BART is rolling up its sleeves to make sure riders feel safe, to keep our trains cleaner than ever, and to provide the best service yet—from departure to destination.

**Commitment to Safety & Security**
- Ensuring BART Police are riding trains more and walking platforms.
  - Doubled our foot patrols.
  - Average response time is down to 4 minutes.
  - 85% drop in cellphone snatches since 2019 shows our investments in rider safety are paying off.
- Progressive policing approach uses unarmed Crisis Intervention Specialists, Ambassadors and Fare Inspectors for additional patrols with experts in de-escalation.
  - 7% of calls have been diverted from police to an employee with training in social work.
- Recruiting for all vacant officer positions and adding 19 additional officer positions once vacancies filled.

**Commitment to Address Safety Concerns**
- Making trains even safer by eliminating near-empty train cars by shortening the least-crowded trains.
- Maintaining 4,000+ surveillance cameras to minimize response time and hold suspects accountable.
- LED lighting installed on platforms and in parking facilities to eliminate dark corners.
- Conducting welfare checks for the unhoused and enforcing no drug use or smoking.
- New taller fare gates to prevent fare evasion will be installed beginning December 2023.

**Commitment to a Clean Ride**
- Doubling the rate of deep cleaning on train cars.
- Adding nearly 66% more dedicated crews working to keep stations clean.
- Staffing restrooms at high-volume stations with attendants to guarantee cleanliness and safety.

**Commitment to Service Reliability**
- We’ve retired all the old trains and only new trains are running.
- Customer On-Time performance has improved to 91%; timed transfers have improved to 80%.
- Canceled trips nearly eliminated.
- Service on BART’s busiest line, the Yellow Line, increases trains from every 15 minutes to every 10 minutes.
- Trains arrive every 10 minutes from the Richmond and Berryessa lines. If heading to San Francisco, take an Orange Line train if it arrives first and transfer to a SF train.

BART’s General Manager Bob Powers welcomes you back on board:

“If you haven’t tried BART in the last few months, I encourage you to ditch your car for the day. We’ve made many improvements. From easy app-based payment to new escalators at our busy downtown stations, we’re proud of the improvements we are making every day. Most importantly, we’ve made a commitment to a cleaner, safer ride that guarantees BART remains the safest way to travel.”

Soon riders will be able to simply tap a credit or debit card at the fare gate to pay for BART. Watch for the upgrade in 2024.