



Date: July 5, 2022
From: Bay Area Cross-Disability and Allies Coalition
To: MTC Operations Committee
Cc: Shauna Callow, Jay Stagi, Alix Bockleman

Re: Item 4i, Contract - Regional Wayfinding Project

Honorable Operations Committee Members,

The Bay Area Cross-Disability and Allies Coalition is a group of people with disabilities, seniors, and allies who are dedicated to a region that is accessible for people with disabilities. The group includes several members of the MTC Policy Advisory Council.

In conversations with staff members including Alix Bockelman, Shauna Callow, Jay Stagi and Rebecca Long, we were glad to hear that the Regional Wayfinding project is intended to provide access to people with disabilities. We were also glad to hear that the Regional Wayfinding project is intended to include a stakeholder group and rider outreach to incorporate user feedback from people with lived experience.

However, we have been dismayed to find MTC's Request For Proposals for the wayfinding project, and therefore the contract before you today, omits crucial items needed to provide accessible wayfinding.

The provision of auditory cues (such as the tones when train doors open and close) and tactile cues (such as vinyl strips on the floor) are considered basic media to provide wayfinding that is accessible for people with disabilities (see attached documents with reference materials).

We are very concerned that without auditory and tactile cues, the accessibility goals of the project will not be met.

This is a clear example of the need for the involvement of impacted community members at an earlier stage in projects affecting the community. For example, if the proposed scope had been brought forward to the Equity and Access Subcommittee, before RFP had been issued, the need for the project

to cover auditory and tactile cues would have been raised well before the point of having a contract brought to the Commission for approval.

We understand that this project has been many years in the making and we want to see it move forward. We also understand that this project is conceived of as potentially having multiple phases.

Therefore we would urge the Commission:

- To approve the contract
- To direct staff to assess how best to incorporate auditory and tactile cues within the phases of the Wayfinding project
- To provide advanced review of projects providing access for seniors and people with disabilities to the Equity and Access Subcommittee prior to the issuance of future Requests for Proposal, to reduce the likelihood of significant omissions in the future

The Metropolitan Transportation Commission has emphasized a focus on equity in recent years. Providing accessible wayfinding is essential to equity.

Thank you for your consideration,

Adina Levin
Seamless Bay Area

Christine Fitzgerald
Silicon Valley Independent Living Center

Debbie Toth
Choice in Aging

Frank Welte

Daveed Mandell

Sandra Lang