

Special West Oakland neighborhood fire edition

Sign up today to prepare for next emergency Get up-to-date BART info via email, text or phone

The fire in a West Oakland neighborhood that disrupted BART service on Thursday, June 14, showed the critical role BART plays in the Bay Area's transportation network.

And it showed riders the need for BART to get service information to you as soon as possible.

Some people arrived at East Bay stations unaware Transbay service was shut down on a day when the U.S. Open Golf tournament, a Giants game and a major Apple developer conference were all happening in San Francisco. Others knew, and did their best to make alternate plans, after getting the word from BART. The first BART Service Advisory (BSA) was issued at 4:02 am:

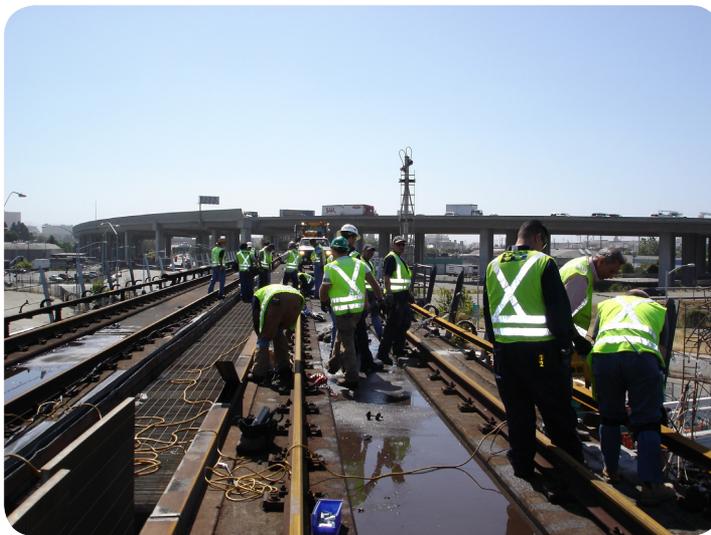
"BART service has stopped in the Transbay Tube in the San Francisco and East Bay directions due to a fire in the West Oakland area."

Throughout the day, customers who had signed up for BSAs received notices in their email and by text message, as well as alerts on the main bart.gov website and in BART's

"West Oakland station has reopened for normal service."

BART thanks its riders for their patience during the difficult conditions created by the fire. We urge you to sign up for any or all of our messaging channels, to get up-to-date information during any service delays.

See list below for ways to sign up.



social media channels. BART workers also provided the human touch, fanning out into stations wearing yellow vests to deliver the news personally to arriving riders. Customer Services brought in extra phone operators. Government and community relations staff contacted elected officials and neighborhood organizations.

Service resumed, with some residual delays, ahead of schedule. The BSA told the story:

How do I get BART service advisories?

We know you depend on BART so we're striving to give you accurate, timely service advisories in a number of convenient ways.

Visit <http://bart.gov/advisories> for links to web, mobile web, apps, Twitter, email, text/SMS and other options.

Or, if you have your mobile handy, text "BART help" to 878787 or bookmark <http://m.bart.gov> right now and you'll be good to go!

Or call the BART Transit Information Center, where operators are available 6:00 a.m. to 11:00 p.m., seven days a week. Visit www.bart.gov/contact for your local phone number.

From the General Manager

West Oakland neighborhood fire emergency tested us all...

We know that you depend on BART to get to your jobs, families and important events and we thank you for your understanding and patience during the June 14 West Oakland neighborhood fire that destroyed BART equipment, forcing us to close the West Oakland station and suspend service through the Transbay Tube. We regret the inconvenience and for many, the loss of work as a result of the fire. As we saw, even with the heroic efforts of our sister transit agencies who stepped up to provide cross-bay rides, BART carries so many of you, particularly during the commute hours, that it is impossible for other agencies to move you all across the Bay effectively on such short notice. BART crews recognized just how important the timeliness of repairs and restoration of service was to you. Crews worked nonstop for over 11 hours with the goal of restoring service before the evening commute began. Service was resumed once the repairs were made, the track was tested and it was determined that we could safely run trains through the emergency site. Thank you for choosing BART as your transportation option.

We appreciate and are honored that you choose BART. We will continue to strive to provide a safe, clean, reliable and customer friendly regional public transit service for you, your family, coworkers and friends.



Grace Crunican, General Manager

Refunds available to riders charged "excursion fare"

Customers who entered a BART station through the fare gates yesterday before learning service was not available and then exited the station through the fare gates to take alternative transportation to their cross-bay destination were charged an "excursion fare" of \$5.20. If this happened to you, call 510-464-7135 and BART will process a refund for you or a credit to your Clipper card.

Plan ahead with a list of transportation options

Now is a great time to put together a personal transportation contingency plan to prepare for future emergencies like the June 14 fire in West Oakland.

Buses and ferries can get you across the Bay in the event BART is temporarily unavailable.

AC Transit offers Transbay service between numerous East Bay locations and the Transbay Terminal in San Francisco. Find the closest Transbay bus stop to your house or work location online at www.actransit.com or www.511.org.

Check out SFMTA/Muni routes to complete your trip in San Francisco at www.sfmta.com or www.511.org.

Ferry service is also an option to San Francisco from Jack London Square in Oakland and Bay Farm Island in Alameda. Check out the ferry website www.sanfranciscoferry.org for schedule, fare, and parking information. Use the trip planner at www.511.org to learn how to get to the ferry by local bus.

We want to hear from you about your experience during the West Oakland neighborhood fire. Please send email comments to: bartresearch@bart.gov

How the repairs happened

A step-by-step look at how BART crews fixed the fire damage

It took approximately 60 BART personnel working to inspect, repair and restore service through the West Oakland station after the three-alarm fire damaged BART structures and trackway.

Inspections and assessment began as soon as BART was able to access the West Oakland station. The bulk of the repair effort began at around 7:30 a.m., and physical repairs were completed by around 2:30 p.m. Operational testing was completed by 3:30 and service into and out of San Francisco resumed.

A large number of vital and sensitive tasks had to be completed to ensure the affected area was safe. Structural Inspectors and Structural Engineers were required to inspect and confirm that the structure was intact and safe.

Inspectors had to determine the integrity of the 34,400-volt alternating current cables. This required a bucket truck for visual inspection, isolating the cables and breakers at San Leandro, installing high voltage test equipment to apply voltage to all 3 phases in the line, reinstalling the breakers, closing in the breakers, and powering up the substations. The cables did suffer some heat damage, but passed tests and are in service.

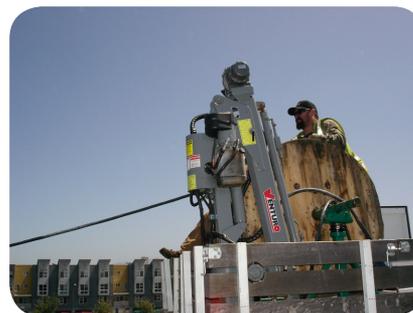
Inspectors checked the track rail and rail fasteners and deemed them to be intact and safe.

Many hours were spent inspecting the fiber optic cables critical to BART operations where access is difficult because steel gratings must be removed to inspect. No damage was discovered.

The third rail was severely distorted and many insulators were broken. Many of the old insulator bolts were difficult to remove, so crews had to install several new ones, requiring 4 drill holes per insulator in concrete and installing anchor bolts. Repair crews used a rail-mounted crane to help re-conform the 3rd rail to the trackway.

Over 900 feet of new cable had to be run for the train control system, and a new transmitter and receiver installed, requiring post-work alignment and testing of the train control equipment in the area. Running the cable required the removal and reinstallation of 130 cable way covers to allow access to the cabletrays. Crews delivered the cable to the site on a rail mounted truck.

Finally, 1,000 volts of direct current power had to be restored to the area.



Photos, top to bottom: Fire rages near the West Oakland BART station in the early-morning hours of June 14; damaged 3rd rail; crews repair the 3rd rail, train control cable replaced.