



BART Police Department Progressive Policing and Community Engagement Bureau



Overview

- Progressive Policing & Community Engagement Bureau
- Transit Ambassador and Crisis Intervention Specialist Outreach Program
- Resources and Partnerships
- Other roles at the Police Department
- Community Oriented Policing Unit – Community Engagement Team

The BART Police Department

- In 2020, the BART Police Department created the Progressive Policing and Community Engagement Bureau.
- The Department recognized the need to reimagine policing and the services it provides, the bureau utilizes a model that de-emphasizes the use of sworn personnel to respond to homelessness, behavioral health and substance use, among other issues that do not need an armed police response.
- BART was the first agency to have POST-certified instructors for Fair and Impartial Policing training, partnered with the Center for Policing Equity, and created Crisis Intervention Training and Community Outreach Coordinator positions, to name a few.
- The Progressive Policing and Community Engagement Bureau includes the Community Ambassador Unit, Crisis Intervention Division, and Community-Oriented Policing Division.

BART Police: Progressive Policing & Community Engagement Bureau

BART Police recognizes that not every crisis on BART needs to be addressed by a sworn police officer.

The Bureau of Progressive Policing and Community Engagement’s mission is to engage the BART Police Department in leading transparent, equitable, and innovative policing practices to improve public safety across the diverse communities in which we serve.

We are committed to rebuilding trust and nurturing relationships between our communities and law enforcement through a culture of accountability, responsibility, and collaboration.

BART Progressive Policing Classifications

Sworn Officers

Supervisor of Crisis
Intervention and Outreach
Programs

Crisis Intervention
Specialists

Transit
Ambassadors

Special Engagement Team (SET)



A Commitment to Progressive Policing

2009 - 2019

- **2009:** Police review committee
- **2011:** Office of the Independent Police Auditor
- **2012:** Police Citizen Review Board & Partnered with Center for Policing Equity
- **2012:** Launched two roles: CIT Coordinator and Community Outreach Liaison
- **2013:** Use of body-worn cameras for all officers
- **2016:** POST-certified instructors for Fair & Impartial Policing training
- **2017:** LEAD program in partnership with San Francisco's PD and Public Health agencies

2020

PROGRESSIVE POLICING & COMMUNITY ENGAGEMENT BUREAU

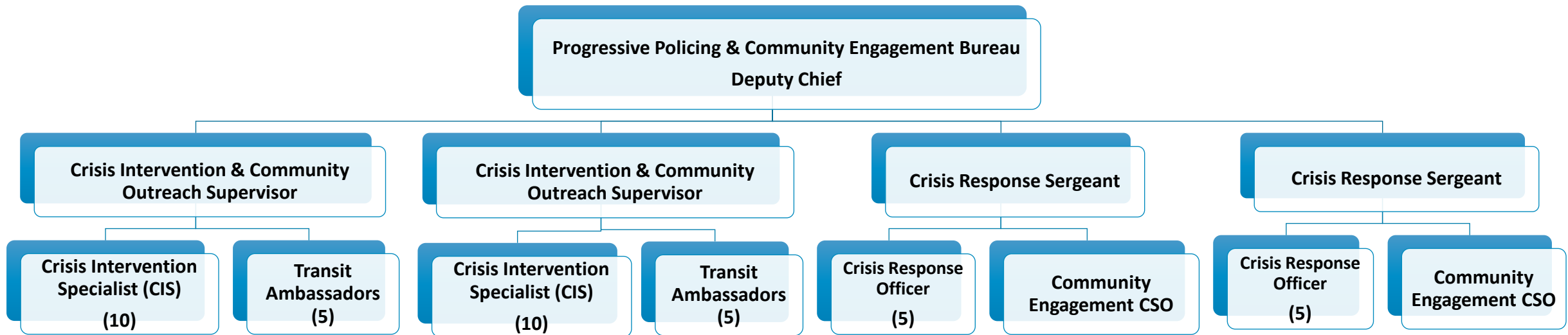
- BART established a new Progressive Policing & Community Engagement Bureau.
- BART Launched a pilot project of 10 unarmed Ambassadors
- Formation and deployment of hybrid Co-Responder Teams trained in de-escalation and outreach

2021

2022

Evaluate program for 18-month period by setting data driven benchmarks and reevaluate to determine if modifications need to be made

BART Progressive Policing Organization Chart



BART 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

Crisis Intervention Team Roles and Responsibilities

- The Special Engagement Teams (SET) strives for the highest standard of crisis intervention through engagement, tactical communication and active listening, also the needs and constraints brought up by the community we serve.
- Training is made for the team to recognize and provide adequate responses when
 - Individuals who are in a behavioral health crisis
 - Subjects who are in need of assistance with a drug addiction
 - Homelessness, unsheltered, unhoused
 - People who are combative or have a history of violence
 - Individuals who have repeat contacts with little or no resolution
 - Reducing use of force incidents and calls for service from beat officers
- SET is up to date with information and services available through local partners

Roles and Responsibilities of Supervisors

Crisis Intervention & Community Outreach Supervisors:

- Supervisors will lead, coordinate and manage schedules, outreach and engagement efforts between the community and in partnership with counties and community-based organizations.
- Complete daily line ups/briefings of CIS's and/or Transit Ambassadors to include but not limited to- Lexipol updates/acknowledgements, bolo's, TRAK flyers, debriefs of incidents, case reviews, conduct line up training and disseminate other department info as necessary
- Prepare monthly stat sheets detailing work completed for the previous month, outreach efforts, community events, high level meetings, presentations and as directed by Supervisor.
- Educate and provide information to individuals and members of the public about PPCEB roles (SET Team & Transit Ambassadors duties and responsibilities).

Crisis Response Sergeants:

- Oversees day to day operations
- Staffing
- Resource management
- Planning and implementation

Roles and Responsibilities of the Crisis Intervention Specialists

- Crisis Intervention Specialists (CIS) will link (case manage) people who are without housing, people who have mental health conditions, and other at-risk individuals to services and community-based organizations within the counties.
- The team member having contact with a person in crisis should keep related information confidential, except to the extent that revealing information is necessary to conform to department procedures
- Prepare reports, documentation, or other logs as directed by Supervisor.
- Provide exceptional customer service to individuals contacted throughout the BART system.
- CIS will be trained in and tested on radio 10 codes and attend Crisis Intervention Training (CIT).
- The Crisis intervention Specialists are also paired with demilitarized uniforms CIT officers for the following reasons:
 - Security
 - Stabilization of behavior in crisis
 - CIS are to always remain paired with officers when outreaching or meeting clients in uncontrolled environments (i.e.: on the streets, encampments, structures, trains, etc.).
 - Collaborate to develop a care coordination plan with individuals willing to engage and accept services.

Roles and Responsibilities of BART Transit Ambassadors

- Be visible to the public
- Answer questions and respond 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
 - Biohazard



BART PD – Chief of Staff

- Presents information, proposals and reports to staff, Board of Directors, and organizations, and other government agencies.
- Performs high level analytical research and planning duties related to organizational and workforce planning, including assisting with managing activities related to specific Bureaus
- Represents and Facilitates discussions with other departments regarding areas of mutual interest
- Assists in anticipating and addressing operational and political roadblocks that may arise from are
- Identifies issues and sources of potential difficulties in department management and operations
- Develops and evaluates alternatives for action and/or solutions to operational issues; develops internal relationships as necessary as of intersection between the BART Police Department and other BART departments.
- Analyzes proposed legislation and reviews analyses prepared by others; evaluates the impact upon Department operations and drafts policy and procedural recommendations as required.

BART District - Sr. Mngr. of Social Services

- Partners with BART Police Department to ensure all programs are in alignment with the Progressive Policing policies.
- Develops and administers the Strategic Homeless Action Plan for BART.
- Develops and manages partnerships with external stakeholders – including cities, counties, state and federal agencies, and non-profit organizations; coordinates priorities and services with external stakeholders; and leads advocacy efforts focused on securing support and resources from external partners.
- Partners with key BART departments to assess needs, problem solve, test ideas, identify and secure funding, develop metrics, and implement results based on accountability measures that utilize data and metrics to measure program performance.
- Directs outreach and passenger wellness programs, including elevator attendant program, homeless outreach activities, and restroom attendant program.

BART PD – Crime Analyst

- Works directly with the PPCEB supervisors and administration to develop monthly, quarterly and annual reports.
- Selects input data and appropriate software for retrieval of data, develops and maintains large computerized databases, and maintains special files by pre-coding and performing audits.
- Creates macros and editing programs used in searching, retrieving, and formatting data.
- Maintains liaison with parole, probation, the Department of Justice, and other police agencies at the local, state, and federal levels.
- Researches, gathers, compiles, and prepares a variety of data from criminal offense reports, arrest reports, and intelligence information.
- Researches and reports statistical crime data using software to produce a variety of reports. Monitors crimes, identifies trends of criminal activity, and flags hot spots.
- Prepares daily, weekly, and monthly crime bulletins for dissemination to operational units within the police department.
- Responds to requests for analysis of specific general crime activity for administrative, investigative, and patrol tactical level use.

Resources & Partnerships

COUNTY RESOURCES BY LINE

ZONE 1 – A LINE

(Alameda County)

- La Familia Counseling Services/CARES
- Operation Dignity – Unsheltered Outreach
- Behavioral Health Mobile Crisis Team

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)

- Abode Services
- Amber House
- Swords to Plowshares

ZONE 4 – M LINE

(San Francisco City & County)

- Mission Neighborhood Resource Center
- The Navigation Center
- San Francisco Homeless Outreach Team (HOT)

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

Community Engagement Team/Program/Unit

The BART Police Department's community-oriented policing program is a proactive approach to policing that involves problem identification and resolution and creating partnerships between the members of the police department and the communities they serve.

Community-oriented policing is a philosophy that promotes organizational strategies, which support the systematic use of partnerships and problem-solving techniques, to pro-actively address the immediate conditions that give rise to public safety issues such as crime, social disorder, and fear of crime.

Community oriented policing goes beyond traditional policing to build a cooperative and mutually beneficial relationship between the police and the community by:

- Ensuring active involvement on the part of problem-solving officers and neighborhood services coordinators in the affairs of the community.
- Encourages active citizen involvement in policing efforts.
- Focusing on issues of ongoing public concern.
- Providing continuity of service to the community.

Community Engagement Team

The **Community-Oriented Policing Division** consists of two Community Service Officers.

Their roles include:

- Creating partnerships with community-based organizations that provide goods and services to the public
- Providing leadership and mentoring to school students and youth organizations
- Coordinating department charitable programs, such as holiday food and toy drives
- Serving as a liaison to BART citizen advisory committees, outside community groups and governmental working groups



Questions/Discussion

