

# BART Basics Guide

AUGUST 2021

Free



Create your custom end-to-end trip at [www.bart.gov/planner](http://www.bart.gov/planner) using our multi-modal Trip Planner.

Download the official BART app for trip planning, real-time departures, service advisories, parking payments and more. Download links are available at [www.bart.gov/app](http://www.bart.gov/app).

For personalized help with trip planning, call **(510) 465-BART (2278)**, Monday through Friday from 8 am to 6 pm to speak with a Representative. This line provides after hours automated help.

BART posts current and planned service advisories and escalator and elevator advisories at [www.bart.gov/advisories](http://www.bart.gov/advisories).

Other important phone numbers:

**BART Main Number**  
(510) 464-6000

**Elevator Availability**  
(510) 834-5438 or  
(888) 235-3828

**BART Police**  
PHONE: (510) 464-7000  
TEXT: (510) 200-0992

**Lost and Found**  
(510) 464-7090

**BART Customer Services**  
(510) 464-7134

**Bike Locker Info**  
(510) 464-7133

**Clipper Customer Service**  
[www.clippercard.com](http://www.clippercard.com)  
(877) 878-8883  
TDD/TTY: 711 or  
(800) 735-2929


**Ticket Exchange/  
Refund Information**  
(510) 464-6841

**Parking Programs**  
[bart.gov/parking](http://bart.gov/parking)

**TDD Service**  
(510) 839-2220

Explore the Bay Area on BART. Visit [www.bart.gov/bartable](http://www.bart.gov/bartable) for fun destinations and events all located near BART stations.

Purchase BART merchandise at [www.railgoods.com](http://www.railgoods.com).

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YouTube: BARTable



# Welcome to BART

Bay Area Rapid Transit (BART) provides fast, reliable transportation connecting the San Francisco Peninsula with Oakland, Berkeley, Fremont, Walnut Creek, Dublin/Pleasanton, and other cities in the East Bay and now, Santa Clara County.

## MONDAY–SATURDAY UNTIL EVENING SERVICE MAP

- Antioch–SFO+Millbrae Line
  - Dublin/Pleasanton–Daly City Line
  - Berryessa/North San José–Richmond Line
  - Berryessa/North San José–Daly City Line
  - Richmond–Millbrae+SFO Line
  - Oakland International Airport (OAK)
- Transfer Station
  - Rail Transfer Station
  - BART Parking

FOR A MAP OF SUNDAY AND EVENING SERVICE, VISIT [BART.GOV](http://BART.GOV)





BART has been a proud part of the Bay Area for more than 45 years. Thank you for riding with us.

## BART Schedules

For complete train schedules, visit [www.bart.gov](http://www.bart.gov) and use our online trip planner, or download the official BART app.

## Connecting Transit

BART connects to AC Transit, Caltrain, Muni, SamTrans, VTA, and other local transit systems throughout the Bay Area. Use our multi-modal Trip Planner to plan connecting trips. For more information on connecting service, request information from a Station Agent or visit [www.bart.gov/guide/transit](http://www.bart.gov/guide/transit).

## BART Parking

Stations with parking are marked with a "P" on the BART System Map. Parking controls are in place at all stations. Read and follow instructions on signs in parking lots to avoid a citation.

BART offers daily fee parking and carpool parking payment through the official BART app. VTA manages the parking lots at Milpitas and Berryessa/North San José stations.

For complete information on parking lot hours, fees, and to obtain reserved parking, visit us online at [www.bart.gov/parking](http://www.bart.gov/parking).

# BART Fares

## CLIPPER CARD



Clipper is a “smart card” with stored value that can be used on various Bay Area transit operators. Clipper cards can be purchased at fare machines in all BART stations—there is a one-time \$3.00 fee for the card. You must

load fare on your card before entering. Keep your Clipper card to use on most transit in the Bay Area and for future trips. Each passenger must have their own card.

Visit [www.clippercard.com](http://www.clippercard.com) to learn how to apply for cards with discounts for Seniors (age 65 and up), Youths (age 5-18), persons with disabilities, qualified low income, or to add a BART High Value Discount.

## MOBILE PAYMENT

You can now pay for BART using your phone or Apple Watch. BART fare gate readers now support Clipper payment via iPhone, Apple Watch and Android phones. Visit [www.clippercard.com](http://www.clippercard.com) for instructions on how to add Clipper to your mobile wallet to pay fares. Clipper now offers an app to add a new or existing Clipper card and is supported on iPhone and Apple Watch and Android.

## BART PAPER TICKETS

BART no longer sells paper tickets from vending machines in stations. Riders are still able to use the paper tickets they already have to enter and exit through fare gates. Riders are also able to add enough fare to a paper ticket to exit the station using add fare machines located in the paid area. There is an extra \$.50 per trip surcharge to use a BART ticket instead of a Clipper card.

## BART EXCURSION FARE

BART’s Excursion Fare allows you to tour the BART system for up to three hours on a \$6.20 fare, if you enter and exit at the same station. To avoid being charged the excursion fare if you enter the system and need to leave before riding a train, see a Station Agent.

# Airport Connections

## SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)

BART San Francisco International Airport (SFO) Station provides direct service to the SFO International Terminal with a short AirTrain ride to domestic flights.

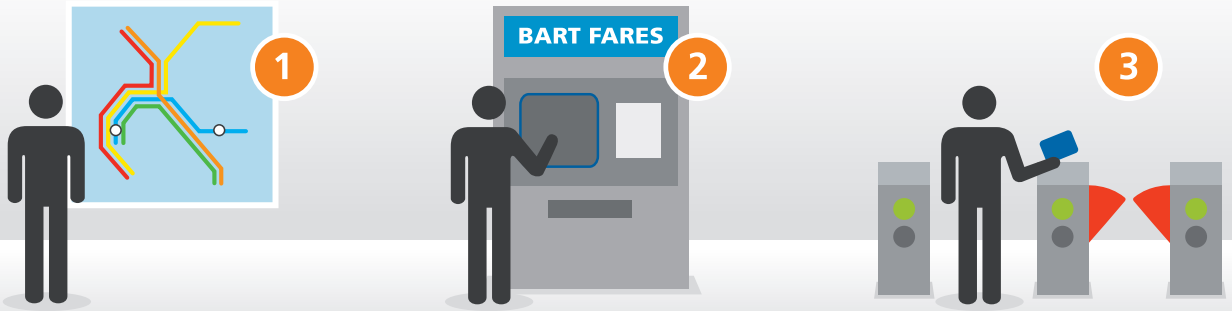
## OAKLAND INTERNATIONAL AIRPORT (OAK)

BART service to the Oakland International Airport provides a seamless connection between BART Coliseum Station and BART Oakland International Airport (OAK) Station.

A simple cross-platform transfer at BART Coliseum Station takes you to shuttle trains that arrive at regular intervals throughout the day.

At your entry station, be sure to purchase a Clipper card with sufficient value for the destination of “Oakland International Airport Station.”





## How to Ride BART

### 1. LOCATE YOUR ROUTE

Locate your destination on the BART System Map and note the color of the line that goes through that station. Some stations show more than one color, which means more than one line serves that station. Follow the line to the last station on the route; that station name is the route you will take.

### 2. CALCULATE YOUR FARE & PURCHASE A CLIPPER CARD

Locate your destination station and its corresponding one-way fare on a BART Fare Chart posted on BART Fare Vending Machines. If you are returning to this station, double the fare for your round-trip price.

Buy a Clipper card at any BART Fare Vending Machine. Each passenger must have their own card. All machines accept cash, and select machines

accept credit and debit cards. To purchase, insert cash or credit card, select the amount to load based on your calculated fare, and collect your card and receipt. You can add value to your existing Clipper card by tagging the card on the disk and following the instructions on the screen. **Remember to tag again to complete the transaction.**

### 3. ENTER THE FARE GATES

Locate the fare gates and find the card reader with the Clipper logo on the top of the fare gate or on the side of the wide accessible fare gate. Tag your card by holding it flat against the reader until the BART fare gate displays "OK" and opens. Walk through the gate and proceed to your platform. If you encounter any problems, see a Station Agent for help.



Keep your Clipper card with you.  
You'll need to tag your card again to  
exit at your destination.

#### 4. FIND YOUR PLATFORM & BOARD TRAIN

The train platform may be one level above, below, or on the same level as the BART entrance and Fare Vending Machines. Train destination signs will help you locate the correct platform. You can reach the platform by using stairs, escalators, or elevators.

Look for overhead displays and listen to audio announcements for information on arriving trains. You will hear an electronic audio signal as the train pulls into the station. A flashing electronic overhead sign displays the train destination. Remember, the end of the line station name is the route you will take.

#### 5. DISEMBARK AT YOUR STATION

BART System Maps on all trains, [www.bart.gov](http://www.bart.gov), or the official BART app can be used to keep track of the stops leading to your destination. Station signs are visible through train windows, and announcements for upcoming stops and transfer points will be made.

#### 6. EXIT THE BART SYSTEM

Follow signs to the fare gates to exit the station. At the fare gates, tag your Clipper card on the card reader as you did when entering the system. If your Clipper card has too little value, a sign on the fare gate will read "Underpaid: Go to Add Fare." There are machines inside the paid area to add value. Some accept credit cards, while others only accept cash, and give up to \$4.95 in change. If you don't have enough cash, please speak with an Agent for access to the free area to add value.



# Bikes on BART

It is your responsibility to comply with all bicycle rules when taking your bike on BART.

Although bikes are allowed on trains at all times, there are some important exceptions:

- Bikes are **NEVER ALLOWED ON CROWDED CARS**. There must be enough room to comfortably accommodate you and your bicycle.
- Bikes are **NEVER ALLOWED ON THE FIRST CAR** of any train.
- Bikes are **NOT ALLOWED IN THE FIRST THREE CARS** during commute hours from 7:00 am to 9:00 am and from 4:30 pm to 6:30 pm.
- Bikes are not allowed on escalators.
- Bicyclists must yield to other passengers and not block aisles or doors.

For a complete description of bike rules, visit [www.bart.gov/bikes](http://www.bart.gov/bikes).

## BART Rules

### OVERVIEW

Obeying the following rules will help keep BART safe, comfortable, and clean for everyone.

- No eating, drinking, or smoking in paid areas of stations, on platforms, or on trains. Violations can lead to a fine.
- Be mindful of unreasonable noise from cell phones, radios, and other media devices. Don't cause loud disruptions to fellow passengers.
- Do not leave trash on trains or litter in stations.
- Do not ride scooters, bicycles, or skateboards in stations or on trains.
- Flammable liquids are not allowed in stations or on trains.
- Purchasing BART tickets from unauthorized sources is prohibited.
- Keep luggage and shopping bags close and do not block aisles or doors.
- Take your backpack off while riding on the train to make room for your fellow riders.
- Proof of payment is required. Fare inspectors may check for valid fares within the system.
- Gender-based sexual harassment and violence are prohibited and will not be tolerated at BART.

### ANIMALS ON BART

- Persons with disabilities may ride with their guide, signal, or service animal. Service animals must be leashed. Contact the Customer Access and Accessibility Department for additional accommodations.
- All non-service pets, including dogs whose sole function is to provide comfort or emotional support, must travel in a secure, enclosed carrier specifically manufactured for transport of a pet.

## Safety & Security Tips

- Wait safely behind the yellow platform edge tiles for your train to arrive.
- Do not enter the trackway or touch the electric third rail. See an Agent if you drop something in the track.
- Watch your step when boarding and disembarking the train. The gap between the platform and the train can vary in size.
- On escalators, stay clear of the pinch areas and step over the comb plate.
- Familiarize yourself with the Emergency Procedures posters displayed in each train car.
- Protect your phone and electronic devices from theft. Be aware of your surroundings and secure your devices when train doors are about to open.
- The Train Operator is in the first train car; it's a great place to sit if you are traveling alone.
- Save the numbers for BART police, outlined on this page, in your contacts.
- Know your train car number when reporting a problem: it's located above the doors on the inside of each end of the train car.
- Learn about BART's efforts to address and prevent sexual harassment on transit at [www.bart.gov/NotOneMoreGirl](http://www.bart.gov/NotOneMoreGirl).

### BART POLICE

BART Police respond to and investigate 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. Transit Ambassadors and other unarmed safety staff also walk platforms and ride trains.

Download the BART Watch app to discreetly text BART dispatch to report criminal or suspicious activity.

Call BART Police to report crimes in progress, suspicious activity, or to file a police report:

**Emergency:** (510) 464-7000 or 911

**Text BART Police:** (510) 200-0992

**Non-emergency:** (877) 679-7000

## Need Assistance? We're Here to Help

### BART STATION AGENTS

Station Agents are available to answer questions and offer assistance with fares, schedules, and other information. Go to the Station Agent booth or use the white courtesy telephone to speak with an Agent.

### BART Customer Services

(510) 464-7134

[www.bart.gov/comments](http://www.bart.gov/comments)

### LOST AND FOUND

The BART Lost and Found is located in the 12th St. Oakland City Center BART Station. It's open Monday, Wednesday, and Friday from noon to 2:00 pm and from 3:00 pm to 6:00 pm. Days and hours of operation are subject to change based on daily staffing availability. Call the telephone hotline, which is updated daily, at **(510) 464-7090** before making your visit. Visit [www.bart.gov/lostandfound](http://www.bart.gov/lostandfound).

### STOP HUMAN TRAFFICKING

Victims of slavery and human trafficking are protected under United States and California law. Call the National Human Trafficking Resource Center at **1 (888) 373-7888** to access help and services. Toll-free hotlines are anonymous, confidential, and operated by nonprofit, non-governmental organizations.

### ARE YOU STRUGGLING EMOTIONALLY OR THINKING OF SUICIDE?

Free and confidential help is available by calling toll-free **1 (800) 273-TALK (8255)**.