City of Oakland
Mayor's Commission on Persons with Disabilities (MCPD)
Monday, November 16, 2026
5:30 p.m.-7:30 p.m.
Hearing Room 1, First Floor
One Frank H. Ogawa Plaza (City Hall), Oakland, CA 94612

THIS IS AN IN-PERSON MEETING

NOTE: Public members can now use the Zoom link and access number to observe, listen, and comment during the meeting. When commenting folks shall state their name and the organization they are representing, if any.

PUBLIC WEBCASTING

The public can observe this meeting remotely.

- View the meeting live on KTOP or on the City's website at: https://www.oaklandca.gov/topics/ktop-tv-10

- To view the meeting by video, click on the Zoom link: https://us02web.zoom.us/j/88172140758

- To listen by phone, dial: (408) 638-0968
  (For international numbers, go to: https://zoom.us/u/aWeTt9geS)
  ZOOM MEETING ID: 881 7214 0758

COMMENT DURING MEETING

By **Zoom:** click the "Raise Your Hand" button to speak when Public Comment is taken. You will be permitted to speak during your turn, allowed to comment, and after the allotted time, muted.

By **phone:** press *9 to "Raise Your Hand" to speak when Public Comment is taken. You will be permitted to speak during your turn, allowed to comment, and after the allotted time, muted.

Submitting Comments in advance of the meeting:
To send your comments directly to MCPD and staff ***BEFORE*** the meeting starts, please include your full name and agenda item number you are commenting on, to ADA Programs at adaprograms@oaklandca.gov with "MCPD Meeting Agenda Comments" in the subject line.

Please note that eComments submissions close one (1) hour before posted meeting time (5.30pm). All submitted public comments will be provided to the MCPD prior to the meeting.

If you have any questions, please contact ADA Programs at adaprograms@oaklandca.gov with "MCPD Meeting Agenda Question" in the subject line.

MCPD Webpage: www.oaklandca.gov/MCPD

Subscribe to MCPD's mailing list:
https://share.hsforms.com/1YUhtVL1vSvidglBneJN12Qch6is

Commissioners: Anwar Baroudi (Chair), Fatimah Aure (Co-Vice Chair), Jia Wilson (Co-Vice Chair), Benjamin Bartu, James Carter, Nadia Morales-Saleh, Cynthia Gutierrez, Lauren Reed, Emily Habansky, Brian Hollander, Keana Giles

Commission staff: Anh Nguyen-ADA Programs Division Manager, Mark Romoser-ADA Program Analyst I

Agenda

5:30 1. In-person meeting logistics and rules

2. Roll Call/Determination of Quorum

5:35 3. Open Forum
Any person may directly address the Commission on any items within the jurisdiction of this Commission not on the agenda for today. Speakers wishing to address a specific item on the agenda may do so when invited at the time the item is being considered. ***There is no discussion allowed during Open***

Forum. Please raise your hand if you wish to comment and wait to be called on.

Public comment will only be taken during Open Forum and during specific requests for public comment. There may be time limits put on comments if necessary.

All discussion topics are first opened to MCPD commissioners for comment, then staff, and then for public comment, unless otherwise stated. Staff will read any e-comments that were submitted.

5:45 4. Agenda Modification
MCPD Commissioners may move around the agenda items to better conduct the meeting.

5. Approval of October 2026 Minutes ***(Exhibit A)***

5:50 6. Commissioner's Announcements
Commissioners will provide brief updates on their activities and make announcements relevant to the commission and the Strategic goals of the Commission. ***There is no discussion during announcements****.*

6:00 7. Access for All – On Demand Wheelchair-Accessible Vehicles with Kim Perry (OnWard) ***(Exhibit B)***

6:25 8. Single Rider Program WAV
with Deja Woodson (TheCIL) (***Exhibit C)***

6:45 9. BART Pilot Program of Aira Audio Description
with Ryan Greene-Hoesel **(*Exhibit D*)**

7:05 10. Oakland Public Library Extended Services
with Mana Tominaga and Celia Davis **(*Exhibit E*)**

7:25 11. Staff Updates and Announcements
Anh Nguyen, ADA Programs Division Manager

Future Agenda Items

Staff will briefly update on agenda items for upcoming meetings.

See MCPD scheduler at tinyurl.com/MCPD-AgendaPlanner. Suggestions for future agenda items are also welcome; email adaprograms@oaklandca.gov to submit suggestions.

7:30 11. Adjournment
(Meeting shall end no later than 7:30 p.m., unless extended by majority vote of the Commission.)

Note: The Commission May Take Action on Any Item on the Agenda

Agenda item start times are approximate and are provided as a courtesy guide only. Timing and order of items may change as part of Agenda Modification and Approval and/or as needed based on staff and time availability during the course of the meeting.



This meeting location is wheelchair accessible. To request disability-related accommodations or to request American Sign Language (ASL), Cantonese, Mandarin, or Spanish language interpreter, please email adaprograms@oaklandca.gov or call (510) 238-5219 (V) or 711 (California Relay Service) at least five (5) business days before the meeting. Please refrain from wearing scented products to this meeting as a courtesy to attendees with chemical sensitivities.

Esta reunión es accesible para sillas de ruedas. Si desea solicitar adaptaciones relacionadas con discapacidades, o para pedir un intérprete de en español, Cantones, mandarín o de lenguaje de señas (ASL) por favor envié un correo electrónico a adaprograms@oaklandca.gov o llame al (510) 238-5219 (V) o al 711 para servicio de retransmisión (Relay service) por lo menos cinco días hábiles antes de la reunión. Se le pide de favor que no use perfumes a esta reunión como cortesía para los que tienen sensibilidad a los productos químicos. Gracias.

會場有適合輪椅出入設施。需要殘障輔助設施, 手語, 西班牙語, 粵語或國語翻譯服務, **請在會議前五個**工作 **天電郵** adaprograms@oaklandca.gov **或致**

電 (510) 238-5219 或 711 (電話傳達服務)。請避免塗搽香氛產品，參加者可能對化學成分敏感。

Exhibit A

City of Oakland
Mayor's Commission on Persons with Disabilities (MCPD)
Special Retreat
Saturday, October 10, 2026 *10:00 a.m.-2:00 p.m.*
Hearing Room 3, First Floor
One Frank H. Ogawa Plaza (City Hall), Oakland, CA 94612

Minutes

Commissioners: Anwar Baroudi (Chair), Jia Wilson (Co-Vice Chair), Fatimah Aure (Co-Vice Chair), Benjamin Bartu, James Carter, Nadia Morales-Saleh, Cynthia Gutierrez, Emily Habansky, Brian Hollander, Keana Giles

Commission staff: Anh Nguyen-ADA Programs Division Manager, Mark Romoser-ADA Programs Division Program Analyst I

Facilitator: Jasmine Pomar

Other attendees: Grayce Honsa, Raquel Santiago, Linda St. Julian, Audrey Fisher, Daryl Meshack

Attendees on Zoom: none

Chair Baroudi called the meeting to order at 10:15.

Roll Call

- At roll call, quorum was established with all ten commissioners present.

Commissioners	Present (x)
Anwar Baroudi (Chair)	X
Jia Wilson (Co-Vice Chair)	X
Fatimah Aure (Co-Vice Chair)	X
Benjamin Bartu	X
James Carter	X
Nadia Morales-Saleh	X
Cynthia Gutierrez	X

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Emily Habansky	X
Brian Hollander	X
Keana Giles	X

Open Forum:

- Mark Romoser announced an OakDOT usability field study of protected bike lanes and a BART pilot of Aira, a visual interpretation service.

Approval Of Minutes

- The September minutes were approved 10-0. Motion by Comm. Carter, seconded by Co-Vice Chair Wilson.

Opening Remarks

- Anh Nguyen gave his opening remarks.

Special Guest Remarks

- Grayce Honsa from Councilmember Brown's office gave her remarks.

Commissioner's Announcements

- Comm. Habansky mentioned her visual arts background and service to the disability community. She added that she has advocated for pedestrian safety, accessible parking, biophilic murals, and sculpture gardens.
- Comm. Carter noted that his focus was on transit, and on the LGBT community. He encouraged the commission to be more empowering.
- Comm. Giles mentioned her work at a youth health nonprofit in San Francisco, and wondered how to bring young people into the system and build a community access network.
- Comm. Morales-Saleh noted that she has been trying to access data on inclusive housing, and added that she and Chair Baroudi would be meeting with Council President Jenkins and with MACRO.
- Comm. Gutierrez stated that the commission means a lot to her as a disabled woman with a disabled child. She added that she has been working with Co-Vice Chair Wilson on service navigation and survey distribution, and that she is active in the Oakland schools' community action committee and the Superfest disability film festival.

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- Co-Vice Chair Wilson mentioned her work in disability policy, and added that she, like Comm. Habansky, is a visual artist. She went on to note that as an officer, she has had the opportunity to work with each commissioner individually.
- Chair Baroudi mentioned that he is active in transportation issues involving those who have low vision or are blind, and has worked closely with OakDOT. He added that he has also advocated for additional funding for ADA Programs Division, and has worked on the general plan.
- Comm. Bartu noted that he has been working on reporting of the police department's interactions with people with disabilities.
- Co-Vice Chair Aure mentioned her former job at The Kelsey, which provides accessible housing and brings people from different sectors together in the process.
- Comm. Hollander noted that he is a longtime disability advocate, and it committed to making the community more accessible. He added that his focus has been on developing the commission's annual survey, and that he attended the Government and Disability Summit in Ventura, which offered good networking opportunities. He then mentioned the possibility of getting a budget allocation from city council.

Strategic Planning Morning Session

Facilitator Jasmine Pomar introduced the retreat format, explaining that the morning session would focus on broad visioning and discussion, while the afternoon session would focus on priorities, implementation, and strategic planning. She invited commissioners to describe their vision for an accessible and equitable Oakland and to identify the changes they would like to see in the city.

Commissioners described a shared vision of Oakland as a city where people with disabilities can move freely and independently throughout the community, access housing, transportation, services, employment, recreation, and public spaces, and fully participate in civic and community life. The discussion emphasized that accessibility should extend beyond legal compliance and focus on belonging, dignity, independence, self-determination, and quality of life. Commissioners noted that accessibility should be viewed as an ongoing process that evolves alongside the needs of the community rather than as a fixed destination.

Several commissioners emphasized the importance of addressing basic needs, including accessible housing, transportation, pedestrian infrastructure, parks, businesses, public facilities, emergency preparedness, and access to services and information. Others noted that conversations about disability often stop at basic access and compliance, while issues such as community participation, social connection, culture, recreation, and self-actualization receive less attention. Commissioners

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discussed the importance of creating opportunities for disabled residents not only to access the community but also to thrive within it.

The discussion highlighted the need to recognize the diversity of Oakland's disability community and the intersection of disability with race, age, language, gender, geography, economic status, and other identities. Commissioners called for greater attention to youth, seniors, communities of color, and residents of historically underserved neighborhoods. Several commissioners discussed the importance of ensuring that disability-related planning and policy efforts reflect the experiences of all disabled residents and address disparities in public investment and infrastructure improvements throughout the city.

Commissioners also discussed the value of community gathering places and "third spaces" where disabled residents can build relationships and participate in civic life outside of home, work, or school. Libraries, parks, cultural institutions, community centers, and disability-focused spaces were discussed as examples of places that can foster connection, visibility, and community-building. Commissioners expressed interest in expanding access to inclusive community spaces and strengthening opportunities for disabled residents to connect with one another.

A substantial portion of the discussion focused on community engagement and relationship-building. Commissioners emphasized the importance of strengthening relationships with disabled residents, community-based organizations, schools, service providers, advocacy groups, elected officials, City departments, planners, designers, and other boards and commissions. Commissioners noted that meaningful change often depends on both grassroots organizing and productive relationships with institutional decision-makers. The group discussed opportunities to expand outreach through existing community networks, improve participation in Commission activities, and increase the visibility of disability issues throughout Oakland.

Commissioners also discussed the importance of ensuring that disabled residents are included earlier in planning, design, and policy discussions. Several participants noted that City projects are often presented after major decisions have already been made, limiting the Commission's ability to influence outcomes. The group expressed interest in developing stronger working relationships with City departments and elected officials and creating regular opportunities for collaboration and consultation.

The discussion further explored how commissioners could leverage their own relationships, expertise, and community connections to advance accessibility goals. Participants identified opportunities to strengthen ties with community organizations, schools, transportation agencies, planning efforts, elected officials, and disability-serving organizations. Commissioners discussed the importance of serving as

connectors between grassroots organizations, community members, and decision-makers.

Commissioners also reflected on opportunities to strengthen relationships among themselves. Discussion included improving communication, supporting one another's projects, sharing information more effectively, and creating additional opportunities for collaboration while remaining compliant with Brown Act requirements. Commissioners expressed interest in developing stronger working relationships that would support implementation of future strategic-plan goals.

Facilitator Jasmine Pomar summarized several recurring themes that emerged throughout the morning discussion, including community engagement, relationship-building, visibility, representation, accessibility as an evolving process, and the importance of aligning future goals with the Commission's capacity and resources. Commissioners were asked to consider which goals they felt most prepared to advance and what priorities should be included in the next strategic plan.

Public Comment on Strategic Planning

Members of the public expressed support for the themes discussed during the morning session. Commenters encouraged the Commission to increase participation in meetings and outreach activities, expand engagement with seniors, and continue advocating for equitable investment in accessibility improvements throughout Oakland. Commenters emphasized the importance of ensuring that accessibility improvements reach historically underserved neighborhoods and that insufficient resources are not accepted as justification for barriers to access.

The Commission recessed for lunch at 12:00 p.m. and reconvened at 12:45 p.m.

Strategic Planning Afternoon Session

The afternoon session focused on reviewing recent accomplishments, identifying existing and emerging priorities, assessing the Commission's capacity, and discussing the structure of a revised strategic plan. Commissioners reflected on current and recent work, including collaboration with other City boards and commissions, accessibility input on transportation and infrastructure projects, administration of the annual disability survey, service-navigation efforts, review of police interaction data involving people with disabilities, advocacy related to elevator-ordinance enforcement, participation in planning initiatives such as the Downtown Oakland Specific Plan and General Plan, and efforts involving wayfinding, public spaces, accessibility improvements, and community engagement.

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Commissioners discussed the strengths that position the Commission to advance these efforts, including technical expertise, lived experience, advocacy skills, relationships with community organizations and public agencies, and the ability to educate both policymakers and the public. They also identified challenges associated with maintaining momentum across a large number of projects and ensuring that commissioners have sufficient support and opportunities to coordinate their work.

As the conversation turned toward future priorities, several themes emerged repeatedly. Commissioners identified community outreach and engagement as a central priority and discussed increasing participation in the annual survey, strengthening connections with disabled residents, engaging community organizations, improving public awareness of Commission activities, and expanding participation in civic and community events. Commissioners also discussed continuing the service-navigation project, improving access to disability-related resources and information, and ensuring that data collected through surveys and other initiatives informs future policy recommendations and advocacy efforts.

The group also expressed interest in strengthening relationships with elected officials and City departments, participating earlier in transportation and planning processes, advancing accessibility priorities through the General Plan and Downtown Oakland Specific Plan, improving emergency preparedness efforts for disabled residents, and completing ongoing work related to police interaction data and elevator-ordinance enforcement. Commissioners emphasized the value of focusing on projects where the Commission can have meaningful impact and where existing relationships, expertise, and community partnerships can support implementation.

A significant portion of the discussion focused on organizational capacity and resources. Commissioners observed that many of the priorities discussed throughout the retreat rely on adequate staff support and institutional commitment. In that context, commissioners emphasized the importance of increasing staffing capacity and securing sustainable funding for ADA Programs. Participants noted that ADA Programs provides support across transportation, housing, emergency preparedness, community safety, planning, legal mandates, and other areas across numerous citywide departments, making it a critical resource for advancing accessibility throughout City government. Commissioners expressed concern that current staffing levels, 2 staffers, severely limit the City's ability to respond effectively to accessibility needs citywide and to support the Commission's work. Discussion included potential approaches for strengthening institutional support, increasing resources, and ensuring that accessibility remains a citywide responsibility rather than the responsibility of a single division.

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Exhibit A

Anh Nguyen provided background on the organizational history of ADA Programs and explained that the division is currently housed within the City Administrator's Office because its responsibilities span multiple City functions and departments. Discussion highlighted the importance of maintaining a citywide approach to accessibility and ensuring that organizational structures support effective coordination across departments.

Commissioners also discussed whether the Commission should pursue an operational budget to support outreach, communications, engagement activities, and implementation of strategic-plan priorities. Participants agreed that any future funding request should clearly identify intended uses, expected outcomes, and the ways in which additional resources would strengthen the Commission's effectiveness and community impact.

As discussion shifted toward implementation, commissioners generally agreed that the next strategic plan should be more manageable, action-oriented, and closely aligned with available capacity than previous plans. Ideas included focusing on a smaller number of priorities, assigning project leads or small teams, developing measurable objectives, creating clearer project-management structures, utilizing progress-tracking tools, and establishing regular opportunities to review progress at Commission meetings. Commissioners emphasized the importance of balancing accountability and structure with flexibility, recognizing that opportunities, partnerships, and commissioner capacity may change over time.

Next Steps

Facilitator Jasmine Pomar stated that she would review the retreat discussion and prepare a draft strategic plan organized around the themes and priorities identified during the retreat. She indicated that she would follow up with commissioners regarding their interests, project priorities, and ideas for implementation and accountability. The draft plan will be circulated for review and feedback prior to a future Commission meeting. Subsequent discussions will focus on implementation, project ownership, progress monitoring, communication practices, and strategies for translating the Commission's priorities into measurable outcomes.

Public Comment on Strategic Planning

There was no further public comment.

The meeting adjourned at 2:00 p.m.

DRAFT

Onward

Exhibit B

Access for All

Same-day wheelchair-accessible rides, starting at $2

Presented to the Oakland Mayor's Commission on Persons with Disabilities (MCPD)

Kim Petty, Onward

Exhibit B

What is Access for All?

A state-funded program that makes same-day wheelchair van rides affordable.

State funded

Funded by the California Public Utilities Commission (CPUC) under Senate Bill 1376 to expand access for people who need a wheelchair-accessible vehicle (WAV).

Book by text, same day

Riders enroll once, then book rides by text message through Onward's Text2Book. No app and no password.

Adds to paratransit

Designed to sit alongside paratransit, rides from friends and family, and other services, not replace them. It fills the same-day gap.

Counties served: Alameda (including Oakland), Santa Clara, Marin, and San Mateo

Onward

Exhibit B

A large Bay Area network behind every ride

~150 Wheelchair-accessible vehicles on our platform

24,273 Bay Area WAV trips completed YTD in 2026

*projecting 30,000 trips in 2026

21 Local WAV provider partners

2026 subsidized WAV trips by county

Alameda	**4,500 / year**
Santa Clara	5,000 / year
Marin	1,500 / year
San Mateo	45 / year

Funds must be used in the county they were awarded to.

Providers pick up same-day trips on Onward's platform.

Onward

Exhibit B

Who qualifies and what it costs

Riders must meet all four:

- Uses a wheelchair, scooter, or other mobility device and needs a lift or ramp to get into a vehicle
- Lives in Alameda, Santa Clara, Marin, or San Mateo County
- Has a phone that can send and receive text messages
- Keeps an active credit card on file for fares

Fare per trip

Trip distance	Rider pays
0–10 miles	**$2**
11–20 miles	**$4**
21–40 miles	**$6**
41–60 miles	**$8**

- Trips start in the rider's county but can cross county lines.
- Round trips cost the same, as long as the rider returns to their home county.
- Example: an Oakland rider can get to a San Francisco appointment and back at the subsidized rate.

Onward

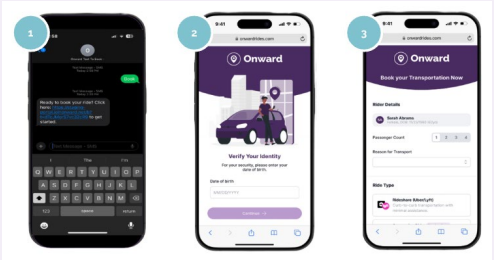
Exhibit B

Simple to enroll, simple to book

Enroll in about 2 business days

1. **Fill out a short form**
   Online at onwardrides.com/access-for-all
2. **Onward sets up the account**
   We call to finish setup and teach Text2Book
3. **Ready to ride**
   Riders also get emails with tips and program rules

Book by text: no app, no hold music



Alameda County
(510) 230-0086

1. Text “Book” from the registered phone
2. Confirm identity with date of birth
3. Share pickup, destination, and time
4. Get a confirmation, reminders the day before and 1 hour before, and an alert when the driver arrives

Onward

Alameda County update: New limits as of November 1

Demand has grown, and 2026 funding is running low. These changes help keep rides available to as many riders as possible through the end of the year.

20 trips

per rider, per calendar month

3 no-shows

More than 3 in a month may lead to suspension from the program. Please cancel rides

Use East Bay Paratransit for planned trips

Save Access for All for same-day or hard-to-schedule trips. **510-287-5000**

eastbayparatransit.org

Exhibit B

Onward

How the Commission can help

Share the program

Let Oakland residents who use wheelchairs know about same-day rides starting at $2.

Refer riders to us

Onward handles enrollment, training, and booking. Once you refer a rider, your part is done.

Tell us what you hear

Feedback from the community helps us improve service.

Help shape the future

Onward will be re-applying for AFA funds in 2027 through the Alameda CTC, if you have thoughts on future program design please share your feedback.

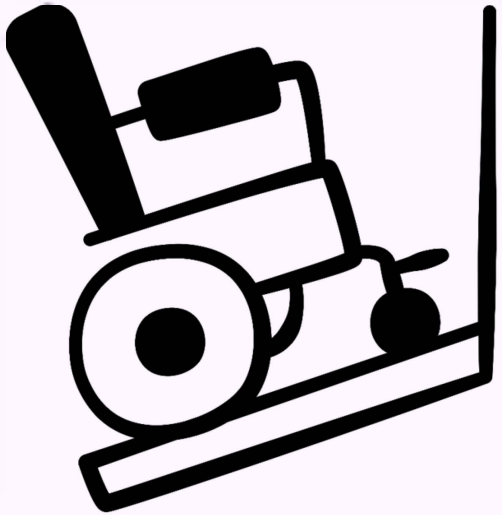
Sign up or learn more

onwardrides.com/access-for-all

1-800-700-4797

Exhibit B

Exhibit C



Single Rider Program

Powered by Center for Independent Living
Access for All

Exhibit C

What is the Single-Rider Program?

The Single-Rider Program is CIL's newest program, focusing on **expanding on-demand, wheelchair-accessible transportation options** for our consumers.

This program is meant to **complement (not replace)** paratransit and other traditional public transportation options.

The Single-Rider Program provides **same-day "rides of last resort"** and **door-through-door** support for our consumers to travel to and from **essential services and appointments**.

Single Rider Program

Powered by Center for Independent Living

Exhibit C

Key terms

Same-day

You can book a ride the same day that you'd like to travel, as long as you **provide an hour or more advance notice**. You can **book a ride up to 36 hours in advance**, with some exceptions made for rides to and from the airport and out-of-county MediCal appointments.

Single-rider WAV

Our program is **not** pooled, meaning that we give one ride to one consumer at a time – though our wheelchair accessible vehicle (WAV) can seat up to 2 wheelchair-users and 2 ambulatory passengers all at once!

Key terms cont.

Exhibit C

Door-through-door

Our program goes beyond curb-to-curb and **provides support that goes all the way up to/through the doorways** of your pick-up and drop-off locations. We can even provide some support carrying groceries, luggage, etc. if that would helpful for you!

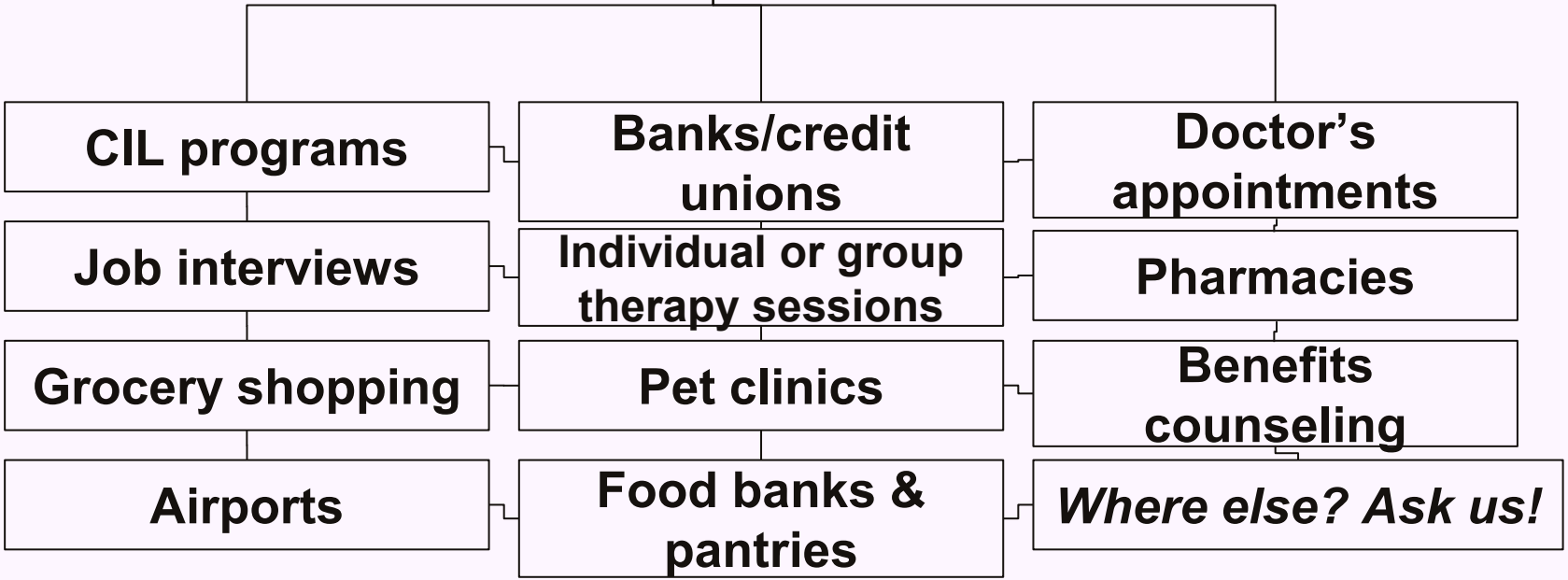
Essential services & appointments

What counts as an essential service or appointment?

Exhibit C

Where can the Single Rider Program take me?

Powered by Center for Independent Living



Who is eligible for the Single-Rider Program?

Age 13+ consumers traveling from N. Alameda County

Consumers between the ages of 14 and 17 are able to use the Single-Rider Program to get to CIL programs.

Consumers who are 18+ can use the program for any essential services and/or appointments.

Uses a mobility device and/or experiences mobility challenges

Our wheelchair-accessible vehicle (WAV) is built to support **anybody who uses a wheelchair, walker, scooter, cane, white cane, rollator, etc.,** and we're more than happy to demonstrate (after this slideshow!)

Exhibit C

Who is eligible for the Single-Rider Program? cont.

Traveling on weekdays between 9am and 5pm

We operate every weekday from 9am to 5pm, and **we prioritize time-sensitive, urgent trips** for consumers who do not have another accessible option.

Exhibit C

Exhibit C

3 roundtrip rides/week

You can also request to add up to 3 additional stops to your ride during the booking process. All rides must be approved by our I&R Dispatcher, and are pending driver and vehicle availability.

Up to 50 miles/ride

Rides must originate in Northern Alameda County; from there, you can go far!

Exhibit C

How to book a ride

01. Contact our I&R Dispatcher.

- You can call or text (510) 422-5075 for help booking your rides.
- The more information you can provide about your trip, the better!

02. Use the Single Rider Program app.

- You can download it from the Apple App Store or the Google Play Store for free!
- You can plan, schedule, and review your rides directly on your phone or tablet.



Exhibit C

How to book a ride cont.

03. Email WAV@thecil.org.

- If you have any questions about the Single-Rider Program, you can always contact us here, and we'll be sure to help you out!



Exhibit C

Need an accessible ride?

Safe, accessible transportation with friendly, trained drivers is just a tap away.

Get the Single Rider app today!

Single Rider Program

Powered by Center for Independent Living
Access for All

Download on the App Store

Get it on Play Store

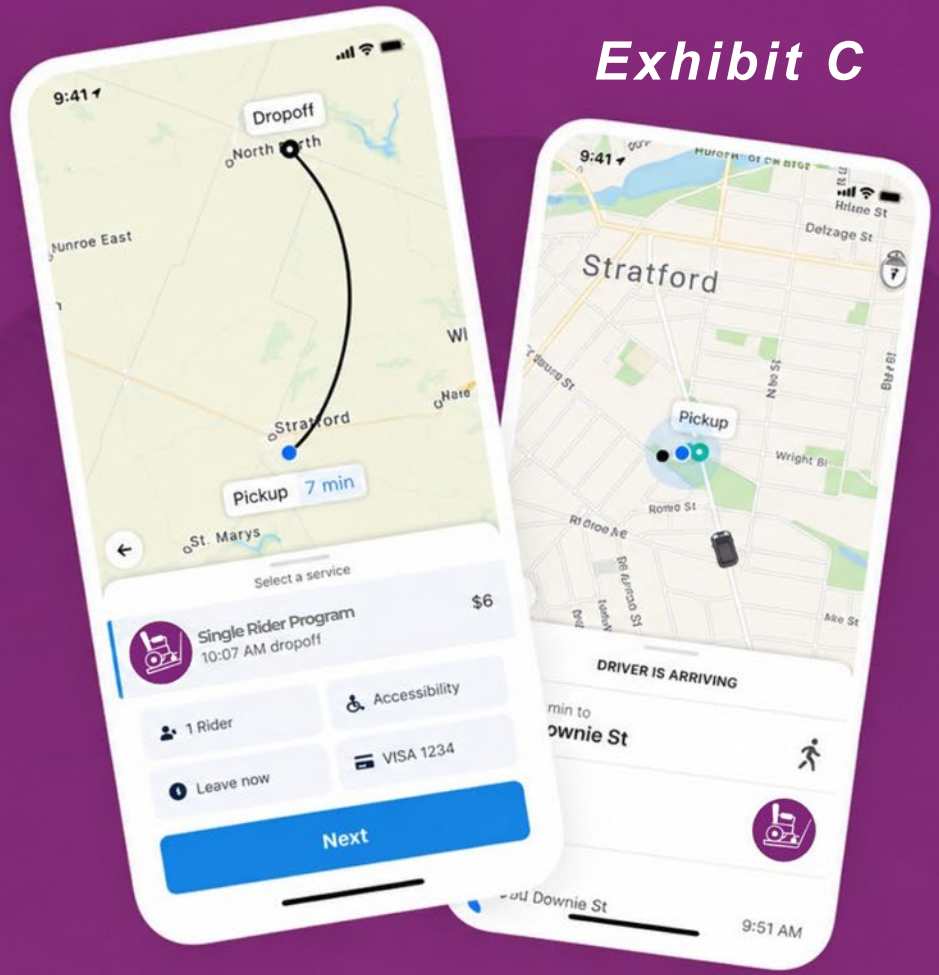


Exhibit C

Need an **accessible ride?**

Single Rider Program

Powered by

Center for Independent Living
Access for All



Exhibit D

Aira Video Interpreter Pilot

Helping blind and low vision riders navigate BART

Presentation to the Oakland Mayor's Commission on Persons with Disabilities

November 16th, 2026

Exhibit D

Pilot Purpose and Need

- Blind and low vision riders have difficulty finding faregates, ticket machines, and platforms
- Few stations have tactile guideways, destinations are limited, quality is inconsistent, and standards do not exist
- New faregates are quieter, making them harder to find

Exhibit D

What Is Aira?

- Live video calls with professionally trained Visual Interpreters
- Used through a free smartphone app called Aira Explorer
- Interpreters describe surroundings, read text, and help with tasks
- Interpreters receive basic BART training and can use the BART website and mobile app

Exhibit D

How Interpreters Help Riders

- Get to or from the station
- Find faregates, station agent booths, and ticket vending machines
- Locate the right platform and board the correct train
- Read signs, maps, and the BART app

Exhibit D

Why Aira Was Selected

- Staff reviewed five navigation technologies in March 2026 (Waymap, Goodmaps, Navilens, GTFS pathways, and Aira)
- No setup, station mapping, or ongoing maintenance needed
- Live interpreters adapt to changes in the environment
- Most cost-effective of the live-agent services reviewed

Exhibit D

Pilot Overview

- **Dates:** Tuesday, October 6 to Sunday, January 3
- **Availability:** 24 hours a day, 7 days a week
- **Cost:** BART covers the per-minute fee for BART-related calls
- **Coverage:** No geographic limit

Get Started: Set Up

1. Download the free Aira Explorer app from the Apple App Store or Google Play
2. Create an account and allow camera, microphone, and GPS access
3. Tap Browse Access Offers and search for “BART”

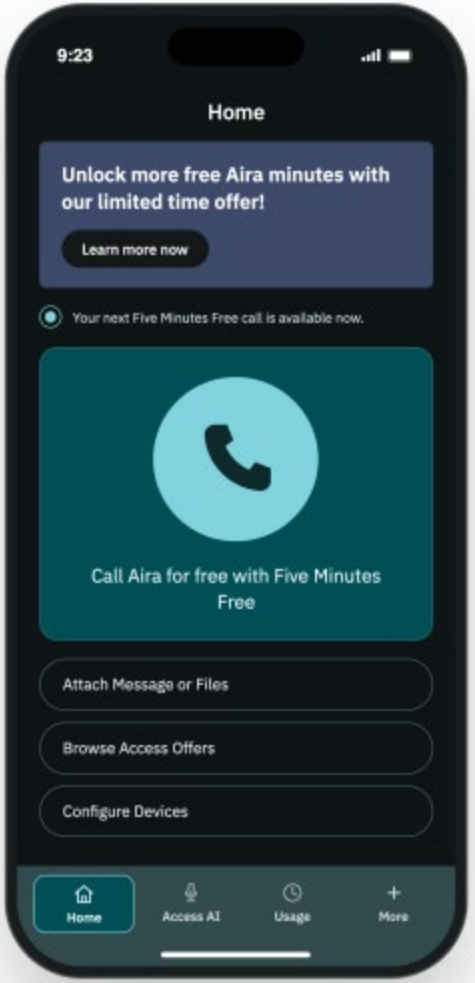


Image of the Aira App “Tap to call” screen

Exhibit D

Exhibit D

Get Started: Make a Call

4. Tap “Call an AIRA agent” to reach a live interpreter in 10 to 15 seconds
5. Say you are making a BART-related trip and point your camera at what you need help with

Exhibit D

Connectivity

- Aira uses the rider's phone camera and internet connection
- Works best with a cell signal or Wi-Fi
- Cell service may be limited at underground stations without Wi-Fi, such as 12th Street and 19th Street Oakland

Exhibit D

Evaluation Approach

- User survey
- Review of Aira data on call minutes, purpose, and in-App feedback
- Live user testing
- Summary and recommendations

Findings will inform whether BART seeks funding to offer this service in the future

Exhibit D

Evaluation Questions

- How many people use Aira, and for what purposes?
- What do users like, and what do they find most helpful?
- What are the drawbacks?
- How do users compare Aira Explorer to other navigation services and tactile pathways?
- Overall, is Aira Explorer a desirable solution for blind and low vision customers, and what would it cost to offer this in the future?

Exhibit D

Thank You

Questions?

Ryan Greene-Roesel

rgreene@bart.gov

Director, BART Customer Access and Accessibility Department

Oakland Public Library

Your Oakland Public Library empowers all people to explore, connect, and grow.

Exhibit E

Main Library

Exhibit E

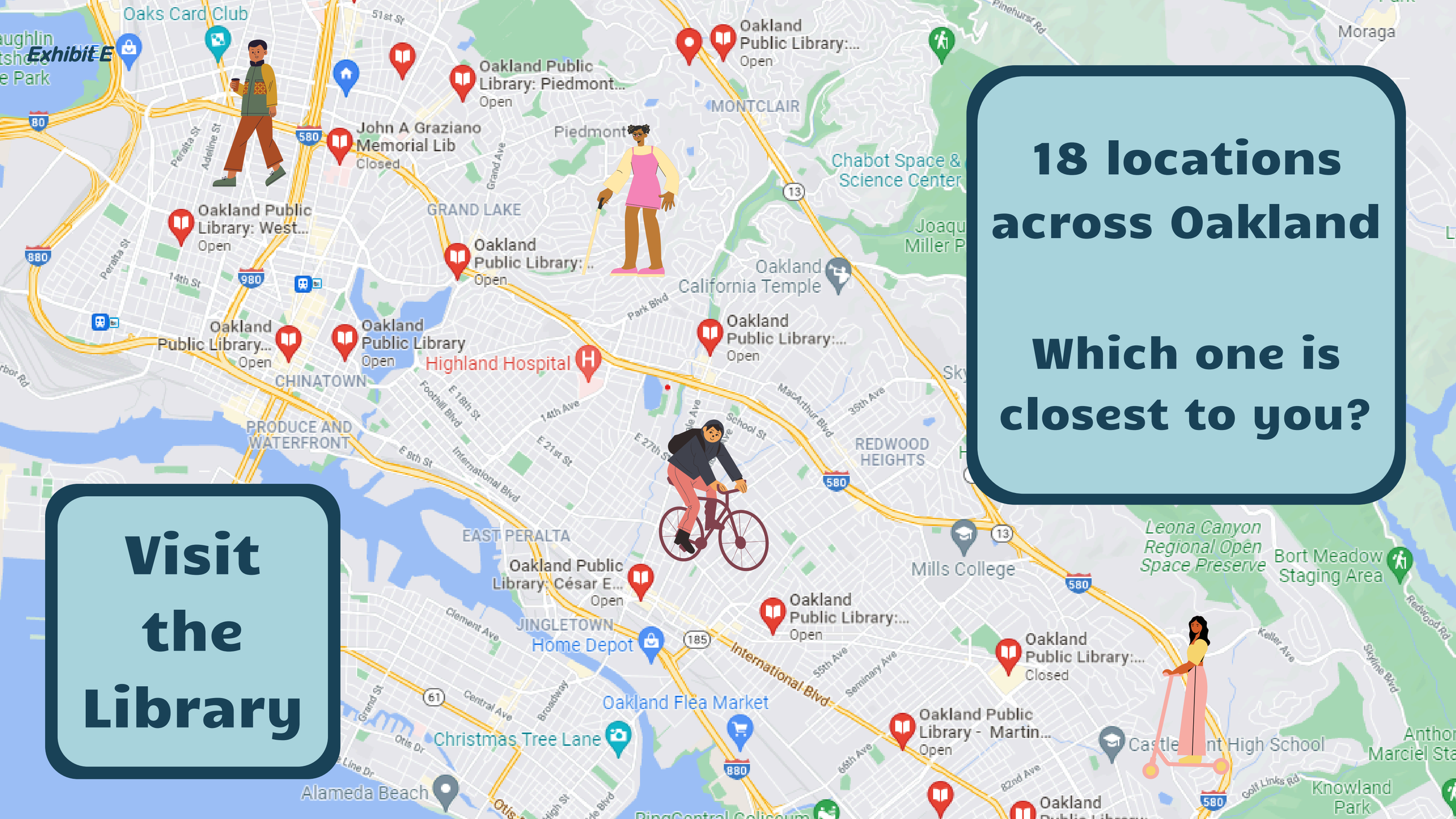


Mana Tominga
Supervising Librarian
mtominaga@oaklandlibrary.org

Celia Davis
Senior Librarian
cdavis@oaklandlibrary.org

Main Library
510-238-3134
125 14th Street

Exhibit E



18 locations across Oakland

Which one is closest to you?

Visit the Library


Exhibit E
The Oakland Public Library has:
A Main Library + 17 branches
An African American Museum and Library
An Oakland History Center (Located in the Main Library)
A Tool Lending Library (Located at our Temescal branch)
16 Seed Libraries

Our Collection is Accessible

Exhibit E

Virtual Access



ebooks & emagazines



audiobooks



digital movies & music



website optimized for screen readers

libby By OverDrive

hoopla

kanopy

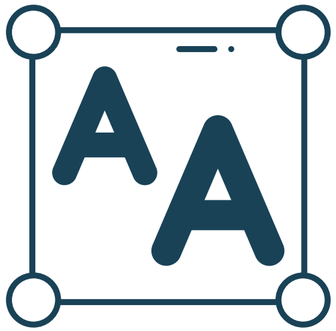
The Palace Project

WSJ

The New York Times

Exhibit E

Accessible Materials



Large Print

Collection of large type books at all OPL locations



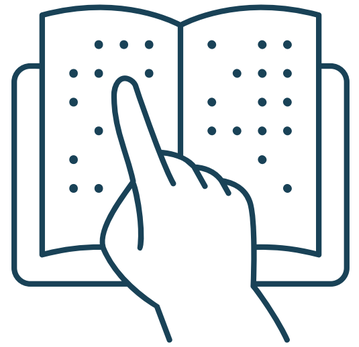
Helpful Staff

Staff can pull items from the collection for you on request & place hold request by phone



Designated Borrower

You may designate authorized users on your account to pick up materials for you



Braille

Braille books, audio books, and devices available for free from California State Library

Accessing Online Resources

Exhibit E





You will need...

- Library card number
- PIN = 4-digit passcode

Extended Services

Exhibit E



Longer checkout times



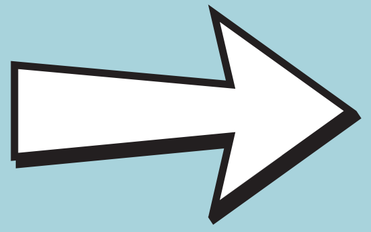
Place more holds



Answers to ‘ready reference’ questions mailed to your home



Descriptive videos can be sent to any branch for you



Call or visit any library branch to request ‘Extended Services’

Exhibit E

FREE

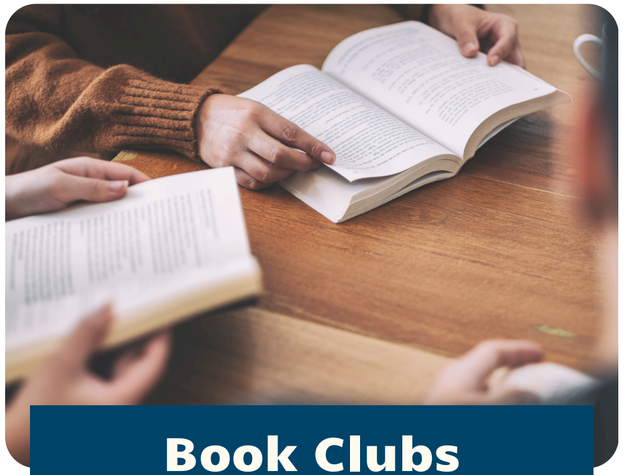
Events & Programs



Kimchi making @ Asian Branch

Adult Programming

Exhibit E



Book Clubs



ESL Convo Clubs



Bike Fix



Arts & Crafts



Author Talks



Cooking Demos

Exhibit E

Second Start Literacy Program



FREE one-on-one literacy tutoring for adults

- reading skills
- writing skills
- computer skills

secondstart@oaklandlibrary.org

(510) 238-3432

Accessible Programming

Exhibit E



Tactile Art Program @ Main Library with ASL interpretation



UC Extension Nutrition Class @ Elmhurst Branch for adults with developmental differences



Accessible storytime training for children's librarians

Accessiblity in the Library

Exhibit E



Branches & Main

- Sensory support toolkits
- Wheelchair accessible
- Service animals welcome
- Scent-free environment
- Accessible meeting toolkit
- Request disability-related accommodations & translations
- Rollator walkers (Main, Dimond, Rockridge)

Ask for a sensory support toolkit at the reference desk!

Main

- Sorenson Room

Interpretation and ASL



- Patrons can request interpretation, **including ASL**, for library programs;
- **Purple VRI** interpretation is available upon request;
- and OPL’s language learning program, Transparent Language, includes ASL and is accessible **for free** with a library card.

Exhibit E

OPL is Inclusive

Exhibit E



- ASSET intern with East Bay Innovations at Main Library
- ToolWorks team trash pickup on Wednesdays
- Group homes visit locations
- **Anyone welcome!**

Community Engagement



East Oakland Engagement team has bike libraries!





OPL Outreach at...

- Resource fairs
- Community & cultural events
- Residential facilities
- Organizations
- Schools



Want to partner? Email engagement@oaklandlibrary.org

Get In Touch!

Exhibit E

Reference Questions

eanswers@oaklandlibrary.org

510-238-3134

oaklandlibrary.org

Outreach Opportunities

engagement
@oaklandlibrary.org

oaklandlibrary.org/
community-outreach

