

BART's Safe and Clean Plan

Rolling up our sleeves

As the Bay Area's backbone public transit system, 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, increasing their visibility, and keeping riders safe by doubling officer presence systemwide.
 - 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.
- Recruiting for all vacant officer positions and adding 19 additional officer positions once vacancies filled.
- Making trains even safer by eliminating near-empty train cars by shortening the least-crowded trains.



Commitment to New Fare Gates

- Taller, stronger fare gates to deter fare evasion will be installed.
 - Pilot fare gates installed at West Oakland station in December 2023. Civic Center, Montgomery, Powell, 24th St, SFO, Fruitvale, Richmond, and Antioch stations selected as next to receive the new fare gates.
 - Complete installation of 700+ new fare gates system-wide by the end of 2025.
- Fare gates added to enclose elevators to further reduce fare evasion.



Commitment to a Clean Ride

- Doubling the rate of deep cleaning on train cars.
- Retiring all old trains.
- Adding nearly 66% more dedicated crews working to keep stations clean.
- Staffing restrooms at high-volume stations with attendants to guarantee cleanliness and safety.

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 later this year.



Commitment to Adapt Service and Attract New Riders

- Our new train schedule increases emphasis on ridership growth opportunities and relies less on outdated commuting models.
 - 50% increase in daily evening service.
 - Eliminates 30-minute wait times. No one waits more than 20 minutes.
 - Reduced platform wait times thanks to new scheduled transfers.
 - Service on BART's busiest weekday line, the Yellow Line, increases trains from every 15 minutes to every 10 minutes from Pittsburg/Bay Point to get drivers off congested highways 4, 680, & 24.
 - 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.
- Customer On-Time performance has improved to 93%; timed transfers have improved to 80%.
- Canceled trips nearly eliminated.
- Low income riders now get 50% off with Clipper START.



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."

