

Create your own custom BART schedule at [www.bart.gov](http://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 9 pm seven days a week.

### 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-LIFT or  
(888) 235-3828

Ticket Exchange/  
Refund Information  
(510) 464-6841

Parking Programs  
(877) 700-7275 or  
[www.bart.gov/parking](http://www.bart.gov/parking)

Carpool to BART  
Dial 511 or visit  
[511.org](http://511.org)

Information described in this document is subject to change without notice. Train schedules published in BART brochures do not anticipate service disruptions but are approximations for a normal trip. BART cannot assume responsibility for inconvenience, expense or damage resulting from errors in time estimates, delayed trains, fares, failure to make connections or shortage of equipment.



Printed on an FSC® certified paper. Please share or recycle this brochure.

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



# BART Basics Guide

An Introduction to  
the BART System

DECEMBER 2014  
FREE



BART... and you're there.



# BART is the fast, convenient and reliable way to get around the Bay Area. Whether your trip is for work or for play, take BART... and you're there.

## BART Basics

BART connects the San Francisco Peninsula with Oakland, Berkeley, Fremont, Walnut Creek, Dublin/Pleasanton, and other cities in the East Bay. BART also connects to AC Transit, Caltrain, Muni, SamTrans, and other local transit systems throughout the Bay Area.

### BART SERVICE OVERVIEW

BART provides service to 45 stations in the San Francisco Bay Area. Hours of operation are generally from 4 am to midnight on weekdays, 6 am to midnight on Saturdays, and 8 am to midnight on Sundays and major holidays. Individual station closing times are coordinated with the schedule for the last train beginning at around midnight. BART trains typically run every 15 minutes except weekends when trains run about every 20 minutes. For detailed 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. Schedule information is also available by calling the BART Transit Information Center (see back page for phone numbers) or visiting [www.bart.gov](http://www.bart.gov).

### BART DESTINATIONS

The BART system operates five lines, or routes, each represented by its own color on the BART System Map:

**Pittsburg/Bay Point–SFO/Millbrae** (Yellow)

**Dublin/Pleasanton–Daly City** (Blue)

**Richmond–Fremont** (Orange)

**Fremont–Daly City** (Green)

**Richmond–Millbrae** (Red)

## Getting to BART

- **Walk or ride a bike to BART.** Bike racks and bike lockers are available at most BART stations.
- **Make a bus or rail connection to BART.** See the "Connecting Transit" section of this guide for more information.

### Why Take BART?

- 1 **Avoid the high costs of driving, sitting in traffic, and parking.**
- 2 **Get where you're going on time.**
- 3 **Help improve air quality and minimize energy consumption.**
- 4 **Relax while we get you to your destination.**

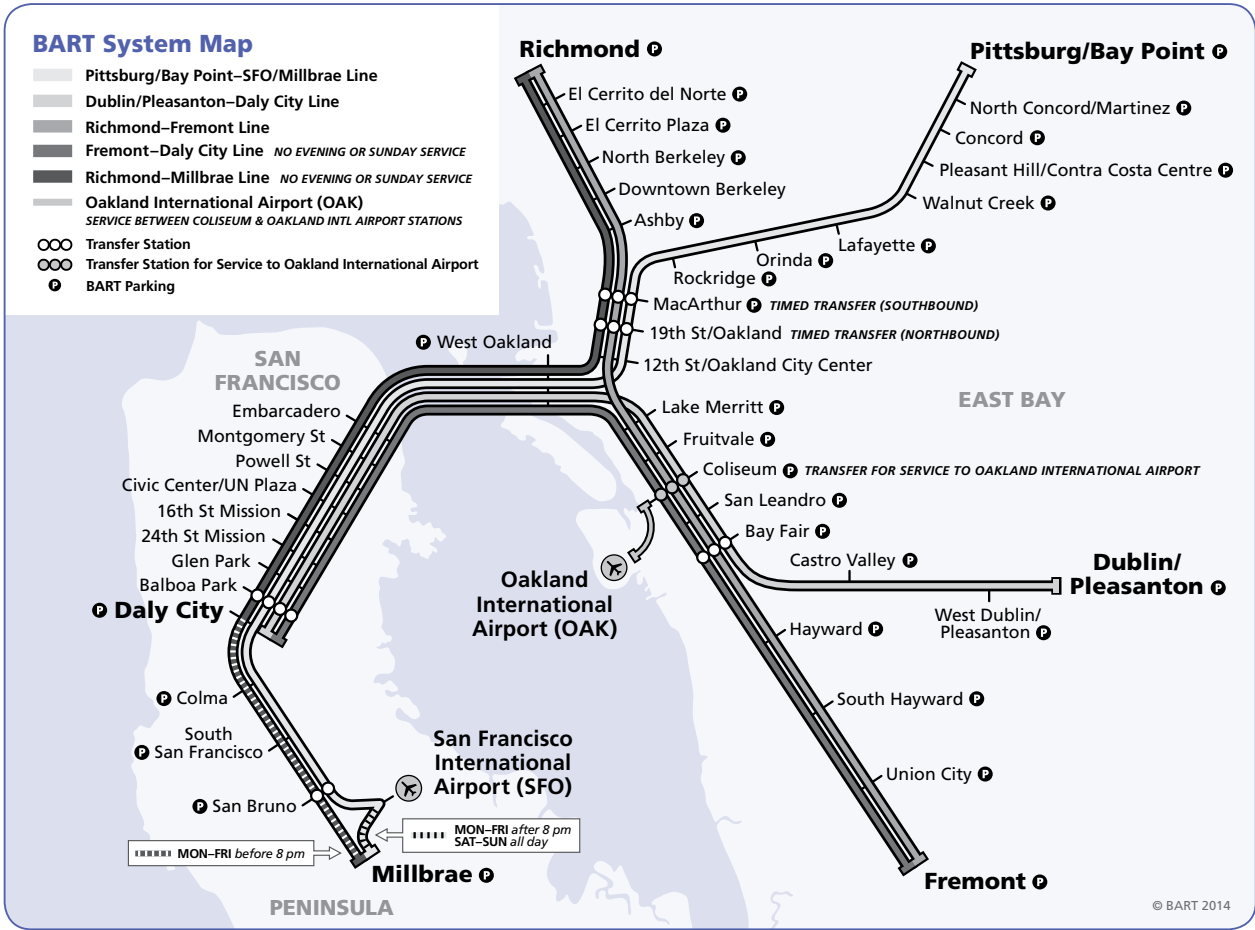
- **Have someone drop you off at a BART station.** Curbside passenger drop-off areas are available at most stations.
- **Drive to BART.** Consider buying a reserved parking permit to ensure that a convenient spot is available each day.

## BART Parking

Stations with parking are marked with a "P" on the BART System Map. Many BART stations offer limited free parking, subject to availability. Special parking spaces are reserved for persons with disabilities and carpools. Parking controls are in place at some stations. Read and follow instructions on signs in parking lots to avoid a citation.

### DAILY FEE PARKING

Payment is required weekdays for parking at many BART stations. For a complete list of stations and daily parking fees, visit [www.bart.gov/parking](http://www.bart.gov/parking). For these stations, parking fees apply to all parking including carpool, midday and disabled. Remember your stall number and pay your fee at the Addfare/Parking Validation machine inside the station. Keep your receipt.



Full-color BART System Maps are posted in stations, on trains, and in the “BART Fares and Schedules” brochure.

All stations offer free parking on weekends and holidays that fall on a Friday or a Monday. Rates are posted at the stations. Parking fees are subject to change. Use the Clipper® card to pay for BART parking. Visit <https://ezrider.bart.gov/ezrider/> for more information.

**PERMIT PARKING**

The following permits must be obtained online before arriving at BART stations:

**Reserved Parking**

Commuters who want a guaranteed parking space on weekday mornings can apply for a monthly reserved parking permit for selected stations. Monthly permits entitle the permit holder to a choice of spaces in a designated area near the station until 10 am on weekdays.

**Long-Term Airport Parking**

Travelers going to San Francisco International Airport or Oakland International Airport via BART can take advantage of long-term parking at many BART stations. Reservations can be made by going to [www.bart.gov/parking](http://www.bart.gov/parking).

**Carpool to BART**

BART sets aside a number of spaces in many BART parking facilities for carpoolers. These spaces require permits. Call 511 and say “Rideshare” for more information or visit [511.org](http://511.org). Carpool parking rules are enforced Monday through Friday, 6 am to 10 am. Not all BART stations have carpool spaces. Carpool permits do not guarantee a parking space at the station and carpoolers must pay the daily fee at stations that charge one.

## **PARKING RESTRICTIONS**

Cars may not be left in any BART parking lot for more than 24 hours, except in designated long-term permit areas, and on weekends and holidays at all stations. Parking lot restrictions are strictly enforced, so please read all parking signs carefully and obey curb markings.

## **PARKING INFORMATION**

For complete parking information, including BART's parking programs and regulations, visit [www.bart.gov/parking](http://www.bart.gov/parking). To purchase a parking permit, visit the website or call toll-free (877) 700-7275.

## **Riding BART**

Follow these simple steps:

### **1 Find Your Route**

On the BART System Map, find the BART line (or multiple lines) that will take you to your destination. Next, find the name of the last station on that line. For example, if you are traveling east from San Francisco to the Castro Valley Station, the last station on that line is the Dublin/Pleasanton Station. This means you'll need to board a Dublin/Pleasanton train.

## **TRANSFERRING TO ANOTHER TRAIN**

For any given trip, there may be more than one possible transfer station. When transferring, keep in mind that your next connecting train may arrive on the same platform, the opposite platform, or on a platform that is one level up or down. Check electronic destination signs to be sure you are boarding the correct train. Also listen for audio announcements. Use MacArthur Station for the most convenient connections to your southbound destinations and 19th Street/Oakland Station for northbound destinations.

### **2 Calculate Your Fare**

Now that you know where you are going, you can calculate your fare and buy your ticket. Fares are based on how far you travel. Fare charts are posted on each BART ticket vending machine. Destinations are listed alphabetically with the one-way and round-trip fares.

A complete fare table showing fares to all stations is available in the "BART Fares and Schedules" brochure.

### **3 Buy a Ticket**

You'll need to purchase a ticket at the station before riding BART. Your ticket can cover a single ride or multiple rides. Each person must have his or her own ticket, except children age 4 and under, who ride free and do not need a ticket. Be sure to keep your ticket. You will need it to enter and exit the BART station through the fare gates. Please keep your BART ticket away from magnetic objects.

The most convenient way to pay for your BART ride is to use the Clipper® card. This all-in-one transit card is accepted on major Bay Area transit systems, including BART. For more information, visit [www.clippercard.com](http://www.clippercard.com).

## **BART TICKET VENDING MACHINES**

BART ticket machines are located at the entrance to each station. BART ticket machines accept \$20, \$10, \$5, and \$1 bills, as well as coins. Some ticket machines give change (up to a maximum of \$4.95). Change machines are also available at each station. Selected ticket vending machines available in many BART stations accept debit/credit cards. Ticket machines allow you to add up to \$40 in value to an existing ticket once it has \$7.95 or less remaining on it. Insert your ticket into the "old ticket" slot, add more money (at least 5¢) and you'll get a ticket worth the combined total.

## **SPECIAL FARES**

Discount tickets can be purchased by mail (download a form at [www.bart.gov](http://www.bart.gov)) and at participating retailers, selected transit agencies and senior centers. Discount tickets are also available at the BART Customer Services Center at Oakland Lake Merritt Station and ticket kiosks at Bay Fair, Civic Center/UN Plaza, Coliseum, Embarcadero, Montgomery, Powell, Richmond and Walnut Creek stations. These discount tickets cannot be purchased at all BART stations. The "BART Fares and Schedules" brochure contains a description of special fares for eligible customers.

#### 4 Enter the Fare Gate

Once you have your ticket, you will pass through a fare gate that will scan the ticket and give it back to you. Keep your ticket with you; you'll need it to exit. Fare gates are usually located near the Station Agent booth.



Insert your BART ticket into the ticket slot located at the front of the gate. The gate pulls your ticket through and returns it at the top. Pull your ticket up and the barriers will open. Walk through the gate.

#### IF YOU CHANGE YOUR MIND

An excursion fare will be automatically charged if you enter and exit the same station, whether or not you ride BART. If you decide to leave the station after entering without taking a ride, contact a Station Agent in person or by white courtesy telephone, before exiting through fare gates.

#### 5 Find the Train Platform

The train platforms may be one level above, below, or on the same level as the BART entrance and the ticket machines. Follow the signs indicating your destination.

#### WHILE YOU ARE WAITING

Wait safely behind the yellow platform edge tiles for your train to arrive and supervise children carefully. The electronic overhead signs and announcements on the train platforms provide helpful information, including the current time and number of minutes until the next train. Electronic signs on the platform level also flash the destinations of incoming trains.



#### 6 Board the Correct Train

When the train arrives, allow disembarking passengers to get off the train before you board. Watch your step when boarding and disembarking, as the car level as well as the gap between the platform edge and the

train may vary. Listen for announcements that doors will be closing. BART train doors close automatically and do not stay open for obstructions. Please keep yourself and your possessions clear of the doors.

#### 7 Exit at Your Station

To exit at your destination station, locate the exit fare gates. Insert your BART ticket into the ticket slot located at the front of the gate. At this point, one of the following will happen:

- The exit gate pulls your ticket through and retains it. The barriers open to allow you to walk through the gate. You have exact fare to your destination.
- The exit gate pulls your ticket through and returns it at the top. When you remove the ticket, the barriers will open. You have more than exact fare to your destination. Keep your ticket and use it for future trips.
- The exit gate pulls your ticket through and returns it at the top, but the barriers do not open. The display on the gate indicates "Underpaid Go To Addfare." Your ticket does not cover the cost of this ride and you'll need to go to an Addfare machine.
- The fare gate pulls your ticket through and returns it at the top, but the barriers do not open. The gate display indicates "See Agent." Contact a Station Agent in person or by white courtesy telephone. There may be a problem with your ticket.

#### ADDING FARE TO YOUR TICKET

If the remaining value on your ticket or Clipper® card is less than the required fare, go to the Addfare machine to make up the difference. Addfare can only be used at the exit station and will upgrade only to the value of your current trip. You cannot use Addfare machines to upgrade a ticket or Clipper® card to a greater value than what you'll need to exit. Addfare machines will display how much additional fare you must pay to exit.

Refer to the exit signs and station maps to see which exit is closest to where you want to go.

## Connecting Transit

For information on connecting service, call your local BART Transit Information Center, pick up a "BART Transit Connections" brochure at any BART station, or visit [www.bart.gov](http://www.bart.gov).

### AIRPORT CONNECTIONS

#### Oakland International Airport (OAK)

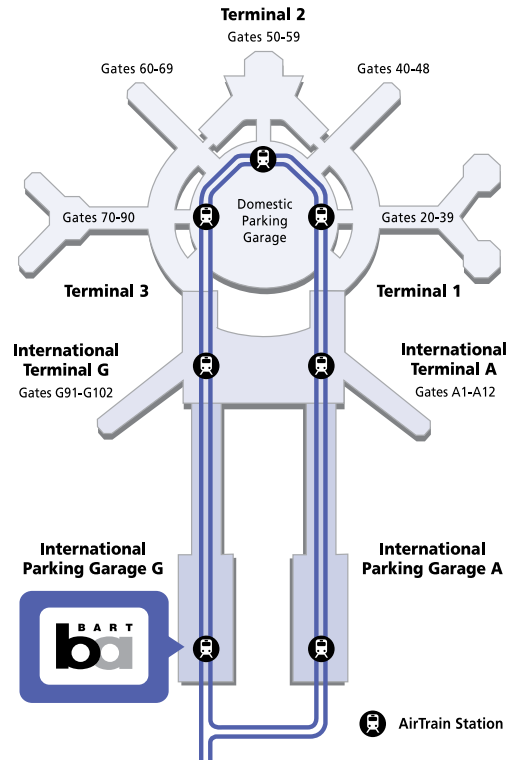
BART service to Oakland International Airport provides a seamless connection between the BART Coliseum Station and the new BART Oakland International Airport Station (OAK). Transfer at the BART Coliseum Station and board shuttle trains arriving at regular intervals throughout the day; from 5 am to midnight on weekdays, 6 am to midnight on Saturdays, and 8 am to midnight on Sundays.

Keep your BART ticket handy because you'll need it to enter the platform area to wait for connecting shuttle trains. When you begin your trip, buy a BART ticket with enough value to get to the BART Oakland International Airport Station (OAK), not the Coliseum Station. Tickets to all destinations from the airport can be purchased at ticket vending machines where you exit shuttle trains. The trip between the Coliseum and Oakland Airport Stations will take about 8 minutes. Visit [www.bart.gov](http://www.bart.gov) or pick up a "BART Fares and Schedules" brochure for schedules.

#### San Francisco International Airport (SFO)

BART provides San Francisco and East Bay residents with convenient and direct access to San Francisco International Airport.

The SFO BART Station is located on Level 3 of the International Terminal, a short walk or AirTrain ride from domestic flights. For BART information at SFO, pick up a white courtesy telephone at any terminal and dial \*1196.



San Francisco International Airport (SFO)  
BART Station

### CALTRAIN AT MILLBRAE STATION

At the Millbrae Intermodal Station, BART riders may transfer to Caltrain to reach destinations on the Peninsula and as far south as San Jose and Gilroy. Caltrain riders can connect to any of BART's 45 stations.

Separate tickets are required for Caltrain service and can be purchased from Caltrain ticket vending machines at the Millbrae Station. Visit the Caltrain website at [www.caltrain.com](http://www.caltrain.com) for more information.

### CAPITOL CORRIDOR/AMTRAK

From the BART Richmond and Coliseum Stations, board Amtrak trains to points north, south and east. For more information, call toll-free (800) 872-7245 or visit [www.capitolcorridor.org](http://www.capitolcorridor.org).

# Safety, Comfort and Security

## **BART POLICE**

BART Police respond to and investigate all crimes and accidents occurring on BART property, including the trains, stations and rights of way. Uniformed and plainclothes officers ride the trains, patrol the stations, and are equipped with police cars for quick response to emergency situations. Call (510) 464-7000.

## **EMERGENCIES**

- An "Attendant Call" intercom is located at the end of each car to talk with the Train Operator.
- Emergency door releases are located above the seats next to the door. Move the cover panel and slide the lever in the direction of the arrow.
- Emergency phones in the Transbay Tube, Berkeley Hills Tunnel and subway areas are marked by a blue light. Lift receiver for a direct line to BART Central.
- 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.
- If it becomes necessary to leave the train, do not touch the electric third rail.
- Read the Emergency Procedures poster in each car and follow the instructions.
- Each car has two fire extinguishers. Signs on the doors at each end of the car mark the location. Break the plastic to remove the extinguishers. Lead cars have an extinguisher in the cab.
- Please listen for announcements and, if required, evacuation instructions. Please assist passengers who cannot hear or understand announcements.
- Leave large packages and bicycles on the train during evacuation.

## **SAFETY AND COMFORT**

Please follow a few simple rules to help keep BART safe, comfortable and clean for everyone.

- Smoking, eating, drinking or using music/video players without headphones is not permitted in stations or on trains. Violation of BART rules may lead to a citation and fine.
- Persons with disabilities may ride with their guide, signal or service animal. Service animals must be leashed or otherwise under their owner's control at all times.
- Please stay behind the yellow and black platform edge detection tiles and do not approach the train until it comes to a complete stop in the station.
- Please do not leave newspapers on trains. There are recycle bins in every station.
- Make sure you have not left any valuables in stations or on trains.
- Flammable liquids are not allowed in stations or on trains.
- Bicycle riding, roller skating and skateboarding are not allowed in stations or on trains.
- Watch your step when boarding and disembarking trains. The level between the platform edge and train car may vary.
- Pets completely enclosed within acceptable carrying cases are permitted on BART.
- Keep luggage and shopping bags close and do not block aisles or doors. Two multi-use, open space areas on all cars can accommodate medium to large luggage. Smaller items can fit under seats.
- For security reasons, please keep luggage under your control at all times.

## **ACCESS FOR PEOPLE WITH DISABILITIES**

BART has many accessibility features and programs. For an extensive description, visit [www.bart.gov](http://www.bart.gov) or pick up a copy of the "BART Accessibility Guide." Here are a few of the more important features:

- All BART stations are staffed by Station Agents to



assist you with processing your ticket or answering questions. To locate an Agent, visit the Agent's booth, use one of the white courtesy telephones located throughout the station, or use the "Agent Call" button on the intercom box at the elevator.

- All BART stations are equipped with elevators and escalators that can be used to get from street to train level. In some stations, it is necessary to take two elevators or escalators to complete the trip.
- At the platform level, changeable message signs and a public address system announce the arrival and departure of all trains, train destinations, and important transit information. All stations have telecommunication devices (TDDs) for customers with hearing disabilities. All stations have Braille and large-print signs identifying entrances, exits and other locations.
- There is priority seating next to the door on all trains for seniors and people with disabilities. All trains can also accommodate wheelchair users. There is level boarding from the platform onto the train. Once on the train, place your wheelchair at a right angle to the direction of travel, and lock the brakes. All station platform edges are marked with yellow rubber safety tiles that can be detected with a cane or foot. Black tiles mark door opening locations. An extra row of tiles marks the door opening locations of two middle cars of every train. Stay behind the tiles until the train you are boarding comes to a complete stop.

## Taking Bikes on BART

The BART system works to accommodate bicycles as much as possible. Please use your good judgement, and observe the following bike rules:

- During non-commute hours, bikes are allowed on all trains except the first car or any crowded car.
- During commute hours (7:00 am to 9:00 am and 4:30 pm to 6:30 pm), bikes are not allowed in the first three cars of any train.
- Folded bikes are allowed on the trains at all times.

- Regardless of any other rule, bikes are never allowed on crowded cars. Use your good judgment and only board cars that can comfortably accommodate you and your bicycle.
- Bicyclists must hold their bikes while on the trains.
- Bicyclists must use elevators or stairs – not escalators – and always walk bikes.
- Bicyclists must yield priority seating to seniors and people with disabilities, yield to other passengers, and not block aisles or doors.
- In case of an evacuation, leave your bike on the train and do not let it block aisles or doors.
- Bicyclists under 14 years old must be accompanied by an adult.
- Gas powered vehicles are never permitted.
- On BART property, bikes must be parked in racks and lockers. Bikes parked against poles, fences or railings will be removed.

*Violation of the above rules is subject to citation under CA Vehicle Code Sec. 21113 and Sec. 42001.*

## Getting Help

### STATION AGENTS

All BART stations are staffed by Station Agents who can answer questions and offer assistance with tickets, schedules and other information. Go to the Station Agent booth or use the white courtesy phone to speak with a Station Agent. If you need help before you get to the station, call the BART Transit Information Center using the phone numbers listed on the back of this brochure, or visit [www.bart.gov](http://www.bart.gov).

### LOST AND FOUND

BART riders who have lost or found an item can report it online at [www.bart.gov/lostandfound](http://www.bart.gov/lostandfound) or call the Lost and Found Line at (510) 464-7090. The Lost and Found is located at the Oakland City Center/12th Street Station, and is open Monday, Wednesday and Friday from noon to 2 pm and from 3 to 6 pm.