

# Internal Employee Feedback

*BART Police Citizen Review Board; Office of Independent Police Auditor; Members of BART Police Department including BART Police Officers, Community Service Officers (CSOs), Fare Inspectors, Police Administrative Specialists and Ambassadors; Frontline workers including Train Operators, System Service Workers and Station Agents; BART Police Department union leadership (BPMA, BPOA); Union leadership for frontline workers (SEIU, AFSCME, ATU)*

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### How do you think BART should address **drug use on BART**; what type of personnel, interventions, tactics etc.?

A dedicated team of police officers spearheading a dedicated with support personnel such as CSOs.

An officer and possibly another person to give some information to get help.

BART Ambassadors, Community Organizations and Non-Profits that help to find treatment for those individuals.

BART needs to take a multi-step approach to dealing with drug use. It should be a collaborative effort with all municipalities BART goes through and the District Attorney's office in each county to try to get cases charged or sent to diversion programs. A lot of what is happening now is that drug use or possession of paraphernalia type of cases are being dismissed or officers are not addressing them via citations or arrests because they are aware those cases are being dismissed. This is a society problem that being pushed onto law enforcement to fix.

BART PD's primary mission is provide a safe environment for its staff, riders and property. A person using drugs within the BART system, especially smoking, creates an immediate safety hazard to other persons of the public. Sworn (police) Officers should respond to calls of drug use within the system and the offender should be removed from the system.

Officers have the authority to detain, identify and remove from the system individuals or are committing criminal activity. Civilians DO NOT have the authority to do any of the aforementioned, and that places the civilian at a disadvantage and in a dangerous scenario. The safety of the individual, the public and the officer is the primary focus. Once the officer has removed the individual from the system, the officer and offer the person resources that may help him/her address a possible issue with drug use.

BART should address drug use on BART by staying in line with the laws of the state of California. Using drugs in BART stations and on BART trains puts other patrons at risk and should not be tolerated.

BART should view drug use as a crime and it should not be tolerated int the system or on the property. Let the courts or other public diversion programs deal with the punishment aspect.

By creating an enforcement environment that's not conducive for illegal behavior. Allow the Police Department to aggressively target criminal acts and behavior, specifically fare evasion and quality of life complaints that lead to a degradation of standards.

Continue to dispatch police officers for the initial contact and remove drug user from the train. As a BART rider being exposed to drug use is not something I want and there are drug use laws in place for a reason. Depending on the nature, the user, and the staff available, outreach by rehab services may be an option if outreach personnel are available. This being said, the number of drug users on BART and contacted by BART PD makes it impossible to provide outreach to every drug user contacted.

Doing drugs on BART should not be tolerated in any form and reprimanded. Police officers should be the personnel to intervene with these subjects for the initial contact to determine if they are aggressive or not. Once determined that the subject is non-aggressive then services can be offered to assist the person to get help.

Drugs are still illegal, and their use can produce wild, erratic and dangerous behavior in the users. That's why initially, sworn police officers should initially respond and stabilize the scene. It would be great if drug addiction specialists were available to respond to stabilized scenes and provide alternatives to the users. Or, if there were contracted or staff specialists that sworn officers could refer users to. But, initially it would be dangerous and irresponsible to send unarmed, civilian employees to intervene in drug use.

First, it should do a better job of keeping people out that use BART as a place of refuge to do drugs, camp, create havoc, etc. instead of its intended an designed purpose.

- Improve fare gates/station barriers now
- More fare inspections
- Increased uniformed presence

BART cannot do much about prosecuting drug offenses, and that's really societies fault, but they can control who gets into the system better, thus controlling the space.

Only officers should respond to drug users. Highly unpredictable scenario. It's sad that drug use now is pretty much legal, leaving people to rot their brains to the point of mental illness. Things have not gotten any better with loosening drug laws. We need to come to this reality and legalization did not work.

I believe based on the fact that drug use is still a criminal violation, we need to deal with it using sworn law enforcement officers. Resources and referrals can be made, but it is nice to have a criminal case to hold their feet to the fire to ensure they give the program(s) a chance.

I believe that police personnel should initially address drug use for the safety of the public and for the safety of civilian employees. There should be a liaison within each county to contact for officers to assist with services that can help each individual that is willing and ready to stop their drug use.

I believe that the use of drugs in public should be best addressed by the national, state and county level. By strengthening public health organizations and substance abuse programs, we may have an opportunity to address the use of drugs on BART. Without proper, effective prevention programs to educate, treat or follow up on a national, state, county levels then we will be face with the same issue in the future. If we had effective policies and organizations/programs then these people would have a better access to their needs and care. BART representatives, such as CSO's, FIO's and even officers are limited with resources and can eject people for drug use all day long but without proper care on the city, county and state level then this is a revolving door.

I feel that BART should address drug use on BART by first preventing these individuals to fare evade into the station, if applicable. In addition, this type of activity should be addressed by trained, armed personnel.

I think BART Police Officers are well trained and equipped to deal with drug use on BART. A drug user's behavior can often unpredictable and encounters could be violent.

I think that there should be a "zero tolerance" regarding drug use and violators should be ejected from the system. Furthermore, I think repeat offenses should be grounds for prohibition orders.

I think these issues need to addressed by police and people from the social services sector. Drug incidents escalate quick. The police can stand by to ensure safety or secure a situation and then allow social worker/clinician to take over.

I think we should go back to enforcing illegal drug use at BART. We have become to lenient on those illegally selling, buying or using drugs. BART Police Officer should address those doing drugs because they are properly more equipped and trained to handle these types of call. Its too dangerous for Civilian such as my self to approach those using drugs. Majority of the drug users I encounter know as a CSO we can't cite, detain, arrest or take their drugs away from them so they continue to smoke that joint or shoot themselves with needles in my presence. By the time I get an officer there, the addict has already have taken off. You can offer services and try pointing them in the right direction for those willing to listen, but most of the time they're so addicted to their drugs that they rather walk a way

and not listen. It's difficult to have addicts accept help and services especially from a stranger, let alone from their own family members.

Illegal drug use is a crime. Criminals are aware that they will not be prosecuted for many offenses that previously carried jail sentences. BART should lobby local District Attorney's for more aggressive charging for drug cases. Police presence is required. Drug contacts are inherently dangerous. Usually where there are drugs, there are weapons (conventional or improvised). More resource/treatment information should be made available to the public and to officers.

It's a crime and use drugs. Police officers respond to crimes in progress.

Misdemeanor (most Health and Safety violations) crimes can only be handled by sworn law enforcement.

Missing a layer in the process. Front line employees observe and report, BART police addresses all homeless, drug related issues. Those who can benefit should be contacted by homeless outreach teams in an attempt to see if they could be helped. BART police is still needed as there is violence and unruly individuals who need to be controlled in some way.

Officers should arrive first, with someone qualified to help and/or offer services to the drug user on standby or available after the officers have verified that the drug user is not violent or going to cause harm to anyone including themselves.

Personnel that are specifically used to address drug use need to be specifically trained to be able to safely react and be able to defend themselves in case they are attacked by the drug user. The suspect could be passed out, but awakens and has a bad reaction and immediately becomes violent. Doing so on a train can be dangerous to the person making contact and anyone seated nearby, especially since there is not a lot of room to escape if the train is moving. Having a specially trained crisis interventionist/social worker on scene would be helpful, but it would also require the use of a police officer, likely two, to ensure everyone's safety in case the situation goes bad.

Police officers by use of citations and arrests. Many drug users are resistant to interventions.

Police should handle this situation. People high on narcotics are a potential hazard and at an altered state of mind. They can be potentially dangerous and have a potential for violence. Some subjects could be armed with a knife, needle or any other potential weapons. The subject could also be using Fentanyl, a dangerous drug that can be inhaled rendering people unconscious. A trained professional should deal with the situation first and then the social services/programs can help afterwards.

Use of drugs of any kind while on the BART System is unacceptable and goes against not only BART's rules and regulations but California's Penal Code Laws. In my personal experience, I know people who often use drugs become violent, unreasonable, and dangerous. Drug use on BART requires Police intervention. Police Officers are highly trained to deal with those individuals who are in an altered state both physically and mentally.

BART should address Drug Use with trained Police Officers. If and when the situation is safe, I believe a trained team of individuals can then come into the scenario to offer the user assistance such as rehab programs, social work, therapy, housing, etc....

We make it way too easy for the public to evade bringing drug addicts into the system. Uniformed personnel is definitely a deterrent. Uniformed personnel whether it be Fare Inspection Officers, Ambassadors, Community Services Officers to Police Officers walking throughout the system are easily spotted and visible making it more difficult to do their drugs and commit crime within the system.

Reacting to the drug use while on BART would entail removing the person from the train then going from there. With drug use comes criminal activity making it unsafe for our riders. Fentanyl is a pretty serious drug that is often used and has become very popular as a drug of choice. A momentary brush with a tiny amount of fentanyl powder could prove fatal to anyone riding on the trains to include children.

We should have a zero tolerance to drug use on BART, because it is a real and significant health risk to others. We should take enforcement action whenever possible as a deterrent to repeat behavior. That being said, as a result of taking enforcement action, we can utilize programs like LEAD to connect the person to resources that may help them more than the criminal justice system would.

With an initial dispatch or police Officers. After the situation is addressed and safe if they could send in social workers or refer individuals to alternate programs.

With law enforcement response, initially. There should also be a team of civilians that can respond either to the scene, jail, or hospital, to offer recourses for a long term solution.

Zero tolerance for drug use on BART, if needed, ban anyone that uses drugs on BART property and prohibition orders.

I think there should be sharps containers placed liberally in stations and on trains. Drug use is going to happen. There should be a place to put the needles so they don't wind up in the trash and on the ground.

I think there should also be booths from agencies that provide support and have people there who can answer questions and help address issues immediately. People need to talk to other people face to face about what is happening, and they need resources to help them. The more support they can get, the less drug use there will be on BART.

Needs to be team effort with police and social workers. Need support of judges who just don;t throw them back on the streets. Some need to be confined to treatment facilities. The revolving door approach has shown to be a failure.

Have people removed from stations or trains Doing this will improve the safety of all passengers using the system

There should not be any blatant, out in the open drug use on the BART trains. If the conduct is happening, the violators should be approached by uniformed personnel & urged to stop. Because confrontation can be seen as potential escalating of a situation, a proactive approach of discouraging is the safest way.

(1) Get assistance for the individuals and emergency interventions where necessary (2) Ask individuals if needles were involved and where did they put them. NOTE - Patrons and BART staff (including maintenance workers) have been "stabbed" by needles that have been hidden behind and inbetween seats ..... which then causes illness to others. (3) Put only the car in question ... not the entire train ... "out of service" (i.e. - either "lock car out" at ends, or, with staff in car, only allow passing through the car to another car)

Increased presence of police, being proactive about enforcement and addressing when the "rules" have been broken, and providing community support to get people off the streets and into safer more functional places in society

## How do you think BART should address **unhoused riders**; what type of personnel, interventions, tactics etc.?

Homeless riders usually come to police attention for illegal or disruptive behavior, and police officers should still initially respond and stabilize the scene and deal with any illegal activity. It would be great if homeless outreach/mental health specialists were available to proactively contact homeless riders in the system and also to respond to stabilized scenes and take over from the police officers and engage and attempt to provide resources. But, initially it would be dangerous and irresponsible to send unarmed, civilian employees to intervene in criminal or suspicious behavior. The exception would be that they could respond to calls for welfare checks on obviously homeless people only.

Officers should respond to the initial call for service for the "unhoused" person. When the scene is safe there should be a point of contact in each county for services to be provided to each individual we contact.

The homeless is a society problem and it is progressively getting worse in the Bay Area. This is a BART District problem and society issue. We should not blame the Police on this issue. Affordable housing, mental health issues, narcotic problems, economic woes and COVID is exasperating the problem. The jails are no longer housing people for these offenses. The District Attorney's are no longer charging quality of life issues crimes. Criminals are released in record numbers for "non-violent" offenses and they are in the system. The police should have a multidisciplinary team set up to continue to have sweeps in SF and get the people who are not lawful BART patrons out of the system and provided or linked to pre-existing services at each city and county. The multidisciplinary team needs to be expanded and there needs to be Police Officers to help out for safety reasons.

Police officers due to the potential for fare evasion / proof of payment issues and other violations of state law, ordinances and rules. Police may refer individuals to resources, which occurs now. Many unhoused riders do not utilize resources.

First and foremost, homelessness is not a crime. Secondly, the BART System is not a housing project or shelter. BART does not operate homeless shelters, soup kitchens, etc... BART is a means of transportation for individuals to get from point A to point B and BART riders do not want to be bothered. BART riders pay for this service and no one wants to experience terrible service caused by the overtaking of homeless individuals.

In my experience, the homeless individuals in the BART System are commonly a combination of the mentally ill, drug addicts or alcohol dependent individuals. These individuals can be violent and react violently toward our BART riders and Officers.

Furthermore, often times these individuals do not want services offered to them.

Homelessness on BART should not be a Police Department Issue but it seems to get dumped into our laps.

I believe a team should be created out of the General Managers Office to deal with this widespread issue. The Police Department could be a branch of that team, but it should not be the nucleus.

Again, it should do a better job of keeping people out that use BART as a place of refuge to do drugs, camp, create havoc, etc. instead of its intended an designed purpose.

- Improve fare gates/station barriers now
- More fare inspections
- Increased uniformed presence

I think a combination of uniformed police officers and social workers could work, but the social workers couldn't possibly be alone, that's making a bad situation worse. Unhoused almost always includes a mental health factor. That equals completely unpredictable situations.

Depending on the nature and details, having a LARGE team of CIT providers should handle the contacting and welfare checks on the unhoused individuals. They should be removed from the train, if not a valid ticket holder, asked to leave the system and provide shelter information. Again, the number of unhoused individuals on BART make it impossible for every contact to have a CIT response so the question is who gets these services?

If the un-ticketed passengers that will need to be addressed. We can refer them to county run programs that are designed to help the unsheltered.

A officer and possibly a person that can give them information to get housing

Utilize available out reach or internal outreach programs to address the issues that have resulted to in their unhoused status.

We should use homeless outreach workers to connect unhoused people to resources. Being unhoused is not a crime. We must rely on regional external stakeholders, namely counties, to provide the resources. Unfortunately, mental health issues and substance abuse is a factor of the unhoused. When there are other issues involved with the unhoused rider, we should address those issues with the most appropriate, most efficient, and most effective personnel. Fare evasion should be addressed ideally by Fare Inspectors and Police Officers as needed. we should also continue to harden our stations to address fare evasion. Mental Health issues should be addressed by trained civilian employees, but by police officers whenever the person is violent. Criminal behavior, including violence and vandalism, should be addressed by police officers.

Being homeless in not a crime, so its easy to say that an officer shouldn't respond to calls of homeless persons within the system. Its been my experience during my 28 year career in law enforcement that "homeless" people often have other issues, such as mental health issues and substance abuse issues, in addition to poor health that is a chief concern among all amid the pandemic.

BART already has a system in place to identify chronic homeless persons within the system and offer outreach services, and it includes and contact by civilians and officers. That should continue. Whether its a civilian or a sworn officer, the safety of all involved are of chief concern. That said, an officer needs to respond to these call because he/she has the capacity and authority to detain, identify and remove persons from the trains.

Its been my experience as an Ambassador currently coming in contact with "homeless" persons, is that if the the person IS NOT engaged in criminal activity, or displaying behavior that would result in a mental health hold (5150), and that person has paid his/her fare and is on the train legally, there is not issue. However, being homeless is just part of the picture with the person. Often he/she has mental health issues and or substance abuse issue. The potential and likelihood that the person is deal with more than just being "unhoused" makes it necessary for an officer to responds, who is trained in Crisis Intervention, has the authority to identify persons, and place them on a 72-hour mental health hold.

Now, if someone reports someone who looks "unhoused" on a train, the officer can contact that person, and if the officer determines that the person is on the train legally and has not other issues other than being "unhoused", that officer and offer the person resources to shelters and other outreach programs.

Same as for the drug users; if there is a chance that the situation could turn violent or negative, then an officer should arrive first to assess the situation. After it's safe, a resource officer, clinician, and/or outreach person can come in and try to help.

I think a specialized group or department at the District level show be formed to handle unhoused riders/homeless. BART PD Officers shouldn't have be to tasked to resolve what should be a City/County responsibility. BPD just doesn't have the resources and staffing to tackle such a huge growing issue.

Create or join a network with stakeholder that provide continuing information about county resource information for the homeless and transit populations. Many shelters are full, no longer open, or people simply choose not to use services or shelters.

Unless the person is wearing a sign that says "unhoused individual", there is no way to say for sure the person is in fact "unhoused" without investigation. There could be other factors at play. However, if the person tells the reporting party, "I am a non-violent, unhoused individual that does not abuse drugs and does not have any mental health issues"; I wouldn't be opposed to having a homeless outreach person speak to that individual.

Again, not allowing and highly discouraging non-paying patrons is key; this is a PAID system, yet its allowed to be an informal shelter. This scares away paying customers and creates an unsafe environment. Assertive enforcement and removal of non-patrons will help this. Non-sworn personnel and "ambassadors" do not have the resources to accomplish this, nor should they.

I definitely think BART needs to focus on hardening the system to prevent them from coming into the system in the first place. Non-sworn personnel can be used to help supplement the sworn law enforcement response.

The Fare Inspectors should continue to do the usual sweeping of the trains to make sure all riders have valid fare to decrease the number of those who ride BART seeking shelter.

Again, more uniformed personnel whether it be Fare Inspection Officers, Ambassadors, Community Services Officers to Police Officers roaming about the system making it safe for our patrons. Again we make it way too easy for the "unhoused riders," to get into our system and fare evade. I have noticed also that sometimes they will purchase the minimum fare and ride all day. If we catch it, as Fare Inspection Officers we are able to see the time frame of how long they have been riding for. If the time has expired they are either given a citation and or ejected from the train. But too many times they end right back into the system by walking to the other platform and jumping on another train or wait until we leave that station only to get back on the train again. "Unhoused riders," tend to have all of their belongings scattered around them making it difficult for anyone to sit next to or around them. Sanitary issues are a concern causing it to be an unclean and unsafe environment for our paying patrons.

What it comes down to is having more uniformed presence along with securing our entrances and exits with higher barriers making it difficult to fare evade, enclosing the elevators, cleaning up the stations, etc. It is a collaborate effort which includes system service workers. I really don't see the "end of the line cleaners." The trains are absolutely filthy. If the stations and the trains aren't clean it shows that we don't care about the cleanliness of BART

(Broken Window Theory), in turn attracting "unhoused riders." Support of our Board of Directors is paramount without that it will make it nearly impossible to fix this problem...

Personnel that are specifically used to address homelessness on the trains need to be specifically trained to be able to safely react and be able to defend themselves in case they are attacked by the individual. The suspect could be passed out, but awakens and has a bad reaction and immediately becomes violent. Doing so on a train can be dangerous to the person making contact and anyone seated nearby, especially since there is not a lot of room to escape of the train is moving. Having a specially trained crisis interventionist/social worker on scene would be helpful, but it would also require the use of a police officer, likely two, to ensure everyone's safety in case the situation goes bad. Both drug use and homelessness can be synonymous and the same specialist can help both, with the help of the police.

The BART environment is a dangerous one, with moving trains, platform drop offs, steep stairs all of which safety training of their own. When contacting a subject in this environment and things can go bad, the person needs to be trained, such as a police officer.

I think that we should have more homeless outreach, staffed with civilians that can offer resources. I believe that police officers can standby for a civil standby where applicable.

BART has already used police personnel, CSO, police officers and other community based organizations (SF Homeless Outreach Teams) to offer resources to known Homeless riders. Homelessness is not crime and BART can not force treatment to those who refuse.

It depends on the circumstances. This question is too open ended.

There should be constant checking of the trains not only from officers, but civilian BART employees. "Unhoused riders" should be checked upon often and eventually they will not want to be on BART because of the constant checks.

Homeless people seeking refuge in BART are for the most part not interested in resources. They want a place to sleep and use drugs or alcohol. They can be violent and it needs to be addressed in a safe manner by police officers.

Get more BART Police personnel involved in outreach programs. Create a team and that team will specialize in that area and follow up with unhoused riders. Consistency is key.

The BART system is not a place for people to use as their home. Unhoused riders often pose risks to other members of the public through uncleanliness and being a walking bio hazard. Unhoused people should be directed to housing in that county. Police should make the initial contact with mental health professionals nearby to help as well.

I think BART should address unhoused riders by preventing them from fare evading into the station, if applicable. In addition, unhoused riders should be addressed by personnel highly trained in mental health issues and critical intervention.

I think these issues need to be addressed by police and people from the social services sector. Due to many of the underlying causes of un-housed these incidents can escalate quick. The police can stand by to ensure safety or secure a situation and then allow social worker/clinician to take over. Social services should be working in collaboration with the police on all issues possible.

If no crime has been committed, and if it's not a welfare check, it should be handled by civilians providing resources. Have BART Ambassadors working with Community Organizations as a team, to make contact with unhoused riders.

I believe that strengthening access into the stations will keep unhoused riders and other fare evaders out of the stations/system. Limiting or securing gates effectively can decrease unhoused riders and unpaid passengers. This would also decrease the amounts of complaints made by the public, lowering police calls. It would also make passengers feel more safe over time if proven effective.

On the other hand, it is inevitable that some unhoused riders will trickle in and cause for police response. In these cases, officers already have the experience of dealing with irate, belligerent, over the top dangerous individuals, a social worker can respond with an officer to address these individuals but they would literally have to be available almost immediately to respond timely. We are in the business of transportation, trains are on a schedule. Thousands of passengers are on these trains and having the officers having to wait for someone to address the individual has the potential of holding trains back from being on time and increasing the amount of time passengers are exposed to an unsafe situation.

There should be people who talk with them. They need public showers, so they need to be directed to a place that will help them. Some bathe in bathrooms because they have no where else to go. As a community, we need to come together and help.

Again, having resources at the stations would be huge.

Social workers for those who are just homeless. Need stay a way orders and BART is not a housing agency. This takes city and county leadership to deal with the issue.

Check trains at the end of each line stations of passengers that are in trains. Checking every train as these people remain on the trains all day.

BART should be equipped to discourage unhoused from entering the train unless there is a demonstrated ability to pay. Removal from BART property as safely & surely as possible. BART is NOT equipped to solve the homeless crisis here, There needs to be coordination in all stations for BART police to contact & have a resource for organizations that work with homeless intervention & either transport to or have organizations available to pick up & escort to where proper resources are available.

(1) in a humane fashion, if entered without a ticket, remove them from riding, but direct them to potential housing (2) if paid with ticket ... while legally allowed to ride ... ask if they wish to be directed to housing / shelter. If possible, non uniformed police, as when guns are seen, more problems arise

### How do you think BART should address riders experiencing behavioral health issues; what type of personnel, interventions, tactics etc.?

Mental health issues can produce wild, erratic and dangerous behavior. Initially, sworn police officers should respond and stabilize the scene. Mental health specialists should be available to respond to already stabilized scenes and assist in determining whether 5150 hold is the best outcome and also to provide alternatives to either release, arrest or 5150. It would also be good if BART had contracted or staff specialists that sworn officers could make referrals for interventions to, especially for persons the police are chronically contacting. But, initially it would be dangerous and irresponsible to send unarmed, civilian employees to intervene with individuals in mental health crisis.

Police should always be first responders to these incidents and follow up should be done with a liaison from county mental health.

The Police should be involved dealing with a rider experience behavioral issues. Police have the ability to recognize pre-assaultive behavior. They understand violent behavior and aggressive behavior. They often contact subjects with mental health and most officers have training and experience dealing with mental health issues. They have the ability to recognize deviant behavior, such as sex crimes and arson crimes. They document Mental health issues and insure that a record is present so the subject they are dealing with can get the proper care and assistance. Police Officers have an understanding of the possible explosion of violence. A subject can become violent with no warning.



BART Police Officers have an understanding BART System and transit Safety (Road way safety protection) – Person needs to understand third rail, the stealth of the train cars, how to obtain work orders when necessary, have radio use to communicate to safely operate in a transit environment.

Police Officers are also the only people in the field that can fill out the 5150 W&I Green Sheet form to deem a subject is unable to care for themselves or others or if the subject is gravely disabled. Not even EMT or Fire Personnel can fill out this sheet.

Police Officers have the ability to recognize people under the influence - a distinct difference at times to mental health issues.

They deal with subjects who have potential for danger and resolve the situation peacefully the vast majority of the time.

A CIT (Crisis Intervention Training) Team can help, however it is important that the situation is deemed safe before a team of social workers, psychiatrist , psychologist should come into to assist.

Police officers due to the unpredictable nature of these incidents and propensity for violence.

This absolutely requires a Police response. In my personal experince, I have dealt with several cases over the last couple years where a mentally ill person killed a BART passenger(s). Nia Wilson, Oliver Williams, and this last week we dealt with another case where a mentally ill subject randomly stabbed and almost killed another BART rider.

Any other response other than a police response would be irresponsible and has a high potential to make a big problem worse.

After a police response and after the situation is safe, I would like to see a team come in and help the subject with doctors care, housing, etc...

Again, it should do a better job of keeping people out that use BART as a place of refuge to do drugs, camp, create havoc, etc. instead of its intended an designed purpose.

- Improve fare gates/station barriers now
- More fare inspections
- Increased uniformed presence

Clearly a police officer should respond to these unpredictable situations. With the little respect police officers get, do you really think anyone will listen, let alone not fear assaulting, a civilian out there trying to get in the middle of something like this with zero authority? Sounds like a disaster to me.

I really hope you are considering what it feels like to be a rider: held hostage by people's often unpredictable behavior inside a train car. You cannot just simply cross the street. There is no escape. I want someone to respond that is trained, authorized, and ready to deal with these situations. The only personnel that exist are police officers.

Police officers are not the problem, but somehow, they have become the reason our society is crumbling. They are once again a scapegoat.

A police officer should be dispatched to check on the individual. Depending on the state of the individual the officer can decide if the individual needs immediate medical attention or a team of CIT employees should respond. Again, the number of these individuals will require a LARGE team. When not available, who decides wo gets these services and who does not?

If a patron is experiencing behavioral/mental health issues and are a danger to themselves or others the police need to respond, as law enforcement officers are the only who can place a subject on a involuntary mental health

commitment. If the district wishes to hire clinicians, who could also place subjects on a involuntary hold, the could be sent in certain circumstances.

#### Send a officer

I think the best solutions is a hybrid team of Law Enforcement and clinicians to work as a team to address these issues.. A lot of issues around behavioral issues sometimes involve criminal activities, but having an additional expert available to address the health issues that might be used to deescalate and or provide resources. All BPD personnel are trained in CIT, so are experts in some capacity.

If the behaviors are non-criminal, the issues could best be addressed by civilian mental health workers. If the behavioral issues involve violence, they are best addressed by police officers. It would be great if we had a Behavior Health Unit who could assess individuals and possibly intervene with resources before behaviors escalate to violence. It would be similar to an "Early Warning System."

I spent 26 years as and sworn peace officer. I retired and came to work for BART as a CSO, and was subsequently reclassified as an Ambassador. Because of having been a sworn officer, I have that same training and experience that officers do - including Crisis Intervention Training. That said, Officers need to be the ones responding to mental health issues. For the safety of all concerned, and officer needs to be the first responder. He/she needs to be able to identify the person. All of BARTs officers are CIT and De-escalation trained. Its not a easy as "ok, we'll give the civilians the same training". Civilians do not have the authority to detain anyone for purpose of identifying that person to learn who you're dealing with. Am I dealing with someone who is sad over a relationship or am I dealing with someone who has a violent history? What happens if a civilian contacts with someone with behavioral health issues and is attacked by that person? How is the civilian to protect him/herself? Will the civilian be authorized the use of force?

Officer should be the ones to respond to these calls and an emphasis should be placed on CIT and de-escalation and taking appropriate action, which in most cases (my experience & observation) is done - persons are either 5150'd or allowed to go on his/her way "able to care" for him/herself.

Officers should arrive first to ensure the safety of everyone, and then someone who is trained and can provide resources can come and talk to the person.

Just like Homelessness, I think there should be a specialized department formed within the District to handle behavioral issues on BART. Personally, when I engage with a mentally ill person, I would like to have someone who is highly more trained and knowledgeable on matters of mental illness to respond and deal with this individual.

A "Behavioral Health Issue" is a "Disturbance" until determined otherwise. Whether it is called a Behavioral Health Issue or a Disturbance, someone was frightened enough to call the police. The safety hazards and risks to whoever the first responder is are unknown. Initial police response with some type of mental health or social service response.

Depends on what type of issues and what behaviors the person is exhibiting. A child throwing a temper tantrum with the parents trying to calm the child is different than a schizophrenic adult trying to light himself/herself on fire.

There needs to be a greater engagement with local jurisdictions for those locales to address their issues; having greater training among PD staff will be very helpful, and distributing resources specific to zones and lines allows for greater education.

I believe sworn law enforcement is the primary responders due to the unknown volatility of individuals. If the individual is able to be calmed down and is receptive/willing to receive help/services, then unarmed civilians can come in to help.

A large amount of those who are homeless who ride BART have some type of mental health issues. The BART District should have a department designated to this specifically where they partner with our police department to address the issues of so many of those who are on our trains.

We all come into contact with riders experiencing behavioral health issues in the stations and on the trains. It can cause an unsafe place for patrons stuck on the trains with no where to go.

Riders with behavioral health issues need to be addressed because we are seeing an up rise within the BART system making it unsafe for our passengers. They need a place to stay other than BART. Who should be in charge of that? I don't know. A liaison that focuses on just that aspect. As soon as our gates open....a flock of "unhoused riders," flock the stations and trains, especially when it is cold or raining outside.

Riders call in people having behavioral issues on the trains regularly. Some of these person can be very dangerous, while most turn out to be fairly benign. Patrons worry for their safety. Because the persons can sometimes be violent, the employees taking action need to be specially trained in defensive tactics, most likely police officers. A social worker / interventionist can be helpful, but a police officer, likely two, will be necessary to help ensure the safety, in case the subject becomes violent. There have been cases where the homeless looking person or person having behavior issues is armed with a machete, or other large knife.

I believe that we should have civilian staff like clinicians that are trained to help people with mental illness. For their safety, an officer should stage nearby.

BART Police is well suited through their training and experience in dealing with riders experiencing behavior health issues. It would also be useful to have a full time mental health specialist throughout the district that can respond with the police in the same response time to assist.

depends on the circumstances of the situation; evaluation and resolution focusing on criminal, mental health, medical, or a combination of those issues.

Behavior or mental health issues should be dealt with by BART Police in conjunction with community specialists to help with whatever situation that no longer because a police or safety concern.

Riders with behavioral issues are often violent. Mentally ill people have committed multiple murders on BART in the last two years. Police officers need to respond to these calls.

When dealing with a rider that are experiencing behavioral health issues professional should be making contact with the person. That professional should be well trained and experience dealing with these types of situations and it shouldn't matter if that professional is armed or not but for everyone safety should have an armed personnel with the professional when contacting the individual.

If someone is having a behavioral health issue then they need to be evaluated by a mental health professional. Unfortunately the law does not always support subjects who need mental health help, but do not fit the 5150 criteria.

I think riders experiencing behavioral health issues should be prevented from fare evading into the station if applicable. In addition these situations should be addressed by personnel highly trained in mental health and crisis intervention.

I think these issues need to addressed by police and people from the social services sector. Behavioral health incidents can escalate quick. The police can stand by to ensure safety or secure a situation and then allow social worker/clinician to take over. Social services should be working in collaboration with the police on all issues possible.

Law enforcement, initially. Follow-up with civilian resources for long term solutions.

Train all Front Line workers on identifying and handling this issues, without forcing them to have to take action and not disciplining them if something goes wrong.

Armed Police Officers aren't the right personnel to address this individuals.

Immediate response by experience personnel to have the individuals removed from the system. More importantly by personnel who are part of a crisis intervention team. Some passengers can be passed out and upon waking up they can react in a violent manner.

Training and experience is key.

I think BART should work side by side with health providers and social workers to come up with the best plan. Riders are not going to know what that plan is, but the social workers, trained in this, will have the best plans. We all need to listen to them.

Police and mediocal workers. Ned to make sure they do not harm riders thus police.

Assist these people with contacting local service programs that work with population

Again, I would only intervene in a behavioral health issue if it posed a threat to the safety of riders. A resource should be established & available on call for handoff. It would be advisable for a small behavioral health resource team to be able to access any station on the BART system within 15 minutes or so.

Inside of "O.C.C." (formally "BART Central") both "Central Supervisor" and "Support Facilities Controler" should have a printed guide list, as to the various outside crisis support interventation agencies that could respond to incidents aboard trains at "next stations". Roving non-sworn BART personnel could respond too once notified via radio. BUT as I

have personally mentioned for decades (and will most likely continue to fall on closed ears) car number signage needs to also be put in middle of cars ... so more easy to report car number, but without those needing assistance know reporting is being done, as if you are in the middle of a 70-foot car and have eye problems where you can not see 35-feet to the end of the car to read the car number .... it is a problem trying to let the dispatchers what car you are in.