



Service Disruptions Update

August 29, 2025 – Transbay Tube Incident

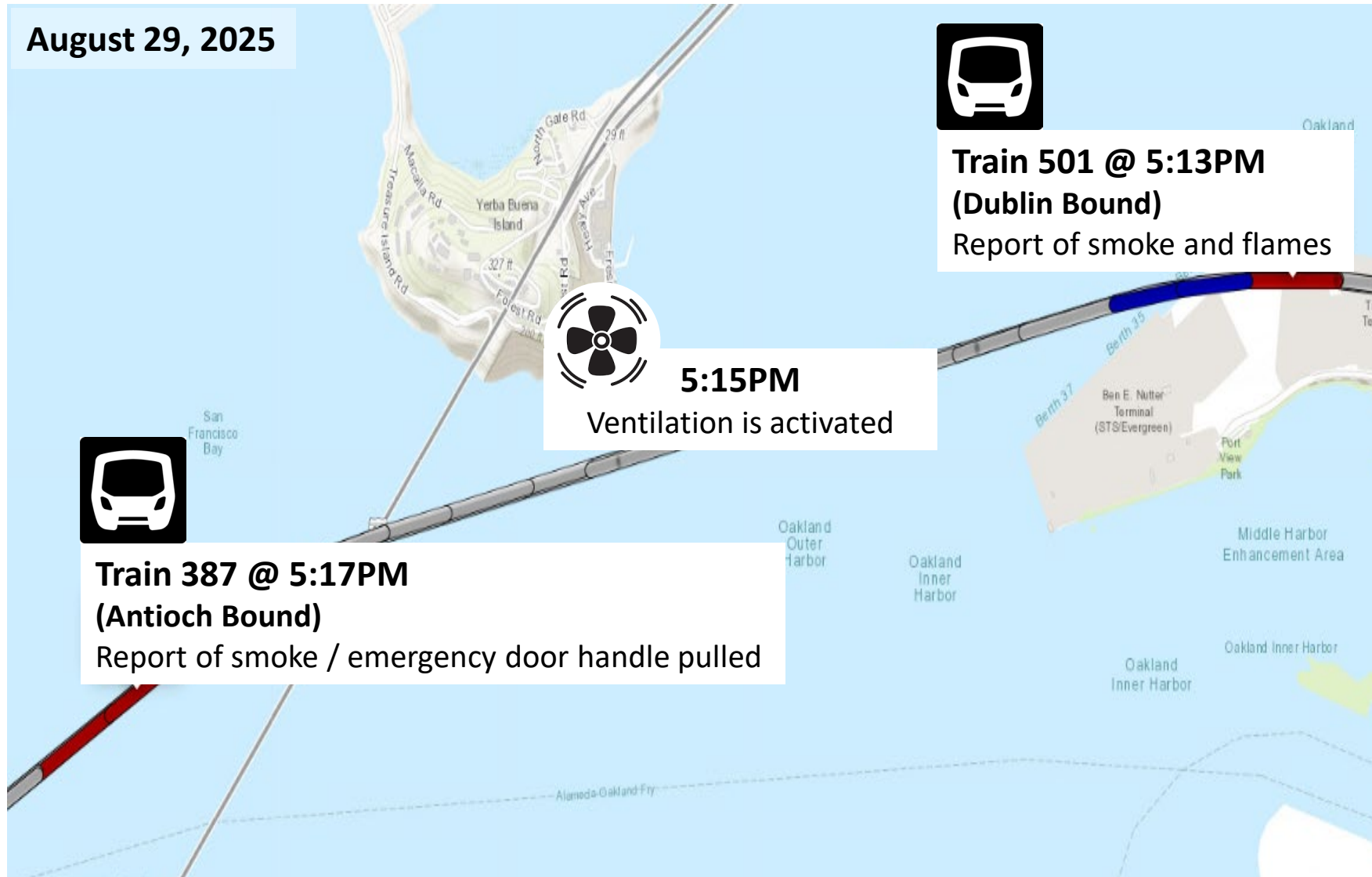
September 5, 2025 – Computer Equipment Incident

BART Board of Directors | September 11, 2025




August 29, 2025
Transbay Tube Incident

Transbay Tube Service Disruption



Operational Impacts



Single Tracking on Main 1 Track (San Francisco Bound Direction)



Service halted on Main 2 Track (East Bay Bound Direction)



Both Main 1 and Main 2 Tracks closed temporarily to allow for thorough safety inspections



Service on both tracks restored around 8:25PM

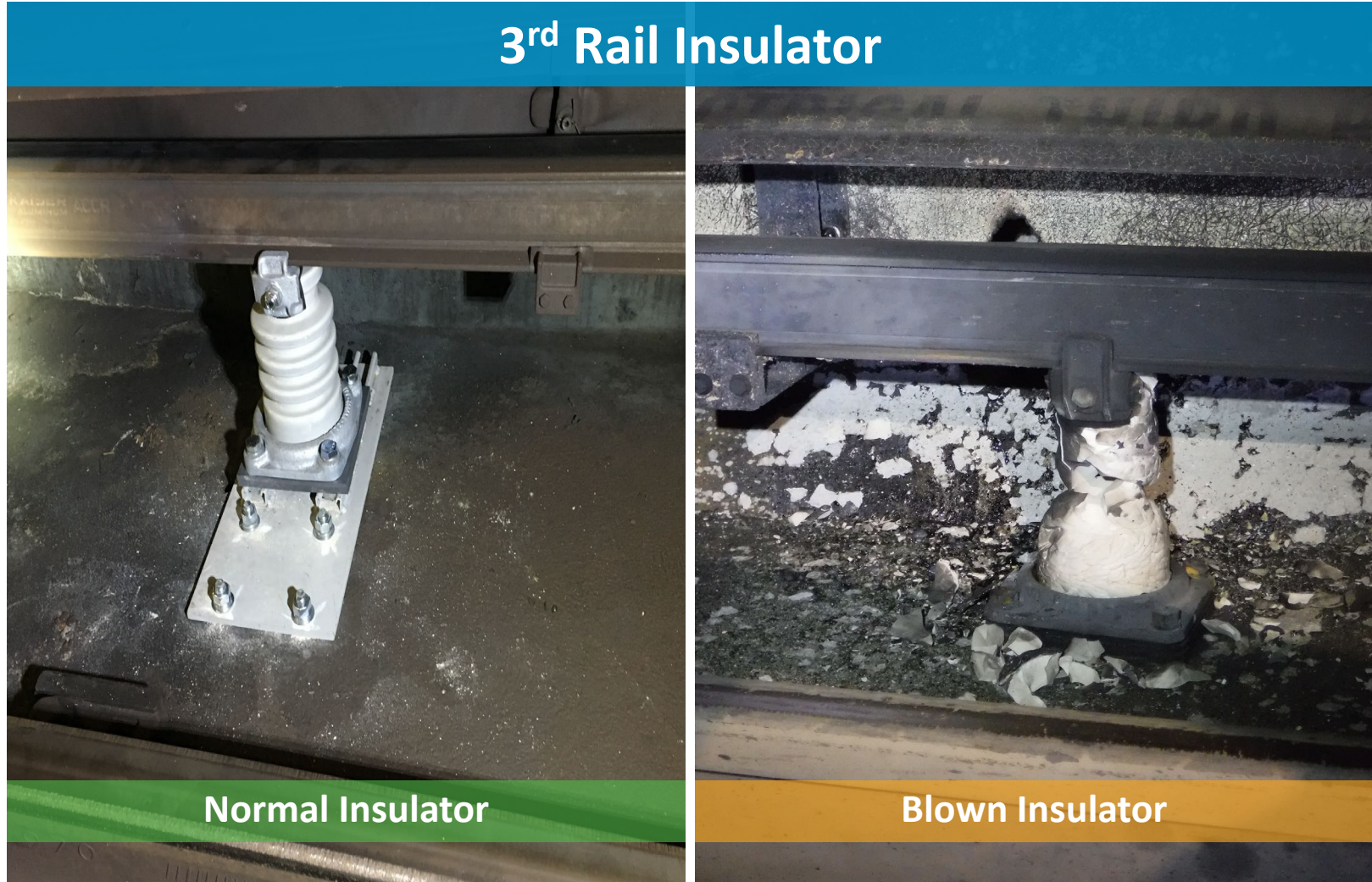
Investigation Underway

1. Trackway Inspections

- Blown insulator (cause of smoke)

2. Train Inspections

- Completing inspection of all cars on 501 train



September 5, 2025
Computer Equipment Incident



OT Network Disruption

Date: Friday, September 5, 2025

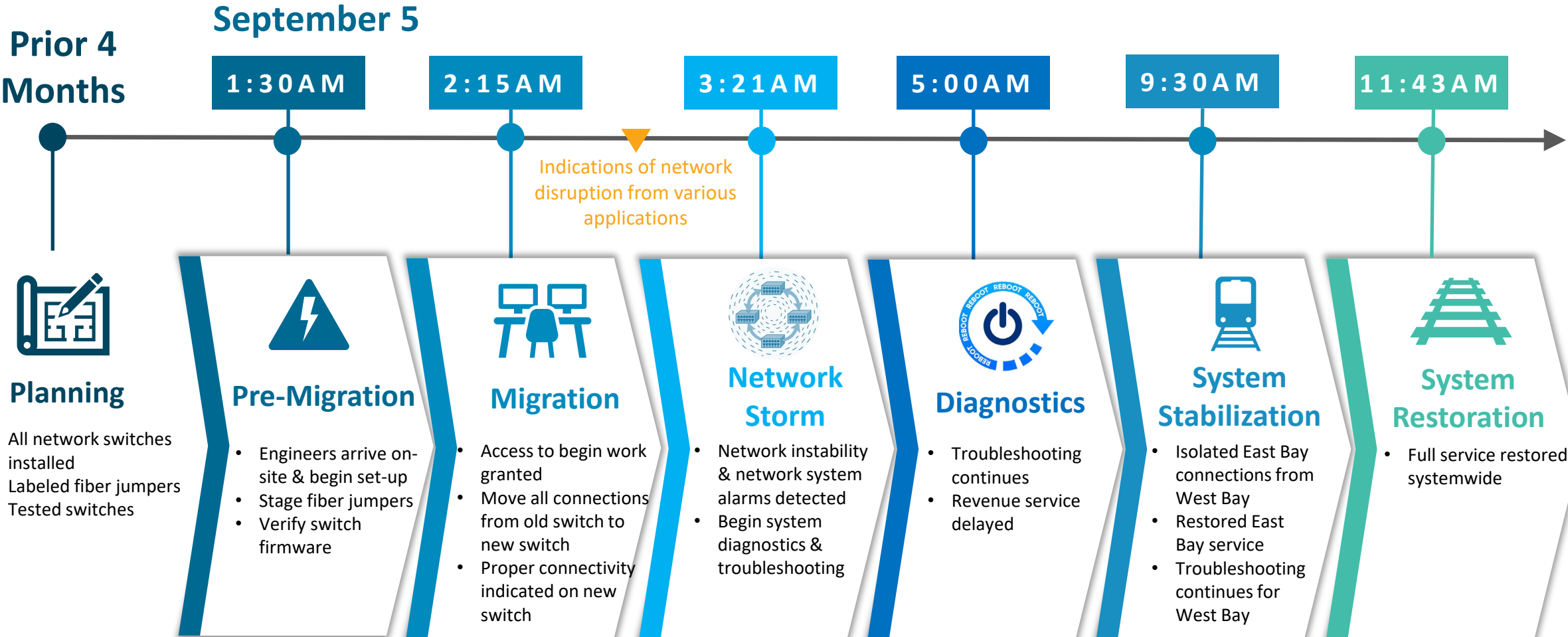
Time: Approximately 3:15AM –11:45AM

Operational Impact:

Following a cutover to a new network switch, BART's Operating Technology (OT) network experienced unusually heavy traffic due to a layer 2 spanning tree issue and began losing connectivity to field devices and systems

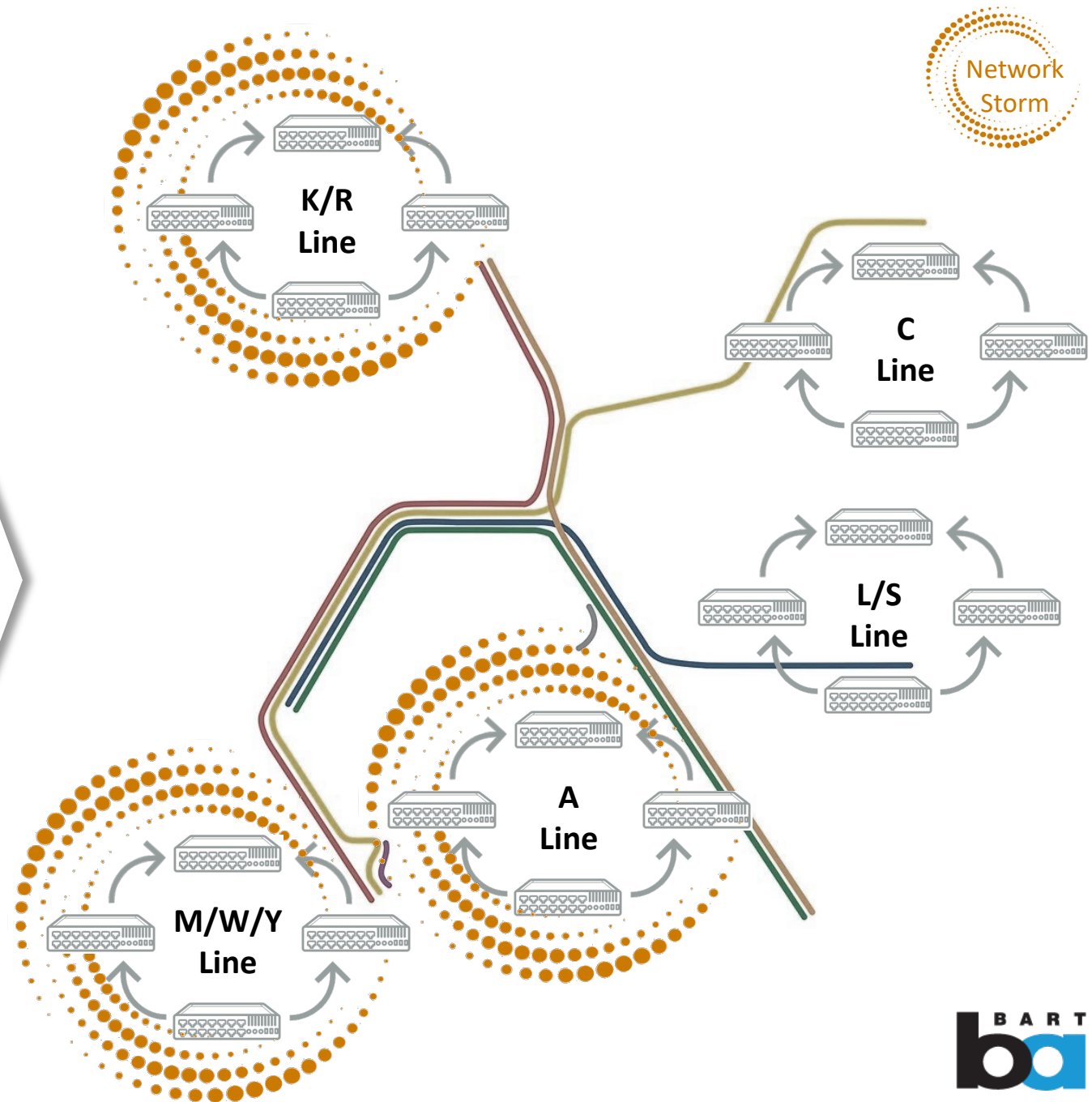


Sequence of Events



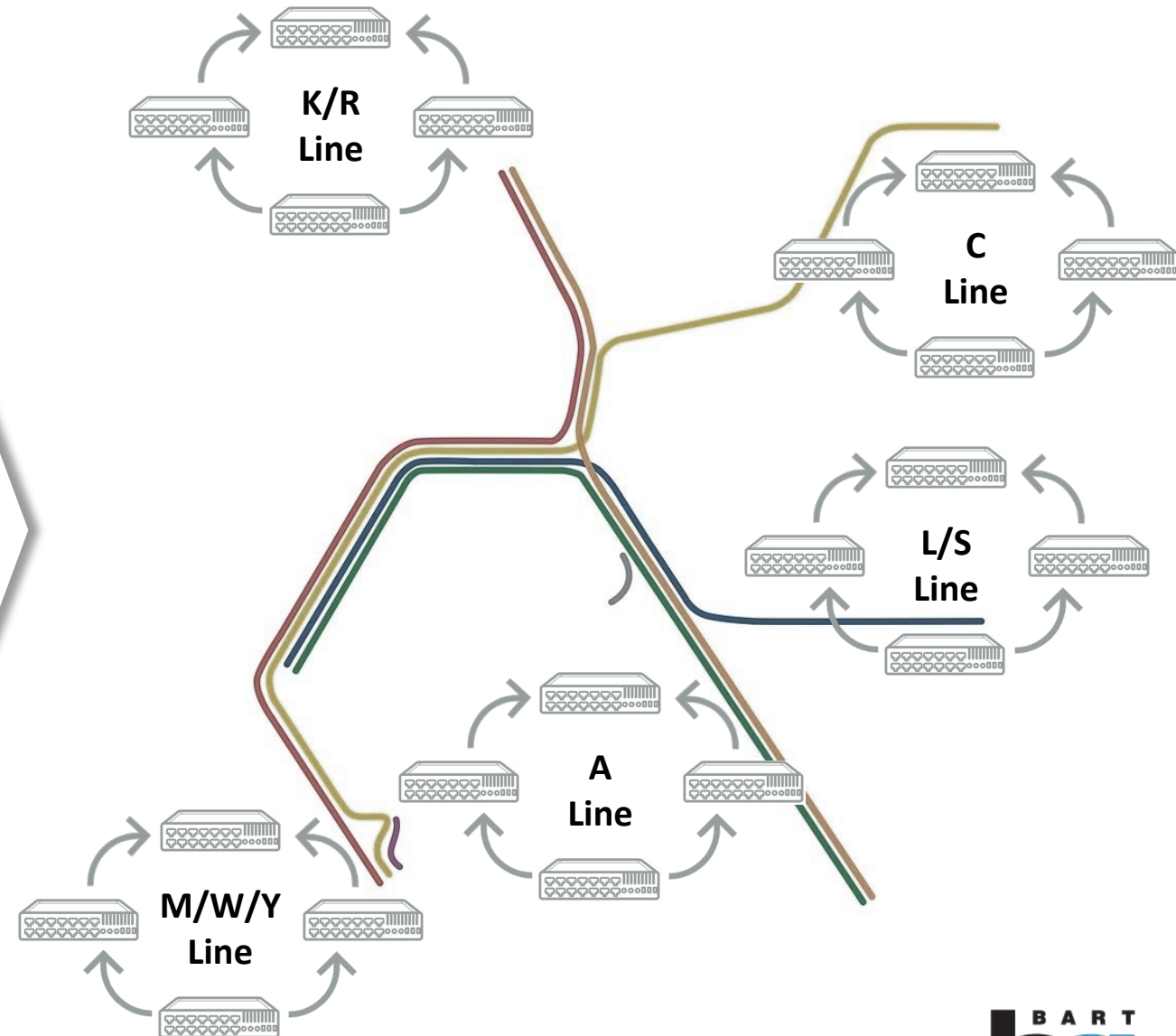
Disruption Summary

- During migration process of connecting & reconnecting optical fiber jumpers from the old switch to the new switch, multiple application disruptions occurred resulting in a network storm
- A Network Storm is caused by an introduction of a new device onto the Operating Technology (OT) network.
- Results included loss of visibility and connectivity of field device and systems



Path Forward

- Notify the Board of Directors and the public of upcoming work
- Desktop exercise during planning
- Perform work on Saturday/Sunday
- Controlled shutdown
- Isolate the specific location being work on
- Perform cutover work and testing after each cable move
- Connect the specific location being worked on to the rest of the network, test, and reboot monitoring applications



Thank You

