CREATE YOUR OWN CUSTOM BART SCHEDULE

DOWNLOAD THE OFFICIAL BART APP FROM THE IOS APP STORE OR GOOGLE PLAY STORE FOR TRIP PLANNING, REAL TIME DEPARTURES, SERVICE ADVISORIES AND MORE.

FOR PERSONALIZED HELP WITH TRIP PLANNING, CALL (510) 465-BART OR (510) 465-2278.

BART TRANSIT INFORMATION CENTER REPRESENTATIVES ARE AVAILABLE TO TAKE YOUR CALLS FROM 8 AM TO 6 PM, MONDAY THROUGH FRIDAY.

YOU CAN ALSO FIND CONNECTING TRANSIT INFORMATION BY DIALING 511 OR VISITING 511.ORG.

STATION ELEVATOR STATUS:

(510) 834-5438 OR TOLL-FREE (888) 235-3828

BART ACCESIBILITY GUIDE

FOR SENIORS AND PEOPLE WITH DISABILITIES

FEBRUARY 2019 FREE

BART TRAINS AND STATIONS ARE DESIGNED WITH ACCESSIBLE FEATURES FOR SENIORS AND PERSONS WITH DISABILITIES. THIS BROCHURE HIGHLIGHTS SOME OF THOSE SPECIAL FARES, STATION ATTIBUTES, 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.

HOURS OF OPERATION ARE FROM 5 AM TO MIDNIGHT ON WEEKDAYS, 6 AM TO MIDNIGHT SATURDAYS, AND 6 AM TO MIDNIGHT 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, 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 IN 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.

• 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 AND BRAILLE FEATURE.

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. Fares 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) 899-2220 or visit the BART Customer Service Center at the Lake Merritt Station.

Seniors 65 and older do not need to apply for an RTC Discount Card because they are automatically eligible to ride BART at a discount fare. To qualify for this fare, seniors should be prepared to show a valid photo ID verifying their age when asked by BART personnel.

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 Medici-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 another 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) 834-5438 or (888)235-3828.

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 escalator. 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 yellow strip 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 before the doors open. Allow passengers to exit before you enter. Pay attention to the narrow gap between the platform edge and the train.

Seats near the train doors are designated as priority seating for seniors and persons with disabilities. Hold on to the vertical handrails, overhead handrails, or seat-back handholds 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 and the edge of 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.

SERVICE ANIMALS ON BART

Passengers with disabilities may ride with their trained service animal. Service animals must be leashed and kept on the floor and out of the aisles as much as possible and under the control of their owners at all times.

EXITING THE TRAIN

Train Operators announce the name of each station as the train approaches. Signs indicating station names are also visible from inside the train. When leaving the train, move to the doors just prior to arrival. The train may adjust its position at the platform before the doors open.

Help and Information

STATION AGENTS

Station Agents are available to help seniors and persons with disabilities with elevator access, tickets, schedules, and other needs. Go to the Station Agent booth or use the white courtesy telephone.

ELEVATOR COMMUNICATIONS

If you need to communicate with the Station Agent while inside the elevator, use the emergency telephone. If the Station Agent does not answer within 90 seconds, your call will be directed to BART Central Dispatch. If the emergency phone is off the hook for at least two minutes but there is no voice communication, BART will treat this as a call for assistance. This ensures that help is available to elevator passengers even if they are unable to speak.

REASONABLE MODIFICATIONS

BART is committed to making reasonable modifications to its policies, practices and procedures to ensure that BART services are accessible to everyone. To make a request for a reasonable modification, please contact BART’s Customer Manager Access and Accessibility, Bob Franklin, at (510) 464-6133.

BART POLICE

Uniformed and plainclothes police officers ride trains, patrol stations and parking lots, and have police cars for emergency response. Please notify a Station Agent or BART Police if you observe any unusual activities or situations on BART property.

Blue telephones in BART parking lots connect directly to BART Police. In an emergency, call 911. For non-emergency situations, call (510) 464-7000.

Alameda County

East Bay Paratransit
(510) 287-5000

Union City Transit
(510) 476-1500

LAVTA (Dial-A-Ride)
(925) 455-7510

Contra Costa County

East Bay Paratransit
(510) 287-5000

Union City Transit
(510) 476-1500

LAVTA (Dial-A-Ride)
(925) 938-7433

Tracy Transit
(209) 754-3060

San Francisco County

San Francisco Muni
(415) 351-7000

San Mateo County

SamTrans/SamBus
(650) 871-8590

Redi-Wheels
(650) 369-1797