

December 2025 BBATF Fare Gate Questions

1. **How much money are physical hardening improvements and software changes to the faregates costing BART? Is it covered by the previously budgeted money for the BART gates? Could things be brought in house so less contracting out is needed saving BART money long term and building internal expertise?** (Bringing work in house instead of contracting it out is something BART did with the FoTF that saved money and time)

Response: Physical hardening improvements of this nature, like fare evasion barriers, are wrapped into a number of separate projects (e.g. Powell Street Modernization).

2. **Does BART have data on the frequency of fare evasion and/or piggybacking for the new gates?** Comparison data between old and new faregates as well as the data mentioned for the testing done in Concord and Antioch before/after.

Response: BART's most recent Quarterly Performance Report (covering July-Sept 2025), indicated 9% of customers witnessed fare evasion during the quarter. This is a 6% reduction from the prior quarter and the lowest level in a year. In the same quarter the previous year, 24% reported witnessing fare evasion. This question on the survey was the main way we tracked fare evasion in addition to Proof of Payment citations. We had very little data from our old fare gates to produce an accurate fare evasion rate or piggybacking rate. The new fare gates will give us better data related to piggybacking but we have not yet analyzed it. But we will be able to know if there are certain stations and arrays and times of the day where more piggybacking occurs. We plan to share this with BART Police for focused enforcement.

Data for the testing done at Concord and Antioch has not yet been compiled and summarized.

Additional software updates are forthcoming that will provide more granular data on piggybacking / fare evasion events as recorded by the Fare Gates. This will allow for a more targeted response. The legacy gates did not collect this data, so we will not have enough data for an exact comparison to the old gates.

3. **Can the call button to central operations be made more visible with signage/info?** So that when staff are on break/not present people can be let through the emergency gate if the accessible gate is ever broken or the reader is failing to

work. (If I remember currently central can let people through gates remotely if needed)

Response: BART's policy is that Station Agents must unlock the emergency swing gate when they leave their post, so that customers have an option to exit if they cannot exit through the faregates. Station Agent call buttons do not currently route to the Operations Control Center (OCC). Only buttons in elevators route to the OCC. We do agree there is a benefit to making all of the call buttons throughout BART easier. This is something we can look at but there is no current project or funding to do so.

4. **What are current station staffing levels at? How many more staff would be needed to staff every gate booth at all hours of BART service (outside of staff breaks)?** For the purposes of helping people through emergency gates when accessible gates are down, helping those with reader issues, providing security by being present, and reporting issues when needed.

All stations (except Pittsburg Center) are currently operationally planned to provide Station Agent staffing/presence during all operating hours. High volume stations are staffed with multiple agents during peak hours. There are required station agent duties that may take them away from the booth area such as required station, elevator, and restroom inspections; assisting patrons outside the booth; and emergencies. There are also other unforeseen circumstances such as unscheduled absences for which coverage may not always be immediately available.

BART does not have immediate plans to hire additional agents at this time, but is continually monitoring to be conscious of budget but also ensure that we provide needed patron support.

5. **Regarding the new gates being installed in the mezzanine leading to the elevators that go to platforms at civic center, as this gate leads to both Muni and BART platform, how are fares/tapping in/out going to work?** Muni is only tap on and BART is in/out. If this proves to work out it could allow for the removal of fences between more market st platform stairs allowing easier transfer between agencies along the corridor which would be a huge boon to riders.

Response: BART staff are currently working to determine the approach to tapping in / out on the new concourse level fare gate at Civic Center, but the idea is to place a

Muni Clipper reader there to open the gate. The faregate will be left inoperable for now.

There is no infrastructure project or funding to remove the fencing between the Muni and BART platform. We also did not get funding to order more fare gates to install BART fare gates at the downtown stations Muni platforms at the stairwells for BART riders to tag out and Muni riders to tag into BART from that level.

- 6. Is there any data that would allow BART to compare the *de facto* (daily, functional) accessibility to BART through the legacy fare gates and the new, Next Generation fare gates, particularly with respect to the AFGs and their higher failure/breakdown rates?**

Response: Quarterly progress reports to the BART Board (QPRs) are the best source of availability data for the legacy gates Historical QPRs are online here:

<https://www.bart.gov/about/reports>

The PM team is continuing to track availability of the new gates by station and by gate. This information can be summarized to compare the availability of AFG's to RFG and shared to BATF / BBATF if desired.

- 7. For gates that are operational (not out of service due to vandalism or mechanical issues), what is the failure rate for AFGs compared with the standard next-generation faregates?**

- a.** Specifically, how often do AFGs fail to open after a valid tap and display a "See agent" or similar error?
- b.** And are there particular AFG units or stations where these failures are more common, and what steps are being taken to diagnose and address the underlying causes?

Response: There are many potential causes of a see-agent or similar errors. BART does not collect sufficient data to accurately report on door failure rate as requested.