

**BART Responses for the San Francisco Board of Supervisors
Land Use and Transportation Committee
July 13, 2026**

- 1. An update on the [Improved Access Settlement Agreement](#) and specifics regarding progress on #1 Elevator repairs/preventative maintenance, #2 Escalator repairs/preventative maintenance, #3 Elevator attendants, and #6 an Elevator mitigation plan.**

The Improved Access Settlement Agreement will be in effect until June 1, 2039. Throughout this period, BART has agreed to changes that will improve access to its facilities for people with mobility disabilities. Information on specific settlement topics was collected from project staff and BART's most recent compliance report to the Class Counsel for the settlement.

Elevator Repairs/Preventative Maintenance

BART's Elevator Modernization Program has identified and prioritized 40 elevators in high service locations to increase accessibility, reduce service interruptions, and improve maintainability. The renovation list includes 13 elevators in San Francisco across eight stations including Embarcadero, Montgomery Street, Powell Street, Civic Center/UN Plaza, Glen Park, Balboa Park, 16th Street Mission, and 24th Street Mission. The remaining elevators are located across the BART system.

The program timeline includes several phases with targeted completion in 2039. Current phases are in various stages of procurement, design, and planning. Renovations will be made to various components of the elevators, including the controller, cab, doors, remote monitoring system, drive system, electrical wiring, and fixtures.

BART has designed an elevator preventative maintenance plan with the objective of providing continuous, uninterrupted elevator service during all passenger service hours, subject only to temporary and isolated elevator outages for repairs, maintenance, or inspections. BART makes reasonable best efforts to ensure station elevators are operational system wide at least 98% of the time and individual elevators are operational at least 95% of the time when BART is open to passengers.

BART has also developed a maintenance schedule for the elevators in the system intended to maximize elevator uptime and reliability.

Escalator Repairs/Preventative Maintenance

BART is conducting its first major escalator overhaul in nearly 20 years. On March 14, 2019, the BART Board of Directors approved the single largest contract for escalator replacement in BART history. The \$96.5 million contract for the [Market Street Escalators Renovation Project](#) will install and replace 41 escalators at Embarcadero, Montgomery, Powell, and Civic Center Stations. Of the escalators to be replaced, 23 are street to concourse level and 18 connect concourses with station platforms. BART has completed installation of 27 downtown escalator units; the remaining escalator units are to be completed through January 2029.

Phase Two of the Measure RR funded escalator overhaul program will involve 38 escalators at downtown Oakland's 12th St. and 19th St. stations, and at San Francisco's 16th/Mission St. and 24th/Mission St. stations. Future phases will involve the remaining 96 escalators.

The new escalators are expected to be significantly more durable than the old units that are being replaced. They feature real-time monitoring, which will allow BART staff to know when an escalator goes out of service. Staff will also be notified of the cause of the shutdown. The new escalators have brighter LED lighting systems to make them more welcoming to riders. They are constructed with sustainable materials and utilize an automatic system that applies lubrication only when and where it's needed. Another environmentally friendly enhancement is a variable frequency regenerative drive that makes escalators more energy efficient by slowing the escalator down in a sleep mode when there are no passengers present. Energy generated during the braking action is saved and returned to the system.

BART has designed and implemented an escalator preventative maintenance plan aimed at providing continuous, uninterrupted escalator service in the daily commute direction during all passenger service hours, subject only to temporary and isolated escalator outages for repairs, maintenance, or inspections. Routine escalator maintenance is not scheduled for escalators serving the commute direction during daily commute hours and is not performed at stations when the elevator serving the same platform is also out of service.

BART makes reasonable best efforts to ensure that station escalators systemwide are operational at least 90% of the time that BART is open to passengers.

Elevator Attendants:

See response to Question 4

Elevator Mitigation Plan:

BART prioritizes the maintenance of elevators because of the essential role they play for passengers with disabilities and those with luggage and strollers.

Elevator status alerts are available through:

- Email and text alerts for stations of choice: bart.gov/alerts
- The Elevator Status Hotline: (510) 834-LIFT or (888) 2-ELEVAT
- The Official BART App (bart.gov/apps) with options to receive in-app notifications
- Frequent systemwide PA announcements in stations
- Digital screen updates on the platform digital signs and at Station Agent booths

BART has identified alternative accessible options when elevators are out of service and provided a description of accessible pathways for each station here:

<https://www.bart.gov/stations/elevators>

Riders who need assistance finding or using the elevator should visit the Station Agent in the booth or contact them by pressing the button on the courtesy phone call box beside the

elevator entrance. All BART stations have call boxes and/or courtesy telephones at all levels that connect to a BART Station Agent or the BART Operations Control Center.

If riders are unable to enter or exit the station because the elevator is not working, they should contact the Station Agent. They will help riders enter or exit another way if possible or refer you to alternate means of transportation, such as a bus, lift van, or paratransit.

2. Historical data on escalator and elevator availability. Which locations are down most, and what is the plan to fix them.

Historical data on escalator and elevator availability can be found in BART's Quarterly Performance Reports (QPR) under <https://www.bart.gov/about/reports>. BART's QPR for Q3 of FY26 included the following equipment availability for station access:

Street escalators – 95.1% availability
Goal: 93% met for 11 quarters

Platform escalators – 97.1% availability
Goal: 96% met for 18 quarters

Station Elevators – 98.7% availability
Goal: 98% met for 18 quarters

Garage Elevators – 98.9%
Goal: 98% met for 24 quarters

BART's most recent compliance report for the Improved Access Settlement Agreement included individual station elevator performance data for units falling below the 95% availability goal during the six-month reporting period. Outages for the 18 units were due to vandalism, part failure, water intrusion, and preventative maintenance. Repair work on the units focused on fixing the door system, hydraulic valves and packing, fire system, cabin phone, cameras, and wiring. Other fixes included hoist motor replacement and controller upgrades.

3. What are the standards for wayfinding signs for elevators? Design standards, language access, etc.

The Accessibility Improvement Program is actively identifying and implementing systemwide improvements to meet ADA regulations. Based on an assessment, BART conducted an evaluation of stations systemwide and identified improvements and upgrades required to meet federal ADA regulations and the California Building Code.

Construction has been completed at 11 stations, and design work is underway for the next 12 stations. The Public Address (PA) System Improvement Project scope includes installation of a new PA system, including electrical, communications, equipment installation, testing, and commissioning at Lafayette and Powell stations.

BART is improving wayfinding at 14 stations located in Alameda, San Francisco, and San Mateo counties. Work includes fabrication and installation of illuminated wayfinding signs, custom

design cases, station ID pylons, kiosks, and real-time displays for transit information such as train status, bus status, from other agencies such as SFMTA MUNI, SamTrans, and AC Transit. Existing wayfinding directional and transit information signage and displays will be replaced to improve and enhance the transit wayfinding experience of transit users. The new signs and information displays will provide consistent and understandable information with the use of fewer written messages and more pictograms, graphic symbols, and operator logos.

Construction has been substantially completed at MacArthur and Ashby stations. Procurement efforts are currently underway for the next phase of work at Fruitvale, Rockridge, and North Berkeley stations. Although unfunded for construction, design development is underway for Glen Park, Daly City, and Colma stations

4. Attendants in elevators and at stations - cost/funding, success, etc.

The Elevator Attendant Program, a joint initiative by BART and Muni, and supported by SFCTA, was launched in 2018 to improve elevator safety, cleanliness, and reliability at downtown San Francisco stations. The program began as a pilot at Powell and Civic Center, later expanding to Embarcadero and Montgomery. Partnering with District Works, trained attendants assist riders, deter misuse, and report issues, which transforms elevators into safe, accessible spaces for all riders, including families with children, seniors, riders with disabilities, and cyclists.

Attendants are stationed inside each of the eight elevators during BART revenue hours, and they greet customers, operate the elevator, collect data on number of users, connect with BART system services immediately when cleaning or maintenance services are needed, and deter inappropriate behavior in the elevators. The Elevator Attendants provides a safe and welcoming presence for BART and Muni patrons.

The program costs approximately \$3.8 million on an annual basis and is funded via BART Operating funds, SFMTA, and SFCTA through San Francisco's State Transit Assistance county block grant. Nearly 993,000 trips were taken on the eight San Francisco downtown elevators during the first three quarters of FY 26, with 36% (approx. 357,000) having an observed need (strollers, mobility device, luggage) to use the elevator. The total number will exceed well above one million trips for FY 25-26. The high usage and reliance on elevators to access transit underscores the importance of Elevator Attendants and their role in keeping them operational.

In December 2025, BART launched a one-week pilot program to staff the street-level elevators with attendants at 16th Street Mission and 24th Street Mission BART stations. The goal was to measure usage, observe rider needs, and gather feedback. 77% of pilot customers said they would only use the elevators if attendants were present. Open-ended comments expressed a desire for the permanent implementation of the attendant program at the two stations, emphasizing its importance for safety and cleanliness. BART does not currently have funding identified to expand the attendant program to these two stations.

5. How has fare pricing changed to be more family friendly? Discount family programs? Family fares to OAK/SFO?

Under the current fare structure, riders pay according to how far they travel. Distance-based fares are in place due to the fact BART relies on fares to run service.

BART offers a variety of [discounts](#) including:

- Transfer discounts for riders using more than one transit agency in a single trip
- Low-income discount for qualifying adults
- Youth and Senior Discounts
- Clipper Access for riders under 65 with a qualifying disability
- BART/Muni Adult "A" Fast Pass
- High-value discounts
- Student Group Discounts

All discounts are set up in advance through Clipper.

Weekly and monthly passes and family discount programs are not available. Children four and under ride for free.

6. Overview of BART safety efforts - BART police, Ambassadors, infrastructure, etc.

BART has made big changes and is putting the concerns of riders first. BART PD is putting every available officer on patrol in our trains and stations. That effort is being supported by our non-sworn team including Transit Ambassadors, Crisis Intervention Specialists, Fare Inspection Officers, and Community Officers. The combined efforts of our traditional officers along with unarmed staff are resulting in a highly visible presence that our riders are noticing.

We are collaborating closely with the San Francisco Police Department to enhance safety both within our stations and at the street level. Our goal is to create an environment that is welcoming and accessible to all riders.

Our Zone Commander coordinates with SFPD to align our staffing deployments to compliment the SFPD efforts to the greatest extent possible and avoid gaps in coverage in the areas of concern.

These safety efforts include the installation of Next Generation Fare Gates at all 50 stations. The taller, stronger fare gates that are adding new layers of security and discouraging unwanted behavior. There was a 961-hour reduction in time spent fixing vandalism and cleaning up graffiti and large messes in the six months after installation. Fare gates are also generating \$10 million in new revenue per year. BART's crime rate has fallen 41% compared with the previous year. The percentage of riders who said they witnessed fare evasion was down to 10% in the latest quarter, compared with a high of 25% two years ago.

BART also maintains 4,000+ surveillance cameras to minimize response time and hold suspects accountable. LED lighting installed on platforms and in parking facilities enhances the feeling of rider safety and eliminates dark corners.

7. How many restrooms exist at BART? How many are open vs. closed? How many have changing tables?

Nearly all BART stations have public restrooms except:

- Pittsburg Center – It is too small of a station to fit a restroom. The nearby Pittsburg/Bay Point and Antioch stations have restrooms.
- Oakland International Airport Station – It is too small of a station to fit a restroom. The Coliseum Station has a restroom.
- 12th St./Oakland City Center - Renovations needed.
- Civic Center/UN Plaza (San Francisco) - Renovations needed. There is a staffed pitstop restroom located at U.N. Plaza that is open 24 hours/day. There is an additional pitstop restroom at Gove and Larkin streets that is open from 7am to 7pm daily.
- 16th St. Mission (San Francisco) - a new restroom must be built. There is a staffed pitstop restroom located in the plaza that is open 24 hours/day.
- 24th St. Mission (San Francisco) - a new restroom must be built. There is a staffed pitstop restroom located in the west plaza that is open daily from 7am-7pm.

Most stations with public restrooms have two restrooms and at least one is usually open. When restrooms are closed it is usually because of maintenance issues and how long they are closed depends on the nature of the issue. The Station Agents also close the restrooms from time to time for various reasons. There are few baby-changing stations due to consistent vandalism.

BART has made a commitment to reopen all the previously closed underground restrooms as budget funds are identified and renovations have been completed. Above ground restrooms have always been open.

BART reopened the underground restrooms at [Powell Street](#) and [19th Street/Oakland](#) in February 2022, [Montgomery and Lake Merritt](#) in June 2022, and [Embarcadero and Downtown Berkeley](#) in June 2023.

All underground restrooms in addition to [El Cerrito del Norte](#) have [restroom attendants](#), who are on duty during all hours the stations are open to greet riders and discourage unwanted behavior. Restrooms with attendants will be closed during staff breaks and when cleaning is taking place.

The Restroom Attendant Program was originally launched in February 2022 with the reopening of the underground restrooms at Powell Street and 19th Street stations. These restrooms had been closed due to security concerns post September 11, 2001. Following industry standards for opening underground restrooms and to ensure that the newly renovated restrooms provided BART patrons with a welcoming experience, the Restroom Attendant Program was launched as a pilot at these two stations. Partnering with District Works, this program proved to be highly successful in preventing misuse of the restrooms and helping to ensure restrooms were accessible and clean for patron use. The program was later expanded to four additional stations: Embarcadero, Montgomery, Lake Merritt, and Downtown Berkeley.

Trained Restroom Attendants are stationed outside the public restrooms at each of the six stations and they ask patrons to adhere to the posted Restroom Guidelines, connect with BART system services immediately when cleaning or maintenance services are needed, collect data on number of users, and encourage proper use of the restroom facilities. The restrooms meet a basic need of all patrons, including people with disabilities and children.

During the first three quarters of FY 25-26, there were nearly 357,000 restroom users across the six stations. This program is funded via BART Operating funds and costs approximately \$3 million annually. The Restroom Attendant program has been very effective in keeping restrooms open and in operation during BART revenue hours.

8. Approximately how many BART stations have benches or seating? Are more being added?

All BART stations have limited seating on the train platforms. Most stations feature concrete, metal, or wooden benches/seating for passengers waiting for a train. Benches and seating are also offered at stations with intermodal areas, where riders may be connecting to other transit systems. BART stations with a planned housing development may include plaza improvements with additional seating as a community amenity.

9. Card activated elevators: [Tri-Met is doing this](#), would BART consider something similar?

BART is currently focused on our elevator attendant program that provides dedicated, unarmed safety attendants in elevators at the downtown San Francisco stations to ensure the elevators remain safe, clean, and accessible. The program, a joint initiative by BART and Muni and supported by SFCTA, was launched in 2018 to improve elevator safety, cleanliness, and reliability at downtown San Francisco stations.

10. How much does BART spend on elevator cleanliness? Is there often damage due to vandalism?

Based on maintenance records from July 2025 through June 2026, the average labor cost for a vandalism-related elevator repair is approximately \$434, with an average of about 6.6 labor hours per incident. These figures reflect a total of 357.7 labor hours and \$23,412 in labor costs across 54 vandalism-coded work orders.

Beyond labor, vandalism also contributes significantly to nonlabor budget impacts. For FY 2026, total non-labor expenses were \$3,206,843, which included materials, contracted work, specialty repairs, and external services necessary to keep the elevator and escalator operational. With many of our units obsolete, BART routinely relies on machine shops and fabrication shops to reproduce discontinued parts, which adds to cost, repair timelines, and further strains available resources. These vandalism-driven repairs also divert technicians away from scheduled preventive maintenance, increasing backlogs and reducing overall system reliability.