YOU TOO CAN...

LEARN BART!

YOUR GUIDE TO RIDE!
Let's Learn BART!

Go to Page

Start Your Trip
The Map
Trip Planner
Sample Trip
Buy a Ticket
Machines
Find Your Fare
Clipper Card
Fare Gates
Elevators
Board the Train
Ride
Exit Bart
More Help
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 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
From San Leandro (stations listed in alphabetical order)

<table>
<thead>
<tr>
<th>Destination Station</th>
<th>One Way</th>
<th>Round Trip</th>
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<tbody>
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<td>12th Street-Oakland</td>
<td>2.40</td>
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<td>16th Street - Mission, SF</td>
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I WILL BUY MY $4.80 TICKET.

FIRST I PUT MONEY IN.

I'M USING A $5.00 BILL.

I NEED TO SUBTRACT 20 CENTS.

KEEP PUSHING THE BUTTON UNTIL THE TICKET VALUE IS $4.80.
Purchase BART ticket 9:45 AM

Amount Inserted $5.00
Current ticket value $4.80

Change Ticket Value, insert additional cash or old ticket, or select ticket.

Current ticket value $4.80
Amount Inserted $5.00

Add 5¢      Subtract 5¢

Select Ticket Type
Print $4.80 Ticket
Buy Multiple Tickets
Buy BART Plus Ticket

Z9999003
Jane Smith
Expires Jan 2014

HERE’S MY TICKET.

AND HERE’S THE CHANGE.

I HAVE MY $4.80 ROUND TRIP TICKET.

I’LL USE MY CLIPPER CARD.

FARES SHOWN WILL CHANGE.
THE FARES SHOWN HERE ARE FOR REFERENCE ONLY.
I need to add $ to my card.

Now it's telling me to add $.

Current E-Purse value    $13.00
Minimum E-Purse value    $13.05

Add $ with cash, credit, or debit.

To put $ on the card.

Press E to accept the amount.

Apply for senior or youth discount Clipper cards at your local transit agency.

Or the RTC card for persons with disabilities.
IT'S EASY!
PUT YOUR TICKET IN.
PULL YOUR TICKET OUT.
THEN GO THROUGH
THE GATE.

TAKE TICKET
AND GATE OPENS

TICKET GOES IN

DON'T USE THIS
GATE

USE GATE WITH
ARROW

#1 PUT TICKET IN  #2 PULL TICKET OUT  #3 GO THROUGH GATE
WE NEED TO USE GATES WITH GREEN ARROWS TO GET IN.

I’LL USE THE WIDER GATE.

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

PUT!

PULL!

GO!
I’LL USE THE WIDER GATE.

I TOUCH MY PASS...

TO THE CLIPPER DISK...

GO!

WE ARE THROUGH THE GATES WITH MY TICKET.

AND MY RTC CARD.
I have my Clipper Card ready.

I touch my Clipper Card on the Clipper Disk.

The gates open and...

I go!
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.

WE WANT THE RICHMOND TRAIN.

NOW WE KNOW WHICH WAY TO GO.

I’LL USE THE ELEVATOR.
This sign shows us where the elevator is.

There's the elevator!

The call box will put you through to an agent.

Concourse where you buy tickets

Platform where the trains are
THE SCREENS TELL US WHICH TRAINS ARE COMING.

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

We're waiting for the Richmond train.

And how long we'll wait.

Our train is next.

"Daly City" is not our train.

Richmond; that's our train.
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.

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.

Every car has a map...

And priority seats for seniors and disabled people to the left of the doors.

Here we go to 12th Street / Oakland City Center.
They announce the station name.

Signs on the platform tell us where we are.

This is the stop before ours.

Our stop is next.

Let's get ready to exit.

12th Street City Center!

12th Street City Center is our stop!

We're here.

Let's find the fare gates and exit.
Have your ticket or card ready.

We need them to exit.

My ticket goes in just like before. When it pops up, pull it out.

Pull!

I tap my card to exit.

TAP!

Then the gate opens.

Go!

We did it!

That was easy!

A successful BART trip!

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

- Train Schedules
- Tickets and Directions

Brochures you can take with you
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!
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

BART.gov

Alerts and Advisories

Current BART Service Alerts
As of 3/20/2019 at 3:21 PM

SERVICE ALERT: No delays reported.

Planned BART Service Advisories

YOU CAN CUSTOMIZE THE APP.
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.

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.
Every BART train has an emergency sign.

Emergency Evacuation
Evacuación de Emergencia

Safety Information
Información de Seguridad

Emergency Door Release
Liberación de emergencia de la puerta

Fire Extinguisher
Extintor de incendios

Lock! Listen! Respond!
¡Mire! ¡Escuche! ¡Respondan!

Above Ground
Por encima del suelo

Underground
Subterráneo

Emergency Telephone
Teléfono de Emergencias

Wait for Assistance
Espere a que llegue la asistencia

Danger! High Voltage!
Peligro! Alto Voltaje!

Wait for Assistance

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LEARN BART!

A PICTURE GUIDE TO RIDING BART

FUNDING FOR THIS GUIDE IS PROVIDED BY:
ALAMEDA COUNTY TRANSPORTATION COMMISSION (ALAMEDA C.T.C.) & SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT (BART).

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ASSISTANCE PROVIDED BY:
BART LIMITED ENGLISH PROFICIENCY (LEP) ADVISORY COMMITTEE, ALAMEDA PARATRANSIT, ADVISORY & PLANNING COMMITTEE (APACCO), AND BART ACCESSIBILITY TASK FORCE (BATF)

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