YOU TOO CAN... LEARN BART! YOUR GUIDE TO RIDE!
START your trip
THE MAP
TRIP PLANNER
SAMPLE TRIP
BUY A CLIPPER card
MACHINES
FIND your FARE
CLIPPER card
FARE GATES
ELEVATORS
BOARD THE TRAIN
RIDE
EXIT BART
MORE HELP
FARE GATES

TRANSLATION SERVICES

ELEVATOR OUT OF SERVICE

ALERTS

TRAVEL HELP

EMERGENCY EVACUATION
Trip Planner

MY START STATION: ____________________________

MY EXIT STATION: ____________________________

BOARD TRAIN GOING TO:

☐ RICHMOND    ☐ ANTIOCH    ☐ DUBLIN / PLEASANTON

☐ FREMONT     ☐ SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)    ☐ MILLBRAE

☐ DALY CITY   ☐ BERRYESSA / NORTH SAN JOSE

CHECK YOUR BOX

YOU'RE THERE!

WE MADE IT TO OUR STATION!

TO TRANSFER GET OFF TRAIN AT:

☐ BAY FAIR

☐ 19TH ST / OAKLAND

☐ MACARTHUR

☐ BALBOA PARK

☐ SAN BRUNO

☑ CHECK YOUR BOX

YOU'RE THERE!

I MADE IT TO MY EXIT STATION!

PLEASE NOTE THAT SOME ROUTES ARE NOT AVAILABLE ON WEEKENDS & EVENINGS
Now that you've filled out the trip planner, 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 Clipper Card

Here are the Clipper Card machines.

First we find our fare, then buy Clipper cards.

They look like ATMs.

Seniors and people with disabilities may be eligible for discount fares. Call: (510) 464-7136
THE FARE CHART IS RIGHT ON THE CLIPPER CARD MACHINE

From San Leandro (stations listed in alphabetical order):

<table>
<thead>
<tr>
<th>Destination Station</th>
<th>One Way</th>
<th>Round Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>12th Street-Oakland</td>
<td>2.40</td>
<td>4.80</td>
</tr>
<tr>
<td>16th Street Mission, SF</td>
<td>4.50</td>
<td>8.00</td>
</tr>
<tr>
<td>19th Street</td>
<td>2.40</td>
<td>4.80</td>
</tr>
<tr>
<td>24th Street Mission</td>
<td>4.60</td>
<td>9.25</td>
</tr>
<tr>
<td>Ashby</td>
<td>2.85</td>
<td>5.75</td>
</tr>
<tr>
<td>Balboa Park</td>
<td>4.80</td>
<td>9.65</td>
</tr>
<tr>
<td>Civic Center</td>
<td>1.90</td>
<td>3.85</td>
</tr>
<tr>
<td>Dublin City Station</td>
<td>3.90</td>
<td>7.80</td>
</tr>
<tr>
<td>Fruitvale</td>
<td>3.35</td>
<td>6.70</td>
</tr>
<tr>
<td>Fruitvale</td>
<td>3.35</td>
<td>6.70</td>
</tr>
</tbody>
</table>

FARES SHOWN WILL CHANGE. THE FARES SHOWN HERE ARE FOR REFERENCE ONLY.
NEED TO ADD $ TO MY CARD.

TOUCH

NOW IT'S TELLING ME TO ADD $.

ADD $ WITH CASH, CREDIT, OR DEBIT.

PRESS E TO ACCEPT THE AMOUNT.

TO PUT $ ON THE CARD. TOUCH AGAIN!

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

OR THE RTC CARD FOR PERSONS WITH DISABILITIES.
I’LL USE THE WIDER GATE.

I TOUCH MY PASS...

TO THE CLIPPER DISK...

FARE GATES

TOUCH

GO!

I AM THROUGH THE GATES WITH MY SENIOR CARD.

AND MY RTC CARD.
I HAVE MY CLIPPER CARD READY.

I TOUCH MY CLIPPER CARD ON THE CLIPPER DISK.

TOUCH

THE GATES OPEN AND...

I GO!

NOTE: AS OF 12-31-2021, PAPER TICKETS ARE NO LONGER SELLING, BUT CAN STILL BE USED IF YOU ALREADY HAVE PAPER TICKETS.
Find the end station by following our train line to the end of the line.

We want the Richmond train.

Now we know which way to go.

I’ll use the elevator.
Let’s look for the... Elevators

This sign shows us where the elevator is.

There’s the elevator!

Push the call button for help.

The call box will put you through to an agent.

Concourse where you buy tickets

Let’s go up!

Platform where the trains are

Emergency phone
THE SCREENS TELL US WHICH TRAINS ARE COMING.

AND HOW LONG WE'LL WAIT.
The screens tell us which trains are coming.

And how long we'll wait.

We're waiting for the Richmond train.

SF Daly City

Richmond

Richmond; that's our train.

Our train is next.

Here it comes.
LET PEOPLE GET OFF THE TRAIN FIRST.

THE DOORS ALWAYS OPEN AT EXTENDED 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.
There's a wheelchair spot to the right of every door. And priority seats for seniors and disabled people to the left of the doors.

Listen for announcements. Doors are closing. Stay clear of the doors.

Hang on! We're moving.

Making it easy to check where we're going. We go to 12th street / Oakland city center. Every car has a map...
LAKE MERRITT STATION!

THEY ANNOUNCE THE STATION NAMES.

THIS IS THE STOP BEFORE OURS.

SIGNS ON THE PLATFORM TELL US WHERE WE ARE.

OUR STOP IS NEXT.

12th STREET CITY CENTER!

LET'S GET READY TO EXIT.

12th STREET CITY CENTER IS OUR STOP!

WE'RE HERE!

LET'S FIND THE FARE GATES AND EXIT.
I touch my Clipper card on the Clipper disk. touch

Have your card ready. We need them to exit.

The gates open and... I go!

We did it! That was easy! A successful BART trip!

Use our cards for our return trip.
Translation Services are available at station agent booths.

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!
If the elevator is out of service:

The elevator is not working.

Tell me where you want to go and I can help. I can let you know the best options to get to your destination.

A few stations have elevators to a train going the other direction.

Sometimes you can backtrack or continue forward to a station where there's a working elevator.

Many stations have public buses that will take you to the next station.

Then, take a train back to use an elevator on the other side.

A station agent can also call for a wheelchair accessible van to pick you up.

We'll take you to the next station with a working elevator.

Go to:

bart.gov/alerts
or download
bartofficial app.
ALERTS

AT: BART.gov
YOU CAN SIGN UP FOR TEXT AND EMAIL ALERTS:

FREE!

YOU CAN DOWNLOAD THE BART (OFFICIAL) APP ON YOUR PHONE.

BART SERVICE ALERTS

ESCALATOR SERVICE ALERTS

ELEVATOR SERVICE ALERTS

YOU CAN FOLLOW US ON TWITTER
SFBART (@SFBART) • TWITTER

AND FOLLOW US @SFBART FOR NEWS

YOU CAN CUSTOMIZE THE APP.
TRAVEL HELP

BEFORE YOUR TRIP
LOG ON:
WWW. BART.GOV

IN THE STATION
BART STAFF
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.

OR CALL: (510) 834-LIFT

ON THE TRAIN
CALL BOX

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

YOUR CELL PHONE WORKS IN MOST PLACES.

WHITE PHONE
CONTACT A STATION AGENT BY USING A WHITE PHONE ON THE PLATFORM OR THE INTERCOM BUTTON LOCATED NEAR THE ELEVATOR CALL BUTTON.
EVERY BART TRAIN HAS AN EMERGENCY SIGN.

JUST IN CASE.
LEARN BART!
A PICTURE GUIDE TO RIDING BART

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PROJECT TEAM:
LAURA TIMOTHY
PROJECT MANAGER

DAVID GOLDSHINE
ILLUSTRATION & DESIGN

ELENA VAN LOO
BART ACCESS CONSULTANT

ROBERT LOCKHART
RESEARCH

SUSAN GALLAGHER
PROJECT CREATION & ASSISTANCE PROVIDED BY:
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