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.
HERE ARE THE TICKET MACHINES.

FIRST WE FIND OUR FARE THEN BUY TICKETS.

THEY LOOK LIKE ATMS.
1. Find fare
2. Insert $
3. Print ticket

Ticket comes out here

$ goes in here

Choice screen & buttons

Change & receipt come out

Fare chart
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>2.25</td>
<td>4.50</td>
</tr>
<tr>
<td>16th Street Mission, SF</td>
<td>4.15</td>
<td>8.30</td>
</tr>
<tr>
<td>19th Street-Oakland</td>
<td>2.25</td>
<td>4.50</td>
</tr>
<tr>
<td>24th Street Mission</td>
<td>4.20</td>
<td>8.40</td>
</tr>
<tr>
<td>Ashby</td>
<td>2.65</td>
<td>5.30</td>
</tr>
<tr>
<td>Balboa Point</td>
<td>4.40</td>
<td>8.80</td>
</tr>
<tr>
<td>Fairmont</td>
<td>7.75</td>
<td>3.50</td>
</tr>
<tr>
<td>Fruitvale</td>
<td>7.55</td>
<td>3.50</td>
</tr>
<tr>
<td>West Oakland</td>
<td>5.10</td>
<td>8.20</td>
</tr>
</tbody>
</table>

**This is where we are.**

**This is where we’re going.**

**We’ll go round trip.**

**It costs $4.50 each.**
I WILL BUY MY $4.50 TICKET.

FIRST I PUT MONEY IN.

I'M USING A $5.00 BILL.

I NEED TO SUBTRACT 50 CENTS.

KEEP PUSHING THE BUTTON UNTIL THE TICKET VALUE IS $4.50.
THERE! IT'S AT $4.50.

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 $4.50 ROUND TRIP TICKET.

LET'S USE OUR TICKETS TO ENTER THE GATES.
IT'S EASY!
PUT YOUR TICKET IN.
PULL IT OUT THE TOP.
THEN GO THROUGH.

TICKET GOES IN
USE GATE WITH ARROW

DON'T USE

TICKET AND GATE OPENS

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#1: PUT IN YOUR TICKET

#2: PULL OUT TICKET

#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 PUT THE TICKET IN.

THE TICKET COMES OUT THE SAME SLOT.

GO!

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.

We're waiting for the Richmond train.

And how long we'll wait.

"Daly City" is not our train.

Our train is next.

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

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.
HERE WE GO TO 12TH STREET / OAKLAND CITY CENTER.

THERE'S ALWAYS A SPOT FOR ME, AND MY WHEELCHAIR IN EACH CAR.

AND SEATS FOR SENIORS AND DISABLED ARE NEXT TO THE DOORS.

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.

This is the stop before ours.

They announce the station name.

Signs on the platform tell us where we are.

12th Street City Center!

Our stop is next.

Let’s get ready to exit.

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.
**TRANSIT INFORMATION CENTER**

Transit Information Center representatives are available to take your calls from 6 am to 11 pm seven days a week. Interpreter Services are available for persons with limited English proficiency.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco:</td>
<td>(415) 989 - BART</td>
</tr>
<tr>
<td>South Bay:</td>
<td>(650) 992 - BART</td>
</tr>
<tr>
<td>Fremont, Union City, Castro Valley, Hayward:</td>
<td>(510) 441-BART</td>
</tr>
<tr>
<td>Richmond, El Cerrito:</td>
<td>(510) 236 - BART</td>
</tr>
<tr>
<td>Contra Costa County:</td>
<td>(925) 676- BART</td>
</tr>
<tr>
<td>Berkeley, Oakland, San Leandro:</td>
<td>(510) 465 - BART</td>
</tr>
<tr>
<td>TDD Service:</td>
<td>(510) 839 - 2220</td>
</tr>
</tbody>
</table>

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**STATION PHONE** - Go to one of the white phones located on the platform. This phone will connect you to the Station Agent.

**INTERCOM BUTTON ON THE TRAIN** - There is a red intercom button located at each end of a train car. Press the red button and wait for the Train Operator to respond.

- Elevator Availability
  - 510 834-LIFT
  - or toll-free: (888) 2-ELEVAT

For Safety or Security Matters call
RART Police (toll free) by cell or public phone:
(877) 679-7000.
YOU CAN GET HELP WHILE IN THE BART SYSTEM!

BART staff are available to answer your questions and can be contacted at a station or on a train.

STATION AGENTS

FOR A STATION AGENT, GO TO A BART STATION AGENT BOOTH.

WE'RE LOCATED BY THE FAREGATES!

ON OUR SAMPLE TRIP we used the regular BART ticket, but there are other ways to pay, particularly if you are eligible for discount fares.

BART TICKETS

Regular, full-fare BART tickets like those shown in our sample trip can be purchased at ticket vending machines in stations.

Discounted tickets for seniors and persons with disabilities are not available in station ticket vending machines. You can purchase discount tickets at BART's Customer Services Center at the Lake Merritt BART station. They are also available at kiosks at select BART stations and retail locations.

Go to www.bart.gov to find locations near you. BART is gradually closing the retail network, so be sure to call ahead. You can also order discount tickets on-line or download a form to order by mail at www.bart.gov.

BART and other Bay Area transit agencies are moving away from paper tickets to the Clipper Card. Your best bet is to get a Clipper card soon if you use BART regularly.

CLIPPER CARD is the regional fare payment card that allows you to store cash or monthly passes for travel on BART, AC Transit, Muni, Golden Gate Transit, Sam Trans, Caltrain and VTA.

You can load cash value at any BART ticket vending machine, paying by cash, credit, or debit card.

Go to www.Clippercard.com for Clipper card information.

Clipper cards are not available at BART stations. You can get an Adult Clipper card from Clipper (877 878-8883), at transit agency ticket offices, or local retail locations. If you are a senior, you can apply for a Senior Clipper card at your local transit agency, or in downtown San Francisco at the Bay Crossing (Ferry Building) or the Embarcadero station.

RTC DISCOUNT ID CARD If you have a RTC Discount ID Card, your RTC card is a Clipper card, too! Just load cash at any BART ticket vending machine and the discount fare will be deducted when you exit. Call your local transit agency for information on how to apply for a RTC Discount ID Card.