



Do you need help from BART?

For personalized help with BART tickets, schedules, connecting transit information, and other assistance, call your local BART Transit Information Center number listed below.
Hours: 6 am to 11 pm seven days a week.

BART Basics Guide

Important Information

BART TRANSIT INFORMATION CENTER:

(415) 989-BART

(510) 236-BART/ Richmond, El Cerrito

(510) 441-BART/ Fremont, Union City, Castro Valley, Hayward

(510) 465-BART/ Berkeley, Oakland, San Leandro

(650) 992-BART

(925) 676-BART

BART POLICE: (877) 679-7000

TDD SERVICE: (510) 839-2220

ELEVATOR AVAILABILITY: (510) 834-LIFT or (888) 235-3828

ESCALATOR STATUS: BART Transit Information Center

LOST & FOUND: (510) 464-7090

PARKING PROGRAMS: Visit www.bart.gov/parking or call (877) 700-7275

TICKET HELP LINE: (510) 464-6466 (Recorded information)

BART TICKET EXCHANGE/REFUND INFORMATION:

(510) 464-6841

CARPPOOL TO BART: Dial 511 or visit 511.org

AIRBART TO OAKLAND AIRPORT: (510) 577-4294

BIKE LOCKER & BIKE PARKING: (510) 464-7133

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An Introduction to the BART System

JANUARY 2008

FREE!



Bay Area Rapid Transit District
P.O. Box 12688 • 800 Madison St.
Oakland, California 94604-2688
(510) 464-6000



Create your own
custom BART schedule at
www.bart.gov

BART Basics

The Bay Area Rapid Transit (BART) rail system connects the San Francisco Peninsula with Oakland, Berkeley, Fremont, Walnut Creek, Dublin/Pleasanton, and other cities in the East Bay. For over 35 years, BART has been providing fast, reliable transportation to downtown offices, shopping centers, tourist attractions, entertainment venues, universities, and other destinations for area residents and visitors alike.

WHY TAKE BART

BART makes it easy for you to get to a variety of destinations quickly, conveniently, and affordably. If you are going to a destination in or near an area served by BART and you want to...

- avoid the high costs of driving, sitting in traffic, and parking,
- get where you're going on time,
- help improve air quality and minimize energy consumption, and
- relax while we get you to your destination

...then BART is for you. 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 43 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 Saturday before 7 pm, when trains run 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.

BART DESTINATIONS

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

Richmond – Daly City/Millbrae* (Red)

Fremont – Daly City (Green)

Richmond – Fremont (Orange)

Pittsburg/Bay Point – SFO (Yellow)

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

* Peak ** Non-Peak

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.
- **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 citation.

FEE PARKING

Payment is required weekdays for all parking at the following stations: Ashby, Colma, Daly City, Dublin/Pleasanton, El Cerrito Plaza, Fremont, Fruitvale, Lafayette, Lake Merritt, MacArthur, North Berkeley, Orinda, Rockridge, Walnut Creek and West Oakland. 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. 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.

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

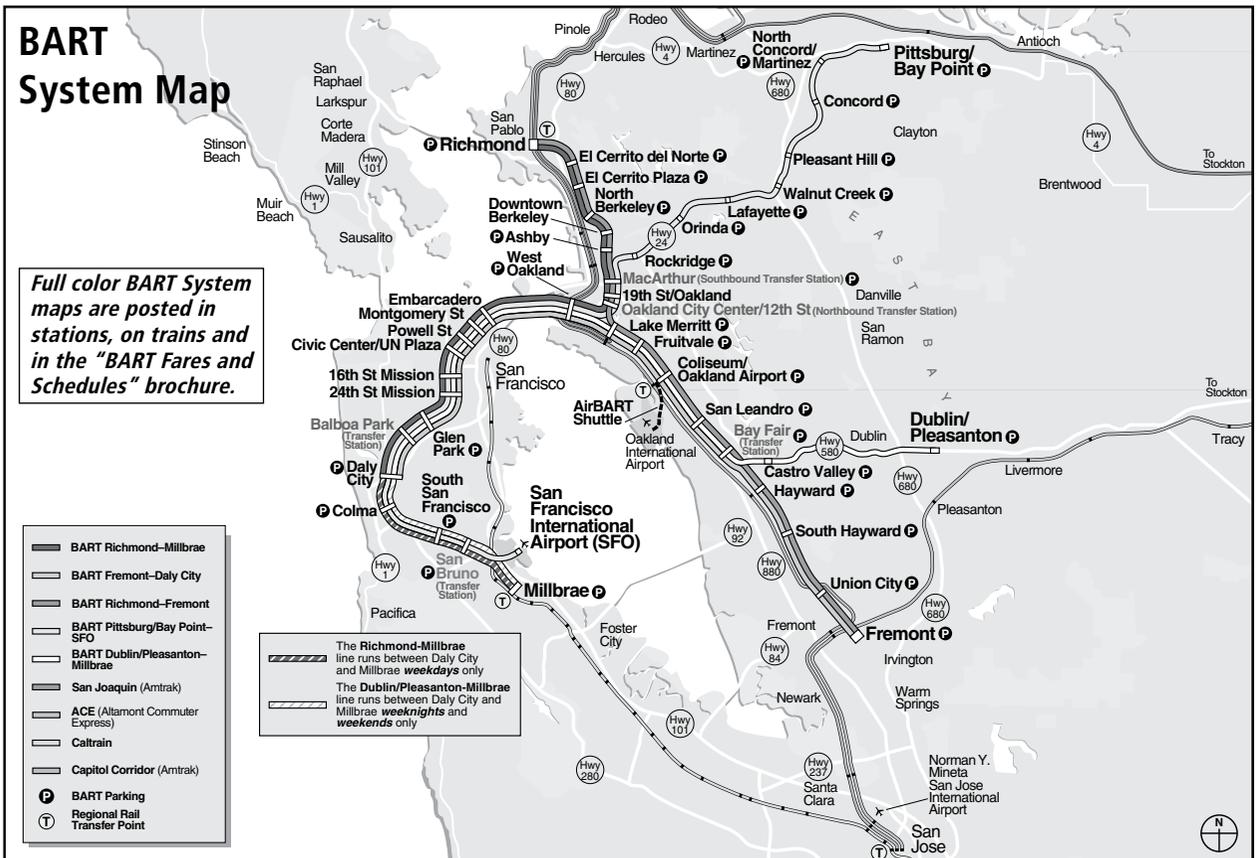
www.bart.gov/parking.

• **CARPPOOL 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. 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 those 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. To purchase a parking permit, visit the website or call (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 travelling 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 may be 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 south-bound destinations and Oakland City Center/12th St. Station for north-bound 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

HOW TICKETS WORK

You'll need to buy a ticket before entering the BART system. BART tickets can be purchased at the station.

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. Keep your ticket with you; you will need it to enter and exit the BART station through the fare gates. Please keep your BART ticket away from magnetic objects.

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 online at www.bart.gov, by mail (download form at www.bart.gov) and at participating retailers, banks, social service agencies and organizations (pick up a "Tickets to Go" brochure, call the BART Transit Information Center or visit www.bart.gov for listings). Discount tickets are also sold at the BART Customer Services Center at Oakland Lake Merritt Station (800 Madison Street) and ticket kiosks at Bay Fair, Civic Center, 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 Gates

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

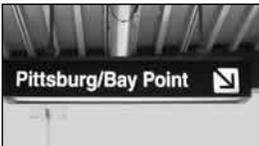


slot located at the front of the gate. The gate pulls your ticket through, and returns it at the top. Pull your ticket up and the barriers will open. Walk through the gate.

IF YOU CHANGE YOUR MIND...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 signs indicating your destination. Wait safely behind the yellow platform edge tiles for your train to arrive and supervise children very carefully.



WHILE YOU ARE WAITING

The electronic overhead signs and audible announcements on the train platforms provide helpful information including the current time, number of minutes until the next train, and various announcements. 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 boarding. Watch your step when boarding and disembarking from trains as the gap and car level between the platform edge and the train may vary. Listen for announcements that the 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 upon entering and exiting the train.

7 Exit at Your Station

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

- The exit gate pulls your ticket through and the barriers open. Walk through the gate. You have exact fare to your destination.
- The exit gate pulls your ticket through, and your ticket is returned at the top. Pull the ticket up and 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, the barriers do not open and your ticket is returned at the top. A sign 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, the barriers do not open and your ticket is returned at the top. A sign on the gate indicates "See Agent". Contact a Station Agent in person or by white courtesy telephone. You may have a problem with your ticket.

ADDING FARE TO YOUR TICKET

If the remaining value on your ticket is less than the required fare, go to the Addfare machine to make up the difference. Addfare machines can only be used at the exit station and will upgrade only to the value of your current trip (you cannot use Addfare equipment to upgrade a ticket to a greater value than what you'll need to exit). Addfare equipment 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 local transit service, call your local BART Transit Information Center number on the back of this brochure, pick up a "BART Transit Connections" brochure at any BART station or visit www.bart.gov.

AIRPORT CONNECTIONS

Oakland International Airport shuttles leave the Coliseum BART Station approximately every 10 minutes. Tickets can be purchased from BART ticket machines, at BART stations or AirBART ticket machines located in terminals at Oakland Airport before boarding bus. Drivers only accept exact change/cash. For information call (510) 577-4294.

AC Transit 50: Buses leave the Coliseum BART Station every 15 minutes on weekdays and every 30 minutes on weekends.

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.



CALTRAIN AT MILLBRAE STATION

At the **Millbrae Intermodal Station**, BART riders can transfer to Caltrain to reach destinations on the Peninsula and as far south as San Jose and Gilroy. Caltrain riders can connect to BART and go to any of BART's 43 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 for more information.

CAPITOL CORRIDOR/AMTRAK

From the Richmond and Coliseum/Oakland Airport stations, board Amtrak trains to points north, south, and east. Call (800) 872-7245 or visit www.capitolcorridor.org for information.

Safety, Comfort & 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 (877) 679-7000.

EMERGENCIES

- An "Attendant Call" intercom is located at the end of each car to talk to 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 located in the Transbay Tube, Berkeley Hills Tunnel and subway areas are marked by a blue light. Lift receiver for 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 train.
- If it becomes necessary to leave the train, do not touch the electric third rail.

- Read the “Emergency Procedure” poster in each car and follow the instructions outlined.
- Each car has two fire extinguishers. Signs on the doors at each end of the cars 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.
- If you have luggage or shopping bags, try to keep them close to you and do not block the aisles or doors. There are two multi-use open space areas on all BART cars that can accommodate medium to large luggage. Small luggage 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 or pick up a copy of the “BART Access Guide.” Following are just some of the more important features:

SAFETY AND COMFORT

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

- Smoking, eating, drinking or playing radios and tape recorders without headphones are not permitted in stations or on trains. Violation of BART ordinances can 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 the control of the owner 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 riding skateboards are not allowed in stations or on trains.
- Watch your step when boarding and disembarking trains. The car level between the platform edge and train may vary.
- Pets completely enclosed within acceptable carrying cases are permitted on BART.
- All BART stations are staffed by Station Agents who can assist you with processing your ticket or answering your questions about using BART. 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 an audio 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 and exits and other important locations.
- There is priority seating for seniors and people with disabilities next to the door on all trains. 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. Please 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. Due to crowding, bike access on BART is limited to selected times and locations shown on BART schedules (see the “Fares and Schedules” brochure or visit www.bart.gov for details). It is the rider’s responsibility to refer to BART schedules.

Violation of the rules subject to citation under CA Vehicle Code §21113.

WHERE BIKES ARE ALLOWED

- Bikes are allowed on all trains, except on those trains shown in highlighted areas of the BART schedules printed in brochures and posted in stations.
- Bikes are allowed in any car but the first car of the train.
- Regardless of any other rule, bikes are never allowed on crowded cars. Use your good judgement and only board cars that can comfortably accommodate you and your bicycle while on the trains. Hold your bike while on the trains.
- Folded bikes are allowed on the trains at all times. During commute times, folding bikes must be folded before entering the paid area at the Embarcadero, Montgomery, Powell and Civic Center San Francisco stations, and the 12th and 19th Street Oakland stations. At all other stations, they may be folded on the platform, but must be folded before boarding a train.
- Gas powered vehicles are never permitted.

BICYCLIST CONDUCT

- Bicyclists must use elevator or stairs – not escalators. Always walk bikes.
- Bicyclists must yield priority seating to seniors and people with disabilities, yield to other passengers, and not block aisles or doors or soil seats.
- Bicyclists under 14 years old must be accompanied by an adult.

- In case of evacuation, leave your bike on the train and do not let it block aisles or doors.

COMMUTE HOURS

- During morning commute hours bikes are allowed in the Embarcadero Station, only for trips to the East Bay.
- During evening commute hours bicyclists traveling from the East Bay must exit at the Embarcadero Station.
- During morning and evening commute hours bikes are not allowed in the 12th and 19th Street stations.

BICYCLE PARKING AT STATIONS

- Bikes must be parked in racks and lockers. Call (510) 464-7133 for locker availability.
- Bikes parked against poles, fences or railings will be removed.

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 telephone to speak to the Station Agent. If you need help before you get to the station, call one of the customer service numbers listed on the back of this brochure or visit www.bart.gov.

LOST & FOUND

BART riders who have lost or found an item can report it to the Lost & Found line at (510) 464-7090, or visit www.bart.gov/lostandfound and fill out an online form. The Lost & Found is located at the Oakland City Center/12th Street Station near the 14th Street side, and is open Monday, Wednesday, and Friday from noon to 2 pm and 3 to 6 pm.

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.