

YOU TOO  
CAN...

# LEARN BART!



**YOUR GUIDE TO RIDE!**

LET'S LEARN BART!



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**START**

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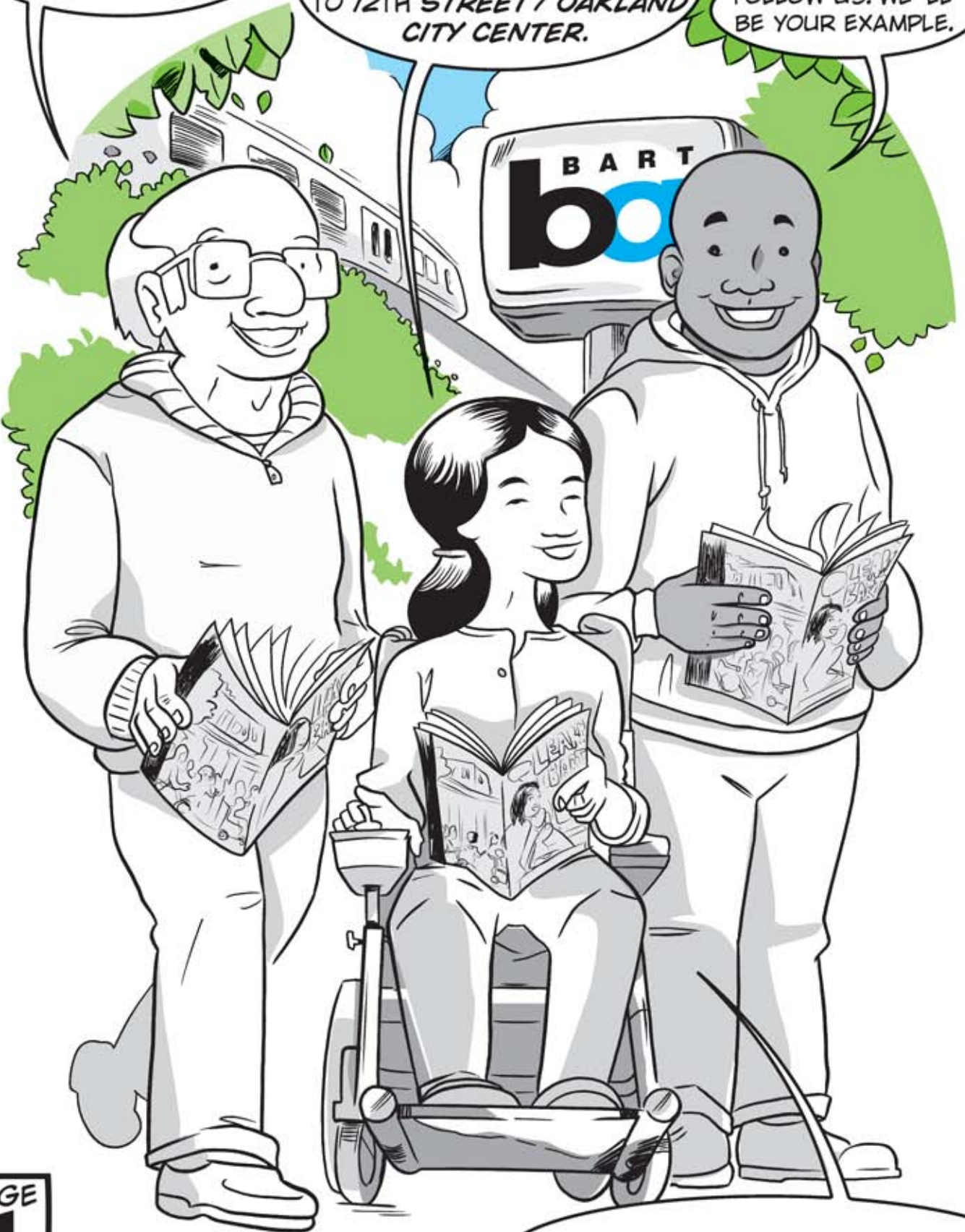
**EMERGENCY CARD** PAGE **24**



SO, YOU'RE READY  
TO **START** YOUR FIRST  
**BART** TRIP?

WE'LL BE  
YOUR GUIDES ON A TYPICAL  
TRIP FROM **SAN LEANDRO**  
TO **12TH STREET / OAKLAND**  
**CITY CENTER.**

FOLLOW US. WE'LL  
BE YOUR EXAMPLE.



**LET'S LEARN BART!**

FIRST WE NEED TO FIND A MAP.



OR USE THE ONE BELOW!



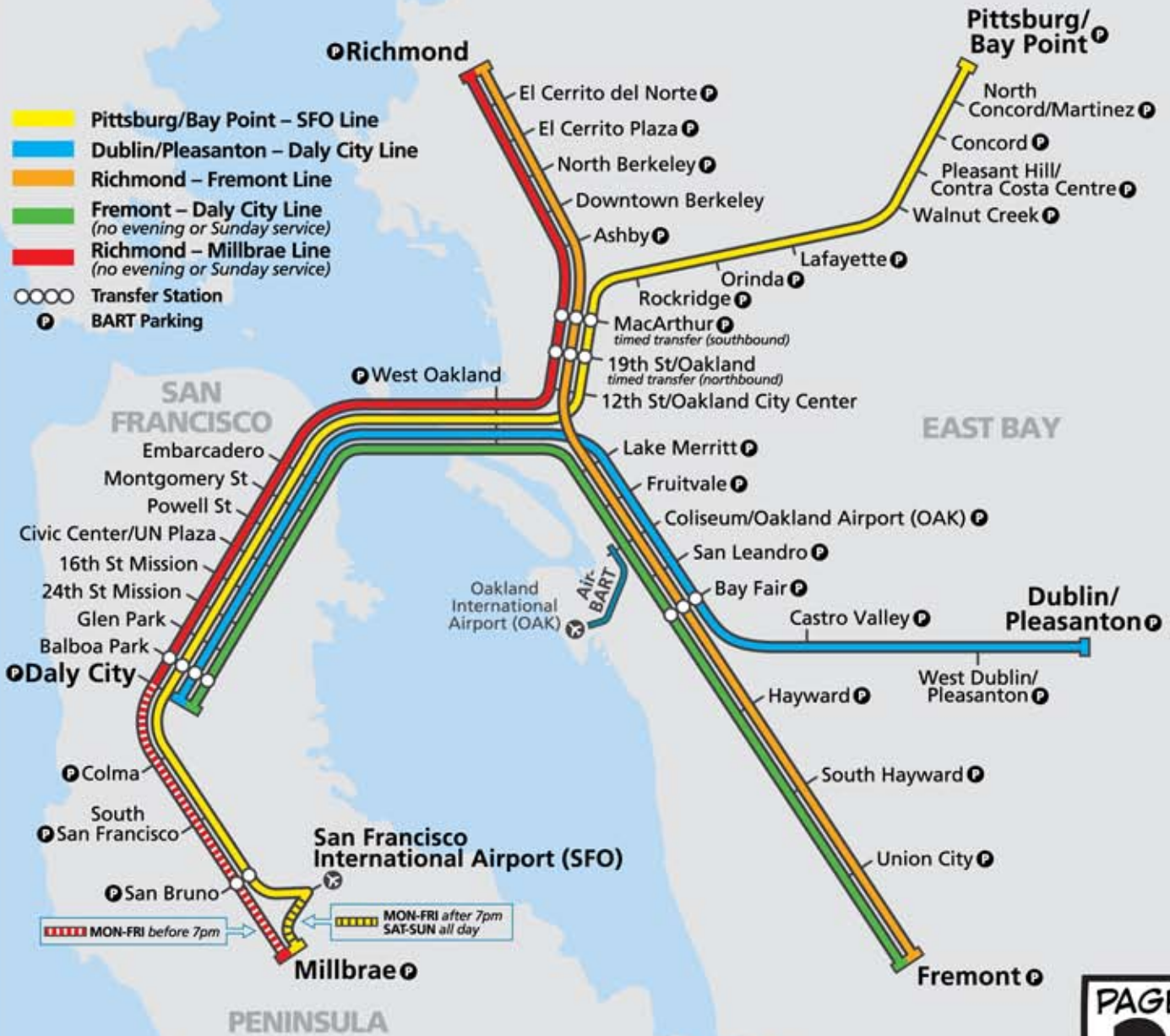
MAPS ARE IN THE STATIONS AND ON THE TRAINS.



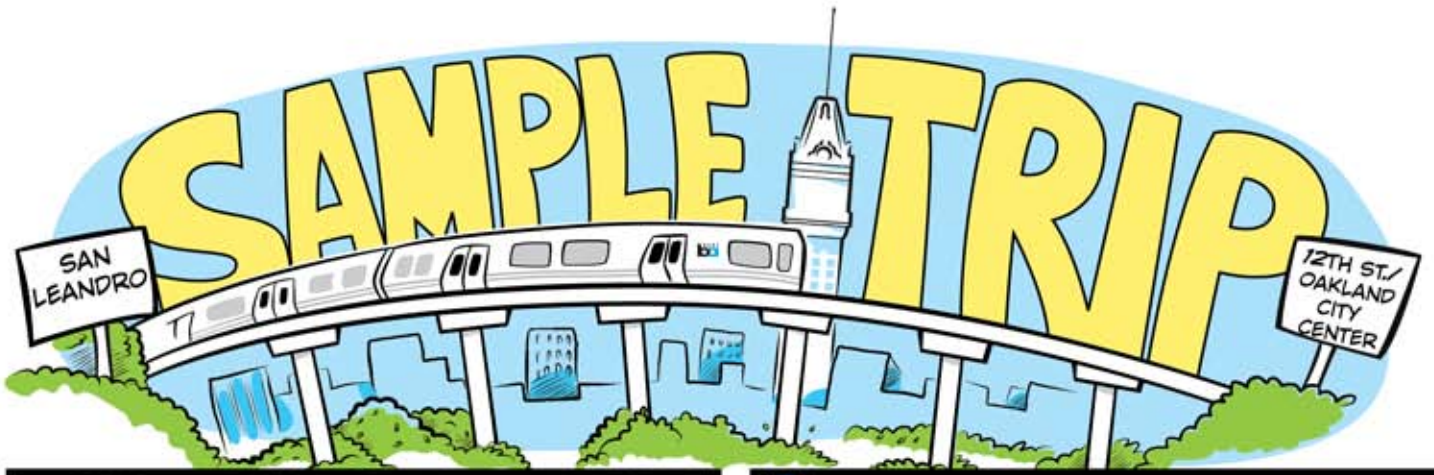
# BART System Map



- █ Pittsburg/Bay Point – SFO Line
- █ Dublin/Pleasanton – Daly City Line
- █ Richmond – Fremont Line
- █ Fremont – Daly City Line  
*(no evening or Sunday service)*
- █ Richmond – Millbrae Line  
*(no evening or Sunday service)*
- Transfer Station
- Ⓟ BART Parking









# BUY A TICKET

HERE ARE THE  
TICKET MACHINES.

FIRST WE FIND  
OUR FARE THEN  
BUY TICKETS.

BART TICKETS

BART TICKETS

Change  
for \$10

THEY LOOK  
LIKE ATMS.

SENIORS AND PEOPLE WITH DISABILITIES  
MAY BE ELIGIBLE FOR DISCOUNT FARES  
CALL: (510) 465-2278

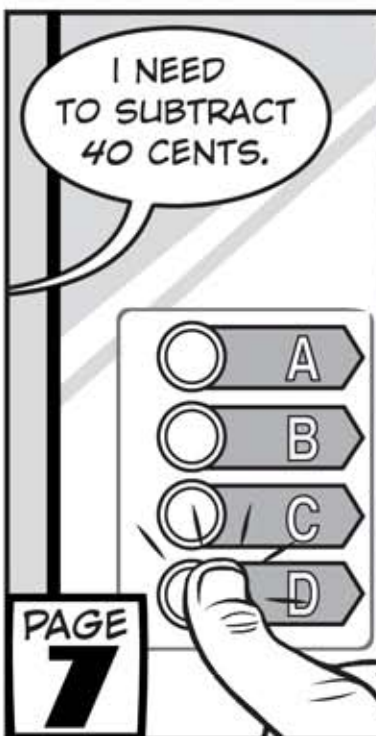
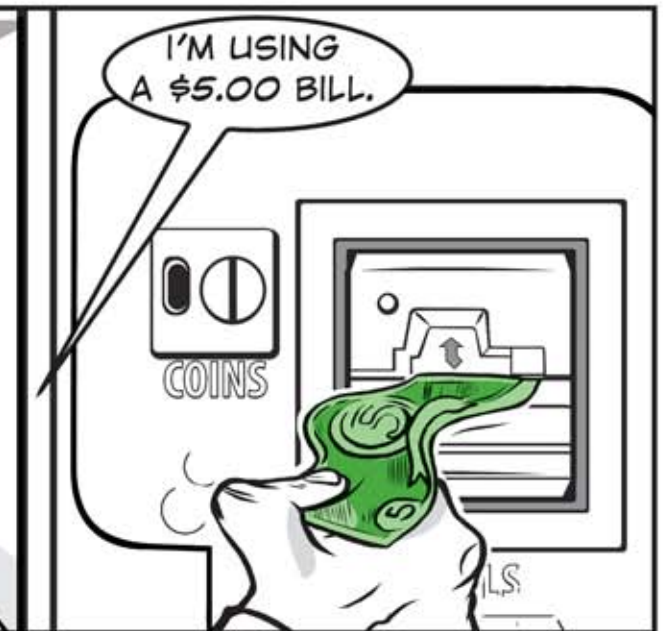
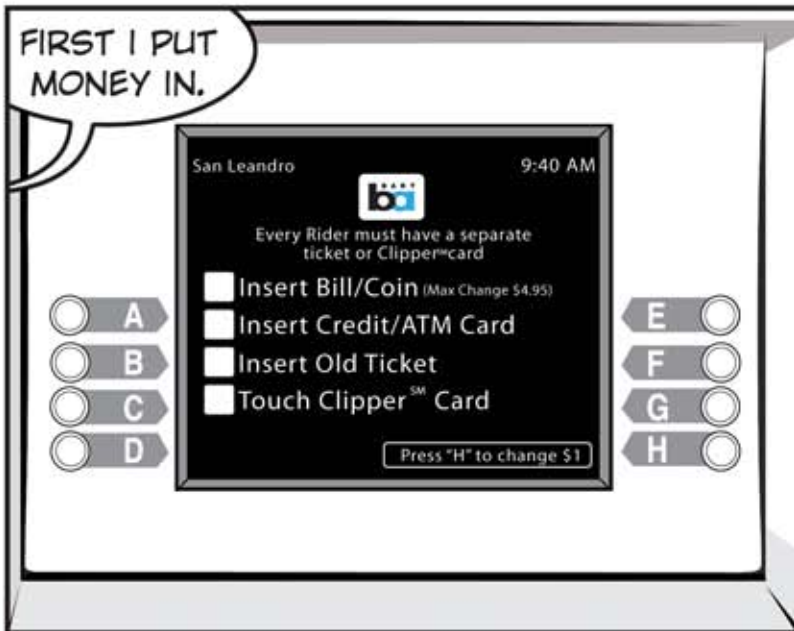
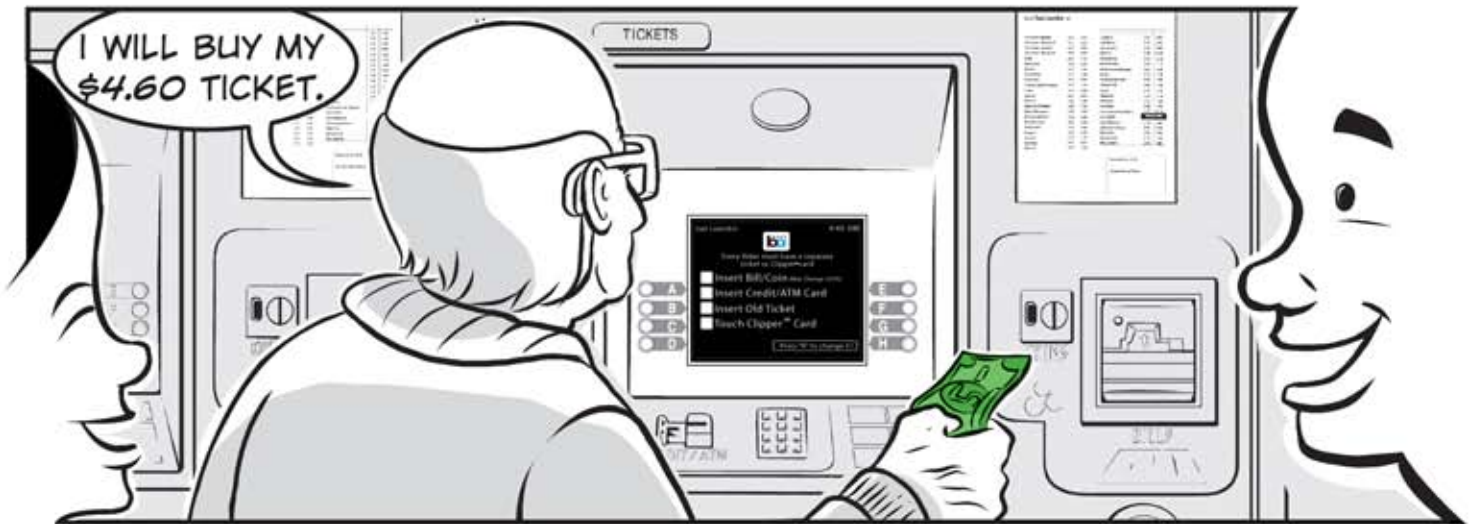
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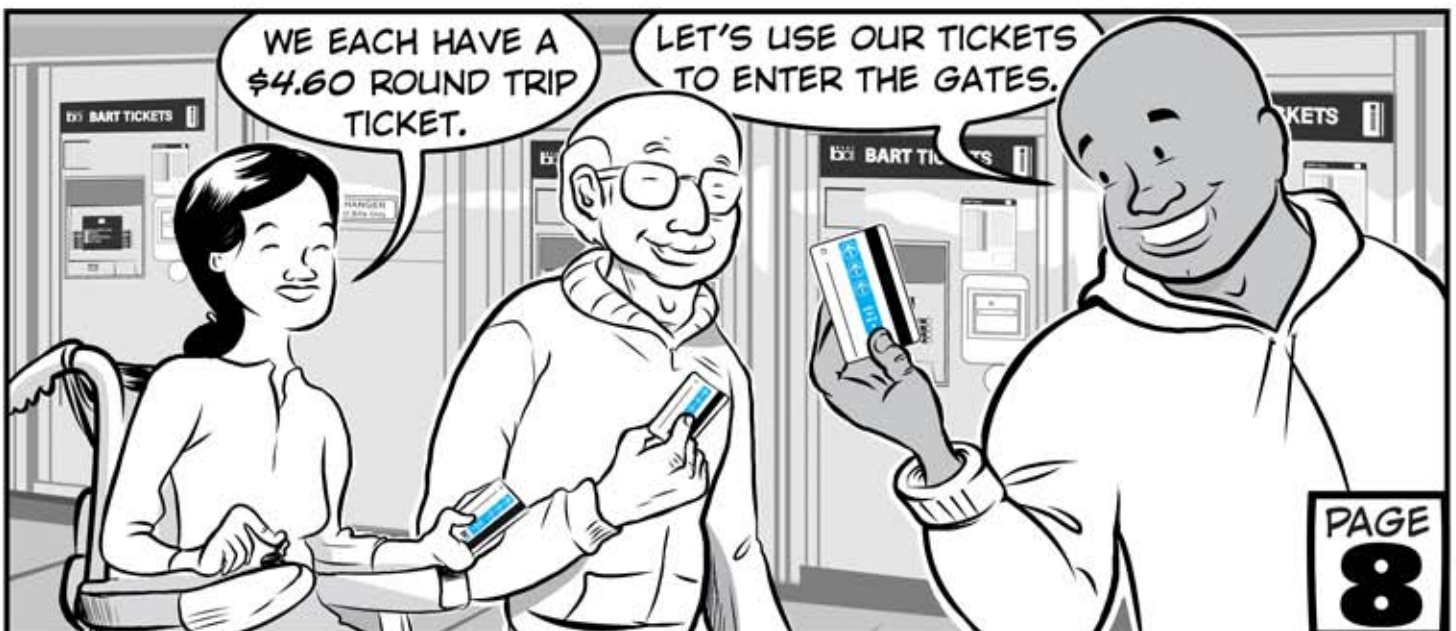
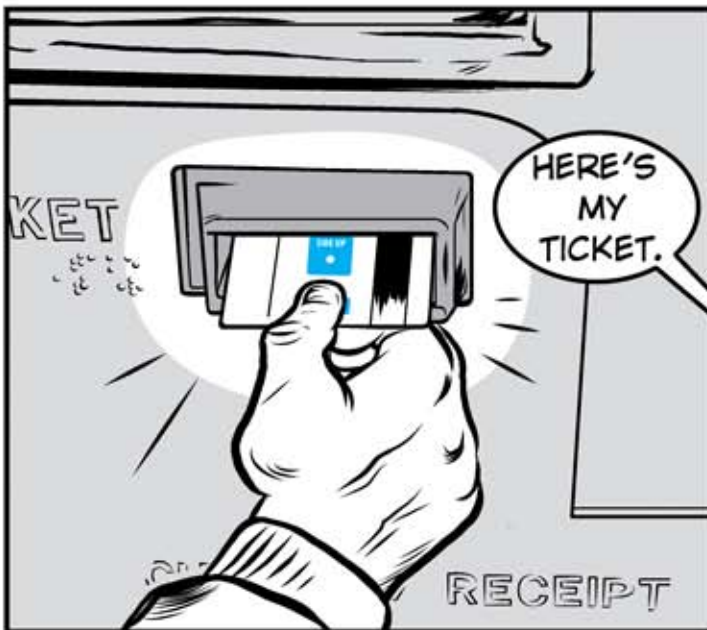
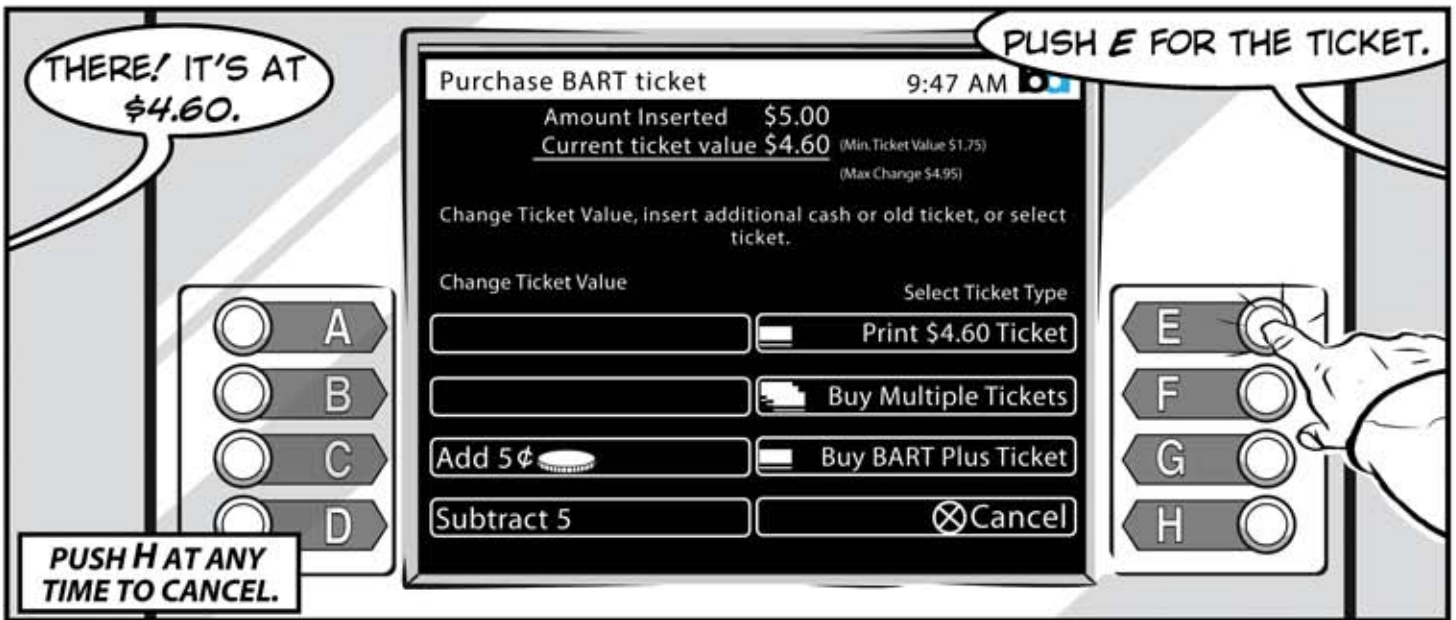








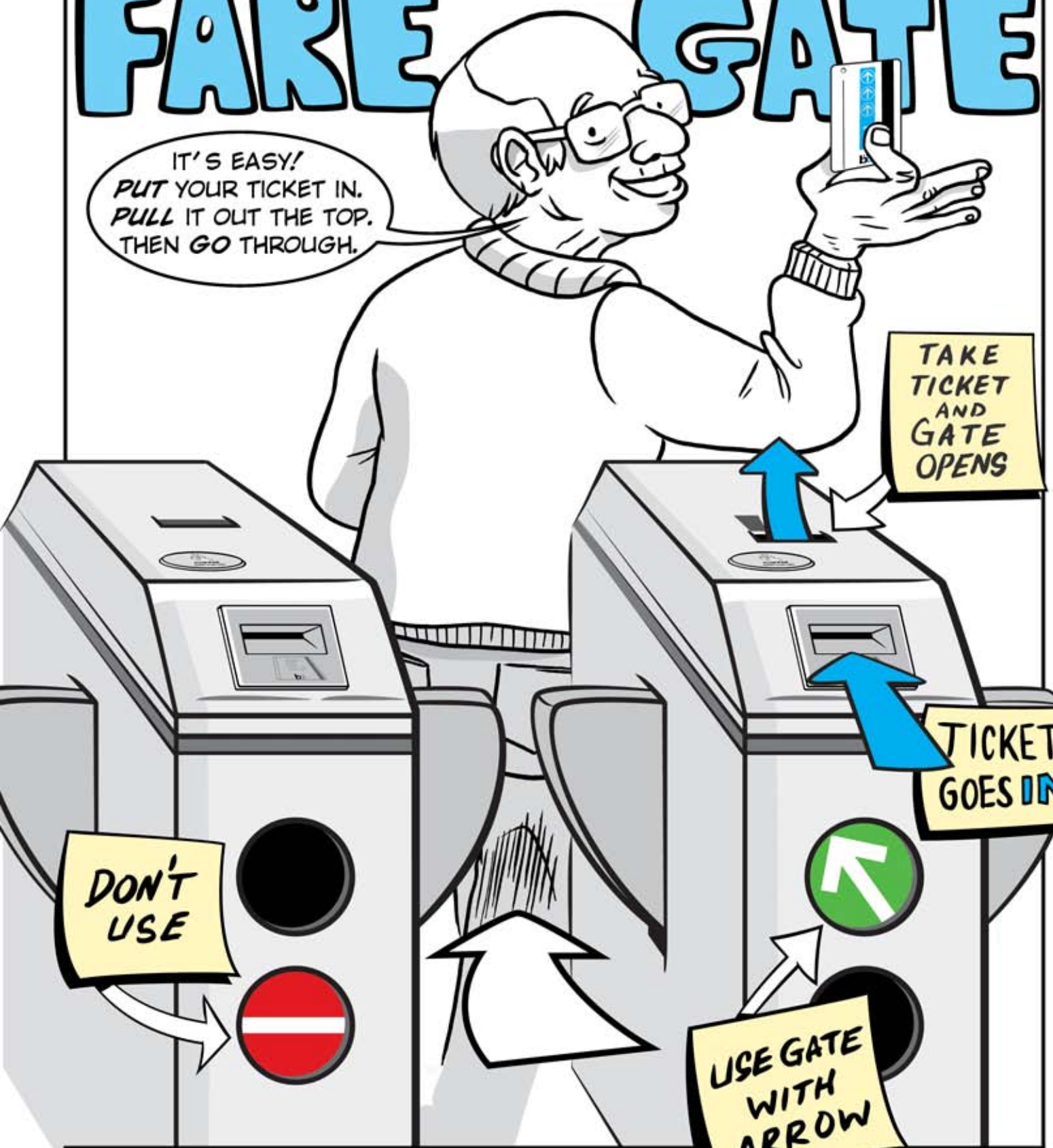
**DINGDING**





# the FARE GATE

IT'S EASY!  
PUT YOUR TICKET IN.  
PULL IT OUT THE TOP.  
THEN GO THROUGH.

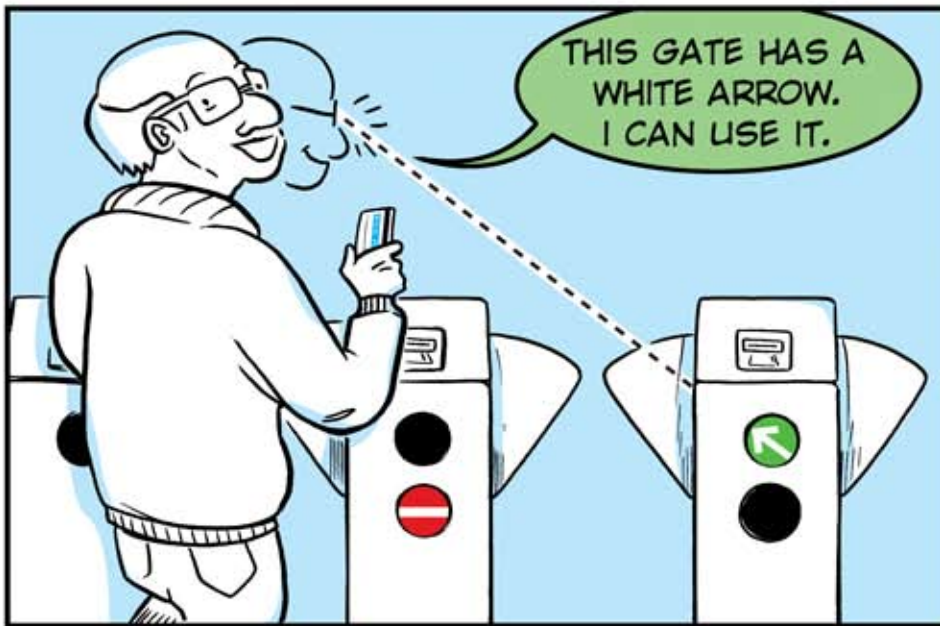
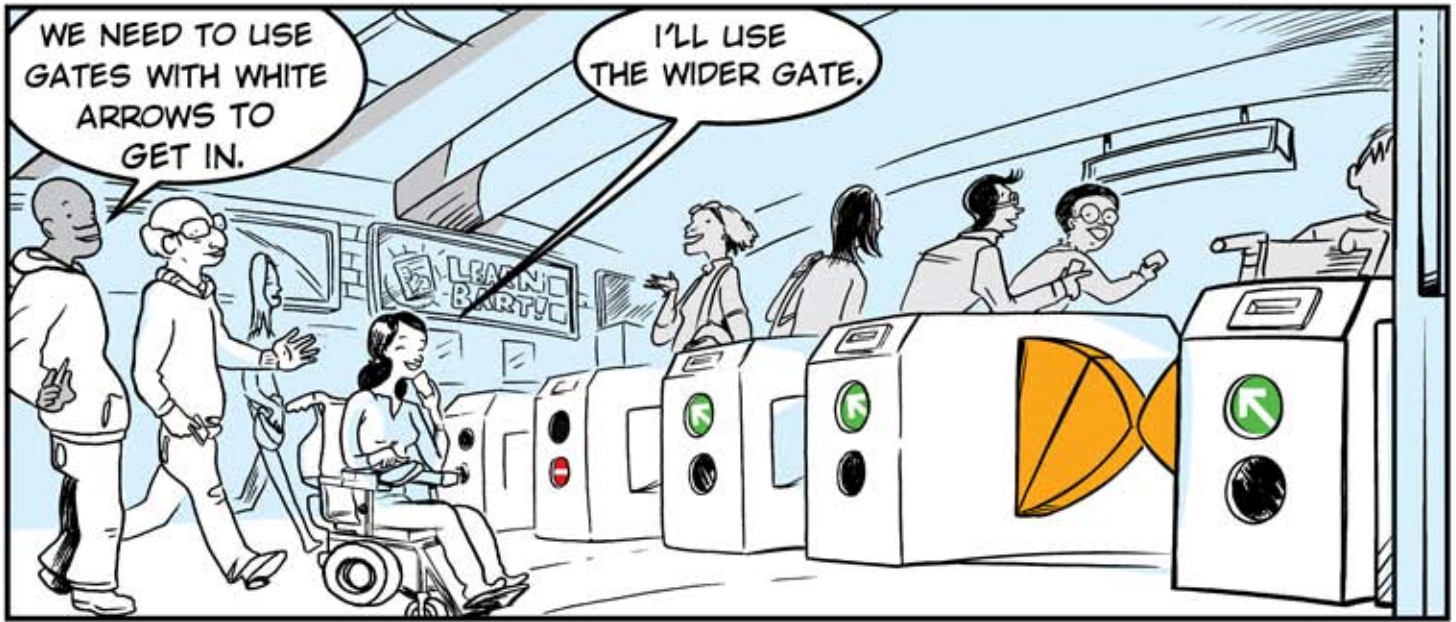


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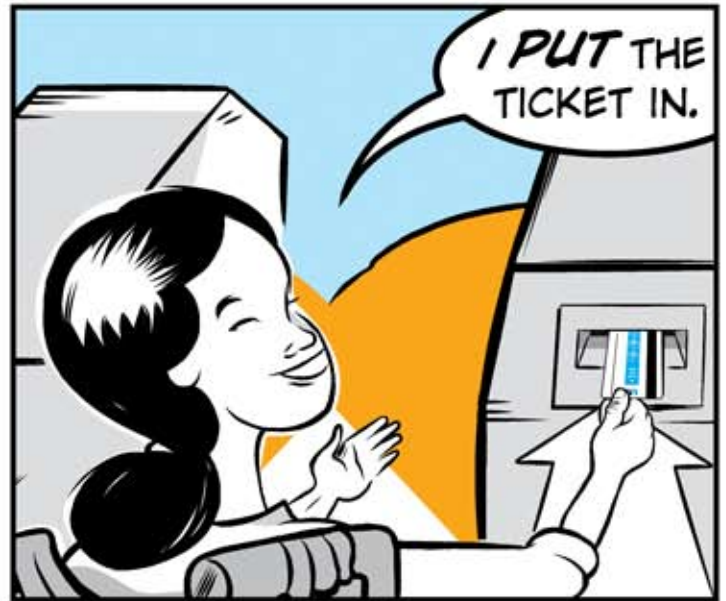
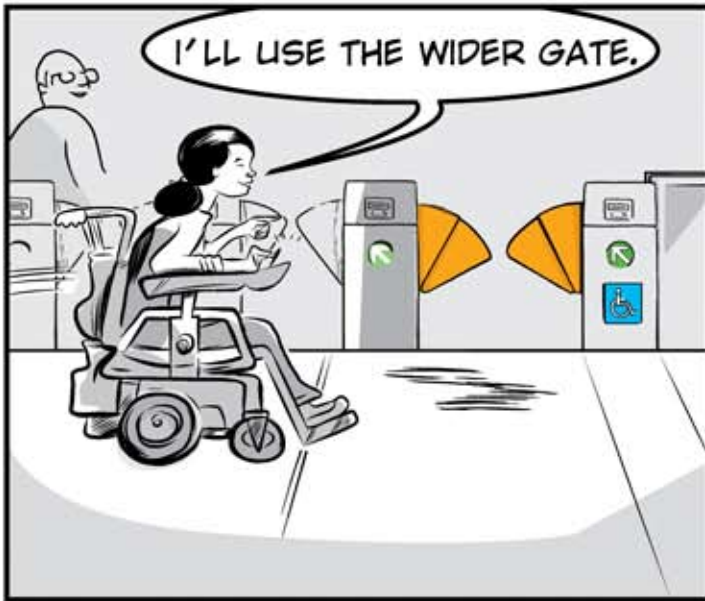
#1: PUT  
IN YOUR TICKET

#2: PULL  
OUT TICKET

#3: GO  
THROUGH GATE













# BOARD



SF DALY CITY  
10 CAR TRAIN 2 MIN  
RICHMOND 8 MIN

SF DALY  
10 CAR  
RICHMOND  
PLATFORM 2





# TRAIN



THE SCREENS TELL US WHICH TRAINS ARE COMING.

AND HOW LONG WE'LL WAIT.

SF DALY CITY 4 MIN  
RICHMOND 8 MIN  
PLATFORM 2

WE'RE WAITING FOR THE RICHMOND TRAIN.

SF DALY CITY  
PLATFORM 2

"DALY CITY" IS NOT OUR TRAIN.

RICHMOND 2 MIN  
PLATFORM 2

OUR TRAIN IS NEXT.

RICHMOND  
5 CARS - BOARD CENTER  
PLATFORM 2

RICHMOND; THAT'S OUR TRAIN.

RICHMOND  
5 CARS - BOARD CENTER

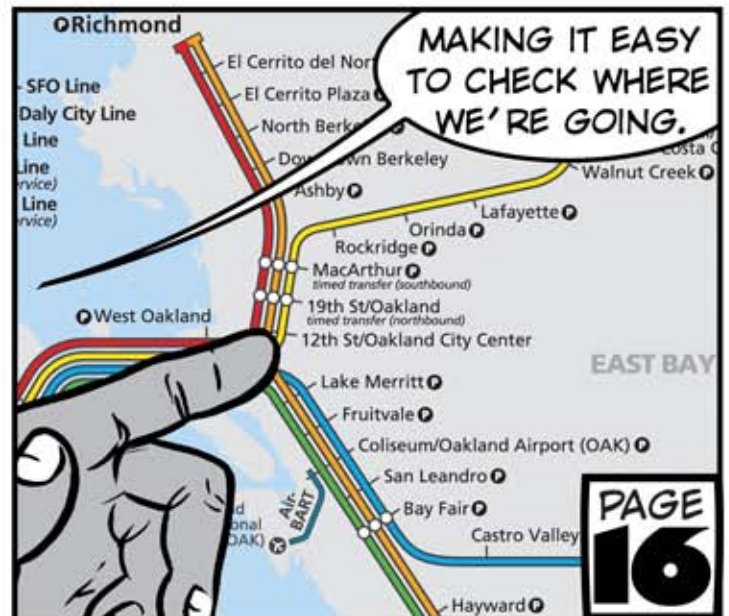
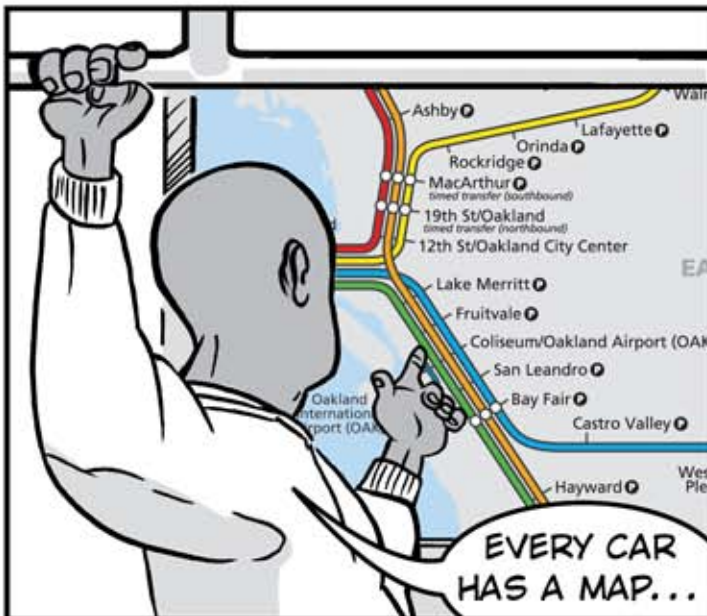
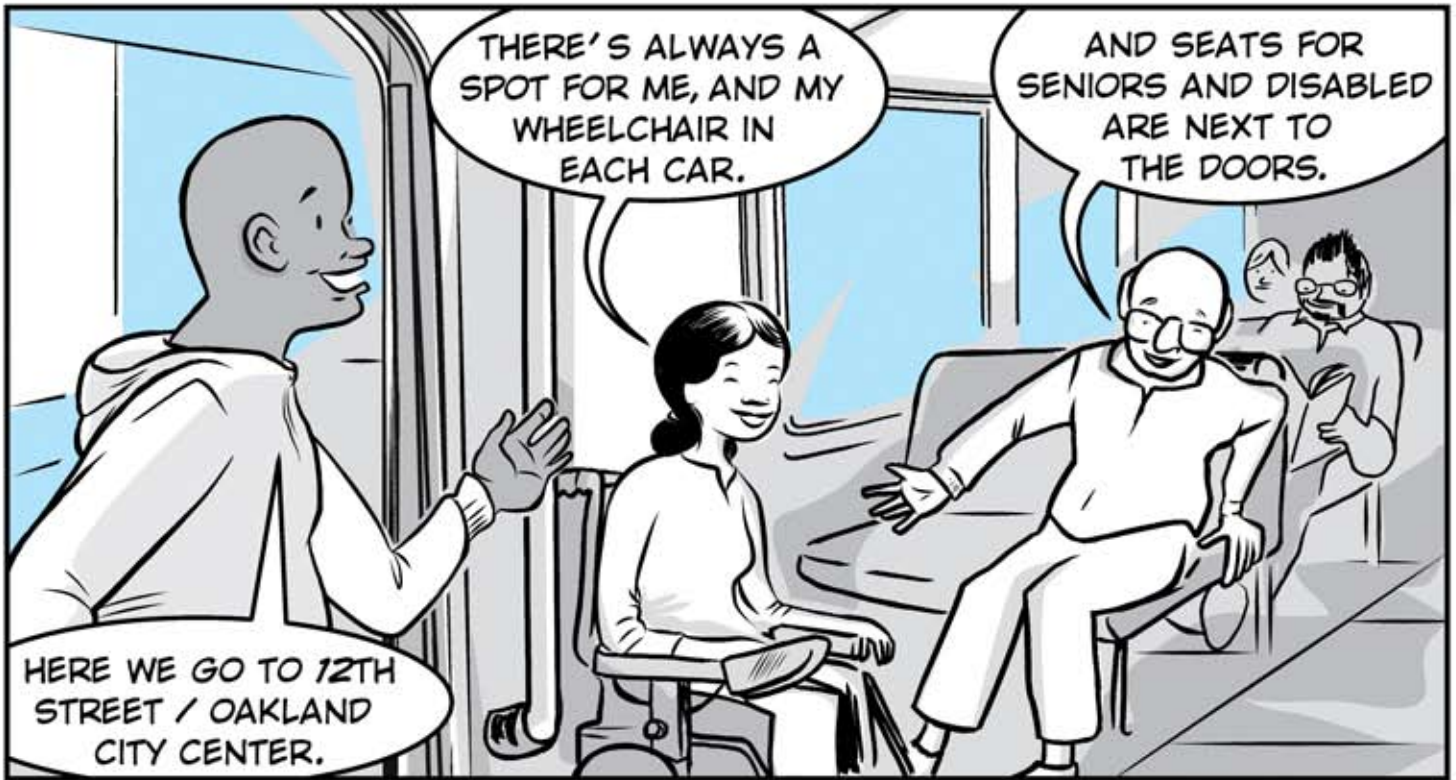
HERE IT COMES.

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NEED MORE...

# HELP?

I N F O R M A T I O N

ENTRANCE



WE CAN HELP YOU WITH:

- TRAIN SCHEDULES
- TICKETS AND DIRECTIONS

BROCHURES YOU CAN TAKE WITH YOU





# TRANSLATION SERVICES

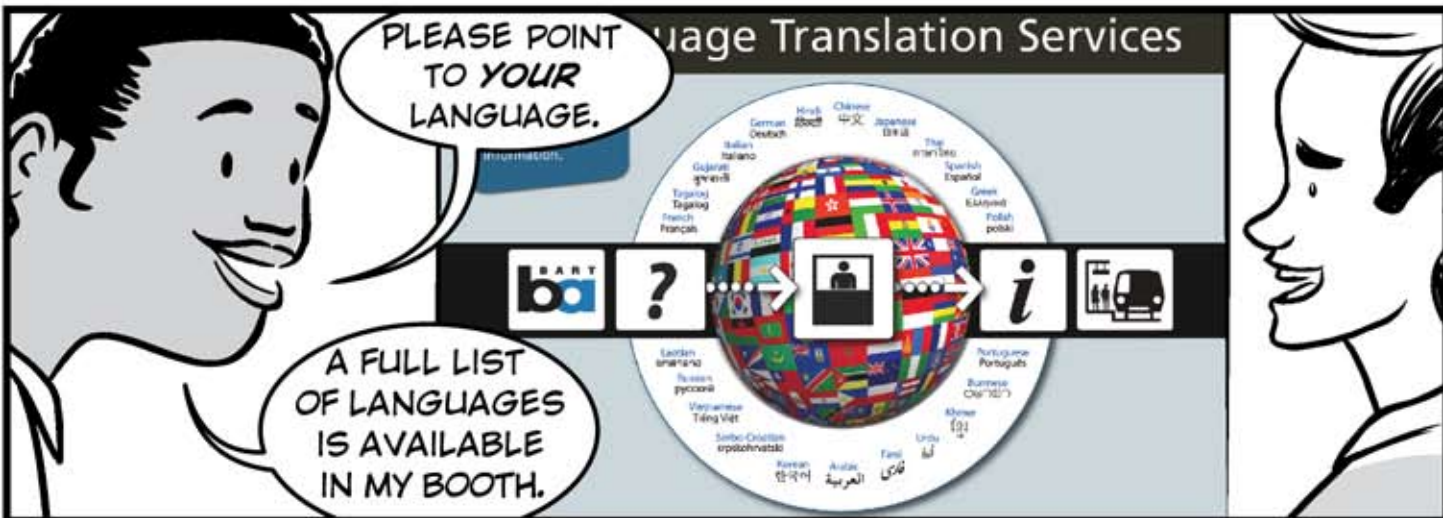
ARE AVAILABLE AT STATION AGENT BOOTHS



NEED TO ASK A QUESTION IN YOUR LANGUAGE?

SEE THE TRANSLATION CARD ON THE FRONT OF MY BOOTH.

ON THE FRONT OF MY BOOTH.



PLEASE POINT TO YOUR LANGUAGE.

A FULL LIST OF LANGUAGES IS AVAILABLE IN MY BOOTH.



SPANISH!

SI!



I WILL GET SOMEONE WHO SPEAKS YOUR LANGUAGE ON THE PHONE TO HELP.

HOLA?

HOLA!



YOU CAN USE  
A **CLIPPER CARD**  
TO PAY FOR YOUR  
**BART** TRIP AND  
ON MANY OTHER  
TRANSIT SYSTEMS  
IN THE BAY AREA.

# USING YOUR **CLIPPER** CARD

I HAVE MY  
**CLIPPER**  
CARD  
READY.



I TOUCH MY  
**CLIPPER** CARD  
ON THE **CLIPPER**  
DISK.

## TOUCH

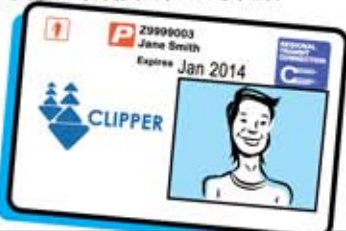


GATES OPEN  
AND I GO!



### **RTC DISCOUNT CARDS**

YOU CAN LOAD CASH AT **BART**  
MACHINES. THE DISCOUNT WILL BE  
DEDUCTED WHEN YOU EXIT.



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### **SENIOR & YOUTH CLIPPER CARDS**

APPLY FOR SENIOR OR YOUTH DISCOUNT  
CLIPPER CARDS AT YOUR LOCAL  
TRANSIT AGENCY.



TO ORDER A CLIPPER  
CARD OR FOR MORE  
INFORMATION CALL:

(877)  
878-8883

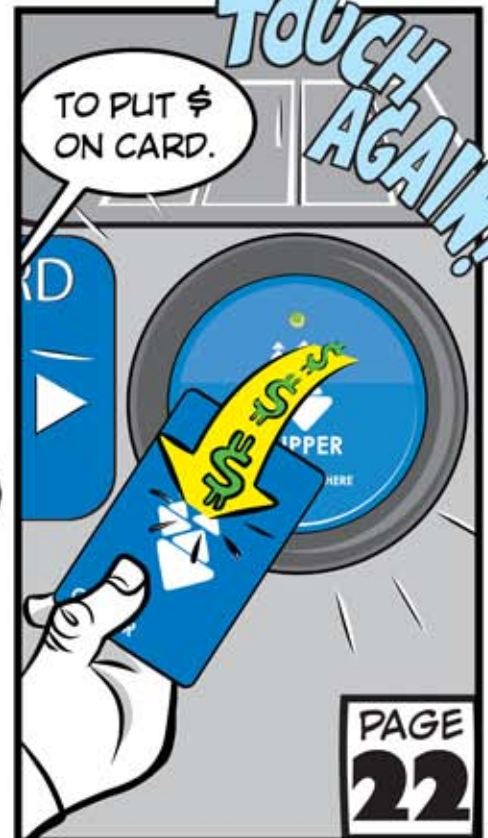
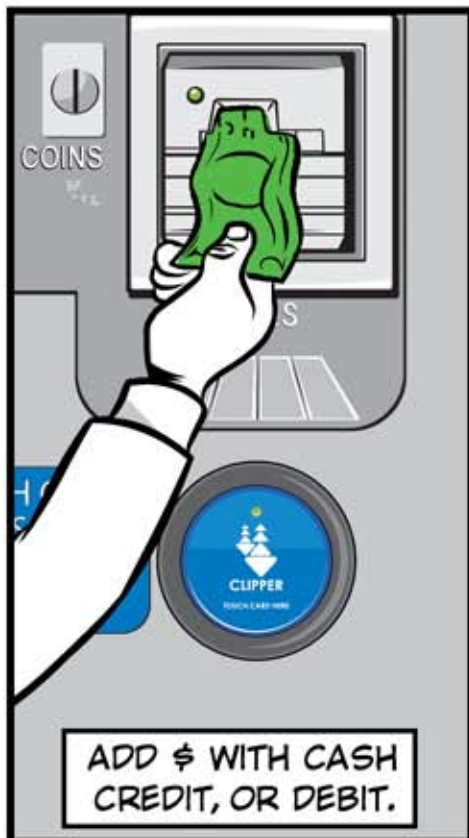
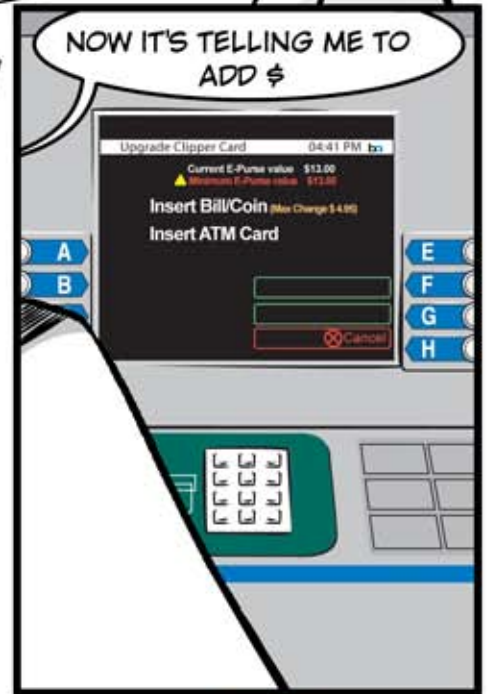




# ADD VALUE

TO YOUR CLIPPER CARD!

YOU CAN ADD VALUE TO YOUR CLIPPER CARD AT THE STATION.



YOU CAN ALSO LOAD VALUE ON YOUR CLIPPER CARD BY CALLING CLIPPER



# MORE HELP

**BEFORE  
YOUR TRIP**



LOG ON:



**WWW.  
BART.GOV**



**GENERAL  
INFORMATION**

**(510)  
465-2278**

**IN THE  
STATION**



**BART STAFF**

ASK US FOR HELP.




**CALL  
BART POLICE  
(877)  
679-7000**

IF YOU ARE CONCERNED  
ABOUT YOUR SAFETY.


**STATION STAFF    STATION AGENT    BART POLICE**

**ELEVATORS**

TO FIND OUT WHERE ELEVATORS MAY BE OUT-OF-SERVICE LISTEN FOR ANNOUNCEMENTS OR CHECK PLATFORM MESSAGE SIGNS.




YOU CAN ALSO CALL: **(510)834-LIFT**



**INTERCOM  
BUTTON**

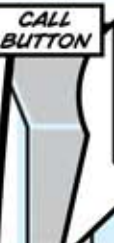
**WHITE  
PHONE**




CONTACT A STATION AGENT BY USING A **WHITE PHONE** ON THE PLATFORM OR THE **INTERCOM BUTTON** LOCATED NEAR THE ELEVATOR CALL BUTTON.

**ON THE  
TRAIN**


**CALL  
BUTTON**




USE **RED INTERCOM BUTTON** AT THE END OF CAR TO CONTACT TRAIN OPERATOR



YOUR CELL PHONE WORKS IN MOST PLACES.



**IN CASE OF EMERGENCY**







# 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 emergency, pull cover panel away and move lever in the direction of the arrow.



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



Leave bicycle 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 train.

## EVACUATION PROCEDURES



Transbay Tube

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



Tunnel & Subway Areas



Aerial Structures

- Wait for instructions from train operator.
- To exit train, use grab rail and inset crew step next to 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.**





# LEARN BART!

A PICTURE GUIDE  
TO  
RIDING BART

FUNDING FOR THIS  
GUIDE IS PROVIDED BY:

ALAMEDA COUNTY  
TRANSPORTATION  
COMMISSION  
(ALAMEDA C.T.C.),

&

SAN FRANCISCO BAY AREA  
RAPID TRANSIT DISTRICT  
(BART).

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PROVIDED BY:

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PROFICIENCY (LEP)  
ADVISORY COMMITTEE,  
ALAMEDA PARATRANSIT,  
ADVISORY & PLANNING  
COMMITTEE (PARCO),  
AND BART ACCESSIBILITY  
TASK FORCE (BATF)

BART  
DEPARTMENTS/OFFICES:

EXTERNAL AFFAIRS, CIVIL  
RIGHTS, OPERATIONS,  
CUSTOMER ACCESS,  
AND POLICE

LEARN BART  
IS FREE!



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GOLDSTONE