YOU TOO CAN...

LEARN BART!

YOUR GUIDE TO RIDE!
### Trip Planner

**MY START STATION:**

**MY EXIT STATION:**

**BOARD TRAIN GOING TO:**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RICHMOND</td>
<td>ANTIQUE</td>
<td>DUBLIN / PLEASANTON</td>
</tr>
<tr>
<td>FREMONT</td>
<td>SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)</td>
<td>MILLBRAE</td>
</tr>
<tr>
<td>DALY CITY</td>
<td>WARM SPRINGS/ SOUTHERN FREMONT</td>
<td></td>
</tr>
</tbody>
</table>

**CHECK YOUR BOX**

**TO TRANSFER**

**GET OFF TRAIN AT:**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BAY FAIR</td>
<td>19TH ST/ OAKLAND</td>
<td>MACARTHUR</td>
</tr>
<tr>
<td>BALBOA PARK</td>
<td>SAN BRUNO</td>
<td></td>
</tr>
</tbody>
</table>

**CHECK YOUR BOX**

**YOU'RE THERE!**

**WE MADE IT TO OUR STATION!**

### Please Note

*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>
</tr>
</thead>
<tbody>
<tr>
<td>12th Street-Oakland</td>
<td>2.40</td>
<td>4.80</td>
</tr>
<tr>
<td>16th Street-Oakland, SF</td>
<td>4.50</td>
<td>8.00</td>
</tr>
<tr>
<td>19th Street-Oakland</td>
<td>2.40</td>
<td>4.80</td>
</tr>
<tr>
<td>24th Street-Oakland, SF</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/UN Plaza</td>
<td>1.90</td>
<td>3.85</td>
</tr>
<tr>
<td>Castro Valley</td>
<td>1.85</td>
<td>3.70</td>
</tr>
<tr>
<td>Bay Fair</td>
<td>1.85</td>
<td>3.70</td>
</tr>
<tr>
<td>Contra Costa</td>
<td>2.85</td>
<td>5.75</td>
</tr>
<tr>
<td>Pleasant Hill/Contra Costa Ctr</td>
<td>4.50</td>
<td>9.00</td>
</tr>
<tr>
<td>Richmond</td>
<td>1.95</td>
<td>3.90</td>
</tr>
<tr>
<td>Rockridge</td>
<td>4.95</td>
<td>9.90</td>
</tr>
<tr>
<td>San Bruno</td>
<td>3.10</td>
<td>6.20</td>
</tr>
<tr>
<td>San Francisco Int’l Airport</td>
<td>4.60</td>
<td>9.20</td>
</tr>
<tr>
<td>San Leandro</td>
<td>3.30</td>
<td>6.60</td>
</tr>
<tr>
<td>Berkeley</td>
<td>3.30</td>
<td>6.60</td>
</tr>
<tr>
<td>Warm Springs/South Fremont</td>
<td>3.70</td>
<td>7.40</td>
</tr>
<tr>
<td>Walnut Creek</td>
<td>4.95</td>
<td>9.90</td>
</tr>
<tr>
<td>West Oakland</td>
<td>2.60</td>
<td>5.20</td>
</tr>
<tr>
<td>West Dublin/Pleasanton</td>
<td>4.50</td>
<td>9.00</td>
</tr>
<tr>
<td>Pittsburg/Bay Point</td>
<td>3.50</td>
<td>7.00</td>
</tr>
<tr>
<td>Oakland Int’l Airport</td>
<td>9.05</td>
<td>18.10</td>
</tr>
<tr>
<td>South Hayward</td>
<td>4.30</td>
<td>8.60</td>
</tr>
<tr>
<td>Richmond</td>
<td>1.95</td>
<td>3.90</td>
</tr>
<tr>
<td>Rockridge</td>
<td>4.95</td>
<td>9.90</td>
</tr>
<tr>
<td>San Bruno</td>
<td>3.10</td>
<td>6.20</td>
</tr>
<tr>
<td>San Francisco Int’l Airport</td>
<td>4.60</td>
<td>9.20</td>
</tr>
<tr>
<td>San Leandro</td>
<td>3.30</td>
<td>6.60</td>
</tr>
<tr>
<td>Berkeley</td>
<td>3.30</td>
<td>6.60</td>
</tr>
</tbody>
</table>

This is where we are.

This is where we’re going.

We’ll go round trip.

It costs $4.80 each.

FARES SHOWN WILL CHANGE.
THE FARES SHOWN HERE ARE FOR REFERENCE ONLY.
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.

DING DING
Purchase BART ticket

Amount Inserted $5.00
Current ticket value $4.80

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

Change Ticket Value
Select Ticket Type

Add 5¢  Subtract 5¢  Print $4.80 Ticket  Buy Multiple Tickets  Buy BART Plus Ticket  Cancel

Z9999003
Jane Smith
Expires Jan 2014

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 $.

TO PUT $ on the card.

Add $ with cash, credit, or debit.

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

Let’s go up!

Platform where the trains are
BOARD

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.

Our train is next.

"Daly City" is not our train.

Richmond; that's our train.
LET PEOPLE GET OFF THE TRAIN FIRST.

RIDE

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.
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.

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.
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.
NEED MORE...

HELP?

WE CAN HELP YOU WITH:

- TRAIN SCHEDULES
- TICKETS AND DIRECTIONS
- BROCHURES YOU CAN TAKE WITH YOU
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?
ALERTS

You can sign up for text and email alerts:

- BETS
- ESCALATOR SERVICE ALERTS
- ELEVATOR SERVICE ALERTS

BART Service Alerts

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 download the BART (official) app on your phone.

You can follow us on Twitter @SFBART · Twitter

You can customize the app

You can download the BART (official) app on your phone.

Homepage | Schedules | Alerts And Advisories
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.

JUST IN CASE.