



**2026**  
Annual  
BART Accessibility Task Force  
(BATF)  
Participation Packet

# **BART Accessibility Task Force (BATF)**

## **Attached – Contents in Order**

- A. BATF Introduction
- B. BATF 2026 Scheduled Meeting Dates
- C. BART's Advisory Committee Member Code of Conduct
- D. BATF By-Laws
- E. Ethics Training AB1234
- F. Quick Reference to Sturgis Parliamentary Procedures
- G. Accessibility Contacts
- H. Customer Services Contact Information



# BATF Introduction

# Introduction

## **BART Accessibility Task Force**

### **BATF Overview**

The BART Accessibility Task Force advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to all.

### **Meetings**

The BART Accessibility Task Force (BATF) meets on the fourth Thursday of the month and the meetings are open to the public. The meetings start at 2:00 p.m. and generally end between 4:00 p.m. to 4:30 p.m. The BATF meetings are held at East Bay Paratransit, 1750 Broadway, 1st Floor Conference Room, Oakland, CA 94612, and by teleconferencing. Times and/or locations may vary for the November and December meetings, so be sure to check the agenda for the current meeting's time and location.

**"Help us make BART accessible for all."**



# **BART Accessibility Task Force (BATF)**

## **2026 Scheduled Meeting Dates**

**2026**  
**BART Accessibility Task Force (BATF)**  
**Regularly Scheduled Meeting Dates**

Regular monthly meetings of the BART Accessibility Task Force (BATF) shall be held every fourth Thursday of each month, with the exception of the months of November and December 2026, which are the third Thursday, due to holidays.

**Meeting Dates:**

1. January 22, 2026 - Thursday
2. February 26, 2026 - Thursday
3. March 26, 2026 - Thursday
4. April 23, 2026 - Thursday
5. May 28, 2026 - Thursday
6. June 25, 2026 - Thursday
7. July 23, 2026 - Thursday
8. August 27, 2026 - Thursday
9. September 24, 2026 - Thursday
10. October 22, 2026 - Thursday
11. November 19, 2026 - Thursday
12. December 17, 2026 - Thursday

- From February to December, BATF meetings will be held at East Bay Paratransit, 1750 Broadway, Oakland, CA 94612, 1<sup>st</sup> Floor Conference Room.
- January's meeting location will be at BART Headquarters, 2150 Webster Street, Oakland, CA 94612, 1<sup>st</sup> Floor, Multipurpose Room.
- All BATF meetings start at 2:00 pm and end no later than 4:30 pm.



**BART's**

# **Advisory Committee Member**

## **Code of Conduct**

# **Advisory Committee Member Code of Conduct**

## **I. Application of the Advisory Committee Members Code of Conduct**

District Advisory Committees provide input and advice to assist the Board and staff deliberations in the conduct of District business. Since these committees are advisory only, the actions and statements of Advisory Committee members do not necessarily reflect the official positions or policies of the San Francisco Bay Area Rapid Transit District or its Board of Directors. This Code of Conduct applies to all members of District Advisory Committees.

Currently, the District's Advisory Committees are the BART Accessibility Task Force, the Bicycle Advisory Task Force, the Business Advisory Council, the Citizen Review Board, the Earthquake Safety Program Citizens' Oversight Committee, the Title VI/Environmental Justice Advisory Committee, the Limited English Proficiency Advisory Committee and the Transit Security Advisory Committee. This Code applies to these Advisory Committees as well as to any Advisory Committees which are created subsequent to the adoption hereof.

## **II. Professional Conduct**

Members of District Advisory Committees shall conduct themselves in a manner consistent with the law, this Code of Conduct, District policies, and good judgment. Members shall not commit any act which may bring reproach or discredit upon the District. Speech or behavior that is likely to create an appearance of impropriety is to be avoided. Members shall not involve themselves in altercations or any other act of hostility with District employees, other Committee members, or the public. Neither shall they engage in acts which will subject the District to criticism or adversely affect the interests of the District. It is up to each member to maintain a professional, safe and productive environment.

## **III. Conflicts of Interest**

Advisory Committee members shall not participate in providing advice or comments to the District's Board, staff or other Committee members on any matter in which they know or have reason to know that they have a financial interest. Additionally, Advisory Committee members shall not participate in the making of any District contract in which they have a financial interest. If an Advisory Committee member has a conflict of interest he/she shall disclose such conflict to the other members of the Committee and file a written statement disclosing the conflict with the District Ethics Officer.

## **IV. Confidential Information**

Advisory Committee members shall not use or disclose, other than in the performance of their official duties and responsibilities (or as may be required by law), confidential District information gained in the course of or by reason of their position.

## **V. Use of District Resources**

Advisory Committee members shall not use or permit the use of District resources, including but not limited to facilities, materials, equipment, information, intellectual property such as trademarks and copyrighted material, and District staff time, for activities other than the performance of their duties as Advisory Committee members.

## **VI. Official District Communications**

Advisory Committee Members shall not claim or imply that they are speaking on behalf of the District unless they have been specifically approved to do so by the District's Communications Department.

## **VII. Non-Discrimination/Sexual Harassment**

Advisory Committee members shall not, in the performance of their responsibilities as Committee members, engage in unlawful discrimination of any sort, including discrimination against any person on the basis of race, sex, color, national origin, religion, handicap, age, marital status, sexual orientation, or veteran status. Advisory Committee members shall not engage in sexual harassment.

## **VIII. Discussion of Future Employment**

Advisory Committee members shall not use their position to influence any District decision regarding prospective employment with the District.

## **IX. Penalties for Non-Compliance**

In addition to any other penalty as provided by law, Advisory Committee members who violate this Code are subject to removal from the Committee.

## **X. Interpretation**

The District Ethics Officer, in consultation with the Office of the General Counsel, is charged with advising District management regarding ethical issues and questions involving the interpretation and application of this Code of Conduct. Advisory Committee members and District managers may contact the Ethics Officer with questions regarding this Code of Conduct.



# **BART Accessibility Task Force (BATF) By-Laws**

San Francisco Bay Area Rapid Transit District  
BART Accessibility Task Force  
By-Laws  
July 2024

**ARTICLE I – NAME OF TASK FORCE**

The name of this task force shall be the BART Accessibility Task Force and may be referred to as “BATF.”

**ARTICLE II – MISSION STATEMENT**

The mission of the BATF is to advise the BART Board of Directors and staff on ways to maintain and improve the accessibility of the BART system for people with disabilities and for seniors. This mission is consistent with the District’s Strategic Plan goal to encourage public input.

**ARTICLE III – RESPONSIBILITIES**

A. Work with staff to:

1. Review, analyze and prepare recommendations on issues and policies, capital projects, compliance with local, state and federal legislation relating to the provision of accessible services at BART and other issues that might be brought to the BATF by the public, staff or the Board.
2. Develop recommendations which take into consideration the needs of people with different disabilities and seniors.
3. Participate in the development of proposed new policies and the planning and implementation of new services that affect people with disabilities and seniors who use BART.
4. Provide a public forum for discussion of all BART related issues concerning people with disabilities and seniors.
5. Act as a resource group to BART staff who interact with people with disabilities and seniors to answer complaints, to develop new programs, to solve architectural problems in the system, to conduct staff disability trainings, and other areas as needed.

B. In order to accomplish these responsibilities BATF shall:

1. Educate themselves about the BART system, the budget process, the administrative process, the ADA as it relates to transportation accessibility issues, the project cost-analysis process, and the Brown Act.
2. Establish annual goals for BATF.
3. Make reports or recommendations to appropriate BART staff through the staff member designated to support the BATF as needed.
4. Report to the BART Board of Directors and send additional reports or recommendations as needed, which reports may be accompanied by a staff report as appropriate.
5. Recuse themselves from any matter before the Task Force in which they have a financial interest.
6. Complete ethics training required by the State of California within six months of being appointed to the BATF and every two years for active BATF members.

## **ARTICLE IV – MEMBERSHIP**

### **A. COMPOSITION**

Members should be active BART users, who are people with disabilities or seniors over the age of 65. Except as stated above, BATF does not discriminate based on race, color, origin, sex, religion, sexual orientation, disability, or age in its membership.

The BATF shall be composed up to 18 members. The number of active members and the actual vote on actions shall be included on all communications to the Board and staff. If there are more than 18 applicants for the BATF, BART staff shall recommend 18 from among all those endorsed by the BATF, taking into consideration the goal of including people from all the parts of the BART system representing a diversity of disabilities and ages. There shall be no minimum number of members.

Some exceptions may be made to these eligibility criteria. The membership may include up to two non-disabled persons with special knowledge or technical training regarding the transportation needs for a particular disability.

## **B. TERM OF OFFICE**

The term for each member of the BATF shall end on June 30 of odd-numbered years or when the BART Board announces appointments and reappointments for a new term, whichever occurs later.

## **C. NOMINATION AND SELECTION PROCESS**

During the 2nd quarter of each odd-numbered calendar year, the staff liaison will contact each member to determine if they are interested in continuing to serve.

In addition, staff shall seek members through notices, in stations, on the BART website, contact with underrepresented disabled groups and seniors, and other means as appropriate. Out of three consecutive meetings, an interested applicant must attend two and then apply for membership. Prospective members may attend these two meetings in-person or remotely. Applicants must be endorsed by the members of the BATF through a majority vote. Their names are submitted by the BATF staff liaison to the BART Board of Directors for final approval. The BATF staff liaison will notify the applicant of the Board's decision regarding their application.

## **D. VOTING RIGHTS**

Each member shall be entitled to one vote and may cast that vote on each matter submitted to a vote at a meeting of the BATF. Proxy, telephonic, electronic, or absentee ballots shall not be permitted.

## **E. RESIGNATION**

Members may resign by notifying the BATF Chair or staff liaison, who then will inform the staff and BART Board of Directors.

# **ARTICLE V – TERMINATION OF MEMBERSHIP**

**A. A member's appointment to the BATF shall be terminated upon a determination by the BATF that:**

1. A member has missed four regular meetings in a calendar year. Because it is important that all views be represented at meetings, there is no provision for excused absences.

2. At the time of appointment, a member materially misrepresented information on their application.
3. A member has engaged in a consistent pattern of disruptive behavior in BATF or other BART related meetings which includes use of slurs, derogatory comments, or any other conduct, whether physical, verbal or written directed at another person or based upon another person's race, color, origin, sex, religion, sexual orientation, disability, or age.
4. A member has ceased to reside in the BART District.
5. Notification has been received that a person is not available to serve as a member.
6. A member has failed to complete the required ethics training.
7. Staff liaison will notify the terminated individual about the termination, first by e-mail. If there is no response, then by phone. If there is no response, then the individual will be notified about the end of their membership during the next two regularly scheduled meetings.

## **ARTICLE VI – OFFICERS**

### **A. CHAIR**

The BATF shall elect from its membership a Chair. The Chair will work with BART staff to develop an agenda, lead meetings and keep order, appoint members to subcommittees, present reports to the BART Board of Directors, and prepare and sign all letters, reports and other communications of the BATF. The Chair shall perform such other duties as may be requested from time to time by the BATF or BART staff.

### **B. VICE-CHAIR**

The BATF shall elect from its membership a Vice-Chair who, in the absence or inability of the Chair to serve, shall have all of the powers and shall perform all of the duties of the Chair. The Vice-Chair shall perform such other duties from time to time as may be requested by the Chair.

### **C. 2nd VICE-CHAIR**

The BATF shall elect from its membership a 2nd Vice-Chair who, in the absence or inability of the Chair and Vice-Chair to serve, shall have all the powers and shall

perform all of the duties of the Chair and Vice-Chair. The 2nd Vice-Chair shall perform such other duties from time to time as may be requested by the Chair.

## **D. ELECTION OF CHAIR, VICE-CHAIR AND 2ND VICE-CHAIR**

### **1. Term of Office**

The officers of the BATF shall serve for one year or until the next election is held. Officers shall serve for no more than two consecutive terms in the same office, unless no other member is interested in serving in that role. After a one-year break, members may serve in any officer role again.

### **2. Nomination**

At the September meeting, nominations and election of officers will be held. People may self-nominate or be nominated by other members. Nominations will be accepted from the floor prior to the close of nominations on the day of elections. The election of officers shall be by simple majority vote.

### **3. Vacancy**

A vacancy in any office shall be filled by election for the unexpired term.

### **4. Temporary or Permanent Vacancies**

If the Chair, Vice-Chair, and 2nd Vice-Chair are absent from any meeting and/or are unable to act, the meeting shall be called to order by staff. The staff shall immediately call for the selection of a Temporary Presiding Officer.

### **5. Failure to Elect**

If the BATF fails to elect a Chair, Vice-Chair, or 2nd Vice-Chair, the existing Chair, Vice-Chair, or 2nd Vice-Chair shall continue to serve until the BATF elects a successor.

## **E. STAFF SUPPORT**

The BART General Manager or a designee shall designate a person to serve as BATF staff to prepare meeting notices, agendas, and minutes as required and to serve as liaison between BATF and other BART staff and the Board of Directors.

## **ARTICLE VII – MEETINGS**

### **A. REGULAR MEETINGS**

All regular and special meetings of the BATF shall be conducted in accordance with the Ralph M. Brown Act. Meeting agendas shall be posted in a public place in the same manner as agendas posted for meetings of the BART Board of Directors. Meetings will be open to the public, held in a location accessible to people with disabilities, and within the geographical boundaries of the BART District.

At least 72 hours prior to a regular meeting, an agenda must be posted which contains a brief general description of each item to be transacted or discussed at the meeting. Members of the public have the right to directly address BATF during public comment for issues which are not on the agenda, or for any item on the agenda, before or during the consideration of the item. Agendas will be mailed or emailed (based on preference) to members of the BATF and to persons requesting them according to the requirements of the Brown Act.

### **B. SPECIAL MEETINGS**

Special meetings may be called by the Chair when in the opinion of the Chair the business of the BATF requires it or by the request of a majority of the BATF membership. Notice for special meetings will conform to the requirements of the Brown Act. No other business shall be considered at such meeting.

### **C. QUORUM**

A majority of the appointed members of the must be present in order to constitute a quorum necessary for the transaction of the business of the BATF.

### **D. ADVICE AND DECISIONS OF THE BATF**

All decisions of the BATF which require a formal vote shall be made only after an affirmative vote of a majority of its members present and voting. Minutes of meetings, as well as any special reports or communications desired by the BATF, shall be forwarded by staff to the BART Board of Directors. In addition, the Chair or a designee may present reports to the BART Board of Directors or an appropriate committee in person.

### **E. BATF MEETING EXPENSES FOR MEMBERS**

BART will cover travel costs on public transit for BATF members to attend regular or special BATF meetings.

## **ARTICLE VIII – AGENDAS, MINUTES, RULES OF CONDUCT, AND ACCOMODATIONS**

### **A. AGENDAS**

Members may contact the chair to have items put on the agenda. Also, each meeting agenda shall have an item when members may ask to put items on future agendas.

The Chair shall schedule items on the agenda in consultation with the staff liaison. The BATF staff liaison shall be responsible to work with BATF Officers, BATF members and BART departments to schedule items on the agenda, prepare the agenda, compile the associated agenda materials and distribute the final agenda for each meeting. Agenda materials shall normally be mailed to members one week prior to each meeting, but agenda distribution shall always conform to the requirements of the Brown Act.

### **B. MINUTES**

Draft minutes of each BATF meeting shall be prepared by staff and distributed to BATF members and others together with the agenda for the next meeting. Minutes shall be made final after a majority vote of those BATF members who were present at the meeting.

### **C. RULES OF CONDUCT**

All regular and special meetings of the BATF shall be conducted in accordance with these bylaws and with the Rules of Order used by the BART Board. In case of conflict, these bylaws shall take precedence.

The Chair, or a member appointed by the Chair, may represent the BATF to the BART Board of Directors with prior notice to the BATF and staff if possible. No member shall represent the BATF or BART to the general public unless authorized by the Board of Directors or its designee.

### **D. ACCOMMODATIONS FOR MEMBERS AND THE PUBLIC**

On-going arrangements will be made with individual BATF members to accommodate their disability-related need for alternative formats for minutes, correspondence, exhibits and other graphic information, sign language interpreters, and captioning. Non-routine requests for accommodation must be made in a timely fashion.

The general public can also request routine or one-time provision of materials in alternative formats by making a request to the BART staff liaison in a timely fashion in advance of scheduled meeting times.

## **ARTICLE IX – SUBCOMMITTEES**

The Chair has authority with concurrence by the BATF to appoint subcommittees and/or ad-hoc committees to address issues as needed.

## **ARTICLE X – BYLAWS AMENDMENTS**

The bylaws may be proposed for amendment or repeal by a motion that is made and seconded and passed by a three-fourths (3/4) vote of members present at any regular or special meeting. In addition, written notice of the proposed amendment must be agendized and distributed given at the meeting prior to that at which action will be taken. The notice must contain both the original language and the proposed amending language to the bylaws. The proposed bylaws change must be reviewed by the BART legal staff and will be made final upon approval by the BART Board of Directors or their designee.

In addition to the procedure above, any bylaw may be altered, amended or annulled at any time by a majority vote of the BART Board of Directors after consultation with or by recommendation of the BATF and approval of BART legal staff.

## **ARTICLE XI – TERM OF BATF**

BATF Term: The BATF shall remain in existence until discharged by action of the BART Board of Directors. The Board may periodically review the need for the BATF and may modify its composition, structure or bylaws after consultation with the BATF.

Robert M. Powers  
General Manager

*Amended July 2024*



# **Ethics Training AB 1234**

# Ethics Training AB 1234

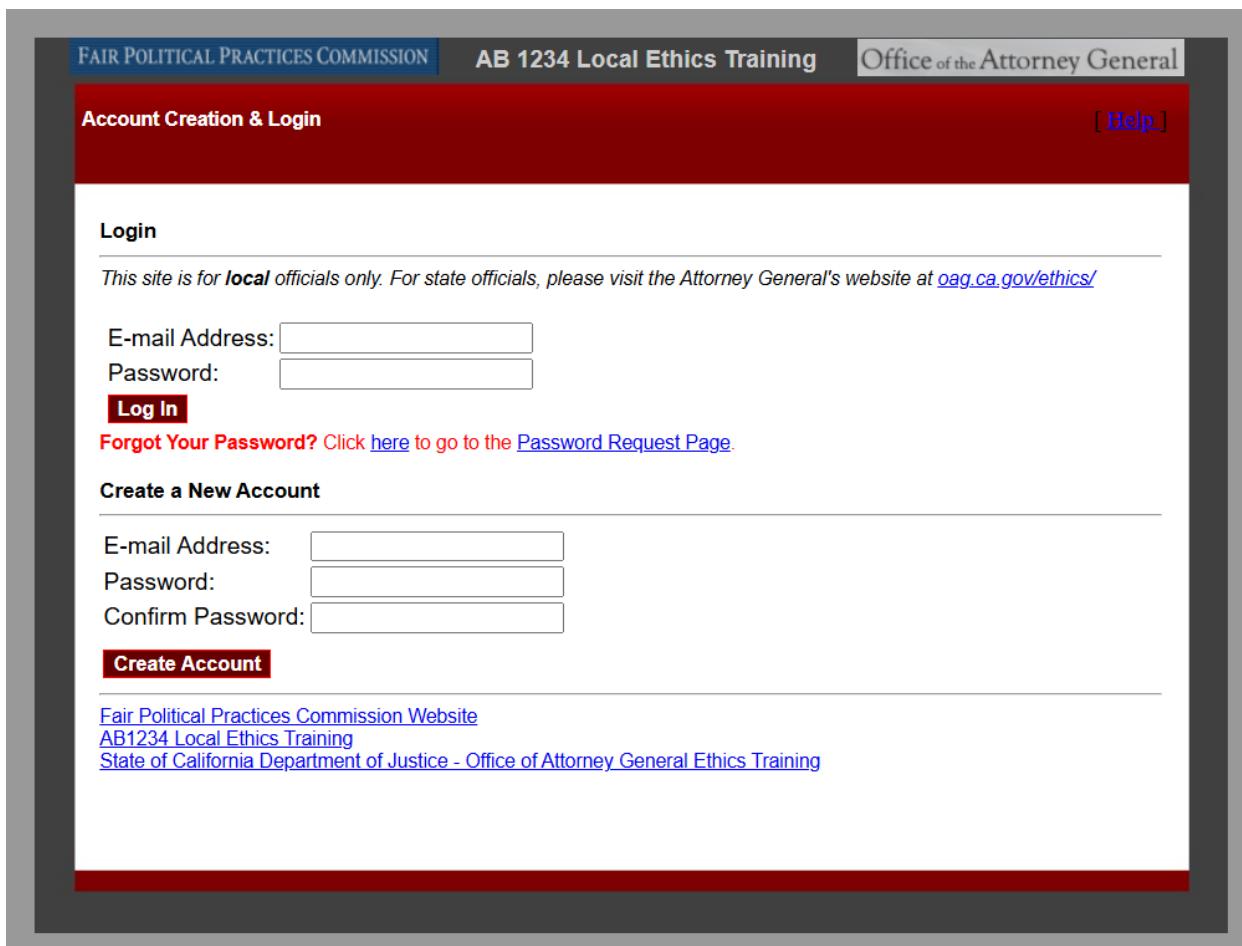
Under the BART Accessibility Task Force (BATF) By-Laws, July 2024:

- **ARTICLE III-RESPONSIBILITIES** (page 2, part B, number 6)
  - #6-Complete ethics training required by the State of California within six months of being appointed to the BATF and every two years for active BATF members.

Free Ethics Training AB 1234 is available online:

<https://localethics.fppc.ca.gov/login.aspx>

Reasonable accommodation is available. Please contact staff for assistance.



The screenshot shows a web page for "AB 1234 Local Ethics Training". The top navigation bar includes "FAIR POLITICAL PRACTICES COMMISSION", "AB 1234 Local Ethics Training", and "Office of the Attorney General". Below the navigation is a red header bar with "Account Creation & Login" on the left and "[ Help ]" on the right. The main content area has a "Login" section with fields for "E-mail Address" and "Password", and a "Log In" button. Below this is a link for "Forgot Your Password? Click [here](#) to go to the Password Request Page.". There is also a "Create a New Account" section with fields for "E-mail Address", "Password", and "Confirm Password", and a "Create Account" button. At the bottom of the page are links to the "Fair Political Practices Commission Website", "AB1234 Local Ethics Training", and "State of California Department of Justice - Office of Attorney General Ethics Training".

Image Above: Ethics Training AB 1234 Training Screenshot to create an account or Login



# **Quick Reference to Sturgis Parliamentary Procedures**

**BART Accessible Task Force (BATF)**  
**How to Run an Effective Meeting**  
**Sturgis Parliamentary Procedure**  
**\*\* (Quick Reference – Cheat Sheet) \*\***

**The Purpose:** Maintaining order in a business meeting. Provides an approved and uniform method of conducting meetings in a fair, orderly, and expeditious manner.

**A Quorum:** Half of appointed members, plus one

- No business without a quorum (not able to do any “action” agenda items)

**Key Principles**

- All appointed members have equal rights, privileges, and obligations; rules must be administered impartially
- Minority has rights which must be protected
- Full and free discussion of all motions, reports, and other items of business is a right of all members
- Only one question can be considered at a time; take care of only one thing at a time
- Members must be recognized by the chair and have obtained the floor
- Cannot speak more than twice on the same subject without permission of the assembly. No member may speak a second time on the same subject if anyone who has not spoken on that subject wishes to do so
- In voting, members have the right to know what motion is before the assembly and what affirmative and negative votes mean

**Steps to Making a Motion**

1. A member **MAKES** a motion; one motion at a time
2. Another member **SECONDS** the motion
3. The chair **STATES** the motion
4. Members may **DISCUSS** the motion – **DISCUSSION** must stay on topic of motion
  - a. Listen
  - b. Focus on the topic of motion
  - c. Be polite
5. The chair **PUTS** the motion to a vote

6. Roll call is made of members outcome
    - a. Aye (yes)
    - b. Nay (no)
    - c. Abstain (not for all motions)
  7. The Chair (or supporting staff) **ANNOUNCES** the result
- 

### **Five (5) Types of Motions**

1. **Main** – Introduction of an item of business, propose a new action be taken
2. **Subsidiary Motions** – Are motions to modify a motion that is being considered by the members so that it will express more satisfactorily
  - a. *Example:*
    - i. “I move to amend the motion by inserting the word, “three,” before the word “representatives.”
3. **Privileged Motions** – Are motions to enable a member to secure an immediate decision that concerns the comfort, convenience, rights etc. of a member even though other business is pending
  - a. *Example:*
    - i. “I move to adjourn meeting” or “I move to a 15-minute recess”
4. **Incidental Motion** – Motions arise incidentally out of the immediate pending business at any time and must be decided as soon as they arise
  - a. *Example:*
    - i. “I move to withdraw my motion”
    - ii. “I motion to appeal”
    - iii. “I move to amend the motion by inserting the word, “three,” before the word “representatives.”
5. **Restorative Motion** – A motion to amend a main motion that was previously approved by members

## Examples of motions

<u>Action</u>	<u>What to say (1<sup>st</sup> motion)</u>	<u>Can interrupt speaker?</u>	<u>Need a 2<sup>nd</sup> motion</u>	<u>Can be debated</u>	<u>Can be amended</u>	<u>Votes needed</u>
Adjourn	“I move that we adjourn...”	No	Yes	No	No	Majority
Recess	“I move that we recess until...”	No	Yes	No	Yes	Majority
Approve draft minutes	“I move to...”	No	Yes	Yes	Yes	Majority
Amend a motion	“I move to amend the motion by...”	No	Yes	Yes	Yes	Majority
Move to remove an agenda item to a future meeting	“I move to...”	No	Yes	Yes	Yes	Majority
Adjourn the meeting	“I move to adjourn the meeting	No	Yes	No	No	Majority
New member nomination	“I move to nominate (name (s)...”	No	Yes	Yes	No	Majority
Election of Officers: Chair, Vice-Chair, 2 <sup>nd</sup> Vice Chair	No motion needed	-	-	-	-	-

## **Words of Wisdom**

- BATF members should be careful not to be engage in serial meetings: discussion matters outside regularly scheduled meetings
- The public must be allowed to participate in the discussion of agenda items
- The public must be allowed to comment on matters outside the agenda
- Only disruptive behavior is subject to taking appropriate and measured sanctions

## **BART Advisory Committee Member Code of Conduct**

***II. Professional Conduct*** - Members of District Advisory Committees shall conduct themselves in a manner consistent with the law, this Code of Conduct, District policies, and good judgment. Members shall not commit any act which may bring reproach or discredit upon the District. Speech or behavior that is likely to create an appearance of impropriety is to be avoided. Members shall not involve themselves in altercations or any other act of hostility with District employees, other Committee members, or the public. Neither shall they engage in acts which will subject the District to criticism or adversely affect the interests of the District. It is up to each member to maintain a professional, safe, and productive environment – Link to the complete BART's Advisory Committee Member Code of Conduct, [bart.gov/sites/default/files/docs/08-08-13%20Advisory%20Committee%20Member%20CofC.pdf](http://bart.gov/sites/default/files/docs/08-08-13%20Advisory%20Committee%20Member%20CofC.pdf)



# Accessibility Contacts

## Accessibility Contacts

BART is committed to complying with all Federal Americans with Disabilities (ADA) regulations as well as the State of California accessibility requirements. If you have any questions or concerns about accessibility issues, please contact the appropriate person for assistance: \*

### ***Main Contact***

Elena Van Loo  
Senior Administration Analyst (Accessibility)  
Customer Access and Accessibility Department  
(510) 874-7366, [evanloo@bart.gov](mailto:evanloo@bart.gov)

- For questions related to the BART Accessibility Task Force Citizen Advisory Group

### ***Additional Contacts***

Kevin McDonald  
Acting Manager of Access & Accessible Services  
Customer Access and Accessibility Department  
(510) 874-7351, [kevin.mcdonald@bart.gov](mailto:kevin.mcdonald@bart.gov)

- For questions related to Paratransit and BART system accessibility

Ryan Greene-Roesel  
Acting Director of Customer Access and Accessibility  
Customer Access and Accessibility Department  
(510) 287-4797, [rgreen@bart.gov](mailto:rgreen@bart.gov)

- For reasonable accommodation requests and ADA violation complaints, contact the Director of Customer Access and Accessibility

**NOTE:** Please “CC” Kevin McDonald and Ryan Green-Roesel when emailing  
Elena Van Loo

\*Subject to change



# **Customer Service**

# **Contact Information**

# Customer Services Contact Information

## Email Us

Send us your email message with comments, inquiries, complaints, praises, or to report a maintenance issue:

- [webcustomerservices@bart.gov](mailto:webcustomerservices@bart.gov)

## Call the Customer Service Office

8:00 am to 5:00 pm, Monday - Friday, 24/7 voicemail 510-464-7134  
Customer Service  
Bay Area Rapid Transit District (BART)  
P.O. Box 12688  
Oakland, CA 94604-2688  
<https://www.bart.gov/contact> (web page)

## Clipper Card

BART does not handle Clipper Customer Service as it is a regional card managed by the MTC:

- [clippercard.com](http://clippercard.com)
- 1-877-878-8883