

Create your own custom BART
schedule at www.bart.gov.

For personalized help, call your
local BART Transit Information
Center number:

San Francisco
(415) 989-BART

Berkeley, Oakland,
San Leandro
(510) 465-BART

South Bay
(650) 992-BART

Richmond, El Cerrito
(510) 236-BART

Fremont, Union City,
Castro Valley, Hayward
(510) 441-BART

Contra Costa County
(925) 676-BART

BART Transit Information Center Representatives are
available to take your calls from 8 am to 6 pm, Monday
through Saturday.

Other important phone numbers:

BART Police
(510) 464-7000

Lost and Found
(510) 464-7090

TDD Service
(510) 839-2220

Bike Locker Info
(510) 464-7133

Elevator Availability
(510) 834-5438 or
(888) 235-3828

Ticket Exchange/
Refund Information
(510) 464-6841

Parking Programs
(877) 700-7275 or
www.bart.gov/parking

Carpool to BART
Dial 511 or visit
511.org



Printed on recycled paper
by a Forest Stewardship
Council™-approved printer.
Please share or recycle
this brochure.

Bay Area Rapid Transit District
P.O. Box 12688
Oakland, CA 94604-2688



BART Safety Guide

Customer
Safety Tips

JANUARY 2012
FREE



BART... and you're there.



Your safety is BART's top priority, and we don't take this responsibility lightly. Uncompromising safety standards and the participation of our most important safety partner—you—help keep BART safe and secure.

Partners in Safety

BART has invested significantly in safety-related improvements in stations and onboard our trains. BART has plans that cover virtually every conceivable emergency, working with local police, fire departments and other emergency agencies. BART holds practice drills on a regular basis.

This BART Safety Guide is designed to provide you with an overview of a variety of critical safety rules, practical tips and procedures to follow while riding on BART. Being informed plays an important role in being safe and allows you to be a partner in ensuring your own safety.

General Safety

Watch your step on stairs and escalators. Hold onto handrails. Be careful to avoid wet areas or debris and report unmarked hazards to the Station Agent.

Avoid using your mobile device or mobile phone, texting or other multitasking while walking.

At stations, do not cross the tracks, walk on the trackways or touch the electric third rail.

Do not run in stations, on trains or on platforms. Running significantly increases the risk of injuries to you and other passengers.

For security reasons, hold onto your luggage and personal possessions at all times.

Roller skating, roller blading, bicycle riding and skateboarding are not allowed in stations or on trains. When carrying bikes, be aware of other passengers. Permits are required for (electric only) motorized scooters/two-wheeled vehicles.

Gasoline, flammable or volatile solvents, acids, etc. are not allowed in stations or on trains.

Safety Rules as Simple as 1-2-3

- 1 Be aware of your surroundings.**
Knowing that something doesn't look "right" can sometimes make the difference in your safety.
- 2 Listen carefully to emergency instructions.**
BART employees are highly trained in emergency procedures.
- 3 Report unsafe conditions immediately.**
Reporting an unsafe incident or condition to BART personnel can protect you and others from a dangerous situation.

On the Escalator

Please Pay Attention

- Look at the direction of the escalator before you take the first step.
- Watch your step when entering or leaving the escalator, and step (don't slide) off.
- Keep your feet in the center of the step and face forward.

Use the Handrail

- Always use the handrails to maintain your balance.
- NEVER ride or place bags or luggage on the handrail.



Supervise children and stay clear of the pinch areas.

Exit Promptly

- Do not block the escalator landing.
- NEVER stop, stand or play on an escalator landing.

Supervise Children

- Hold the hands of small children.
- Carefully supervise children who are in your care so that they do not sit or play on stairs or escalators.

Stay Clear of Pinch Areas

- Keep your hands, feet and clothing clear of the side panels of the escalator.
- Be careful—loose shoelaces, soft rubber shoes and baggy clothes can get caught in the moving parts of the escalator.



Step over the comb plate when getting on or off the escalator.

Step over Comb Plate

- Always pick up your feet and step carefully on or off the escalator. NEVER drag or slide your feet off the edge of the escalator.

Please Don't Use the Escalator If ...

- You have limited physical abilities or are carrying large packages or luggage.
- You are carrying a small child in your arms or in a stroller.
- You are carrying or walking a bicycle. **Bicycles are not allowed on escalators.**
- Animals are not allowed on escalators.

In all of the above instances, we recommend you use the elevators.

On the Platform

Please stay behind the yellow-and-black platform edge detection tiles. Do not approach the train until it comes to a complete stop in the station.

Never sit on the platform edge or touch the outside of the trains!

Do not cross the tracks or enter the trackway under any circumstances!

If you drop something onto the trackway, do not try to retrieve it! Call a Station Agent for help.

There is a crawl space area underneath the train platform overhang that may provide some protection in the event of an accidental fall onto the track.

Watch your step when boarding and watch the narrow gap between the platform edge and the train.

Stand in the center of the platform in well-lighted areas.

If you need help, use a white courtesy telephone to contact a Station Agent. For police assistance, call the Station Agent or go to the nearest pay phone and dial (510) 464-7000.

BART train doors close automatically. Doors do not re-open for obstructions. Please keep yourself and your possessions well clear of the doors upon entering and exiting the train.

Station platform edges have special rubber tiles and a noticeable change of texture to alert vision-impaired passengers that they are approaching the edge. The tiles are bright yellow and interspersed with black tiles at the positions of the train's doors to aid passengers with limited vision.

Take precautions while near the space between train cars.

On the Train

Do not lean against the doors when inside the train.

When entering and exiting the train, be sure to watch your step. There is a gap of approximately three inches between the train and the platform.

Intercoms are located at both ends of each car.

Take time to review the Emergency Procedures signs posted in each train car.

Please keep luggage out of the way of fellow passengers. Luggage must never block walkways or doorways. Keep your luggage in sight at all times.

In the Parking Lot

Observe posted regulations and park in designated areas.

Before leaving your car:

- Check your headlights.
- Lock your car.
- Don't leave valuables or packages where they can be seen.





Emergency fire extinguishers are located at the end door of all BART cars.

Follow the operating instructions on the label.

Using Emergency Equipment

FIRE EXTINGUISHERS

Emergency fire extinguishers are located on all levels of the stations and are well-marked. In the event of an emergency, listen for instructions over the public address system or directly from BART personnel.

INTERCOM

- Locate the intercom on your train.
- Press, then release, the "Attendant Call" button to speak directly with the Train Operator.
- Use the intercom to ask the Train Operator questions or to report anything you believe is important or unsafe.



Use the intercom to contact the Train Operator.

- The Train Operator can contact the BART Operations Control Center to provide whatever emergency or other services are needed.
- If something is happening in the car you are in and you don't want to be seen calling the Train Operator, walk to the next car and call from there.

Medical Emergencies

CALLING FOR HELP AT THE STATION

In the event of a medical emergency in the BART station, contact the Station Agent by using the white courtesy telephone. If BART personnel are not immediately available, use your mobile device or mobile phone or go to the nearest pay phone and contact BART Police at (510) 464-7000.



Contact BART Police at (510) 464-7000

CALLING FOR HELP ON THE TRAIN

If a medical emergency occurs on the train, contact the Train Operator using one of the intercoms located at each end of the car.

BEFORE MEDICAL HELP ARRIVES

Avoid moving the stricken person while you are waiting for trained personnel to arrive.

Apply first aid to the level of your ability.

BART Train Emergency Procedures Sign

IN CASE OF EMERGENCY

★ **Look** *Be aware of your travel environment*

★ **Listen** *Follow directions in an emergency*

★ **Respond** *Report or act upon unsafe conditions*



In case of emergency evacuation, rescue personnel will assist passengers with disabilities. If evacuation is necessary before rescue personnel arrive, please assist such passengers. Leave wheelchairs on train.



To talk to Train Operator, press intercom button, release button, wait for Operator to respond, then speak.



If instructed to open doors in an emergency, pull cover panel away and move lever in the direction of the arrow.



Fire extinguishers are located at each end of the car. Kick in plastic door panel to remove.



Leave bicycles behind and clear of aisle in the event of an evacuation.



Emergency phones located in subway and tunnel areas are marked by a blue light. Lift receiver for direct line to BART Control Center.

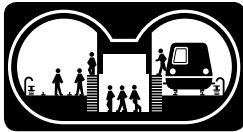


DANGER
Do not touch the electric third rail.

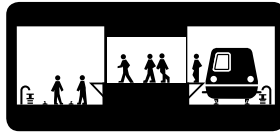


DANGER
Do not touch the high-voltage paddle units which protrude from the underside of the train.

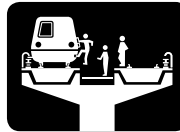
EVACUATION PROCEDURES



Transbay Tube



Tunnel & Subway Areas



Aerial Structures

- Wait for instructions from the Train Operator.
- Watch your step when exiting the train.
- Walk along walkway to cross-passage door.
- Cross-passage doors are painted bright yellow. Follow the arrows on the walls to the nearest cross-passage door.
- **CROSS OVER TO ADJACENT TRACK AND WAIT FOR RESCUE TRAIN.**
- Do not block doorways.

- Wait for instructions from the Train Operator.
- To exit train, use grab rail and inset crew step next to the train door.
- Step down carefully to walkway between elevated tracks. Some walkways are below track level.
- **USE WALKWAY AND ADJACENT TRACK TO GET CLEAR OF TRAIN AND WAIT FOR RESCUE TRAIN.**



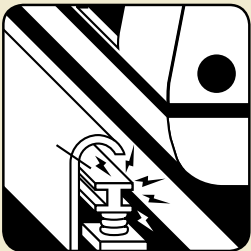
The **Train Emergency Procedures Sign** you see above appears in each BART train car. On your next BART trip, take a moment to locate the sign and become familiar with important general emergency and evacuation procedures.

Evacuation Procedures

OVERVIEW

In an emergency, the safest place to be is usually onboard the train. By staying onboard you allow the Train Operator to choose from a number of actions to ensure your safety, including moving the train to a safe location, calling for additional emergency personnel, going to the reverse end and moving the train out of danger, and separating cars from the rest of the train. Do not evacuate unless instructed to do so by BART personnel or other emergency response personnel. Evacuation procedures vary depending on whether the tracks are:

- Elevated (Aerial Structure)
- In subways
- In the Transbay Tube
- In the Berkeley Hills Tunnel
- On ground level



Do not touch the electric third rail.



Do not touch the high-voltage paddles that stick out from beneath each pair of train car wheels.

IMPORTANT SAFETY NOTES

For all evacuation procedures that follow, there are three life-saving rules that must always be followed:

- **Listen to the Train Operator.**
- **Do not touch the electric third rail.**
- **Do not touch the four high-voltage paddles that stick out from beneath each car, one near each pair of wheels.**



Use the door release only in emergencies.

EMERGENCY DOOR RELEASE

An emergency door release is located above the seats next to each outside door.

- To open the door manually after the train stops, pull the cover panel away and move the lever in the direction of the arrow.
- **Use the door release only in emergencies.** Remember, the safest place to be during an emergency is onboard the train in most cases.

EVACUATION ON AN ELEVATED TRACK (Aerial Structure)

On aerial structures, also called elevated tracks, the walkway is approximately five feet below the level of the train.

If you have to evacuate, the Train Operator will open a door that has a handrail and inset footsteps on the outside of the train car.

Step carefully when you leave the train and walk along the walkway away from the train.

Walk on the tracks or walkway far enough past the train so that people behind you can also get a safe distance from the train.

Wait for help to arrive, listening for instructions from the Train Operator or rescue personnel.

Please assist children, older passengers and people with disabilities.

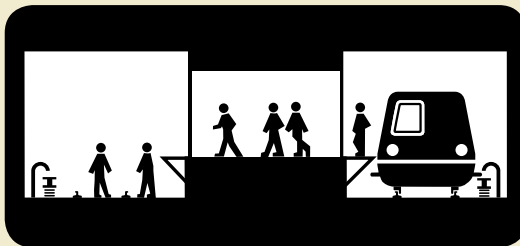
EVACUATION IN A SUBWAY

(Not Transbay Tube or Berkeley Hills Tunnel)

When evacuating a train in a subway, the Train Operator will open the doors.

When the doors open, look to see if there is a walkway.

EVACUATION IN A SUBWAY: Walk to the nearest door through the passageway to the opposite trackway and wait for the rescue train.

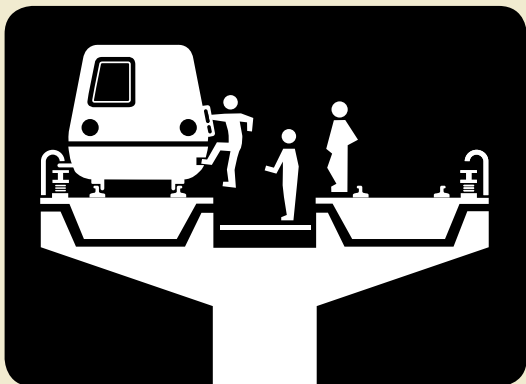


If there is no walkway, walk through the train to the next car and exit.

Proceed along the walkway away from the train until you reach the nearest door.

Cross through the passageway to the opposite tunnel and walk along the trackway until people behind you have cleared the doorway.

EVACUATION ON AN ELEVATED TRACK: Step carefully when you leave the train and walk along the walkway away from the train.



BERKELEY HILLS TUNNEL EVACUATION

If evacuation in the Berkeley Hills Tunnel is necessary, the Train Operator will open selected doors for your evacuation and give you instructions.

Watch your step when exiting the train.

Go along the walkway or trackway to the nearest door, cross through the passageway to the opposite tunnel and walk along the tracks until the people behind you have cleared the doorway.

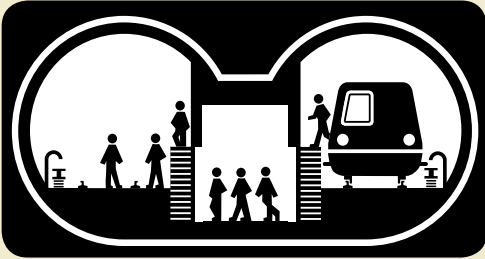
Wait for the rescue train.

Do not block the doorway. Doors leading to the passageway are lighted and painted bright yellow and are located about every 1,000 feet.

TRANSBAY TUBE EVACUATION

If evacuation in the Transbay Tube is necessary, carefully step from the train to the walkway. If there is no walkway, walk through the train to the next car, then exit the train.

EVACUATION IN THE TRANSBAY TUBE:
Walk to the nearest door through the passageway to the opposite trackway.



Yellow arrows painted on the wall indicate the distance and direction to the nearest door. Go along the walkway and down the ramp to the nearest door. Go through the passageway to the opposite trackway and proceed along the walkway until people behind you have cleared the doorway.

Wait for the rescue train.

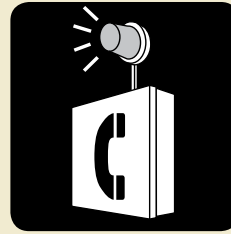
Don't block the doorway. Cross-passage doors are lighted and painted bright yellow and are located every 330 feet.

EVACUATION ON GROUND LEVEL

Evacuation on ground level involves essentially the same procedures as for aerial evacuation—see page 6 section "Evacuation on an Elevated Track."

Wait for the Train Operator to open the doors. Once outside the train, walk to the wire fence and away from the train. Stay between the fence and trackway until help arrives.

Help those who need assistance.



Emergency phones located in the tunnel and subway areas are marked with a blue light.

Emergency Phones

Emergency phones are located in the tunnel and subway areas and are marked with a blue light. Pick up the receiver for a direct line to the BART Control Center.



In case of an emergency, leave your wheelchair on the train.

Passengers with Disabilities

In case of an emergency, leave your wheelchair on the train. The walkways and ramps used for evacuation are too narrow to accommodate wheelchairs. Passengers who are vision- or hearing-impaired or who use mobility aids should ask for assistance from other passengers.

Security Measures

The BART Police Department is dedicated to ensuring the safety and security of BART customers, employees and their property. The BART security program is designed for maximum effectiveness without compromising on-time performance and protection of your privacy. Here are a few important guidelines regarding security on BART.

PERSONAL SAFETY

- Always be alert and aware of the people around you.
- Avoid talking to strangers, especially in isolated areas.
- If carrying a purse, hold it tightly and close to your body; if carrying a wallet, keep it in a front pocket.
- If you are attacked, scream or blow a whistle in order to bring attention to your situation.

WHILE RIDING BART

In the event of a problem, follow all instructions from BART Police and station personnel carefully.

Keep your packages, briefcases, backpacks, etc. with you at all times.

If you see an unattended package, leave it where it is, move away and call BART Police at (510) 464-7000 or contact a Station Agent or Train Operator.

Familiarize yourself with station exits and the locations of fire extinguishers, station intercoms and pay phones.

When waiting for a train, stay in a central location that is occupied by other patrons.

During off hours, ride as near to the Train Operator as possible. If someone bothers you, move to another seat or car and notify the Train Operator.

If you are on a train, Train Operators can be contacted by using the intercom at each end of every train car. Train Operators can radio messages to the BART Police Department. Police officers can then be dispatched to any location.

If you are on a platform or inside a station, you may use a white courtesy telephone that goes directly to the Station Agent. The Station Agent can then contact the BART Police Department.

IN THE PARKING LOT

Briskly and confidently walk to your vehicle. Scan the area as you walk and be aware of the people in the area. If anyone looks suspicious, move away from them. Go back to the station and notify the Station Agent.

Have your keys out and ready before you reach your vehicle. Once you have reached your car, quickly check the interior for any possible intruders. If clear, enter the car and quickly lock the door behind you.

INFORM YOUR CHILDREN

If your children ride BART or the buses alone, please advise them on how to handle themselves around strangers. Teach them how to contact the police, Train Operators, Station Agents and bus drivers for assistance and help.



If you see an unattended package, leave it where it is, move away and call BART Police at (510) 464-7000 or contact a Station Agent or Train Operator.

Bicycle and Other Two-Wheeled Vehicle Safety

Bikes are never allowed on crowded cars or on the first car.

Bicyclists must do the following:

- Use elevators or stairs—not escalators.
- Walk bikes.
- Yield priority seating to seniors and people with disabilities.
- Yield to other passengers.
- Hold bikes while on trains.
- Do not block aisles or doors.

In the case of evacuation, leave your bike on the train and do not let it block aisles or doors.

Gas-powered vehicles are never permitted.

Customers with two-wheeled motorized/electric scooters can only use elevators—not stairs or escalators. You are required to have a permit for your vehicle. The permit may be obtained from the Customer Access Department.

For a complete list of bike rules and regulations, pick up a BART Basics Guide, visit www.bart.gov, and check posted signs in stations and on trains.



Courtesy

Help make riding BART a pleasurable experience for your fellow BART riders. Be considerate and follow these rules and suggestions:

- Smoking, eating, drinking or using music/video players without headphones is prohibited in stations and on trains. Violations can lead to citations and fines.
- Pets completely enclosed within special carrying cases and police, guide, service and signal dogs are the only animals permitted on BART.
- Please do not leave paper or other refuse on the trains.
- Allow disembarking passengers to leave the train first before you board, providing them with enough room to depart safely and efficiently.
- Please yield your seat to standing seniors and people with disabilities on a crowded train, particularly if you are in a seat close to the train doors.
- Set your mobile phone to vibrate, if possible.
- Keep your voice low when conversing with fellow passengers or on your mobile phone.

Important Phone Numbers

Remember, there are three main ways to call for help:

1. The white courtesy telephone, in the station
2. The intercom, on the train
3. Your mobile device or mobile phone, anywhere service is available to you

BART POLICE: (510) 464-7000

Safety Quick Reference

EMERGENCY PHONES

Emergency phones located in the tunnel and subway areas are marked with a blue light. Pick up the receiver for a direct line to the BART Operations Control Center.

FIRE EXTINGUISHERS

Each car is equipped with two fire extinguishers located next to the doors connecting the cars. Signs mark their locations and instructions for their use are clearly stated.

INTERCOM

An intercom is located at the end of each car should you need assistance from the Train Operator.

EMERGENCY DOOR RELEASE

Emergency door releases are located above the seats next to the side doors. To open the door, pull the cover panel away and move the lever in the direction of the arrow.

THIRD RAIL

Never touch the electric third rail or the four high-voltage paddles that stick out from beneath each car.

EMERGENCY EVACUATION

In case of emergency evacuation, rescue personnel will assist passengers with disabilities. If evacuation is necessary before rescue personnel arrive, please assist such passengers. Leave wheelchairs on the train.

AERIAL OR ELEVATED STRUCTURES

Aerial or elevated structures have sunken walkways between the tracks. **Step carefully!** There is an extreme danger from the high-voltage paddles protruding from beneath each car. **Do not touch the paddles!** There are four paddles beneath each car, one near each pair of wheels.

BICYCLES AND LUGGAGE

Leave bicycles and luggage behind in the event of an emergency.