

## EMERGENCY PROCEDURES

If there is an emergency while riding the BART train, passengers may need to do one or more of the following:

- To talk to the Train Operator, press the "Attendant Call" intercom at the end of the car.
- Listen for announcements from the Train Operator and, if necessary, evacuation instructions.
- To activate the emergency door releases, located above the seats next to the door, pull the cover panel away and move the lever in the direction of the arrow, away from the door.
- Fire extinguishers are located at the end of each car. Break the plastic to remove the extinguishers.
- Emergency phones located in the Transbay Tube, Berkeley Hills Tunnel, and subway areas are marked by a blue light. Lift the receiver to be connected to BART Central Dispatch.

## EVACUATION PROCEDURES

Evacuation procedures vary for ground level, elevated areas, subway areas, the Transbay Tube, and the Berkeley Hills Tunnel. In general:

- Follow instructions on the Emergency Procedures poster in each car and listen for announcements from the Train Operator or rescue personnel.
- In most emergency situations, rescue personnel will be present to assist seniors and passengers with disabilities. If rescue personnel are not present and a life-threatening emergency exists, blind passengers and persons using mobility aids (including wheelchairs) should seek assistance from other passengers. Deaf passengers should use other passengers as a guide.
- Leave wheelchairs on the train; they will be returned to their owners after the evacuation. Evacuation of wheelchairs is not possible because the walkways and ramps are too narrow to accommodate a wheelchair.
- When evacuating the train, be very careful not to touch the third rail or the high-voltage paddle units that extend from the underside of the train.

**Create your own custom BART schedule at [www.bart.gov](http://www.bart.gov).**

**Download the official BART app from the iOS App Store or Google Play Store for trip planning, real time departures, service advisories and more.**

**For personalized help with trip planning, call (510) 465-BART or (510) 465-2278.**

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

**You can also find connecting transit information by dialing 511 or visiting [511.org](http://511.org).**

**Station Elevator Status: (510) 834-5438 or toll-free (888) 235-3828**

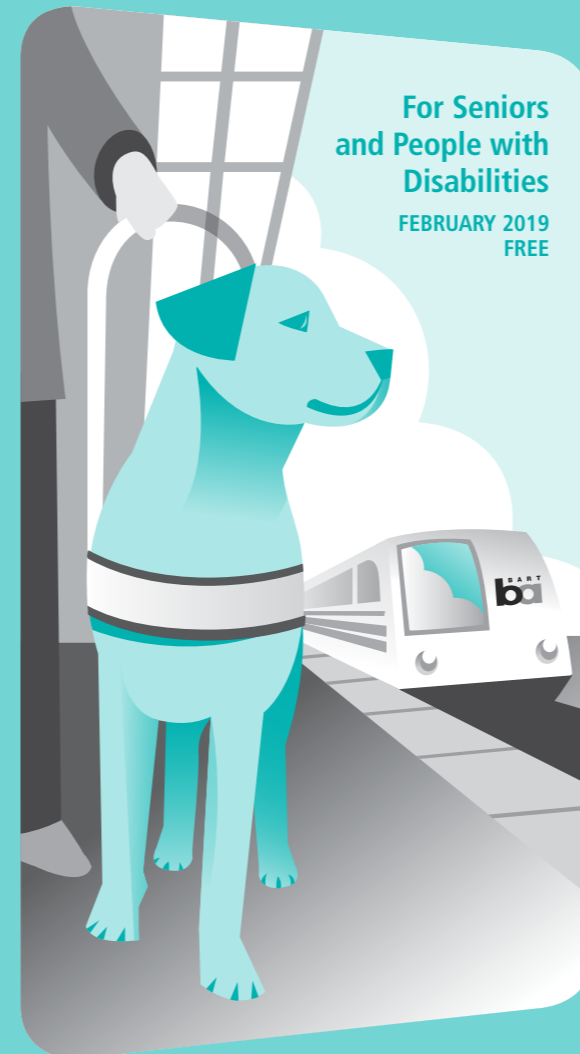


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# BART Accessibility Guide



BART... and you're there.



**BART trains and stations are designed with accessible features for seniors and persons with disabilities. This brochure highlights some of those special fares, station attributes, boarding and emergency procedures, and connecting transit options.**

## Welcome to BART

Bay Area Rapid Transit (BART) provides fast, reliable and convenient rail transportation between San Francisco, Oakland and other cities in Alameda, Contra Costa, and San Mateo Counties.

Hours of operation are from 5 am to midnight on weekdays, 6 am to midnight on Saturdays, and 8 am to midnight on Sundays and holidays. BART trains typically run every 15 minutes except weekends, when trains run about every 20 minutes. For detailed information on station locations and train schedules, pick up a copy of the "BART Fares and Schedules" brochure or refer to the posted maps and timetables at any BART station. You can also call the BART Transit Information Center (see back page for phone numbers) or visit [www.bart.gov](http://www.bart.gov).

## ACCESSIBILITY FEATURES

Following is a partial list of the features which make it easy for seniors and persons with disabilities to use BART.

### For all passengers:

- All BART stations are staffed by Station Agents who can show you the station's accessibility features.
- All BART cars have designated priority seating near the doors for seniors and persons with disabilities.
- All BART stations are equipped with elevators.

- All BART stations have public telephones and white courtesy telephones at all levels that connect directly to the Station Agent.
- Service animals are permitted in BART stations and on trains.



*All BART cars have space to accommodate wheelchair users.*

### If you are blind or vision impaired:

- Textured rubber tiles along the length of BART train platforms mark the platform edge. These tiles can be detected with a cane or foot. An extra row marks the location of the car doors on the middle cars of the train.
- Train Operators announce the name of the next station and instructions for transfers.

- A public address system announces train arrivals and other information on the station platforms.

- All stations have Braille and large-print signs marking exits and other important locations.
- Ticket vending machines located in the stations have an audio and braille feature.

### If you are deaf or hearing impaired:

- Changeable text message signs on the platform display the destination of each arriving train and other important information.
- There is at least one Telecommunications Device for the Deaf (TDD) in each BART station.

### If you use a wheelchair or have limited mobility:

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

## BART Fares and Tickets

Fares are based on how far you travel. Tickets can be purchased from machines located in all BART stations. Each person must have his or her own ticket.

### DISCOUNT TICKETS

BART and several other public transit agencies have joined together to make it easy for persons with disabilities to enjoy discount fares throughout the region. You can take advantage of these discounts by obtaining a Regional Transit Connection (RTC) Discount Card. To request a brochure and application for the RTC Discount Card, call (510) 464-7133 or TDD (510) 839-2220 or visit the BART Customer Service Center at the Lake Merritt Station.

Seniors 65 and older do not need to apply for an RTC Discount Card because they are automatically eligible to ride BART at a discount fare. To qualify for this fare, seniors should be prepared to show a valid photo ID verifying their age when asked by BART personnel.

Seniors age 65 and older and disabled persons with a Regional Transit Connection (RTC) Discount Card or other valid identification are eligible for discount tickets—**green** tickets for seniors and **red** tickets for people with disabilities. You may purchase discount tickets at the BART Customer Services Center at Lake Merritt Station, from selected retail vendors, by mail, and online at [www.bart.gov](http://www.bart.gov). For a list of retail outlets, call the BART Transit Information Center or visit [www.bart.gov](http://www.bart.gov). For \$9, seniors or those with disabilities can buy a \$24 ticket—a discount of 62.5%.

Your RTC discount is now Clipper® Card enabled at all participating transit agencies. For information, including how to get an RTC Clipper® Card for your Personal Care Attendant (PCA), please visit [www.clippercard.com](http://www.clippercard.com).

Seniors and disabled persons entering or exiting a station using a discount ticket may be asked to verify their eligibility by showing valid identification.

### Valid ID includes:

- RTC Discount Card
- Medicare card (not Medi-Cal)
- Disabled person placard or license plate from California DMV
- Valid transit discount card from another California transit agency
- For seniors, a photo ID with proof of age

## At the BART Station

### USING ELEVATORS

All BART stations have accessible elevators. In some stations you may need to use two different elevators to get from the street to the train platform level. To find the location of station elevators, call the BART Transit Information Center or visit [www.bart.gov](http://www.bart.gov). If you need help using the elevator, contact the Station Agent.

If you arrive at a BART station and are unable to enter or exit the station because the elevator is not working, contact the Station Agent. They will help you enter or exit in another way if possible or refer you to an alternate means of transportation such as a bus or paratransit. If you find out in advance that an elevator is not working at the station you want to go to, call the BART Transit Information Center to find out what transit alternatives are available to you. To check the status of elevator operation at any station, call (510) 834-5438 or (888)235-3828.

**In case of fire, do not use the elevators.**

### USING ESCALATORS

All BART stations have escalators. Generally, the escalators operate in the direction of main passenger flow, which varies depending on the time of day and location. Where possible, escalator service is provided in both directions. To ensure your safety and the safety of others, be sure to hold onto the handrail while using

the escalators. Wheelchairs are not allowed on the escalators. To check the status of escalator operation at any station, call the BART Transit Information Center or 511.

### AT THE PLATFORM

Stand behind the wide yellow strip of textured rubber tiles that runs along the length of all BART platforms. These tiles can be detected with a cane or foot. Black rubber tiles are used to mark the approximate location of train doors when the train pulls into the station. An extra row of black tiles marks the entrance to the two middle cars of the train. Exact door locations may vary. Do not approach the train until it comes to a complete stop.

## Riding the BART Train

### WHICH TRAIN TO RIDE

Trains are identified by the name of the station at the end of the line. Determine which train to ride by locating your starting point and destination on the BART System Map and noting the name of the last station in your direction of travel. Message signs on the platform level flash the destination of arriving trains. If you are unable to read the train destination signs, be sure to listen for audio announcements.

### BOARDING THE TRAIN

Do not approach the train until it comes to a complete stop; the train may adjust its position at the platform before the doors open. Allow passengers to exit before you enter. Pay attention to the narrow gap between the platform edge and the train.

Seats near the train doors are designated as priority seating for seniors and persons with disabilities. Hold on to the vertical handrails, overhead handrails, or seat-back handholds to steady your ride when the train is moving.

The Train Operator's booth is in the first car of the train. Bicycles are not allowed in this car. For this reason, passengers with disabilities may wish to board the first car of the train.

### INSTRUCTIONS FOR WHEELCHAIR USERS

Pay special attention to the gap between the platform edge and the train. This gap may vary, so don't hesitate to move to another car if the gap at a particular door is too great. The Train Operator will wait for you to enter. It is generally preferable for passengers in wheelchairs to enter and exit the train with the rear wheels first or at a slight angle. If possible, position the wheelchair at a right angle to the direction of train travel in the clear area near the door. Lock the wheelchair's brakes. In some BART cars, a space to the right of the door is reserved for passengers in wheelchairs. The international access symbol marks the outside of these cars.

### PARATRANSIT SERVICE

BART provides ADA paratransit service to eligible individuals whose disability prevents them from accessing, boarding, or riding BART trains. Service is provided by lift vans and sedans and is generally by reservation only. Contact your local transit agency for detailed information on eligibility, certification, and how to use paratransit service.

<b>Alameda County</b>	East Bay Paratransit WestCAT Union City Transit LAVTA (Dial-A-Ride)	(510) 287-5000 (510) 724-7993 (510) 476-1500 (925) 455-7510
<b>Contra Costa County</b>	East Bay Paratransit County Connection Tri Delta Transit	(510) 287-5000 (925) 938-7433 (925) 754-3060
<b>San Francisco</b>	San Francisco Muni	(415) 351-7000
<b>San Mateo County</b>	SamTrans/ Redi-Wheels	(650) 871-8590 (650) 369-1797

### SERVICE ANIMALS ON BART

Passengers with disabilities may ride with their trained service animal. Service animals must be leashed and kept on the floor and out of the aisles as much as possible and under the control of their owners at all times.

### EXITING THE TRAIN

Train Operators announce the name of each station as the train approaches. Signs indicating station names are also visible from inside the train. When leaving the train, move to the doors just prior to arrival. The train may adjust its position at the platform before the doors open.

## Help and Information

### STATION AGENTS

Station Agents are available to help seniors and persons with disabilities with elevator and escalator access, tickets, schedules, and other needs. Go to the Station Agent booth or use the white courtesy telephone.

### ELEVATOR COMMUNICATIONS

If you need to communicate with the Station Agent while inside the elevator, use the emergency telephone. If the Station Agent does not answer within 90 seconds, your call will be directed to BART Central Dispatch. If the emergency phone is off the hook for at least two minutes but there is no voice communication, BART will treat this as a call for assistance. This ensures that help is available to elevator passengers even if they are unable to speak.

### REASONABLE MODIFICATIONS

BART is committed to making reasonable modifications to its policies, practices and procedures to ensure that BART services are accessible to everyone. To make a request for a reasonable modification, please contact BART's Manager of Customer Access and Accessibility, Bob Franklin, at (510) 464-6133.

### BART POLICE

Uniformed and plainclothes police officers ride trains, patrol stations and parking lots, and have police cars for emergency response. Please notify a Station Agent or BART Police if you observe any unusual activities or situations on BART property.

Blue telephones in BART parking lots connect directly to BART Police. In an emergency, call 911. For non-emergency situations, call (510) 464-7000.