

Progressive Policing and Community Engagement Bureau

411.1 PURPOSE AND SCOPE

This policy provides guidelines for the Progressive Policing and Community Engagement Bureau to include Sworn personnel, Supervisors of Crisis Intervention and Outreach Programs, Transit Ambassadors, and Crisis Intervention Specialists.

411.2 POLICY

It is the policy of the BART Police Department to maintain a dedicated team that provides an enhanced level of immediate assistance to individuals in crisis and to collaborate with other mental health and social service providers to link those individuals with the appropriate services.

411.3 PHILOSOPHY

The BART Police Department's Special Engagement Team (SET) provides a coordinated, professional and compassionate response to individuals affected by mental illness, drug addiction and/ or housing insecurity issues. The Special Engagement Team will work collaboratively with partner agencies to achieve improved outcomes for individuals affected by mental illnesses or suffering a crisis by connecting them to needed services and diverting them away from the criminal justice system whenever possible. The goal of the SET Unit is to provide outreach, reduce police calls for service related to mental illness and to improve safety in and around the BART transit system.

411.4 PRIVACY

Protected Health Information (PHI) obtained by the BART Police Department shall remain confidential and shall not be shared unless prior authorization is obtained through the chain of command. Any PHI shared between the BART Police Department and the respective counties' Department of Public Health, will be in acceptance with the Memorandum of Understanding (MOU) and the HIPAA Business Associate Agreement signed by both entities.

411.5 DEPLOYMENT

SET Police officers and Crisis Intervention Specialist personnel will deploy into the BART system as assigned. SET teams will be positioned in each zone, as staffing allows, to expedite deployment in the field. SET Officers will be paired with Crisis Intervention Specialists and will respond to calls for service regarding quality-of-life issues. They will also remain highly visible and actively patrol trains and stations to contact individuals who may be in need of services. SET officers will not count towards shift minimums for regular beat staffing with the exception of emergency staffing.

Transit ambassadors will deploy into the transit system and ride BART trains on specified lines at designated times to monitor activities. They are to remain highly visible and actively patrol trains and stations.

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411.6 GUIDELINES FOR SET FIELD RESPONSE

SET personnel should be deployed to calls for service involving individuals experiencing mental health crisis, such as 5150 W&I calls and/or suicidal subjects. SET may also be deployed to calls for service where the knowledge and/or the experience of the SET Police Officer and/or the civilian Crisis Intervention Specialist would be beneficial, such as calls for those experiencing drug addiction issues or housing insecurity. SET can be requested to respond to a call for service by patrol sergeants, patrol officers or civilian field personnel as appropriate.

- (a) SET personnel will notify the communications center when they are available for field deployment and will monitor the police radio. The ISRC will dispatch available SET units as secondary responders.
- (b) SET units will generally assume investigative responsibility at calls for service in which the only issue to be determined is whether the individual is suffering from a mental health crisis.
- (c) Calls for service that involve both a mental health issue and criminal violations of the law necessitate the involved SET officer to assist the primary officer towards a resolution. The primary Patrol officer shall maintain investigative responsibility for the criminal investigation unless the SET officer on-views the criminal violation.
- (d) Nothing in this policy shall preclude SET officers from responding to other calls for service of a critical nature.

411.6.1 CRISIS INTERVENTION SPECIALISTS' DUTIES AND RESPONSIBILITIES

The following is a list of duties and responsibilities for the Crisis Intervention Specialists assigned to SET. This list is not comprehensive but should serve as a general guide.

- (a) Performs outreach services to individuals experiencing mental health and/or housing insecurity issues by providing linkages to services provided by local organizations.
- (b) Makes mental health assessments and provides crisis counseling to the unsheltered community, individuals experiencing drug abuse issues and those experiencing mental health related issues within the BART system.
- (c) Provides short-term case management services as appropriate and makes direct referrals to other community service providers.
- (d) Serves as a liaison between the BART Police Department, other departments in the District, as well as any public or private community-based organizations that provide mental health, crisis intervention, and supportive housing services.
- (e) Engage and establish relationships with the unsheltered community to provide supportive services in collaboration with behavioral health and social services organizations; advocates and collaborates with service providers to facilitate access to care with the goal of stabilization.
- (f) Performs outreach within the community and participates in community-violence reduction efforts including informational presentations.

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- (g) Responds to requests and inquiries from District personnel, city and county agencies, merchants, community groups, and citizens to assist individuals found at-risk in places not designed for habitation.
- (h) Assists in medical emergencies on BART property by gathering information, providing logistical support, and/or providing first-aid as appropriate; summons medical response as necessary.
- (i) Participates in and successfully completes all required training, such as conflict resolution, security awareness, etc.
- (j) Provides various routine assistance to BART personnel; may operate various office equipment; gathers, maintains and retrieves information as directed; fills out forms and writes basic reports; enters data into appropriate computer database or application.
- (k) Other duties as assigned.

411.6.2 POLICE OFFICER DUTIES AND RESPONSIBILITIES

The following is a list of duties and responsibilities for the sworn officers assigned to SET. This list is not comprehensive but should serve as a general guide.

- (a) Pair with a trained BART Police Department Crisis Intervention Specialist on BART trains or in a district vehicle.
- (b) Respond to calls for service involving subjects experiencing a mental health crisis and other calls for service in which SET experience or knowledge would be beneficial.
- (c) Conduct thorough and timely investigations and complete all appropriate supporting documentation.
- (d) Conduct follow-up with subjects who have been identified as possibly in need of mental health services.
- (e) Follow-up on mental health care referrals made by unit personnel.
- (f) Review and follow up on 5150 reports as assigned by the SET Sergeants.
- (g) Collaborate with outside agencies, non-profit organizations, and other mental health service providers to provide a link between mental health care consumers and mental health care providers.
- (h) Collaborate with other non-profit organizations, community-based organizations and other service providers to provide a link between members of the unhoused community and homeless care service providers.
- (i) Attend appropriate on-going training related to mental health issues, crisis resolution, de-escalation, or other topics deemed appropriate by the SET Sergeant and/or the PPCE Deputy Chief.
- (j) Be a resource to BART personnel for calls involving subjects with mental health issues.
- (k) Provide appropriate training to other Police personnel, in conjunction with the Training Unit, related to mental health issues, crisis resolution, de-escalation, or other topics related to the mission of SET.

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- (l) Attend meetings in furtherance of the mission of SET or at the direction of the SET Sergeants and/or PPCE Deputy Chief.
- (m) Maintain a high visibility status on trains and in stations in between calls for service.
- (n) Identify areas that would benefit from outreach projects.
- (o) Other duties as assigned.

411.6.3 SERGEANT DUTIES AND RESPONSIBILITIES

The following is a list of duties and responsibilities for the Sergeant supervising SET. This list is not comprehensive but should serve as a general guide.

- (a) Supervise the daily operation of SET, in collaboration with the Civilian Crisis Intervention Specialists Supervisors.
- (b) Review all 5150 reports and assess for possible follow up by SET.
- (c) Assign follow up as appropriate.
- (d) Provide regular SET updates to the PPCE Deputy Chief.
- (e) Maintain liaison between Administrative Staff and other BART district/BART Police Department supervisors.
- (f) Maintain liaison with non-profit organizations, community-based organizations and mental health service providers.
- (g) Maintain liaison with other BART district departments.
- (h) Ensure SET personnel are provided with timely and appropriate training.
- (i) Recommend and oversee the procurement of equipment and services needed by SET.
- (j) Supervise appropriate training to Police personnel, in conjunction with the Training Unit, related to mental health issues, crisis resolution, de-escalation, or other topics related to the mission of SET.
- (k) Maintain proficiency in applicable laws and practices related to dealing with subjects with mental illness.
- (l) Analyzes and reports on outreach efforts using monthly reports and statistical data.
- (m) Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training, works with employees to correct deficiencies; implements progressive discipline as necessary.
- (n) Uses specialized knowledge to respond to inquiries received from the general public, government entities, other law enforcement agencies and/or other District personnel.
- (o) Other duties as assigned.

411.6.4 CIVILIAN SUPERVISOR OF CRISIS INTERVENTION DUTIES AND RESPONSIBILITIES

The following is a list of duties and responsibilities for civilian personnel supervising SET. This list is not comprehensive but should serve as a general guide.

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- (a) Manages and supervises the operations and activities of the District's crisis intervention and outreach program services and serves as a liaison between the District and public and private community-based organizations providing mental health, crisis intervention, and homeless and supportive housing services.
- (b) Conducts mental health assessments and provides crisis counseling to the unhoused community and individuals experiencing mental health related issues within the BART system.
- (c) Conducts regular visits to shelters and encampments on or adjacent to BART district property to establish a relationship with the unhoused community.
- (d) Serves as a liaison for BART departments and outside agencies by assisting in planning, organizing and coordination of the BART Police Special Engagement Team efforts.
- (e) Participates in local law enforcement CIT academies and BART Police Advanced Officer Training (AOT) program when appropriate; provides sensitivity training to District personnel related to behavioral health and homeless related issues.
- (f) Represents the District on health-related policy issues and related partnerships between behavioral health and medical centers; provides resources including but not limited to supportive services, resource referrals and/or crisis intervention to individuals undergoing a mental health crisis, persons with drug abuse issues and/or persons experiencing housing insecurity.
- (g) Acts as a liaison between law enforcement, behavior health and medical center managers on mental health related policy issues.
- (h) Analyzes and reports on outreach efforts using monthly reports and statistical data.
- (i) Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- (j) Uses specialized knowledge to respond to inquiries received from the general public, government entities, other law enforcement agencies and/or other District personnel.
- (k) Provides resources including but not limited to supportive services, advice and/or counseling to the unhoused community.
- (l) Other duties as assigned.

411.6.5 TRANSIT AMBASSADOR DUTIES AND RESPONSIBILITIES

The following is a list of duties and responsibilities for the Transit Ambassadors. This list is not comprehensive but should serve as a general guide.

- (a) Rides BART trains on specified lines at designated times to monitor activities.
- (b) Punctually attends daily briefing meetings to receive assignments.
- (c) Interacts and engages with BART personnel, the public, and others to establish an official presence and deter disruptive behavior from occurring within the BART system.

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- (d) Assists in medical emergencies on BART property by gathering information, providing logistical support, and/or providing first-aid as appropriate; summons medical response when needed.
- (e) Provides various routine assistance to BART personnel; may operate various office equipment; gathers, maintains and retrieves information as directed; fills out forms and writes basic reports; enters data into appropriate computer databases or applications.
- (f) Prepares written reports on incidents and provides to supervisor in a timely manner, documents other activities as specified by supervisor.
- (g) Observes and reports any type of suspicious activity and/or behavior to the appropriate personnel; summons assistance as necessary and as appropriate.
- (h) Works with management to perform outreach within the community and participate in departmental efforts including informational presentations.
- (i) Participates in and successfully completes required training.
- (j) May be required to operate District vehicles.
- (k) Other duties as assigned.

411.7 TRAINING

Training shall be in accordance with the department's approved training plan in compliance with POST standards and in accordance with state and federal mandates.