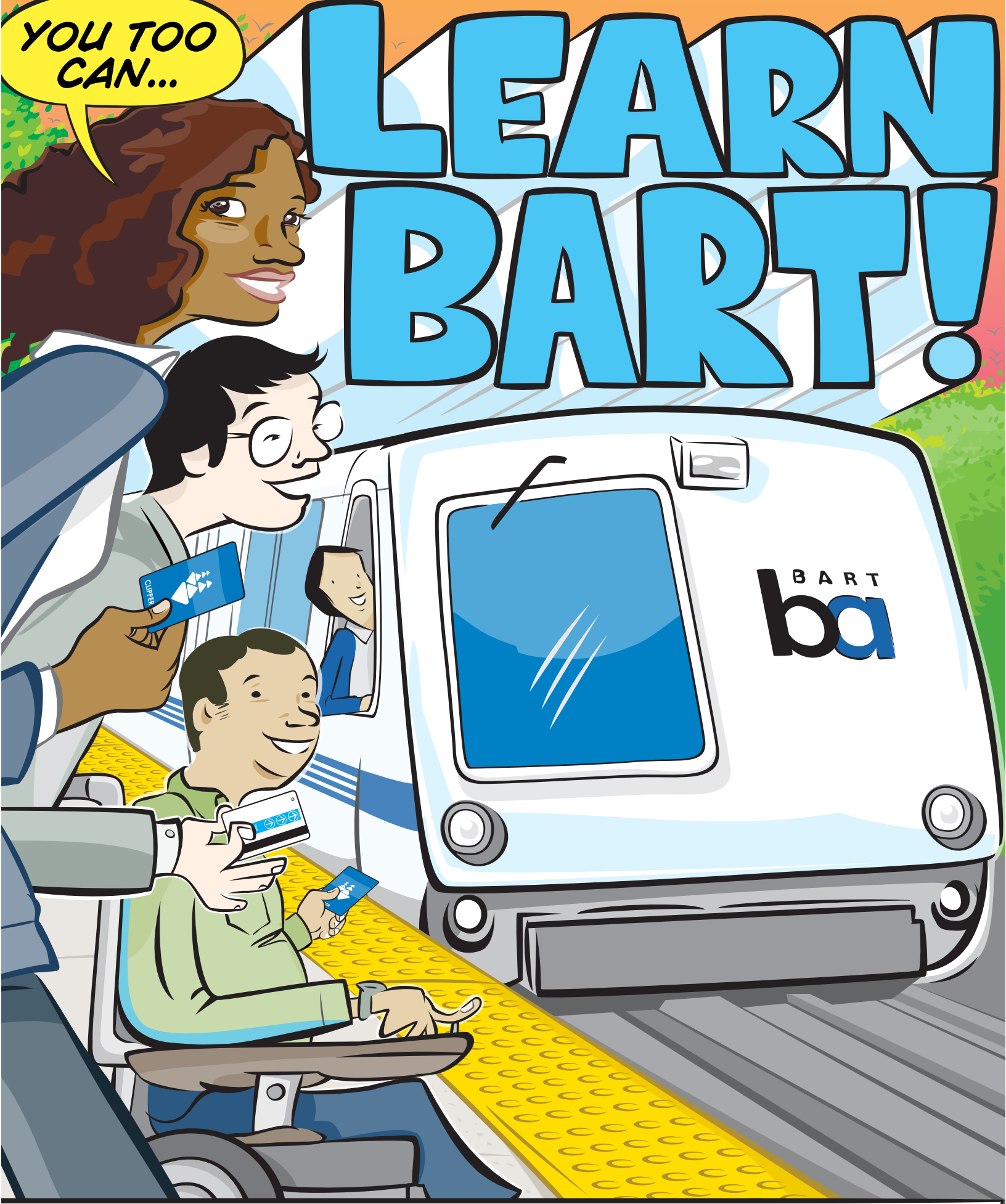


**YOU TOO
CAN...**

LEARN BART!



YOUR GUIDE TO RIDE!

LET'S LEARN BART!

GO ON



GO TO PAGE	
START YOUR TRIP	1
THE MAP	2
TRIP PLANNER	4
SAMPLE TRIP	5
BUY A TICKET MACHINES	6
FIND YOUR FARE	7
CLIPPER CARD	10
FARE GATES	11
ELEVATORS	16
BOARD THE TRAIN	17
RIDE	19
EXIT BART	22
MORE HELP	23

START

PAGE 1

BUY A TICKET

PAGE 5

BOARD THE TRAIN

PAGE 17

RIDE

PAGE 19

EVENTS



GOLDSTONE

ET

BART TICKETS

An illustration of a person in a brown jacket standing at a BART ticket machine. The machine has a screen and a keypad. A blue arrow points from this section to the 'FARE GATES' section.

FARE GATES

An illustration of a person with glasses and a red backpack using a fare card at a fare gate. A blue arrow points from the 'BART TICKETS' section to this one. A sign in the bottom left corner of this section says 'PAGE 11'.

EXIT BART

An illustration of a person in a blue suit walking down a staircase. A sign above the stairs says 'EXIT BART'. A sign in the bottom left corner of this section says 'PAGE 22'.

PAGE 23

NEED MORE HELP?

TRANSLATION SERVICES **PAGE 24**

ALERTS **PAGE 25**

ELEVATOR OUT OF SERVICE **PAGE 26**

TRAVEL ASSISTANCE **PAGE 27**

EMERGENCY CARD **PAGE 28**

An illustration of an information kiosk with a person inside. The kiosk has 'INFORMATION' written on top and a 'bart ba' logo on the side. A blue arrow points from the 'EXIT BART' section to this one.

LET'S PLAN YOUR FIRST BART TRIP.

WE'LL USE THE BART MAP TO HELP FILL OUT YOUR TRIP PLANNER.

YOU CAN ALSO USE THE TRIP PLANNER ON

THE BART "OFFICIAL" APP.



BART System Map Weekday & Saturday*

- █ Antioch–SFO/Millbrae Line
- █ Dublin/Pleasanton–Daly City Line
- █ Richmond–Warm Springs/South Fremont Line
- █ Warm Springs/South Fremont–Daly City Line
NO EVENING OR SUNDAY SERVICE
- █ Richmond–Millbrae Line
NO EVENING OR SUNDAY SERVICE
- █ SFO–Millbrae Shuttle
NO EVENING OR SATURDAY SERVICE
- █ Oakland International Airport (OAK)
SERVICE BETWEEN COLISEUM & OAKLAND INTERNATIONAL AIRPORT STATIONS
- Transfer Station
- Transfer Station for Service to Oakland International Airport
- Ⓟ BART Parking

*For a map of SUNDAY SERVICE, pick up a copy of "BART Fares & Schedules" or visit www.bart.gov



TRIP PLANNER



MY **START** STATION:

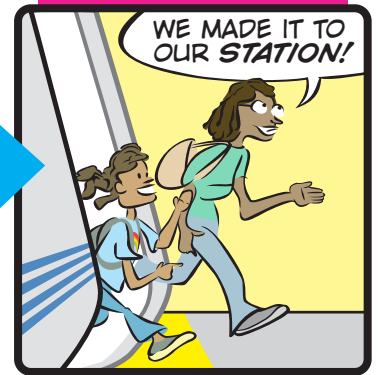
TO

MY **EXIT** STATION:

BOARD TRAIN GOING TO:

<input type="checkbox"/> RICHMOND	<input type="checkbox"/> ANTIOCH	<input type="checkbox"/> DUBLIN / PLEASANTON
<input type="checkbox"/> FREMONT	<input type="checkbox"/> SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)	<input type="checkbox"/> MILLBRAE
<input type="checkbox"/> DALY CITY	<input type="checkbox"/> WARM SPRINGS/ SOUTH FREMONT	<input checked="" type="checkbox"/> CHECK YOUR BOX

YOU'RE THERE!



**TO TRANSFER
GET OFF TRAIN AT:**

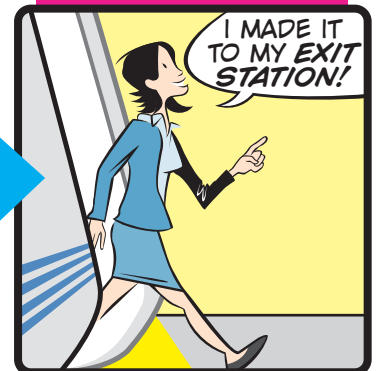
<input type="radio"/> BAY FAIR	<input type="radio"/> 19TH ST/ OAKLAND	<input type="radio"/> MACARTHUR
<input type="radio"/> BALBOA PARK	<input type="radio"/> SAN BRUNO	<input checked="" type="radio"/> CHECK YOUR BOX



BOARD TRAIN GOING TO:

<input type="checkbox"/> RICHMOND	<input type="checkbox"/> ANTIOCH	<input type="checkbox"/> DUBLIN / PLEASANTON
<input type="checkbox"/> FREMONT	<input type="checkbox"/> SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)	<input type="checkbox"/> MILLBRAE
<input type="checkbox"/> DALY CITY	<input type="checkbox"/> WARM SPRINGS/ SOUTH FREMONT	<input checked="" type="checkbox"/> CHECK YOUR BOX

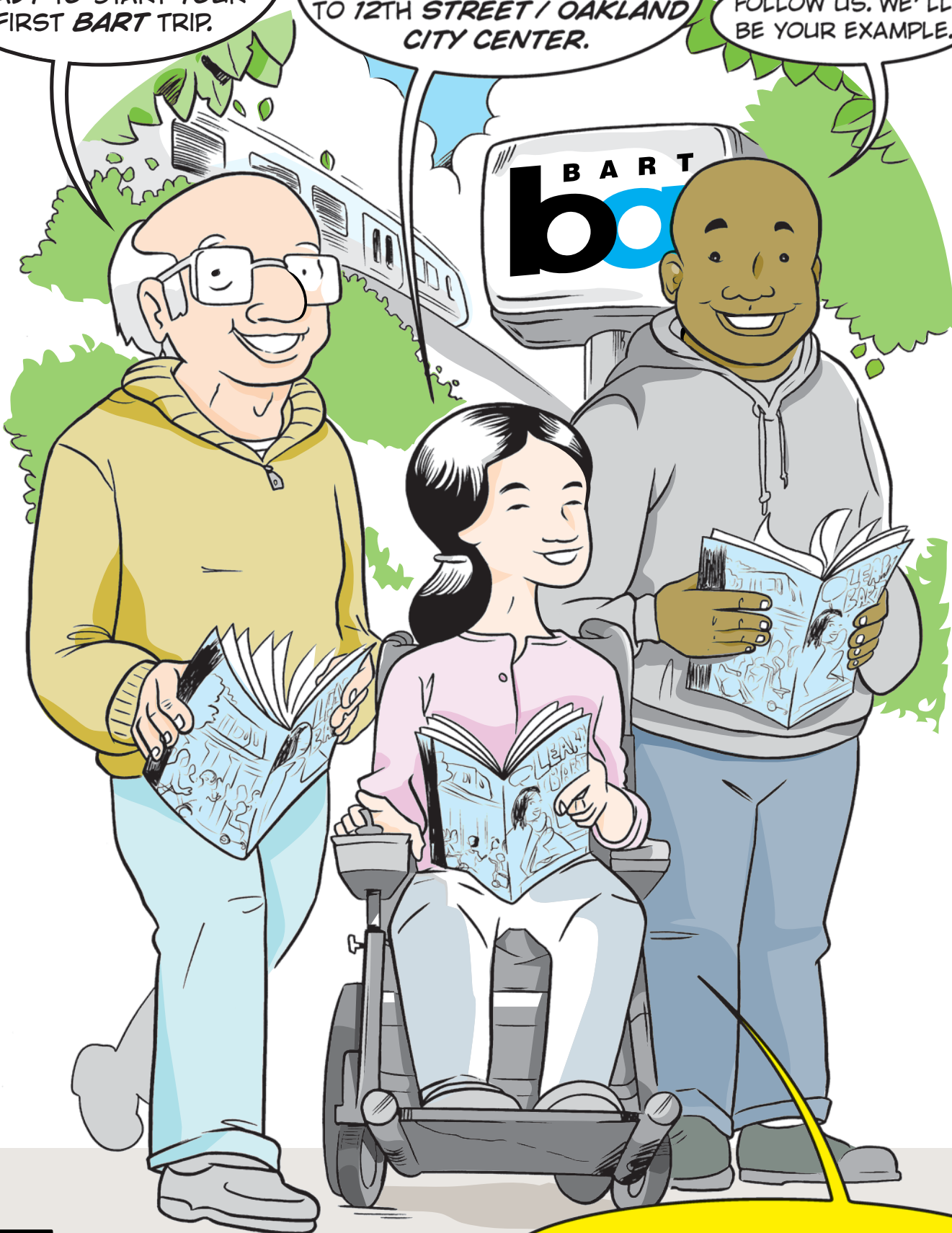
YOU'RE THERE!



NOW THAT YOU'VE FILLED OUT THE TRIP PLANNER, 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.

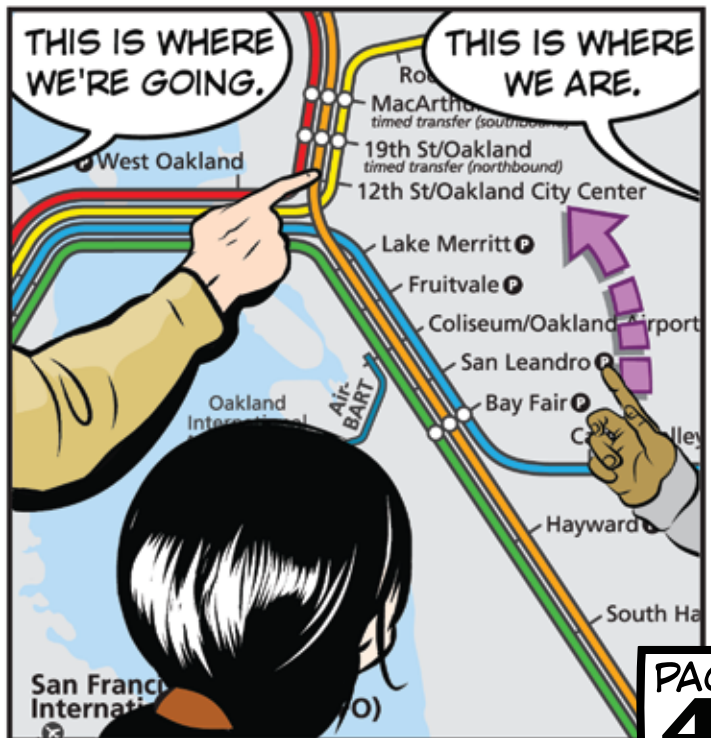
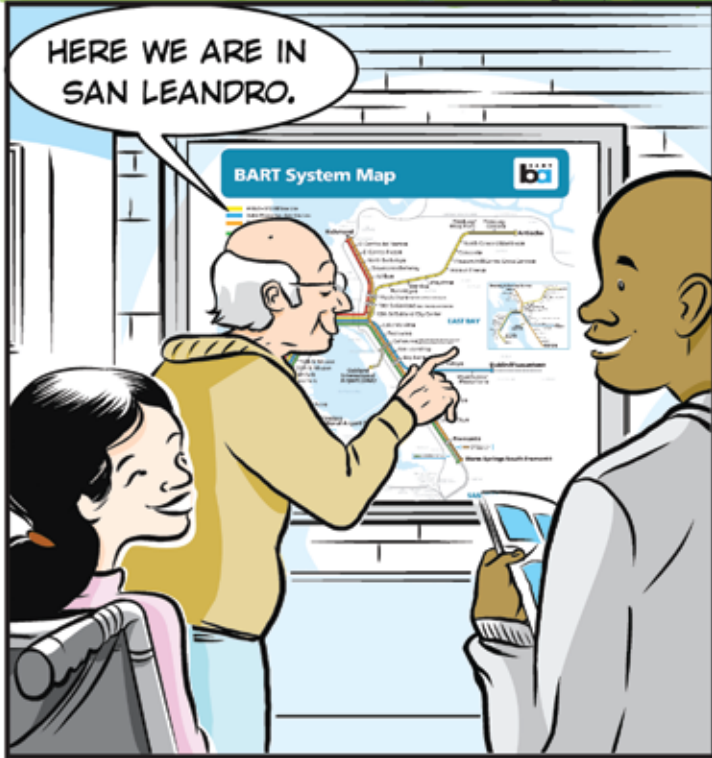


LET'S LEARN BART!

SAMPLE TRIP

SAN LEANDRO

12TH ST./ OAKLAND CITY CENTER



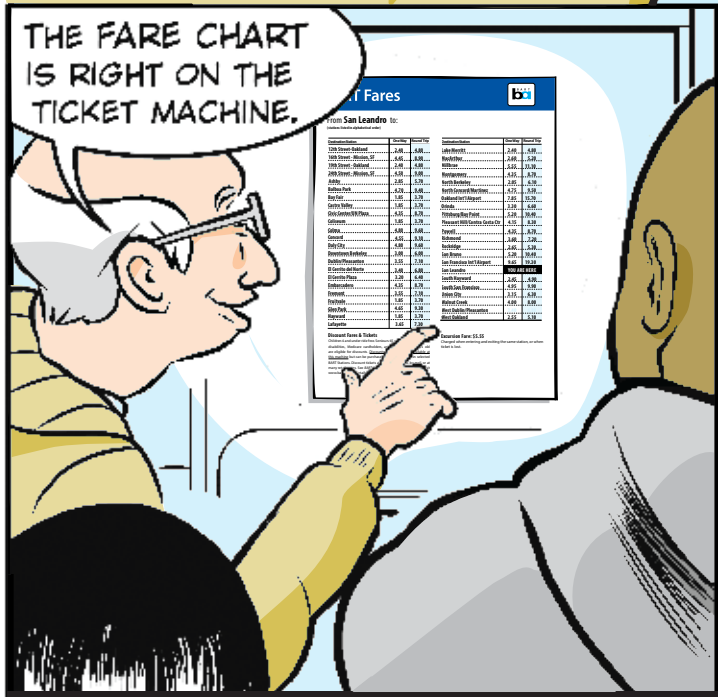
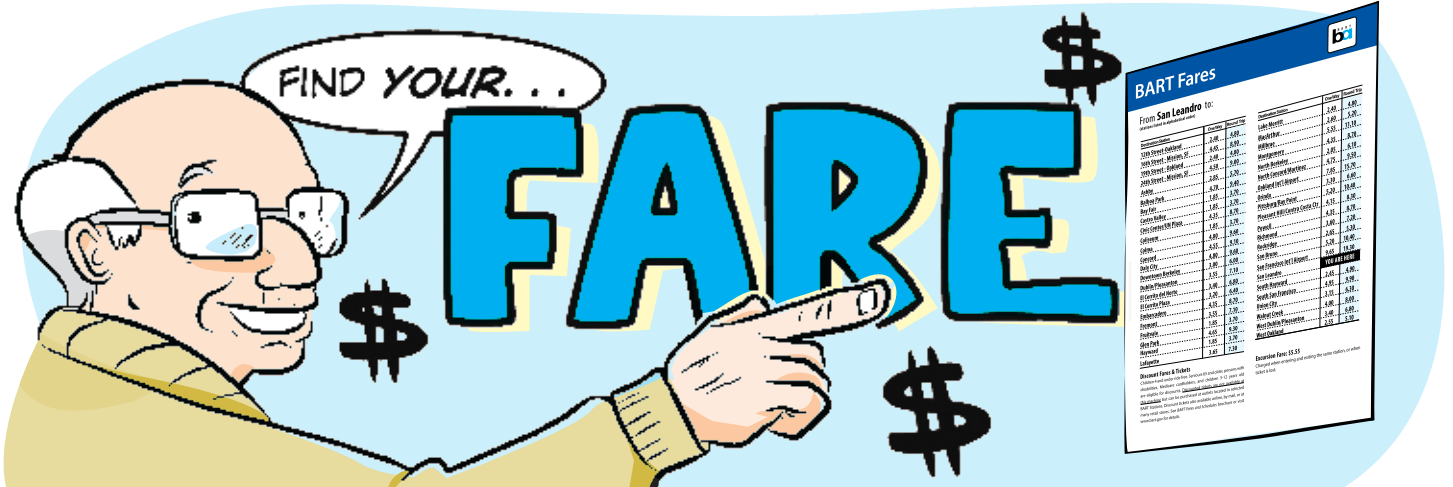
BUY A TICKET

HERE ARE THE TICKET MACHINES.

FIRST WE FIND OUR FARE THEN BUY TICKETS.

THEY LOOK LIKE *ATMS*.

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



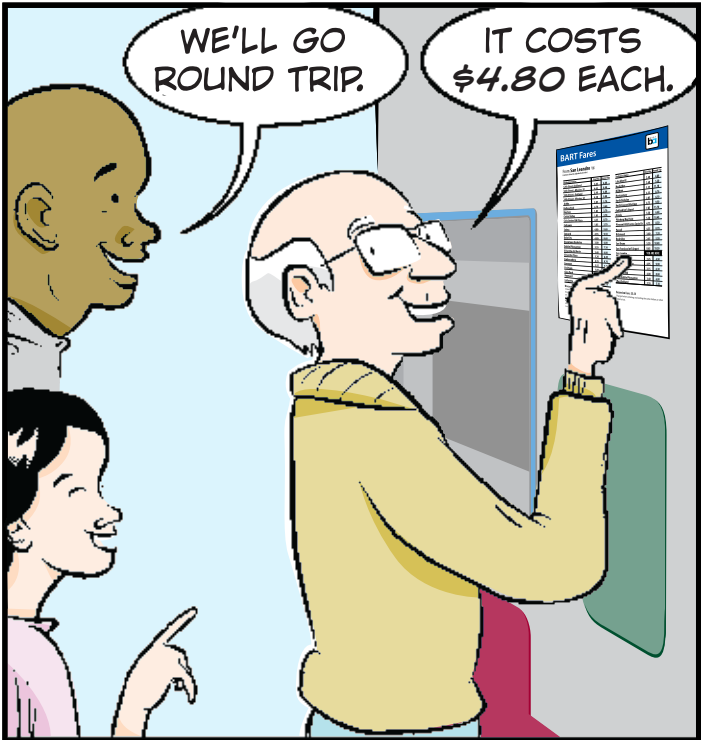
THIS IS WHERE WE ARE.

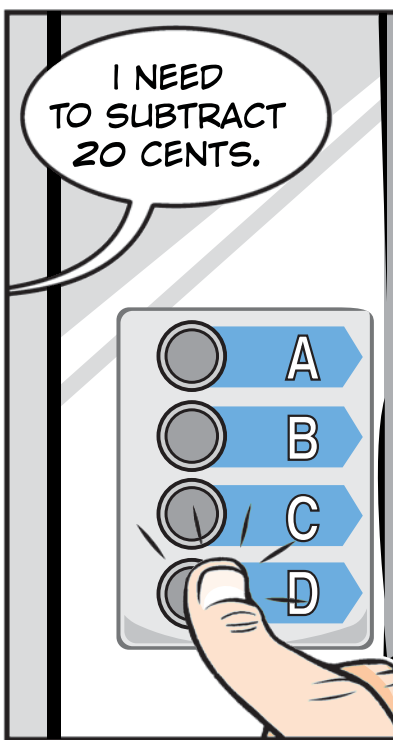
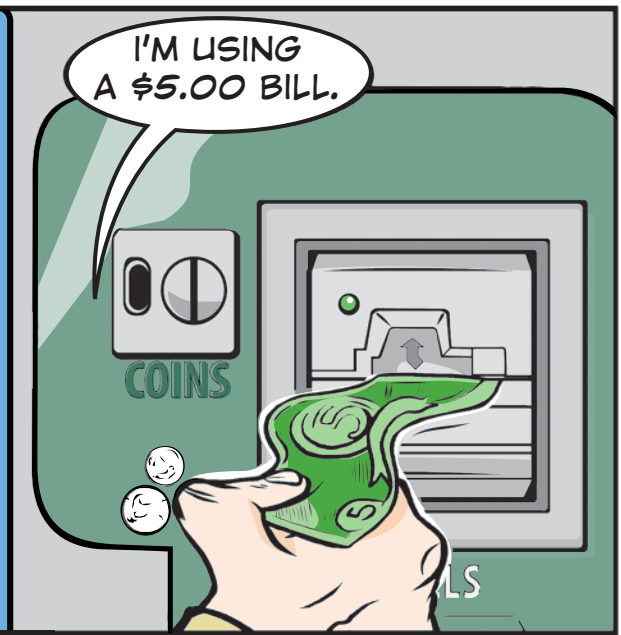
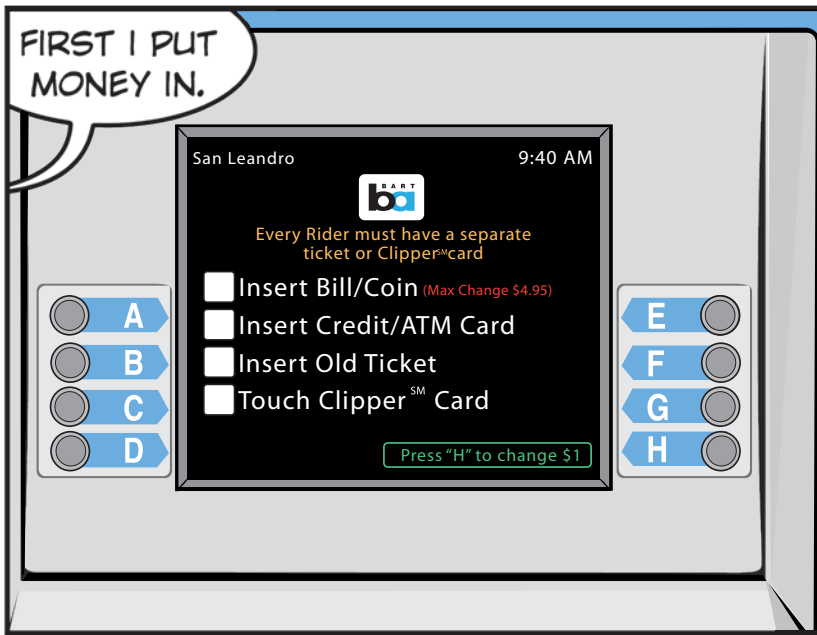
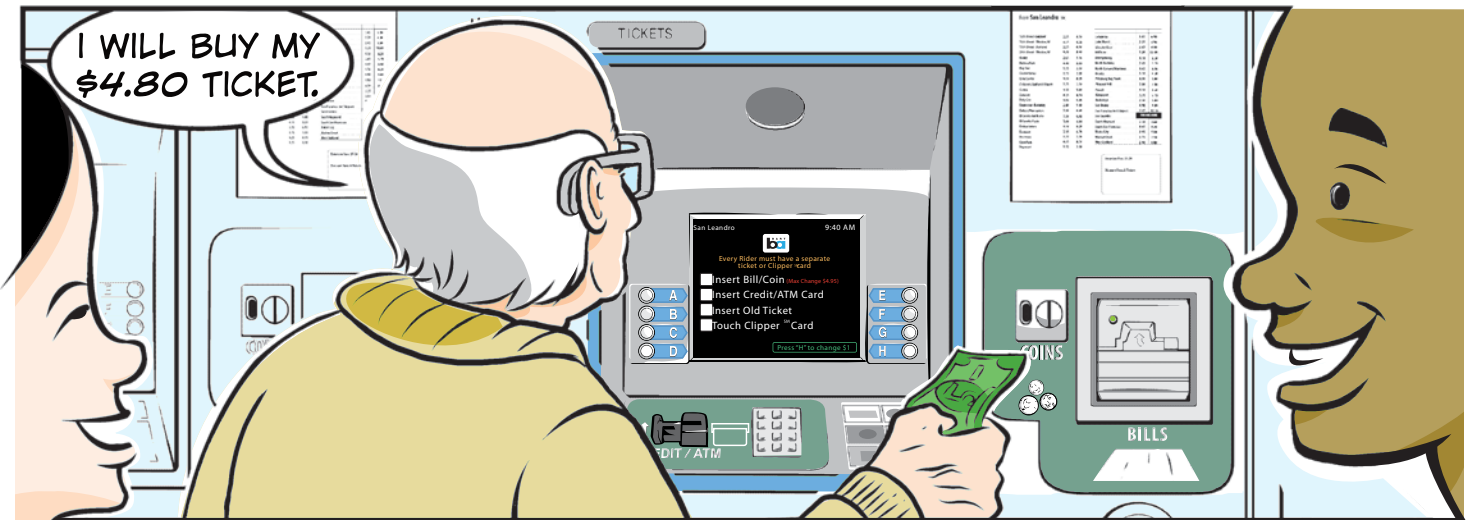
10.00	3.15	6.30
4.90	4.90	9.80
7.95	7.95	15.90
3.40	3.40	6.80
5.40	5.40	10.80
4.30	4.30	8.60
4.50	4.50	9.00
3.70	3.70	7.40
2.75	2.75	5.50
5.40	5.40	10.80
10.00	10.00	20.00
YOU ARE HERE		
2.55	2.55	5.10
5.15	5.15	10.30
3.25	3.25	6.50
4.10	4.10	8.20
4.10	4.10	8.20
3.50	3.50	7.00
2.65	2.65	5.30

From **San Leandro** (stations listed in alphabetical order)

THIS IS WHERE WE'RE GOING.

Destination Station	One Way	Round Trip
12th Street-Oakland	2.40	4.80
16th Street Mission, SF	4.50	8.00
19th Street Oakland	2.40	4.80
24th Street Mission SF	4.60	9.25
Ashby	2.85	5.75
Balboa Park	4.80	9.65
Fairmount	1.90	3.85
12th Street Oakland	2.40	4.80
16th Street Mission, SF	4.50	8.00
19th Street Oakland	2.40	4.80
24th Street Mission SF	4.60	9.25
Ashby	2.85	5.75
Balboa Park	4.80	9.65
Fairmount	1.90	3.85
12th Street Oakland	2.40	4.80
16th Street Mission, SF	4.50	8.00
19th Street Oakland	2.40	4.80
24th Street Mission SF	4.60	9.25
Ashby	2.85	5.75
Balboa Park	4.80	9.65
Fairmount	1.90	3.85





Purchase BART ticket 9:40 AM

Amount Inserted	\$5.00
Current ticket value	\$5.00 (Min. Ticket Value)
Change due	\$0.00 (Max Change \$4.95)

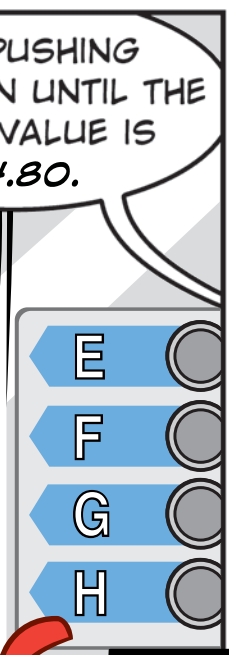
Change Ticket Value, insert additional cash or old ticket, or select ticket.

Change Ticket Value

Select Ticket Type

- Print \$5.00 Ticket
- Buy Multiple Tickets
- Buy BART Plus Ticket
- Subtract 5¢

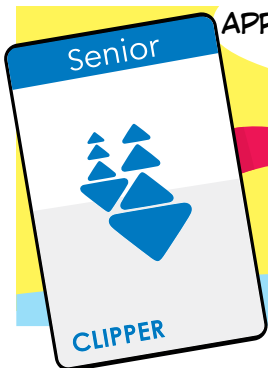
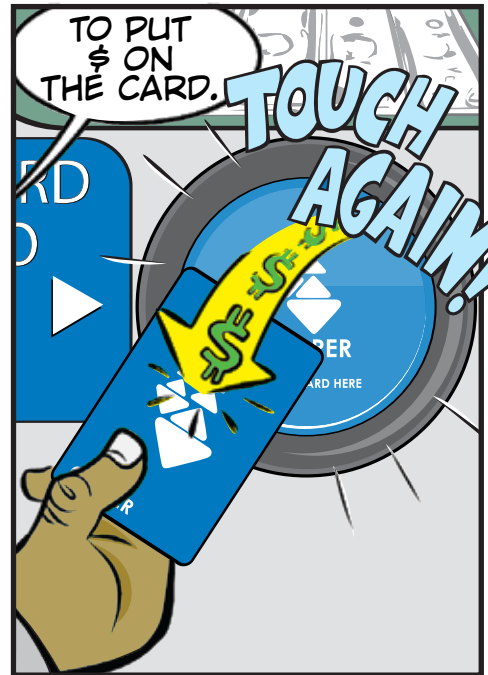
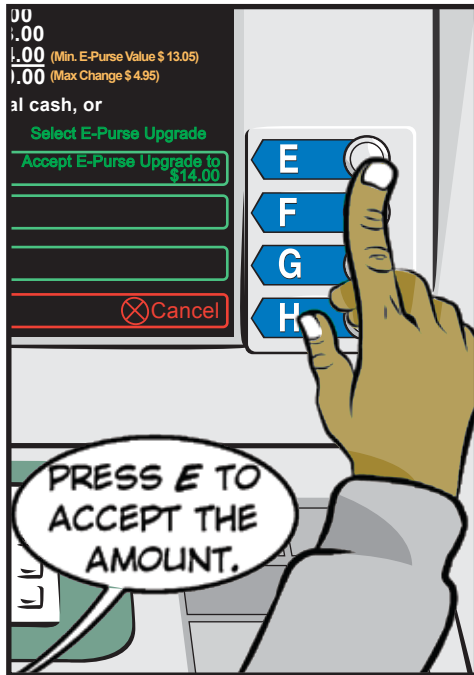
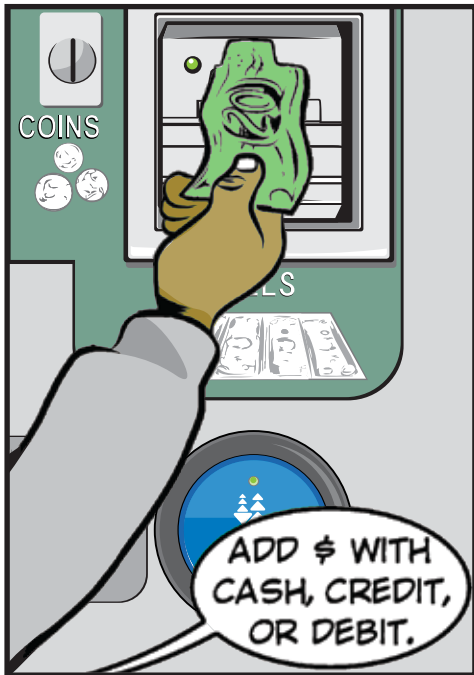
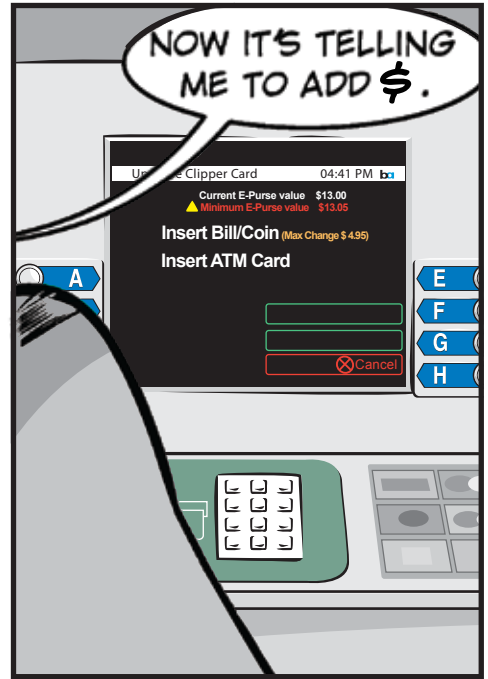
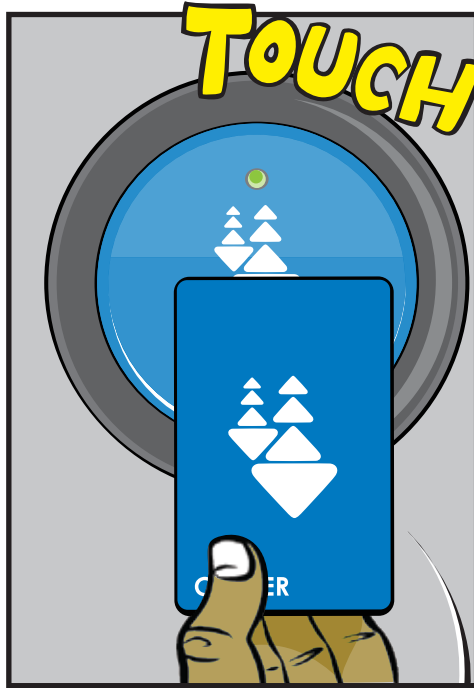
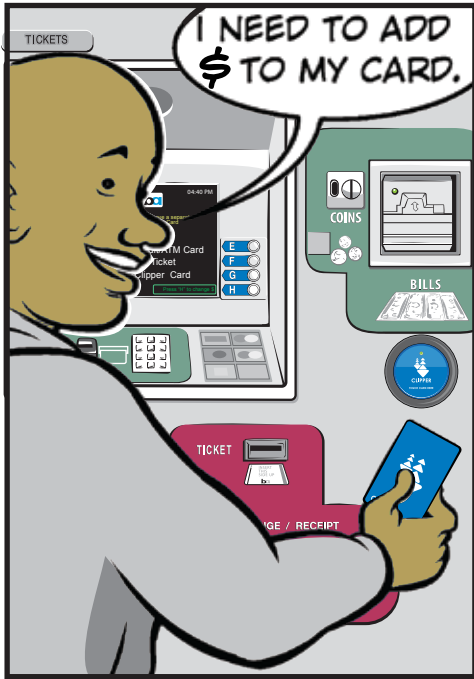
Cancel



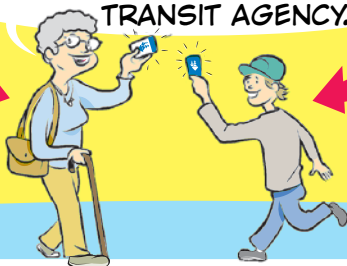
DING DING

YOUR CLIPPER CARD

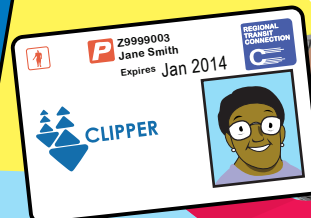
(877)-878-883



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



OR THE *RTC* CARD FOR PERSONS WITH DISABILITIES.



FARE GATES

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

TAKE
TICKET
AND
GATE
OPENS

TICKET
GOES IN

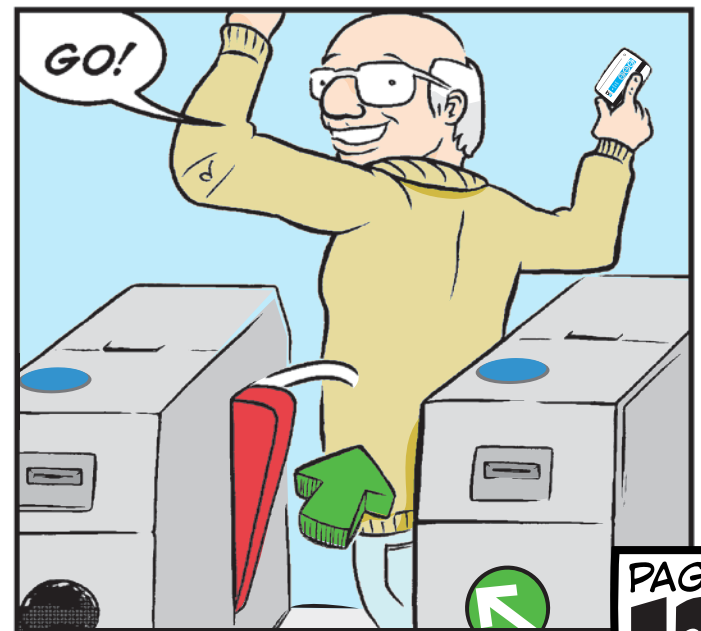
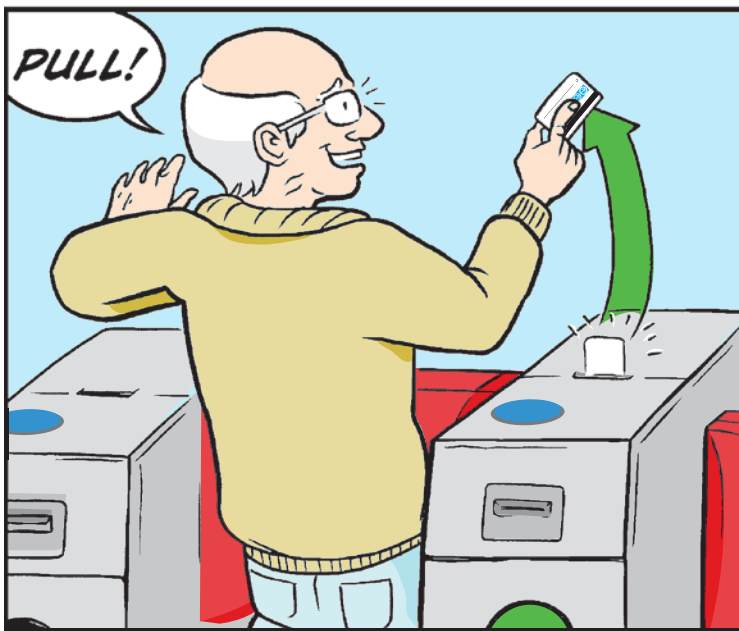
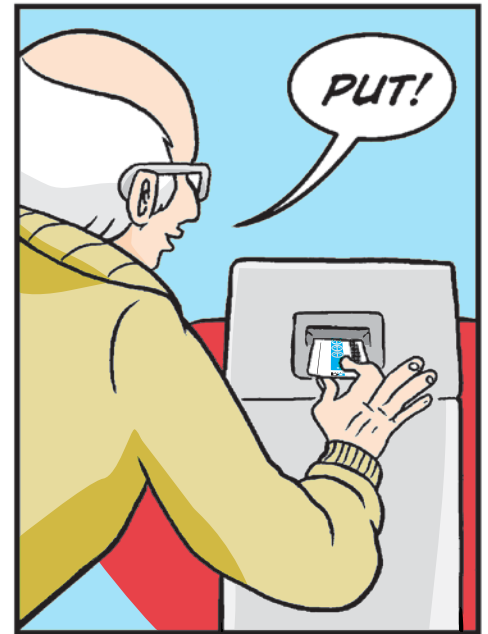
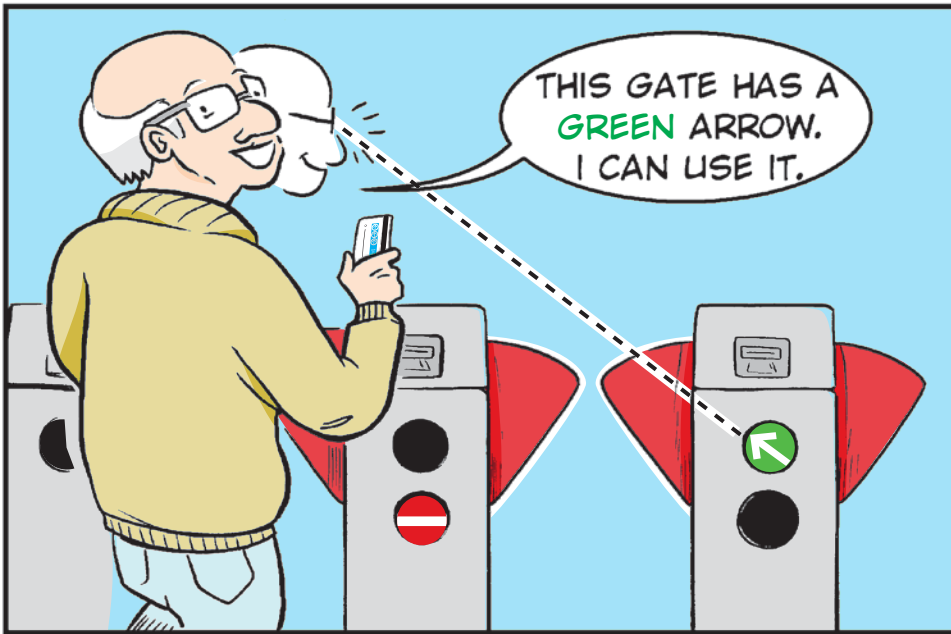
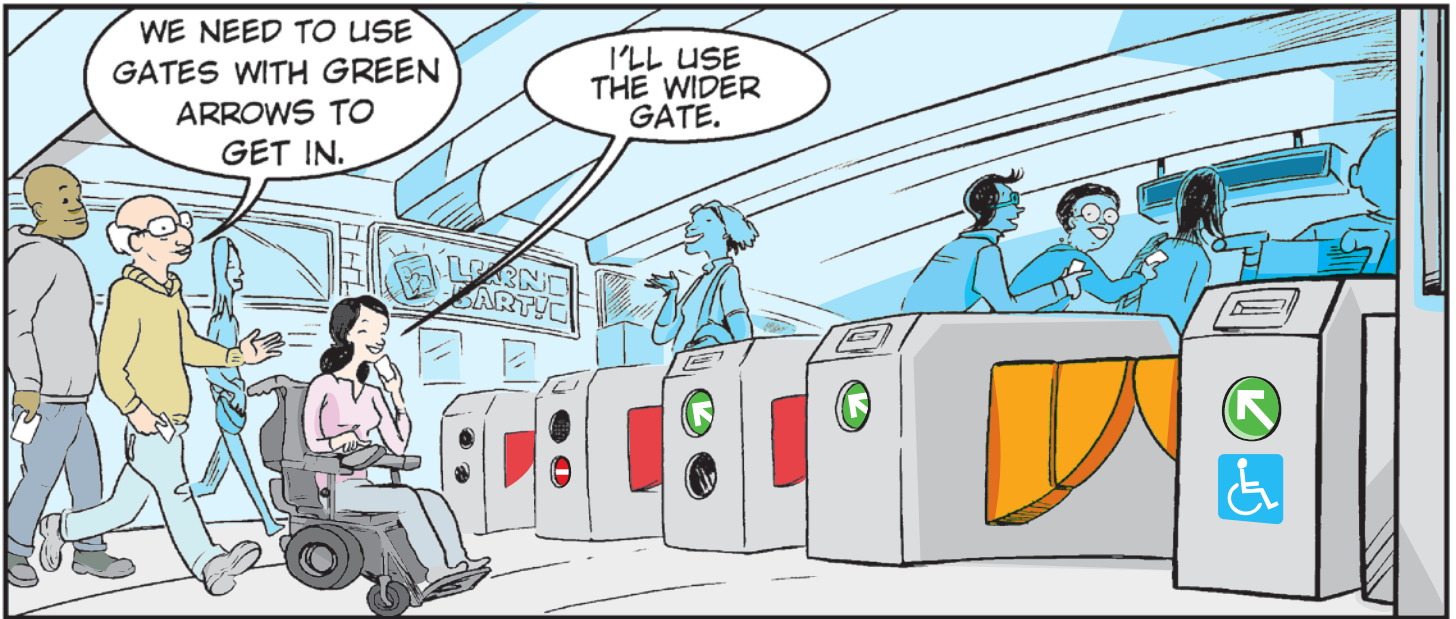
DON'T
USE THIS
GATE

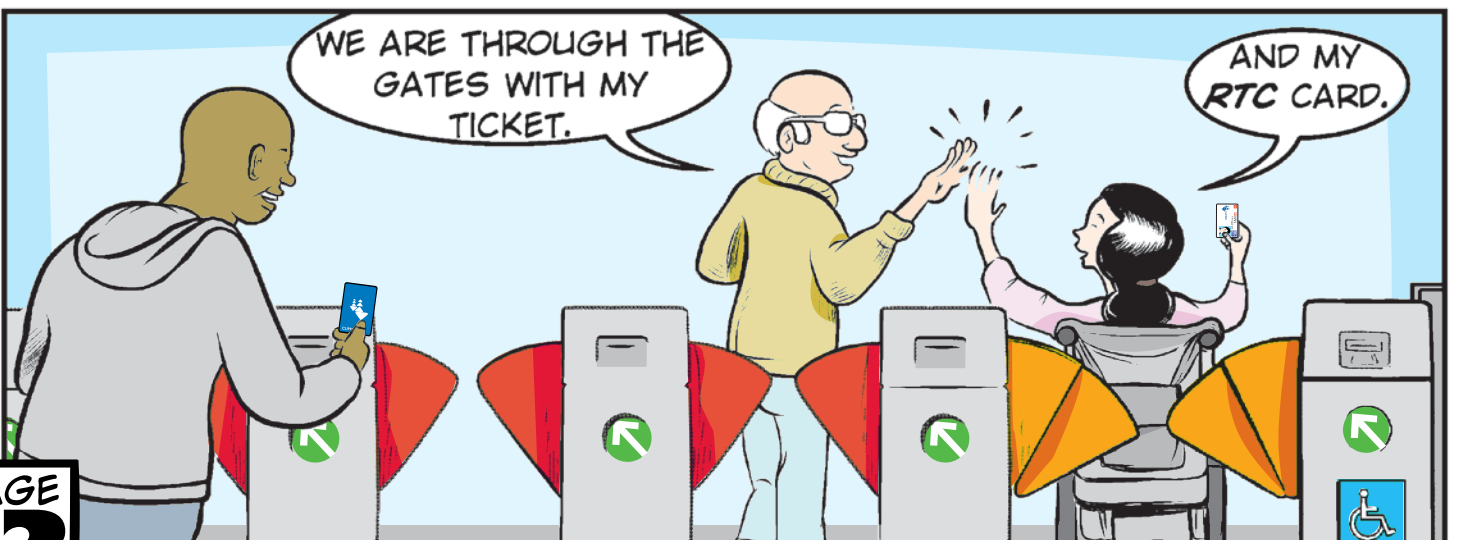
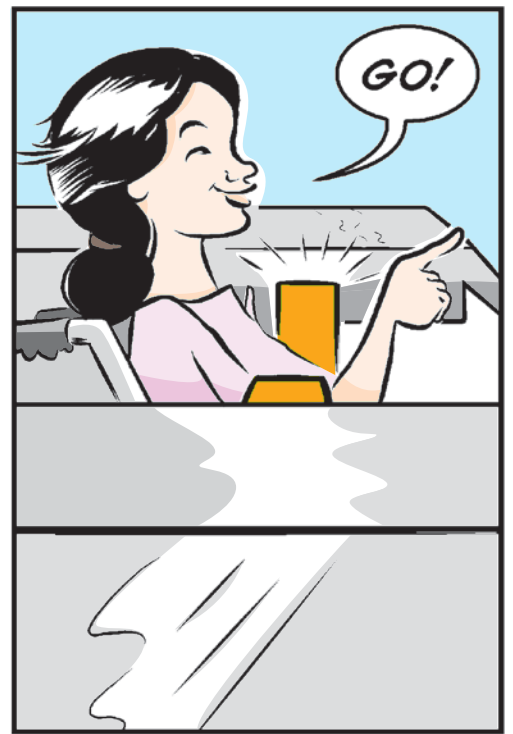
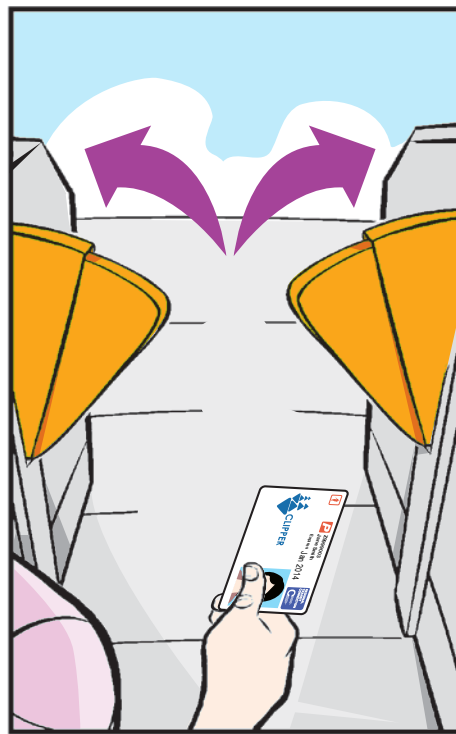
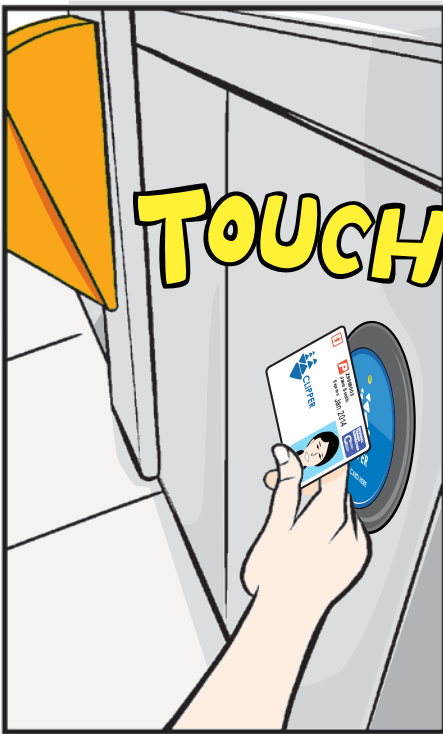
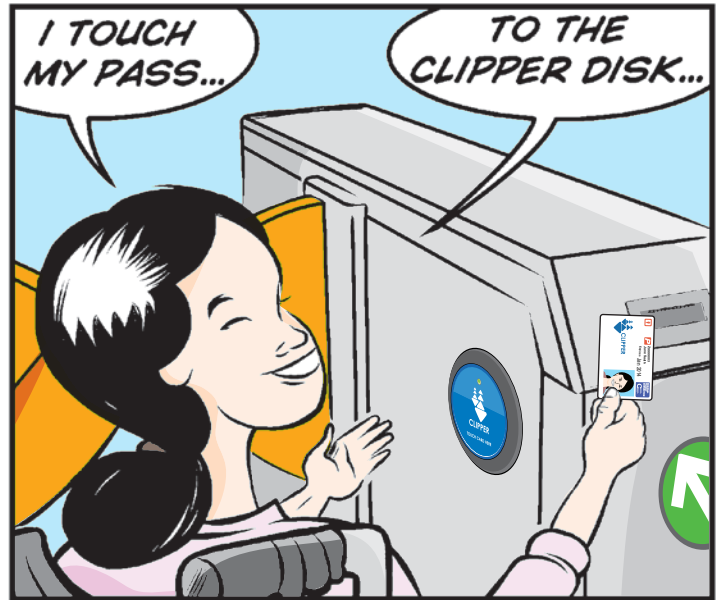
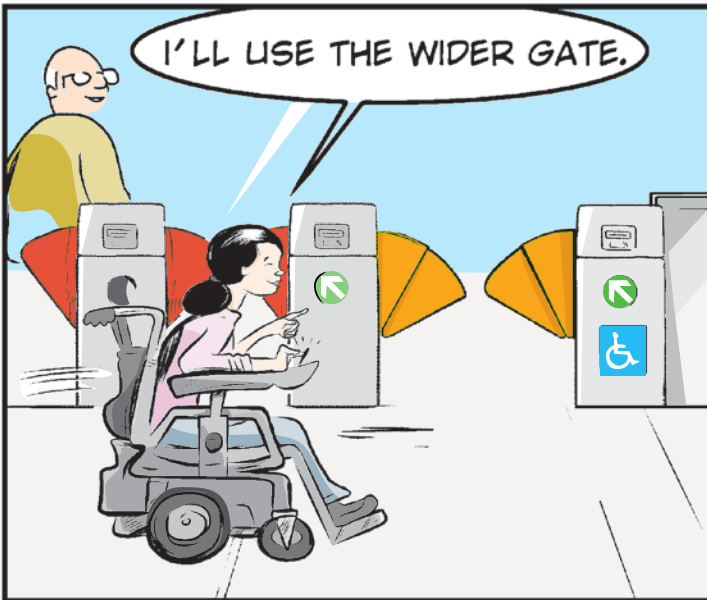
USE GATE
WITH
ARROW

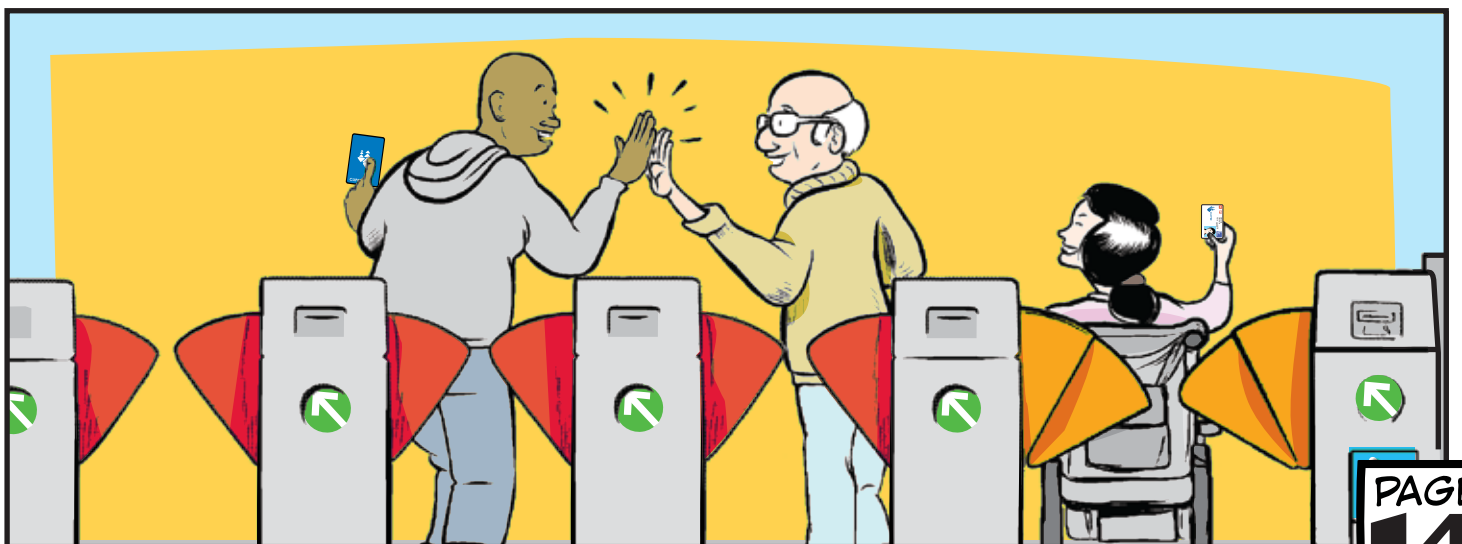
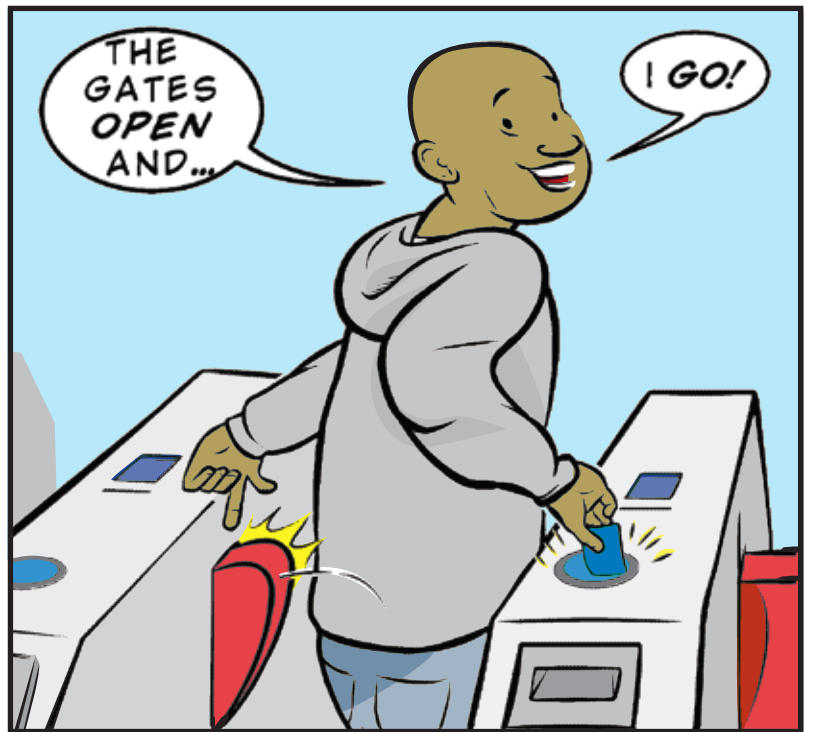
#1 PUT
TICKET IN

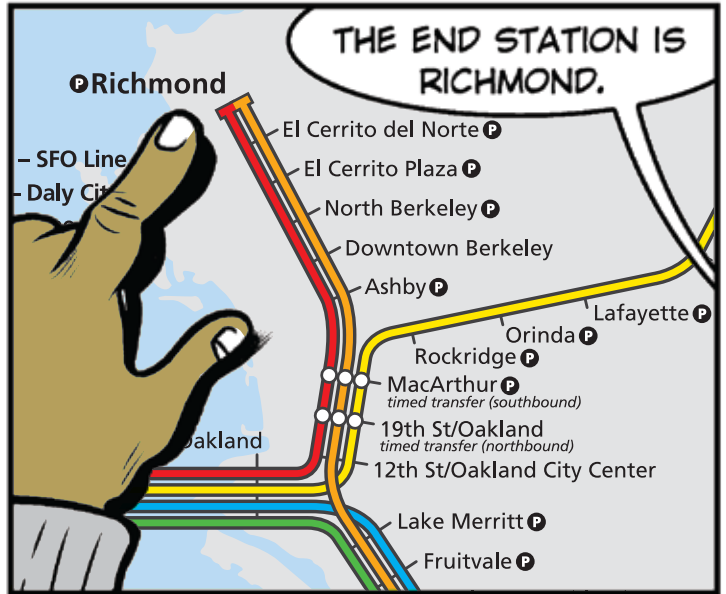
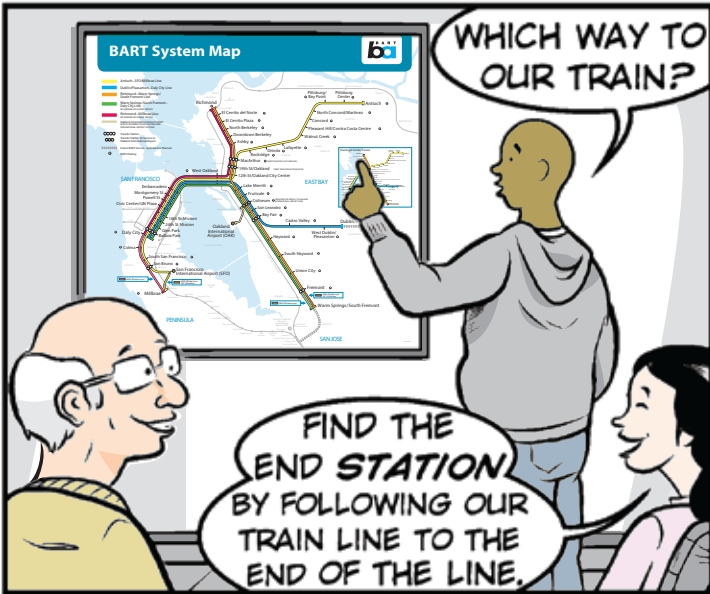
#2 PULL
TICKET OUT

#3 GO
THROUGH GATE









ELEVATORS

THIS SIGN SHOWS US WHERE THE ELEVATOR IS.

↑ 2 Richmond, Millbrae SFO

← 2 Fremont

THERE'S THE ELEVATOR!

THE CALL BOX WILL PUT YOU THROUGH TO AN AGENT.

PUSH THE CALL BUTTON FOR HELP.

LET'S GO UP!

CONCOURSE WHERE YOU BUY TICKETS

PLATFORM WHERE THE TRAINS ARE

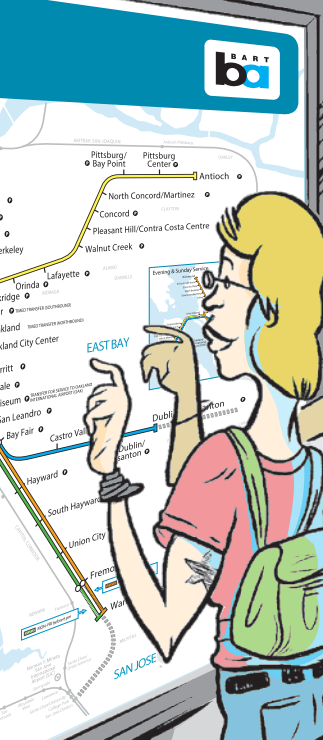
EMERGENCY PHONE HELP

BOARD

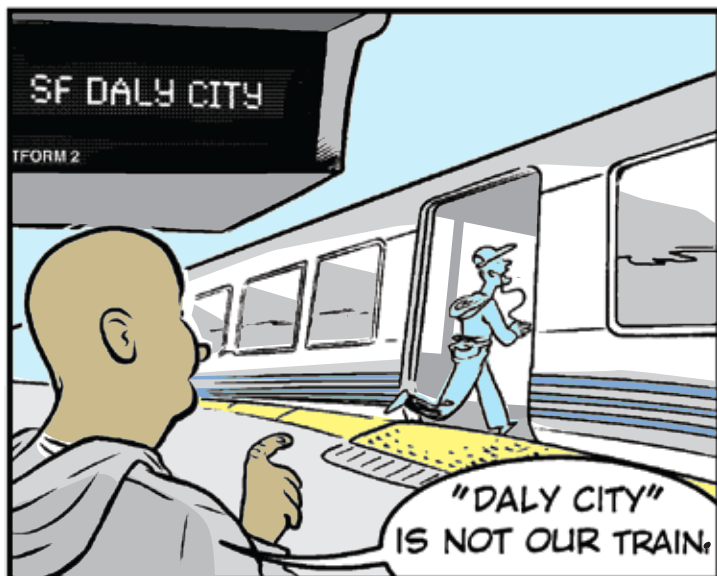
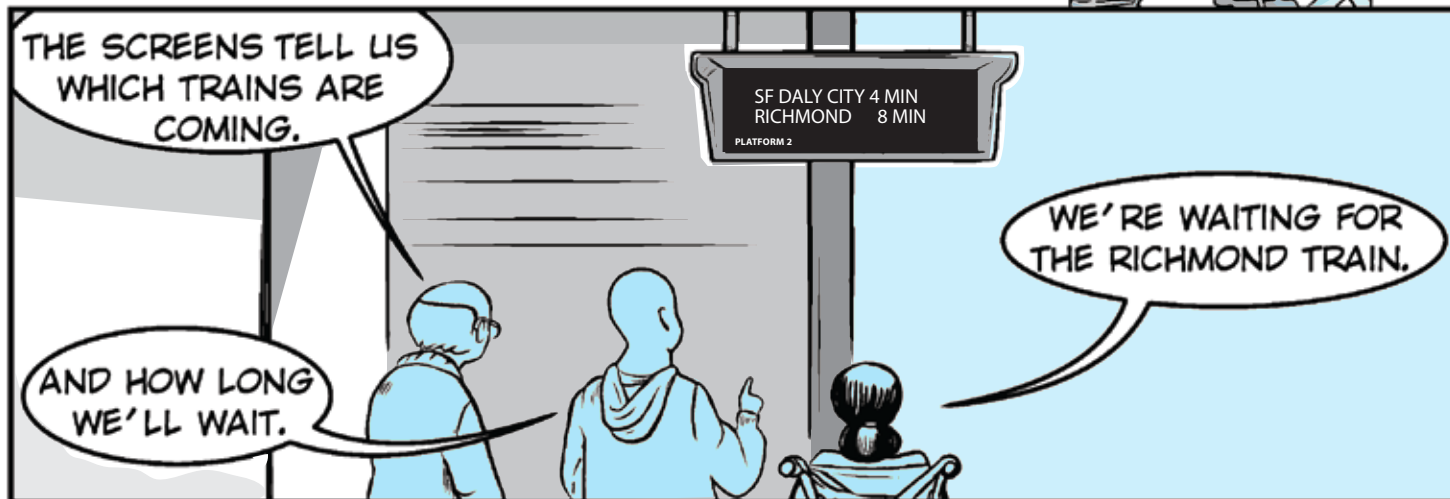
THE SCREENS TELL US WHICH TRAINS ARE COMING.

SF DALY CITY
10 CAR TRAIN 2 MIN
RICHMOND 8 MIN
PLATFORM 2

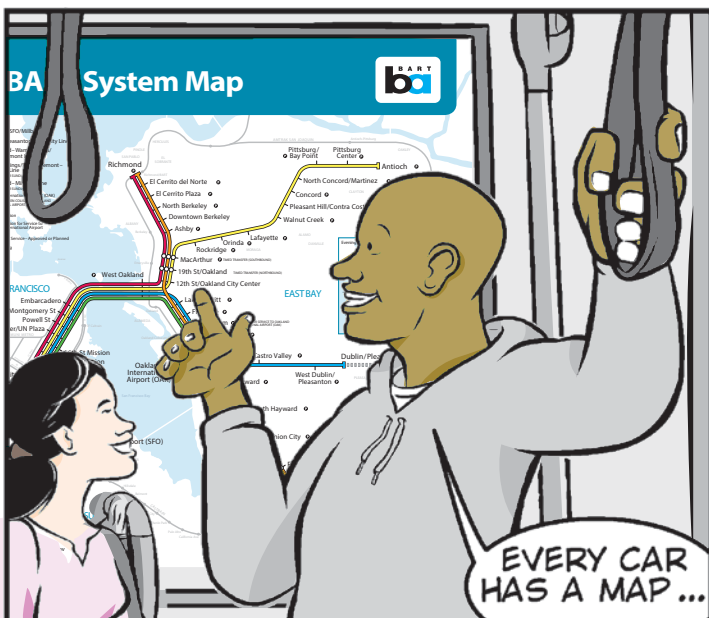
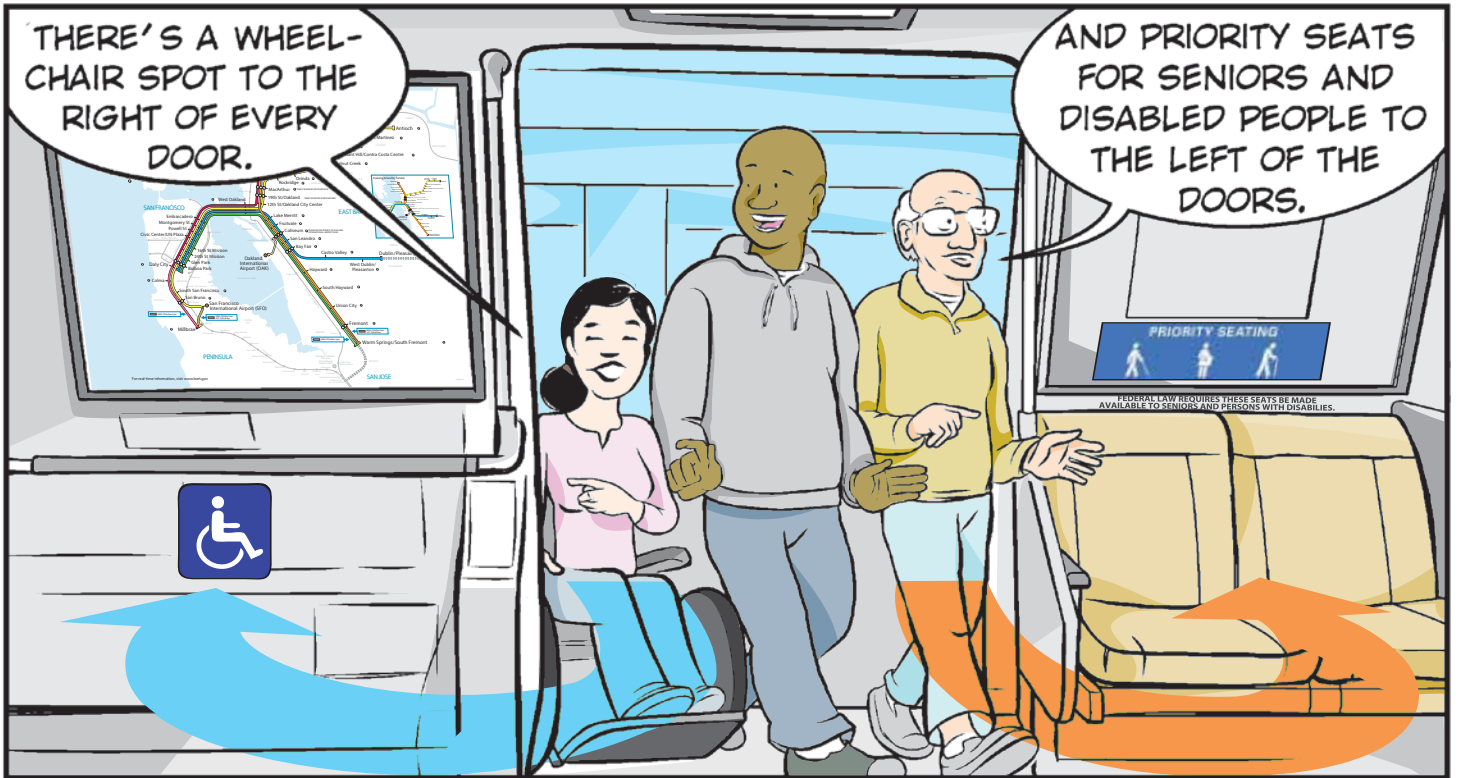
SF DALY CITY
10 CAR TRAIN 2 MIN
RICHMOND 8 MIN
PLATFORM 2

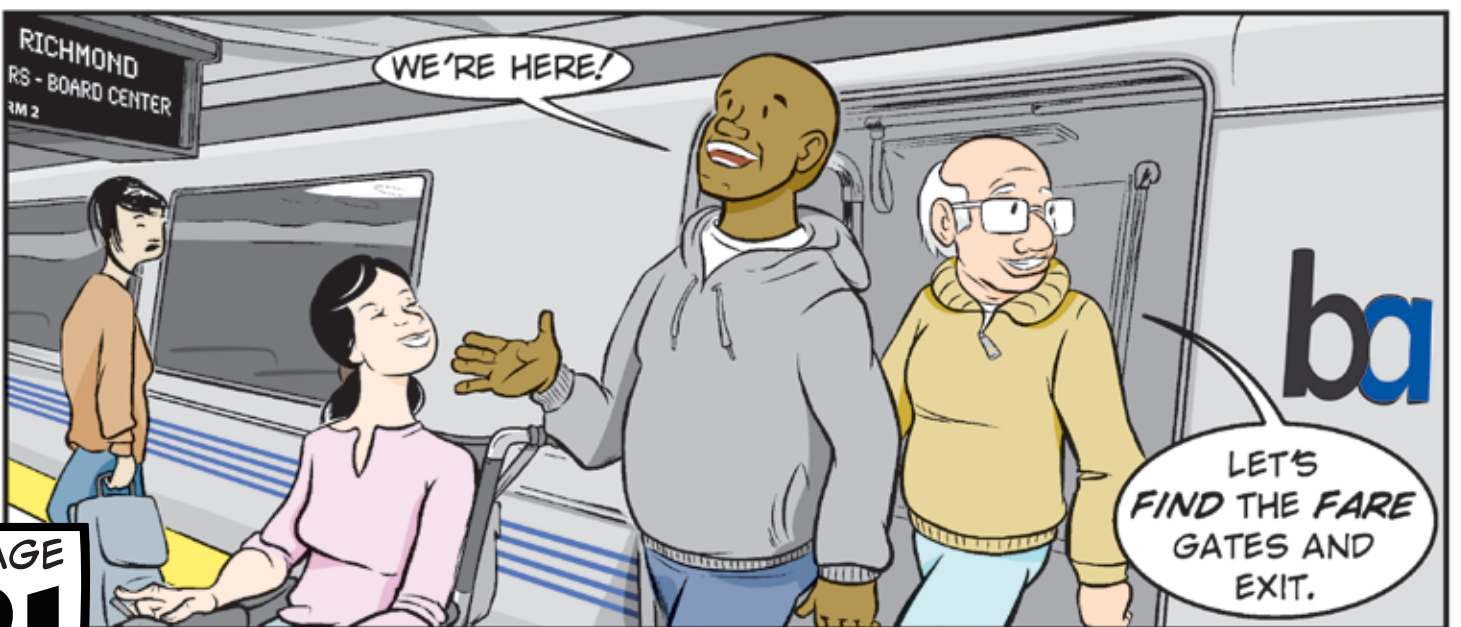
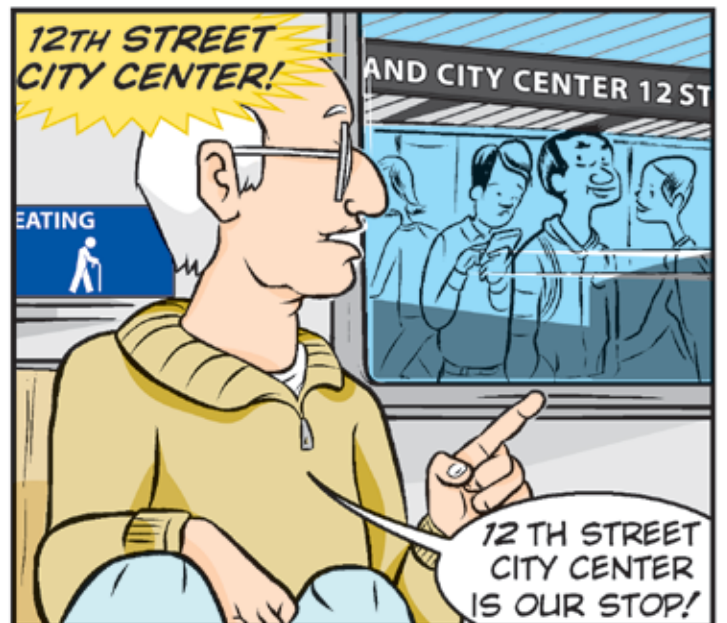
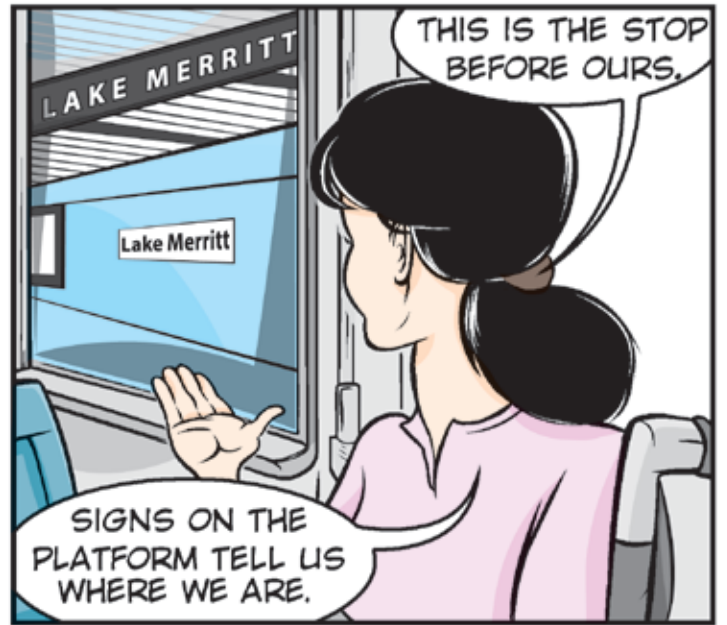
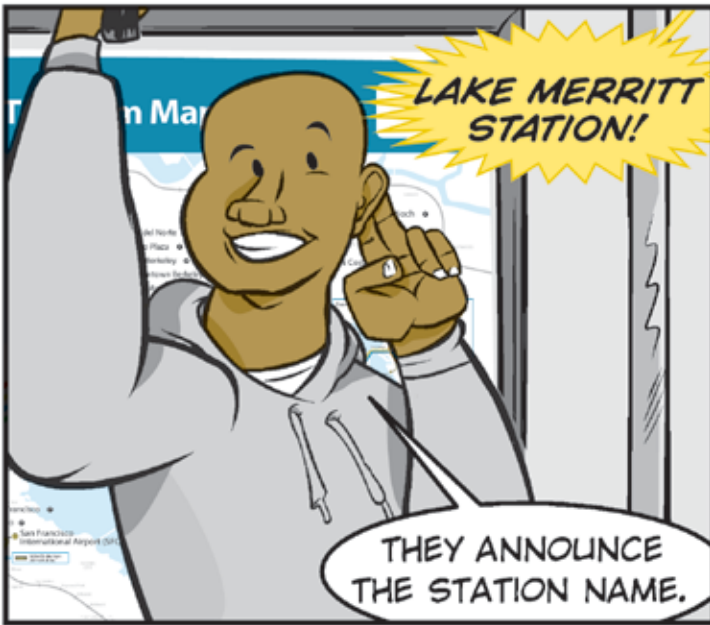


AND HOW LONG WE'LL WAIT.

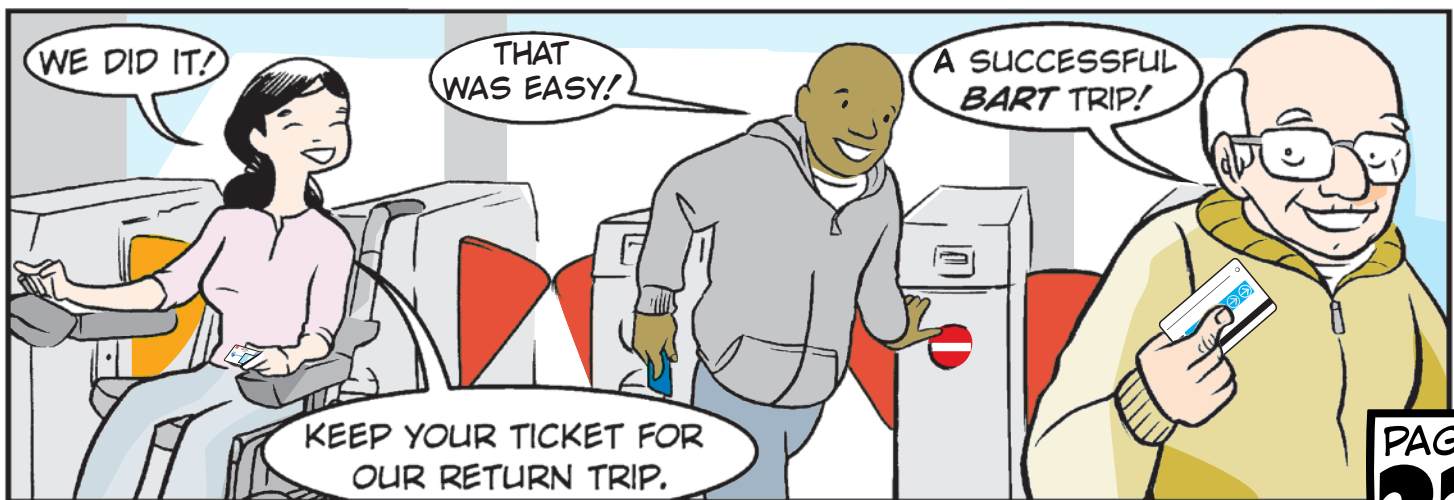
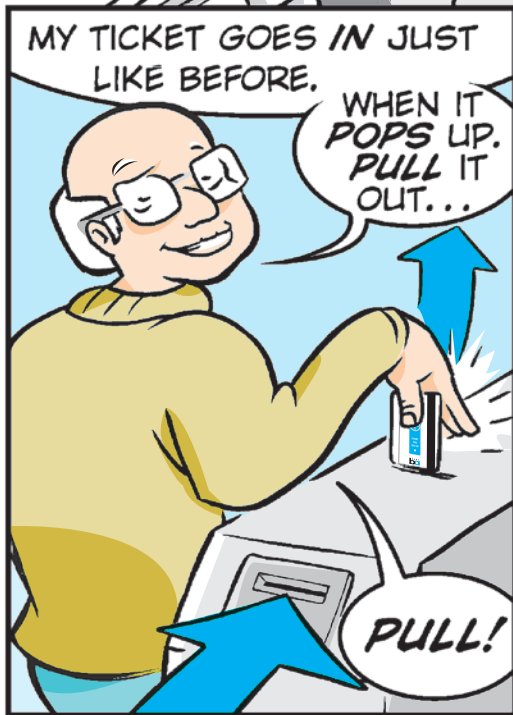
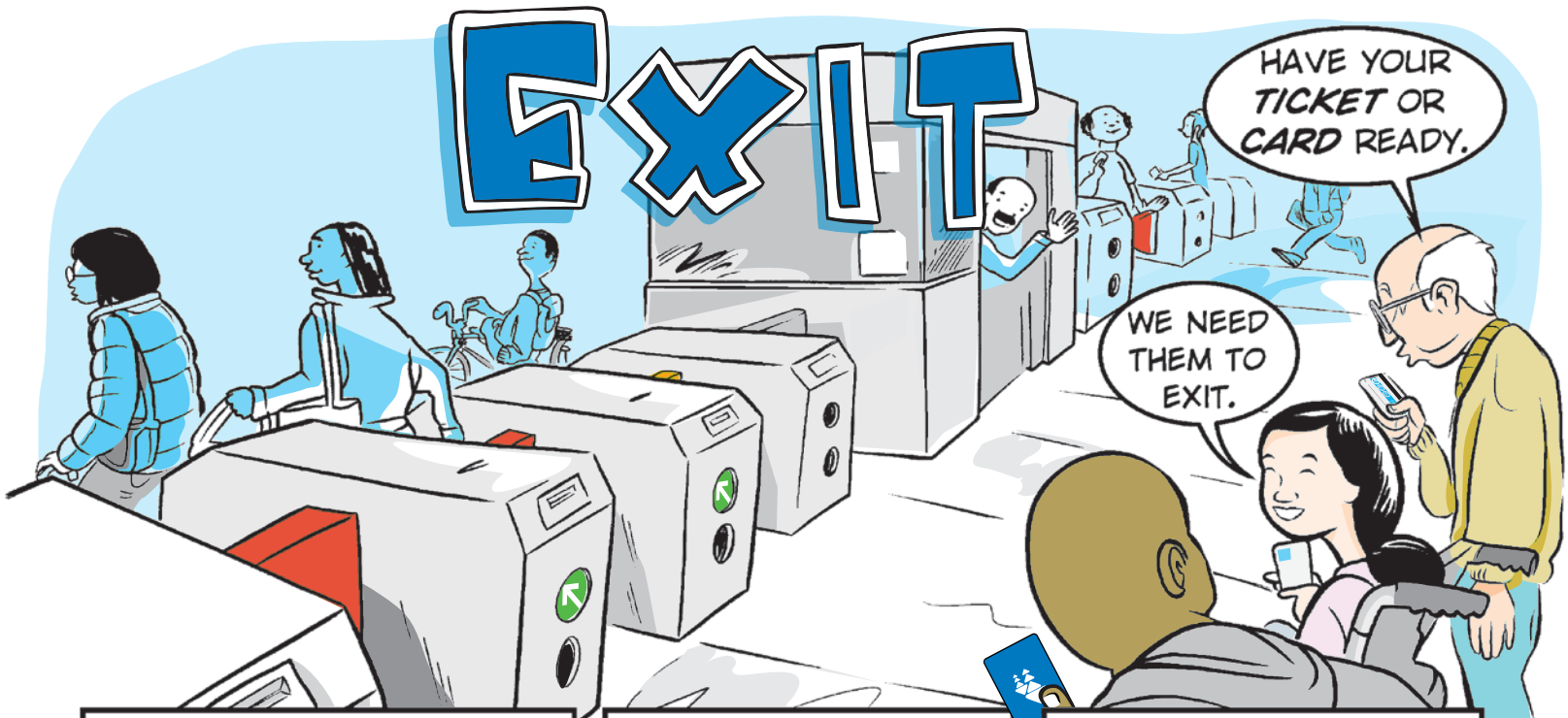








EXIT

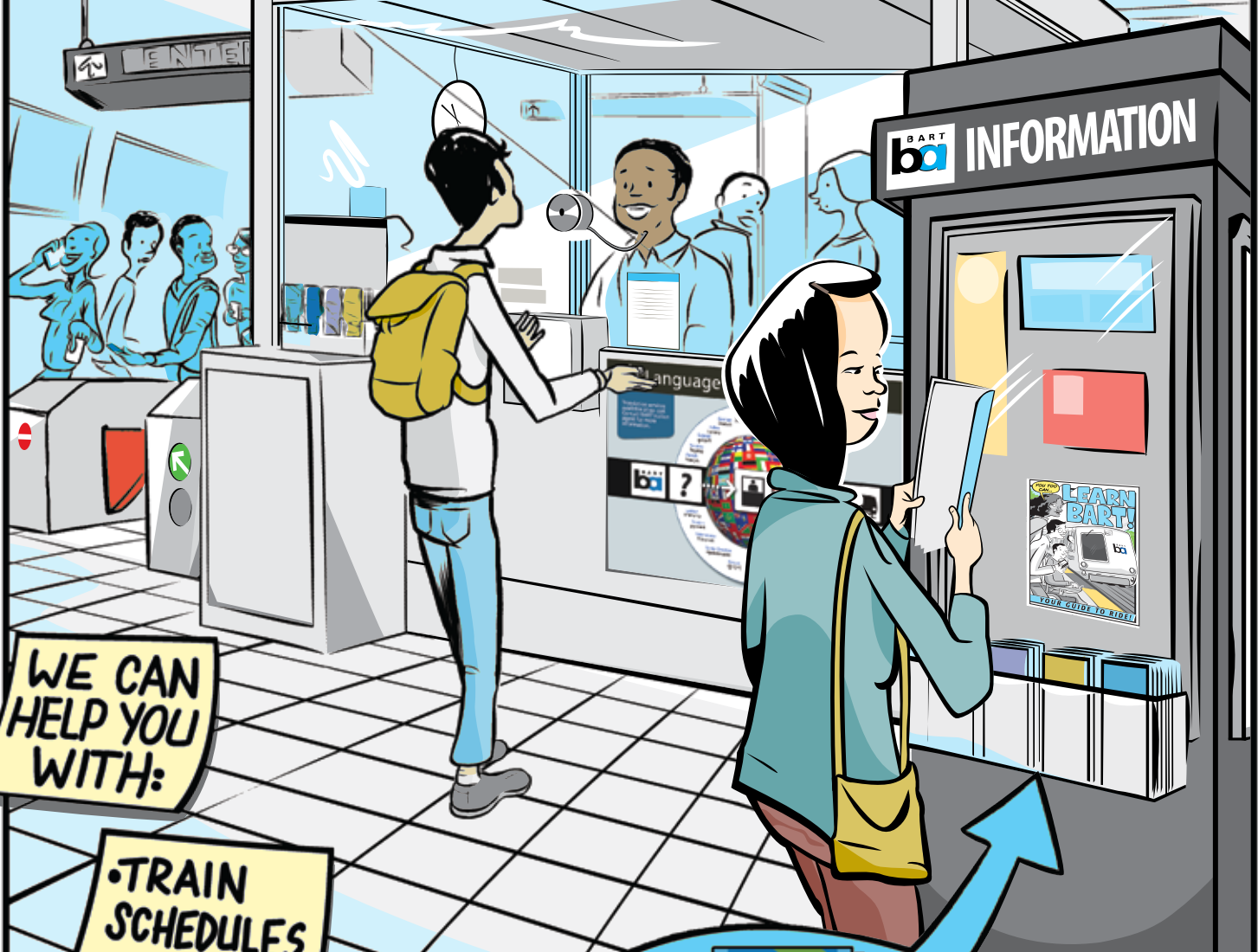


NEED MORE...

HELP?

I N F O R M A T I O N

BART INFORMATION



WE CAN HELP YOU WITH:

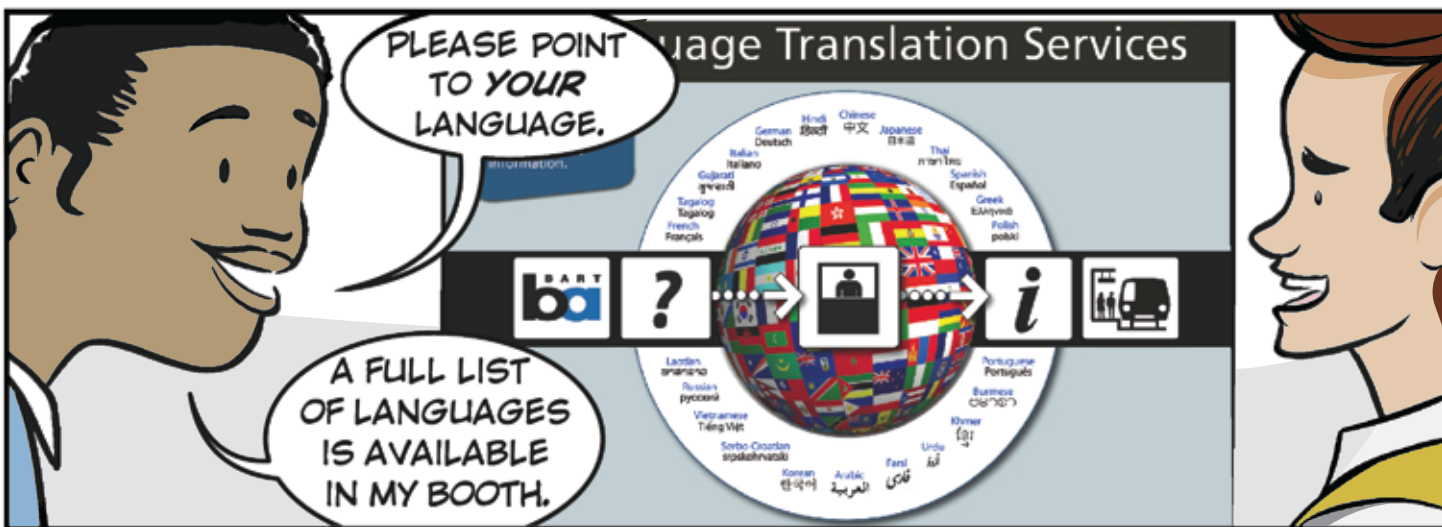
- TRAIN SCHEDULES
- TICKETS AND DIRECTIONS

BROCHURES YOU CAN TAKE WITH YOU



TRANSLATION SERVICES

ARE AVAILABLE AT STATION AGENT BOOTHS



TEXT, E-MAIL,
OR APP

ALERTS

AT: BART.gov
YOU CAN SIGN
UP FOR TEXT AND
EMAIL ALERTS:

FREE!

YOU CAN DOWNLOAD THE
BART (OFFICIAL) APP
ON YOUR PHONE.

**BART
SERVICE
ALERTS**

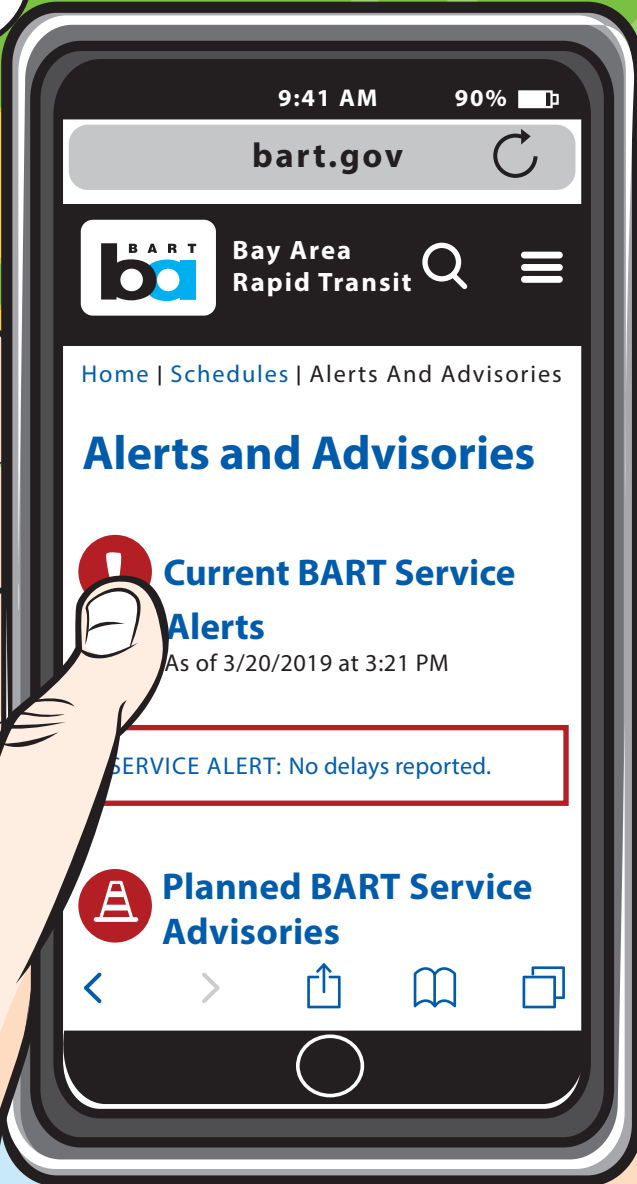
**ESCALATOR
SERVICE
ALERTS**

**ELEVATOR
SERVICE
ALERTS**

YOU CAN
FOLLOW US
ON TWITTER

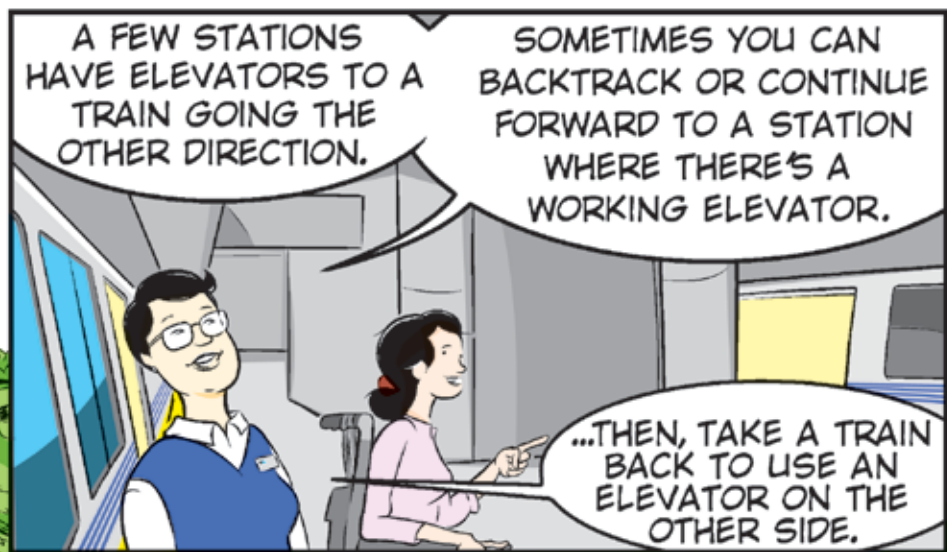
SFBART (@SFBART) · TWITTER

**AND FOLLOW US
@SFBART
FOR NEWS**

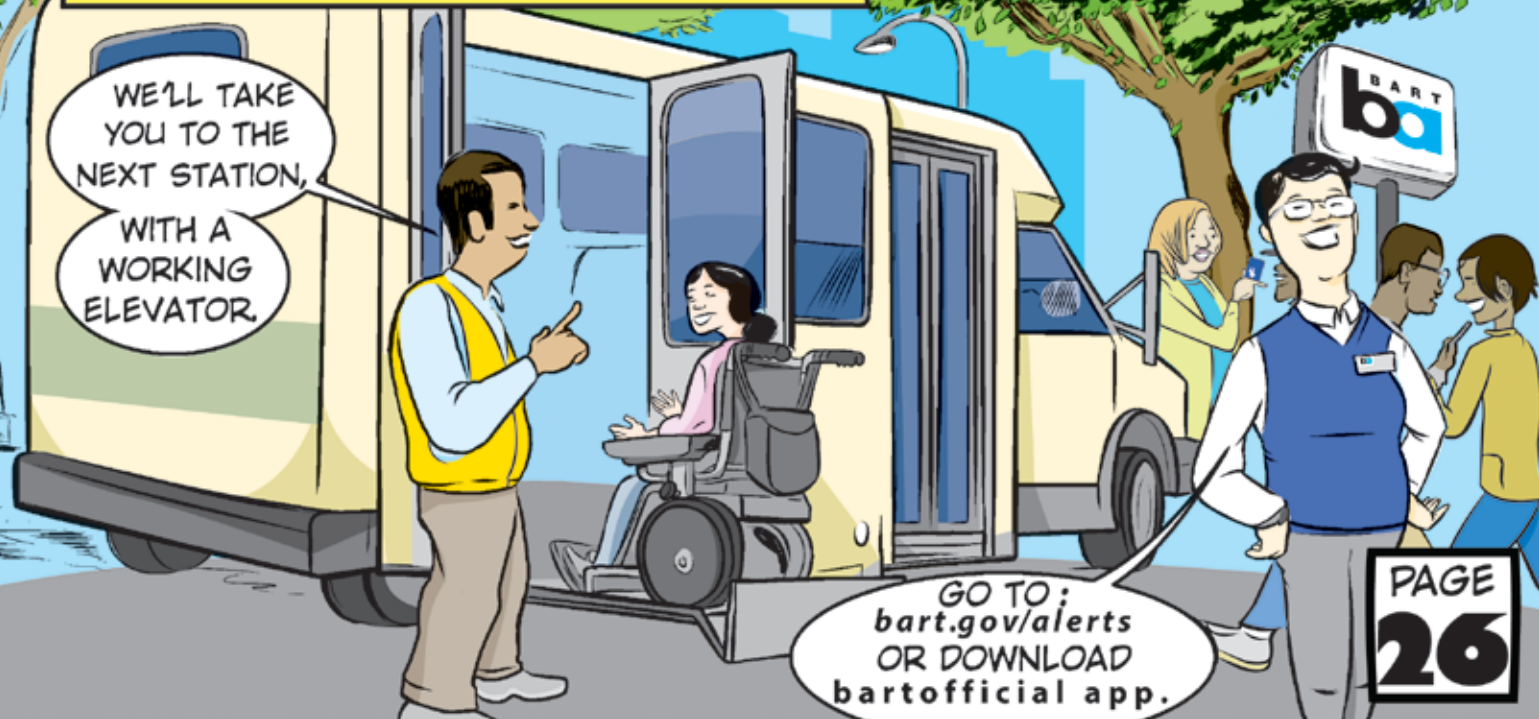


YOU CAN
CUSTOMIZE
THE APP.

IF THE ELEVATOR IS OUT OF SERVICE



A STATION AGENT CAN ALSO CALL FOR A WHEELCHAIR ACCESSIBLE VAN TO PICK YOU UP.



TRAVEL HELP

BEFORE YOUR TRIP



LOG ON:

WWW.BART.GOV

10:20 AM 90%

bart.gov

Bay Area Rapid Transit
Plan Trip

A Enter Location or Select Station

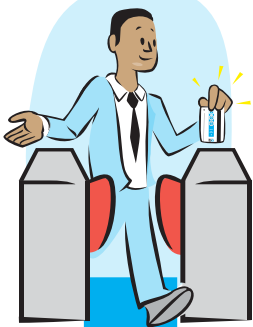
B Enter Location or Select Station

Depart now Options

GENERAL INFORMATION

(877) 465-2278

IN THE STATION



BART STAFF

ASK US FOR HELP.

STATION MAINTENANCE

STATION AGENT

BART POLICE

CALL BART POLICE:
(877) 679-7000
IF YOU ARE CONCERNED ABOUT YOUR SAFETY.

ELEVATORS

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

OR CALL: (510) 834-LIFT

INTERCOM BUTTON

WHITE PHONE

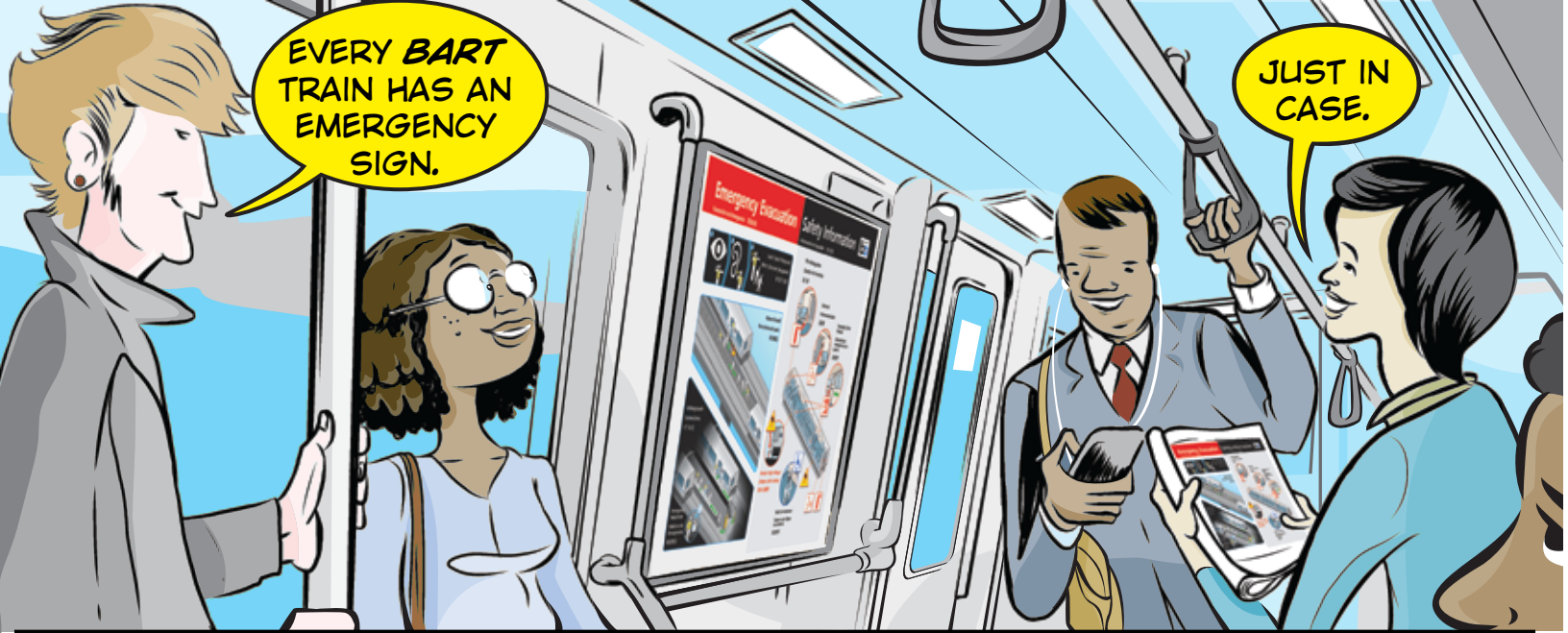
CONTACT A STATION AGENT BY USING A **WHITE PHONE** ON THE PLATFORM OR THE INTERCOM BUTTON LOCATED NEAR THE ELEVATOR CALL BUTTON.

ON THE TRAIN

CALL BOX

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

YOUR CELL PHONE WORKS IN MOST PLACES.



Emergency Evacuation

Evacuación de Emergencia 緊急疏散

Safety Information

Información de Seguridad 安全信息



1 2 3

Look! Listen! Respond!
¡Mire! ¡Escuche! ¡Responda!
看! 聽! 回應!

Above Ground
Por encima del suelo
架空鐵道

Underground
Subterráneo
地下鐵道

Emergency Telephone
Teléfono de Emergencias
緊急電話

Fire Extinguisher
Extintor de incendios
滅火筒

Intercom
Intercomunicador
通話器

Emergency Door Release
Liberación de emergencia de la puerta
緊急開門

Danger! High Voltage!
¡Peligro! ¡Alto Voltaje!
危險! 高壓電!

Wait for Assistance
Espere a que llegue la asistencia
等待援助

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).

PROJECT TEAM:

LAURA TIMOTHY
PROJECT MANAGER

DAVID GOLDSTONE
ILLUSTRATION & DESIGN

ELENA VAN LOO
BART ACCESS CONSULTANT

ROBERT LOCKHART
RESEARCH

SUSAN GALLAGHER
PROJECT CREATION

ASSISTANCE PROVIDED BY:

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

BART DEPARTMENTS/OFFICES:

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

LEARN BART
IS FREE!



PRINTED ON RECYCLED PAPER



2019

GOLDSTONE