

# BART: Safer Than Ever

Let's go.



## Welcome back to a new customer experience:

- Less crowding
- Restrooms re-opening in underground stations
- New safety staff
- Improved station lighting
- Less crime
- New service to North San José
- Plenty of parking

BART is back to full service. We're open until around midnight every day. Weekday service frequency ranges from every 4 to 15 minutes until about 9pm. Weekend service is better than before for most riders with more trains in service. We've increased direct service to SFO for when you want to get away.

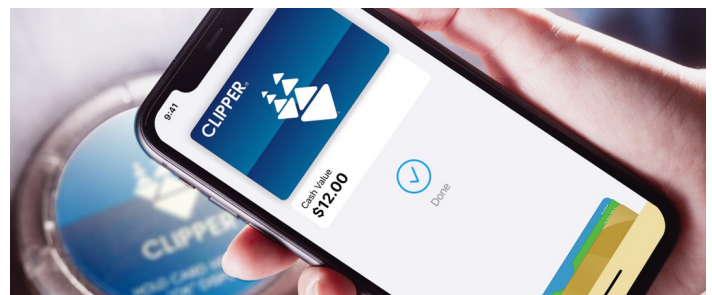
## Superior Air Filters and Ventilation

All BART cars have virus-trapping MERV-14 air filters, and air in cars is replaced and filtered every 70 seconds. Masks are strongly encouraged on BART, and we have free masks available.

## New Safety Ambassadors

BART has a historically high number of uniformed safety staff on platforms and trains, including police officers dedicated to riding trains, new unarmed ambassadors, community service officers, and fare inspectors. Crisis intervention specialists help those experiencing homelessness or struggling with mental health or addiction.

**Safety Tip:** Text BART Police at (510) 200-0992 to request a welfare check or report suspicious activity.



## Pay With Your Phone

Avoid lines at ticket vending machines and save \$3 by adding Clipper to your mobile wallet and pay for BART fares with Google Pay and Apple Pay. Load funds in real time and use immediately. Tap your phone at the fare gate instead of a card.

## Getting to Stations is Easier

### Driving:

Parking lots do not fill up. Quickly pay for parking using the official BART app. Our parking payment machines inside stations now take credit and debit cards for the first time ever.

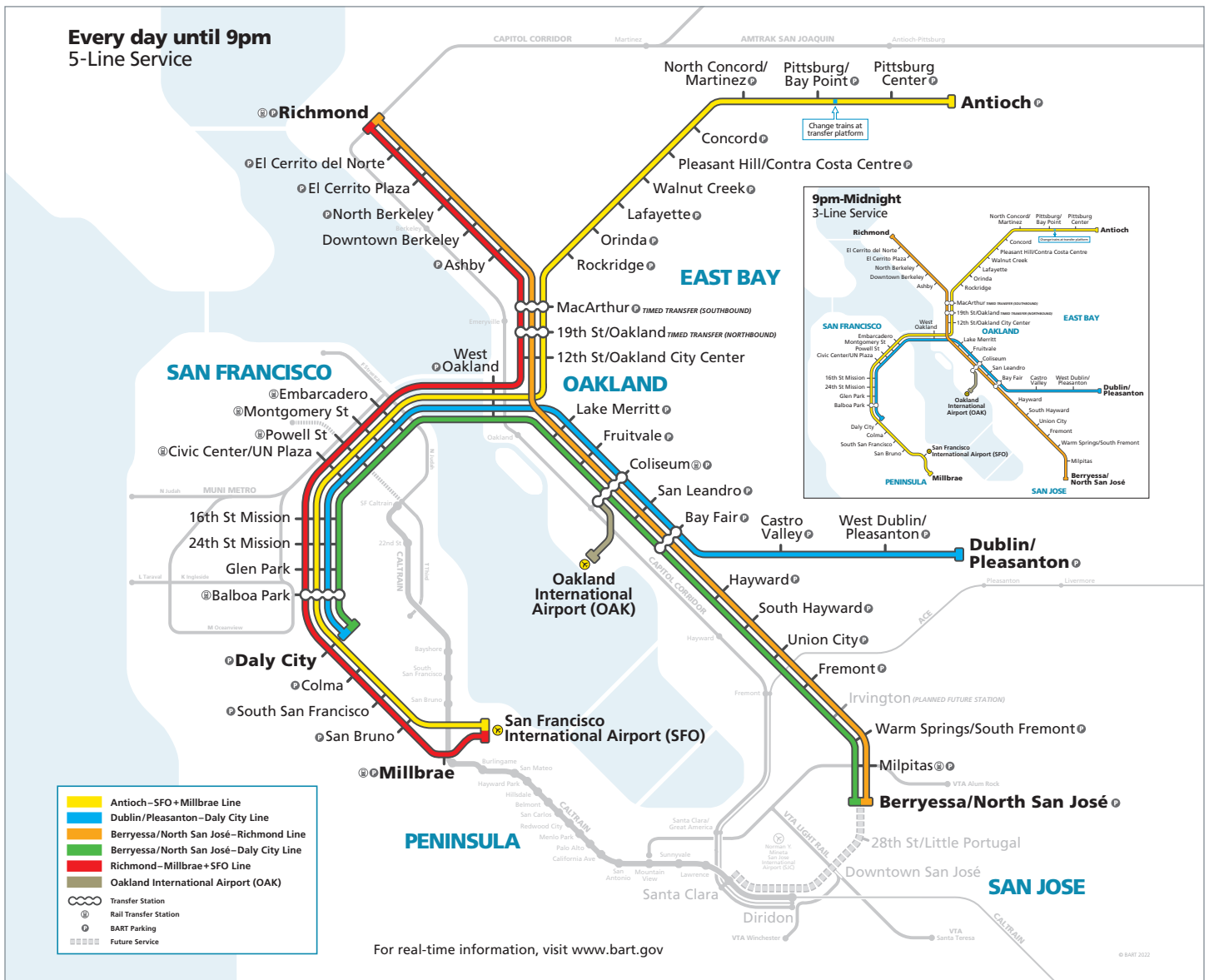
### Taking Transit:

We've coordinated with other agencies to improve transfer times.

### Bikes and Scooters:

Improvements to bike access, including new stair channels are coming soon. And we've added shared scooters to our trip planner to make leaving your car at home even easier.

# BART System Map



## Apps

**BART Official APP**

**BART Watch App**

*to report criminal or suspicious activity*

*or request a welfare check*

[bart.gov/apps](http://bart.gov/apps)

## BART Police

Call (510) 464-7000

Text (510) 200-0992

## BART Customer Services

(510) 464-7134

[bart.gov/comments](http://bart.gov/comments)

## Clipper Customer Services

(877) 878-8883

## Trip Planning Help

(510) 465-2278

## Lost and Found

(510) 464-7090

## Report a Biohazard

[bart.gov/biohazard](http://bart.gov/biohazard)

## Prevent Sexual Harassment

[bart.gov/NotOneMoreGirl](http://bart.gov/NotOneMoreGirl)