LEARN BART!

YOUR GUIDE TO RIDE!
SO, YOU'RE READY TO START YOUR FIRST BART TRIP?

WE'LL BE YOUR GUIDES ON A TYPICAL TRIP FROM SAN LEANDRO TO 12TH STREET / OAKLAND CITY CENTER.

FOLLOW US. WE'LL BE YOUR EXAMPLE.

LET'S LEARN BART!
Here we are in San Leandro.

We need to get to 12th Street/Oakland City Center.

This is where we're going.

This is where we are.
Buy A Ticket

Here are the ticket machines.

First we find our fare then buy tickets.

They look like ATMs.

Seniors and people with disabilities may be eligible for discount fares. Call (510) 465-2278.
1: Find Fare
2: Insert $
3: Print Ticket
The fare chart is right on the ticket machine.

This is where we are.

From San Leandro

This is where we’re going.

We’ll go round trip.

It costs $4.60 each.
I WILL BUY MY $4.60 TICKET.

FIRST I PUT MONEY IN.

I'M USING A $5.00 BILL.

I NEED TO SUBTRACT 40 CENTS.

KEEP PUSHING THE BUTTON UNTIL THE TICKET VALUE IS $4.60.
THERE! IT'S AT $4.60.

PUSH E FOR THE TICKET.

PUSH H AT ANY TIME TO CANCEL.

HERE'S MY TICKET.

AND HERE'S THE CHANGE.

WE EACH HAVE A $4.60 ROUND TRIP TICKET.

LET'S USE OUR TICKETS TO ENTER THE GATES.

FARES SHOWN ARE SUBJECT TO CHANGE
The Fare Gate

It's easy!
Put your ticket in.
Pull it out the top.
Then go through.

Take ticket and gate opens

Don't use

Use gate with arrow

#1: Put in your ticket
#2: Pull out ticket
#3: Go through gate
WE NEED TO USE GATES WITH WHITE ARROWS TO GET IN.

I’LL USE THE WIDER GATE.

THIS GATE HAS A WHITE ARROW. I CAN USE IT.

PUT!

PULL!

GO!
I’LL USE THE WIDER GATE.

I PUT THE TICKET IN.

THE TICKET COMES OUT THE SAME SLOT.

GO!

PULL!

KEEP YOUR TICKETS. WE’LL NEED THEM TO EXIT WHEN WE REACH OUR STOP.
Which way to our train?

Find the end station by following our train line to the end of the line.

The end station is Richmond.

Now we know which way to go.

We want the Richmond train.

I'll use the elevator.

To Richmond

To Fremont
THE SCREENS TELL US WHICH TRAINS ARE COMING.

AND HOW LONG WE’LL WAIT.

WE’RE WAITING FOR THE RICHMOND TRAIN.

“DALY CITY” IS NOT OUR TRAIN.

OUR TRAIN IS NEXT.

RICHMOND; THAT’S OUR TRAIN.
RIDE

THE DOORS ALWAYS OPEN AT EXTENDED BLACK TILES IN THE CENTER OF THE PLATFORM.

FOR SAFETY, WHEELCHAIRS SHOULD ENTER AT AN ANGLE.

I NEED TO WATCH THE GAP BETWEEN THE PLATFORM AND THE TRAIN.

LET PEOPLE GET OFF THE TRAIN FIRST.
There's always a spot for me, and my wheelchair in each car.

And seats for seniors and disabled are next to the doors.

Here we go to 12th Street / Oakland City Center.

Doors are closing. Stay clear of the doors.

Listen for announcements.

Hang on! We're moving.

Making it easy to check where we're going.

Every car has a map...
LAKE MERRITT STATION!

THEY ANNOUNCE THE STATION NAME.

THIS IS THE STOP BEFORE OURS.

SIGNS ON THE PLATFORM TELL US WHERE WE ARE.

OUR STOP IS NEXT.

LET'S GET READY TO EXIT.

12TH STREET CITY CENTER!

WE'RE HERE!

LET'S FIND THE FARE GATES AND EXIT.
Have your tickets ready.

We need them to exit.

The ticket goes in just like before.

Your ticket pops up. Pull it out...

Then the gate opens.

Put!

Pull!

Go!

That was easy!

A successful BART trip!

Keep your tickets for our return trip.
WE CAN HELP YOU WITH:

- TRAIN SCHEDULES
- TICKETS AND DIRECTIONS

BROCHURES YOU CAN TAKE WITH YOU

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NEED TO ASK A QUESTION IN YOUR LANGUAGE?

SEE THE TRANSLATION CARD ON THE FRONT OF MY BOOTH.

PLEASE POINT TO YOUR LANGUAGE.

A FULL LIST OF LANGUAGES IS AVAILABLE IN MY BOOTH.

I WILL GET SOMEONE WHO SPEAKS YOUR LANGUAGE ON THE PHONE TO HELP.

SPANISH!

SI!

HOLA?

HOLA!
YOU CAN USE A CLIPPER CARD TO PAY FOR YOUR BART TRIP AND ON MANY OTHER TRANSIT SYSTEMS IN THE BAY AREA.

I HAVE MY CLIPPER CARD READY.

I TOUCH MY CLIPPER CARD ON THE CLIPPER DISK.

TOUCH GATES OPEN AND I GO!

RTC DISCOUNT CARDS

YOU CAN LOAD CASH AT BART MACHINES. THE DISCOUNT WILL BE DEDUCTED WHEN YOU EXIT.

SENIOR & YOUTH CLIPPER CARDS

APPLY FOR SENIOR OR YOUTH DISCOUNT CLIPPER CARDS AT YOUR LOCAL TRANSIT AGENCY.

TO ORDER A CLIPPER CARD OR FOR MORE INFORMATION CALL:

(877) 878-8883
ADD $ TO YOUR CLIPPER CARD!

YOU CAN ADD VALUE TO YOUR CLIPPER CARD AT THE STATION.

TO START, I TOUCH MY CARD TO THE DISK.

NOW IT'S TELLING ME TO ADD $.

ADD $ WITH CASH, CREDIT, OR DEBIT.

PRESS E TO ACCEPT AMOUNT.

TO PUT $ ON CARD.

YOU CAN ALSO LOAD VALUE ON YOUR CLIPPER CARD BY CALLING CLIPPER.
MORE HELP

BEFORE YOUR TRIP
LOG ON:
WWW.BART.GOV

IN THE STATION
ASK US FOR HELP.

CALL BART POLICE
(877) 679-7000
IF YOU ARE CONCERNED
ABOUT YOUR SAFETY.

ELEVATORS
TO FIND OUT WHERE
ELEVATORS MAY BE
OUT-OF-SERVICE,
LISTEN FOR
ANNOUNCEMENTS
OR CHECK
PLATFORM
MESSAGE SIGNS.
YOU CAN
ALSO CALL:
(510) 834-LIFT

ON THE TRAIN
USE RED INTERCOM BUTTON AT THE END
OF CAR TO CONTACT TRAIN OPERATOR

GENERAL INFORMATION
(510) 465-2278

IN CASE OF EMERGENCY
YOUR CELL PHONE WORKS
IN MOST PLACES.
IN CASE OF EMERGENCY

**Look** Be aware of your travel environment

**Listen** Follow directions in an emergency

**Respond** Report or act upon unsafe conditions

In case of emergency evacuation, rescue personnel will assist passengers with disabilities. If evacuation is necessary before rescue personnel arrive, please assist such passengers. Leave wheelchairs on train.

To talk to train operator, press intercom button, release button, wait for operator to respond, then speak.

If instructed to open doors in emergency, pull cover panel away and move lever in the direction of the arrow.

Fire extinguishers are located at each end of car. Kick in plastic door panel to remove.

**EVACUATION PROCEDURES**

**Transbay Tube**
- Wait for instructions from train operator.
- Watch your step when exiting train.
- Walk along walkway, to cross-passage door.
- Cross-passage doors are painted bright yellow. Follow arrows on walls to nearest cross-passage door.

**CROSS OVER TO ADJACENT TRACK AND WAIT FOR RESCUE TRAIN**
- Do not block doorways.

**Tunnel & Subway Areas**

**Aerial Structures**
- Wait for instructions from train operator.
- To exit train, use grab rail and insert crew step next to train door.
- Step down carefully to walkway between elevated tracks. Some walkways are below track level.

**USE WALKWAY AND ADJACENT TRACK TO GET CLEAR OF TRAIN AND WAIT FOR RESCUE TRAIN.**

Leave bicycle behind and clear of aisle in the event of an evacuation.

Emergency phones located in subway and tunnel areas are marked by a blue light. Lift receiver for direct line to BART Control Center.

**DANGER**
- Do not touch the electric third rail.

**DANGER**
- Do not touch the high voltage paddle units which protrude from the underside of train.