

BART's Safe and Clean Plan

Let BART take you to the office

Let's go. 

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. Surveys show a 90% increase in how often riders see police staff.
 - Average response time is down to 4 minutes.
 - From May 2023 through October 2023 the number of trains negatively impacted by BPD incidents has fallen by more than 40%.
- 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

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.



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 93%; 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."