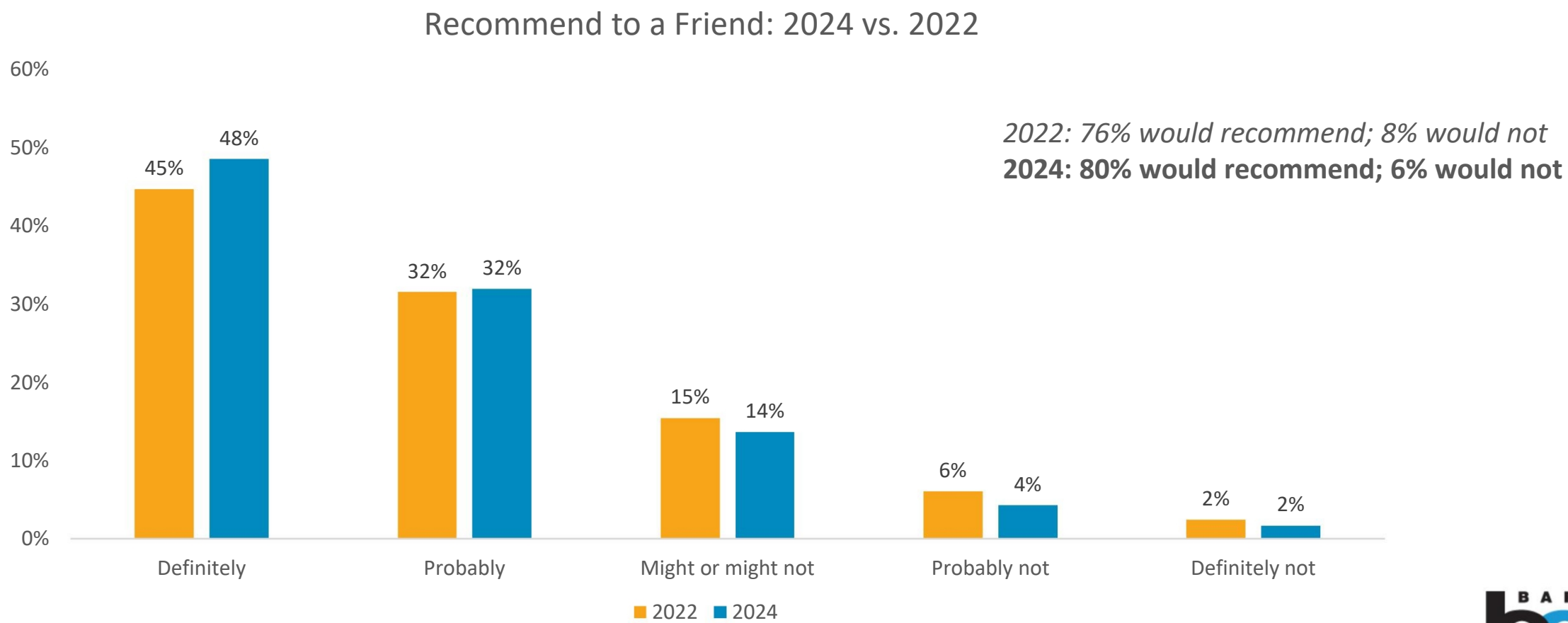


*Note that the 2022 “bottom two box” score of 15% is impacted by rounding.*



# Recommend to a Friend

- 80% would recommend BART to a friend of out-of-town guest, up four percentage points from 2022



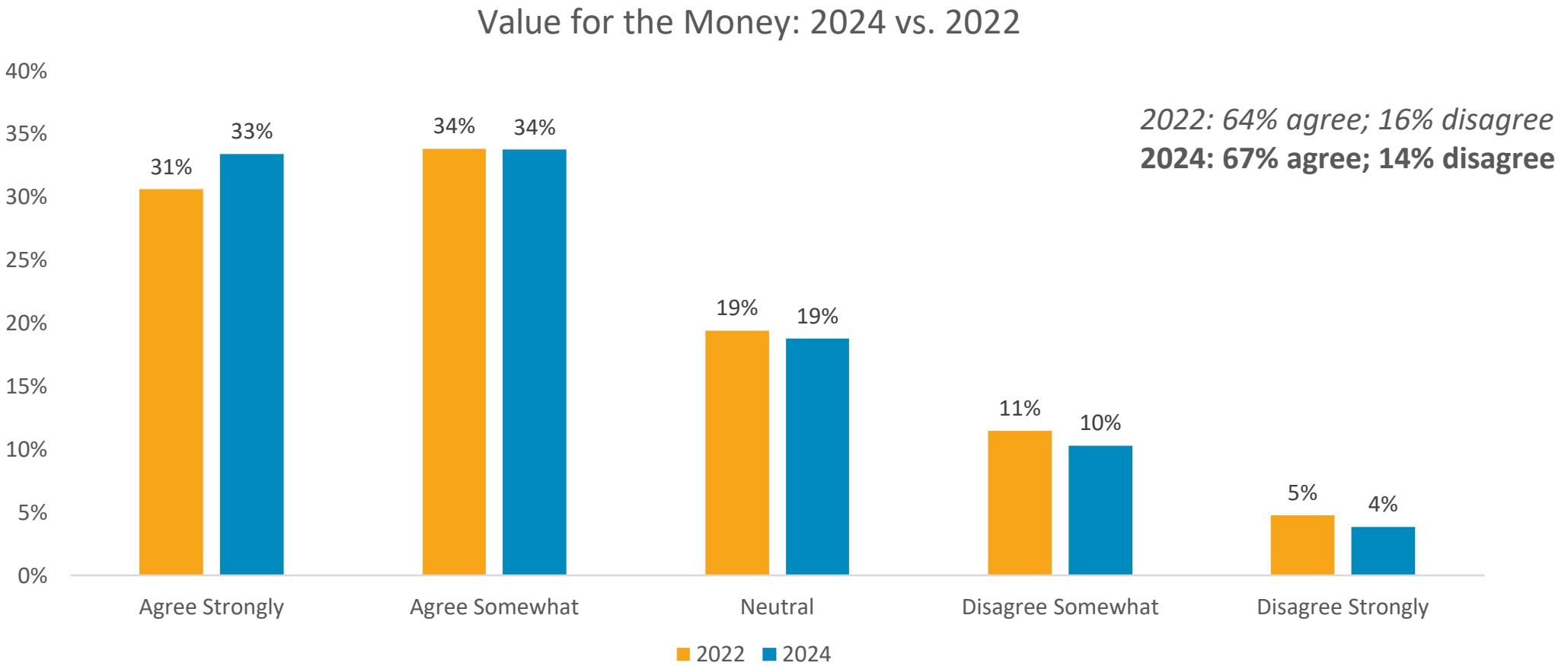
*Note that the 2022 “top two box” score of 76% is impacted by rounding.*





# Value for the Money

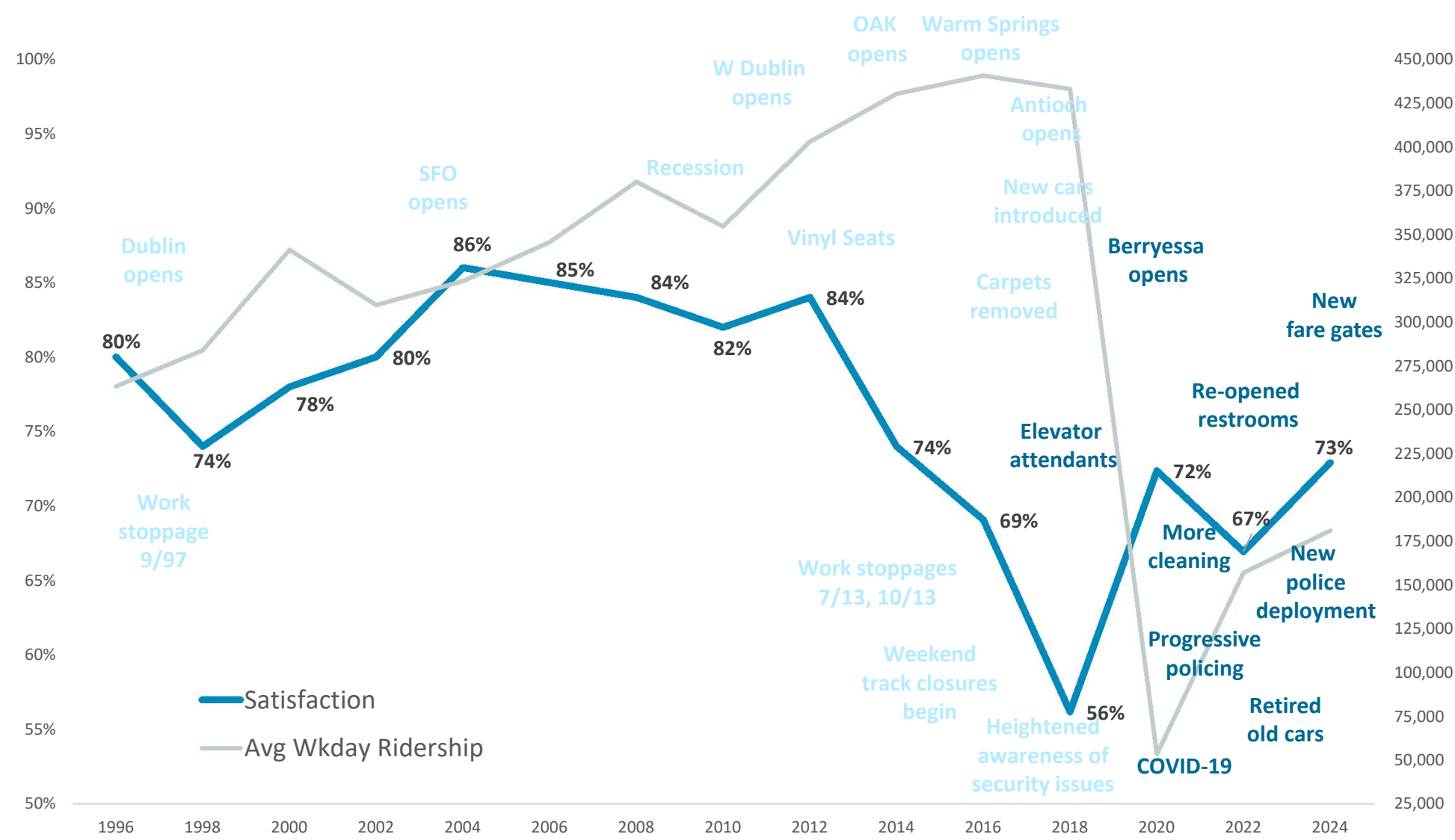
- 67% agree that BART is a good value for the money, up three percentage points from 2022



*Note that the 2022 “top two box” score of 64% is impacted by rounding.*

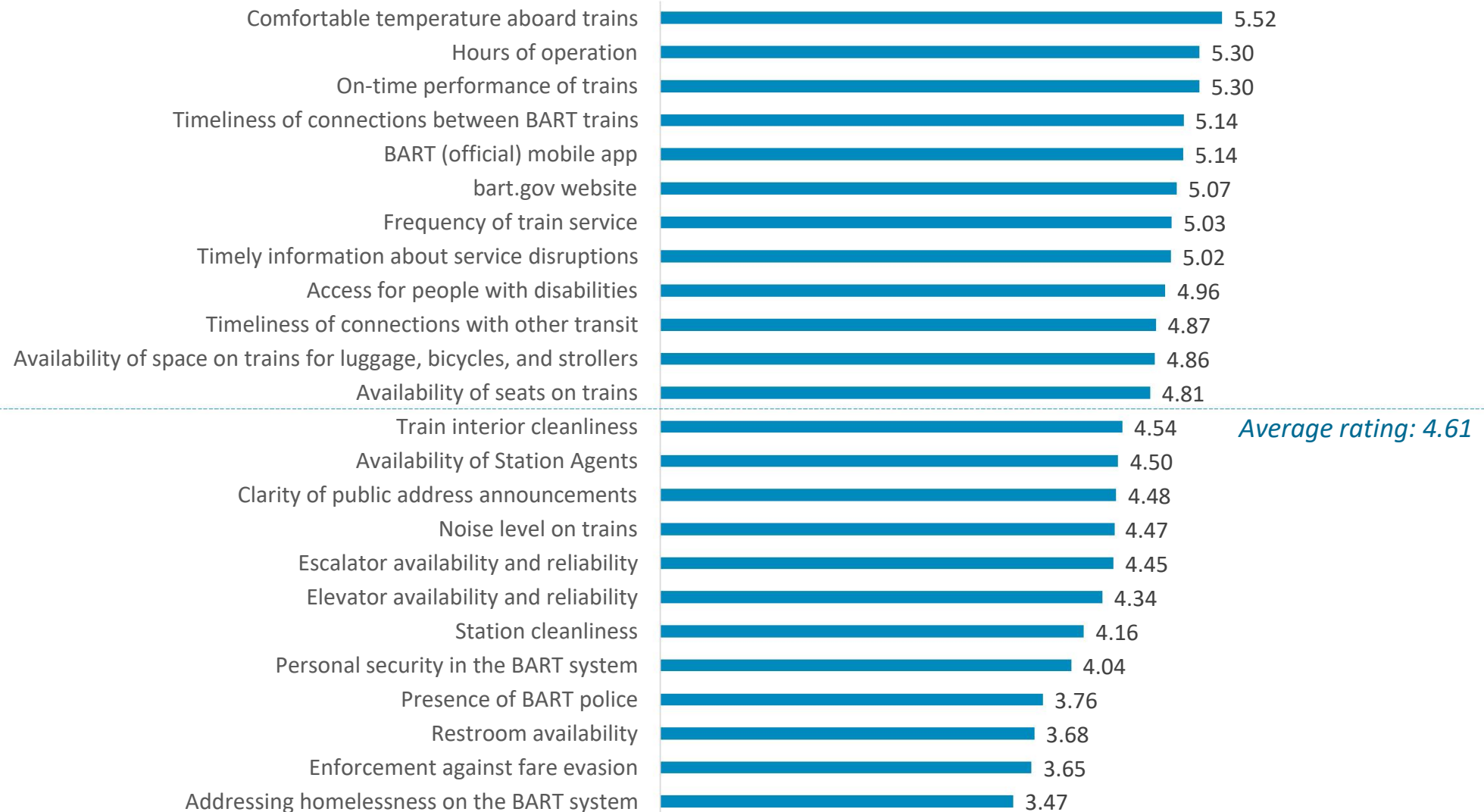


# Satisfaction Trends and Ridership: 1996 - 2024



# Service Attribute Ratings

Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating.

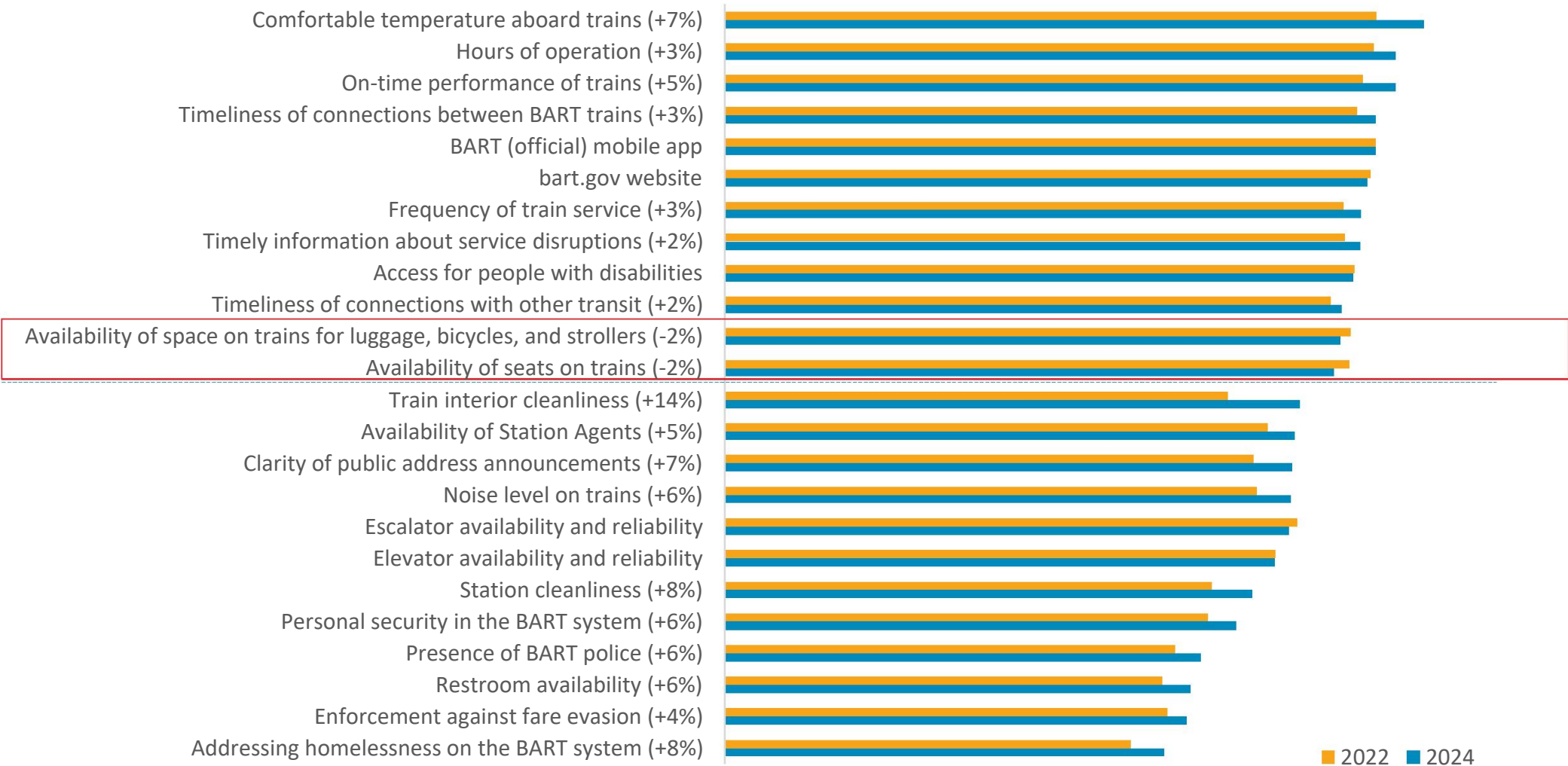




# Service Attribute Ratings

- Ratings of most attributes increased vs. 2022. Only two decreased.

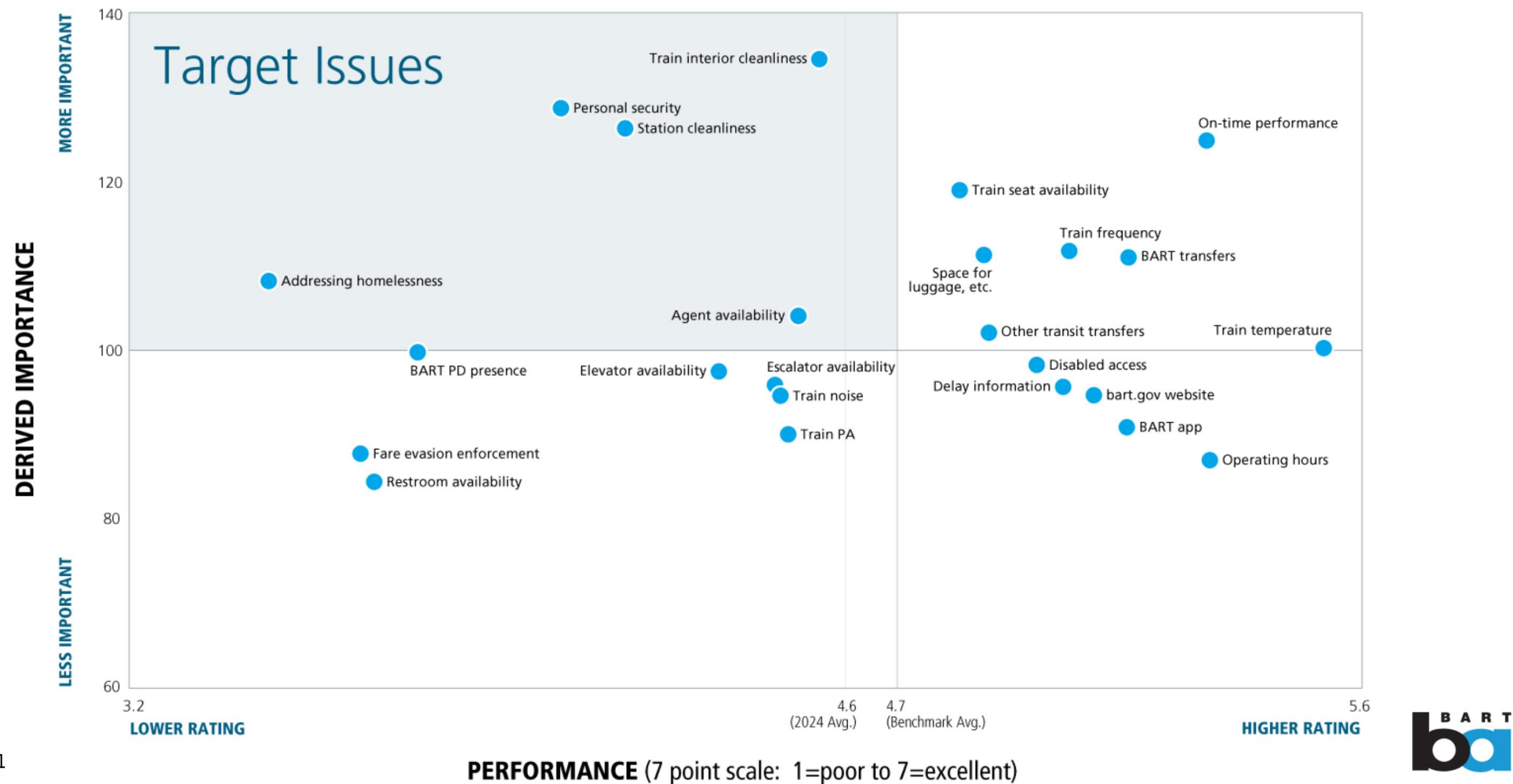
Please help BART improve service by rating each of the following attributes. “7” (excellent) is the highest rating, and “1” (poor) is the lowest rating.



Note: attributes that do not include changes in parentheses are statistically unchanged vs. 2022 (at the 95% confidence level).



# 2024 Quadrant Chart



# Verbatim Comments

*I love the new trains and feel it's much cleaner.*

*I know you guys are trying hard. I wish you luck. I'm hoping you guys still exist. Society's problems are killing you.*

*It's not as bad as it used to be, 2 or 3 years ago, it was a zoo on the train - not safe.*

*I wish I could take BART more, specifically at night. Safety is my biggest concern on BART. Especially at night.*

*Homelessness, aggressive panhandling & filth in the trains and stations have turned me to driving as often as I can for the first time in 20 years. I will no longer take BART outside of commuter times, given the clear personal risk of being alone in a car.*

*Fare evasion has improved due to the gates...from what I've seen, fare evaders are the ones who cause the most disruption (bad smell, loud sounds, loitering the trains)*

*We need more trains or train cars during busy hours! It's so uncomfortable being squeezed in a train when only 6 cars are attached. When we know you all can do up to 10. Lots of positives though. Response time for a disruptive passenger from BART police is good! Very very happy about the new fare gates!*

*...You have issues when it rains, when it's too windy, when it's too hot, when it's too cold, or when someone sneezes too hard in a train. This is the biggest reason why I can't recommend BART and tell people to take a Lyft or Uber if they need to be somewhere on time.*

*I thank you guys for getting me everywhere. I can't afford a car, and I'm an older sister taking care of her younger siblings, and BART and Muni are the best. Thank you guys so much!*

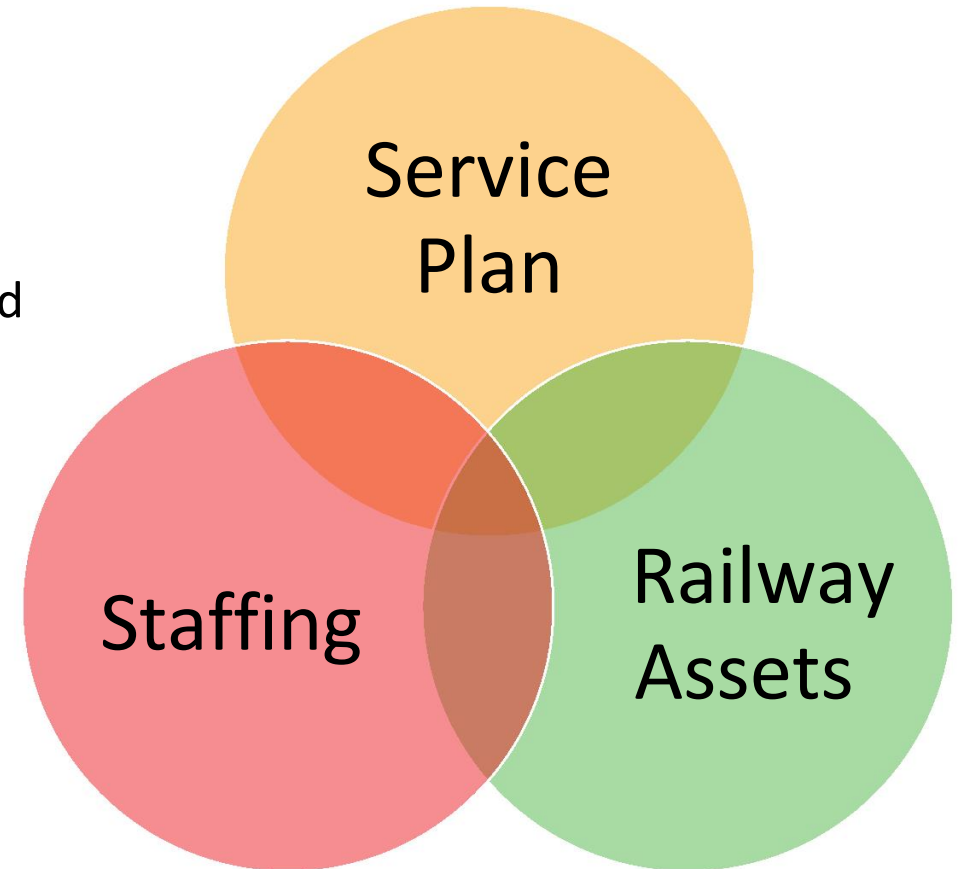
# Improving the Customer Experience: Priorities for 2025





# Reliable and Coordinated Service

- Efficient Service
  - Schedule changes synched with other Bay Area transit agencies twice a year for smooth regional transfers
  - Balanced seven-day service level with timed meets
  - Twenty-minute service pattern meets evolving travel demand
  - Monitor and lengthen trains for targeted ridership growth
- Railcar fleet is new and highly reliable
  - Wet weather train operation solution is progressing
- Railway asset investment
  - Continue to improve resiliency
  - Target renewal of specific assets and maintain state of good repair



# Critical Staff for Daily Operations

- Retain critical staff and focus on hiring key positions
  - 2025 focus on more Rail Operations Controllers
  - Achieved full staffing for Train Operators, Station Agents, System Service Workers (station cleaners), and Utility Workers (car cleaners)
- Expert daily tactical operation and mitigation
  - Internal coordination and response, resource deployment, and public communications



# Continue Focus on Clean Stations and Trains

- Station Cleaning

- Five-area cleaning strategy continues to provide good oversight
- Deploy five deep-cleaning teams during graveyard hours
- Cleaning of yellow strips during non-revenue hours
- Maintain proper staffing levels and employ standardized program for new hire and recertification training



- Train Cleaning

- Nightly Yard Storage Cleaning: ensure cars meet the highest standards of interior cleanliness, safety, and appearance before morning dispatch
- End-of-line Cleaning: monitor and maintain cleanliness during revenue service, and enforce a zero-tolerance policy for offensive graffiti
- Train Interior Thorough Cleans: Doubled cleaning frequency (from every 900 to 450 run hours)



# Safety and Security: Continue to Focus on Presence

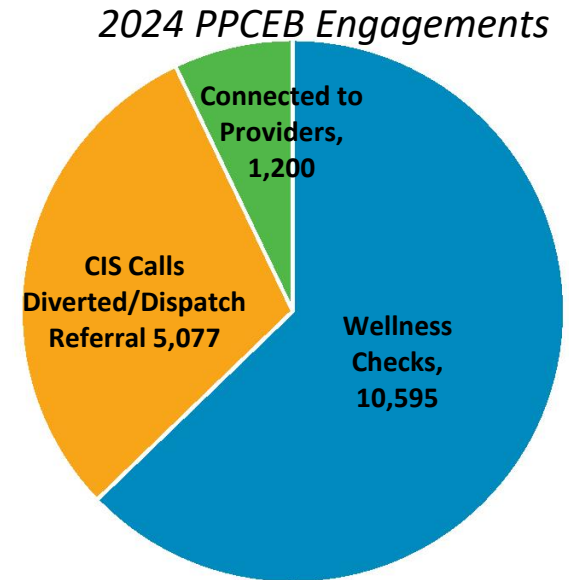
- Increase public awareness of safety efforts
- Increase presence on trains and in stations via high visibility deployment strategies
  - Zone Commanders develop strategies to address localized issues and concerns voiced by our riders
  - Teams strategically placed at stations to focus on identified safety issues
  - Alleviate influx of calls for service in the core of system from filtering out to other stations
- Successes in 2024
  - Crime was down 17% from the previous year
  - Property crimes on BART fell by 536 incidents compared with 2023
  - Response time is among the fastest for any regional law enforcement agency: Tier 1 emergency response in December was under four minutes





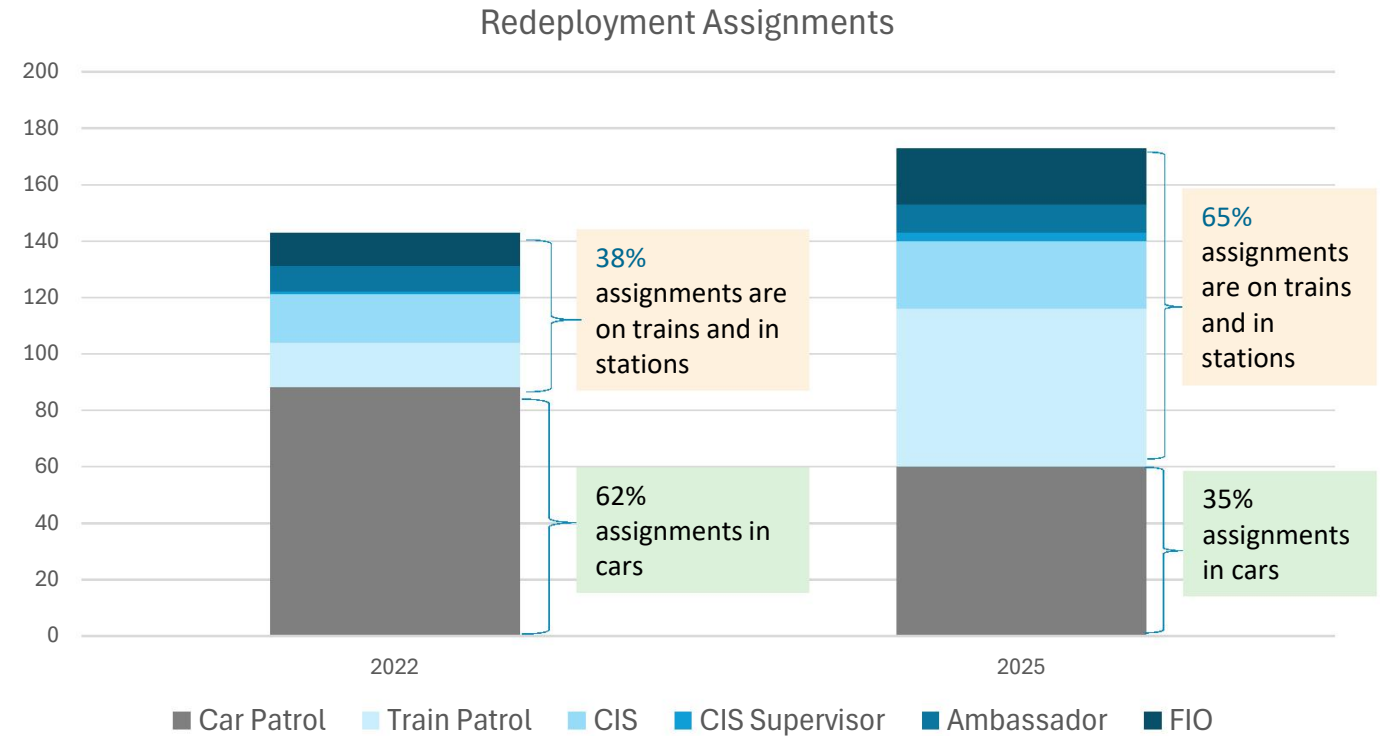
# Safety and Security: Growing the Progressive Policing and Community Engagement Bureau (PPCEB)

- Progressive Policing staff respond to calls for someone in crisis:
  - **Crisis Intervention Specialists (CIS):** assess people experiencing crises and connect them to support services and away from the criminal justice system
  - **Ambassadors:** provide a visible uniformed safety presence, monitor activities in stations and on trains, address violations of BART's Code of Conduct and act as a liaison between the District and the community
- Dispatch calls diverted or referred to CIS was 6% in 2024, exceeding the 5% goal and freeing up sworn officers for other priorities
- Community engagement initiatives:
  - Build trust between police and the community, leading to stronger partnerships in solving crimes and addressing concerns
  - Allow the community to engage on how our police department operates, promoting accountability and transparency



# Safety and Security: Continue to Focus on Presence

- Continue to grow and allocate resources where needed
- Shifting focus from car patrol to establishing presence on trains and in stations
- Average weekday (morning and afternoon shift) on-duty deployment 64% - 74% on trains (Train Officers, Ambassadors, CIS, and Fare Inspection Officers (FIO))



# Safety and Security: Continue Focus on Hiring and Retention

- Moving in the Right Direction
  - Working hard to recruit officers to increase our visible safety presence
  - Increased year-to-date hiring from 36 officers in 2023 to 42 officers in 2024
  - Reduced sworn police officer vacancies to 16
  - Actively recruiting dispatchers – critical work behind the scenes
  - CIS and Ambassadors:
    - Added 4 CIS positions and 1 Progressive Policing Supervisor in December 2024
    - Current staffing: 22/24 positions filled for CISs, 8/10 for Ambassadors, 3/3 for Supervisors
- Prioritize recruitment to ensure staffing levels for presence
  - At least 50% of officers dedicated to trains
  - 100% of progressive policing staff dedicated to uniformed presence
- Hiring is dynamic and constantly changing due to circumstances such as regional competitiveness and retirements



# Key Rider Experience Initiatives – New Fare Programs

- Clipper BayPass – the region's first all-agency pass
  - Led by BART and MTC
  - Phase 1 pilot brought all-agency passes to 50k+ students and affordable housing residents
  - Phase 2 pilot has already signed up 10 institutional customers and more than 30,000 passholders
- Free and Discounted transfer pilot
  - Will offer standardized transfer discounts between all agencies so riders can use all services as one network without paying extra
  - 18-24 months pilot will begin with Next Gen Clipper
- Clipper START
  - 50% discount for eligible low-income riders on all regional services
  - Since BART increased our discount to 50%, Clipper START trips have more than doubled

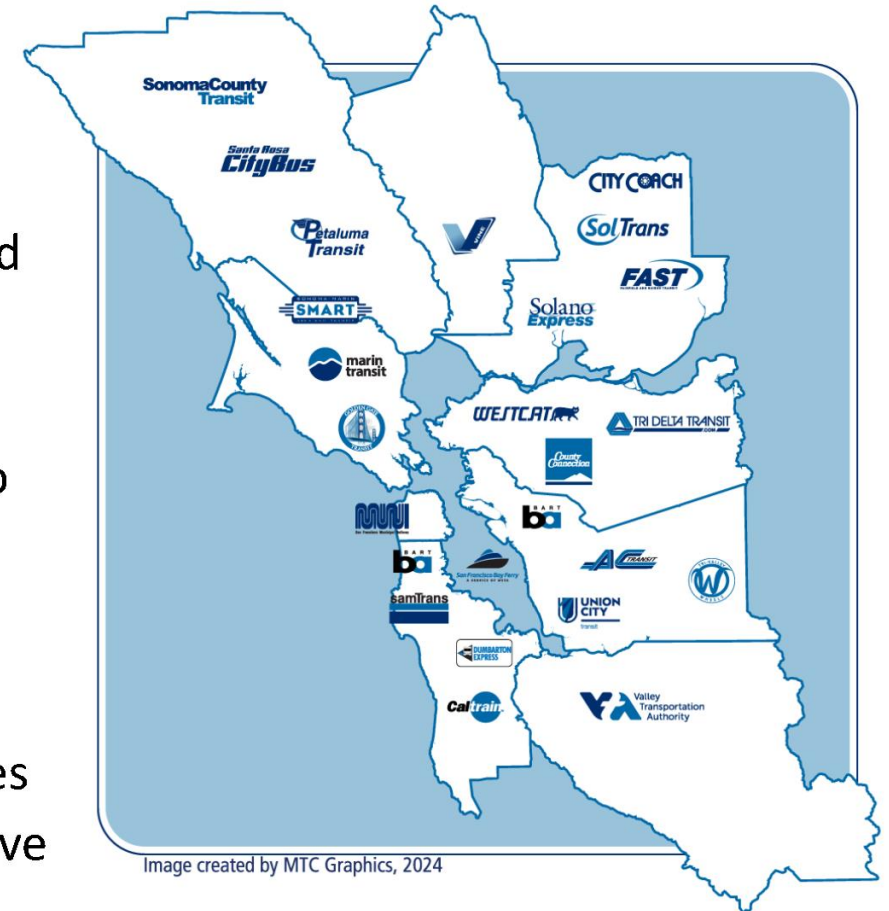


Image created by MTC Graphics, 2024



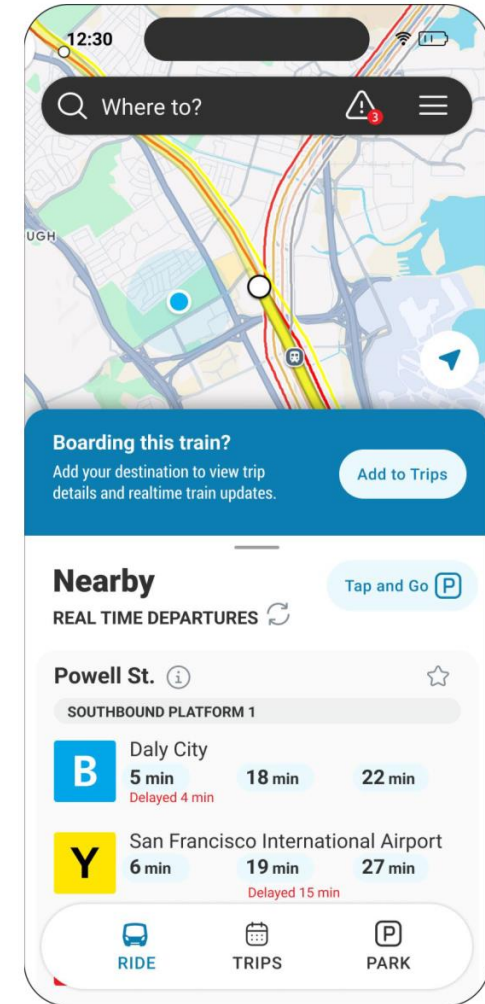
# Key Rider Experience Initiatives – Helpful Information

- Regional Mapping and Wayfinding Project
- El Cerrito del Norte, Powell, Millbrae, Dublin
- New directional signs to show how to get to Chase Center at Powell St
- Filling empty display cases with more maps and helpful information
- Trip Planner now showing when stations are closed
- Customer comments, inquiries, and maintenance issues: [bart.gov/report](https://bart.gov/report)



# Key Rider Experience Initiatives – App Redesign

- Modern look, less clicks, and new features
- Streamlined process and "where to" function
- Map that shows real time location of all trains 
- Will now show the full BART trip and update in real time what station is next and arrival time (as opposed to the schedule-based itinerary)
- Customized notifications, reporting feature will be easier to find
- Deep link to Next Gen Clipper app
- Ability to use Clipper to pay for non-transit options (parking and paratransit)
- Late summer deployment



*Design concept not final*

# Discussion

# Appendix Full Customer Satisfaction





# Background

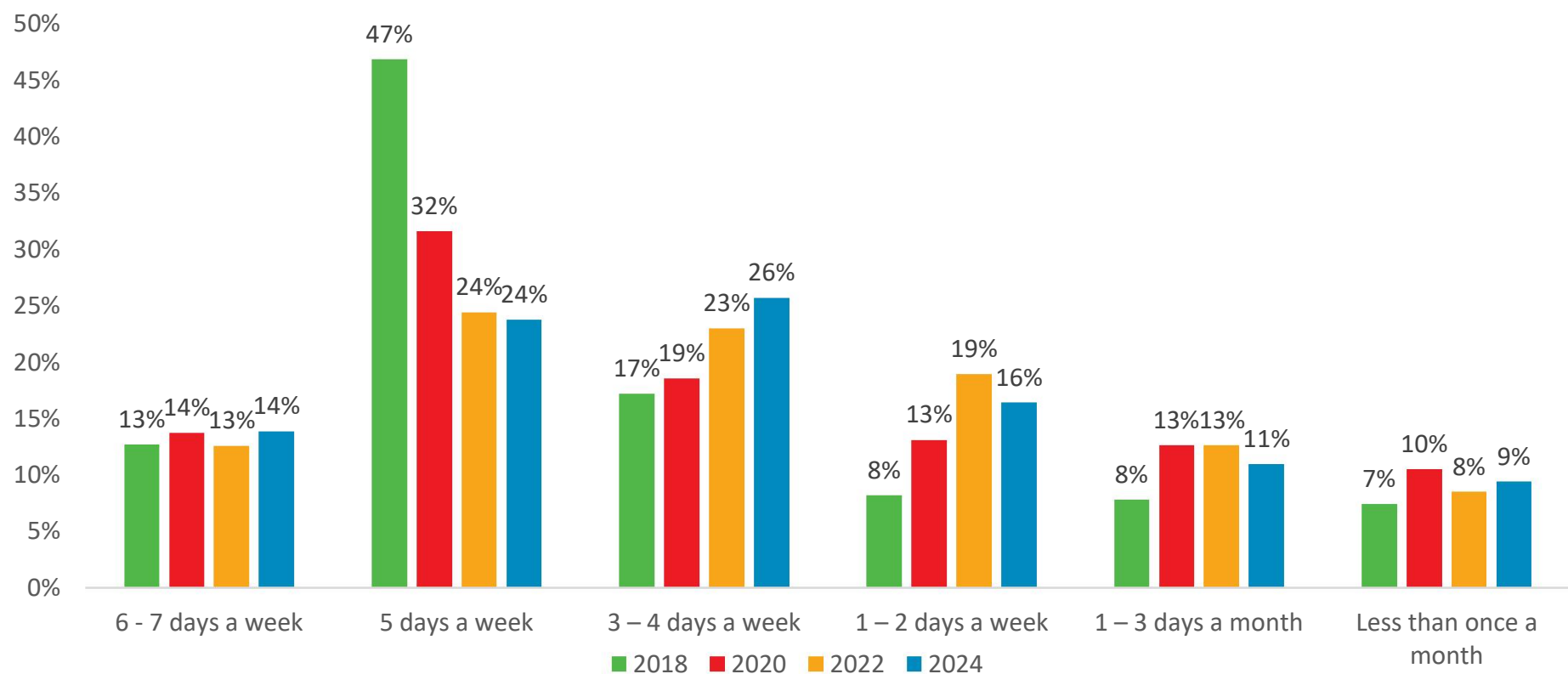
- Large survey of riders via onboard intercept
  - Designed to be representative of overall ridership
  - Conducted every two years since 1996
  - Data broadly used – informing budget priorities, Title VI reporting, ad hoc analyses
- Objectives
  - Gauge current levels of overall customer satisfaction
  - Obtain feedback on specific service attributes
  - Prioritize areas that need improvement
  - Obtain demographics of current riders and compare to prior years

# Methodology

- Questionnaires distributed onboard representative sample of runs
  - 97 weekday runs, 27 Saturday runs, and 18 Sunday runs (142 total)
- Majority collected onboard via paper questionnaires (79%)
  - Completed online (19%); mailed-in (2%)
- Survey fielded from Oct. 8th – Nov. 9th
- Questionnaire available in English, Spanish and Chinese
- Sample size: 4,687
  - Sample size in 2022: 3,022
- Note slight difference in satisfaction between Passenger Experience Survey (PES) results and this study

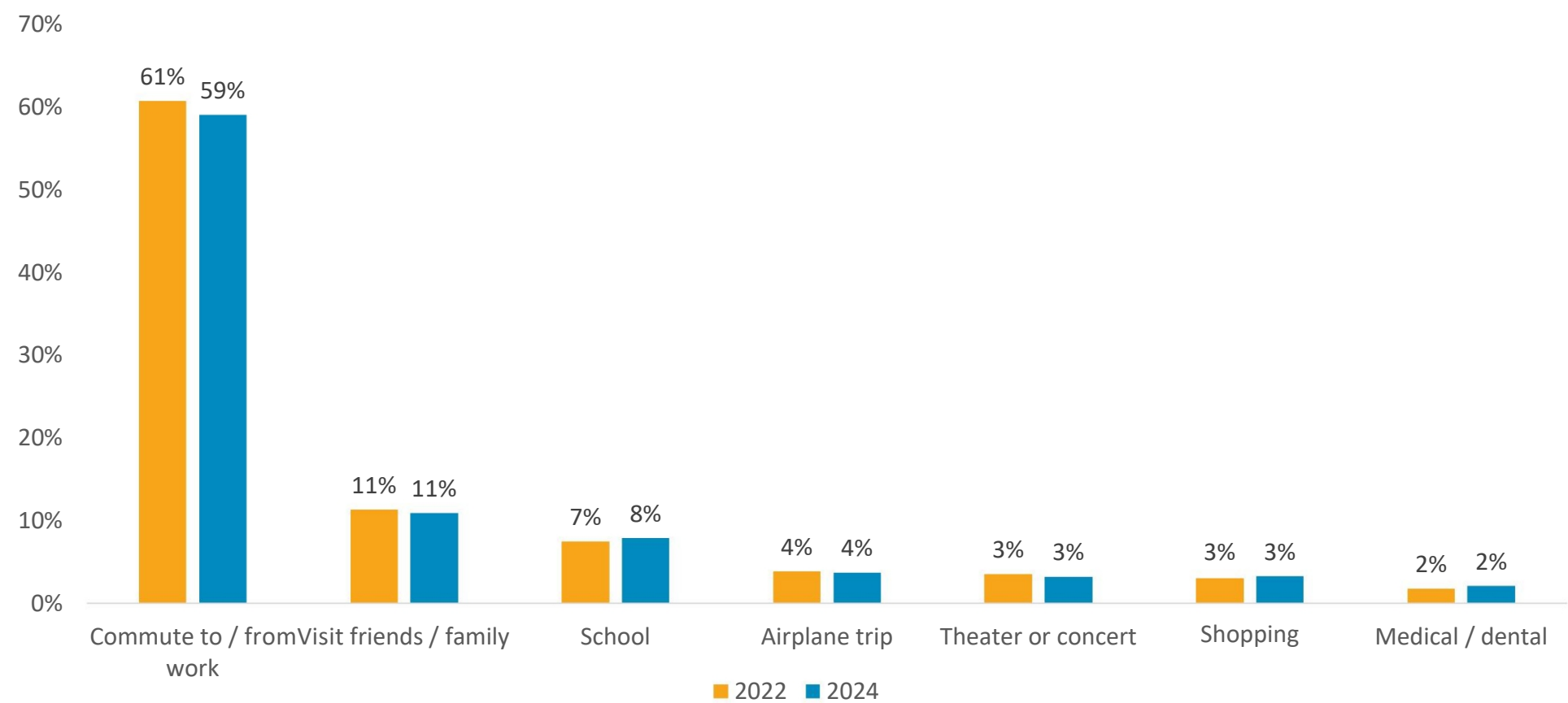
# Frequency of BART Ridership

- 5 day a week riders have dropped from 47% pre-COVID (2018 survey) to 24% in the last two surveys
- Those riding 1 – 4 days a week comprise 42%



# Primary Trip Purpose

- Trip purposes are very similar to 2022

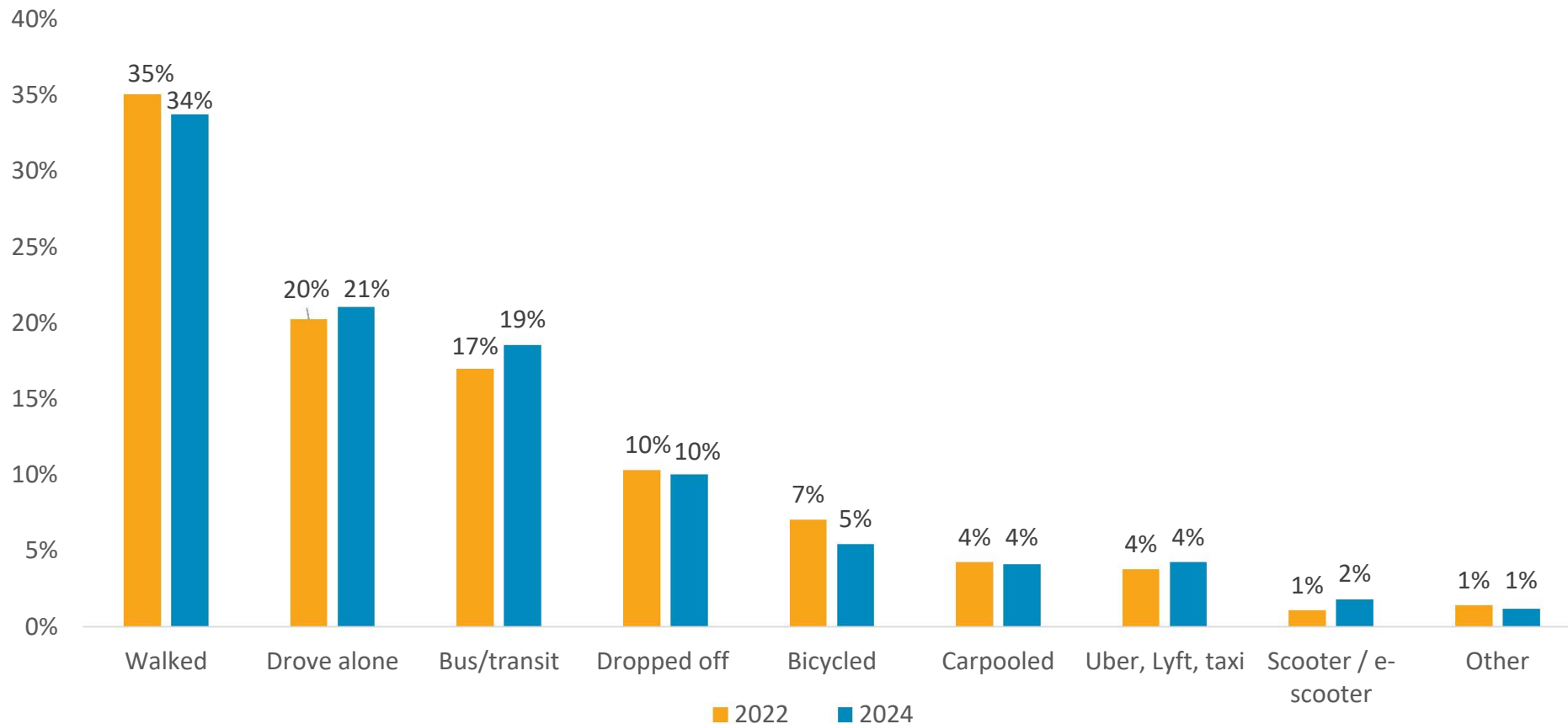


Other trip purposes not shown on this chart accounted for 8% in 2022 and 10% in 2024.



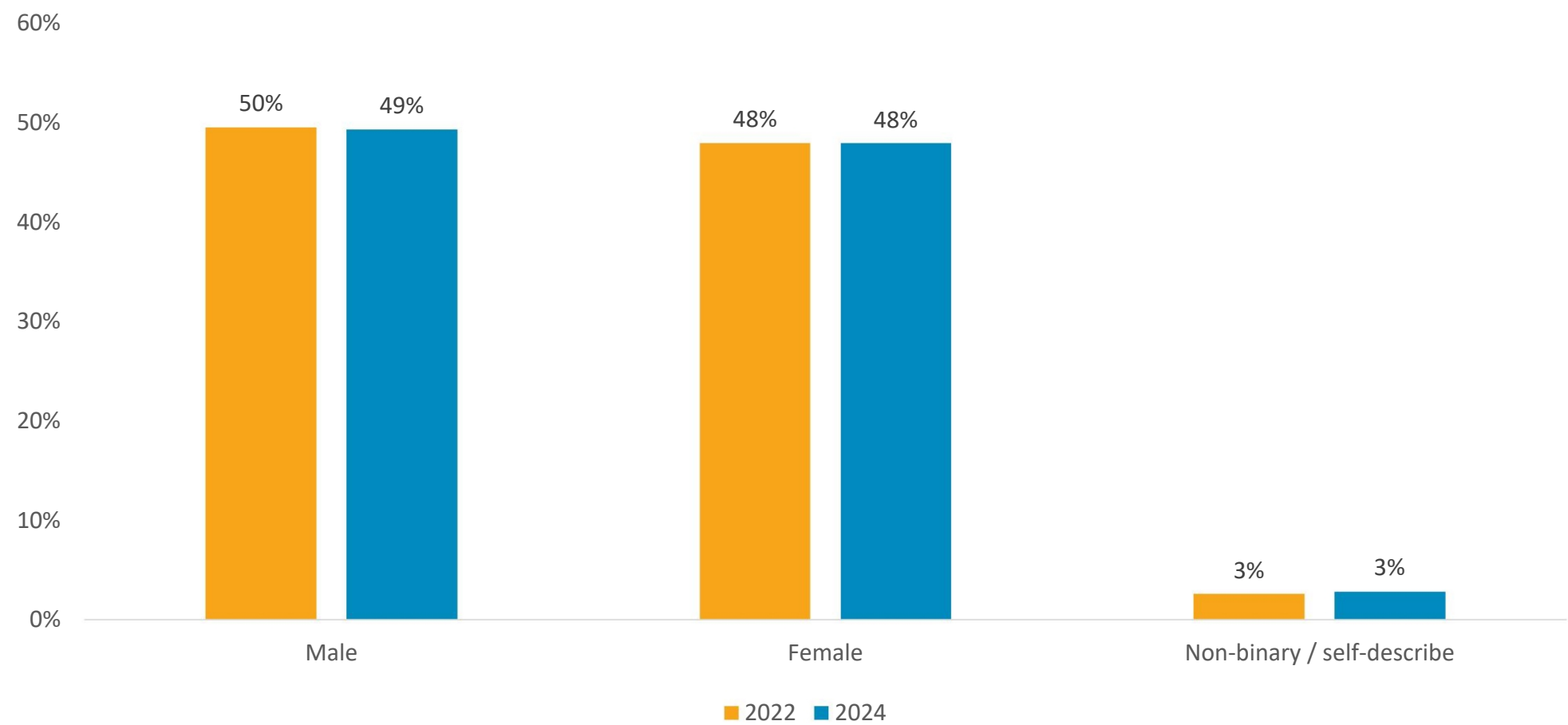
# Station Access Mode

- Access modes from home to BART are very similar to 2022
- Bicycle access has decreased slightly, while transit and scooter access have increased slightly



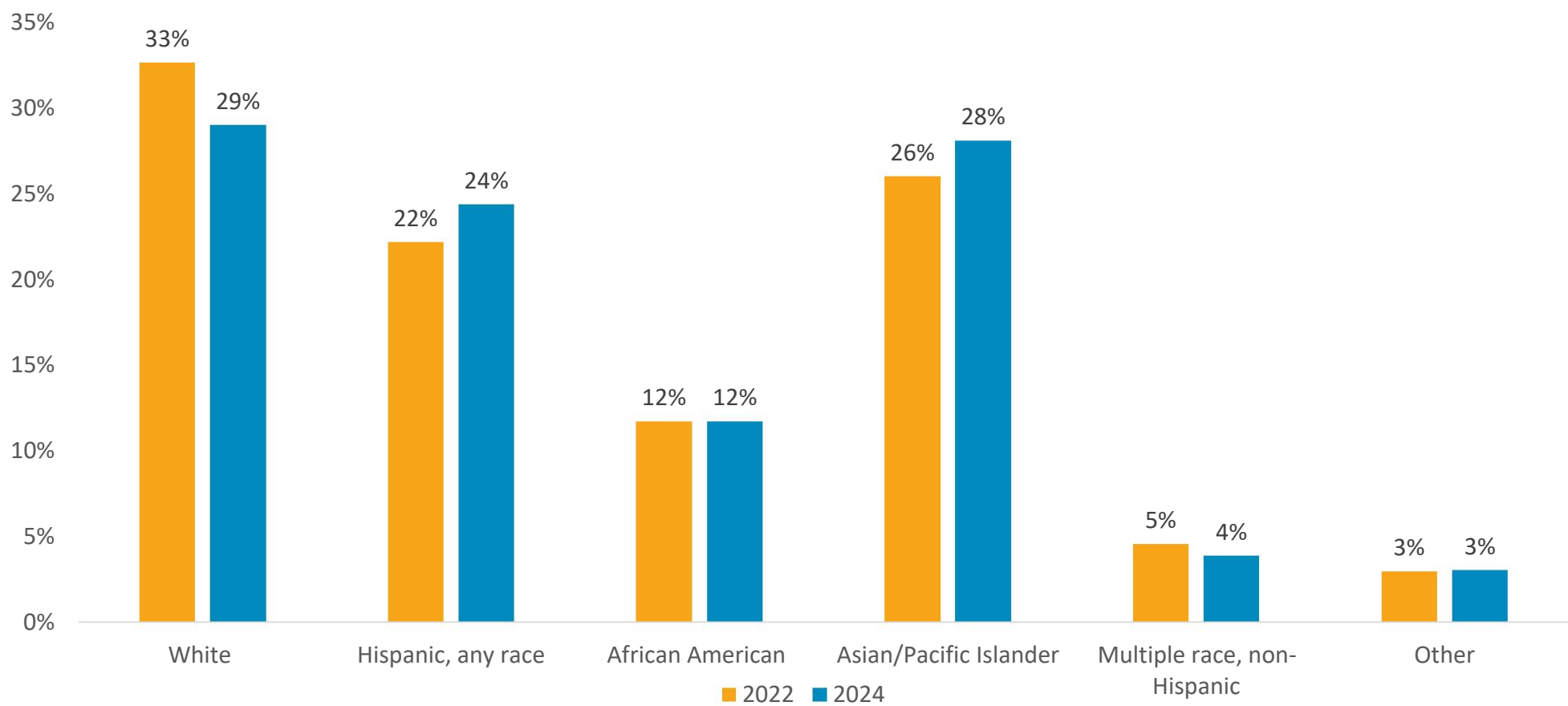
# Demographics: Gender

- The gender split is very similar to 2022



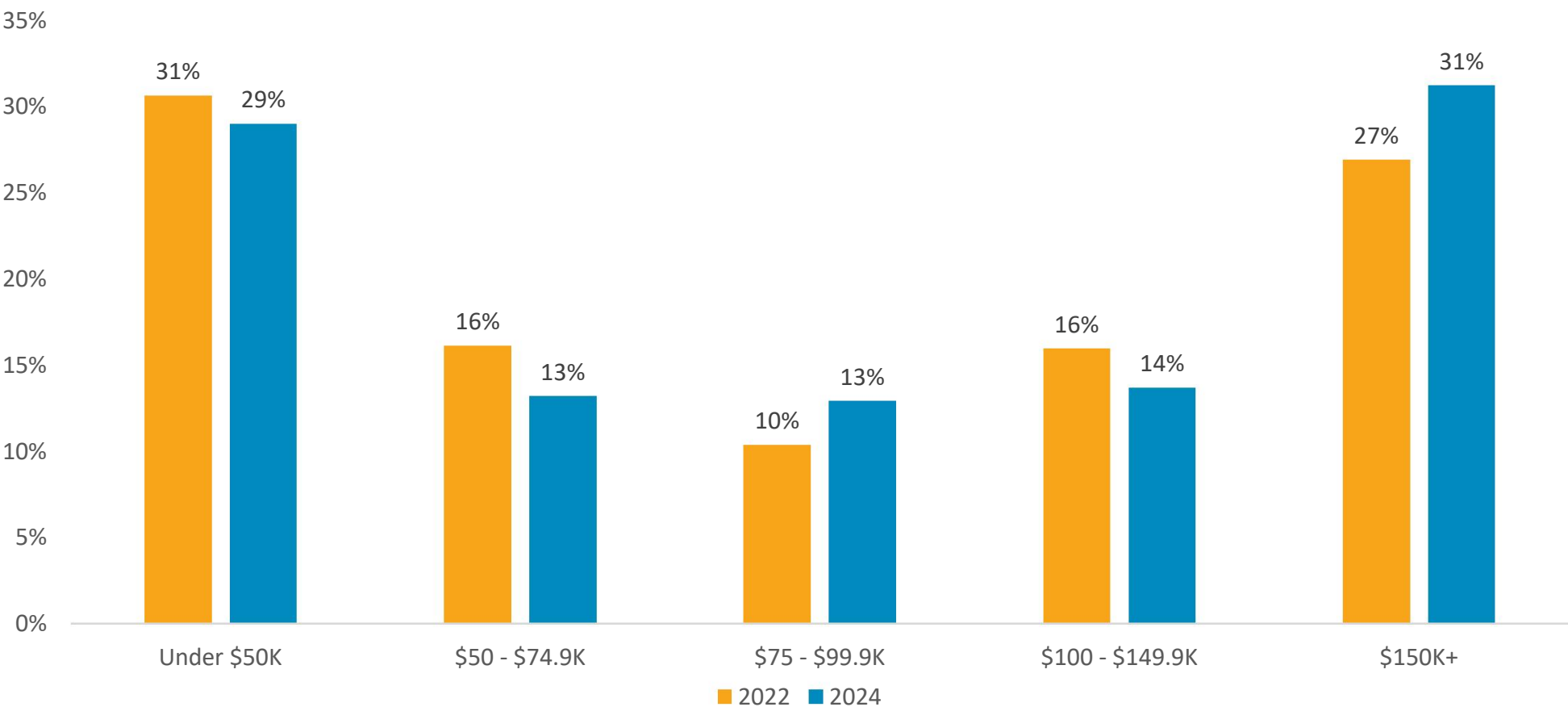
# Demographics: Race

- The percentage of riders identifying as White has decreased vs. 2022, while percentages of Hispanic and Asian riders have increased



# Demographics: Household Income

- Household income levels are somewhat higher compared to 2022\*



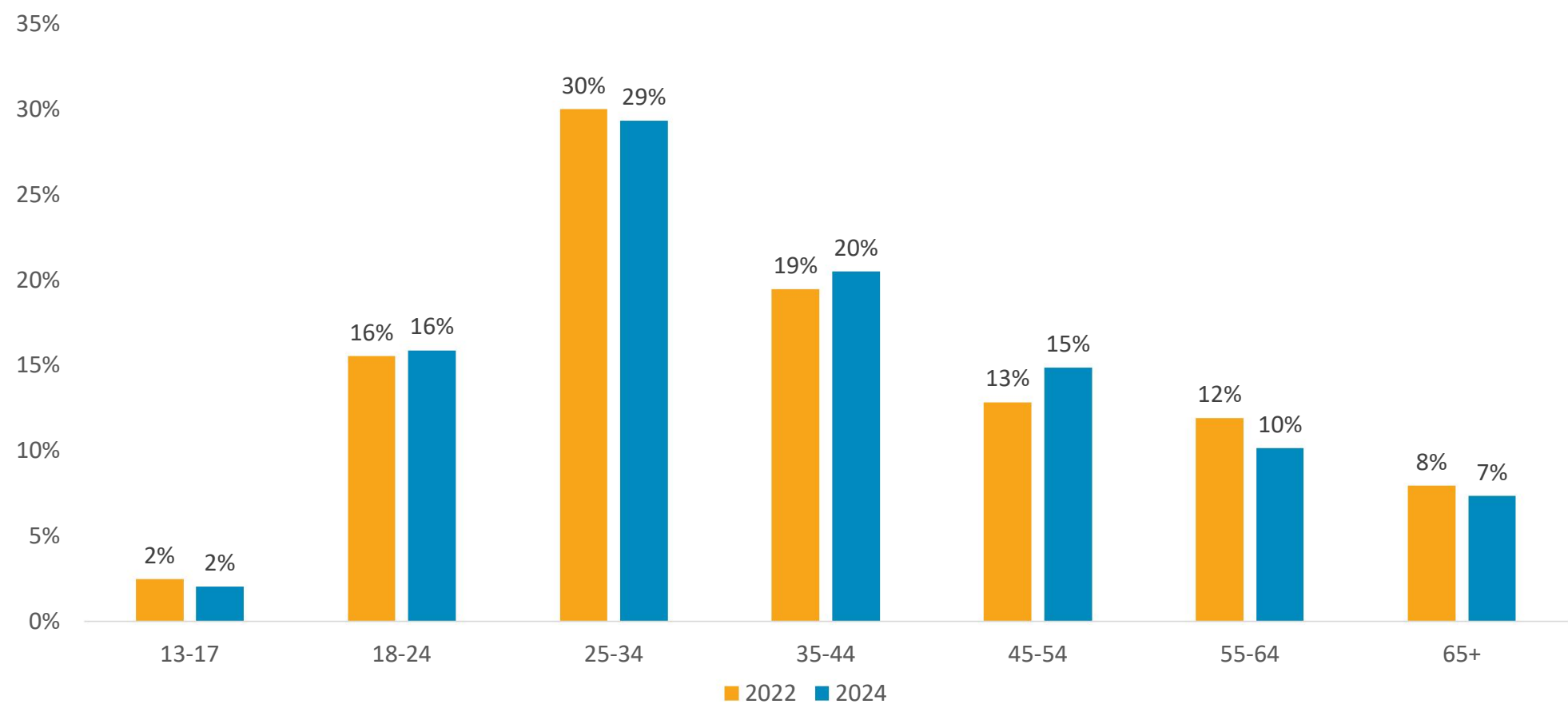
\*Note that household income data are not adjusted for inflation.





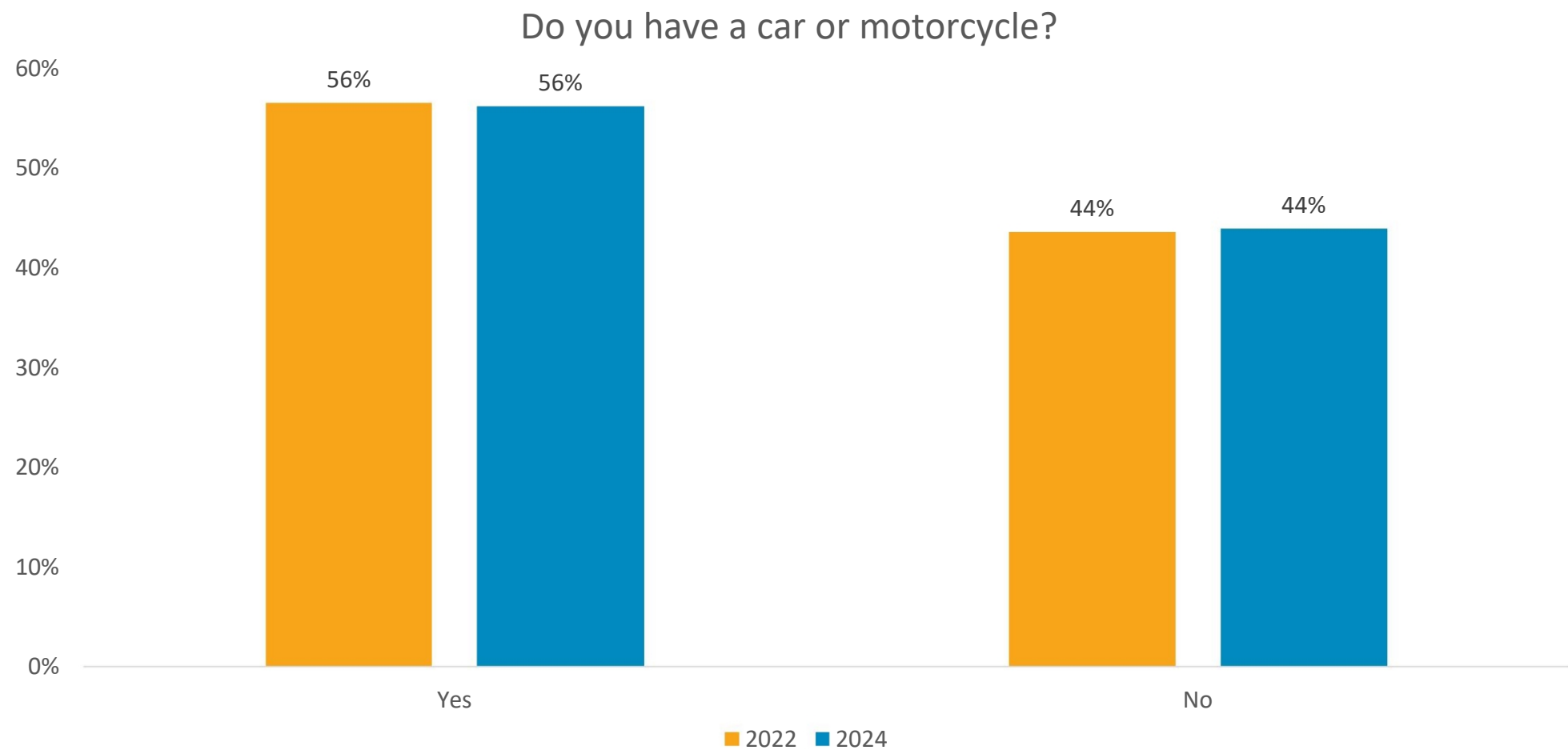
# Demographics: Age

- Riders' age distribution is very similar to 2022



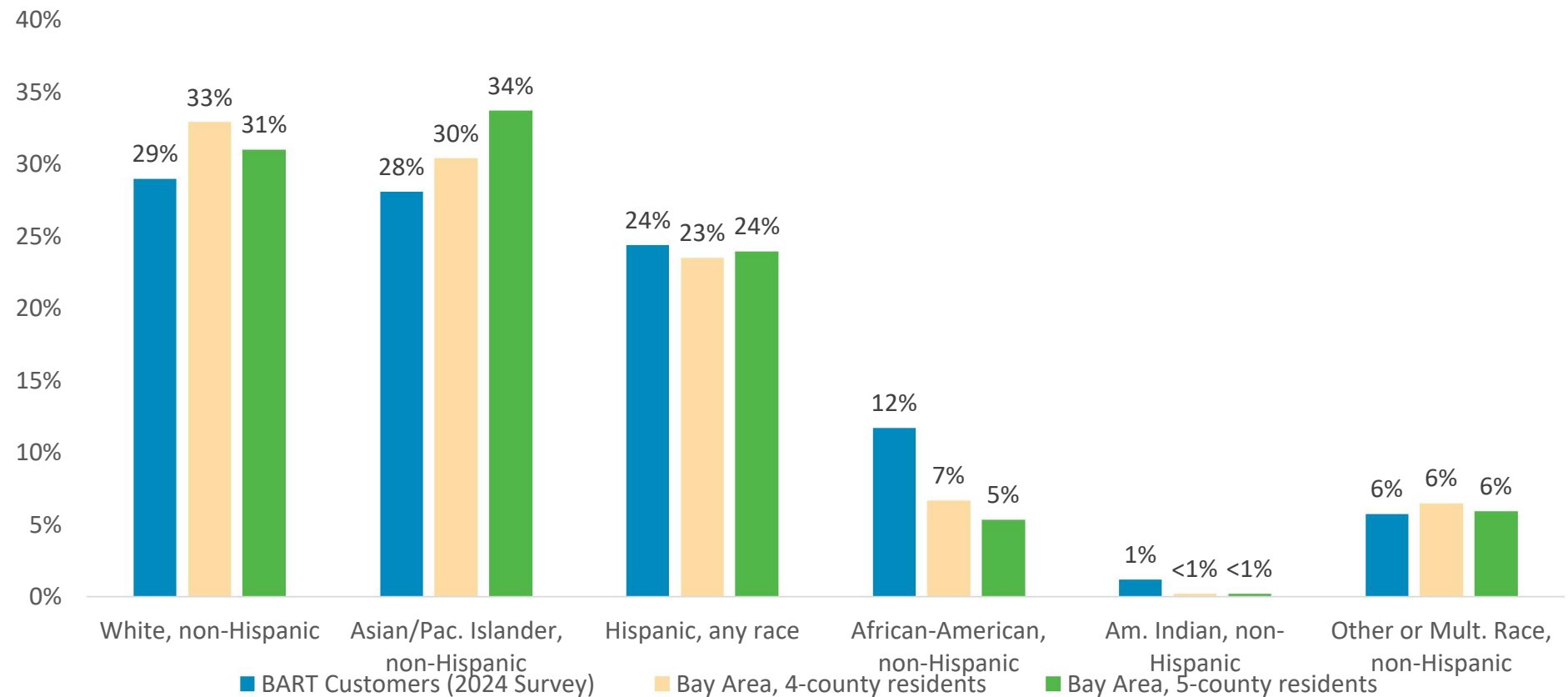
# Demographics: Vehicle Ownership

- The majority of riders have a car/motorcycle, matching 2022 data

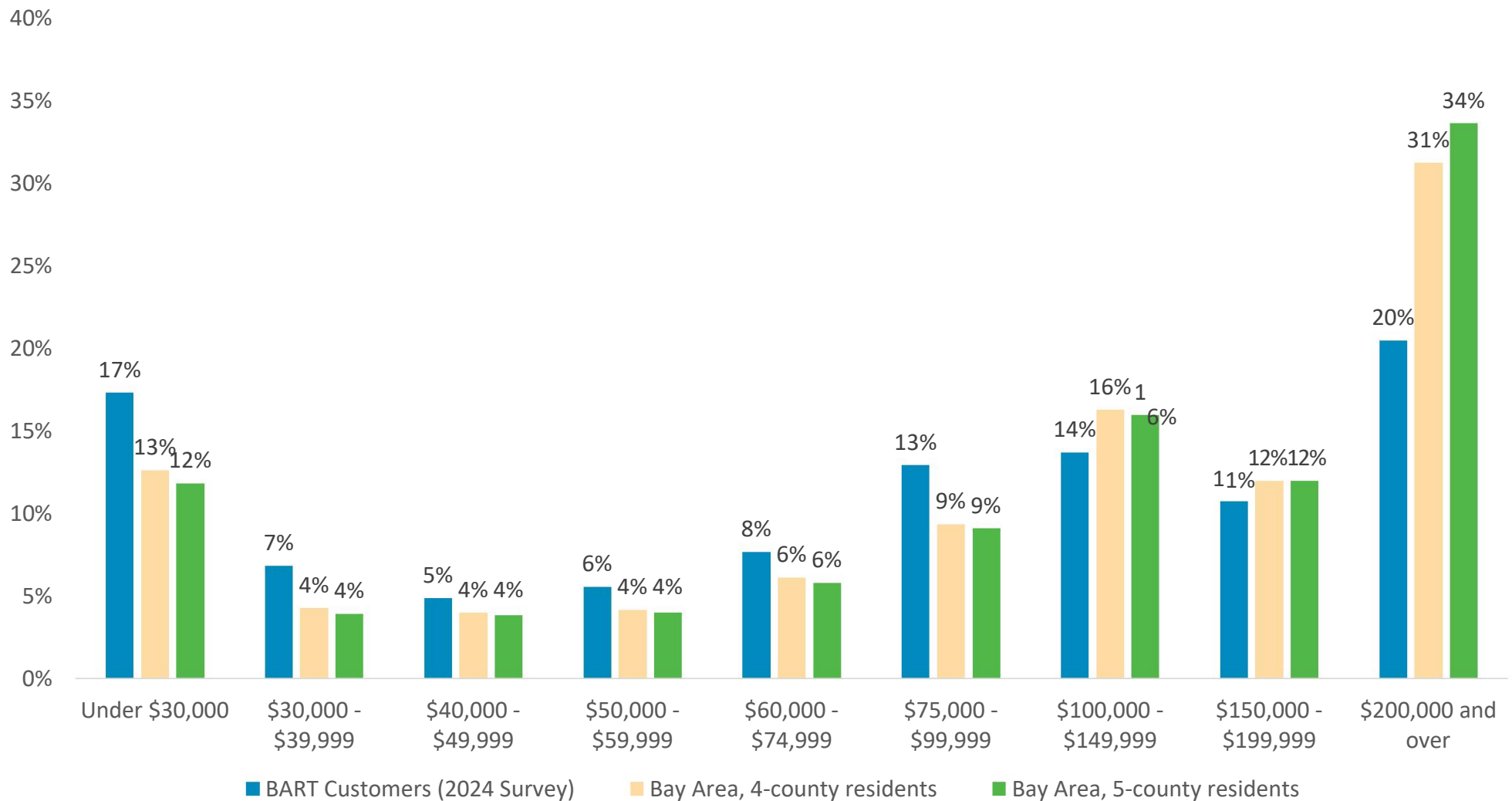


# Demographics: Race (Census Comparison)

- Compared to overall Bay Area residents, BART riders are less likely to be White or Asian, and more likely to be African American



# Demographics: Household Income (Census Comparison)





# Additional Verbatim Comments

*I love the new trains and feel it's much cleaner.*

*New cars increase overall train ratings; noise between Embarcadero and Lake Merritt is harmful; OK elsewhere.*

*I know you guys are trying hard. I wish you luck. I'm hoping you guys still exist. Society's problems are killing you.*

*It's not as bad as it used to be, 2 or 3 years ago, it was a zoo on the train - not safe.*

*Love BART. Would love to see cleaner trains and less homelessness in general, but that is hard for BART to enforce given the current state of the Bay.*

*It's unsettling to see people sleeping on the seats. It's also annoying when people usually young take over a whole bench with their feet and do not clear as train starts to fill up.*

*I wish I could take BART more, specifically at night. Safety is my biggest concern on BART. Especially at night.*

*Homelessness, aggressive panhandling and filth in the trains and stations have turned me to driving as often as I can for the first time in 20y. I will no longer take BART outside of commuter times, given the clear personal risk of being alone in a car.*

*I think I would ride BART more post-COVID, but I am still concerned about safety and think the system has to overcome the stigma of homelessness on trains and people being attacked with meat cleavers, etc...*

*I ride BART and am always advocating for how great it is, but my biggest issues with BART: -there is human feces on the farthest east stairwell in the Embarcadero station almost every day -I have multiple times had people smoking on the train (pot and crack) and they get away with it -People regularly hop over the fare gates in the Embarcadero Station -Way too often there are fentanyl addicts passed out on the train.*

# Additional Verbatim Comments

*Fare evasion has improved due to the gates...from what I've seen, fare evaders are the ones who cause the most disruption (bad smell, loud sounds, loitering the trains)*

*...Do see an improvement on Civic Center platform due to new fare gates - need to speed up installation at all stations.*

*We need more trains or train cars during busy hours! It's so uncomfortable being squeezed in a train when only 6 cars are attached. When we know you all can do up to 10. Lots of positives though. Response time for a disruptive passenger from BART police is good! Very very happy about the new fare gates!*

*I've been happy to see the system improving. I would like to see consistency with the bathrooms working, being open, and staffed. A bathroom is a big deal for a long trip. Fare evasion has gotten better, and I know the new gates are coming.*

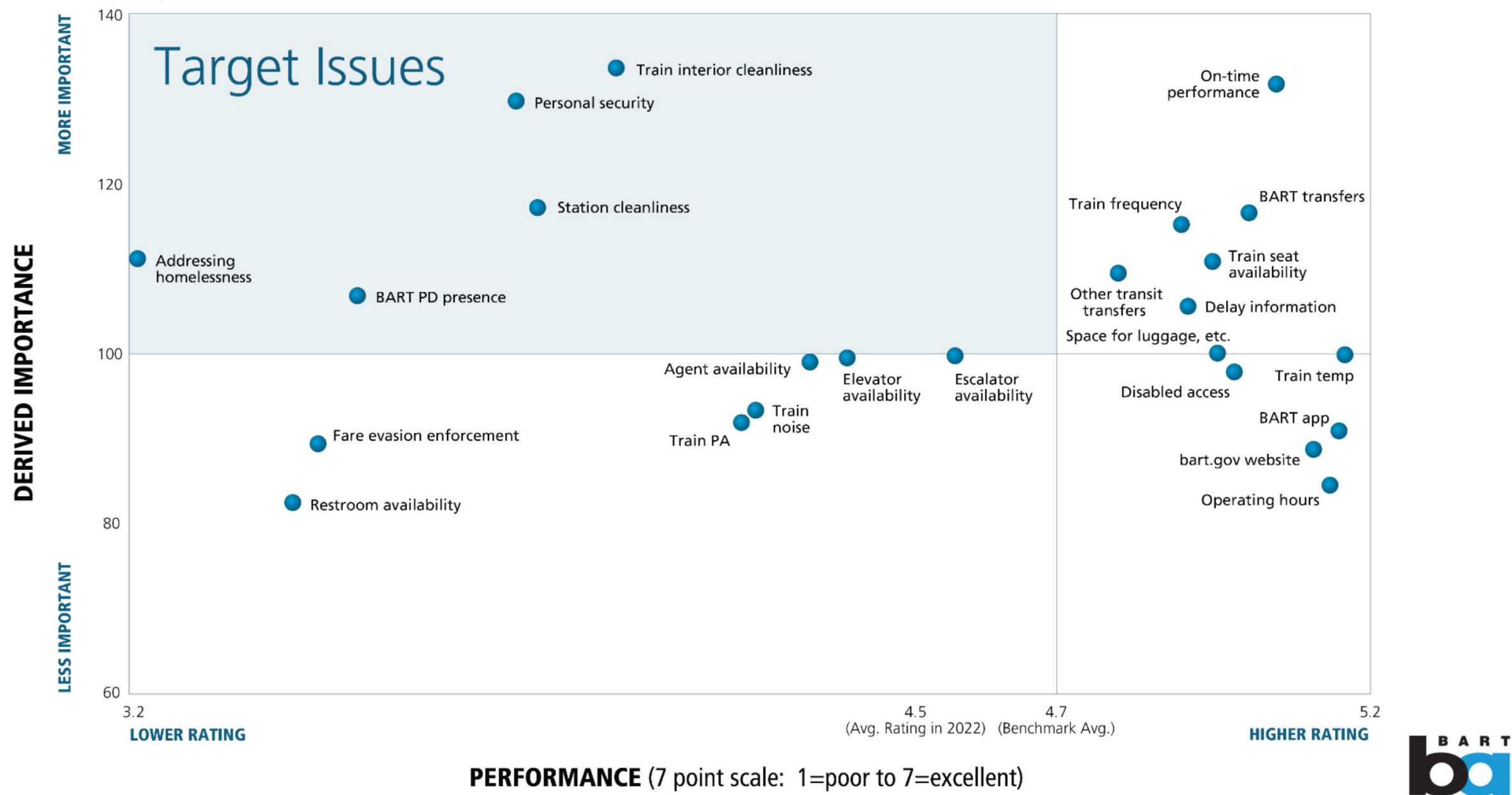
*...You have issues when it rains, when it's too windy, when it's too hot, when it's too cold, or when someone sneezes too hard in a train. This is the biggest reason why I can't recommend BART and tell people to take a Lyft or Uber if they need to be somewhere on time.*

*I used to use Antioch E-BART. But so many delays. I now drive to Pitt/Bay Point everyday from Antioch.*

*Could you please have the blue train run more frequently than once every 20 mins?*

*I thank you guys for getting me everywhere. I can't afford a car, and I'm an older sister taking care of her younger siblings, and BART and Muni are the best. Thank you guys so much!*

# 2022 Quadrant Chart



# Elevator Attendant Program Expansion



## Purpose

The Elevator Attendant Program, a joint initiative by BART and Muni, was launched in 2018 to improve elevator safety, cleanliness, and reliability at downtown San Francisco stations. The program began as a pilot at Powell and Civic Center, later expanding to Embarcadero and Montgomery. Partnering with District Works, trained attendants assist riders, deter misuse, and report issues which transforms elevators into safe, accessible spaces for all riders, including seniors, riders with disabilities, cyclists, and families. Nearly 700,000 trips were taken on the San Francisco downtown elevators during the first two quarters of FY 26, with 41% (approx. 287,000) having an observed need (mobility device, stroller, or luggage) to use the elevator. The high usage and reliance on elevators to access transit underscores the importance of Elevator Attendants and their role in keeping them operational.

A June 2025 survey of BART's SF Downtown Elevator Attendant Program found 90% of riders satisfied with attendants' helpfulness. Riders praised improved safety, cleanliness, and order. One rider shared: "I prefer using the elevator when an attendant is present—it feels much safer and cleaner. They're crucial to the BART experience!"



Building on this success, BART is exploring funding opportunities to expand the Elevator Attendant Program to the 16th Street Mission and 24th Street Mission stations. These stations serve high volumes of riders and are critical access points for communities that rely on transit. BART's Accessibility Task Force and feedback from the San Francisco community have repeatedly identified these stations as priority locations for safety and accessibility improvements. The presence of attendants provides an immediate and visible solution, ensuring elevators remain operational, deterring unsafe behavior, and aiding riders who need it most.

## Elevators Attendants are Essential

- **Accessibility:** Elevators are critical for ADA compliance and mobility access. Without attendants, outages and unsafe conditions disproportionately impact seniors, riders with disabilities, and low-income riders.
- **Community Safety:** Attendants provide an additional layer of safety and will enhance the ongoing efforts to improve conditions at the 16<sup>th</sup> and 24<sup>th</sup> Street Mission plazas in San Francisco.
- **Proven Impact:** Attendants significantly reduce the costs and impacts associated with elevator downtime and biohazard incidents. Experience in the four downtown SF stations shows that elevator downtime related to behavior was virtually zero.
- **Fast Results:** This program delivers visible improvements that immediately improve the customer experience.

## BART's Mission District Elevator Attendant Pilot

The 16th Street Mission and 24th Street Mission stations are among the busiest in the BART system. Both stations serve vibrant neighborhoods including several San Francisco Equity Priority Communities with large numbers of low-income residents, people with disabilities, and minority populations. These station elevators are vital gateways for thousands of riders who rely on them to access transit.

To address ongoing concerns about safety, cleanliness, and accessibility, BART launched a one-week pilot program from December 15–21, 2025, staffing the street-level elevators at both stations with attendants. The goal was to measure usage, observe rider needs, and gather feedback.

### 16<sup>th</sup> Street

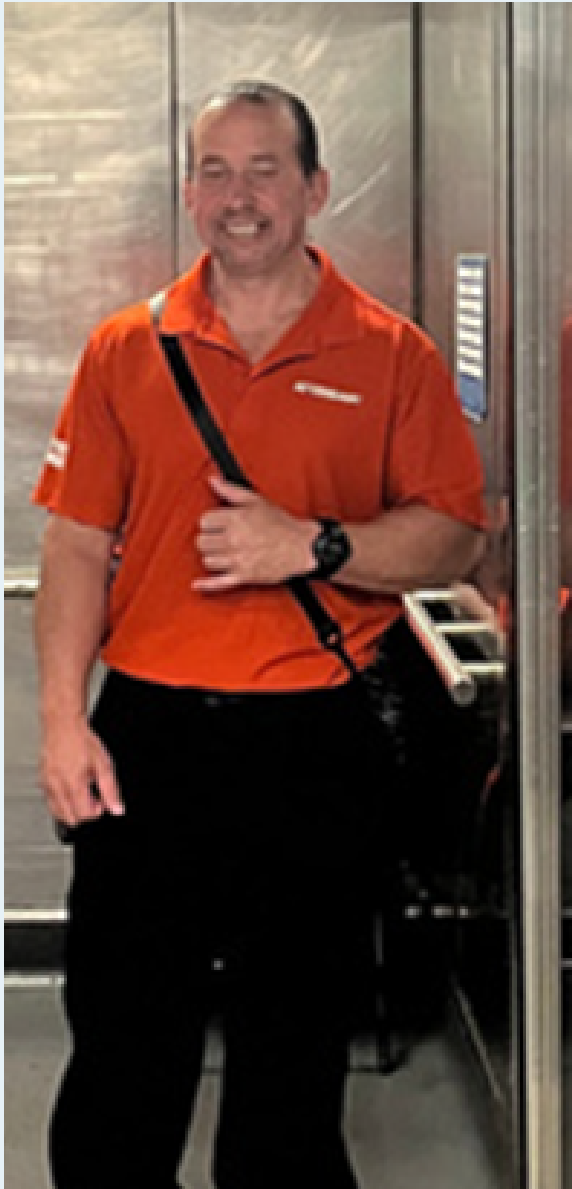
- **1,417 riders** used the elevator
- **40%** had an observed need (mobility device, stroller, or luggage).

### 24<sup>th</sup> Street

- **2,713 riders** used the elevator
- **35%** had an observed need (mobility device, stroller, or luggage).



These usage numbers mirror patterns seen in the successful San Francisco Downtown Elevator Attendant Program, reinforcing the importance of staffed elevators for riders with accessibility needs. Station Agents at both locations reported a sharp decline in calls for cleaning and maintenance, suggesting that attendants help maintain elevator conditions and reduce service disruptions.



**Pilot Costumer Feedback**

- **77%** said they would only use the elevators if attendants were present.
- Open-ended comments expressed a desire for the permanent implementation of the attendant program at the two stations, emphasizing its importance for safety and cleanliness

“We were traveling to the airport with all of our bags and our baby in his stroller. Walking across the 24th Street plaza we were feeling tentative because there was such a crowd of people, but once we got on the elevator, it was the cleanest we’d seen it.”

“Me alegré bastante de que estuviera alguien en el ascensor ayer no pude usarlo por qué las personas en sin hogar no me permitieron el acceso y tuve que cargar a mi bebé y su carriola para salir de la estación!!! I would have liked it if there was someone in the elevator yesterday because I could not use it since the homeless people did not allow me access and I had to carry my baby and stroller to leave the station.”

## Estimated Annual Cost and Coverage Scenarios

BART’s 16th and 24th Street stations each have two elevators: one platform elevator and one street-level elevator. The cost scenarios below show pricing for two coverage options across all elevators. The cost to staff one elevator is the same at each station; however, as coverage expands, the total cost does not simply double because of shared cost efficiencies. Cost estimates are identical for both stations—so covering two elevators could mean both at one station or one at each station.

| Coverage Scenarios                                                               | One Elevator | Two Elevators | Three Elevators | Four Elevators |
|----------------------------------------------------------------------------------|--------------|---------------|-----------------|----------------|
| <b>Full Coverage</b><br>During revenue hours 21 hours/day, 7 days/week           | \$560,000    | \$980,000     | \$1,400,000     | \$1,800,000    |
| <b>Peak Coverage</b><br>Weekdays 5am-8pm, Saturdays 6am – 8pm, Sundays 7am – 8pm | \$445,000    | \$750,000     | \$1,060,000     | \$1,370,000    |

## Implementation Timeline

Given BART’s existing contract with District Works, we estimate we could implement the program at additional stations quickly - **approximately 3-4 months.**





# BART's Elevator Modernization Program

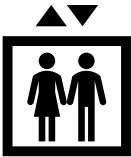
BART Accessibility Task Force, May 28, 2026



# Program Overview



# Elevator Modernization Program Goals



Improve elevator reliability



Reduce Elevator out-of-service time



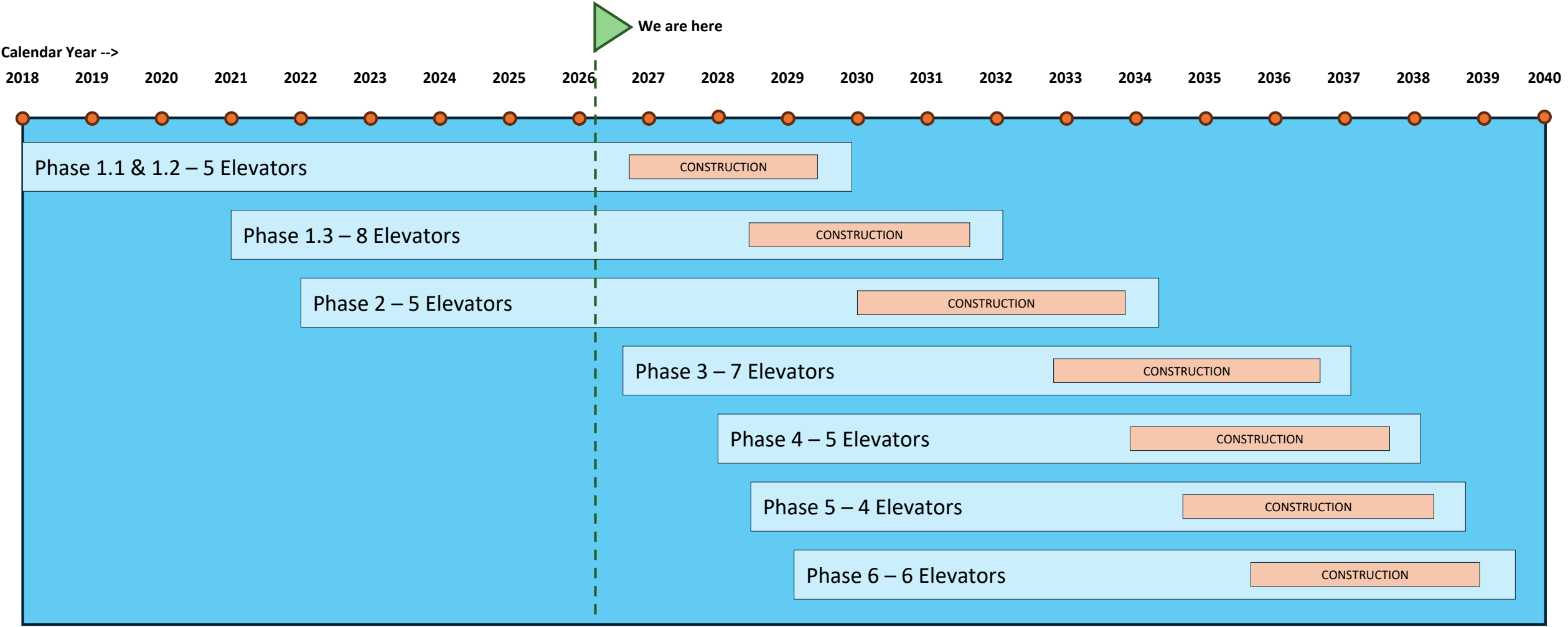
Support Accessibility and ADA Access



Improve the Overall Station Experience



# Program Timeline



Estimate as of May 2026  
The schedule shown is subject to availability of funds

# Program Timeline

| Phase           | # of Elevators | Estimated Overall Timeline | Estimated Construction Period | Status      |
|-----------------|----------------|----------------------------|-------------------------------|-------------|
| Phase 1.1 & 1.2 | 5              | 2018–2029                  | 2026–2028                     | Procurement |
| Phase 1.3       | 8              | 2021–2031                  | 2028–2031                     | Design      |
| Phase 2         | 5              | 2022–2034                  | 2030–2033                     | Design      |
| Phase 3         | 7              | 2026–2036                  | 2033–2036                     | Planning    |
| Phase 4         | 5              | 2027–2037                  | 2034–2037                     | Planned     |
| Phase 5         | 4              | 2028–2038                  | 2035–2038                     | Planned     |
| Phase 6         | 6              | 2029–2039                  | 2036–2039                     | Planned     |

*Estimate as of May 2026*

*The schedule shown is subject to availability of funds*

# Elevator Modernization - Prioritization Factors



**Prioritization considers both operational need and opportunities to deliver the greatest benefit to riders.**

## **Current Prioritization Factors**

- Maintenance Reports – Downtime & Usage
- Funding Opportunities
- Stakeholder Considerations

## **Future Prioritization Considerations**

- Station Ridership and Accessibility Demand
- Availability of Nearby Alternative Elevator Access

# Mitigation Approach



# Mitigation Plan Overview

## Objectives:

1. Ensure availability of accessible alternatives
2. Minimize inconvenience to the customer
3. Ensure cost-effective use of resources

## Components:

1. Project impact reduction strategies
2. Alternative transportation options
3. Communication & outreach plan
4. Monitoring plan

# Alternative Transportation Options

1. Alternative elevators
2. Backtracking
3. Parallel transit – consider
  - Detour distance
  - Frequency/wait time
  - Hours of service
4. Shuttle service – consider
  - Route/destination
  - Peak vs off peak
  - Staged vs on demand

| Station             | By Bus | Driving |
|---------------------|--------|---------|
| Pittsburg Bay Point | 26     | 6       |
| Embarcadero         | 5      | 6       |

**Illustrative comparison – travel time to nearest station (min)**

# Communication & Monitoring

## 1. Before project

- News article/passenger bulletin
- Signs near elevator in advance of project
- Targeted customer emails
- Community group outreach

## 2. During project

- Standard outage notifications
- Signage at elevator re-directing customers
- Wayfinding signage to alternatives
- Monitor complaints, signage, shuttle usage

**Thank You**  
**Questions & Answers**



## **Agenda item # 4 - Regional mapping wayfinding project**

Please add this section

Christine Arseneault thanked Jumana Nabti for her excellent presentation and expressed her enthusiasm for an upcoming open house. Jumana Nabti mentioned that as part of the next steps in November and December of 2024, a prototype would be available for public evaluation and a launch event at El Cerrito Del Norte. Jumana Nabti mentioned that, as of Monday of last week, it was determined that a public evaluation and launch event is scheduled for December 12, 2024, at 3:30 pm. It was understood that the BART Board of Directors would be in attendance along with multiple agencies, such as the Metropolitan Transportation Commission (MTC). Jumana Nabti pointed out that this date conflicts with the BATF scheduled meeting/BATF Holiday Reception with the Board of Directors. Elena Van Loo mentioned under agenda item eight (8) is to discuss the BATF scheduled meeting/BATF Holiday Reception set for December 12, 2024.

## **Agenda #6 - BATF 2024 & 2023 Accomplishments**

Please replace this section

### **2023**

- ~~BART and BATF members hosted about 200 people from the blind and low-vision community for a safety orientation tour at the 19th Street BART Station on January 31, 2023, to learn about accessibility features of BART stations, BART trains, and the trackway safety zone~~
- ~~Promoted and recruited new members for the BART Accessibility Task Force (BATF):~~
  - ~~Daveed Mandell was appointed by the BART Board of Directors on August 24, 2023~~
  - ~~Annie Koruga was appointed by the BART Board of Directors on October 26, 2023~~
  - ~~Bruce Yow was appointed by the BART Board of Directors on October 26, 2023~~
  - ~~Hillary Brown was appointed by the BART Board of Directors on December 7, 2023~~
  - ~~Alex Tiphayachan was appointed by the BART Board of Directors on November 15, 2023.~~

- ~~BATF hosted 2023 Holiday Reception at the new BART Headquarters (BHQ) location on December 12, 2023, an informal meet-and-greet opportunity for BART staff and BATF members~~

## ~~2024~~

- ~~Promoted and recruited new members for the BART Accessibility Task Force (BATF) Posted under BART.gov article, “BART is recruiting new members of the BART Accessibility Task Force (BATF), Posted on January 02, 2024~~
  - ~~Danny Kodmur was appointed by the BART Board of Directors on January 25, 2024~~
  - ~~Christine Arseneault was appointed by the BART Board of Directors on April 25, 2024~~
  - ~~Herb Hastings was appointed by the BART Board of Directors on April 25, 2024~~
  - ~~Sam Buman was appointed by the BART Board of Directors on August 15, 2024~~
- ~~BART staff and the BATF hosted an open house on March 28, 2024 to try out and provide input about the next generation faregates at West Oakland BART Station~~
- ~~Updated the BATF By-Laws on March 28, 2024 BART Board Authorized changes to Amend BATF By-Laws to increase participation and involvement with the committee.~~
- ~~Provided key input on the following initiatives and programs: Accessibility webpage redesign~~
  - ~~Elevator mitigation program~~
  - ~~Accessible seat color changes~~
  - ~~Accessibility Improvement Plan~~
  - ~~Wayfinding program~~
  - ~~Platform door-marking decals~~
  - ~~Clipper 2.0~~
  - ~~Annual Budget proposals~~

## With this section

BATF members provided valuable key inputs throughout the year on the following initiatives and programs:

- Clipper Card 2.0 (January 2024)
- Platform door-marking decals (January 2024)
- Improved Access Settlement Agreement (January 2024)
- New out-of-service elevator signage (February 2024)
- Next Generation Fare Gate (February 2024)

- System Service Elevator/Escalator Preventative Maintenance Program (March 2024)
- New color priority seat pilot program/Accessible seat color changes (April 2024)
- Regional Mapping and Wayfinding program (April 2024 & November 2024)
- BART Fiscal Year 25 & Fiscal Year 26 budget update (May 2024)
- Elevator out-of-service updates (May 2024)
- K-Line Interlocking construction project update (June 2024)
- LCD monitor signs at BART's Platform Level project update (September 2024)
- BART's Accessible Services website update (September 2024)
- Accessibility Improvement Plan (November 2024)
- BART's Customer Service process (November 2024)

### **Additional Accomplishments:**

- FARE Gate Open House - BART staff and the BATF hosted an open house on March 28, 2024, to try out and provide input about the next generation faregates at West Oakland BART Station.
- In July 2024, BATF member Hillary Brown was selected as a MTC Accessibility Working Group for Improvement Transit Wayfinding
- BATF reposted an article under "Bart.gov" announcing that the BART accessibility task force (BATF) was recruiting new members for their task force. This article was posted on January 2, 2024.
- community for a safety orientation tour at the 19th Street BART Station on January 31, 2023, to learn
- about accessibility features of BART stations, BART trains, and the trackway safety zone.
- - In 2024, BATF reviewed and made updates to the BATF bylaws to increase member participation and involvement with the BATF committee.
- - BATF hosted 2023 Holiday Reception at the new BART Headquarters (BHQ) location on December 12, 2023, an informal meet-and-greet opportunity for BART staff and BATF members.

### **BART Accessibility Task Force (BATF) Member Appointments**

#### 2023 Appointments

- Daveed Mandell was appointed by the BART Board of Directors on August 24, 2023
- Annie Koruga was appointed by the BART Board of Directors on October 26, 2023
- Bruce Yow was appointed by the BART Board of Directors on October 26, 2023

- Hillary Brown was appointed by the BART Board of Directors on December 7, 2023
- Alex Tiphayachan was appointed by the BART Board of Directors on November 15, 2023

#### 2024 Appointments

- Danny Kodmur was appointed by the BART Board of Directors on January 25, 2024
- Christine Arseneault was appointed by the BART Board of Directors on April 25, 2024
- Herb Hastings was appointed by the BART Board of Directors on April 25, 2024
- Sam Buman was appointed by the BART Board of Directors on August 15, 2024

#### **Agenda item #7 - BART's Customer Service process**

Please replace this paragraph

~~Christine Arseneault asked whether BART Accessibility Task Force (BATF) members can file a claim. Elena Van Loo stated the BATF members and/or members of the public can reach out to Customer Access and Accessibility Department to file complaint and forward to the proper department to process the claim.~~

With this paragraph

Christine Arseneault asked whether BART Accessibility Task Force (BATF) meeting was also a location where members can send comments and if a claim can be filed. Elena Van Loo stated the BATF members and/or members of the public can reach out to Customer Access and Accessibility Department to file the complaint and forward to the proper department to process the claim.

Please replace this paragraph

~~Christine Arseneault asked how the accessibility related claims are resolved when there is an open case or claim. Elena Van Loo mentioned the claims go through a computer program called Salesforce that is assigned a case number and then distributed to the proper department to address the issues or concerns.~~



With this paragraph

Christine Arseneault asked Elena Van Loo to explain the steps and processes a claim goes through from the moment it is entered into the system, using Danny Kodmur's train depot claim as an example. Elena Van Loo mentioned the claims go through a computer program called Salesforce that is assigned a case number and then distributed to the proper department to address the issues or concerns. Bob Franklin added that if the claim is an accessibility issue, it is assigned to a Subject Matter Expert (SME), such as himself.

Christine Arseneault inquired about the average number of ADA-related claims submitted on a monthly basis. Bob Franklin mentioned that he processes an average of 10 accessibility claims per week, and Elena Van Loo noted that she recently closed three.

**Agenda item #8 - Discuss changing the date of the scheduled BATF meeting and BATF Holiday reception from December 12, 2024 to December 19, 2024**

Please replace this sentence

~~Christine Arseneault led the agenda item.~~

With these paragraphs

Christine Arseneault led the agenda item. She suggested starting our meeting earlier due to the public event at El Cerrito del Norte scheduled for 3:30 pm. This adjustment would allow those interested in attending the event to travel to the station. Various options were considered, especially since the BART Board of Directors would be attending the event in El Cerrito. As a result, the Holiday reception will not occur. Clarence R. Fischer suggested holding a meet-and-greet event in January 2025, following our BART Accessibility Task Force meeting.

Clarence R. Fischer motioned postponing the BATF meeting and the BATF Holiday Reception scheduled December 19, 2024. Hillary Brown seconded the motion.

➤ Motion passes with eight (8) in favor, zero (0) against, and two (2) abstention

Motion passes not hold the BATF meeting and the BATF Holiday Reception on December 19, 2024 and to maintain December 12, 2024 scheduled meeting date and duration.

Herb Hastings asked if travel reimbursement would be honored for the Regional Mapping event on December 12th 2024. Elena Van Loo stated travel reimbursement will not be honored for the Regional Mapping and Wayfinding debut at El Cerrito del Norte as it is a public event on December 12, 2024.

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
2150 Webster Street, P.O. Box 12688, Oakland, CA 94604-2688

**BART ACCESSIBILITY TASK FORCE**  
Committee Meeting **DRAFT** Minutes  
November 21, 2024

**1. Roll Call of Members:**

1. Anita Ortega
2. Annie Koruga (Vice-Chair) - ABSENT
3. Bruce Yow
4. Catherine Callahan (2<sup>nd</sup> Vice-Chair)
5. Christine Arseneault (Chair)
6. Clarence R. Fischer
7. Danny Kodmur
8. Daveed Mandell
9. Emily Witkin
10. Herb Hastings
11. Hillary Brown
12. Janice Armigo Brown
13. Roland Wong
14. Sam Buman
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of eight (8) in-person BATF members. Three members participated remotely: Danny Kodmur used his first “Just Cause,” Roland Wong used his second “Just Cause,” and Emily Witkin used her second “Just Cause.”

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

Elena Van Loo  
Bob Franklin

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

Ahmad Rassai (BART Staff)  
Jumana Nabti (BART Staff)  
David Pultz (BART Staff)

Mayra Perez (Captioner)  
Josephine Mitchell (Captioner)  
Aleta Dupree (Guest)  
Sara Desumala (Guest)  
Jerry Grace (Guest)  
Valerie Buell (Guest)  
Joshua Saunders (Guest)  
Janine Harrison (Guest)  
Mary Tisnado (Guest)

## **2. Public Comments**

Aleta Dupre introduced herself and mentioned she wrote an email (included in the agenda package) to be shared with BATF members and members of the public. She mentioned that anyone should be able to use the BART system in its intended manner if they pay their fare and follow the rules of conduct. Aleta Dupre would like to see BATF members be more engaged externally in showing BART our needs as a larger community. She asked for BART to have full and equal standing and asked the community to help her to get there.

Joshua Saunders mentioned El Cerrito del Norte Station completed its modernization and asked if El Cerrito Plaza Station will have any modernization done.

## **3. Approval of October 24, 2024 meeting minutes**

Herb Hastings moved approval of the October 24, 2024 meeting minutes. Clarence R. Fischer second the motion.

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

## **4. Regional mapping and wayfinding project update**

Jumana Nabti presented on the following:

- Project context and status
  - Project overview
  - Goals & schedule (multiple phases through the years) – better information for customers, better operations for transit providers, better outcome for the region
- Prototype design, installation, and evaluation
- Pilot projects
  - New pilot approach overview



- 2025: Text experience at complex transfer stations
- 2026: Test experience on local and intercity routes
- 2025 and on: Advance agency-led and funded capital projects using new standards

Hillary Brown thanked Jumana Nabti for the presentation.

Clarence R. Fischer had three concerns/thoughts:

1. Will BART staff be in touch with bus operators once this project has been implemented, such as when changes to the bus routes are going to happen
2. May want to consider showing different color coordination schedule times as not all four-colors will have the same schedules
3. Bus route 376, for example, at El Cerrito del Norte only operates evenings and nights and there should be a specialized sign to let passengers know that bus #376 only runs evenings and nights

Daveed Mandell said people who are visually impaired or blind should have been more actively involved with the wayfinding project. He mentioned during the presentation, there was description of the color of the wayfinding signs but was concerned for people who are visually impaired and blind may have difficulty seeing the color of the sign or cannot see the color of the sign at all.

Sam Buman ask about adding agency names on the signages for people who are new to the area and Jumana Nabti mentioned the logos of the agency are on the signs.

Herb Hastings would like to see the names of the BART station on the wayfinding at the bus stops.

Danny Kodmur asked if this project is working with other agencies that does pick-up and drop-off at BART stations other than AC Transit. Juma Nabti mentioned BART staff are working with all other agencies.

Joshua Saunders asked how the wayfinding information will be communicated for people who are visually impaired or blind. He asked if there would be audio and/or will there be information provided on the BART's website.

Aleta Depree expressed how she likes the colors and the consistency of the signs and stated consistency is very important throughout the BART system so that riders can get used to the pattern for information needed. She did express we are creatures of habits but would like to have the original signages around to keep with the history of BART.

## **5. Accessible Improvement Program (AIP) update**

Ahmad Rassai listed current BART stations under construction, Castro Valley, Lafayette, Rockridge, Richmond, North Berkeley, MacArthur, Fruitvale, San Leandro, Bay Fair, Hayward, and Fremont.

He gave general scope of work at all BART stations:

- Replacement of curb ramps, sidewalks, accessible paths, loading zones at bus and passenger
- Installed new wall protrusion detection
- Replacement of courtesy phones
- Replacement of handrails
- Installation of elevator lobby light
- Remove and install new stainless steel composite panels inside the stations

Daveed Mandell is really glad that the handrails at the stairways are being installed properly.

Sam Buman asked about El Cerrito Plaza accessibility updates. Ahmad Rassai mentioned El Cerrito will be in the future updates and a plan is being drafted up along with funding.

Herb Hasting expressed that the lighting can be brighter at some of the BART stations, especially as the day gets darker sooner and/or it rains for safety reasons. Ahmad Rassai agrees that safety is the number one priority.

## **6. BATF 2023 to 2024 accomplishments**

Elena Van Loo listed the accomplishments that BATF have done from 2023 to 2024:

### **2023**

- BART and BATF members hosted about 200 people from the blind and low-vision community for a safety orientation tour at the 19th Street BART Station on January 31, 2023, to learn about accessibility features of BART stations, BART trains, and the trackway safety zone
- Promoted and recruited new members for the BART Accessibility Task Force (BATF):
  - Daveed Mandell was appointed by the BART Board of Directors on August 24, 2023
  - Annie Koruga was appointed by the BART Board of Directors on October 26, 2023

- Bruce Yow was appointed by the BART Board of Directors on October 26, 2023
- Hillary Brown was appointed by the BART Board of Directors on December 7, 2023
- Alex Tiphayachan was appointed by the BART Board of Directors on November 15, 2023.
- BATF hosted 2023 Holiday Reception at the new BART Headquarters (BHQ) location on December 12, 2023, an informal meet-and-greet opportunity for BART staff and BATF members

## 2024

- Promoted and recruited new members for the BART Accessibility Task Force (BATF) Posted under BART.gov article, “BART is recruiting new members of the BART Accessibility Task Force (BATF), Posted on January 02, 2024
  - Danny Kodmur was appointed by the BART Board of Directors on January 25, 2024
  - Christine Arseneault was appointed by the BART Board of Directors on April 25, 2024
  - Herb Hastings was appointed by the BART Board of Directors on April 25, 2024
  - Sam Buman was appointed by the BART Board of Directors on August 15, 2024
- BART staff and the BATF hosted an open house on March 28, 2024 to try out and provide input about the next generation faregates at West Oakland BART Station
- Updated the BATF By-Laws on March 28, 2024 BART Board Authorized changes to Amend BATF By-Laws to increase participation and involvement with the committee.
- Provided key input on the following initiatives and programs: Accessibility webpage redesign
  - Elevator mitigation program
  - Accessible seat color changes
  - Accessibility Improvement Plan
  - Wayfinding program
  - Platform door-marking decals
  - Clipper 2.0
  - Annual Budget proposals

Bruce Yow thanked Elena Van Loo and staff taking the time to making this so easy to understand what BATF members have accomplished in the past.

Herb Hastings mentioned how positive and productive it was in recruiting nine (9) appointed BATF members within two years.

Christine Arseneault mentioned two additional accomplishments were not listed: elevator out-of-service signages and next generation faregates.

## **7. BART's Customer Service process**

Elena Van Loo shared riders can send their comments in multiple ways:

- Customer Service: online, email, phone
- BART Board of Directors
- Accessibility Department
- Station Agents
- BART Official app
- BART Police Watch app
- Other contacts at BART

She mentioned riders, customers may have different types of requests:

- Complaints
- Reports
- Questions
- Comments
- Praises
- Reasonable modifications

She read a list of places where riders and customers can go:

- Customer Service
- Accessibility Staff
- Transportation Department
- Station Planner
- BART Police
- BART Board of Directors
- Others, depending upon the communication

Elena Van Loo went through the process:

- BART uses the Salesforce system to communicate with passengers, as its Customer Service tracking program.
- Forwarded to relevant Department to reply.
- Forwarded to other departments for information

Christine Arseneault asked whether BART Accessibility Task Force (BATF) members can file a claim. Elena Van Loo stated the BATF members and/or members of the public can reach out to Customer Access and Accessibility Department to file complaint and forward to the proper department to process the claim.

Christine Arseneault asked how the accessibility related claims are resolved when there is an open case or claim. Elena Van Loo mentioned the claims go through a computer program called Salesforce that is assigned a case number and then distributed to the proper department to address the issues or concerns.

Daveed Mandell expressed the BART's Customer Service are closed on weekends and would like to see at least a few hours open on Saturday and Sunday. Bob Franklin mentioned you can email [BART's Customer Service](#).

Danny Kodmur asked about the number of phone calls and email related to accessibility claims, cases. Bob Franklin mentioned there are two different call centers, BART's Customer Service and BART's general phone number, 510-464-6000, which open during the weekdays. He mentioned about six to seven staff work under BART's Customer Service and they determined how to address the subject matter.

Christine Arseneault would like a report on the average number of cases relating to accessibility that are reported each month and to share at a future BATF meeting.

## **8. Discuss changing the date of the scheduled BATF meeting and BATF Holiday reception from December 12, 2024 to December 19, 2024**

Christine Arseneault led the agenda item.

Clarence R. Fischer motioned postponing the BATF meeting and the BATF Holiday Reception scheduled December 19, 2024. Hillary Brown seconded the motion.

- Motion passes with eight (8) in favor, zero (0) against, and two (2) abstention

Motion passes not hold the BATF meeting and the BATF Holiday Reception on December 19, 2024.

## **9. Member announcements**

Sam Buman shared two different incidents. First, he experienced having to utilize the stairs to access the Lake Merritt BART Station because the doors to the street elevator were not closing. The second incident he mentioned the faregate at Powell



Street BART Station was stuck in the open position which meant he had to tail someone so he could tag off (out?) at the other end and added he was not using his scooter during these two different incidents.

## **10. Staff announcements**

Elena Van Loo announced starting January 1, 2025, travel reimbursement goes up from \$15.85 to \$16.70.

Elena Van Loo stated travel reimbursement will not be honored for the Regional Mapping and Wayfinding debut at El Cerrito del Norte as it is a public event on December 12, 2024.

Elena Van Loo informed appointed BATF members that the 4<sup>th</sup> quarter travel reimbursements ends on December 31, 2024, and shared if there are any changes to the RTC number to let her know before January 10, 2025.

Elena Van Loo mentioned Joshua Saunders will be on the future agenda item, “New committee member nomination.” He attended two meetings out of three and qualifies to be recommended by a majority votes from appointed members.

## **11. Chairperson announcements**

No Chairperson announcements.

## **12. Future agenda items – member suggest topics**

- New committee member nomination
  - Joshua Saunders
- Disability Awareness to the new BART Board of Directors

## **13. Adjournment**

The meeting adjourned at 4:30 pm until the next regular meeting, Thursday, December 12, 2024.



**BATE**

**January 23, 2025 meeting**  
**minutes**

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
2150 Webster Street, P.O. Box 12688, Oakland, CA 94604-2688

**BART ACCESSIBILITY TASK FORCE**  
Committee Meeting **DRAFT** Minutes  
January 23, 2025

**1. Roll Call of Members:**

1. Anita Ortega
2. Bruce Yow
3. Catherine Callahan (2<sup>nd</sup> Vice-Chair) - ABSENT
4. Christine Arseneault (Chair)
5. Clarence R. Fischer
6. Danny Kodmur
7. Daveed Mandell
8. Emily Witkin
9. Herb Hastings
10. Hillary Brown
11. Janice Armigo Brown
12. Roland Wong
13. Sam Buman
14. VACANT
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of seven (7) in-person BATF members. Two members participated remotely: Daveed Mandell used his first “Just Cause,” and Roland Wong used his first “Just Cause.”

**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:**

David Coggshall (BART staff)  
Hayley Toy (BART staff)

Mayra Perez (Captioner)  
Jerry Grace (Guest)  
Sara Desumala (Guest)  
Joshua Saunders (Guest)  
Shana Ray (Guest)  
Aleta Dupre (Guest)  
Alicia Jackson (Guest)  
Katherine Kzeft (Guest)  
Nora Lewis (Guest)  
Troy Russell (Guest)  
Vi Ibarra (Guest)  
Nicola Fraser (Guest)  
Tyler Sha (Guest)  
Janien Harrison (Guest)  
Shawn Costello (Guest)  
Jeremy Dunbar (Guest)

## **2. Public Comments**

Aleta Dupre introduced herself. She believed everyone, whether you have a disability or not, should engage respectfully with the BATF. She asked to make sure the escalators are working within the BART system.

Jerry Grace said, “Happy New Year,” and hopes that everyone has a good 2025. Additionally, he felt bad about the number of fires that were occurring in Southern California.

Shawn Costello thanked the BART staff for fixing the elevator at the San Leandro BART Station. He mentioned he has not been receiving monthly BATF agendas and he requested that they be emailed to him again.

Joshua Saunders mentioned that he had used the new faregates at Hayward BART Station earlier. He mentioned he tapped his Clipper Card on his smartphone and added that he has limited vision. He stated that he can see the faregates open and pass through them, but he was worried that riders who are blind may not be able to detect when they are supposed to go through the faregate.

## **3. Approval of November 21, 2024 meeting minutes**

Christine Arseneault rescheduled the approval of the November 21, 2024 minutes until February so that amendments could be incorporated.

#### **4. New committee member nomination**

- **Joshua Saunders**

Joshua Saunders introduced himself and expressed why he is interested in joining the BATF.

Sam Buman moved to recommend Joshua Saunders as a BATF member. Hillary Brown seconded the motion.

- Motion passes with ten (10) in favor, zero (0) against, and zero (0) abstention

#### **5. New faregate sounds**

Bob Franklin shared three different sounds that faregates currently make when using a Clipper Card:

- One (1) beep means it is a successful entry
- Two (2) beeps mean it is a successful exit
- Three (3) beeps mean there is an error

Bob Franklin mentioned BART is working on ways to generate sounds that make more sense to understand. He shared this is an introduction to this project and this will be shared over several BATF meetings to receive feedback.

Herb Hasting volunteered himself to be involved with the new proposed faregate sounds. He mentioned you could hear when the gates open and close at the accessibility older faregates and asked whether you can hear the new faregates open and close. Bob Franklin stated that the new faregates are much quieter. Bob Franklin added the beeps from the old faregates are the same on the new faregates now, but the new faregates have the ability to produce any sound.

Janice Armigo-Brown first asked about the beeps from the faregates because some may have hearing impairments or some may be deaf. Her second comment was that she witnessed fare evasion while heading to the BATF meeting and suggested that there should be a sound that alerts fare evaders.

Bruce Yow asked to confirm that the three (3) beeps will also be produced on the next generation faregate system and Bob Franklin confirmed that the new gates will use the same sounds.

Sam Buman mentioned the 12<sup>th</sup> St. BART Station by the elevators, the beep sounds are not beeping and added people who are blind or visually impaired will not know when exiting from the platform elevator to the new faregate.



Jeremy Dunbar mentioned that the stations that do not have the new faregates have people jumping over the faregates and asked if there is an alert to BART personnel that someone is fare evading. Bob Franklin mentioned BART personnel do not have the capability to detect fare evasions with the older faregates, but the new faregates technology will have the ability to alert BART employees that someone is fare evading.

Daveed Mandell mentioned when he goes through the faregates that it is hard to hear the beeps because the surrounding area may be loud. He was also concerned about people pushing through the faregates when the riders cannot hear the beeping noise. Daveed Mandell added when he wears his backpack and uses his cane, the faregates can close too early and does not feel secure. He also mentioned looking into finding better ways to locate the accessible faregate for entering and exiting maybe with different textiles in front of the accessible faregate or audio of the location of the accessible faregate.

Shawn Costello noticed the new faregates located at the accessible faregate should be more visible and mentioned the faregates do not stay open long enough.

Shana Ray mentioned that the beeps from the new faregates sometimes are hard to hear. She mentioned 12<sup>th</sup> St., Hayward, and Civic Center/UN Plaza BART Station do not make any sounds.

Aleta Dupre asked whether there have been any surveys to determine what beeps to use at the new faregates. Bob Franklin stated with the new proposed faregates beeps, BART will provide beeping samples and hire sound experts to determine what works best.

Herb Hastings mentioned that even if there are no beeping noise from the new faregates, the arrow will indicate when you can enter or exit the new faregates.

## **6. Member announcements**

Clarence Fischer asked to take into consideration the elevator sound levels at each BART station to determine whether the sound has to be adapted to the location, such as a subway station, an indoor or outdoor station, a station close to a freeway stop, etc.

Sam Buman shared when he was at 12<sup>th</sup> St. BART Station and the elevator was completely blocked off once arriving from the platform due to the installation of new faregates. He stated there were no signs whatsoever of where to go to access another elevator. Sam Buman asked a BART Station Agent, who told him to take the elevator

down to the concourse and head to the other side to take the elevator going the opposite direction. He opted to take the City Center stairs instead.

## **7. Staff announcements**

Elena Van Loo shared a few announcements:

1. BATF meetings will be back at East Bay Paratransit for the next meeting, which is located at 1750 Broadway, 1<sup>st</sup> Floor Conference Room, Oakland, CA 94612
2. Travel reimbursements went up to \$16.70 effective January 1, 2025, from \$15.85.
3. Annie Koruga has been terminated as an appointed BATF member and there will be an agenda item to nominate and elect a Vice-Chair at the next BATF meeting.

## **8. Chairperson announcements**

No Chairperson announcements

## **9. Future agenda items – member suggest topics**

- BATF goals for 2025
- Update on new beeps sounds from the new faregates

## **10. Adjournment**

Herb Hasting moved to adjourned January 23, 2025, meeting and Clarence R. Fischer second the motion. The meeting adjourned at 3:00 pm until the next regularly scheduled meeting, Thursday, February 27, 2025.



# Station Map

Mapa de la estación

車站地圖



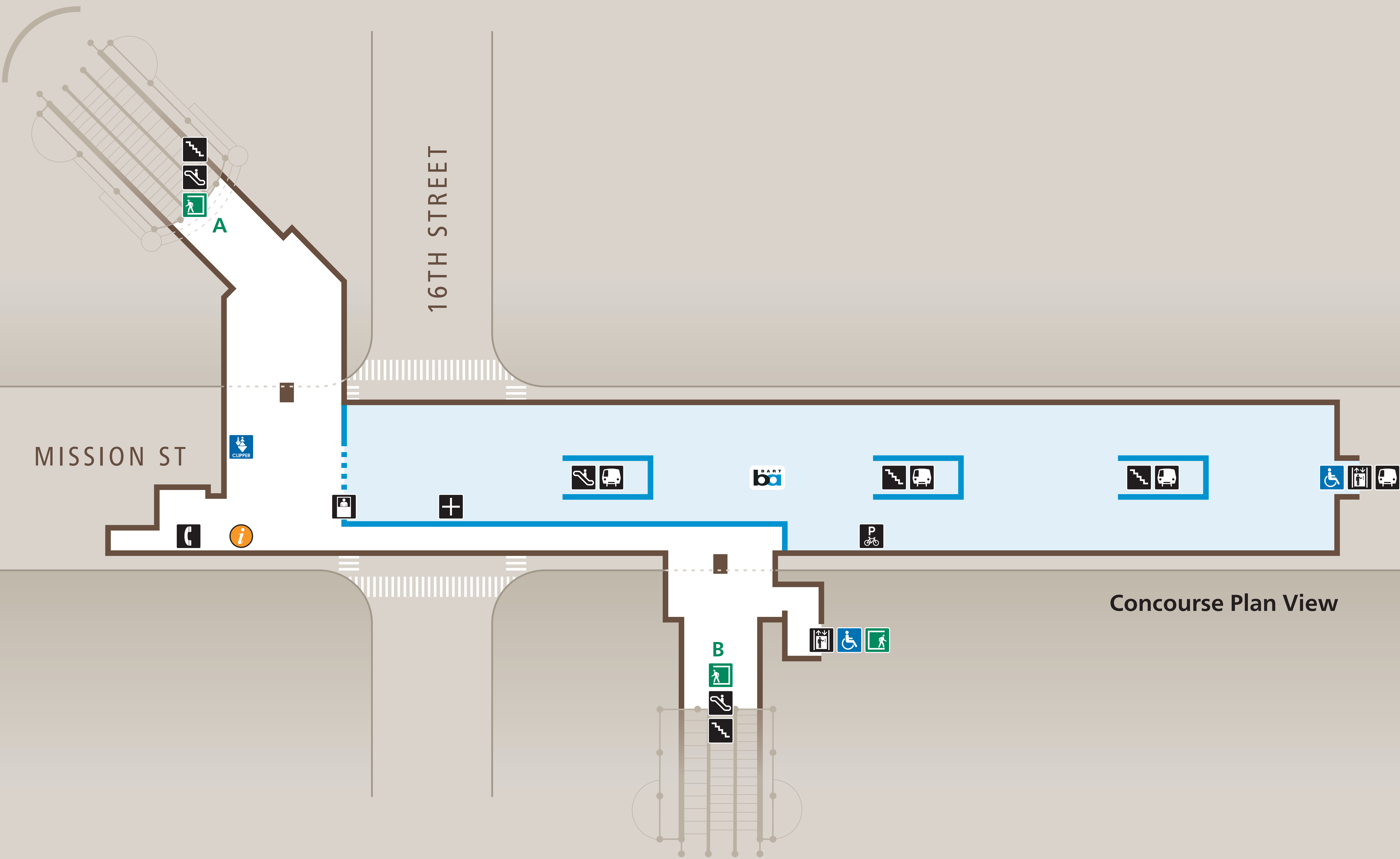
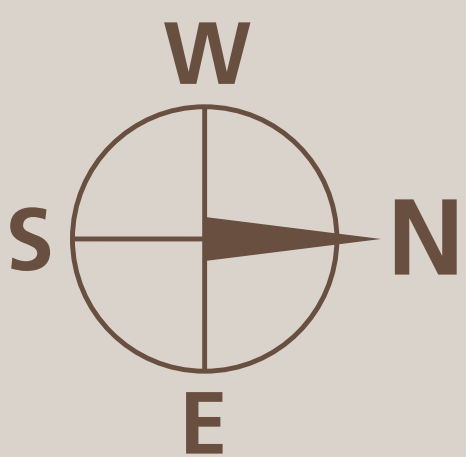
## Transit Information

16th St.  
Mission  
Station

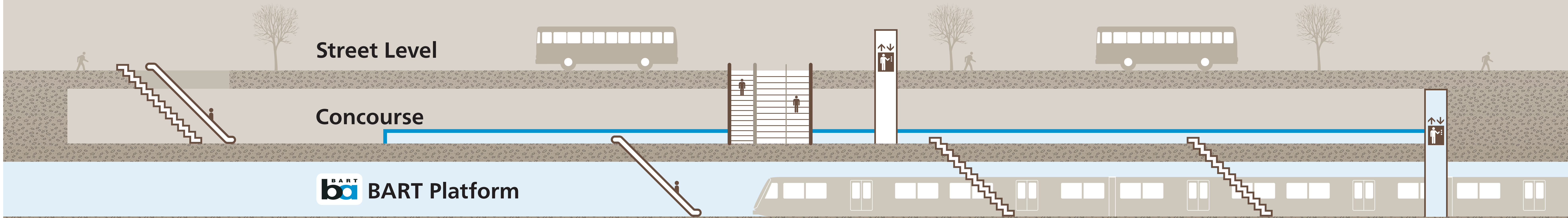
San Francisco

### Map Key

- You Are Here
- Exit
- BART Train
- Bike Parking
- Elevator
- Escalator
- Stairs
- Station Agent Booth
- Telephones
- Ticket Vending:
  - Addfare
  - Clipper / Add Cash Value
- Transit Information
- Wheelchair Accessible



Concourse Plan View



Station Section View



Call 511 | [511.org](https://www.511.org)

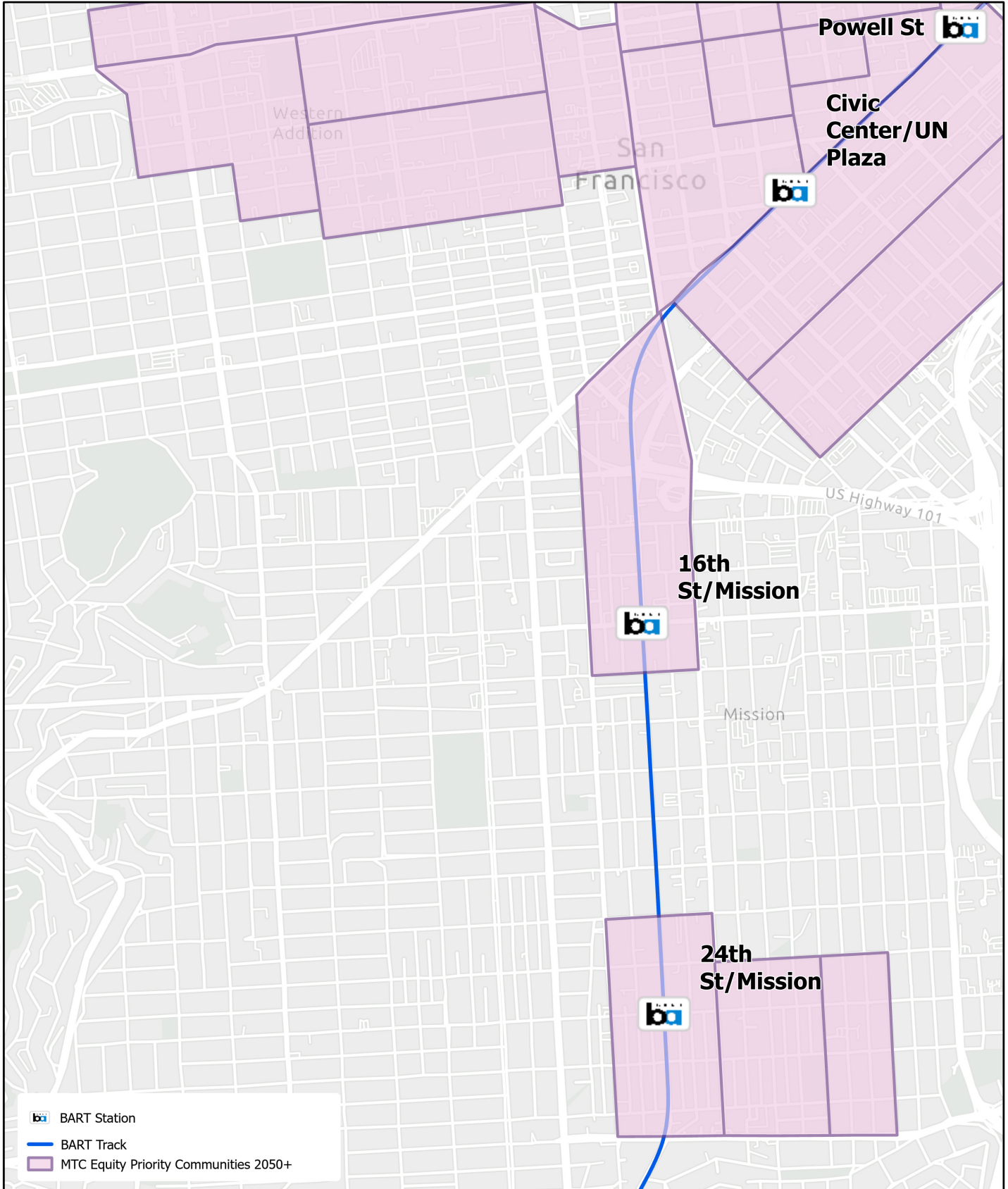
Sponsored by the Metropolitan Transportation Commission in cooperation with AC Transit. Contact us at [signcomments@bayareametro.gov](mailto:signcomments@bayareametro.gov).





# 16th Street BART Station & Equity Priority Communities

6/16/2026



-  BART Station
-  BART Track
-  MTC Equity Priority Communities 2050+

## Notes:

Bay Area Rapid Transit District data as of June 2026;  
Topographic basemap sources: ESRI  
Equity Priority Communities: MTC



0 0.25 0.5 Miles

Map Displayed in North American Datum of 1983  
California State Plane, Zone III FIPS 0403, US Feet

**San Francisco Bay Area Rapid Transit District**

EGIS - BART Office of the CIO  
2150 Webster St. 3rd Floor, Oakland, CA 94612





**Notes:**  
Bay Area Rapid Transit District data as of June 2026;  
Topographic basemap sources: ESRI

0 0.25 0.5 Miles  
Map Displayed in North American Datum of 1983  
California State Plane, Zone III FIPS 0403, US Feet

**San Francisco Bay Area Rapid Transit District**  
EGIS - BART Office of the CIO  
2150 Webster St. 3rd Floor, Oakland, CA 94612





June 12th, 2026

Tilly Chang  
Executive Director  
San Francisco Transportation Authority  
1455 Market Street, 22nd Floor  
San Francisco, CA 94103

Subject: BART 16<sup>th</sup> Street Elevator Modernization Project OBAG 4 Letter of Support

Dear Executive Director Chang,

The Mission Merchants Association is pleased to express strong support for the San Francisco Bay Area Rapid Transit District's (BART) 16th Street Elevator Modernization Project, a critical investment that will enhance accessibility and improve reliability at one of San Francisco's most important transit hubs.

The 16th Street Station serves thousands of riders each day, including many who depend on safe, dependable elevator service for access to transit. Modern, reliable elevators are essential to maintaining equitable access for passengers with mobility challenges, older adults, families with strollers, and others who rely on vertical circulation to use the system. Advancing this project will meaningfully improve the rider experience and support long-term station functionality.

The project will renovate and modernize two existing elevators and the associated elevator machine room at the 16th Street Station. Planned improvements include replacement and upgrades to structural, architectural, electrical, and mechanical components necessary to restore the elevators to reliable and efficient operation. The project also includes modernization of the elevator machine rooms and related support systems essential for continued, dependable operation.

The Mission Merchants Association strongly supports investments that enhance accessibility and ensure that all riders can rely on safe, functional, and welcoming transit facilities. The 16th Street Elevator Modernization Project represents a timely and high-impact improvement that will strengthen equitable access, support rider safety, and extend the useful life of a key station in one of the region's most transit-dependent neighborhoods.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryen Motzek", is written over a light blue circular background.

Ryen Motzek

Mission Merchants Association President



June 19, 2026

Tilly Chang  
Executive Director  
San Francisco Transportation Authority  
1455 Market Street, 22nd Floor  
San Francisco, CA 94103

Subject: BART 16<sup>th</sup> Street Elevator Modernization Project OBAG 4 Letter of Support

Dear Executive Director Chang,

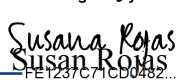
Calle 24 Latino Cultural District is pleased to express strong support for the San Francisco Bay Area Rapid Transit District's (BART) 16th Street Elevator Modernization Project, a critical investment that will enhance accessibility and improve reliability at one of San Francisco's most important transit hubs.

The 16th Street Station serves thousands of riders each day, including many who depend on safe, dependable elevator service for access to transit. Modern, reliable elevators are essential to maintaining equitable access for passengers with mobility challenges, older adults, families with strollers, and others who rely on vertical circulation to use the system. Advancing this project will meaningfully improve the rider experience and support long-term station functionality.

The project will renovate and modernize two existing elevators and the associated elevator machine room at the 16th Street Station. Planned improvements include replacement and upgrades to structural, architectural, electrical, and mechanical components necessary to restore the elevators to reliable and efficient operation. The project also includes modernization of the elevator machine rooms and related support systems essential for continued, dependable operation.

Calle 24 Latino Cultural District strongly supports investments that enhance accessibility and ensure that all riders can rely on safe, functional, and welcoming transit facilities. The 16th Street Elevator Modernization Project represents a timely and high-impact improvement that will strengthen equitable access, support rider safety, and extend the useful life of a key station in one of the region's most transit-dependent neighborhoods.

Sincerely,

  
Susana Rojas  
FE1237C71CD0482...

Executive Director



June 15, 2026

Tilly Chang  
Executive Director  
San Francisco Transportation Authority  
1455 Market Street, 22nd Floor  
San Francisco, CA 94103

**Subject: BART 16<sup>th</sup> Street Elevator Modernization Project OBAG 4 Letter of Support**

Dear Executive Director Chang,

The Center for Latino Advocacy Resources & Organizing (CLARO) is pleased to express strong support for the San Francisco Bay Area Rapid Transit District's (BART) 16th Street Elevator Modernization Project, a critical investment that will enhance accessibility and improve reliability at one of San Francisco's most important transit hubs.

The 16th Street Station serves thousands of riders each day, including many who depend on safe, dependable elevator service for access to transit. Modern, reliable elevators are essential to maintaining equitable access for passengers with mobility challenges, older adults, families with strollers, and others who rely on vertical circulation to use the system. Advancing this project will meaningfully improve the rider experience and support long-term station functionality.

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CLARO strongly supports investments that enhance accessibility and ensure that all riders can rely on safe, functional, and welcoming transit facilities. The 16th Street Elevator Modernization Project represents a timely and high-impact improvement that will strengthen equitable access, support rider safety, and extend the useful life of a key station in one of the region's most transit-dependent neighborhoods.

Sincerely,

Kevin Ortiz  
President, CLARO



474 Valencia St. Suite 280  
San Francisco, CA. 94103  
[www.missionhousing.org](http://www.missionhousing.org)  
415-864-6432

June 18, 2026

Tilly Chang  
Executive Director  
San Francisco Transportation Authority  
1455 Market Street, 22nd Floor  
San Francisco, CA 94103

Subject: BART 16<sup>th</sup> Street Elevator Modernization Project OBAG 4 Letter of Support

Dear Executive Director Chang,

Mission Housing is pleased to express strong support for the San Francisco Bay Area Rapid Transit District's (BART) 16th Street Elevator Modernization Project, a critical investment that will enhance accessibility and improve reliability at one of San Francisco's most important transit hubs.

The 16th Street Station serves thousands of riders each day, including many who depend on safe, dependable elevator service for access to transit. Modern, reliable elevators are essential to maintaining equitable access for passengers with mobility challenges, older adults, families with strollers, and others who rely on vertical circulation to use the system. Advancing this project will meaningfully improve the rider experience and support long-term station functionality.

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Mission Housing strongly supports investments that enhance accessibility and ensure that all riders can rely on safe, functional, and welcoming transit facilities. The 16th Street Elevator Modernization Project represents a timely and high-impact improvement that will strengthen equitable access, support rider safety, and extend the useful life of a key station in one of the region's most transit-dependent neighborhoods.

Sincerely,



474 Valencia St. Suite 280  
San Francisco, CA. 94103  
[www.missionhousing.org](http://www.missionhousing.org)  
415-864-6432

A blue ink signature of Sam Moss, consisting of a series of overlapping loops and a long horizontal line extending to the right.

Sam Moss

Executive Director

Mission Housing Development Corporation

A blue ink signature of Marcia Contreras, featuring a large, stylized 'M' and 'C' with a long, flowing line extending from the end.

Marcia Contreras

Deputy Executive Director

Mission Housing Development Corporation





June 22, 2026

Tilly Chang  
Executive Director  
San Francisco Transportation Authority  
1455 Market Street, 22nd Floor  
San Francisco, CA 94103

Subject: BART 16th Street Elevator Modernization

Dear Executive Director Chang,

The Roxie Theater is pleased to express strong support for the San Francisco Bay Area Rapid Transit District's (BART) 16th Street Elevator Modernization Project, a critical investment that will enhance accessibility and improve reliability at one of San Francisco's most important transit hubs. The Roxie sits just a block from the 16th Street Station, allowing us to reach broad audiences across the region. BART transit and functioning elevator service are key to the accessibility of our screenings and public programs, particularly for our elderly and disabled patrons.

The 16th Street Station serves thousands of riders each day, including many who depend on safe, dependable elevator service for access to transit. Modern, reliable elevators are essential to maintaining equitable access for passengers with mobility challenges, older adults, families with strollers, and others who rely on vertical circulation to use the system. Advancing this project will meaningfully improve the rider experience and support long-term station functionality.

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The Roxie strongly supports investments that enhance accessibility and ensure that all riders can rely on safe, functional, and welcoming transit facilities. The 16th Street Elevator Modernization Project represents a timely and high-impact improvement that will strengthen equitable access, support rider safety, and extend the useful life of a key station in one of the region's most transit-dependent neighborhoods.

Sincerely,  
Jeffrey Gan  
Associate Director of Development,  
The Roxie



# BART Facts 2026

2026 is a defining year for BART, a system that is safer, cleaner, and easier to use than ever

Let's go.



## THE NEW BART

*"The New BART is a promise to our riders that they always come first. In 2026, we will work hard to sustain the gains we made in 2025 while positioning the system for future success. We know the Bay Area is counting on us."*

—BART General Manager Bob Powers

Millions of people depend on BART to get to work, events, school, appointments, and enriching experiences. And those who don't ride BART need the system to thrive. The region's economy, congested roadways, environmental health, affordability, and culture depend on it.

### Addressing a financial crisis while improving the rider experience

Riders are steadily returning to BART as they recognize the significant improvements the agency has made to customer experience. Though riders cheer BART's enhancements to system safety and cleanliness, they're taking fewer trips due to hybrid/remote work trends.

The current funding model of paying for operations with fares is outdated and doesn't work. BART is tightening its belt, making internal cuts, instituting efficiencies, and increasing fares and parking fees, but it's not enough. The New BART will become the Bygone BART without a long-term funding source.

BART faces a \$375M to \$400M annual deficit beginning FY27.

### Award-winning approach to safety

Visible police staff presence on trains and platforms is at a historic high, according to rider surveys, as more safety staff, including sworn officers and unarmed employees, are riding trains and walking platforms. A major advancement in safety arrived in August 2025 as BART completed installation of 715 new fare gates systemwide—four months ahead of schedule.

#### BART's safety solution includes:

- Taller, stronger fare gates to reduce fare evasion and unwanted behavior.
- Ensuring BART Police are riding trains more, increasing their visibility, and keeping riders safe by doubling officer presence systemwide.
- Progressive policing approach uses unarmed Crisis Intervention Specialists, Ambassadors and Fare Inspectors for additional patrols with experts in de-escalation.
- Maintaining 4,000+ surveillance cameras to minimize response time and hold suspects accountable.
- LED lighting installed on platforms and in parking facilities to eliminate dark corners.
- Conducting welfare checks for the unhoused and enforcing no drug use or smoking.

## BART Ridership Facts

### AVERAGE 2025 RIDERSHIP

|                |         |
|----------------|---------|
| Weekday.....   | 180,649 |
| Saturday ..... | 108,449 |
| Sunday.....    | 78,691  |

Total passenger trips in  
Calendar Year 2025: ..... 55,610,841

Ridership peaked to 50% of pre-pandemic expectations in November 2025.

### SERVICE

|                                                |        |
|------------------------------------------------|--------|
| Average passenger on-time<br>performance ..... | 91.5%  |
| Maximum train speed.....                       | 70 mph |

### FARES AND TRIPS

Riders pay for BART with the regional Clipper card or Tap and Ride contactless credit/debit/mobile payment.

|                          |                |
|--------------------------|----------------|
| Fare range.....          | \$2.55–\$17.25 |
| Average fare .....       | \$4.98         |
| Average trip length..... | 15 miles       |

In December 2025, 11% of BART trips were made using Tap and Ride.

### CLIPPER DISCOUNTS

YOUTH CLIPPER: Ages 5-18 get 50% off

SENIOR CLIPPER: 65 years and over get 62.5% off

CLIPPER ACCESS: Persons with disabilities get 62.5% off

CLIPPER START: Qualified low-income adults get 50% off

### RIDERSHIP PROFILE

- 71% identify as non-white
- 44% do not have a vehicle
- 29% report having annual household incomes under \$50K
- 7% have a disability
- 49% identify as male
- 48% identify as female
- 3% identify as non-binary or self-describe

### TRANSPORTATION BACKBONE OF THE BAY AREA

- Serves 5 counties with 4 million people
- More than 300 bus, light rail, ferry, private shuttle, and inter-regional carrier routes connect to BART
- 87% of transfers include a leg on BART

## Advancing regional transit coordination

BART is taking a leadership role in advancing regional transit coordination to improve the rider experience across all modes of Bay Area transit by offering:

- An easier way to pay with **Tap and Ride** contactless bank card payments
- New transfer discounts
- Innovative products such as the **Clipper BayPass**
- A unified approach to maps and directional signs with the **Regional Mapping and Wayfinding Project**
- Aligned schedule changes that improve transfer reliability and timing with the **Big Sync**, making riding transit faster

This work is showcasing how the Bay Area’s transit agencies are working together as one network to increase ridership and better serve the region.

## Modernized train control system to increase capacity

BART has begun installation of a modern Communications-Based Train Control (CBTC) system that will transform BART service by enabling trains to run closer together. BART’s train control system hasn’t been fully upgraded since 1972 when the system opened.

The state-of-the-art train control system will enable BART to increase projected transbay capacity to 30 trains per hour per direction in the core system area, up from the current limitation of 24 trains per hour per direction.

## Earthquake resiliency and readiness

BART completed its \$1.4B Earthquake Safety Program in 2025, including a major retrofit of the Transbay Tube. Steel liner was added to withstand the expected large forces the tube could experience in an earthquake. Portions of the original system were upgraded not only for life safety but also to ensure we can return to operation shortly after a major quake. BART is connected to the ShakeAlert Earthquake Early Warning System, and trains will automatically slow when a quake occurs and potentially before the shaking happens.

## Addressing the housing crisis

BART’s Transit-Oriented Development (TOD) Program creates dense, well-designed communities adjacent to BART stations to increase ridership and reduce greenhouse gases.

*As of January 2026, the TOD program’s progress includes:*

- Housing units delivered: 4,232, including 1,298 affordable units
- Housing units under construction: 137 affordable senior units
- Housing units in planning: 4,321, including 1,873 affordable units
- Hotel rooms: 164
- Office space: 672,000 square feet
- Retail: 202,590 gross square feet

## BART merchandise a viral success

BART is generating revenue with wildly successful merchandise offerings sold on Railgoods.com and the customer service window at Lake Merritt Station. Popular items such as tote bags, holiday goods, and the BART Anime Mascots collection have sold out quickly due to high demand and big buzz. In addition to the profits, logo-branded merch acts as a roving billboard that advertises the system and sends a clear message: the Bay Area loves BART.

## BART by the Numbers

### FINANCIAL PERFORMANCE

The Operating Ratio is the percentage of costs paid by passenger fares, parking revenue, advertising, and other sources of revenue.

|                    |     |
|--------------------|-----|
| FY26 forecast..... | 32% |
| FY25.....          | 30% |
| FY24.....          | 29% |
| FY23.....          | 26% |
| FY22.....          | 21% |
| FY21.....          | 12% |
| Pre-COVID .....    | 71% |

### STATIONS AND INFRASTRUCTURE

|                            |     |
|----------------------------|-----|
| Total stations .....       | 50  |
| Fare gates .....           | 715 |
| Route miles of track ..... | 131 |
| Miles of tunnels .....     | 39  |
| Escalators .....           | 189 |
| Elevators.....             | 154 |
| Electric substations.....  | 136 |
| Artworks.....              | 53  |

### PARKING AND BIKE ACCESS

|                                                           |         |
|-----------------------------------------------------------|---------|
| Stations with parking* .....                              | 35      |
| Total parking spaces.....                                 | ~46,800 |
| Bike parking<br>(lockers, racks, and bike stations) ..... | 8,030   |

*\*Not including Milpitas and Berryessa/North San Jose managed by VTA*

### FLEET\*

|                                                                                           |   |
|-------------------------------------------------------------------------------------------|---|
| 1,070 train cars as of January 2026. Final<br>1,129th car to be delivered by summer 2026. |   |
| BART to Antioch DMU cars .....                                                            | 8 |

### ELECTRICITY

|                  |               |
|------------------|---------------|
| Third rail ..... | 1000 volts DC |
|------------------|---------------|

### POWER SOURCES

BART continues to achieve an overwhelmingly greenhouse gas-free power supply, including over 71% eligible renewable energy, as defined under California state law. BART’s electric supply portfolio is primarily comprised of wholesale wind, solar, and hydroelectric sources, as well as five onsite solar projects located throughout the BART system.



Let’s go.

San Francisco Bay Area Rapid Transit District  
P.O. Box 12688, Oakland, CA 94604  
[www.bart.gov](http://www.bart.gov)

# The New BART has Arrived

New trains, new security,  
new ways to pay

Let's go.



## BART MOVES THE BAY AREA

BART has changed. The New BART brings improvements that are moving the Bay Area in the right direction, strengthening the economy, and enhancing the quality of life for all who live here. Funding for BART service has also changed, and new investments are needed to avoid service cuts and station closures.

### Clean and modern trains

BART's new train cars are bright and spacious. The onboard digital screens make sure riders won't get lost. They show the train's location, upcoming stops, and where to transfer. Each car is equipped with updated surveillance cameras and emergency call buttons for safety. Wi-Fi has started to roll out at stations and will then be deployed on trains.

### New fare gates make riders feel safer

All 50 stations have taller, stronger fare gates that are adding new layers of security and discouraging unwanted behavior. There was a 961-hour reduction in time spent fixing vandalism and cleaning up graffiti and large messes in the six months after installation. Fare gates are also generating \$10M in new revenue per year. Safety in stations and on trains has improved. The number of riders who say they witnessed someone not paying has dropped 59% in the last year. BART's crime rate also fell 41% in 2025 as it delivered on its promise to put rider safety first by increasing police and staff presence.

### Easier ways to pay

Riders can now pay for adult fares at the fare gates by tapping a contactless credit or debit card or with Apple Pay and Google Pay. New discounts arrived that are automatically applied when transferring between transit systems. BART also offers Clipper BayPass, the region's first prepaid, all-system transit pass, to employers, colleges, and affordable housing developments.



## Big changes from BART

|                               |                       |
|-------------------------------|-----------------------|
| Customer Satisfaction         | 89% <sup>1</sup>      |
| Passenger On-time Performance | 93% <sup>1</sup>      |
| Violent crime                 | down 36% <sup>2</sup> |
| Property crime                | down 49% <sup>2</sup> |

<sup>1</sup> Quarterly Performance Report FY26 Q1 (July-Sept)

<sup>2</sup> BPD's Chief Report Sept 2025 compared to Sept 2024

## BART can get you within a mile of...



## BART benefits the Bay Area

- Traffic relief
- Lowers the cost of living
- Stimulates the economy
- Moves large crowds
- Reduces pollution
- Magnet for businesses and housing
- Mobility freedom for all ages
- Airport connections
- Increases travel options
- Needed in emergencies



## BayPass expands revenue and ridership

In 2025, riders took nearly 1.8 million trips on BART using Clipper BayPass—more than double the number of trips taken in 2024. BayPass is the Bay Area's all-in-one transit pass that provides free access to all bus, rail, and ferry agencies in the nine-county region. As of January 2026, 20 organizations have purchased BayPass for their employees and students. A study of three participating organizations (UCSF, Alameda TMA, City of Menlo Park) found that participants took 35% more transit trips in 2024 vs. 2023 after receiving Clipper BayPass. BayPass is generating \$7M in new revenue per year and growing.

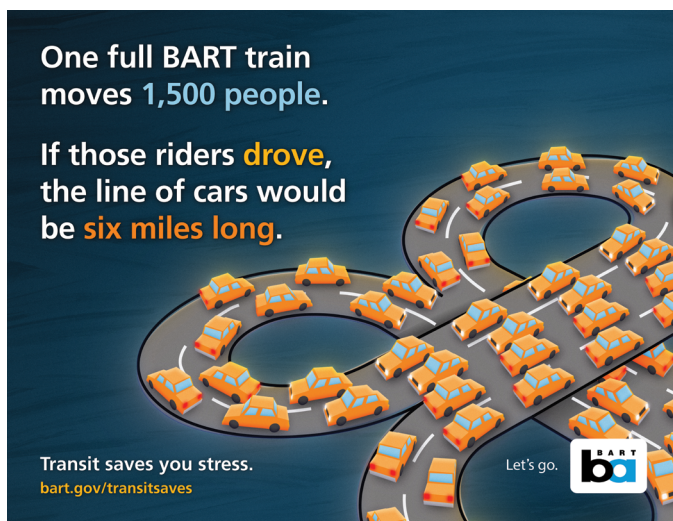
## Rainy day? No problem

BART trains no longer run at reduced speed when it's raining. Staff updated the train car braking software and made slight changes to train speeds at some locations to allow BART to run trains at normal speeds during wet weather. Trains still slow down at a handful of select locations near the end of the lines and in areas where the temperature dips below 36°F due to frost and ice. But these are short-lived delays; after a few trains run over the area, the rail quickly heats up enough to return to normal speeds.

## It's not just for work anymore

Riders are increasingly using BART outside of commuting hours to access fun experiences, from live music and sports to shopping and dining. Weekend BART ridership is growing faster than weekdays; in 2025, Saturday ridership grew 17% and Sundays 11%, compared to the previous year.

BART is encouraging off-peak travel with an innovative engagement strategy that includes hosting events in stations and on trains, partnering with more than 100+ community organizations, and highlighting BART-accessible experiences around the Bay on the BARTable website. These efforts are getting people excited about transit and emphasizing the many places the system can take them, all while building brand affinity and strengthening community ties.



<sup>1</sup> Clipper BayPass Phase 2 Year 1 Preliminary Evaluation Report [https://mtc.ca.gov/sites/default/files/documents/2025-10/ClipperBayPassPhase2PreliminaryEvaluationMemo\\_20250911.pdf?cb=458d8c0a](https://mtc.ca.gov/sites/default/files/documents/2025-10/ClipperBayPassPhase2PreliminaryEvaluationMemo_20250911.pdf?cb=458d8c0a)

## The new BART needs new funding

BART's funding model no longer works. Relying on passenger fares to pay for service is unfeasible due to hybrid and remote work trends. BART is helping itself with belt-tightening, internal cuts, efficiencies, and by increasing fares and parking fees. But BART needs new funding sources to continue running frequent, clean, and safe train service.

The progress BART has made in improving the system, and investing in the Bay Area, is at risk if sustainable funding is not secured.

A new state loan is one-time funds and must be paid back with interest. The money does not help delay or prevent station closures because BART will not tap into the loan if sustainable revenue does not become available, because we would not be able to pay the loan back.