



CRISIS
INTERVENTION
SPECIALIST

BART POLICE DEPARTMENT (BPD)

Progressive Policing and Community Engagement Bureau

July 28, 2022



AGENDA

OUR COMMITMENT TO PROGRESSIVE POLICING OVERVIEW

PROGRESSIVE POLICING BENCHMARKS

TRANSIT AMBASSADORS

PROGRESSIVE POLICING TODAY

FARE INSPECTIONS

OUR COMMITMENT TO PROGRESSIVE POLICING & THE DISTRICT

WHAT IT MEANS TO BE A CRISIS INTERVENTION SPECIALIST



FRONTLINE RESPONSE

- The co-responder model has a positive and measurable effect on individuals in crises by minimizing exposure to the justice system through collaborative alternatives.
- This includes training to better deescalate intense or emotional crisis situations without using force.
- The success of the model depends on strong collaborative partnerships between the police, local service providers, and advocates to provide comprehensive community-based responses to individuals in crisis.



BART PD's PROGRESSIVE POLICING CLASSIFICATIONS
















Sworn	Supervisor of Crisis Intervention and Outreach Programs	Crisis Intervention Specialist	Transit Ambassador
<ul style="list-style-type: none"> • Supervises • Patrols • Responds • Proactive • Reactive • Armed • Uniformed 	<ul style="list-style-type: none"> • Supervises • All skillset of Crisis Intervention Specialist (CIS) • Monitor and deploy CIS • County/City homeless coordination • Monitor Quality of Life (QOL) data w/ system • Unarmed • Plain clothes 	<ul style="list-style-type: none"> • Engage those experiencing QOL issues; identify potential services for mental health, crisis intervention, homeless and supportive housing services • Coordination w/ field reps from counties and cities • BART point for Hot Teams • Proactive • Reactive • Unarmed • Clothing with BART logo 	<ul style="list-style-type: none"> • Presence in system • Observe and report • Proactive • Max visibility on trains • Unarmed • BART uniform

CURRENT STAFFING LEVELS

Title	# Positions	# Filled Positions	# Open Positions	Target Fill Date
Crisis Intervention Supervisor	2	1	1	Filled – August 2022
Crisis Intervention Specialist	20	16	4	Late September 2022
Transit Ambassador	10	9	1	August 2022
Crisis Response Sergeant	2	1	1	December 2022
Crisis Response Officer	10	8	2	December 2022
Community-Oriented Policing CSO	2	2	0	Filled
Total	46	39	7	--

*The Deputy Chief position is Currently Open for Recruitment

CURRENT DEPLOYMENT PLAN

Line	Deployment Location	Staffing	Hours
Red (Purple)	Balboa Park	  	4:00am – 12:00pm
Yellow	Walnut Creek	  	4:00am – 12:00pm
Green	Castro Valley	  	4:00am – 12:00pm
Orange	El Cerrito Del Norte	  	4:00am – 12:00pm
Blue	Lake Merritt	  	4:00am – 12:00pm



Crisis Intervention Specialist



Sworn Officer

***3 additional teams
deployed during
evening hours.**

FULL STAFF DEPLOYMENT PLAN

Line (Zone)	Deployment Location	Staffing Per Shift	Hours
Yellow	Walnut Creek	2 Crisis Intervention Specialists, 1 Police Officer	4:00am – 12:00pm; 4:00pm – 12:00am
Green (Pink)	Fremont / Berryessa	2 Crisis Intervention Specialists, 1 Police Officer	4:00am – 12:00pm; 4:00pm – 12:00am
Orange	El Cerrito Del Norte	2 Crisis Intervention Specialists, 1 Police Officer	4:00am – 12:00pm; 4:00pm – 12:00am
Blue	Castro Valley	2 Crisis Intervention Specialists, 1 Police Officer	4:00am – 12:00pm; 4:00pm – 12:00am
Red (Purple)	Balboa Park	2 Crisis Intervention Specialists, 1 Police Officer	4:00am – 12:00pm; 4:00pm – 12:00am

COUNTY RESOURCES BY LINE

ZONE 1 – A LINE

(Alameda County)

- Operation Dignity – Unsheltered Outreach
- Behavioral Health Mobile Crisis Team
- Amber House

ZONE 2C – C LINE

(Central & East Contra Costa County)

- C.O.R.E. Homeless Outreach
- Mobile Crisis Response Team
- Trinity Center

ZONE 2R – R LINE

(Contra Costa County – El Cerrito, Del Norte, & Richmond)

- C.O.R.E. Homeless Outreach
- Mobile Crisis Response Team
- GRIP

ZONE 3 – L LINE

(Alameda County)

- La Familia Counseling Services/CARES
- Abode Services
- Swords to Plowshares

ZONE 4 – M LINE

(San Francisco City & County)

- Mission Neighborhood Resource Center
- The Navigation Center

ZONE 5 – W LINE

(San Mateo County)

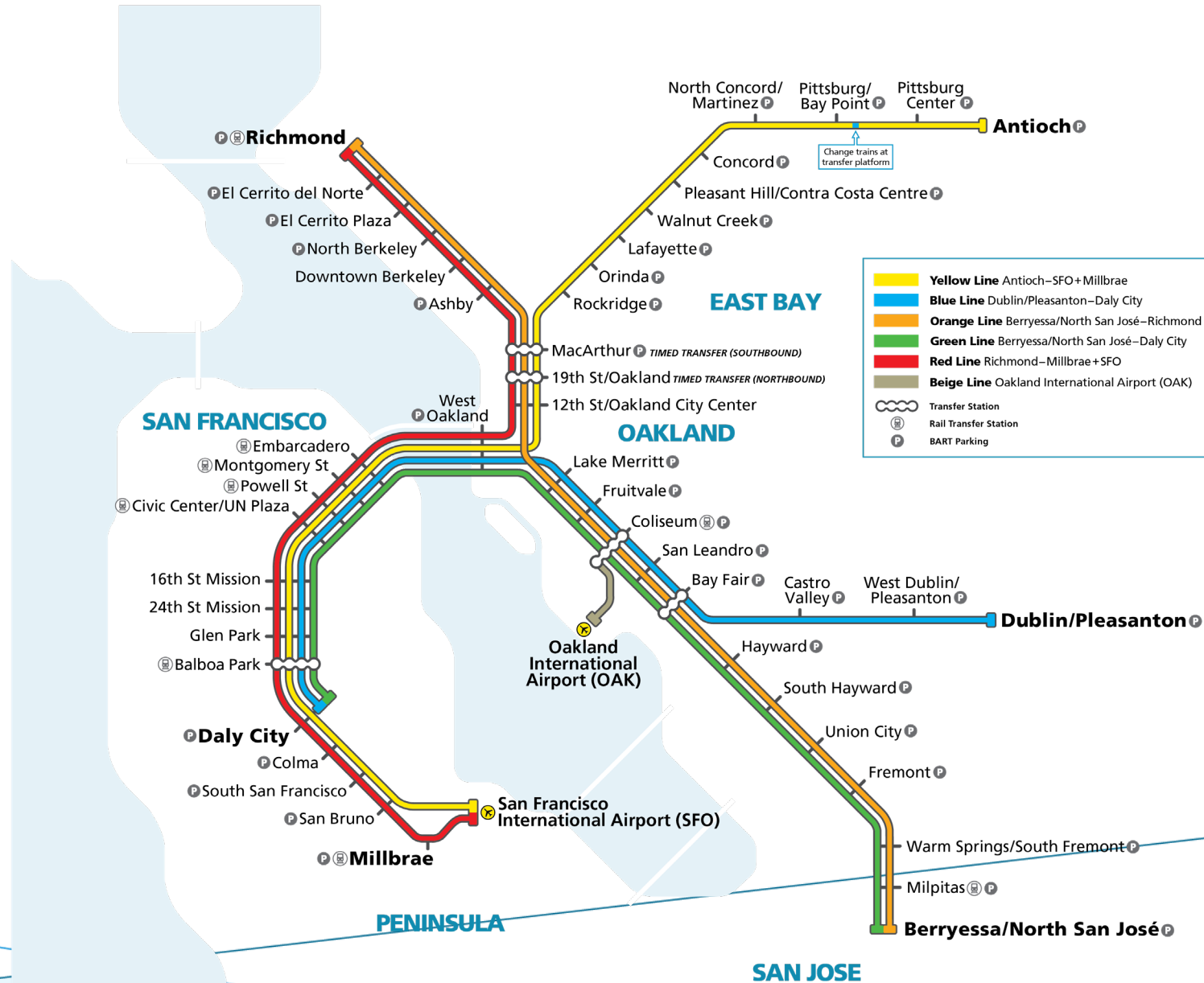
- LifeMoves Outreach Services
- SMART Vehicle
- Star Vista's First Chance Sobering Center

ZONE 6 – S LINE

(Santa Clara County)

- HomeFirst
- LifeMoves Outreach Services
- Santa Clara County Mental Health Services

LINE STRUCTURE



PROGRESSIVE POLICING & BART PD STATISTICS

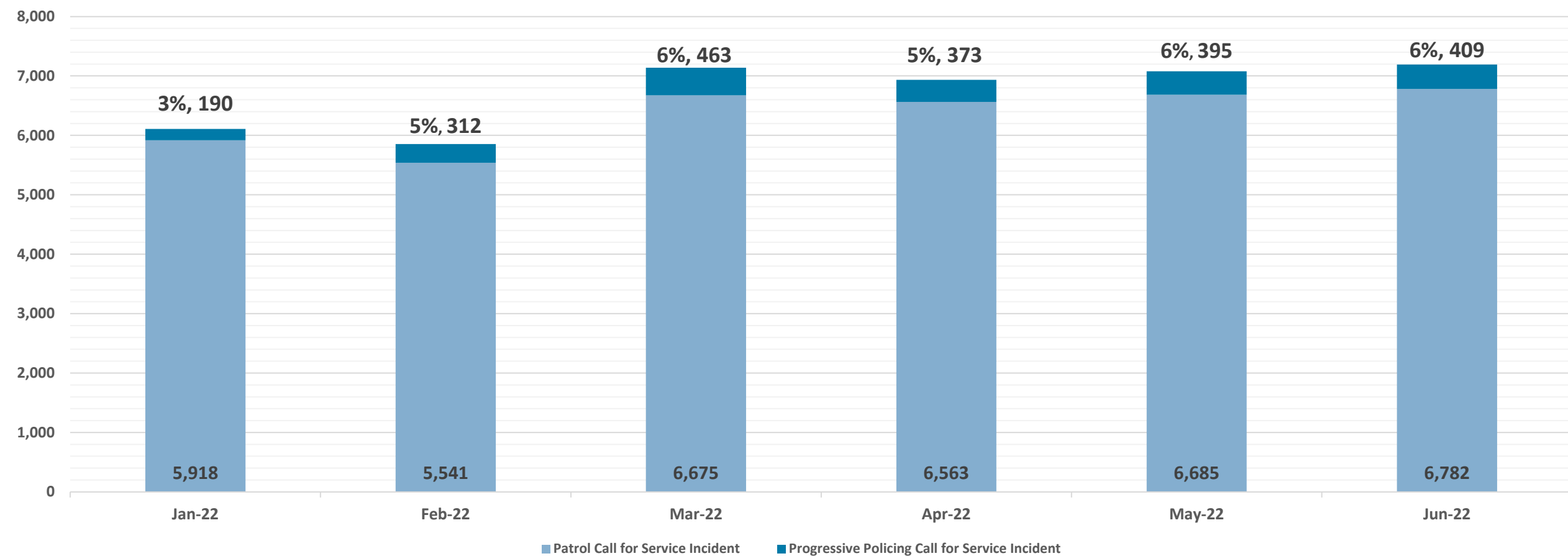
TOTAL BPD QOL CALLS FOR SERVICE

(JANUARY – JUNE 2022 YTD)

Quality of Life Calls for Service Systemwide	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Disturbing the Peace	374	307	377	394	371	458
Lodging	20	19	28	32	31	43
Panhandling	17	13	10	8	6	13
Psychological Evaluation	110	90	114	85	143	96
Welfare Check	1,310	1,151	1,456	1,576	1,455	1,471
Willfully Disturbing Others	9	6	14	17	11	15
Total	1,840	1,588	2,000	2,113	2,018	2,096

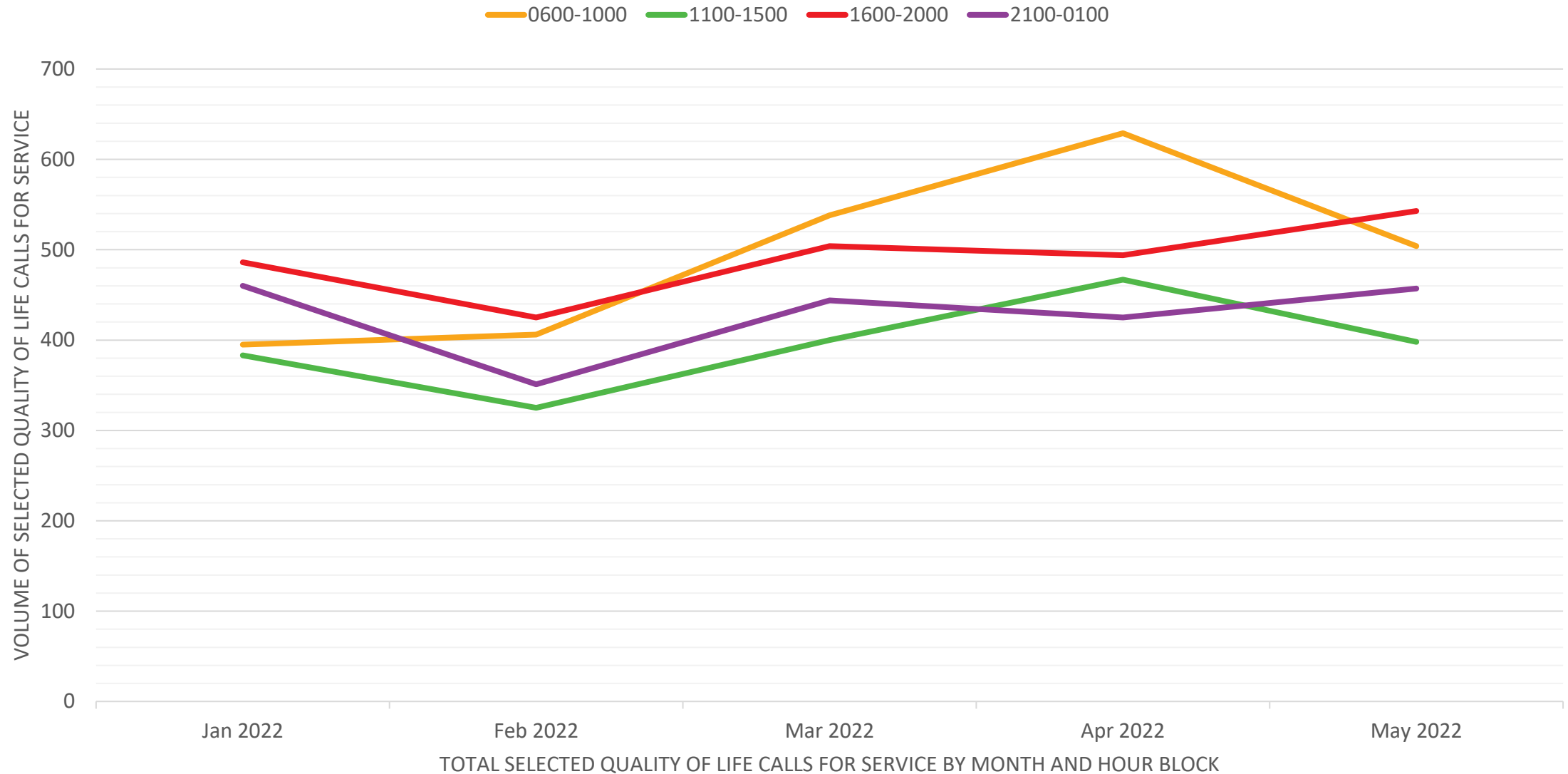
**TOTAL NUMBER OF
CALLS OVER THE
LAST 6 MONTHS
11,650**

MORE CALLS DIVERTED TO PROGRESSIVE POLICING (JANUARY – JUNE 2022 YTD)



TOTAL CALLS DIVERTED 2,142

QUALITY OF LIFE CALLS BY HOUR



TRANSIT AMBASSADOR UPDATES

AMBASSADOR RESPONSIBILITIES

- Highly visible to the public.
- Answers questions and responds to complaints and requests while riding trains.
- Identify, report, and document the following to OCC or BPD:
 - Inappropriate behavior.
 - Safety and security issues on/in the system.
 - Biohazards.



TRANSIT AMBASSADOR CONTACTS



	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jan-Jun Total
Total Train Rides	961	1,069	1,239	842	857	879	5,847
Total Platform Checks	997	1,087	1,247	825	852	900	5,908
Total Educational Contacts	283	277	429	296	317	632	2,234
Total Patron Contacts	421	452	709	497	413	604	3,096
Total # of Masks Given Out	331	363	784	461	175	87	2,201

BART PD'S PROGRESSIVE POLICING TO DATE

PROGRESSIVE POLICING EVOLUTION

Action Plan

Implement Pilot Crisis Intervention teams consisting of:

- Supervisor of Crisis Intervention and Outreach Programs
- Crisis Intervention Specialists
- Officers

Short Term

Add resources dedicated to BPD Progressive Policing Bureau.

- Partnerships
- Grants

Medium Term

Establish response protocol and establish accountability.

- Policy
- Action Plan
- Training Plan
- How success is measured

Establish response Protocol

Long Term

Evaluate program for 18-month period by setting data driven benchmarks and reevaluate to determine the next steps that need to be made.

We are here

SUCCESSFULLY BEING THE CHANGE

1. Increased the number and type of civilian staff to respond to societal issues.
2. Established more collaboration with human services organizations and counties.
3. Engage and educate the public on BART rules, current BART efforts, and issue reporting options.
4. Provided additional training and improve hiring practices in BPD.
5. Engaged frontline workers in first response.

WHAT TO EXPECT IN THE FUTURE

2022

2023

Hiring of Second Supervisor of Crisis Intervention and Outreach Programs by September 2022.

Full Staffing by this Fall.

Full Deployment on Every Line from 4:00am-12:00pm (5 teams) and 4:00pm-12:00am (5 teams).

Continuous Professional Training for All Bureau Employees that Meet or Exceed Industry Standards.

Building Partnerships with Community Based Organizations to Assist with Referrals of Resources.

Create a Snapshot of Quarterly Reports that will be Published on BART.Gov

SUCCESS STORIES BY LINE

A Line

An unhoused person was connected with a same day temporary housing that would lead to placement into long term program.

An individual from out of state taken to Cherry Hill for detox and temporary housing support.

R Line

An unhoused person was reunited with their family after years of no contact.

C Line

Two people with self-identified developmental disabilities were provided assistance and reunited with their supportive housing.

M Line

An individual from the Los Angeles area, in crisis on the BART system, was provided support and connected to Linkage Center at the Civic Center for successful assistance in returning home to Southern California.

W Line

An individual with mental illness assisted to sobering center then into emergency housing.



FARE INSPECTIONS

July 28, 2022

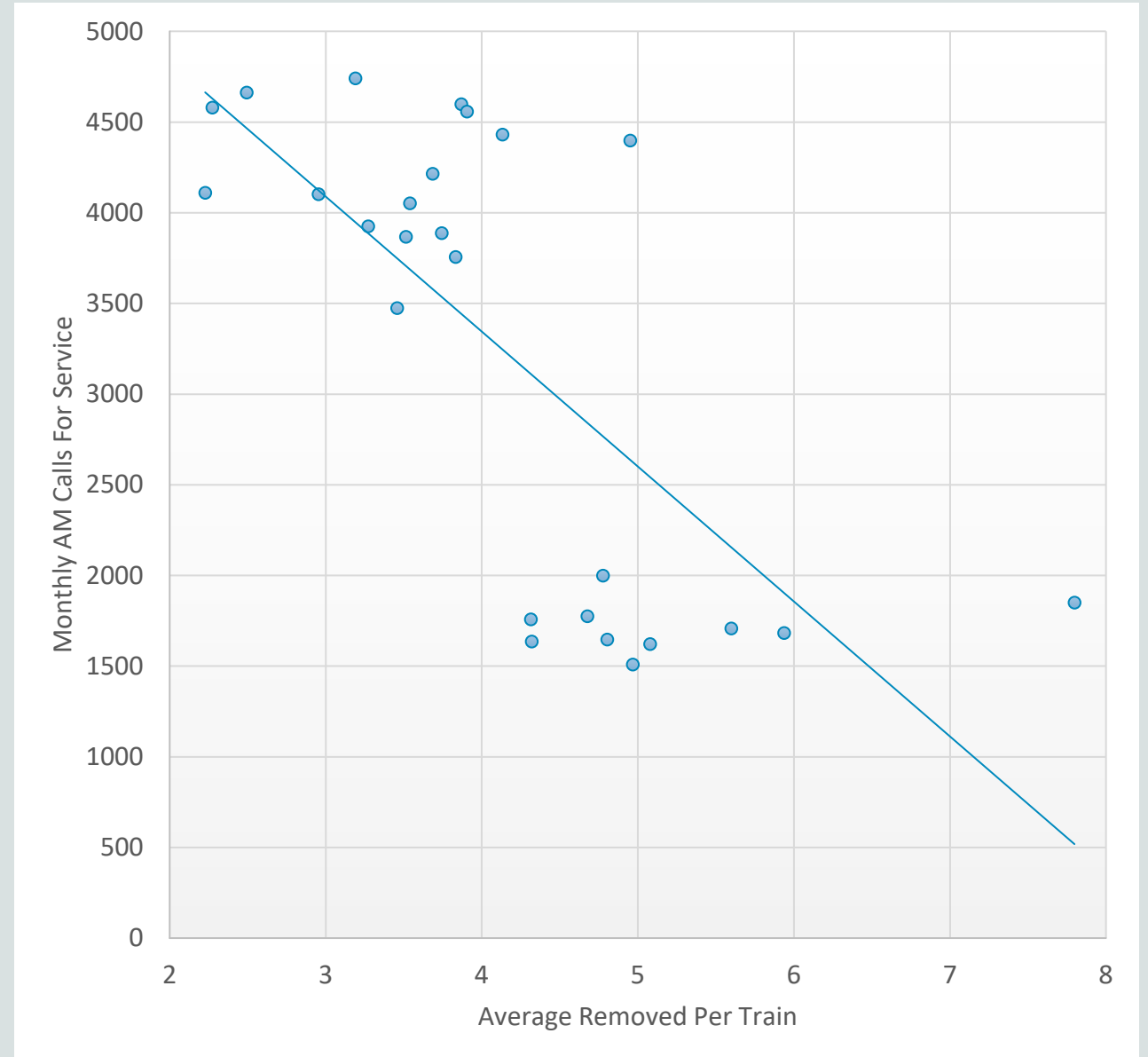


REDUCTION IN CALLS FOR SERVICE

**DATA SHOWS A SIGNIFICANT CORRELATION
BETWEEN THE PROOF OF PAYMENT
INSPECTIONS AND A DECREASE IN THE
NUMBER OF CALLS FOR SERVICE.**

*Monthly AM calls for service range from 3,500 to more than 4,500 when the average number of people removed per train is 2-4.

*Monthly AM calls for service drop to fewer than 2,000 when the average number of people removed per train is 5 or more.



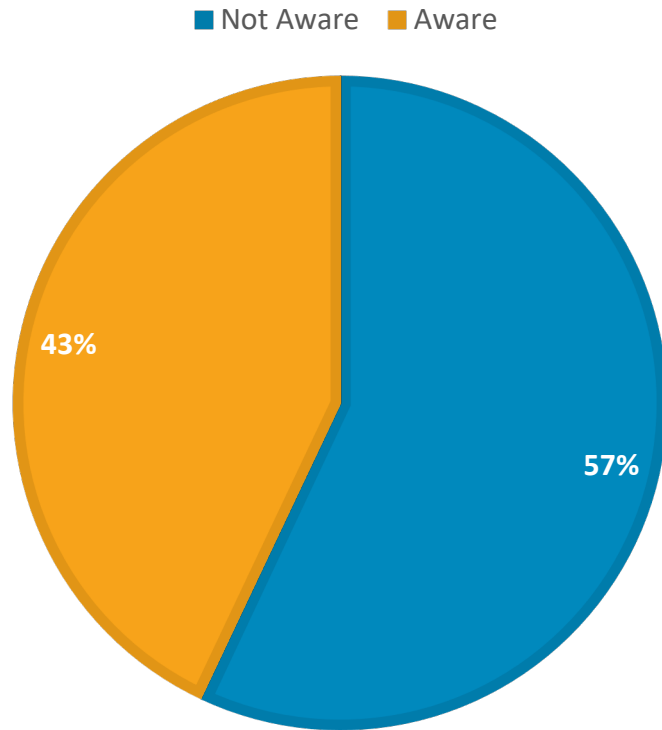
SURVEY ON OUR EFFORTS

- An online survey was offered to both BART employees and riders.
- Respondents were asked their opinion of the BART Fare Inspections conducted at the Embarcadero Station during the morning commute.
- The survey was open on the following dates:
 - Employee: February 11 – 28, 2022
 - Rider: February 14- 28, 2022

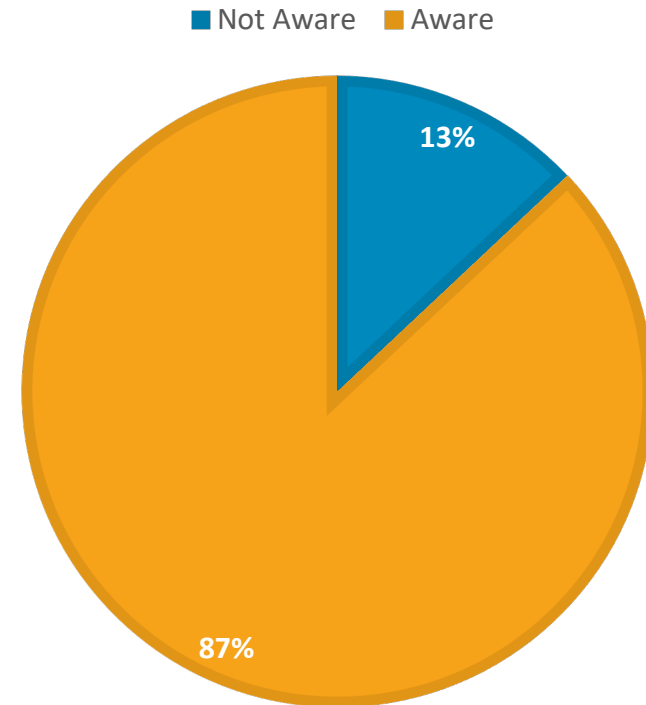
AWARENESS OF FARE INSPECTIONS

FORTY-THREE PERCENT OF RIDERS AND 87% OF EMPLOYEES WERE AWARE OF THE FARE INSPECTIONS.

RIDER AWARENESS

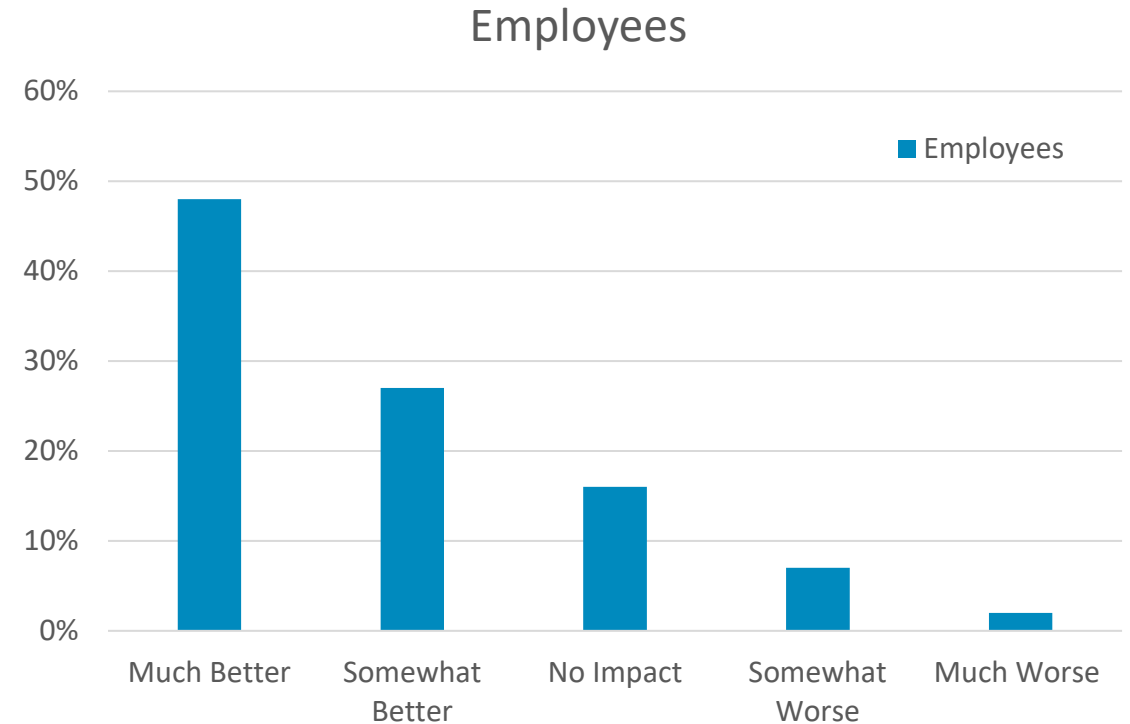
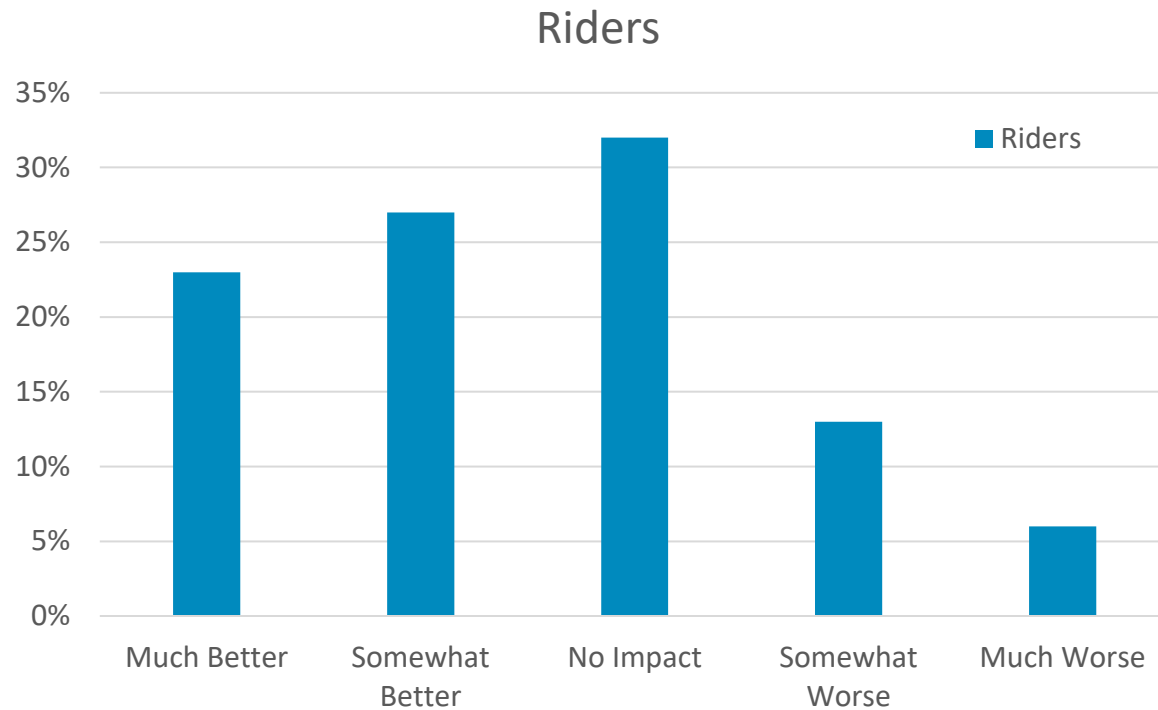


EMPLOYEE AWARENESS



PERCEIVED IMPACT OF FARE INSPECTIONS WAS MOSTLY POSITIVE

Riders and employees felt the inspections would either be a positive or have no impact on rider experience.



HISTORY OF FARE INSPECTION PROGRAM

- In early March 2018, Fare Inspectors increased physical presence on trains and in stations.
 - This was to deter fare evasion, encourage compliance over time and promote customer equity sending the message that everyone must pay their fair share.
- Fare inspections are conducted within the paid area without skipping any patrons, whether in a station or on a train.
- All interactions are recorded with body worn cameras.



BENEFITS OF FARE INSPECTIONS AT EMBARCADERO

- Supports BART's mission to provide safe, reliable, clean, quality transit service for riders.
- Inspections at a single location (Embarcadero) allow close coordination with Special Engagement Teams and provide connections to services to those who are willing to accept assistance.
- Public and employee support for enforcement.
- Train delays are minimized through coordination with OCC while maximizing the number of trains inspected.
- Connect more people with services.

WORKING TOGETHER WITH SPECIAL ENGAGEMENT TEAMS

- The Special Engagement Teams (SET) Units are stationed at the Embarcadero Station (Monday – Friday Mornings).
- Two SET Units are assigned to support the Fare inspections.
- SET Units start by performing inspections on the concourse level of the station to locate any persons in need of assistance.
- SET Units support the fare inspections by standing by at both station agent's booth to contact any person who are removed from the paid area.
- SET Units stay at Embarcadero for the early inspections before checking other SF stations to locate additional persons in need of assistance.
- SET Units are available for the late inspections but may also deploy to complete other casework or follow up.

QUESTIONS?