

# SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

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## MEMORANDUM

**TO:** Board of Directors

**DATE:** September 5, 2025

**FROM:** Deputy General Manager

**SUBJECT:** September 5, 2025 Service Disruption Update

On September 5, 2025, at approximately 3:15 a.m., the BART operating technology (OT) network experienced unusually heavy traffic due to a spanning tree issue (flapping) and began losing connectivity to field devices and systems. This happened while upgrading and modernizing the OT network as part of a multi-year project to replace the communications and computer systems, including hardware such as switches and routers that are essential to support BART operations.

Specifically, network engineers were performing a cutover to a new network switch at Montgomery St. Station. This switch was pre-installed several weeks earlier as part of the planned modernization. To complete the cutover, we had five technical resources onsite (two BART Engineers, two BART Communications Technicians, and an industry expert). We also had additional support joining remotely. The team had already successfully performed eight similar cutovers earlier this year.

Once we lost network stability, engineers began troubleshooting with our third-party vendor network specialists on location. After isolating various lines, we were able to determine the issue was limited to San Francisco and the Peninsula. We isolated the issue and were able to restore East Bay service at about 9:30 a.m.

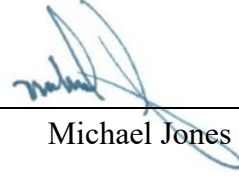
Network engineers then methodically went switch by switch, fiber by fiber along each station in the city to further isolate the issue and stabilize the operating network. Once stabilized, we reestablished the connection between the Peninsula and East Bay and full service resumed at about 11:43 a.m. Further review is ongoing to determine what triggered the unusual network traffic. Staff is investigating whether hardware is a possible root cause.

### **Public Communication During the Disruption**

At 4:30 a.m., it became clear we would not be able to deploy revenue train service. The control center began activating management notification protocols including the BART Communications team to alert the public. Public communication began shortly before 5 a.m. A BART Service Alert was sent out via text, email, and social media and was posted on bart.gov and the BART app. A news article was posted on the website's homepage. BART requested a 511 Nixle alert to the region to expand our reach. An email was sent to the news media and spokespeople did live interviews throughout the incident.

BART staff were deployed to stations to direct people to alternative transit options and stood at the entrances to parking garages to catch people before they entered.

An update will be provided to the Board of Directors at the Thursday, September 11, 2025, meeting.



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Michael Jones

cc: General Manager  
Executive Staff