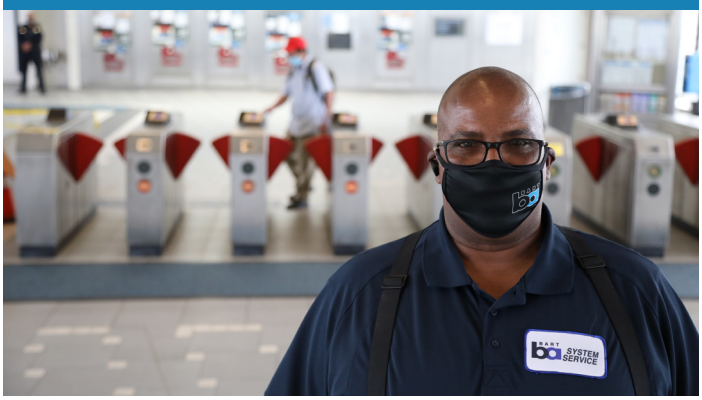
BART'S 15-STEP PLAN
to Welcome Riders Back



1 Cleaning
BART is using hospital-grade disinfectant in stations and on-board trains. Train poles are wiped down with disinfectant at the end of the line during service hours. Each car in service is disinfected with electrostatic foggers every 24 hours. Station touchpoints are wiped down multiple times each day.

2 Run Long Trains
BART will run long trains all day to allow riders to spread out. Riders can maintain social distancing of 6 feet on-board train cars with about 30 people per car. Social distancing of 3 feet can be achieved with about 60 people per car.

3 Increase Train Frequency
BART has been adding trains during commute hours in the 15-minute slots once data shows train cars consistently have more than 30 people on board. Riders should expect a 9 pm closure for the time being. Riders are encouraged to check BART's real time departures feature online and on the official BART app before heading to the station as the Trip Planner will show a 30-minute base schedule and may not always reflect 15-minute service the day it becomes available.

4 Pilot New Seat Configuration
BART's Fleet of the Future provides for modular seating. BART is piloting a new configuration of seats that could potentially help create space between riders.

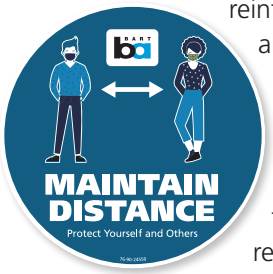
5 Require Face Coverings
BART will continue to require face coverings at all times for all riders ages 13 and older. Currently Downtown San Francisco station agent booths have extra masks for those who need one. We're also supplying officers with extra masks to hand out if necessary. BART will pilot face mask vending machines inside some stations.

6 Police Enforcement

BART Police will continue their efforts to increase staff presence in stations and on-board trains, including sworn officers, non-sworn personnel, fare inspectors, and ambassadors. When enforcing the face covering requirement, BART Police will center their efforts on education and providing masks for those who need one. Officers will be periodically positioned at fixed posts near fare gates at many of our stations. BART Police's primary focus will continue to be enforcing serious crimes. Increased attention will also be paid to keeping station entryways clear and safe for our riders.

7 Visual Indicators

Large decals, posters and banners are displayed throughout the system and on-board trains to reinforce social distancing expectations and the face covering requirement.



While BART does not plan to use standing markers on the platforms and on trains, there will be plenty of signage on platforms and on-board trains and overhead announcements reminding riders to social distance and spread out.

8 Hand Sanitizer

BART will continue to offer hand sanitizer at every station. Large signs are posted, so the dispensers are easy to find.

9 Contactless Payment

Clipper allows for contactless payment at BART. Riders are encouraged to get Clipper and load funds online in advance or get auto-load. BART now offers contactless parking payment through the official BART app systemwide.

10 Personal Hand Straps

BART will offer personal hand straps for riders to use and take home for cleaning after each trip. A limited supply will be handed out inside stations to welcome riders back and then will be offered for sale for $5 plus tax online at www.railgoods.com, by phone order by calling 510-464-7136, and in person at the Customer Service window at Lake Merritt Station (Monday-Friday 7:30 am–4:45pm).

11 Data Transparency

BART will continue to post daily ridership numbers at **www.bart.gov/covid**, this will help reassure riders there is no crowding. BART is also sharing train car loading data based on the number of riders on a specific train and how on average those riders can spread out among the cars. This information is not available in real time, but the charts are being shared weekly on our website and through social media.

12 New Technologies and Industry Best Practices

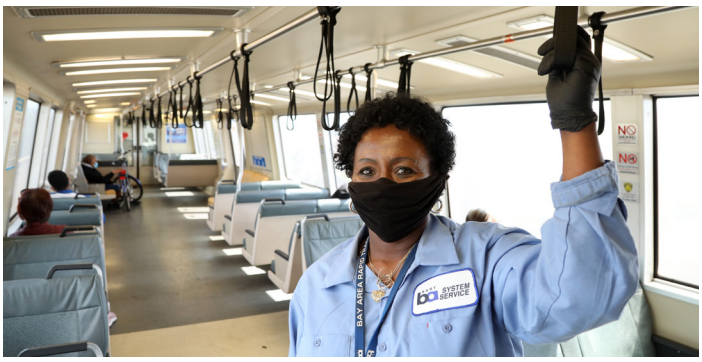
BART will continue to explore new technologies used by transit systems across the world in response to COVID-19. BART is assessing upgraded car air filters and evaluating a variety of new cleaning procedures to determine if new methods are safe, won't cause damage, and are more effective and efficient than current practice.

13 Business Community Outreach

BART will encourage employers to allow for staggered shifts to help spread out the commute and avoid crowding during peak travel times. BART staff have been participating in virtual town halls with companies to answer questions about BART service and new safety measures.

14 Healthy Workforce

BART's greatest asset is our employees and they must remain healthy to continue to provide service. BART is supplying workers with PPE and supplies and offering COVID-19 testing to employees. Work areas are being disinfected frequently.



15 Rebuild Infrastructure

BART is using this time of record low ridership to accelerate infrastructure rebuilding projects facilitated by the extra work hours made available due to an earlier closing time. The increased level of work will shave off time on some of these projects that can be disruptive to passengers. For example, every six weeks BART single tracks beginning at 7 pm in San Francisco for cable replacement, six months of Sunday single tracking are eliminated.