



BART Police Department Ambassador Program

October 22, 2020



Agenda

- Ambassador Program Overview
- Progressive Policing and Community Engagement Bureau Org Chart
- Recommended Classifications
- Community Outreach Specialist
- Operating Budget
- Next Steps

Ambassador Program Overview

BART implemented a pilot Ambassador Program to increase the presence of uniformed personnel on trains to address customers' concerns about safety and security.

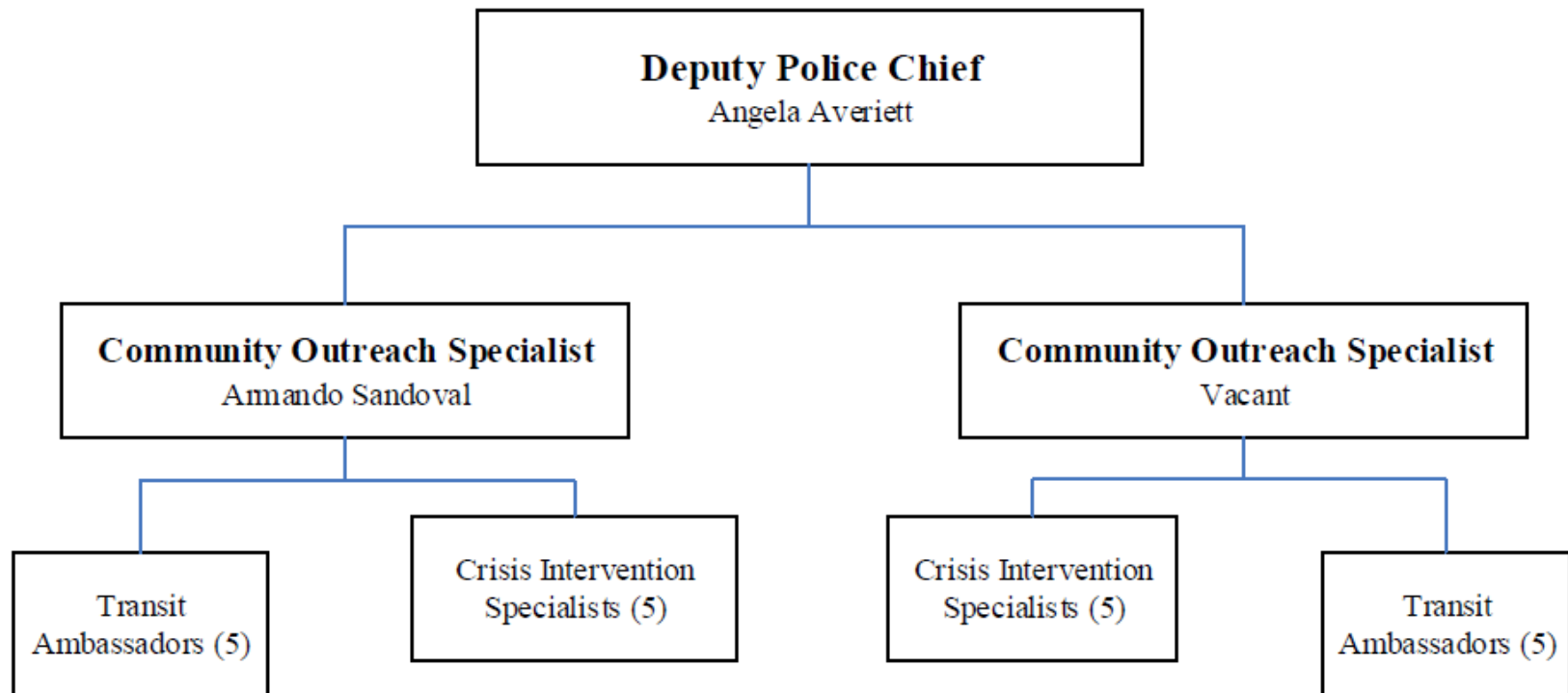


- Six-month pilot from February 2020 – August 2020
- The pilot consisted of Community Service Officers (CSO) who were receiving 10% special assignment pay
- Due to the success of the pilot program, staff recommends formalizing the program and continuing on a permanent basis

Progressive Policing and Community Engagement (PP&CE) Bureau*

*Established 8/31/20

Recommended Organizational Chart



PP&CE Bureau Classifications

The details of classification changes and new classifications (including title, minimum qualifications, training, and salary) are subject to meet and confer with the Police unions.

Classification	Summarized Definition
Community Outreach Specialist <i>(will be reclassified to supervisor)</i>	Lead and coordinate outreach and engagement efforts between the community and in partnership with Counties and Community Based Org. <ul style="list-style-type: none">• Requires a BA and 4 years of social work experience.
Crisis Intervention Specialist <i>(new)</i>	Links people who are without housing, people who have mental health conditions and other at-risk individuals to services and partnerships within the Counties and Community Based Org. <ul style="list-style-type: none">• Will require a social work background.
Transit Ambassador <i>(new)</i>	Visible uniform presence to add a sense of security to BART patrons and support healthy community relations. <ul style="list-style-type: none">• Will require community service experience.

Community Outreach Specialist (COS)

- Will be reclassified to a supervisory position
- One existing position and adding one additional position
 - Recruitment for the new position will follow the conclusion of union meet and confer process
- Each COS will be assigned five Transit Ambassadors and five Crisis Intervention Specialists



Operating Budget

- Pilot Transit Ambassadors
 - Ten positions to be funded using existing, vacant, non-BPOA positions in the FY21 Budget
 - Positions will be converted to BPOA positions
 - FY21 annual cost estimated at \$1.3M
- Ten new Crisis Intervention Specialists and one Community Outreach Specialist
 - Eleven positions funded in the FY21 Budget as part of the COVID Containment initiative
 - Positions to be created under General Manager Authority
 - FY21 annual cost estimated at \$1.5M
 - Approximately \$300K will support annual training efforts

Next Steps

- Meet and Confer with the Police Unions over details of the classifications
- Under the newly established Progressive Policing and Community Engagement (PP&CE) Bureau
 - Annual reports
 - Continued annual professional training
 - Collaboration and partnerships with outreach teams throughout the five counties