

Bay Area Rapid Transit FY25 Popular Annual Financial Report

FISCAL YEAR ENDED JUNE 30, 2025





BART Entrance

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This report provides a detailed overview of the financial situation, ridership, and operational priorities of the Bay Area Rapid Transit District (BART) in fiscal year 2025 (FY25) and going forward. It is intended to be readily accessible and easily understandable to the general public and other interested parties without a background in public finance.

1. INTRODUCTION

BART's vision is to support a sustainable and prosperous Bay Area by connecting communities with seamless mobility.

BART's mission is to provide safe, reliable, clean, quality transit service for riders.

BART has played a critical role in keeping the Bay Area moving for more than 50 years, providing a safe, clean, and reliable alternative to driving. Despite a substantial reduction in ridership due to the COVID-19 pandemic and resulting shifts in work and travel patterns, BART continues to focus on improving the rider experience while promoting sustainability and working to secure a permanent operating funding source.

2. BART SYSTEM OVERVIEW

The BART system comprises five lines of service over 131.4 miles of track and includes 50 stations in five Bay Area counties. With BART's exclusive right-of-way system, passengers experience predictable travel times, free from traffic congestion. In FY25, even with the impacts of remote work in the Bay Area, BART delivered nearly 53 million passenger trips.

BART's 1,000+-car electric train fleet is powered by renewable energy sources, with 88% of its electricity coming from greenhouse gas-free sources. BART also maintains an 8-car Diesel Multiple Unit (DMU) fleet serving the non-electrified portion of the system in East Contra Costa County. BART's service plan has been optimized to match new ridership patterns, with increased service on nights and weekends to capture non-work-related ridership growth.

Details on the BART system, its history, role in the region, and other information can be found at bart.gov/about/history/facts and bart.gov/roleintheregion.

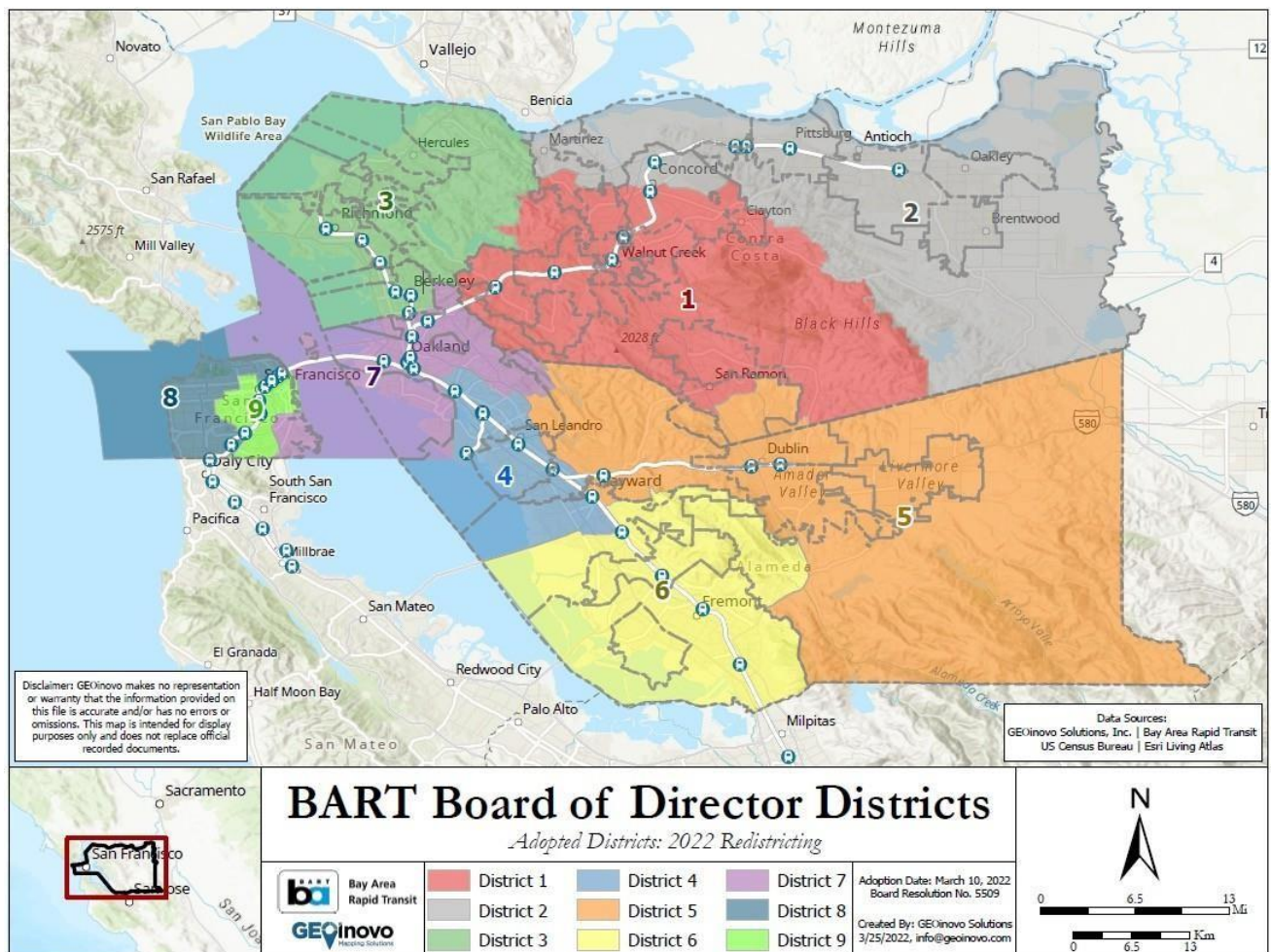


3. GOVERNANCE

BART is designated as a special purpose district, formally known as the San Francisco Bay Area Rapid Transit District. The BART District includes three counties (Alameda, Contra Costa, and San Francisco). BART also provides service in two counties outside the District (Santa Clara and San Mateo). BART's Board of Directors is the legislative body responsible for establishing BART policy. Senior staff work closely with the Board of Directors to help ensure delivery of safe and reliable service.

There are nine members of the Board of Directors, each representing a district within the BART District. Each Director is elected by voters within their election district and serves a four-year term. Elections are on a two-year cycle, alternating between odd numbered districts (Districts 1, District 3, District 5, District 7, and District 9) and even numbered districts (District 2, District 4, District 6, and District 8).

Regular meetings of the Board of Directors are held in person. Members of the public may attend these meetings in person or via teleconference with the exception of closed sessions. More information about BART's Board of Directors, board meetings, and public comment opportunities can be found at bart.gov/about/bod

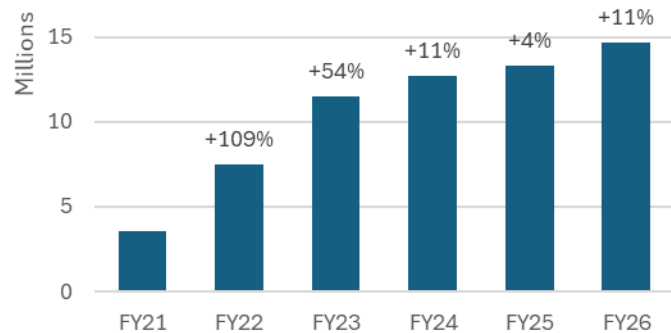


Director	District	Term Expiration (December)
Matthew Rinn	1	2028
Mark Foley	2	2026
Barnali Ghosh	3	2028
Robert Raburn	4	2026
Melissa Hernandez	5	2028
Liz Ames	6	2026
Victor Flores	7	2028
Janice Li	8	2026
Edward Wright	9	2028

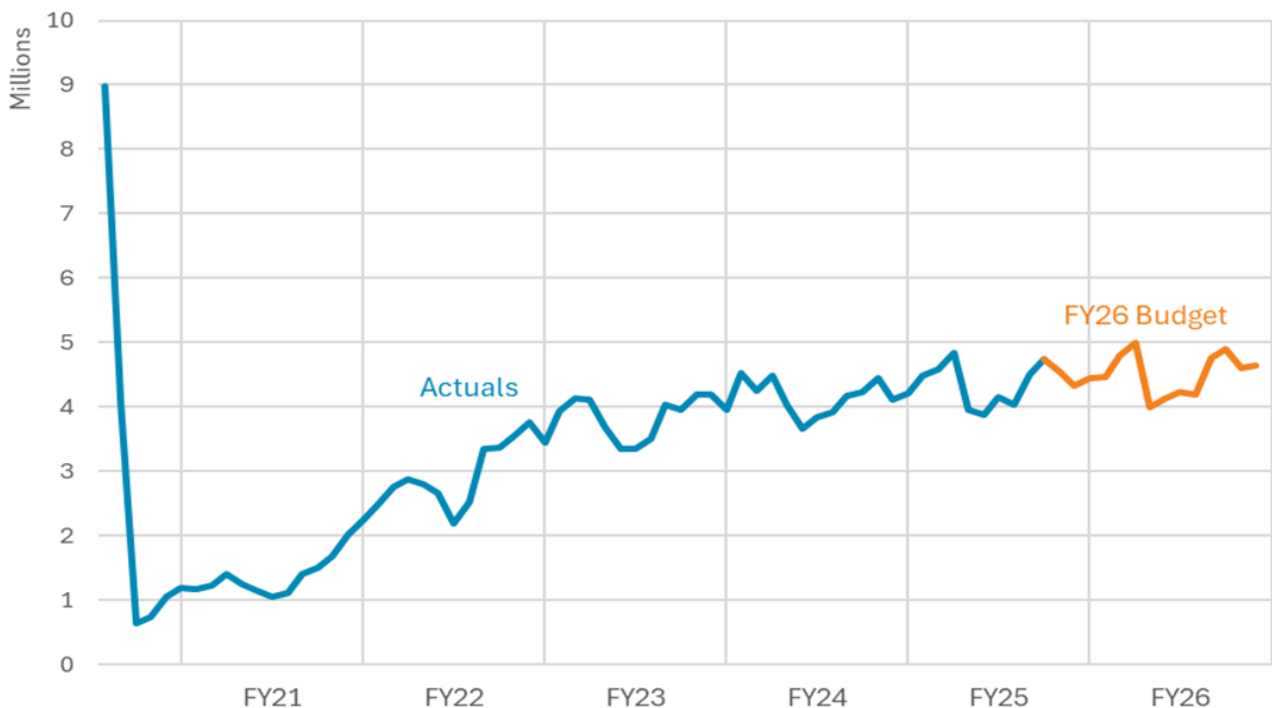
4. RIDERSHIP AND SERVICE TRENDS

Post-pandemic ridership grew significantly in FY22 and FY23, with growth slowing in the subsequent years. In FY25, ridership totaled 52.7 million trips, an increase of 6.3% from FY24. While FY26 ridership is budgeted at 54.2 million (a 2.8% increase), recent trends have shown an increased acceleration in ridership growth beyond budget expectations. The first quarter of FY26 showed a strong 10.5% growth over the previous year. Overall, ridership remains below pre-pandemic levels as the Bay Area has embraced remote work at higher rates than other areas of the country.

Q1 Ridership FY21-FY26



BART Ridership (Pre-Pandemic to FY26 Budget)



BART's current service plan, introduced in September 2023, provides consistent service on all lines throughout the week, with 20-minute headways (three trains per hour) from system opening until 9 PM. On weekdays, the more heavily used Yellow Line operates with 10-minute headways to accommodate higher passenger volumes. The service plan responds to changes in commute patterns while increasing train frequency during off-peak hours. In late September 2025, BART started running longer trains on most of its lines in response to the surge in ridership. All trains on the Yellow Line, which extends from Antioch to SFO, were extended from eight cars to nine. The Yellow Line is BART's busiest. BART also extended some trains on the Red, Blue, and Green lines. Each line now features four eight-car trains in the AM and PM peak. The longer trains will expand capacity as more riders take BART. BART will continue to evaluate train lengths and service frequency as ridership

increases.

Day of Week	Hours of Service	Service
Monday through Friday	5:00 AM – 9:00 PM	10-minute headways (6 trains per hour) on Yellow 20-minute headways (3 trains per hour) on other 4 lines
	9:00 PM – 12:00 AM	20-minute headways (3 trains per hour) on 3 lines (Orange, Yellow, Blue Lines)
Saturday/Sunday	Saturday: 6:00 AM – 9:00 PM Sunday: 8:00 AM – 9:00 PM	20-minute headways (3 trains per hour) on 5 lines
	9:00 PM – 12:00 AM	20-minute headways (3 trains per hour) on 3 lines (Orange, Yellow, Blue Lines)

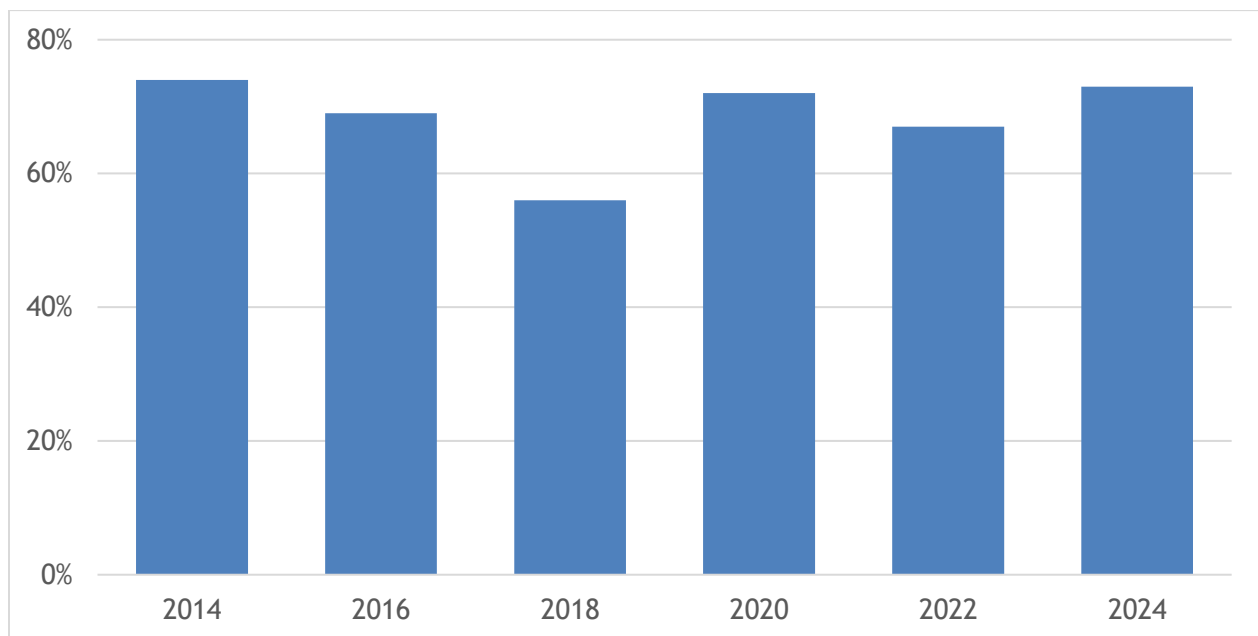
5. SAFETY AND RIDER EXPERIENCE IMPROVEMENTS

BART has focused on improving the rider experience, with investments in safety, security, stations, and innovative fare products.

Safety is a top priority for BART, both for passengers and staff. Fare evasion is being addressed with the installation of Next Generation Fare Gates across the system. All 50 BART stations now have new fare gates as of August 2025, four months ahead of schedule. Since the introduction of new fare gates the number of riders who say they've witnessed someone fare evade on their trip has dropped by more than 50% in just the last year. In the Q1 FY26 Quarterly Performance Report, only 9% of riders said they saw someone fare evade, down from 22% in the first quarter of FY25. Upcoming fare gate work will focus on the full utilization of advanced sensors to make it harder for those who want to “piggyback” into the system by closely following behind paying riders.

At the end of 2025, 22.9% of riders reported seeing BART Police on their most recent trip, a significant improvement from previous years. BART continues to actively recruit police officers and optimize deployment patterns to maximize uniformed presence in the system. BART’s progressive policing efforts, including the deployment of unarmed ambassadors, crisis intervention specialists, and managers, aim to increase rider safety and confidence. Passenger satisfaction surveys indicate that these efforts are making a noticeable difference in the overall experience.

Customer Satisfaction Over Time (Pre- and Post-Pandemic)



Total percentage indicating Very Satisfied or Somewhat Satisfied

The rider experience is also improving. BART’s new trains offer quieter, more comfortable rides; station cleanliness has improved, with signage and wayfinding improvements to make navigating BART even easier coming soon.

At the regional level, BART has boosted collaboration with other transit operators by better aligning schedules and service to sync up the timing of schedule changes and reduce transfer wait times. The launch of the Next Generation of Clipper on December 10, 2025, makes travel across multiple transit agencies easier to pay for and more affordable. It is expected to improve overall rider experience while boosting operational efficiency. The transfer program

offers standardized transfer discounts between all agencies so riders can use all services as one network without paying extra. BART kicked off the transition to the upgraded Clipper system by rolling out “Tap and Ride” on August 20, 2025. BART's "Tap and Ride" contactless payment system, allows for paying fares with a contactless credit/debit card or mobile wallet. These innovations build on the success of other recent fare product offerings such as Clipper BayPass and Clipper START, as well as increased transfer discounts, and youth, disabled, and senior discounts, all of which promote increased ridership while keeping transit affordable.

Spotlight on Next Generation Faregates

Next Generation Fare Gates

Improving the System



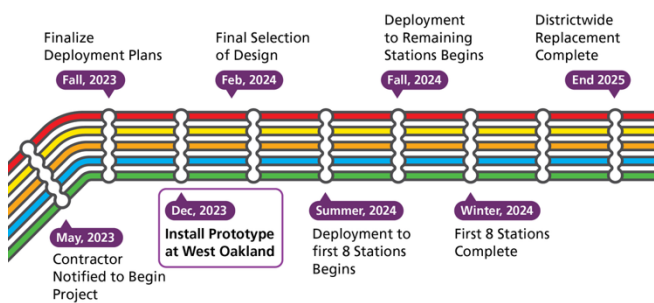
Next Generation Fare Gates

Features and Benefits

- New fare gates have **tall swing barriers** that make it more difficult for fare evaders
- **Advanced sensors** detect wheelchair users and riders with luggage, strollers, or bikes, improving access to BART
- Updated technology and improved design makes the new gates **more reliable** and easier to maintain
- Sensors that can **detect fare evasion** in real-time help improve future deterrence efforts
- The new gates are compatible with new Clipper readers, allowing for open payments and the ability to pay for BART by tapping **contactless cards** and **smart devices**

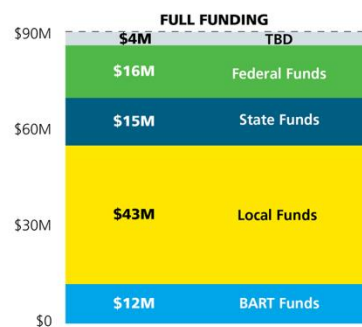
Next Generation Fare Gates

Rollout Timeline



Next Generation Fare Gates

Project Funding

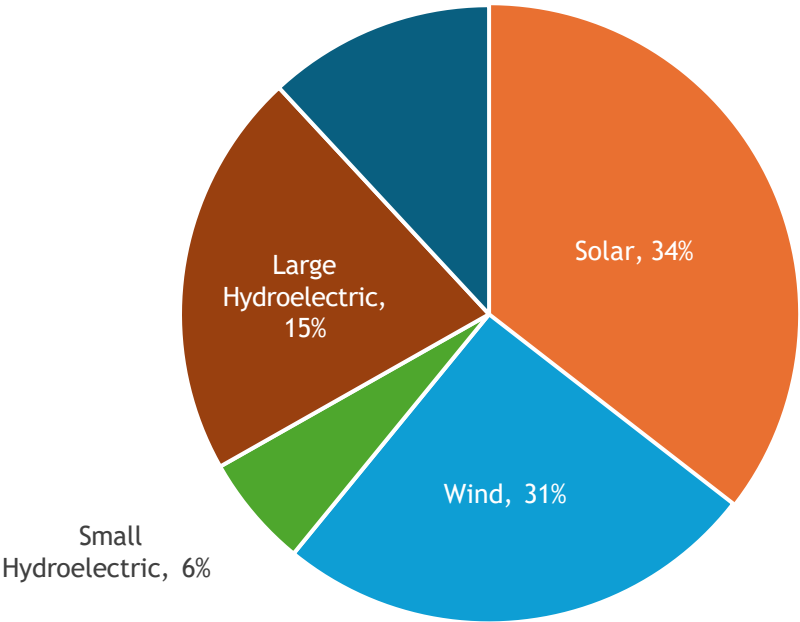


6. SUSTAINABILITY INITIATIVES

BART is committed to providing safe, affordable, equitable, and environmentally-friendly transit by reducing its environmental impact with the use of clean energy sources and promoting sustainable transit options. In 2024, the most recent year with data available, BART achieved a power supply that was 86% GHG-free while growing its total share of eligible renewable electricity to 71%. BART’s renewable power mix was comprised primarily of photovoltaic solar (34%) and wind (31%), supplemented by small hydroelectric resources (6%). Its remaining power was sourced from large hydroelectric generation (15%) and unspecified power purchased directly from the electric grid (14%).

64% of BART’s power was provided by its long-term Power Purchase Agreements with two renewable facilities in California: Slate Solar and Sky River Wind.

BART Energy Mix (2024)



The system’s trains are fully electric, and BART is upgrading lighting in stations and parking facilities to more energy efficient and brighter LED fixtures.

In 2024, BART riders collectively helped avoid over 600,000 pounds of CO2 emissions per weekday by choosing transit over driving and 25.1 lbs. of CO2 emissions avoided per average round trip. The system continues to innovate in sustainability with energy-efficient train designs, solar energy projects, and policies that encourage dense, mixed-use developments around stations. Going forward, BART is seeking to provide publicly accessible EV charging infrastructure to eventually serve up to 10% of parking spaces at 35 BART-managed station parking lots and garages, one park and ride, and five employee parking areas. BART plans to prioritize EV deployment at stations in or near disadvantaged communities.

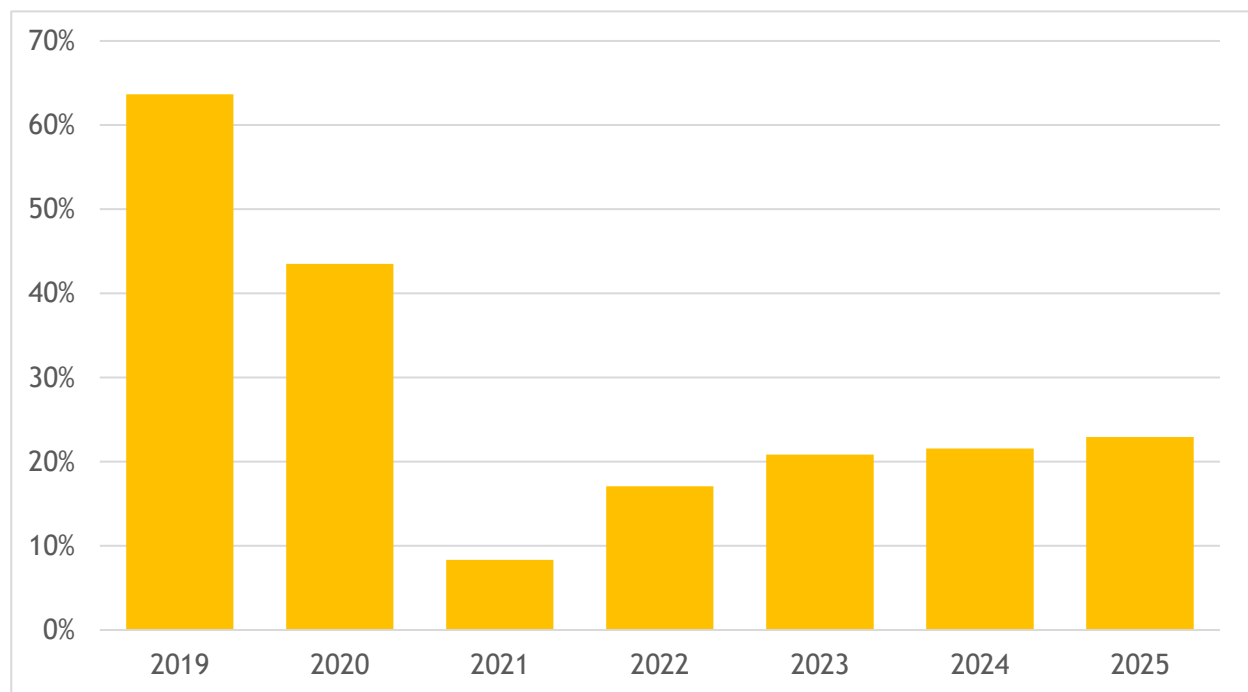
For detailed information on BART’s sustainability work and energy mix, visit bart.gov/sustainability.

7. FY25 FINANCIAL PERFORMANCE

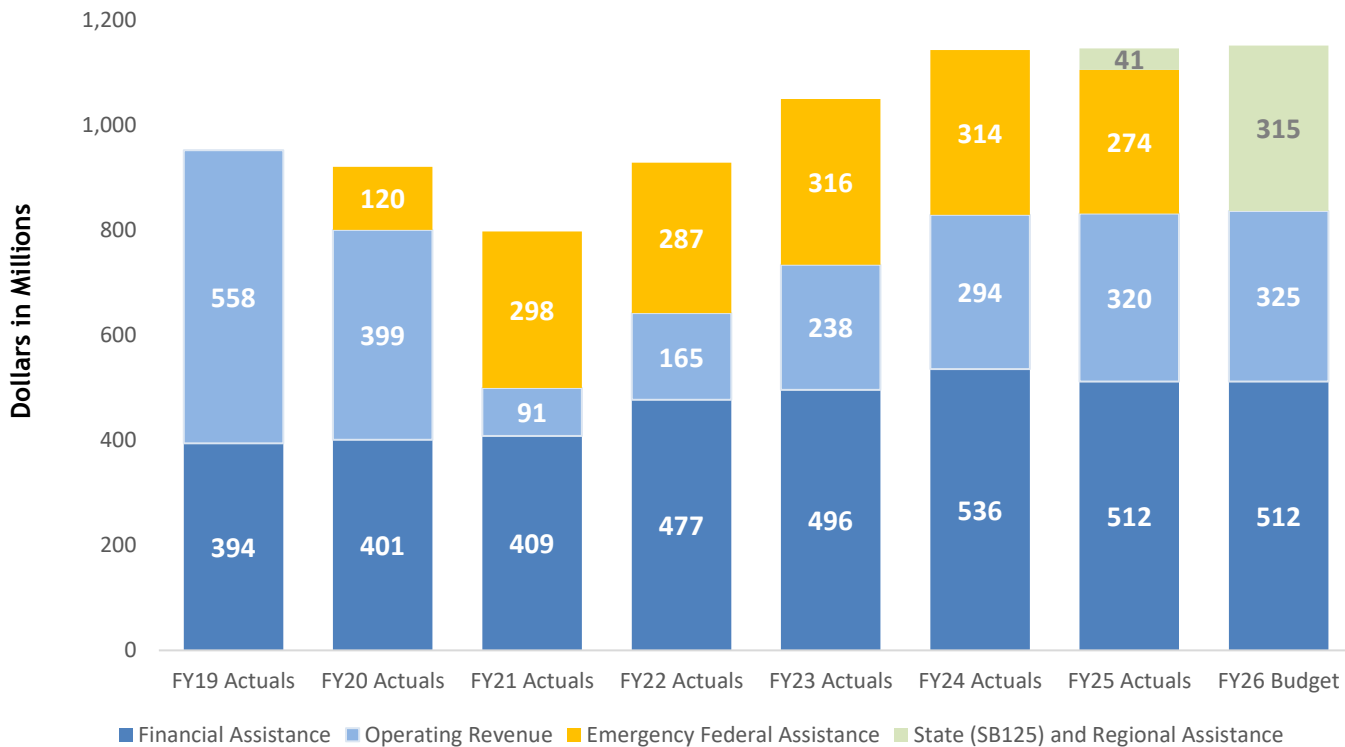
Since it began service in 1972, BART's revenues were primarily comprised of operating revenue as well as some financial assistance. Operating revenue consists of rail passenger fares, parking fees, and other smaller sources, while financial assistance consists of a share of sales and property tax revenue in BART District counties, as well as numerous smaller grants and other smaller revenue sources. Before the COVID-19 pandemic, most of BART's funding came from passenger fares and parking fees.

The pandemic significantly impacted BART's financial structure. Fare revenue once covered nearly 70% of BART's operating expenses; in FY25, with much lower ridership, only 23% of operating costs were covered by fares. This has created an ongoing structural financial deficit, severely impacting BART's long-term ability to deliver high quality transit service the Bay Area relies on. Since 2020, deficits have been closed with nearly \$2 billion in federal, state, and regional emergency assistance funding. The charts below illustrate these changes and their impact on BART's funding mix.

Fare Revenue As a Share of Operating Costs (Pre-Pandemic to FY25)



Operating Budget Sources (by type)



In FY25, BART's total operating revenue was above budget expectations by 3%, primarily due to passenger fare increases above budget, reflecting higher-than-expected ridership recovery post-pandemic. Additionally, revenues from parking were favorable, coming in 9.8% over budget expectations. Non-operating revenue surpassed projections due to higher interest rates on investment income, adding a favorable variance of \$16.3 million to the budget.

Operating labor, BART's biggest expense, exceeded budget, driven largely by wage and benefit cost increases to help with inflation and to recruit qualified employees as well as a number of fiscal year-end adjustments. Overtime and recoveries from other funding sources (primarily from BART staff working on capital-funded projects) also generated negative variances compared to the budget. Unexpected liability reserve deposits required by a revised actuarial valuation also contributed to higher than budgeted spending.

Although reliance on emergency funding decreased slightly against budget, BART required about \$315 million in emergency funds to bridge the difference in its FY25 revenues and operating costs.

8. FY26 ADOPTED OPERATING BUDGET OVERVIEW

The FY26 Adopted Operating Budget assumes generally steady revenue and expense as BART plans to continue to provide steady service levels. This section provides an overview of notable operating budget changes from FY25 and FY26.

Operating Sources and Uses	FY25 Budget (\$ Millions)	FY26 Budget (\$ Millions)	FY25 to FY26 Change (\$ Millions)	FY25 to FY26 % Change
Rail Passenger Revenue	235.1	259.1	24.0	10.2%
ADA Passenger Revenue	0.6	0.6	0.0	6.7%
Parking Revenue	16.5	19.9	3.4	20.7%
Other Operating Revenue	45.3	45.4	0.1	0.3%
<i>Subtotal - Operating Revenue</i>	<i>297.5</i>	<i>325.1</i>	<i>27.6</i>	<i>9.3%</i>
Sales Tax Revenue	320.3	314.1	(6.2)	-1.9%
Property Tax Revenue	64.3	68.0	3.7	5.8%
VTa Financial Assistance	35.2	35.9	0.7	2.1%
State Transit Assistance	48.8	45.8	(3.0)	-6.1%
Low Carbon Funding Programs	17.0	32.2	15.2	89.4%
Local & Other Assistance	14.8	15.7	0.9	6.1%
<i>Subtotal - Financial Assistance</i>	<i>500.3</i>	<i>511.8</i>	<i>11.5</i>	<i>2.3%</i>
Total - Operating Sources	797.8	836.9	39.1	4.9%
Labor & Benefits	780.6	763.3	(17.3)	-2.2%
ADA Paratransit	22.5	26.3	3.8	16.9%
Purchased Transportation	8.4	8.5	0.1	1.6%
Traction Power	61.6	65.0	3.4	5.5%
Other Non-Labor	160.7	143.5	(17.2)	-10.7%
<i>Subtotal - Operating Expense</i>	<i>1,033.9</i>	<i>1,006.7</i>	<i>(27.2)</i>	<i>-2.6%</i>
Bond Debt Service	60.2	60.2	(0.0)	0.0%
Capital Reinvestment Allocation	29.1	43.8	14.7	50.6%
RHBT Reserve Allocation	-	38.2	38.2	-
Other Allocations	3.0	3.0	(0.0)	-1.1%
<i>Subtotal - Debt Service & Allocations</i>	<i>92.2</i>	<i>145.2</i>	<i>53.0</i>	<i>57.4%</i>
Total Operating Uses	1,126.1	1,151.8	25.7	2.3%
Net Result Before Emergency Assistance	(328.2)	(315.0)	13.2	-4.0%
Emergency Assistance	328.2	315.0	(13.2)	-4.0%
NET RESULT	0	0	0	-

Operating Revenue Remains Steady

The largest source of operating revenue comes from rail passenger fares, which are projected to increase in the FY26 Adopted Budget. While ridership revenue appears stable, it is important to recognize the profound and enduring effect of the pandemic on ridership and fare revenue. While the “new normal” has taken shape and ridership has stabilized, it is clear that BART, like other transit systems, will need to look beyond fare revenue to sustain operations over the long term.

Flat Financial Assistance Revenue

The largest single source of financial assistance comes from sales tax revenue, which is projected to decrease between FY25 and FY26. BART receives a dedicated 75% share of a one-half cent sales tax levied in the three BART District counties (San Francisco, Alameda, and Contra Costa). Per AB 1107 (1977) and AB 842 (1979), the remaining 25% may be allocated by the Metropolitan Transportation Commission (MTC) to BART, the San Francisco Municipal Transportation Agency (SFMTA), and/or AC Transit. Since 1987, MTC chose to split the remaining 25%, currently about \$104M annually, equally between AC Transit and SFMTA. Sales tax is expected to remain BART's largest ongoing revenue source for operations in the near term.

Also of note is the decrease in budgeted State Transit Assistance funding between FY25 and FY26. Under this program, which supports transit operations, funds are distributed to agencies by a formula based on prior-year agency revenue. BART's revenues were slated to decrease significantly due to lower ridership. However, the extension, through June 30, 2026, of a "hold harmless" provision passed by the state allows BART to continue receiving funding based on pre-Pandemic ridership levels. Therefore, the decline in funding from FY25 to FY26 is much less than it would otherwise be.

Decrease in Labor, Increase in Paratransit, Traction Power, and Priority Capital Deferral

Operating expenses typically increase each year, driven by labor and benefit costs to fund employee salaries, benefits, and retirement. However, labor and benefit costs decreased in the FY26 Adopted Budget due to the shift of \$38.2M in retiree medical liability contributions to a new reserve account known as the Retirement Health Benefits Trust (RHBT) Reserve. This shift was made to maintain cash flexibility in FY27 should funds be needed to offset operating deficits. Had this shift not been made, the Labor and Benefits budget would have increased by \$15.1M, due to modest increases in wages, overtime, and other benefits, partially offset by the freezing of 45 operating positions.

Non-labor expenses also decreased by a net of \$9.8M in FY26. Part of this decrease is due to BART's cost containment efforts. As part of the FY26 budget development process, BART departments reduced their non-labor budgets by 5%. The 5% target resulted in an additional \$7.0M in ongoing cost reductions. In addition, FY26 removes \$8.0M in overlapping Clipper transition fees, \$2.5M in election costs, and \$5.0M in inventory write offs from legacy trains.

Under the federal Americans with Disabilities Act (ADA), BART must provide paratransit services. To fulfill this obligation, BART partners with AC Transit and SFMTA to deliver contracted third-party ADA service. The total cost for paratransit services is expected to go up due to increased demand for service and higher labor costs. The terms of the new contract were recently negotiated, and the projected costs of service are reflected in the FY26 budget.

The increases in the Traction Power budget in FY26 is driven by the cost of transmitting electricity over the power grid. These costs are passed on to BART by local electric utilities, whose rates are governed by the California Public Utilities Commission (CPUC). BART has no control over these prices. BART has worked in recent years to secure price stability for renewable electricity through solar power and wind power purchase agreements.

Balanced Budget in FY25, Deficit in FY26

BART has been fortunate to receive nearly \$2.0 billion in federal, state, and regional emergency assistance since the start of the pandemic. BART used the last of its federal emergency assistance in FY25, and projects to expend the last of its Senate Bill (SB) 125 state and regional emergency assistance in FY26. When SB 125 passed, its intent was to help Bay Area operators eliminate deficits through FY26. At this time, no SB 125 assistance is projected to be available in FY27, when BART faces a \$376M projected deficit. Emergency assistance is used as the last revenue to balance BART's operating deficit; it covers expenses in excess of the current operating revenue and financial assistance sources.

To address the structural deficit, BART is working with the region's transit operators, the MTC, and other

stakeholders to pursue funding to address transit's financial challenges. While a permanent funding source is being pursued, BART is working proactively to contain costs and generate new revenues. These strategies will not close the structural deficit but will help stabilize BART's financial position while enhancing the rider experience.

Looking ahead to FY27

BART will be almost halfway through FY27 when the results of an anticipated regional revenue measure slated for voters in November 2026 will be known. To help navigate this uncertainty, BART is proactively working to further reduce spending by \$20 million in FY27. These spending reductions will avoid cuts to service and negative impacts to the passenger experience. Additionally, BART is developing two separate budgets for FY27. The first will assume successful passage of a regional tax measure while the second assumes new revenues are not secured.

For detailed, up to date information on BART's finances and efforts to secure a permanent funding source, visit bart.gov/financials.



9. STRATEGIC PRIORITIES

The BART Strategic Plan Framework (BSPF) documents BART's organizational objectives, including its vision, mission, goals, and strategies. Given the vastly different and uncertain operating environment post-Pandemic and due to changing travel patterns, BART must be nimble and respond to shifting priorities. As such, executives from across BART collaborated to identify key BART initiatives over the FY24-FY25 period and focused on three priority areas to guide the work during that time. The three priority areas are: Financial Stability, Rider Experience, and On Track for the Future

BART's Two-Year Action Plans connect departmental activities with the three priorities as well as to the BSPF goals and strategies while outlining key sub-activities with specific milestones. These actions are cross functional in nature; therefore, activities are grouped and reported on by priority area. Each activity is owned by at least one department, which provides guidance to ensure the activity/BSPF Strategy is successfully advanced. The Two-Year Action Plans provide transparency on department activities, communicates progress made toward advancing the BSPF, and positions BART to begin to assess risks to accomplishing organizational objectives.

Financial Stability: Respond to the financial challenges from changes in travel patterns (as the result of the COVID-19 Pandemic and remote work) by developing a nimble operating plan, advancing, and implementing efficiencies, managing expenses, and increasing revenue where feasible. In addition to controlling costs, BART will continue to pursue regional, state, and federal funding to fill the operating gap and to secure funding for capital commitments. Further, BART will explore alternative financing strategies for the capital program.

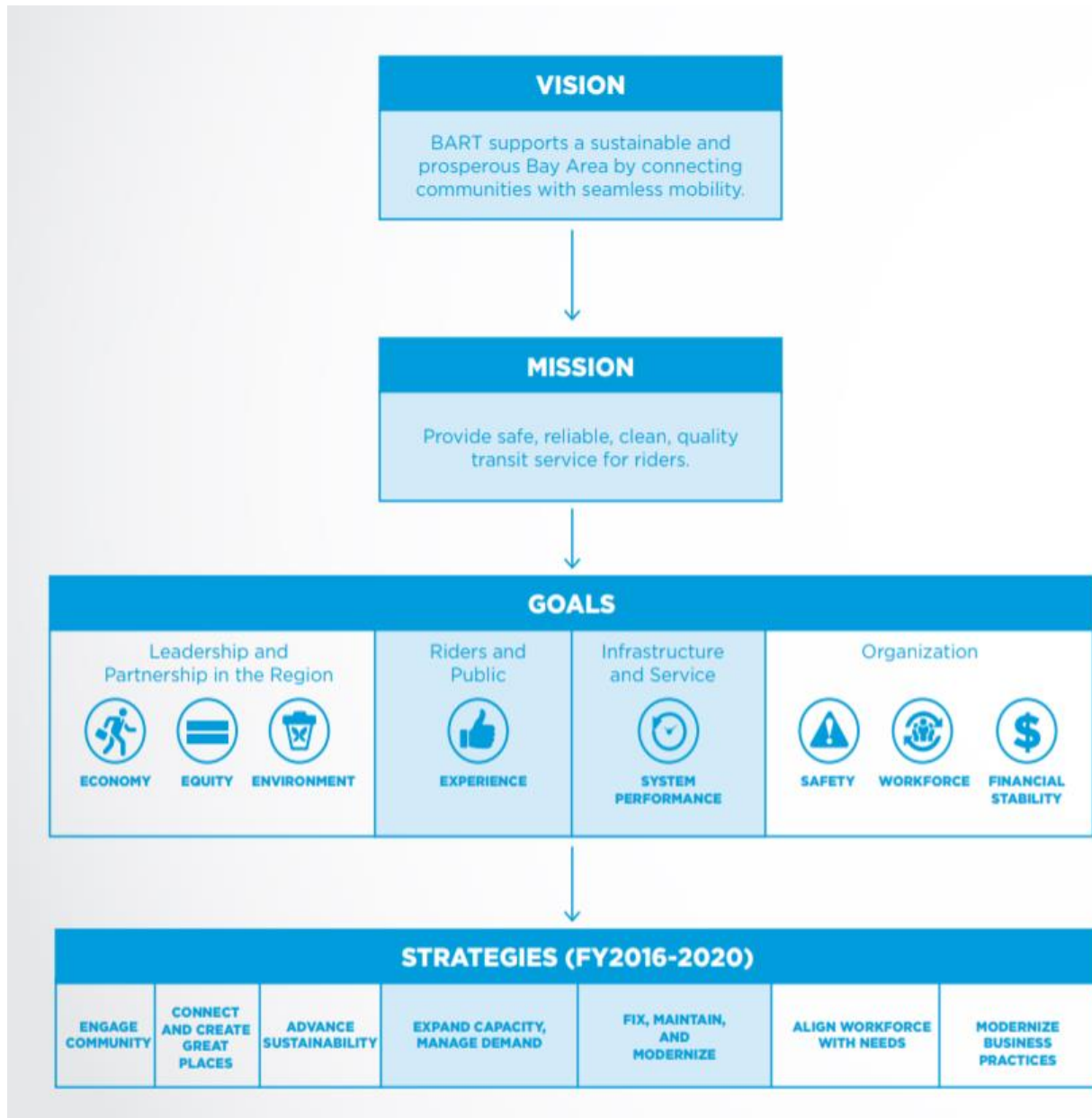
Rider Experience: Critical to BART's vision, mission, and recovery from the impacts of the COVID-19 Pandemic is continuous improvement of the rider experience to grow ridership and build confidence in transit. BART will continue to undertake critical activities to get people back on transit by providing a welcoming customer experience with a renewed focus on better serving transit-dependent riders, encouraging discretionary trips, improving communication to our riders and the public, and proactively developing relationships with youth and young adults who are the next generation of riders.

On Track for the Future: BART will stay on-track for the future by implementing critical capital projects that will increase capacity and improve reliability, and by continuing to take a leadership role on issues critical to the region and community, including, sustainability and equity.

2-Year Action Plan Alignment with BART Strategic Plan Goals

Each year the annual operating budget is aligned with BART'S Strategic Plan Framework, the most recent iteration of which was adopted by the Board of Directors in 2015. This section outlines the agency's vision, mission, goals, and short-term strategies to achieve these goals. An overview of the framework, our goal areas and key performance measures is provided below.

Strategic Plan Framework



Goal Areas

The eight strategic plan goal areas are as follows:

Leadership & Partnership in the Region

1. Economy: Contribute to the region's global competitiveness and create economic opportunities.
2. Equity: Provide equitable delivery of transit service, policies, and programs.
3. Environment: Advance regional sustainability and public health outcomes.

Riders & Public

4. Experience: Engage the public and provide a quality customer experience.

Infrastructure & Service

5. System Performance: Optimize and maintain system performance to provide reliable, safe, cost-effective, and customer-focused service.

Organization

6. Safety: Evolve to a premier safety culture for our workers, riders, and the public.
7. Workforce: Invest in our current and future employees' development, wellness, and diversity.
8. Financial Stability: Ensure BART's revenues and investments support a sustainable and resilient system.

Priorities, Strategies & Work Plan Activities

The COVID-19 pandemic that began March 2020 and subsequent acceleration of remote work trends have changed travel patterns such that BART continues to face reduced ridership and funding uncertainty. In this context, BART has developed Two-Year Action Plans that identify key initiatives focused on three priority areas:

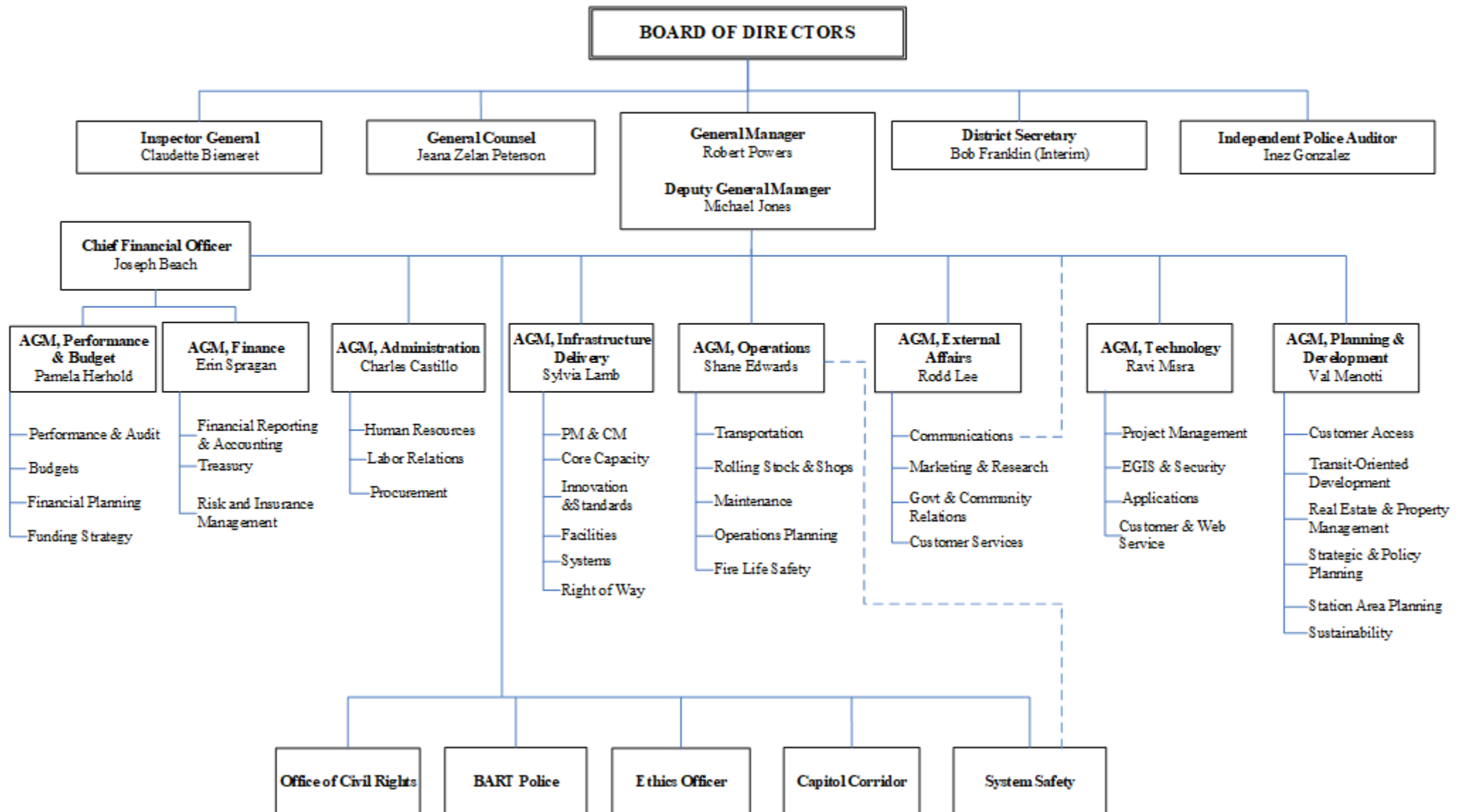
- **Financial Stability:** Establishing financial stability is central to the District's near and long-term success and underpins the District's ability to deliver on all initiatives. This work includes implementing a sustainable funding strategy identifying cost savings and efficiencies and generating additional revenue.
- **Rider Experience:** Central to BART's vision, mission, and ridership growth is to deliver an excellent customer experience, which also builds confidence in BART and helps grow ridership. This work includes initiatives to improve service, reliability and cleanliness, increase safety and security, deliver a capital program that improves the rider experience, activation, engagement and outreach, public communications, addressing homelessness and connecting to social services, improving access. Ridership development and regional coordination.
- **On Track for the Future:** Continue to run a world class organization by developing a strong and stable workforce and advancing process improvement and data driven decision making. Continue to advance core programs such as transit-oriented development, facility and ROW improvements, safety and emergency preparedness, ensuring rail car reliability, support of small businesses, and sustainability.

Activities and milestones in the Two-Year Action Plan activities support the three priority areas in addition to continuing progress on the Strategic Plan Framework goals. The Plans, summarized below by priority area, focus on a limited number of key activities that define BART's strategic work in the near-term, and are available at

bart.gov/about/planning/strategic/action-plan.¹

¹ As independent oversight offices, the Office of the Inspector General and the Office of the Independent Police Auditor develop workplans independently from implementation of the strategic plan and current District priorities and therefore are not included within the Two-Year Action Plans.

SAN FRANCISCO BAY AREA RAPID TRANSIT ORGANIZATION CHART



INTERESTED IN LEARNING MORE?

BART maintains multiple regularly updated resources online to keep riders, employees, members of the public, and other stakeholders informed.

Financial resources, including BART's Annual Comprehensive Financial Report (ACFR), Adopted Budget Manual (ABM), Capital Investment Plan (CIP), quarterly financial reports, bond statements, and other presentations are available on BART's financials page: bart.gov/financials.

Information on the BART system, facts & figures, and its history are available at bart.gov/about. BART's

Sustainability progress and information is available at bart.gov/sustainability.

Information about the Board of Directors is available at bart.gov/about/bod.

Information on fares, discount programs, and Clipper is available at bart.gov/tickets.

Trip planning assistance is available through the BART app, www.bart.gov or the BART Transit Information Center, which is open 8:00 am to 6:00 pm PST, Monday–Friday excluding most holidays.

BART Transit Information Center
Monday through Friday
8:00am to 6:00pm PST
(excluding most holidays)

(510) 465-2278
barttic@bart.gov

BART maintains a Customer Service Center at the Lake Merritt Station, where members of the public can purchase and add value to fare media including Senior and Youth Clipper cards and Clipper RTC discount cards and buy selected BART merchandise.

BART Customer Service Center
Monday through Friday
8:30am to 4:45pm PST
(excluding all observed holidays)

Lake Merritt Station
(concourse level)
800 Madison Street
Oakland, CA 94607
(510) 464-7133

The Customer Services Center has a sales window in both the free and paid areas.

Interested in buying BART merchandise but are not available to stop by the sales window at Lake Merritt Station? Visit railgoods.com for a variety of BART and Capitol Corridor clothing and gifts including t-shirts, hats, socks, kid's items, and more.

BART media, news, upcoming events, contests, and other fun stuff are resources are available at bart.gov/news. Follow BART on Twitter at twitter.com/sfbart and on Instagram at [SFBART](https://www.instagram.com/SFBART)



