

BART Accessibility Guide

For Seniors and People with Disabilities

Let's go.



Welcome to BART

The San Francisco Bay Area Rapid Transit District (BART) provides rail transportation among San Francisco, Alameda, Contra Costa, Santa Clara, and San Mateo counties. For detailed train schedules, visit the BART Trip Planner (bart.gov/planner) or download schedules in PDF format (bart.gov/schedules/pdfs).

Accessibility Features

The following is a partial list of the features that make it simpler for seniors and people with disabilities to use BART:

- Stations are staffed by Station Agents who can demonstrate station accessibility features.
- BART cars have designed priority seats to the left of every door for seniors and people with disabilities.
- All stations are equipped with elevators.
- All stations have call boxes and/or courtesy telephones at all levels that connect directly to the Station Agent on duty.
- Service animals are permitted in BART stations.

If you are blind or visually impaired:

- Textured tiles with truncated domes along the length of BART train platforms mark the platform edge. These tiles can be detected with a cane or foot. An extra row of tiles with three rows of directional bars are used to mark guaranteed boarding areas, regardless of train length.
- There are train announcements that state the name of the next station and instructions for transfers on every train.
- A public address system announces train arrivals and other information on the station platform.
- All stations have Braille and large-print signs marking exits and other important locations.
- Clipper card vending machines located in the stations have an audio and Braille feature.

If you are deaf or hearing impaired:

- Overhead signs on the platform display the destination of each arriving train and other important information.
- Digital displays within the train cars show the location of the train and the next stop.
- Hearing loops are available at all Station Agent booths and in the center third of all train cars.

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 and other mobility devices.

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. The location of station elevators is indicated in the station map on each station page (bart.gov/stations) and in a three-dimensional visualization on the Elevator Information section of each page. If you need assistance finding or using the elevator, contact the Station Agent.

If you need to communicate with the Station Agent while inside the elevator, use the emergency telephone. If Station Agent does not answer within 30 seconds, your call will be answered by BART Central Dispatch. If the emergency telephone 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.

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.

Elevator and Escalator Outages

Occasionally, elevators and escalators go out of service. BART offers several ways to stay up to date on the status of elevators and escalators. These include:

- Real-time status alerts on bart.gov/elevators and bart.gov/escalators, and email and text alerts for stations of your choice on bart.gov/alerts
- The Official BART App for iOS and Android (learn how to download at bart.gov/apps) with options for in-app notifications for outages
- Frequent systemwide PA announcements regarding elevator status
- Digital screen updates on the platform digital signs and at Station Agent booths
- The Elevator Status Hotline: (510) 834-LIFT (510-834-5438) or (888) 2-ELEVAT (1-888-235-3828)

If an elevator you require is out of service, click on the station name on the elevator status page (bart.gov/elevators) to see a list of accessible alternative travel options. You may also call the BART Transit Information Center at 510-465-2278 for assistance or ask the Station Agent for help. Station agents can arrange a wheelchair accessible van pickup if needed.

On the platform

Stand behind the wide yellow strip of textured truncated dome tiles that runs along the length of all BART platforms. These tiles can be detected with a cane or foot. A decal is placed on the platform to mark the approximate location of the train doors when the train pulls into the station. Three extra rows of yellow directional bar tiles marks the entrances 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 color and 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 (bart.gov/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, 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 on the platform before the doors open. Allow passengers to exit before entering. Pay attention to the narrow gap between the platform edge and the train.
- Green seats to the left of every train door are designated as priority seating for seniors and people with disabilities.
- Hold on to the vertical handrails, overhead handrails, or seatback 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 and ensure your wheels do not get stuck. This gap may vary, so move to another car if the gap at a particular door is too wide. On all BART cars, a space to the right of the center door is reserved for passengers in wheelchairs. The international access symbol is displayed on the outside of these cars and on the floor.

Emergency procedures for people with disabilities

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 arises, people with disabilities should seek assistance from other passengers.

If evacuation is required, leave wheelchairs on the train; they will be returned to their owners after evacuating. Evacuation of wheelchairs is not typically possible because walkways and ramps alongside the trackway are too narrow to accommodate a wheelchair.

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 by reservation only. Contact your local transit agency for detailed information on eligibility, certification, and how to use paratransit service or visit bart.gov/guide/accessibility/paratransit.

Paratransit Contacts

Alameda County	East Bay Paratransit Union City Transit LAVTA (Dial-A-Ride)	(510) 287-5000 (510) 675-5373 (925) 455-7510
Contra Costa County	East Bay Paratransit County Connection Tri Delta Transit WestCAT	(510) 287-5000 (925) 938-7433 (925) 754-3060 (510) 724-7993
San Francisco County	SFMTA Paratransit	(415) 351-7000
San Mateo County	SamTrans/Redi-Wheels	(650) 369-1797

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 Customer Services Department by writing to webcustomerservices@bart.gov or calling 510-464-6000.

Regional Transit Connection (RTC) discount ID card

Public transit operators in the Bay Area are pleased to offer the Regional Transit Connection (RTC) Discount ID Card to qualifying individuals with disabilities. The card entitles you to reduced fare on fixed-route transit, rail, and ferry systems throughout the San Francisco Bay Area. Your RTC Discount Card is also a Clipper card. You can load value and passes on your RTC ID Card and the discounted fare will be deducted when you travel. To apply for an RTC ID card, visit 511.org/transit/rtc-card.

BART Accessibility Task Force

The BART Accessibility Task Force advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to all. All meetings are open to the public. Members of the BART Accessibility Task Force are appointed by the Board of Directors. For more information, visit bart.gov/about/bod/advisory/accessibility.

Additional Help and Information

Station Agents

Station Agents are available to help seniors and persons with disabilities with elevator and escalator access, Clipper cards, schedules, and other needs. Go to the Station Agent booth or use the courtesy telephone to reach the on-duty Station Agent.

BART Transit Information Center

BART Transit Information Center representatives are available between 8am and 6pm, Monday through Friday, at (510) 465-BART or (510) 465-2278. They can assist with personalized trip planning. Trip planning is also available on the BART Official App (bart.gov/apps) and on the BART Trip Planner bart.gov/planner.