

BART's Safe and Clean Plan

Taking BART is safer than driving

BART is rolling up its sleeves to make sure riders feel safe, to keep our trains cleaner than ever, and to provide the best service yet—from departure to destination.



Commitment to safety and security

- Ensuring BART Police are riding trains more and walking platforms.
 - Doubled our foot patrols. Surveys show a 90% increase in how often riders see police staff.
 - Average response time for emergencies is down to 4 minutes.
 - Crime is down 17% year-over-year.
- Progressive policing approach uses unarmed Crisis Intervention Specialists, Ambassadors and Fare Inspectors for additional patrols with experts in de-escalation.
 - 7% of calls have been diverted from police to an employee with training in social work.
- Recruiting for all vacant officer positions and adding 19 additional officer positions once vacancies filled.

Commitment to address safety concerns

- Making trains even safer by eliminating near-empty train cars by shortening the least-crowded trains.
- Maintaining 4,000+ surveillance cameras to minimize response time and hold suspects accountable.
- LED lighting installed on platforms and in parking facilities to eliminate dark corners.
- Conducting welfare checks for the unhoused and enforcing no drug use or smoking.
- BART's Customer Satisfaction rate has grown to 83%.

Soon riders will be able to simply tap a credit or debit card at the fare gate to pay for BART. Free/discounted transfer will also be offered. **Watch for the upgrade in 2025.**



Commitment to a clean ride

- Doubling the rate of deep cleaning on train cars.
- Added nearly 66% more dedicated crews working to keep stations clean.
- Staffing restrooms at high-volume stations with attendants to guarantee cleanliness and safety.

Commitment to service reliability

- We've retired all the old trains and only new trains are running.
- Customer On-Time performance has improved to 93%; timed transfers have improved to 80%
- Canceled trips nearly eliminated.
- Service on BART's busiest line, the Yellow Line, increases trains from every 15 minutes to every 10 minutes.
- Trains arrive every 10 minutes from the Richmond and Berryessa lines. If heading to San Francisco, take an Orange Line train if it arrives first and transfer to a SF train.
- Downtown San Francisco stations are getting new escalators installed that are under warranty.



New fare gates improve stations

- New taller fare gates to reduce fare evasion and anti-social behavior are being installed, with all stations complete by the end of 2025.