



Multiple Ways to Contact BART– Customer Service, BART Police, Email **Refresher**

BART Accessibility Task Force (BATF) – May 25, 2023

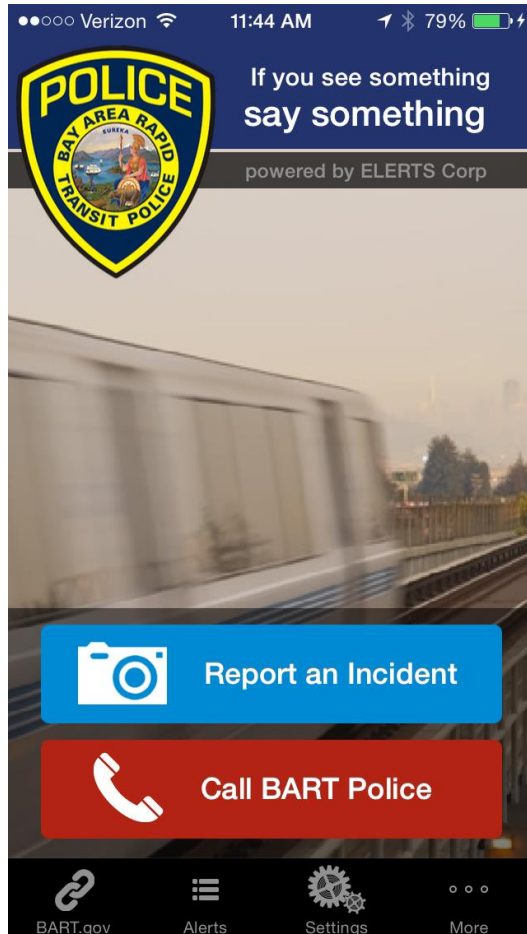
BART Customer Services

Call or write to Complain and/or Comment

1. 8:00 am to 5:00 pm, Monday – Friday, **510-464-7134**
 - After 5 pm, can leave a voicemail
 - Can leave voicemail on Saturdays and Sundays
2. Email message to complain and/or comment, <https://www.bart.gov/contact/comments>
 - Can report accessibility related issues and will be distributed to the correct department or will be emailed to Customer Access and Accessibility Department to follow through – Case number to be assigned
3. Call BART Main Line, 8:00 am – 6:00 pm, Monday to Friday, **510-464-6000** and will be directed to the correct department for further assistance



BART Watch App



- App Store (iOS)/Google Play (Android) supported
- Free app
- Quick and discreetly report criminal or suspicious activities
- Goes directly to the BART Police Department
- Can be send by texts along with attached photo (s),

BART Watch allows you to report the following:

1. Disruptive Behavior
2. Robbery/Theft
3. Sexual Harassment
4. Unattended Bag or Package
5. Vandalism
6. Illegally Parked Vehicle

<https://www.bart.gov/about/police/bartwatch>

Or...Email Elena Van Loo

Email related to (examples):

- Overheard announcements not working
- Accessible pathways not accessible
- Signages vandalized, missing, broken, ADA compliance, etc.
- Door trains not working
- Elevator outages
- Hearing Loops
- Enclosed faregates not working

Each email will be emailed to the proper staff to follow through

Other Contact, Outreach, Report

- Report a biohazard
- Tweet at us @sfbart
- BART Customer Service Center at Lake Merritt Station
- Independent Police Auditor – Not BART App Police

www.bart.gov/contact to get the full contact information

Thank you.
Questions?
Comments.