

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



JUNE 16, 2025

1 **TRANSIT NAVIGATION: ACCESSIBLE MAPPING AND WAYFINDING**

2 **MONDAY, JUNE 16TH, 2025, 1:30 PM**

3

4

5 **SPEAKER:** ALL RIGHT. WE'RE GOING TO GET STARTED IN JUST ABOUT A
6 MINUTE. IF YOU WOULD LIKE TO TAKE A QUICK MINUTE TO GRAB A
7 SEAT, OR GET SITUATED, WE'RE GOING TO START IN ONE MINUTE.

8

9 **SPEAKER:** ONE OF THE THINGS I LOVE ABOUT MTC, ONE OF THE THINGS
10 I HAVE DONE IS WRITTEN A BOOK ABOUT ACCESSIBLE PUBLIC
11 INVOLVEMENT AND MTC IS DOING A LOT OF THE STUFF I'M NOT SURE
12 THEY READ THE BOOK BUT THEY'RE DOING IT CORRECTLY, MICROPHONES
13 FOR EVERYBODY AND I APPRECIATE THAT VERY MUCH. ALL RIGHT.
14 WE'RE GOING TO START GOING, AND I'M GOING TO KICK US OFF. MY
15 NAME IS RON BROOKS. I WILL BE THE FACILITATOR FOR THE
16 CONVERSATION OR THE MODERATOR. AND I'M GOING TO GIVE A QUICK
17 RUN OF SHOW SO YOU KNOW WHAT TO EXPECT I'M GOING TO MAKE
18 INTRODUCTORY TOPICS OF OUR WAYFINDING THEN KICK IT OVER TO OUR
19 PANELISTS. AND OUR PANELISTS ARE GORDON HANSON FROM MTC AND
20 JUMANA NABTI FROM BART. AND THEY'RE GOING TO TALK ABOUT A
21 LONG-TERM SIGNIFICANT PROJECT AROUND REGIONAL MAPPING AND
22 WAYFINDING AND THAT WILL GIVE YOU THE DETAILS OF THAT PROJECT.
23 ONCE THEY ARE FINISHED, I'M GOING TO ASK THEM A COUPLE OF
24 QUICK QUESTIONS THEN WE'RE GOING TO OPEN UP TO YOU ALL TO MAKE
25 QUESTIONS, TO SHARE COMMENTS. ANYTHING YOU WANT TO SHARE



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1 AROUND THE TOPIC OF WAYFINDING. AND I'M GOING TO DEFINE THAT.
2 SO, HOPEFULLY IT WON'T BE MISSTERRIOUS. I DON'T KNOW WHO IS
3 OUR TIME KEEPER. I'M TERRIBLE ABOUT TIME KEEPING. IF WE'RE
4 GETTING CLOSE TO THE END, IF SOMEBODY CAN HOLLER AT ME, GORDON
5 KICK ME IF NEEDED TO MAKE SURE WE'RE STAYING ON TRACK WITH
6 EVERYBODY'S TIME. LET ME GIVE AN INTRODUCTION, JUST FOR THOSE
7 OF YOU WHO DON'T KNOW ME, MY NAME IS RON, AND I ACTUALLY DO
8 NOT LIVE HERE IN THE REGION. I ACTUALLY LIVE IN PHOENIX. SO
9 I'M VERY GRATEFUL TO BE HERE WITH 115, WHEN I BOARDED MY
10 FLIGHT YESTERDAY IN PHOENIX, AND IT WAS SCORE WHEN I LANDED IN
11 SAN FRANCISCO. I WAS SO HAPPY. BUT I USED TO LIVE HERE. I
12 STARTED MY CAREER JUST FOR THOSE OF YOU WHO CANNOT SEE ME, I'M
13 A MIDDLE-AGED -- I GUESS THEY SAY NOW, WHITE MALE, I ACTUALLY
14 HAVE A GUIDE DOG LAYING UNDER THE TABLE AND I HAVE LIVED MY
15 LIFE AS A PERSON WITH VISUAL IMPAIRMENTS AND IN MY BLINDNESS
16 FROM MY TEENS I GREW UP IN A SMALL TOWN IN MID-WESTERN TOWN,
17 MOVED TO THE BAY AREA FOR GRAD WATT SCHOOL STARTED MY CAREER
18 AT BART IN 1993, I HAVE BEEN IN ACCESSIBLE TRANSPORTATION EVER
19 SINCE BOTH IN PARATRANSIT AND ACCESSIBLE FIXED ROUTE TRANSIT,
20 I HAVE DONE A LOT OF DIFFERENT THINGS IN THE INDUSTRY ONE OF
21 THE THINGS I LOVE ABOUT THIS TOPIC IS AS A PERSON WHO IS BLIND
22 AND WHO NAH GATES PUBLIC TRANSPORTATION WITHOUT BEING ABLE TO
23 SEE WHERE I'M GOING, WAYFINDING IS A BIG DEAL, AND IS A BIG
24 DEAL NOT JUST FOR PEOPLE WITH DISABILITIES AND WHO HAVE VISUAL
25 IMPAIRMENTS AND WHO ARE BLIND WAYFINDING IS THE ABILITY TO



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1 NAVIGATE WITHIN A TRANSIT NETWORK AND THAT INCLUDES A LOT OF
2 THINGS IT INCLUDES THE INFORMATION YOU NEED TO NAVIGATE, THE
3 INFORMATION YOU NEED TO KNOW WHAT VEHICLE SHOULD YOU TAKE,
4 WHAT TRANSIT SERVICE IS MAKING THAT TRIP, OR WHICH SYSTEMS DO
5 YOU NEED TO RIDE. HOW DO YOU ACTUALLY GET TO A TRANSIT SYSTEM
6 AND HOW DO YOU KNOW ONCE YOU GOT THERE, THAT YOU'RE THERE. HOW
7 DO YOU FIND YOUR WAY THROUGH A SYSTEM? THINK ABOUT A BART
8 STATION OR CALTRAIN STATION OR TRANSIT CENTER, HOW DO YOU
9 KNOW, HOW DO YOU FIGURE OUT HOW TO GET THROUGH THERE? HOW DO
10 YOU FIGURE OUT HOW TO HANDLE THE FARE, BECAUSE THEY WILL ASK
11 YOU FOR MONEY, UNFORTUNATELY, AND THEN HOW DO YOU KNOW ONCE
12 YOU'RE AT THE RIGHT SPOT AND HOW DO YOU GET TO YOUR
13 DESTINATION. ANY OF THAT IS WAYFINDING. SO WAYFINDING IS A
14 REALLY BIG DEAL AND WITHOUT IT TRANSIT IS GOING TO BE PRETTY
15 HARD FOR ANYBODY TO USE. AND AGAIN WE THINK OF FOLKS WITH
16 DISABILITIES BUT PEOPLE WITH DISABILITIES ALSO SPEAK DIFFERENT
17 LANGUAGES. THEY HAVE DIFFERENT NEEDS, SOME FOLKS HAVE
18 INTELLECTUAL DISABILITIES THAT MAKES TRANSIT JARGON AND ALL
19 THE INFORMATION THAT WE TEND TO WRITE AND SHARE COMPLICATED,
20 AND WE WANT TO MAKE THIS PROCESSES SIMPLE. SO I'M GOING TO
21 TURN IT OVER TO OUR PANEL TO TALK ABOUT WHAT THIS REGION IS
22 DOING TO TRY TO MAKE WAYFINDING SIMPLE FOR EVERYBODY, NOT JUST
23 FOLKS WITH DISABILITIES, BUT, OBVIOUSLY, OUR FOCUS TODAY IS
24 GOING TO BE ON THE IMPACT OF THE REGIONAL WAYFINDING PROJECT
25 AS IT RELATES TO FOLKS WITH DISABILITIES WHO WANT AND NEED TO



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1 TRAVEL ACROSS THE REGION. SO, I'M GOING TO KICK IT TO GORDON
2 AND THEN YOU CAN BRING JUMANA IN, IN WHATEVER WAY. SO, THERE
3 YOU GO.

4

5 **GORDON HANSEN:** COOL. THANK YOU VERY MUCH, RON. AND IT'S A
6 PLEASURE TO FINALLY MEET RON IN-PERSON ON THIS PROJECT HE'S
7 BEEN SUCH AN ASSET TO OUR TEAM. MY NAME IS GORDON HANSON, I'M
8 THE PROJECT MANAGER FOR THE REGIONAL MAPPING AND WAYFINDING
9 PROJECT, AND JOINING ME IN THIS BRIEF PRESENTATION IS --

10

11 **JUMANA NABTI:** I'M JUMANA NABTI, I'M THE TRANSIT OPERATOR
12 LIAISON REPRESENTING 27 TRANSIT AGENCIES ON THE CORE PROJECT
13 TEAM AND I WORK FOR BART'S CUSTOMER ACCESS AND ACCESSIBILITY
14 DEPARTMENT. HAR.

15

16 **GORDON HANSON:** THANK YOU FOR THE OPPORTUNITY TO PRESENT TODAY
17 AND THANKS TO OUR COLLEAGUES AT MTC FOR PULLING THIS TOGETHER.
18 WHAT AN EFFORT. SO WE WOULD LIKE TO HAVE SOME SLIDES WE WOULD
19 LIKE TO PRESENT. PERFECT. LET'S GO TO THE NEXT SLIDE,
20 ACTUALLY, SLIDE TWO, AND I CAN JUST TELL YOU ABOUT WHAT WE'RE
21 TALKING ABOUT TODAY, BRIEFLY. COOL. GREAT. SO, TODAY WILL BE -
22 - AGAIN IT'S A BRIEF OVERVIEW OF OUR PROJECT, BUT AT MINIMUM
23 WE'LL PROVIDE BACKGROUND FOR THE PROJECT IN ITS VARIOUS STAGES
24 OF DEVELOPMENT THERE HAS BEEN A LOT THAT'S BEEN DONE AND A LOT
25 TO COME. WE'LL OUTLINE THE ENGAGEMENT WE HAVE DONE SO FAR WITH



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1 THE DISABILITY COMMUNITY, DISCUSS WHAT WE CALL OUR PROTOTYPES,
2 AKA INITIAL DESIGN TESTS. THESE HAVE BEEN INSTALLED IN TWO
3 LOCATIONS AND ONE ON A TEMPORARY BASIS, DISCUSS THAT
4 EVALUATION. AS WELL AS A NEW TEST THAT WE'RE REALLY EXCITED
5 ABOUT, OF ACCESSIBLE WAYFINDING TECHNOLOGIES. AND THEN
6 FINALLY, OF COURSE, I THINK THE MOST IMPORTANT PIECE IS
7 FINISHING THE PRESENTATION AND ACTUALLY GET INTO OUR
8 FACILITATED DISCUSSION. SO LET'S MOVE AHEAD AND QUICKLY MOVE
9 TO SLIDE THREE, THE NEXT ONE, PLEASE. AS RON MENTIONED, THERE
10 IS A LOT OF POTENTIAL AND UPSIDE WITH THIS PROJECT, GIVEN THAT
11 THIS PROJECT IS NOT JUST ABOUT THE TOOLS OF WAYFINDING MAPS
12 AND SIGNS, THIS IS ABOUT THE ENTIRE CUSTOMER EXPERIENCE OF
13 USING TRANSIT. THE WHOLE KIT AND CABOODLE. THIS VISION IS
14 PROJECT IS TO HARMONIZE THE VARIOUS MAPS, SIGNS, AND MATERIALS
15 THAT 27 DIFFERENT AGENCIES USE ACROSS THIS REGION. IT'S A TALL
16 ORDER. THIS INCLUDES THE IDENTITY OF THE COORDINATED BAY AREA
17 TRANSIT NETWORK WHETHER MULTI-MODAL STATIONS LIKE POWELL IN
18 DOWNTOWN SAN FRANCISCO OR THE SIMPLEST BUS STOP IN GILROY.
19 WE'RE ALSO LOOKING AT CORE INFORMATION ELEMENTS SUCH AS MAPS,
20 DIAGRAMS, DIRECTIONAL SIGNS, ELEVATOR INFORMATION, AS WELL AS,
21 AGAIN, THOSE SIMPLE BUS STOP SIGNS. THIS PROJECT IS ALSO
22 EXPLORING THE ROLE AND POTENTIAL OF DIGITAL INFORMATION TOOLS.
23 MOST OF THESE ARE CURRENTLY IN THE PURVIEW OF THE INDIVIDUAL
24 AGENCIES THEMSELVES, WHICH IS WHY I SAY WE'RE EXPLORING THIS.
25 AND HOW THIS RELATES TO PHYSICAL SIGNAGE AND WAYFINDING. AND



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1 THEN FINALLY, AND THIS IS, AGAIN, THIS IS THE KEY PIECE, ALL
2 OF THESE TOOLS WE'RE LOOKING AT TO IMPROVE THE EASE OF
3 ACCESSIBILITY AND INCLUSIVITY OF TRANSIT TRAVEL, ESPECIALLY
4 WHEN TRANSFERRING BETWEEN TRANSIT OPERATORS ACROSS THE REGION.
5 NOTABLY, THIS PROJECT DOES NOT INCLUDE A COUPLE OF THINGS. THE
6 BIGGEST THING IS WE'RE NOT -- YOU KNOW, WE'RE A REGIONAL
7 AGENCY, AND THIS IS A PROJECT THAT'S ALL ABOUT COLLABORATION
8 AND COORDINATION. SO, THIS PROJECT DOESN'T INCLUDE MAJOR
9 CHANGES TO THE BUILT ENVIRONMENT, SUCH AS THE LOCATION OF
10 ELEVATORS OR BUS STOPS NOW WE COULD IDENTIFY THOSE NEEDS WE
11 CAN SHARE THAT AND HAVE SHARED THAT WITH OUR PARTNERS BUT IT'S
12 NOT SOMETHING THAT'S COVERED UNDER THIS PROJECT SPECIFICALLY
13 AND ALSO WE'RE A COORDINATING AGENCY SO WE DON'T MAKE OR
14 PROMISE ANY CHANGES TO THE TRANSIT SERVICE ITSELF IT'S THE
15 TOOLS WE CAN USE TO COMMUNICATE THOSE SERVICES TO CUSTOMERS.
16 NEXT SLIDE. THIS IS REALLY A COMPLEX EFFORT WITH SIMPLE GOALS.
17 THE FIRST ONE IS WHY WE'RE HERE TODAY, RIGHT? WHICH IS IT'S
18 ABOUT INCREASING THE ACCESSIBILITY OF TRANSIT FOR ALL. BEYOND
19 THAT, WE WANT TO BOTH MAINTAIN AND THEN IF POSSIBLE, INCREASE
20 RIDERSHIP BY MAKING TRANSIT EASIER TO FIND AND UNDERSTAND. AND
21 FOR OUR OTHER PARTNERS ON THIS PROJECT, THE TRANSIT AGENCIES
22 THEMSELVES, WE WANT TO INCREASE THEIR OPERATIONAL EFFICIENCY
23 WHEN IT COMES TO WAYFINDING. AN EXAMPLE OF THAT IS KEEPING
24 COSTS LOW. AND WE CAN DO THIS BY MAKING NAVIGATION MATERIALS,
25 LIKE MAPS AND SIGNS, THE SAME DESIGNS ACROSS THE REGION WITH



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1 VARIABILITY, BUT RIGHT NOW EACH AGENCY IS DOING IT THEMSELVES.
2 NOW, WE HAVE PROJECT VALUES. AND OUR VALUES ARE WHAT WE USE TO
3 GUIDE OUR DECISIONS TO ACHIEVE OUR GOALS. AND THESE VALUES ARE
4 SIMILAR. THE FIRST ONE IS DESIGNING FOR ALL PUBLIC TRANSIT
5 USERS. WE'RE ALSO SUPPORTING THE VISION OF THIS PROJECT, WHICH
6 IS THE HARMONIZATION AND INTERCONNECTEDNESS OF TRANSIT IN THE
7 REGION AND DRIVING FOR DESIGN EXCELLENCE. BUT ALL OF THAT IS
8 CONNECTED TO ENSURING THAT WE'RE DOING THIS IN A MANNER THAT
9 IS AFFORDABLE AND PRACTICAL FOR OUR TRANSIT AGENCY PARTNERS,
10 ALL 27 OF THEM, TO BOTH IMPLEMENT AND MAINTAIN. NEXT SLIDE
11 PLEASE. THE CURRENT PHASE OF OUR PROJECT IS ALL OF THE VARIOUS
12 THINGS THAT WE'RE DOING NOW AND INTO THE FUTURE IN THE NEXT
13 FEW YEARS. BUT AS A WHOLE, IT IS AN ITERATIVE AND
14 COLLABORATIVE DESIGN PROCESS. AND THIS IS MEANT TO GENERATE
15 WAYFINDING DESIGNS AND SPECIFICATIONS. THESE DESIGNS AND
16 SPECIFICATIONS WE COLLECTIVELY CALL STANDARDS. WE'RE
17 DEVELOPING THAT FOR THE REGION TO ACCOMMODATE THE COMPLEXITIES
18 OF 27 AGENCIES. RIGHT NOW WE'RE COMPLETING THE EVALUATION OF
19 OUR INITIAL DESIGN TEST, AKA, OUR PROTOTYPES, AND USING THOSE
20 FINDINGS TO MAKE FURTHER UPDATE TO THE DESIGNS. THOSE DESIGNS
21 WILL BE USED IN THE NEXT PHASE WHICH ARE KNOWN AS PILOT
22 PROJECTS, THIS IS TO INSTALL NEW SIGNS AND MAPS IN MORE
23 LOCATIONS AROUND THE REGION. PLANNING FOR THIS IS UNDERWAY.
24 RIGHT NOW WE ARE FASTRAKING GUIDANCE FOR AGENCIES THAT HAVE
25 FUNDING TO IMPLEMENT THEIR OWN SIGNAGE PROJECTS. RIGHT NOW THE



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1 FOCUS IS ON BUS STOP DESIGN GUIDELINES. AND WHEN WE COMPLETE
2 THE PILOT PROJECTS IN THE NEXT COUPLE OF YEARS, WE'LL USE
3 FEEDBACK FROM THAT TO INFORM OUR FINAL SET OF GUIDELINES FOR
4 REGIONAL EXPANSION STARTING IN 2027 DEPENDING ON FUNDING. NEXT
5 SLIDE PLEASE. AND I'M GOING SLOW HERE I'LL PICK UP THE PACE.
6 OUR PROJECT IS LED BY THE MTC REGIONAL NETWORK MANAGEMENT, OR
7 RNM TEAM IN COLLABORATION WITH THE ACCESSIBILITY CULTURE
8 EQUITY AND ACCESS SECTION, KEYNOTE IS KY-NAM ONE OF OUR MARINE
9 PLAYERS, AND OTHER REGIONAL COORDINATION PROJECTS AT MTC IS
10 JUMANA OUR TRANSIT OPERATOR LIAISON HER ROLE HERE IS TO
11 REPRESENT THE NEEDS OF THE 20 AGENCIES CORE PROJECT OF THE
12 TEAM. SUPER IMPORTANT. WE HAVE PRIME CONSULTANT CALLED APPLIED
13 WAYFINDING THEY HAVE SIGNIFICANT EXPERIENCE IN PEDESTRIAN AND
14 TRANSIT WAYFINDING AND HAVE BEEN LEADING DESIGN EFFORTS
15 PRIMARILY WE HAVE THREE SUBCONSULTANTS INCLUDING
16 NELSON/NYGAARD DAVIS AND ASSOCIATES IN CIVIC EDGE THEY HELP US
17 WITH OUTREACH AND EVALUATION AND RON BROOKS OF COURSE HERE
18 MODERATING THE SESSION ALSO ON OUR CORE PROJECT TEAM TO HELP
19 US REFLECT AND INT GREAT THE NEEDS OF THE PEOPLE WITH
20 DISABILITY THIS IS IN CONJUNCTION WITH OUR REGULAR ADVISORY
21 MEETINGS WITH TRANSIT AGENCY STAFF AS WELL AS ACCESSIBLE
22 WORKING GROUP WHICH WE'LL TELL YOU ABOUT IN A BIT. WE'LL MOVE
23 TO OUR OUTREACH PROCESS GOING TO HAND IT OVER TO JUMANA.
24



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1 **JUMANA NABTI:** OH YEAH LET'S TAKE IT TO THE NEXT SLIDE. GREAT
2 TO BE HERE I SEE A BUNCH OF FAMILIAR FACES ALL RIGHT. SO WE
3 HAVE BEEN CONDUCTING OUTREACH TO THE DISABILITY COMMUNITY FROM
4 THE PROJECT'S OUTSET IN 2023 THE PROJECT PARTNERS WITH LOCAL
5 COMMUNITY ORGANIZATIONS TO BETTER UNDERSTAND EXPERIENCES AND
6 CHALLENGES FACED BY THOSE MOST IMPACTED BY INEQUITABLE TRANSIT
7 ACCESS SO WE DID THAT THROUGH OUR FOUR COCREATION WORKSHOPS
8 HELD WITH A VARIETY OF GROUPS THAT HAVE TROUBLE OR WITH
9 CHALLENGES PARTICULAR CHALLENGES WITH NAVIGATING TRANSIT WE
10 RECEIVED HELPFUL FEEDBACK ABOUT ACCESSIBILITY NEEDS INCLUDING
11 BETTER DIRECTIONS TO FIND STOPS PROVIDING BRAILLE AND TACTILE
12 INFORMATION MAINTAINING PRINT AS AN OPTION SO NOT GOING ALL
13 DIGITAL AND THAT ALL OF THESE NEEDS ARE BEING ADDRESSED IN THE
14 INCORPORATION OF PROTOTYPE DESIGNS. NEXT SLIDE. GREAT, FUN
15 STUFF HERE. THIS SLIDE SHOWS SOME IMAGES FROM OUR PROTOTYPE
16 TESTS AT EL CERRITO DEL NORTE BART STATION AND THE SANTA ROSA
17 DOWNTOWN SMART STATION AND TRANSIT MALL. WE TESTED A NUMBER OF
18 ELEMENTS THAT SUPPORT ACCESSIBILITY AT THESE LOCATIONS,
19 INCORPORATING FEEDBACK FROM THOSE 2023 WORKSHOPS. TO HELP
20 PEOPLE FIND STOPS, THE BUS STOP SIGNS REFLECT NETWORK IDENTITY
21 COLORS OF YELLOW, LIGHT BLUE, AND DARK BLUE, AND THEY
22 PROMINENTLY FEATURE THE MODAL ICON THIS IS IN THE IMAGE ON THE
23 TOP LEFT CORNER, AND AT THE BUS ICON SHOWN AT THE ENTRANCE
24 WOULD BE A TRAIN ICON, AND YELLOW HELP A BUSY URBAN
25 ENVIRONMENT AT TRANSIT CENTERS WHERE THERE IS A BUNCH OF BUS



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1 STOPS, LARGE ALPHANUMERIC BUS STOP LOCATIONS STOPS
2 INDEPENDENTLY OF ROUTES THAT STOP THERE, THIS NUMBERING SYSTEM
3 WAS DEVELOPED BY BART IN COORDINATION WITH THE ACCESSIBILITY
4 TASK FORCE AND LIGHTHOUSE FOR THE BLIND TO BE INTUITIVE TO
5 HELP WITH NAVIGATION TO BUS STOPS. TACTILE PANELS SHOW THE BUS
6 STOP NUMBER AND ID AS WELL AS HOW TO FIND MORE INFORMATION IN
7 BRAILLE AND THE RAISED LETTERS. ON THE BUS STOP SIGN ROUTE
8 NUMBERS SHOWN IN LARGE TYPE AND INFORMATION PANELS AT
9 WHEELCHAIR HEIGHT SHOWING ADDITIONAL SERVICE INFORMATION.
10 SPECIAL SIGNS IDENTIFY THE PARATRANSIT STOP, AND THEN INSIDE
11 OF THE TRAIN STAIN AT EL CERRITO DEL NORTE, NEW SIGNS AT THE
12 CORE COURSE AND PLATFORM LEVELS SHOW NEW SIGNS AT THE PLATFORM
13 LEVELS AND LOCATIONS OF THE ELEVATORS NEW SIGNS BOOST
14 ELEVATORS USING THAT ELEVATOR TACTILE INSIDE AND OUTSIDE THE
15 ELEVATORS PROVIDE THAT SAME INFORMATION MAPS PROVIDE LOCATION
16 OF EACH BUS STOP AND OTHER FACILITIES AT THAT STATION SUCH AS
17 RESTROOMS, ELEVATORS, WHEELCHAIR RAMPS, ALL USING ICONS WITH
18 DESCRIPTIONS AND TRANSLATIONS IN THE LEGEND. WE TESTED
19 PEDESTRIAN WAYFINDING BREADCRUMB SIGNS BETWEEN SANTA ROSA
20 DOWNTOWN SMART STATION AND TRANSIT MALL THERE, ABOUT A 12
21 MINUTE WALK, AND THAT DIRECTS PEOPLE ALONG THE BEST ROUTE THAT
22 IS ALWAYS AVAILABLE. AND WE SHOWED ON THAT SIGN, THE DISTANCE
23 AND THE APPROXIMATE WALK TIME AND THIS ROUTE ALSO HAPPENS TO
24 INCLUDE AN UNDERPASS THAT'S NOT PARTICULARLY CONVENIENT. IT
25 HAS AN 8% SLOPE AND WE KNOW THAT CAN BE A CHALLENGE TO SOME



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1 PEOPLE, SO WE ACTUALLY SHOWED THAT ON THE MAP TOO, IT SAYS
2 THAT THERE IS AN 8% SLOPE HERE. NEXT SLIDE. ALL RIGHT. SO,
3 TALKING A LITTLE BIT MORE ABOUT THE ACCESSIBILITY WORKING
4 GROUP. WE DEVELOPED THIS IN RESPONSE TO COMMUNITY FEEDBACK.
5 AND THE ACCESSIBILITY WORKING GROUP IS COMPOSED OF 11 MEMBERS
6 WITH VARYING DISABILITIES. THE MEMBERS WERE SELECTED DUE
7 TRANSIT AGENCY RECOMMENDATIONS. AND MOST OF THEM ARE COMING
8 FROM THOSE TRANSIT AGENCIES OWN ACCESSIBILITY ADVISORY GROUPS.
9 AND THEN THERE WERE A FEW OPEN SEATS WITH APPLICATIONS OPEN TO
10 THE COMMUNITY. THE GROUP MEETS REGULARLY TO SHARE THEIR LIVED
11 EXPERIENCE OF GETTING AROUND ON TRANSIT AND ELEMENTS THAT
12 COULD MAKE IT EASIER. IT HAS REALLY ASSISTED US IN WORKING ON
13 THE PROJECT AND MAKING SURE IT'S ACCESSIBLE, BUT ALSO WITH THE
14 EVALUATION OF THE PROTOTYPES. NEXT SLIDE. SORRY. I'M FINDING
15 MY NOTES HERE. EACH OF THE PROTOTYPES WE EVALUATED THEM BEFORE
16 AND AFTER SURVEYS, FOCUS GROUPS, TEST JOURNEYS, STAFF
17 INTRODUCE AND SITE VISITS ONCE PROTOTYPES WERE INSTALLED,
18 FINDINGS THAT WE GOT FROM THE VALUATION, OVERALL POSITIVE BUT
19 ALSO SPECIFIC ACTIONABLE FEEDBACK WHICH IS GREAT THAT'S WHAT
20 YOU WANT FROM AN EVALUATION, AND WE ARE USING THESE TO DEVELOP
21 REFINEMENTS TO THE STANDARDS THAT ARE ALIGNED WITH THE PROJECT
22 GOALS AND VALUES THAT GORDON MENTIONED EARLIER. NEXT SLIDE.
23 FEEDBACK. ACCESSIBILITY WE HEARD REQUESTS FOR LARGER TEXT
24 SIZES IN LINES ON MAPS, MORE CONTRAST FOR NETWORK IDENTITY
25 COLORS ON SIGNS, ICONS FOR TRAINS AND BUSES THAT ARE MORE



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1 DISTINCT AND THEN ELEVATOR AND EXIT ICONS THAT ARE MORE CLEAR.
2 AT BUS STOP WE HEARD NEED FOR MORE SPACE FOR AGENCY LOGOS AND
3 CUSTOMER SERVICE INFORMATION, A RANGE EVER FEEDBACK ON BLUE
4 VERSUS WHITE BACKGROUNDS ON SIGNS, NECESSITATING ADDITIONAL
5 TESTING FOR LEGIBILITY AND VISIBILITY, OPTIONS FOR ROUTE NAMES
6 AND SERVICE TYPES. ALSO LOOKING AT HOW TO SHOW OCCASIONAL AND
7 EXPRESS SERVICES ON SIGNS AND MAPS AND WE'LL PROVIDE GUIDANCE
8 ON THE AMENDMENT AND USE OF QR CODES AT BUS STOPS TO PROVIDE
9 QUICK LINKS TO DIGITAL INFORMATION ABOUT SERVICES ON A USER'S
10 PERSONAL DEVICE. AND I WILL HAND IT BACK TO GORDON TO TIE THIS
11 PRESENTATION UP.

12

13 **GORDON HANSEN:** THANK YOU VERY MUCH. NEXT SLIDE PLEASE. TO
14 THINK ABOUT NEXT STEPS, WE'RE IN THE MIDDLE OF ALL OF THEM
15 RIGHT NOW, BUT IN GENERAL MOVING FROM PROTOTYPE OR INITIAL
16 DESIGN TESTS INTO THE NEXT PHASE OF THE PROJECT WHICH ARE
17 PILOTS AND THESE PILOTS WILL FURTHER REFINE DESIGN OF MAPS AND
18 SIGNS BY IMPLEMENTING PILOTS AT NINE LOCATIONS THROUGHOUT THE
19 REGION. THIS ALLOWS US TO ENGAGE WITH MOST OF THE REGION'S
20 OPERATORS ON SPECIFIC SITE IMPROVEMENTS TEST PROTOTYPES
21 INCLUDING SOME OF THE MOST COMPLEX IN THE REGION ENSURE THAT
22 NO BAY AREA RESIDENT IS TOO FAR FROM A PILOT LOCATION THESE
23 PILOTS ARE GENERALLY LOCATED ONE PER COUNTY WITH ONE EXCEPTION
24 WE START WITH TWO PROTOTYPE SITES SANTA ROSA DOWNTOWN SMART
25 STATION TRANSIT MALL NAPA COUNTY BUT WE HAVE SOLANO WE IS



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1 SUISUN FAIRFIELD AMTRAK STATION VALLEJO FERRY TERMINAL TRANSIT
2 CENTER WHICH WILL BE LINKED BY SOME PEDESTRIAN FINDING SIGNAGE
3 GIVEN THE CONNECTION IN EL CERRITO, CONTRA COSTA COUNTY WE
4 HAVE EL CERRITO DEL NORTE PROTOTYPE LOCATION WHICH WILL BE
5 BUILT OUT IN ALAMEDA COUNTY DUBLIN PLEASANTON BART STATION BUS
6 TRANSFER FACILITY, WE HAVE PALO ALTO TRANSIT CENTER, MILLBRAE
7 TRANSIT CENTER AND BART STATION WE HAVE ONE OF THE MOST
8 COMPLEX STATIONS AGAIN THE REGION POWELL STREET STATION THEN
9 UP IN THE MARIN COUNTY TO COMPLETE THE LOOP WE HAVE LARKSPUR
10 TRAIN STATION AND FERRY TERMINAL ALSO CONNECTION THAT WE HOPE
11 TO MAKE IMPROVEMENTS DOING WAYFINDING PILOT AT EL CERRITO DEL
12 NORTE LOCATION THIS WILL ALLOW US TO TEST TOOLS FOR ACCESSIBLE
13 NAVIGATION AND COULD BE IMPLEMENTED REGIONAL, BEGINNING STAGES
14 OF THE PROCESS TESTING RANGE OF TECHNOLOGIES AND OPTIONS, AND
15 WHAT MAKES SENSE FROM FEASIBILITY PERSPECTIVE TO ACTIVE
16 TESTING. THIS GIVES OPPORTUNITY TO ENGAGE WITH TRANSIT AGENCY
17 ACCESSIBILITY STAFF WHICH BENEFITS THE PROJECT ON THE WHOLE,
18 AS WELL AS OUR ACCESSIBILITY WORKING GROUP TO HELP US NARROW
19 DOWN REFINEMENTS AND IDEAS TO TEST, AND ARE ALSO LOOKING
20 FORWARD TO YOUR INPUT AS WELL ON WHAT THIS COULD INCLUDE. NEXT
21 AND LAST SLIDE, PLEASE. SO, LET'S LOOK INTO THE FAR FUTURE
22 HERE HOPEFULLY SOONER THAN THAT, THIS PROJECT OF BAY AREA BY
23 VIRTUE AND ENGAGEMENT TOGETHER MORE PEOPLE INCLUDING THOSE
24 WITH DISABILITIES FEEL COMFORTABLE AND CONFIDENT FINDING AND
25 RIDING TRANSIT, BUS STOPS FERRY TERMINALS COHESIVE,



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1 INTERCONNECTED NETWORK LARGE AND SMALL TRANSIT AGENCIES ARE
2 USING STANDARD WAYFINDING DESIGNS THAT REFLECT BEST PRACTICES
3 IN ACCESSIBLE NAVIGATION. HOW YOU CAN SUPPORT THIS VISION?
4 HONESTLY, YOU DON'T HAVE TO DO ANYTHING, BECAUSE YOU'RE
5 ALREADY HERE. THE FACT IS, WHAT WE'RE CURIOUS ABOUT IS YOUR
6 EXPERIENCE OF TRANSIT, WHAT'S WORKING, WHAT COULD BE IMPROVED.
7 AT THE END OF THE DAY, WE'RE LOOKING FOR YOUR HELP TO HELP US
8 FIND A BALANCE BETWEEN THE MOST CUSTOMER IMPROVEMENT, AS WELL
9 AS THE REAL CHALLENGE HERE IS THE FEASIBILITY FOR TRANSIT
10 AGENCIES FOR ALL SIZES THROUGHOUT THE BAY AREA. SO A COMPLEX
11 PROBLEM THAT WE'RE LOOKING FORWARD TO YOUR HELP WITH. THANK
12 YOU.

13

14 **SPEAKER:** THANK YOU.

15

16 **RON BROOKS:** THANK YOU. THERE ARE SOME NICE BUTTONS HERE THAT I
17 CAN'T SEE SO I'M GLAD GORDON IS HERE TO PRESS THEM. I HAVE A
18 NICE LONG LIST OF QUESTIONS FOR GORDON AND JUMANA, BUT FIRST
19 GO TO THE AUDIENCE, I WANT TO CREATE A VISION WITH YOU,
20 BECAUSE I WANT YOU TO THINK ABOUT THIS VISION AS YOU THINK
21 ABOUT YOUR COMMENTS OR QUESTIONS THAT YOU WANT TO SHARE. I'M
22 ONE OF THOSE PEOPLE THAT I AM AN OPTIMIST BY TEMPERAMENT, AND
23 I AM ALSO A PERSON WHO HATES TO BE AT HOME. IT'S NOT MY
24 TEENAGERS. HONESTLY, OKAY MAYBE IT IS BUT ANYWAY, I WANT TO BE
25 PLACES. AND I DON'T KNOW HOW MANY OF YOU ALL, PARTICULARLY



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1 THOSE OF YOU WITH DISABILITIES HAVE EXPERIENCED THIS SITUATION
2 OF I WANT TO GO SOMEWHERE BUT I DON'T KNOW HOW AND IT SEEMS
3 REALLY HARD AND IT'S TOO MUCH TO PAY FOR A RIDE-SHARE OR TAXI
4 OR SOME OTHER KIND OF CAR SERVICE OR MAYBE I CAN'T USE THOSE
5 SERVICES AND I END UP STAYING HOME BECAUSE IT'S TOO MUCH WORK
6 TO GO. AND HERE IS THE VISION, IMAGINE A TRANSIT SYSTEM WHERE
7 -- AND I AM STAYING IN MILLBRAE, AND I TOOK BART TODAY, AND
8 GOT HERE TODAY ON BART BUT IT WAS PRETTY HARD, I WASN'T SUPER
9 FAMILIAR WITH THE STATION, TO BE FAIR IT DIDN'T EXIST WHEN I
10 WAS HERE, SO I WASN'T REAL FAMILIAR WITH THE STATIONS, IT WAS
11 A PRETTY HARD TRIP AND FRICTION FILLED. AND NOT BECAUSE THE
12 SYSTEM WANT ACCESSIBLE. IT IS. BUT IT'S COMPLICATED. IT'S
13 HARD. AND JUST IMAGINE, IF YOU WOULD, A SYSTEM WHERE, BECAUSE
14 WAY FINDING HAS BEEN DONE CORRECTLY, SIGNS ARE SIMPLE, ICONS
15 ARE CLEAR INFORMATION IS CLEAR THERE, IS ACCESSIBILITY BUILT
16 IN, NAVIGATION OF THAT SYSTEM IS EASY AND IT DOESN'T TAKE A
17 TON OF ENERGY. FOLKS IT'S NOT ABOUT GETTING US OFF OF
18 PARATRANSIT, IT'S NOT ABOUT CONVINCING US TO USE FIXED ROUTE
19 TRANSIT, BECAUSE WE JUST SHOULD, BECAUSE YOU KNOW, IT'S, LIKE
20 THERE, FOR US, IT'S ABOUT MAKING IT EASY ENOUGH TO USE THAT
21 YOU'RE NOT EXHAUSTED BY THE PROCESS BY THE TIME YOU GET THERE.
22 THAT'S WHAT THIS PROCESS IS ABOUT. IT'S ABOUT CREATING A
23 SYSTEM THAT WE CAN USE THAT'S JUST A LOT EASIER THAN THE ONE
24 THAT EXISTS RIGHT NOW. AND JUST HAVING THESE KIND OF
25 IMPROVEMENTS WILL MAKE THAT HAPPEN IF WE CAN GET THERE. THAT'S



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1 WHAT'S AT STAKE. THIS IS AN AN IMPORTANT TOPIC, IT'S EASY TO
2 GET LOST IN THE DETAILS BUT WHAT THIS IS ABOUT IS CREATING
3 ENVIRONMENT THAT WE CAN UNDERSTAND AND THAT WE CAN NAVIGATE
4 AND USE. THAT'S WHAT WE'RE HERE TO CREATE. I WANT TO OPEN IT
5 UP TO INVITE YOU ALL TO ASK QUESTIONS OR MAKE COMMENTS AND OUR
6 GOAL IS TO REALLY HEAR THINGS THAT WE CAN LEARN FROM AS WE RUN
7 THAT WAYFINDING PROJECT TO MAKE IT AS ACCESSIBLE AS IT CAN BE.
8 SO, WHAT ARE YOUR THOUGHTS? YOU KNOW? WHAT ARE THE THINGS THAT
9 WOULD MAKE IT EASIER FOR YOU? YOU KNOW? WHAT ARE THE THINGS
10 YOU HAVE MAYBE SEEN IN OTHER CITIES OR OTHER PLACES, FOCUSING
11 ON WAYFINDING, NAVIGATING IN COMPLEX ENVIRONMENTS. WHAT ARE
12 THINGS TO MAKE IT BETTER FOR YOU THAT WE CAN INCORPORATE INTO
13 OUR THINKING AS WE GO FORWARD AND WHAT QUESTIONS OR CONCERNS
14 DO YOU HAVE. WE HAVE TWO PEOPLE, FLAVIA AND REBECCA ARE
15 RUNNING MICROPHONES THEY'RE GOING TO BE HELPING IDENTIFY WHO
16 IS SPEAKING. SO PLEASE RAISE YOUR HAND THEY WILL FIGURE OUT
17 WHO IS FIRST, SECOND, THIRD. WE'RE ALSO GOING TO BE TALKING TO
18 PEOPLE WHO ARE IN ON ZOOM SO WE'LL CALL FOR ZOOM EVERY SO
19 OFTEN AS WELL. SO WHO IS FIRST?

20

21 **SPEAKER:** WE HAVE GOT OUR FIRST QUESTION OVER HERE.

22

23 **RON BROOKS:** IF YOU COULD SAY WHO YOU ARE AND WHAT PART OF THE
24 REGION YOU'RE IN THAT WOULD BE GREAT FOR CONTEXT.

25



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1 **SPEAKER:** I THOUGHT I WOULD JUST FLY AND DO MY THING. JUST
2 KIDDING. MY NAME IS SHEELA BEGUN AND I LIVE IN OAKLAND, AND
3 WHAT I DIDN'T HEAR, AND YOU MIGHT NOT THINK THIS IS PART OF
4 WAYFINDING, BUT TO ME IT IS, BECAUSE IF YOU ARE USING TRANSIT
5 IT'S A WHOLE PROCESS AND YOU ATTENDANT JUST BREAK THE SKIN
6 FROM THE APPLE AND JUST EAT THE SKIN AND EAT THE APPLE SOME
7 OTHER AWAY, RIGHT? YOU CAN PEEL THE SKIN OFF BUT THEN EATING
8 THE SKIN BY ITSELF WOULD BE VERY HARD. SO, I DIDN'T HEAR
9 ANYTHING ABOUT MAKING CLIPPER MACHINES THAT ARE CANNOT. I AM
10 TALKING ABOUT VTA MACHINES THAT ARE NOT EVEN ACCESSIBLE,
11 GROWL. I USE THE BART ONES SOMETIMES AND THEY CAN BE WANKY
12 SOMETIMES. BUT I KNOW HOW TO USE THEM. YOU MENTIONED -- GORDON
13 MENTIONED, I GUESS I SHOULD SAY -- OH, QR CODES. I CANNOT HOLD
14 MY KANE IN ONE HAND AND SOMETHING ELSE IN THE OTHER. I HAVE
15 CEREBRAL PALSY ON ONE SIDE, SO MY KANE ON MY ONE SIDE IS MY
16 ONLY FUNCTIONING HAND. IF I USE RAY-BAN SUNGLASSES, AND
17 THEY'RE EXPENSIVE AND MAYBE NOT EVERYONE HAS THEM I CAN USE
18 QRE, I DON'T KNOW I HAVE NEVER TRIED, BUT I DON'T HAVE TO USE
19 IT BUT JUST NEED THAT FEEDBACK IN THERE, BUT MY QUESTION IS I
20 WANT TO SEE SOMETHING. SO, I WAS AT THE MOUNTAIN VIEW TRAIN
21 STATION, THIS WAS A FEW YEARS AGO, BUT IT WAS DURING COVID, I
22 THINK, JUST AFTER COVID, AND I HAD GOTTEN -- I HAD FORGOTTEN
23 TO CHECK MY CLIPPER WHEN I WAS AT THE BEGINNING OF MY JOURNEY
24 IN OAKLAND, AND I JUST BARELY GOT TO MOUNTAIN VIEW [LAUGHTER]
25 I HAD GONE INTO THE RED, BUT I DIDN'T KNOW IT, AND BECAUSE ALL



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1 THE THINGS THAT BART -- GOES "BEEP" IS THAT A GOOD OR A BAD
2 "BEEP"? I GOT TO MOUNTAIN VIEW, AND I TRIED TO ADD MORE MONEY
3 TO MY CLIPPER. AND I ASKED FOR HELP, I GOT SOMEBODY, BLAH,
4 BLAH, BLAH, WE GOT OVER TO THIS MACHINE, AND NEITHER OF US
5 REALIZED IT'S A VTA MACHINE. AND I WAS TRYING TO GET MONEY ON
6 MY CLIPPER CARD SO I COULD GET ON THE TRAIN -- WAIT. I'M
7 BACKWARDS -- OR MAYBE -- ANYWAY, I HAD GONE FROM BUS AT MY
8 HOUSE, TO BART, AT FRUITVALE BART, ALL AROUND THE BAY, DOWN TO
9 -- WHAT DID I DO? MILLBRAE? AND THEN I MUST HAVE GOT OWN THE
10 TRAIN TO MOUNTAIN VIEW. I THINK I FORGOT TO CLICK MY TICKET,
11 BECAUSE THOSE ARE FAR AWAY. AND I GET TO MOUNTAIN VIEW, AND
12 THEN I'M TRYING TO ADD MORE, AND IT'S NOT CLEAR THAT THIS IS A
13 VTA TICKET MACHINE, AND IT'S NOT CLEAR THAT YOU CAN'T BUY
14 ANYTHING FOR CALTRANS WITH A VTA MACHINE, OR IF YOU CAN, IT'S
15 NOT -- ANYWAY, IT'S VERY, VERY CONFUSING.

16

17 **RON BROOKS:** YEP.

18

19 **SPEAKER:** AND I DON'T KNOW THAT PART OF THE WORLD -- AND I'M
20 ALMOST DONE -- BUT THIS IS WHY I ASKED IT, BECAUSE TO ME
21 THAT'S INTEGRATED WITH WAYFINDING. AND MTC SAYS TO US, "WELL,
22 EACH BUS HAS THEIR OWN EACH -- EACH TRANSIT SYSTEM DOES THEIR
23 OWN THING. WE CAN'T DO ANYTHING ABOUT IT." YES. YOU. CAN! AND
24 I'M TIRED MTC STAFF, I'M NOT TALKING TO THE STAFF HERE I'M
25 TALKING TO THE BOARD, I'M TIRED BOARD, I'M BORED AND TIRED OF



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1 THE BOARD, HEARING WE CAN'T DO THAT YOU HOLD THE PURSE. GUESS
2 WHO MAKES THE RULES? BWAHAHAHA. AND THAT'S WHAT I HAVE TO SAY.

3

4 **RON BROOKS:** THANK YOU. WHO IS NEXT? NO. THERE ARE LOTS OF
5 PEOPLE WITH HAND UP. SO JUST BE PATIENT.

6

7 **SPEAKER:** THANK YOU. THANKS FOR THE PRESENTATION EARLIER. MY
8 NAME IS JIM CARTER. MAYOR OF COMMISSION FOR DISABILITIES. NOT
9 ONLY AM I PERSON OF -- VISION, I'M A SOFTWARE ENGINEER, I HEAR
10 SOME THINGS ABOUT DIGITAL BUT THIS IS 2025 AND A LOT OF WAYS
11 PEOPLE WITH DISABILITIES ARE GOING TO INTERACT WILL BE WITH
12 DIGITAL PLATFORMS WHAT ARE YOU DOING SO AGENCIES ARE
13 CONSISTENTLY COMMUNICATING IT'S NOT JUST THE CASE OF YOU'RE ON
14 THE HAPPY PATH COME ON, TRAINS BREAK DOWN, THINGS ARE GOING
15 HAPPEN, IT'S OKAY. BUT BEING ABLE TO FIGURE OUT THAT I CAN'T
16 GET TO THE PLACE I NEED TO BE BECAUSE WELL SOMETHING AT
17 MACARTHUR BLEW UP. IT'S JUST LIKE HOW DO YOU COMMUNICATE THOSE
18 THINGS, OR HOW Y'ALL ARE RECOMMENDING AND IF YOU'RE TRYING TO
19 FIGURE OUT SCHEDULES, A WAY, TRYING TO FIGURE OUT WHEN THE
20 FERRIES LEAVE, YOU HAVE TO GO TO A PDF PRETTY MUCH 1992, YOU
21 DON'T HAVE RECOMMENDATIONS ABOUT HOW THESE WEB DEVELOPMENT
22 PEOPLE CAN BETTER STANDARDIZE COMMUNICATION ACROSS ALL
23 PLATFORMS SO ME AS A VISUALLY IMPAIRED PERSON I DON'T HAVE TO
24 FIGURE OUT 15 DIFFERENT WEB SITES FIVE MAPS, MAYBE INCORPORATE
25 511.ORG, THAT KIND OF THING. THANKS.



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1

2 **RON BROOKS:** GREAT COMMENT. I WANT TO MAKE SURE THAT WE CAPTURE
3 WHAT I HEAR YOU SAYING IS THAT 50 OFF, YOU REFERENCE
4 SPECIFICALLY PLANNING FOR -- OR RESPONDING TO UNANTICIPATED
5 CIRCUMSTANCES. AND THAT IS PART OF THE WAYFINDING JOURNEY.
6 BECAUSE YOU CAN'T LEAVE HOME IF YOU TONIGHT HAVE -- IT'S NOT -
7 - YOU CAN'T LEAVE HOME IF YOU DON'T HAVE A BACKUP. I MEAN, YOU
8 CAN, BUT IT'S RISKY, AND WE HAVE TO FIGURE OUT SERVICE
9 INTERRUPTION, DETOURS, ALL PART OF WAYFINDING BECAUSE WE CAN
10 ANTICIPATE THOSE WILL HAPPEN FROM TIME TO TIME. THE OTHER
11 THING I HEARD YOU SAY IS DIGITAL. WE NEED TO BE THINKING
12 THROUGH DIGITAL ELEMENTS OF THIS AND THERE NEEDS TO BE A
13 SIMPLE ANSWER. AND I COULD TELL YOU THAT WE ARE. WE PROBABLY
14 DON'T HAVE TIME TO GO INTO THE DETAILS ABOUT THAT BUT IT IS
15 SOMETHING THAT IT IS PART OF THE PROJECT. I DON'T KNOW GORDON
16 IF YOU WANT TO HIT ANY OF THE HIGHLIGHTS. BUT YOU KNOW, IT'S
17 DEFINITELY SOMETHING THAT IS BEING CONSIDERED.

18

19 **GORDON HANSEN:** YES. ABSOLUTELY. THIS IS -- YEAH, WE CAN
20 DEFINITELY FOLLOW UP ON THAT LATER.

21

22 **RON BROOKS:** YEAH. PERFECT.

23

24 **SPEAKER:** DID WE WANT TO GO TO ZOOM.

25



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1 **RON BROOKS:** YES LET'S SEE IF WE HAVE ANY HANDS FROM ZOOM. OKAY
2 COOL. NEXT.

3

4 **SPEAKER:** WE'RE GOING TO GO RIGHT HERE.

5

6 **SPEAKER:** ACTUALLY, I WANT TO SAY AUTOMATIC A MEMBER OF THE
7 WORKING GROUP, AND I REPRESENT BART ALSO TECHNICAL ADVISORY
8 GROUP, WHEN I WAS LOOKING AT THAT MAP, I KNOW THERE WERE
9 CHANGES FOR SAN JOSE -- IT WAS SANTA CLARA COUNTY, POSTPONING
10 CONSTRUCTION OF THE BART, POSTPONE TO TEN YEARS, I BELIEVE.
11 AND ACTUALLY, WHEN I WAS PART OF THE WORKING GROUP, I DID A
12 TEST JOURNEY, IN ADDITION TO A SITE VISIT, IT HAS HELPED ME GO
13 TO A SUMMIT IN NAPA AND TEST.

14

15 **SPEAKER:** GREAT.

16

17 **SPEAKER:** THANK YOU.

18

19 **SPEAKER:** LET'S HAVE THE NEXT PERSON ON THIS SIDE OF THE ROOM.

20

21 **SPEAKER:** I'M FROM EL CERRITO AND MY QUESTION IS PART OF
22 WAYFINDING, IT'S KNOWING WHERE YOUR BUS STOP IS, AND IF YOUR
23 BUS STOP GETS MOVED, BASICALLY HOW YOU'RE NOTIFIED OF WHERE
24 THAT IS. AND, YOU KNOW, BASICALLY, YEAH, BASICALLY, HOW DO I
25 KNOW WHERE MY BUS STOP IS GOING TO BE, BECAUSE IT'S NOT ALWAYS



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1 GOING TO BE EASY. YOU MIGHT STAND THERE FOR 30 MINUTES AND
2 SOMEONE SAYS OH THAT BUS STOP MOVED TWO BLOCKS AWAY. SO, WHAT
3 ABOUT THAT?

4

5 **SPEAKER:** YEAH, IT'S A GREAT COMMENT. IT'S DEFINITELY SOMETHING
6 THAT IS PART OF THE PROJECT. THANK YOU.

7

8 **SPEAKER:** HI. MICHELLE REZI, DISABILITY ADVOCATE. WHERE TO
9 START. YOU HAVE GUYS ACTUALLY EVER, LIKE, TRIED TO USE THE
10 WAYFINDING SYSTEMS YOURSELF? [LAUGHTER] SERIOUSLY. I MEAN,
11 BECAUSE -- SORRY. I HAVE TO ASK THIS, BECAUSE I REALLY WONDER,
12 THE PEOPLE WHO ARE RESPONSIBLE FOR PUTTING THEM IN PLACE, THEY
13 HAVE NOW CLUE WHAT THEY'RE ACTUALLY ADVOCATES FOR, AND WOULD
14 ACTUALLY KNOW THAT WE NEED AND UTILIZE. CASE IN POINT, BART
15 SIGNAGE AT 19th STREET, SECOND PLATFORM AT THE MIDDLE, BOTH
16 END HAVE ELEVATORS, ONLY WHEN YOU LOOK UP AT THE SIGN, BOTH
17 ENDS HAVE ELEVATORS. MIND YOU IT DOESN'T PUT YOU AT THE
18 ELEVATOR YOU NEED TO BE AT TO GET TO THE STREET YOU NEED TO
19 IT, SO BOTH SIDES, WHEN I LOOK AT ELEVATORS AT BOTH ENDS. I
20 GET IT, THERE IS ELEVATORS AT BOTH ENDS BUT ONLY WON TAKES YOU
21 CLOSER TO THE STREET ELEVATOR TOO. WE NEED TO LOOK AT OUR
22 SIGNAGE AND OUR WAYFINDING AVENUES AS FAR AS ACCESSIBILITY
23 PARTS, FOR THE BLIND, FOR THOSE IN WHEELCHAIRS, ET CETERA, IT
24 NEED TO BE MORE COMPREHENSIVE WORK WITH THE COMMUNITY FOR



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1 THOSE OF US IN WHEELCHAIRS, ET CETERA, TO WORK WITH THE
2 COMMUNITY.

3

4 **SPEAKER:** THANK YOU.

5

6 **SPEAKER:** HELLO, I WORK AT THE OFFICE OF ACCESS BELIEVABILITY
7 AND DISABILITY AND ONE OF THE THINGS THAT OUR OFFICE HEARD IN
8 THE PAST WAS THE NEED FOR WHEELCHAIR CHARGERS AROUND THE CITY.
9 AND THIS WAS A PROJECT THAT, WHEN IT WAS STARTED, THERE WAS
10 NOT MANY -- THERE WERE NOT MANY WHEELCHAIRS THAT HAD LITHIUM
11 BATTERIES. BUT BECAUSE I HAVE MADE SO MANY MISTAKES IN MY
12 LIFE, BURNING A FEW POWERED WHEELCHAIRS, I SAID, OKAY, WE
13 REALLY HAVE TO BE VERY CAREFUL ABOUT THESE, AND OUR OFFICE,
14 LIKE, EMBARKED ON MORE RESEARCH. THE RESULT OF THIS RESEARCH
15 IS THERE IS NO UNIVERSAL CHARGER, SO THIS IS IN THE A
16 RECOMMENDATION TO HAVE, HOWEVER, THE NEED IS WHEN WE ARE OUT
17 AND ABOUT WITH A POWER CHAIR, IT'S THE RESPONSIBILITIES OF
18 NEED TO HAVE MY PORTABLE CHARGER, AND I COULD FIND WHILE I'M
19 WAITING FOR THE BUS OR BART TRAIN. THAT COULD REALLY BE LIFE
20 SAVING AND I HAVE BECOME AWARE OF FURTHER NEED, LIKE SOMEONE
21 WHO IS ROLLING ON A CHAIR WITH A BREATHING MACHINE, AND I'M
22 WHAT I'M THINKING ALSO IS STAY IN THE BAY AREA, WITH THE HUGE
23 RISK WE HAVE WITH EARTHQUAKE AND SO MANY THINGS, I THINK WE
24 SHOULD NOT WAIT UNTIL SOMETHING HAPPENS TO PUT IN THE PLAN
25 WITH THE WAYFINDING, ENOUGH OUTLET'S FOR I THINK WE SHOULD NOT



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1 WAIT UNTIL SOMETHING HAPPENS TO PUT IN THE PLAN, AS NEEDED,
2 YOU HAVE YOUR YOUR WATER, YOU HAVE YOUR PHONE, PEOPLE WHO
3 AGREE WITH ME HERE SO I WOULD LOVE TO ADD TO YOUR PLAN IN
4 THOSE PILOT PROJECTS AN OUTLET IN EACH OF THOSE HUBS, AND DO
5 THE RESEARCH. CAN OUTLETS BE PUT THERE SO ANY WHEELCHAIR USER,
6 ANYBODY WITH A BREATHING MACHINE, ANY OTHER DEVICES CAN CHARGE
7 THEIR EQUIPMENT. AND, LASTLY, THIS COULD BE A LIFE SAVING IN
8 AN EMERGENCY SITUATION. IF I HAVE TO EVACUATING MY APARTMENT,
9 AND I AM ABLE TO ROLL OUT IN MY WHEEL CHAIR, BUT I HAVE NO
10 OUTLET ON THE STREET TO CONTINUE CHARGING MY CHAIR, I WOULD BE
11 IN BIG TROUBLE. THANK YOU.

12

13 **SPEAKER:** I LOVE THAT COMMENT. AND I JUST WANT TO SAY THAT ONE
14 OF THE THINGS THAT IS COMING OUT OF THIS, AND I THINK THIS HAS
15 BEEN SHARD BEFORE, THERE IS A REPORT BEING PREPARED, IN A
16 COMPENDIUM FROM THIS WORKSHOP, AND WHETHER OR NOT THIS IS FROM
17 A WORKSHOP THAT'S CURRENTLY STRUCTURED THEY'RE IMPORTANT
18 THEY'RE DOCUMENTED AND THERE IS NO REASON THERE CAN'T BE
19 CONVERSATION WITH THAT TOPIC. IT'S A REALLY GOOD COMMENT.
20 THANK YOU.

21

22 **SPEAKER:** THE REASON WHY I BROUGHT IT UP, I BELIEVE IN THE
23 WAYFINDING THERE SHOULD ALSO BE A WAY FOR US TO FIND THE
24 OUTLET. SO IT'S NOT DISCONNECTED. THANK YOU.

25



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1 **SPEAKER:** THANK YOU.

2

3 **SPEAKER:** HI MY NAME IS JOSHUA AND I LIVE IN EL CERRITO, JUST
4 TO GIVE CONTEXT ABOUT WHERE I LIVE. PEOPLE TALK ABOUT
5 IMPORTANCE OF SIGNAGE AND I AGREE IT'S IMPORTANT FOR A LOT OF
6 PEOPLE. I'M VISUALLY IMPAIRED, I THINK WHAT'S IMPORTANT IS IF
7 YOU CREATE SIGNAGE THERE NEEDS TO BE AUDIO EQUIVALENT OF THAT
8 SIGNAGE OF THAT SORT FOR PEOPLE, AND ALSO I WANTED TO POINT
9 OUT, I THINK SOME OF THIS ALREADY EXISTS. BECAUSE I WAS AT THE
10 ROAD AND THERE WAS A REPORT OF WHAT BUSES WERE COMING AND
11 STUFF AND THE REASON I POINT THIS OUT IS I HAVE NO IDEA WHERE
12 THE BUTTON IS TO ACTIVATE IT, HEAR THE SYSTEM IS EXPENSIVE AND
13 I HAVE NO WAY OF USING IT.

14

15 **SPEAKER:** THANK YOU.

16

17 **SPEAKER:** MY NAME IS MAYA SCOT SHE HER, I AM WITH CENTER FOR
18 INDEPENDENT LIVING AND CORE AREA OF AND PEER ADVOCATE SENIOR
19 DISABILITY ACTION. I NAVIGATED HOMELESSNESS DURING THE HEIGHT
20 OF THE COVID PANDEMIC, IN A WHEELCHAIR LIVING ON \$291 A WEEK.
21 AND IN THE DONATED POWER WHEELCHAIR THAT WAS DONATED IN THE
22 COMMUNITY TO HELP ME AND MY DAUGHTER GET OUT OF A VIOLENT
23 SITUATION IN OAKLAND, AND I WAS MOSTLY USING PARATRANSIT
24 WITHIN A THREE YEAR PROCESS OF TRYING TO FIND ACCESSIBLE
25 AFFORDABLE SUBSIDIZED HOUSING EVEN WITH AN EMERGENCY HOUSING



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1 VOUCHER AND ULTIMATELY SECTION EIGHT, AND A LOT OF THINGS WERE
2 REALLY -- FIRST OF ALL, GRATEFUL FOR PARATRANSIT. BUT I'M A
3 LARGER PERSON, WHETHER PEOPLE ARE LARGER AND NOT FAT OR FAT,
4 AND WE HAVE WIDER AND DEEPER WHEELCHAIRS, FIRST OF ALL, FAT
5 FOLKS ARE NOT PROTECTED AS A CLASS, IN ALMOST ANY CITY, STATE,
6 COUNTY, OR COUNTRY, ANYWHERE IN THE WORLD. SAN FRANCISCO IS
7 ONE OF THE FEW PLACES THAT HAS PROTECTION THANKS TO THAT
8 LIBERATION DISABILITY AND JUSTICE ORGANIZERS BUT I CAN'T TELL
9 YOU HOW MANY TIMES IN TERMS OF MAPPING I GOT STUCK ON SATURDAY
10 NIGHT IN THIS CHAIR, WHICH IS MY BACKUP, BACKUP CHAIR BECAUSE
11 I HAVE 24 CHAIRS THAT AREN'T WORKING RIGHT NOW. THIS IS TOO
12 WIDE TO GET INTO ANY BUS THAT I HAVE TRIED TO GET. I MEAN,
13 THIS IS ALSO, YOU KNOW, A THRONE. IT WAS CREATED TO MARCH IN
14 MARCHES. [LAUGHTER] BUT THE PROBLEM WAS NOT THE THRONE. IT WAS
15 THE WIDTH OF THE CHAIR. I HAD SOMEONE STUCK THAT WAS ANGRY
16 THEY ALMOST BEAT ME UP AND WE WERE SLOWING DOWN THE BUS AND
17 THE FATHER SAID BECAUSE MY CHAIR WAS BROKEN GOING INTO THE
18 TURNSTILE INTO THE BUS IN OAKLAND, I HAVE BEEN ON LARGER SIZED
19 SCOOTERS, AND I DON'T USE THOSE ANYMORE. BECAUSE I GOT STUCK
20 GOING IN THE TURNSTILE GOING ON THE BUS AND I HAD PEOPLE HELP
21 ME, 30 MINUTES BREAK DOWN FURIOUS PACKED BUS AND WHAT IT FEELS
22 LIKE TO BE A FAT DISABLED PERSON, NOT ABLE TO WALK, SITTING ON
23 A SCOOTER AND HAVING TO HAVE SIX PEOPLE LIFT ME OFF IN ORDER
24 TO GET OFF THE BUS TO NOT HAVE A WAY TO GET SOME PLACE. AND I
25 WANT TO REINFORCE THE THINGS ABOUT PUBLIC POWER. AND I WAS



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1 HOMELESS FOR OVER THREE YEARS. I THINK DISABLED PEOPLE
2 GENERALLY IF WE HAVE OUR BAGS ARE DEEMED TO BE HOMELESS
3 REGARDLESS OF OUR SOCIO-ECONOMIC STATUTES, AND INTERSECTING
4 WITH TRANCE PHOBIA RACISM, ALL THE DIFFERENT WAYS, I THINK
5 ANTI-HOMELESSNESS AND POLICIES, IT'S IT'S OF WHAT KEEPS US
6 POOR AND HOMELESS. I PARTLY USE PARATRANSIT BECAUSE I CAN'T
7 GET ON AND OFF THE BUSES PERIOD. AND WE DON'T HAVE
8 PROTECTIONS. AND WHEN I TRY TO GET INTO MY BANK WHICH IS GOING
9 TO -- ADA STANDARDS ARE NOT INCLUSIVE OF SIZE PROTECTIONS.
10 MOST LIFTS. I WAS ON A LIFT IN FRONT OF A THOUSAND PEOPLE AT A
11 CONFERENCE AT THE HILTON MOST REASONABLY, MOST LIFTS ARE NOT
12 WIDE ENOUGH OR DEEP ENOUGH FOR MY WHEEL CHAIR, AND I HAD TO
13 HAVE A THOUSAND PEOPLE AT A CONFERENCE WATCH ME FOR 45 MINUTES
14 STUCK. AND IT HAPPENS ON ALL DIFFERENT FORMS OF
15 TRANSPORTATION. BART IS MUCH BETTER THAN BUSES. PEOPLE DON'T
16 LIKE TO HEAR FAT OUT LOUD IT'S A FACT SOME OF US ARE IN THESE
17 BODIES, FABULOUS AS WE ARE [LAUGHTER] BUT IT'S AT THE
18 INTERSECTION OF SIZE DISCRIMINATION AND DISABILITY IS RARELY
19 ADDRESSED. AND EVEN IN DISABILITY JUSTICE CONTEXT. SO, YOU
20 HAVE GOT THOUSANDS OF PEOPLE IN THE BAY AREA WHO CANNOT GET ON
21 THESE THINGS. AND IF YOU COULD MAP EVEN BUSES THAT WE COULD
22 GET ON, THAT WOULD BE AWESOME. AND I KNOW PEOPLE WHO WILL NOT
23 LEAVE THEIR HOMES BECAUSE THEY CANT GET INTO BALANCES, SOME OF
24 MY CLOSEST FRIENDS. SO THIS IS SOMETHING, WITHOUT ADDRESSING
25 THIS, AND THIS INTERSECTS WITH ANTI-BLACK RACISM AND COLONIAL



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1 THINKING AROUND REALLY, REALLY MARGINALIZING FAT FOLKS IN
2 DIFFERENT COMMUNITIES. SO, YEAH. THANK YOU.

3

4 **SPEAKER:** THANK YOU.

5

6 **SPEAKER:** THANK YOU.

7

8 **SPEAKER:** YEAH? DO WE HAVE ANYBODY ON ZOOM? I WANT TO MAKE SURE
9 WE'RE CHECKING IN THERE. GREAT. COULD YOU SHARE? DO WE HAVE A
10 MICROPHONE FOR YOU?

11

12 **SPEAKER:** IS THERE AN EMERGENCY EVACUATION PROGRAM IN PLACE FOR
13 INDIVIDUALS THAT DO NOT HAVE ACCESS TO TRANSPORTATION IN THE
14 EVENT OF MASSIVE EVACUATION?

15

16 **SPEAKER:** YEAH. WE SHOULD PROBABLY TAKE THAT OFFLINE. I DON'T
17 KNOW IF ANYBODY UP HERE HAS THAT EXPERTISE. CAN WE GET BACK TO
18 THAT PERSON?

19

20 **SPEAKER:** NEXT QUESTION HERE? [OFF-MIC INDISCERNIBLE]

21

22 **SPEAKER:** YEAH. IT'S NOT GOING TO BE LOST. WE JUST DON'T HAVE
23 THE EXPERTISE IN THE ROOM. I DON'T THINK TO ANSWER THE
24 QUESTION. OKAY.

25



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1 **SPEAKER:** I'LL BRING THE MIC TO YOU. THIS IS REBECCA LONG,
2 STAFF AT MTC, AS RON MENTIONED, WE'RE DOING PROCEEDINGS OF
3 THIS CONFERENCE SO ANY CRITICAL QUESTION LIKE THAT THAT WAS
4 JUST RAISED ON THE ZOOM IF WE CAN'T ANSWER IT NOW, WE'RE
5 TRACKING IT, AND THERE WILL BE A REPORT THAT DOCUMENTS ALL OF
6 THESE QUESTIONS SO THAT THOSE WHO ARE INTERESTED AND WHO ARE
7 POTENTIALLY POLICY MAKERS THAT CAN HELP DO SOMETHING WILL SEE
8 THOSE QUESTIONS.

9

10 **SPEAKER:** OKAY. WE'RE NOT HEARING YOU. IN FAIRNESS, EVERYBODY
11 IN THE ROOM, WE EITHER NEED TO GET YOU A MICROPHONE, OR --

12

13 **SPEAKER:** I HAVE GOT A MICROPHONE, AND I'M RICHARD SKAFF. I AT
14 ONE POINT FROM 2012 FROM TWO YEARS AGO LIVED IN GREENVILLE IN
15 WEST SONOMA COUNTY, AND THAT WAS MY FIRST EXPERIENCE, SINCE
16 DEALING WITH BOTH KATRINA, AS A CONSULTANT TO THE GOVERNOR,
17 TEACHING ARCHITECTS HOW TO BUILD NEW ORLEANS AND OTHER CITIES
18 THAT WERE DAMAGED IN THAT HURRICANE. THEN IN LOMA PRIETO I WAS
19 A BUILDING INSPECTORS IN SAN FRANCISCO TO DETERMINE SAFE AND
20 UNSAFE BUILDINGS, WE CONTINUE TO SEE THOSE PEOPLE LET DIE IN
21 WILDFIRES, THE LATEST ONES IN LOS ANGELES, OUR VULNERABLE
22 SENIORS AND PEOPLE WITH DISABILITIES. AND THERE IS A REASON
23 FOR THAT. I HAVE SAID OVER AND OVER AGAIN, INCLUDING TO VANS
24 TAYLOR, THE CHIEF OF ACCESS AND NEEDS HOW OFFICE OF EMERGENCY
25 SERVICE OFFICE, WHY ARE WE NOT CREATING A VOLUNTARY, NOT



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1 MANDATORY, VOLUNTARY REGISTRY AFTER ONE OF THE FIRES WHERE
2 MULTIPLE FIRES IN SONOMA AND NAPA COUNTIES WHERE 80 PEOPLE
3 DIED? THERE WAS A VIDEO OF A SONOMA COUNTY SHERIFF DRIVING HIS
4 VEHICLE THROUGH THE FLAMES USING HIS LOUD SPEAKER ON THE
5 OUTSIDE OF HIS VEHICLE, LETTING PEOPLE THAN WERE IN THEIR
6 HOMES THAT COULD NOT EVACUATING THEMSELVES, THAT HE WAS THERE
7 TO HELP THEM. IF HE HAD ADDRESSES OF PEOPLE OF DISABILITIES
8 THAT WERE UNABLE TO EVACUATING THEMSELVES, THEIR NEIGHBORS HAD
9 ALREADY LEFT? YOU KNOW THE ANSWER WE WERE TOLD? TALK TO YOUR
10 NEIGHBORS. THEY WILL HELP YOU GET OUT.

11

12 **SPEAKER:** YEP.

13

14 **SPEAKER:** WE HAVE A PROBLEM FOLKS. AND WE HAVE A PROBLEM THAT
15 NOBODY IS TALKING ABOUT, INCLUDING CAL OES. AND THAT'S THE
16 AGENCY THAT SHOULD BE LEADING THIS DISCUSSION ABOUT EMERGENCY
17 ISSUES. WHO I TALKED ABOUT EARLIER WHO LIVED IN GRATON WAS ONE
18 OF THE PEOPLE, AS I WAS, DURING THE EVACUATIONS OF WEST COUNTY
19 DURING THE FIRES. SHE HAD TO DRIVE ALL THE WAY TO DALY CITY,
20 BECAUSE ALL OF THE ACCESSIBLE HOTEL AND MOTEL ROOMS WERE TAKEN
21 BY ABLE-BODIED INDIVIDUALS. BECAUSE NOBODY HAD TALKED TO HOTEL
22 MANAGERS ABOUT RESERVING THE MINIMUM NUMBER 5% ROOMS THAT ARE
23 ACCESSIBLE FOR PEOPLE WITH DISABILITIES. AND WHEN I TALKED TO
24 ONE OF THE BOARD OF SUPERVISORS ABOUT THAT AND ASKED WOULD THE
25 BOARD SEND STAFF OUT TO TALK TO BUSINESS ORGANIZATIONS LIKE



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1 HOTEL AND MOTEL ASSOCIATIONS ABOUT THAT ISSUE, SHE SAID
2 RICHARD, WHY DON'T YOU GO OUT AND TALK TO THEM. WE NEED A
3 COHESIVE COORDINATED, TOGETHER, WITH THE STATE AND THE
4 COUNTIES TO SOLVE THIS PROBLEM. AND IT HAS NOT BEEN SOLVED.
5 AND CAL OES NEEDS TO TAKE THE LEAD. THANK YOU.

6

7 **RON BROOKS:** I APPRECIATE THAT COMMENT. I HAVE BEEN GIVEN THE
8 SIGNAL FOR TIME. I WANT TO THANK ALL OF YOU. THERE IS A COUPLE
9 OF THINGS I WANT TO REMIND PEOPLE, THERE IS A BOOTH OUT THERE.
10 SO, IF THERE WERE COMMENTS THAT YOU DID NOT GET TO MAKE OR
11 COMMENTS THAT YOU WOULD LIKE TO ADD TO, PLEASE GO THERE. THERE
12 ARE SPEAKER CARDS, WHICH, OF COURSE, IF YOU ARE LIKE ME, THOSE
13 ARE PROBABLY NOT SUPER ACCESSIBLE, ALTHOUGH THERE ARE FOLKS
14 HERE TO HELP YOU. BUT YOU CAN ALSO GO OUT AND HAVE YOURSELF
15 RECORDED AT THE BOOTH, WHICH IS OUT IN THE FOYER, AND I WANT
16 TO THANK GORDON AND JUMANA FOR THEIR PRESENTATION. AND I JUST
17 WANT TO SAY THAT, YEAH, I'M REALLY -- REGIONAL WAYFINDING
18 PROJECT, IT'S AN EXCITING PROJECT, THERE ARE LOTS OF AGENCIES
19 IN THE COUNTRY TALKING ABOUT WAYFINDING RIGHT NOW. THIS IS
20 CUTTING EDGE WORK. AND IT'S OVERDUE. WE NEED IT. IT'S TIME FOR
21 IT, AND, YOU KNOW, I WOULD ENCOURAGE ALL OF TO YOU PAY
22 ATTENTION TO WHAT IS HAPPENING IN THIS SPACE. THE MTC IS
23 PUBLISHING A FAIR AMOUNT OF INFORMATION AROUND THIS TOPIC, AS
24 THERE ARE OPPORTUNITIES TO DO SO. SO, STAY INVOLVED. AND WHEN
25 THEY ASK FOR PEOPLE TO GO CHECK OUT THESE PILOT SITES, DO IT,



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1 AND GIVE YOUR FEEDBACK SO WE CAN HAVE A BETTER PROJECT. THANK
2 YOU, AGAIN, AND I THINK WE'RE NOW IN A BREAK FOR THE NEXT HALF
3 HOUR.
4



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