If there is an emergency while riding the BART train, passengers may need to do one or more of the following:

- To talk to the Train Operator, press the "Attendant Call" intercom at the end of the car.
- Listen for announcements from the Train Operator, and, if necessary, evacuation instructions.
- To activate the emergency door releases, located above the seats next to the door, pull the cover panel away and move the lever in the direction of the arrow, away from the door.
- Fire extinguishers are located at the end of each car. Break the plastic to remove the extinguishers.
- Emergency phones located in the Transbay Tube, Berkeley Hills Tunnel, and subway areas are marked by a blue light. Lift the receiver to be connected to BART Central Dispatch.
- Fire extinguishers are located at the end of each car. Break the plastic to remove the extinguishers.
- Emergency phones located in the Transbay Tube, Berkeley Hills Tunnel, and subway areas are marked by a blue light. Lift the receiver to be connected to BART Central Dispatch.

For personalized help, call your local BART Transit Information Center within your local area code:
(415) 989-BART
(510) 236-BART
(510) 441-BART
(510) 465-BART
(650) 992-BART
(925) 676-BART
(510) 839-2220 TDD

In most emergency situations, rescue personnel will be present to assist seniors and passengers with disabilities. If rescue personnel are not present and a life-threatening emergency exists, blind passengers should seek assistance from other passengers. Deaf passengers should use other passengers as a guide.

For Seniors and People with Disabilities

BART Accessibility Guide

Station Elevator Status:
(510) 834-LIFT or toll-free (888) 2-ELEVAT

Create your own custom BART schedule at www.bart.gov

BART trains and stations are designed with accessible features for seniors and persons with disabilities. This brochure highlights some of those special fares, station attributes, boarding and emergency procedures, and connecting transit options.

Welcome to BART
Bay Area Rapid Transit (BART) provides fast, reliable and convenient rail transportation between San Francisco, Oakland and other cities in Alameda, Contra Costa, and San Mateo Counties.

BART operates service to 44 stations in the San Francisco Bay Area. Hours of operation are from 4 am to midnight on weekdays, 6 am to midnight on Saturdays, and 8 am to midnight on Sundays and holidays. BART trains typically run every 15 minutes except weekends when trains run about every 20 minutes. For detailed information on station locations and train schedules, pick up a copy of the "BART Fares and Schedules" brochure or refer to the posted maps and timetables at any BART station. You can also call the BART Transit Information Center (see back page for phone numbers) or visit www.bart.gov.

ACCESSIBILITY FEATURES
Following is a partial list of the features which make it easy for seniors and persons with disabilities to use BART.

For all passengers:
- All BART stations have public telephones and white courtesy telephones at all levels that connect directly to the Station Agent.
- Service animals are permitted at BART stations and on trains.

For you if you are blind or vision-impaired:
- Textured rubber tiles along the length of BART train platforms mark the platform edge. These tiles can be detected with a cane or foot. An extra row marks the location of the car doors on the middle cars of the train.
- Train Operators announce the name of the next station and instructions for transfers.

For you if you are deaf or hearing-impaired:
- A public address system announces train arrivals and other information on the station platforms.
- All stations have Braille and large-print signs marking exits and other important locations.
- Ticket vending machines located in the stations have an audio feature.

For you if you are deaf or hearing-impaired:
- Changeable text message signs on the platform display the destination of each arriving train and other important information.
- There is at least one Telecommunications Device for the Deaf (TDD) in each BART station.

For those who are wheelchair users:
- All BART cars have space to accommodate wheelchair users.
- All BART stations have public telephones and white courtesy telephones at all levels that connect directly to the Station Agent.
- Service animals are permitted at BART stations and on trains.

If you are blind or vision-impaired:
- Textured rubber tiles along the length of BART train platforms mark the platform edge. These tiles can be detected with a cane or foot. An extra row marks the location of the car doors on the middle cars of the train.
- Train Operators announce the name of the next station and instructions for transfers.

For you if you are deaf or hearing-impaired:
- A public address system announces train arrivals and other information on the station platforms.
- All stations have Braille and large-print signs marking exits and other important locations.
- Ticket vending machines located in the stations have an audio feature.

For you if you are deaf or hearing-impaired:
- Changeable text message signs on the platform display the destination of each arriving train and other important information.
- There is at least one Telecommunications Device for the Deaf (TDD) in each BART station.
If you use a wheelchair or have limited mobility:
- Stations have accessible elevator service to all levels.
- There is level boarding from the platform to all trains.
- All BART cars can accommodate wheelchair users.

**BART Fares and Tickets**
Fares are based on how far you travel. Tickets can be purchased from machines located in all BART stations. Each person must have his or her own ticket.

**DISCOUNT TICKETS**
BART and several other public transit agencies have joined together to make it easy for persons with disabilities to enjoy discount fares throughout the region. You can take advantage of these discounts by obtaining a Regional Transit Connection (RTC) Discount Card. To request a brochure and application for the RTC Discount Card, call (510) 464-7133 or TDD (510) 839-2220, or visit the BART Customer Service Center at the Lake Merritt Station.

Seniors and disabled persons entering or exiting a station using a discount ticket may be asked to verify their eligibility by showing valid identification. Valid ID includes:
- RTC Discount Card
- Medicare card (not Medi-Cal)
- Disabled person placard or license plate from California DMV
- Valid transit discount card from another California transit agency
- For seniors, a photo ID with proof of age

At the BART Station

**using elevators**
All BART stations have accessible elevators. In some stations you may need to use two different elevators to get from the street to the train platform level. To find the location of station elevators, call the BART Transit Information Center or visit www.bart.gov. If you need help using the elevator, contact the Station Agent. If you arrive at a BART station and are unable to enter or exit the station because the elevator is not working, contact the Station Agent. They will help you enter or exit in another way if possible, or refer you to an alternate means of transportation such as a bus or paratransit. If you find out in advance that an elevator is not working at the station you want to go to, call the BART Transit Information Center to find out what transit alternatives are available to you. To check the status of elevator operation at any station, call (510) 834-LIFT or (888) 2-ELEVAT.

In case of fire, do not use the elevators.

**Using escalators**
All BART stations have escalators. Generally, the escalators operate in the direction of main passenger flow, which varies depending on the time of day and location. Where possible, escalator service is provided in both directions. To ensure your safety and the safety of others, be sure to hold onto the handrail while using the escalators. Wheelchairs are not allowed on the escalators. To check the status of escalator operation at any station, call the BART Transit Information Center or 511.

At the platform
Stand behind the wide yellow stripe of textured rubber tiles that run along the length of all BART platforms. These tiles can be detected with a cane or foot. Black rubber tiles are used to mark the approximate location of train doors when the train pulls into the station. An extra row of black tiles marks the entrance to the two middle cars of the train. Exact door locations may vary. Do not approach the train until it comes to a complete stop.

Riding the BART Train

**which train to ride**
Trains are identified by the name of the station at the end of the line. Determine which train to ride by locating your starting point and destination on the BART System Map and noting the name of the last station in your direction of travel. Message signs on the platform level flash the destination of arriving trains. If you are unable to read the train destination signs, be sure to listen for audio announcements.

**Boarding the train**
Do not approach the train until it comes to a complete stop; the train may adjust its position at the platform edge and the train. Seats near the train doors are designated as priority seating for seniors and persons with disabilities. Hold onto the vertical handrails, overhead handrails or seat-back handrails to steady your ride when the train is moving. The Train Operator’s booth is in the first car of the train. Bicycles are not allowed in this car. For this reason, passengers with disabilities may wish to board the first car of the train.

**Instructions for wheelchair users**
Pay special attention to the gap between the platform edge and the train. This gap may vary, so don’t hesitate to move to another car if the gap at a particular door is too great. The Train Operator will wait for you to enter. It is generally preferable for passengers in wheelchairs to enter and exit the train with the rear wheels first or at a slight angle. If possible, position the wheelchair at a right angle to the direction of train travel in the clear area near the door. Lock the wheelchair’s brakes. In some BART cars, a space to the right of the door is reserved for passengers in wheelchairs. The international access symbol marks the outside of these cars.

**Paratransit service**
BART provides ADA paratransit service to eligible individuals whose disability prevents them from accessing, boarding or riding BART trains. Service is provided by lift vans and sedans and is generally by reservation only. Contact your local transit agency for detailed information on eligibility, certification and how to use paratransit service.

Paratransit is not available from BART Police. In an emergency, call 911. For non-emergency situations on BART property, contact your local transit agency for help using the elevator, or refer you to an alternative means of transportation. If you find out in advance that an elevator is not working, contact the Station Agent. They will help you enter or exit in another way if possible, or refer you to an alternate means of transportation such as a bus or paratransit.