



Surveillance Annual Report 2025



Executive Summary

2025 Surveillance Annual Report

Pursuant to the District's surveillance ordinance, staff must bring an annual report to the Board of Directors regarding the use of approved surveillance technologies and request approval for continued use of those technologies. This report is intended to allow the Board of Directors an opportunity to determine whether the surveillance technologies implemented benefit the communities we serve, outweigh the costs of implementation, and ensure civil liberties are safeguarded.

The San Francisco Bay Area Rapid Transit District's Annual Surveillance Report covers the time from July 1, 2024, through June 30, 2025. This report includes all surveillance technology previously approved by the District's Board of Directors. It is important to note that the District has adopted a community-based and collaborative approach regarding policy development and the implementation of surveillance technologies. Surveillance technologies deployed at BART have the sole goal of improving the safety and security of the BART system. This enhances the public's trust in BART and improves the patron experience. Each technology must go through several steps before being presented to the District's Board of Directors for approval and implementation. These steps include the initial proposal, policy development, and the evaluation of the respective technology.

There are multiple guiding principles regarding the use of District-approved surveillance technologies. First and foremost, the decision to use surveillance technology should strike a balance between the security needs and the privacy interests of the public. It shall not be used to harass, intimidate, or discriminate against any individual or group.

Secondly, the Surveillance Program must have robust controls in place to prevent the inadvertent release or misuse of the data collected. A key success in implementing the District's Surveillance Program has been community collaboration. In situations where community privacy may be impacted by the District's proposed surveillance technology, transparency and outreach to the community and privacy groups are essential.

District staff continues to meet with community partners to understand and address community concerns about the use of the technology and how data is protected. The District has protective measures in place to prevent the inadvertent release or misuse of data that is collected.

According to the San Francisco Bay Area Rapid Transit District's Code of Ordinances, this Surveillance Annual Report is a written document detailing the specific surveillance technology in active use by the District. Per Ord. No. 2018-1, this report includes the following information for the seven (7) Board-approved surveillance technologies:

- a) A reasonably specific description of how the surveillance technology was used.
- b) Whether and how often data acquired through the use of the surveillance technology was shared with outside entities, the name of any recipient entity, the type(s) of data disclosed, under what legal standard(s) the information was disclosed, and the justification for the disclosure(s).
- c) A summary of community complaints or concerns received by BART related to the use of surveillance technology. Privacy advocates have emphasized the need to report on complaints related to privacy or civil liberties harm resulting from the use of surveillance or data collection, rather than general consumer complaints.
- d) The results of any internal audits or reviews, any information about violations of the Surveillance Use Policy, and any actions taken in response.
- e) Information, including crime statistics, if the equipment is used to deter or detect criminal activity, that may help the community assess whether the surveillance technology has been effective at achieving its identified purposes.
- f) Statistics and information about Public Records Act requests related to surveillance technology; and
- g) Total annual costs for the surveillance technology, including personnel and other ongoing costs.

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Approved Surveillance Use Policies

At the time of this report, the following Surveillance Technologies have been approved by the Board:

1. BART Closed Circuit Television Department:

Maintenance & Engineering ID Number: ME-BCCTV-SUP-01

Board Approved: October 2018

2. BART Public Emergency Phone Towers Department:

Maintenance & Engineering ID

Number: ME-BPEPT-SUP-01

Board Approved: October 2018

3. BART Mobile Applications & BART.gov Department:

Office of the Chief Information Officer

ID Number: OCIO-BMAARMTB-SUP-01

Board Approved: October 2018

4. BART Automated License Plate Recognition (ALPR)

Department: BART Police Department

ID Number: BPD-ALPR-SUP-02

Board Approved: April 2019

5. BART Research Data Collection and Usage

Department: Marketing & Research

ID Number: OEA-BMRDDCU-SUP-06

Board Approved: March 2019

6. BPD Body Worn Cameras

Department: BART Police Department

ID Number: BPD-BWC-SUP-01

Board Approved: August 2021

7. Bitfocus

Department: Social Service Partnerships

ID Number: SSP-BCID-SUP-001

Board Approved: April 2023

BART Closed Circuit Television

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Surveillance Technology Use

Description: The use of cameras based on closed-circuit television (CCTV) technology increases the public's confidence in the District's transportation system. The use of surveillance technology improves the protection of patrons, employees, District equipment, railcars, and critical District infrastructure. The authorized use of surveillance technology includes constant facility surveillance, 24 hours a day, 7 days a week, within all properties. Cameras are not used in areas where there is a reasonable expectation of privacy, such as restrooms and other private spaces. CCTV data provides critical situational awareness for Transportation and Operations Control Center personnel, enabling them to manage stations and special events effectively. Additionally, information provided by CCTV systems reduces delays in revenue service by allowing District personnel to avoid train holds in situations that can be resolved remotely through CCTV. Additionally, CCTV data is used for accident/incident investigations, mechanical failure investigations, and for compliance checks with the California Public Utilities Commission (CPUC).

Surveillance technology within the BART system is a vital resource for police criminal investigations. Every District Attorney's Office with which the BART Police Department has worked has decided to file a criminal complaint based on the availability of quality surveillance footage to satisfy the burden of proof, "beyond a reasonable doubt." CCTV footage provides essential direct evidence of violent crimes. This footage has led to the identification and capture of multiple perpetrators. BART Police detectives utilize surveillance videos daily to solve a variety of crimes, including those against property and those involving persons.

Data Sharing

The BART CCTV system is deployed on a secure network that is segmented and isolated from other network traffic. Access to the CCTV network for BART personnel is limited to a need-to-know and right-to-know basis. No direct access is provided to any persons or organizations outside of the District. However, copies can be provided for video evidence, such as required by subpoena, judicial order, other legal obligations, or to assist with criminal investigations by law enforcement agencies. However, outside organizations follow the District's Safe Transit Policy.

The table below provides a summary of the thirty-one (31) recipients whom the BART Police Department released CCTV video recordings during Fiscal Year 2025:

Outside Law Enforcement Agencies Receiving BART CCTV Data		
Alameda County Sheriff's Office	Albany Police Department	Berkeley Police Department
Burlingame Police Department	Contra Costa County Sheriff's Office	California Highway Patrol
Concord Police Department	California State University East Bay Police Department	Daly City Police Department
El Cerrito Police Department	Federal Bureau of Investigations	Fremont Police Department
Hayward Police Department	Hillsborough Police Department	Lafayette Police Department
Milpitas Police Department	Oakland Police Department	Orinda Police Department
Pacifica Police Department	Pittsburg Police Department	Pleasanton Police Department
Richmond Police Department	San Francisco Police Department	San Francisco Medical Examiner
San Mateo County Sheriff's Office	San Mateo County Coroner	Stockton Police Department
US Dept. of Homeland Security	US Dept. of the Interior	US Postal Inspector
Walnut Creek Police Department		

Complaints

The BART Customer Service Department reported three (3) complaints on CCTV coverage and/or the use within the District system. There were zero (0) complaints received pertaining to privacy or civil liberties concerns or harm.

Surveillance Policy Compliance

There are three types of CCTV feeds: Digital Facility CCTV, Analog Facility CCTV, and Train Car CCTV. Ocularis is the District-run Digital Video feed, which is managed by the District. Ocularis has a direct link into the BART Police Video Recovery Unit. The District has a formal request process for Digital Ocularis videos that requires an official form to be completed and includes justification for the requested video. The completed form is sent to the BART Police Department for approval. Analog videos are requested through Systems Maintenance AFC

Computers and Communications, where the requests are logged and reviewed for approval. The BART Police Department received four thousand three hundred and one (4,301) total video requests for criminal investigations. These requests often originated under the California Public Records Act, District Attorney Offices, External Law Enforcement, System Safety, Transportation, and Engineering.

BART Police detectives produced two hundred and thirty-three (233) wanted persons bulletins using CCTV images to attempt to identify persons involved in criminal activity. Of the four thousand three hundred and one (4,301) police videos, three thousand two hundred and five (3,205) were requested for criminal investigations, and fifty (50) were requested for court subpoenas.

There were one thousand five hundred and one (1,501) Train Car Video requests. BART Police Department (BPD) and BART Department executives have an internal agreement that establishes an internal process for non-police personnel to request BART security video. The agreement identifies that the BART Police Department reviews all requests for video and authorizes the release to the other departments within BART. An example of this is when System Safety may need to review a video for an accident investigation. BART personnel may submit the video request at policevideo@bart.gov.

For equipment troubleshooting and maintenance needs, BART personnel can request train recordings through Maximo. The request must be reviewed and approved in accordance with the Surveillance Use Policy for the CCTV system. Rolling Stock and Shops (RS&S) Management approves the request for release to the BART Police Department, System Safety, Transportation, and Engineering, as requested.

The BART Police Department has release authority for video associated with the following: criminal activity, police investigation, patron injury or illness, internal police investigation, administrative investigation of any employee, patron complaints or any allegations involving any employee, safety, and security of the BART system, request from a subpoena, warrant or court, and any California Public Records Act (CPRA) requests.

A random audit of fifty (50) randomly selected cases showed no violations of the Surveillance Use Policy for the CCTV system by the BART Police Department video recovery unit or District Personnel requesting access to specific videos.

Sources of CCTV Requests	
BART PD Investigations	3205
Internal BART Request (Not Law Enforcement)	625
Court Subpoenas	50
California Public Records Act	118
Outside Law Enforcement Requests	153
Train Car Video Requests	1501

Crime Statistics

Video surveillance is crucial for the efficient operation of a public transportation system. CCTV data provides critical situational awareness for the BART Police Department and the Operations Control Center, enabling effective management of stations and special events. Information provided by CCTV systems also reduces delays in revenue service by allowing BART personnel to avoid train-holds in situations that can be viewed remotely by CCTV. CCTV data is also used for accident and incident investigations by Safety, mechanical failure investigations by Engineering, BART Police Criminal Investigations, and compliance checks by the California Public Utilities Commission (CPUC). CCTV footage provides critical information for investigations in multiple areas.

Aside from operational uses, one of the primary public safety benefits of a robust CCTV system is the deterrent effect provided by the presence of cameras monitoring public spaces. The presence of the CCTV cameras pre-dates the Surveillance Ordinance by several decades. BART stations have always been commissioned with CCTV cameras already in place. There are numerous incidents every year at BART where CCTV evidence provides critical information to solve crimes, identify suspects, and positively support public safety within the system. Establishing a causal relationship between the occurrence of crime and the presence, or absence, of CCTV is beyond the scope of this report, but CCTV is an essential part of the safety and security strategy that customers and employees expect the District to provide as part of operating a large-scale (Tier-I) mass transit system.

Crime statistics are published monthly and are available at:

<https://www.bart.gov/about/police/reports>

<https://www.crimemapping.com/map/agency/454>

Public Records Act Requests

There was one hundred and eighteen (118) public records act request for video footage within this reporting period.

Costs

Four thousand three hundred and one 4,301 requests for video evidence were processed by the BART Police Video Recovery Unit within this reporting period. Processing the volume of video requests required five (5) Full Time Employees (FTE) assigned to the unit. The maintenance and operational cost for the six thousand four hundred and eighty-six (6,486) CCTV cameras on train cars (including video recovery from the cameras) in FY25 was \$296,693.

BART has three thousand three hundred and two (3,302) CCTV operational cameras deployed in facilities across the BART system (not including train cars). The total cost for both Digital and Analog CCTV Maintenance and Operations in Fiscal Year 2025 was approximately \$2,118,650. The cost also includes maintenance of CCTV equipment in non-public areas of the BART system that are not covered by the Surveillance Ordinance.

The primary purpose of the CCTV system in stations and on trains is to ensure public safety and security, as well as to meet operational needs such as situational awareness for the Operations Control Center (OCC), and to facilitate facility, train, and infrastructure maintenance.

BART Public Emergency Phone Towers

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Surveillance Technology Use

Description: The primary use for the Public Emergency Phone Towers is to provide a direct connection to the BART Police Integrated Security Response Center (ISRC) for BART passengers and employees to report emergencies or unsafe conditions. Under the approved project, Public Emergency Phone Towers were deployed at the Coliseum BART Station as a pilot in 2019. A full deployment throughout the District would require two hundred and four (204) units on sixty-nine (69) station platforms, although no further installations are planned at this time. The design specifications call for three (3) units per platform, evenly distributed for maximum effectiveness. These towers are equipped with emergency phones, blue strobe lights, and surveillance cameras. Where installed, the Public Emergency Phone Towers are available twenty-four (24) hours a day, seven (7) days per week. The Public Emergency Phone Towers provide a quick and simple way for BART passengers and employees to alert the BART Police Department that emergency assistance is needed, in addition to providing additional CCTV coverage of the immediate vicinity.

Data Sharing

The Public Emergency Phone Towers include CCTV cameras, which are part of the larger CCTV surveillance system. The use of CCTV camera footage from the Public Emergency Phone Towers is controlled by the CCTV Surveillance Policy. No data is shared from the Public Emergency Phone Towers, except for CCTV footage recorded by the included cameras.

Complaints

BART Customer Service reported zero (0) complaints received for the Public Emergency Phone Towers.

Surveillance Policy Compliance

No violations of the Surveillance Use Policy for Public Emergency Phone Towers were discovered during this period. A random audit of CCTV video requests was conducted for policy compliance, which covers the same CCTV system used by the Public Emergency Phone Towers.

Crime Statistics

There is no known measurable impact on crime statistics from the Public Emergency Phone Towers at the Coliseum Station. There are three (3) Public Emergency Phone Towers on the Coliseum Station platform, which are strategically placed for maximum accessibility. The Public Emergency Phone Towers are designed to serve as an additional security measure in public areas. By having these highly visible and easily accessible blue light phones, the community is reassured that they can summon police assistance immediately.

Additional crime statistics are published monthly and are available at:

<https://www.bart.gov/about/police/reports>

<https://www.crimemapping.com/map/agency/454>

Public Records Act Requests

There was zero (0) public records act request for Public Emergency Phone Towers within the reporting period.

Costs

The ongoing maintenance costs are approximately \$6,848 for Fiscal Year 2025.

BART Mobile Applications & BART.gov

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Surveillance Technology Use

Description: Mobile Apps, are collectively referred to as “BART Applications.” BART Applications are used to handle financial transactions, provide proof of payment, and aid the BART Police Department Parking Programs with parking payment and carpool enforcement. Authorized uses include navigation, trip planning, fares, parking, transaction enforcement, transit system analysis and demand management, providing and redeeming incentives, transit information and communication, and conducting surveys.

The following Authorized BART Service Providers provide elements of support and infrastructure related to the ongoing operation of the BART Mobile Applications & BART.gov:

Authorized BART Service Providers		
Acquia	HaCon	Salesforce
Auth0	Data Ticket	TransSight, LLC
Amazon Web Services	PayPal/Braintree	

Data Sharing

BART mobile applications data is not shared with any third party unless such disclosure is required by law or court order, or if shared under an agreement that ensures that the requirements of the Surveillance Use Policy (SUP) that was previously approved by the Board of Directors. For example, BART may transfer select data to consulting firms or governmental organizations for use in travel modeling or environmental impact assessments, provided that data handling and security requirements are met.

In such cases, where data at the individual record level are required for analysis, the third party will be required to be under contract with BART or bound by a Non-Disclosure Agreement (NDA) with BART. Such contracts and NDAs require adherence to the provisions of this SUP and the associated Surveillance Impact Report. In Fiscal Year 2025, the District did not share any data with any outside agencies.

Complaints

There was zero (0) public records act request for regarding privacy concerns related to BART Mobile Applications and BART.gov.

Surveillance Policy Compliance

No audit was conducted during this reporting period. BART has several automated mechanisms in place for continuous monitoring of administrative access, activity logging, firewalling, intrusion detection, and intrusion prevention to help ensure policy compliance.

Crime Statistics

The implementation of parking features on the mobile application supports the enforcement of BART's parking rules, checking for valid parking permits, and simplifying the validation process. The BART Watch App usage shows that the public is utilizing this method, texting in addition to making traditional phone calls to BART Police Dispatch.

Additional crime statistics are published monthly and are available at:

<https://www.bart.gov/about/police/reports>

<https://www.crimemapping.com/map/agency/454>

Public Records Act Requests

There was zero (0) public records act request for BART Mobile Applications within the reporting period.

Costs

Ongoing maintenance and operational expenses related to this surveillance technology, not including labor, were \$683,054 for Fiscal Year 2025.

BART Automated License Plate Recognition (ALPR)

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Surveillance Technology Use

Description: Automated License Plate Recognition (ALPR) technology has the potential to improve the safety and protection of BART patrons, employees, and their vehicles while in BART-owned or operated parking areas and garages, as well as provide efficiencies with parking enforcement. The Use Policy and Impact Reports were approved by the Board on April 25, 2019, and updated on October 24, 2019, to include Parking Management.

The Board approved a contract with Motorola Solutions for ALPR services in April 2022, which included seven mobile ALPR units and two fixed ALPR cameras installed at the MacArthur garage for a pilot program. The ALPR contract was executed in September 2022; however, due to several equipment problems, the pilot did not begin in earnest until May 2023. It was subsequently extended until spring 2024 to provide additional time to test the equipment and address software issues.

During the pilot, staff had one mobile ALPR unit that patrolled BART's parking areas, and two fixed ALPR cameras at MacArthur garage. For parking enforcement, 635 citations were issued using the ALPR system. For law enforcement, more than 130,000 reads were made from the mobile ALPR unit, and nearly 100,000 reads from the fixed cameras at MacArthur. None of these reads led to locating or recovering stolen vehicles. Testing also showed that mobile ALPR units were not necessarily leading to faster parking enforcement compared to the current method of scanning plates with handheld devices, and the system was routinely undercounting vehicles.

In June 2024, after comprehensive testing and evaluation of the test system, staff concluded that the potential benefits of the provided ALPR system on parking and law enforcement do not outweigh the costs and staff time. Benefits in parking enforcement were not as high as expected due to BART's current parking occupancy levels, as well as BART's current parking payment validation methods (license-plate based and stall-based payment verification).

Benefits in law enforcement were also not as high as expected due to limitations with data sharing with NCRIC. Staff has terminated the ALPR contract with Motorola and plans to monitor the ALPR industry to see opportunities in the future.

Data Sharing

No data to report.

Complaints

No complaints to report.

Surveillance Policy Compliance

No audit was completed during this reporting period due to the cancellation of the contract.

Crime Statistics

No crime statistics to report using ALPR.

Public Records Act Requests

There was zero (0) public records act request for ALPR within the reporting period.

Costs

No cost associated with ALPR during this reporting period.

BART Research Data Collection

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Surveillance Technology Use

Description: BART conducts research for a variety of research and learning purposes, such as to:

- Provide market information and metrics to help inform District decisions related to strategic planning, budget priorities, station access policy, marketing strategy, and other areas.
- Gather insight into latent demand, usage of transportation network companies, and other emerging travel modes, and understand the impact on public transit usage.
- Understand the effectiveness of marketing initiatives by analyzing patrons' aggregate travel behavior changes over time.
- Identify reasons for change in ridership patterns.

Methodologies using electronic and/or mobile data collection were used to facilitate the following:

- Faster and less expensive data collection by eliminating the need to manually enter survey results.
- Expanded research capabilities using real-time and location-based mobile technologies.
- "In the moment" ratings of BART facilities to improve rating accuracy, and image data that helps explain the reasons for ratings.
- The use of research panels to detect changes in travel patterns over time.
- Analysis of Bay Area residents' travel behavior, e.g., trip purposes, travel modes, travel mode shifts, vehicle occupancies, changes in car ownership habits, as well as demographics (for both patrons and non-patrons) in soliciting respondent consent for BART research projects.

BART conducts research to support various decisions made at BART. For example, BART will survey patrons ongoing to collect information about the passenger experience. This data is included in the District's Quarterly Performance Report presented to the Board. The research data is also used internally by Operations to identify necessary improvements and monitor progress.

BART Customer Satisfaction Survey received 25,303 responses from patrons. The report is available on bart.gov/reports. BART discloses the types of data that will be collected, the nature of potential uses of such data by BART and, as applicable, third-party partners in

research, and describes the mitigations taken to protect respondent privacy.

Data Sharing

BART research data is not shared with any third party unless such disclosure is required by law or court order, or if shared under an agreement that ensures that the requirements of the Surveillance Use Policy (SUP) that was previously approved by the Board of Directors. For example, BART may transfer select data to consulting firms or governmental organizations for use in travel modeling or environmental impact assessments, provided that data handling and security requirements are met.

In such cases, where data at the individual record level are required for analysis, the third party will be required to be under contract with BART or bound by a Non-Disclosure Agreement (NDA) with BART. Such contracts and NDAs require adherence to the provisions of this SUP and the associated Surveillance Impact Report. In Fiscal Year 2025, the District did not share any data with any outside agencies.

Complaints

BART Customer Service reported zero (0) complaints received on the Data Collection and Usage for Research and Learning surveillance technology.

Surveillance Policy Compliance

No audit was conducted, and there were no known violations of the Surveillance Use Policy for the Data Collection and Usage for Research and Learning surveillance technology during this reporting period.

Crime Statistics

Not applicable. This solution is not a Crime Prevention tool.

Public Records Act Requests

There was zero (0) public records act request for BART Research Data Collection within this reporting period.

Costs

The annual software license fee remained at approximately \$40,000. BART Marketing and Research utilizes Qualtrics survey software to maintain and manage a panel of 60,000 active patrons. These patrons are surveyed on various topics, including the patron experience, ratings of cleanliness, police presence, and other attributes of the patron environment, as well as their awareness of various BART initiatives. The value of the software subscription to BART is access to relevant, timely, and statistically sound data, enabling us to make informed decisions and improve service, ultimately helping us connect with our patrons.

BART Police Body Worn Cameras

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Surveillance Technology Use

Description: The Board approved the purchase of Body Worn cameras on August 26, 2021. The goal of Body Worn Cameras (BWC) is to continually increase public confidence when interacting with BART Police Department personnel. Specifically, this technology aims to provide transparency for BART police officers and police representatives when interacting with the public. BWCs are intended to assist BART Police and police oversight branches such as the Independent Police Auditor, Internal Affairs, District Attorney, and others, as required by law. The BWC provides video and audio interaction between authorized police representatives and contacted members of the public. The BWC provides an objective, unbiased video and audio recording of a contact and/or incident. The Police Department provides BWC to designated sworn and civilian personnel for use while on duty, including Police Lieutenants, Police Sergeants, Police Officers, and Fare Inspectors.

The BWC records both video and audio activity. BPD Policy, and the BWC Impact Report and Use Policy requires that the BWC shall only be used during the course of official police duties.

BWC's enhance public safety and are in alignment with the BART Police Department's transparency, community, and progressive policing vision. The use of BWC's provides documentary evidence for criminal investigations, civil litigation, and allegations of officer misconduct. Such evidence shall be maintained by the BART Police Department in accordance with the Surveillance Ordinance, Impact Report, Use Policy, and BART Police Department Records Retention policy. Exceptions include data that is required by subpoena, or as an investigatory record for a criminal investigation, or for purposes of an administrative investigation on the conduct of a member(s) of the Police Department. For certain criminal cases, there may be a court or legal requirement to retain the video indefinitely.

The use of BWC's serves the following key purposes:

- Transparency.
- Reassures the public when interacting with members of the BART Police Department.
- Collects information that is objective and unbiased.
- Provides evidential support to prosecute offenders for criminal offenses.
- Provides the public with a means to address or report police misconduct.

The Use Policy and Impact Reports were approved by the Board in August 2021. Both the Impact and Use Reports were produced as a collaborative effort with community input. The collaborative nature of this effort allowed for a transparent and robust policy that met all elements of BART’s Surveillance Ordinance and California Penal Code § 832.18.

Data Sharing

The BART Police Body Worn Camera video is directly uploaded from each camera and stored in secure cloud storage. Access to the police body-worn camera video for BART personnel is limited to a need-to-know and right-to-know basis. No direct access is provided to any persons or organizations outside of BART. However, copies can be provided for video evidence, such as required by subpoena, judicial order, other legal obligations, or to assist with criminal investigations by law enforcement agencies.

Agencies Receiving BART BWC Data		
Alameda County Sheriff’s Office	Alameda County Prosecutor’s Office	Contra Costa County District Attorney’s Office
Antioch Police Department	Contra Costa County District Attorney’s Office	California POST
San Mateo District Attorney’s Office	Berkeley Police Department	South San Francisco Police Department
San Francisco District Attorney’s Office	California Department of Justice	Alameda County Sheriff’s Office
Santa Clara County District Attorney’s Office	Pittsburg Police Department	San Leandro Police Department
Oakland Police Department	Piedmont Police Department	

Complaints

BART Customer Service reported zero (0) complaints on Body Worn Cameras during this reporting period.

Surveillance Policy Compliance

A random audit of fifty (50) randomly selected cases, showed no violations of the Surveillance Use Policy for the BWC system.

Crime Statistics

While there is currently insufficient data to establish a statistical link between the deployment of BWCs and crime rate reduction, it is essential for the public to have a transparent and verifiable form of visual and audible documentation of events when interacting with members of the BART Police Department.

BART crime statistics are updated monthly and made available at the following URL's:

<https://www.bart.gov/about/police/reports>

<https://www.crimemapping.com/map/agency/454>

Public Records Act Requests

There was zero (0) public records act request for Body Worn Cameras within this reporting period.

Costs

The BWC Camera is a subscription procurement with an initial investment cost of \$492,330 and \$6.7 million over ten (10) years. There was no maintenance costs associated with the subscription service. Ten (10) malfunctioning cameras were replaced during the annual collection period and were covered by the initial subscription cost.

Bitfocus

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Surveillance Technology Use

Description: The Board approved the use of the Crisis Intervention Data Application on April 13, 2023. BitFocus Clarity is a secure web-based application used by the Crisis Intervention Specialist (CIS) team, which consists of civilian personnel in the Progressive Policing and Community Engagement Bureau (PPCEB). The PPCEB is a bureau within the BART Police Department; however, the data collected in this application is expressly prohibited from being shared with law enforcement.

The BitFocus Clarity application enables the CIS to gather information and document interactions with members of the public who may be unhoused or in need of social services. Individuals who are willing to accept assistance can be directed to appropriate community services, such as shelters, mental health services, and substance use services. Individuals give their consent for information to be input into the application. CIS utilizes the data to develop plans for individuals facing a crisis, facilitate community services, and reduce police interaction.

On November 25, 2024, the application was enhanced to include data points that help to learn more about the interactions between CIS and the individuals they engage with and assist CIS in effectively identifying and connecting individuals to services. Data from prior to November 25, 2024, is retained and accessible by CIS. The application is used in the field only by the following authorized civilian staff: Crisis Intervention Specialists and Crisis Intervention Specialist Supervisors.

System Administration Access is also granted to:

- Office of the Chief Information Officer (OCIO) Department
- Senior Manager of Social Service Partnerships
- Office of Independent Police Auditor

The following roles provide oversight of the use of the application:

- Senior Manager of Social Service Partnerships
- Crisis Intervention Specialist Supervisors
- Office of Independent Police Auditor

Data Sharing

CIS began to record data in this application on June 28, 2023. Data has not been shared with any other agency or organization without consent provided by an individual or without an agency agreement in place. The absence of data sharing to and from agencies utilizing Bitfocus, is by program design due to legal limitations regarding the sharing of information.

Complaints

BART Customer Service reported zero (0) complaints within the reporting period.

Surveillance Policy Compliance

An audit of the BitFocus Clarity application was completed by OIPA during this reporting period.

OIPA reviewed and confirmed that only authorized civilian staff in the Progressive Policing Bureau have access to the BitFocus Clarity application; no sworn Officers have access to the system. Additionally, OIPA conducted a random sample review of entries made after the software update on November 25, 2024. The random sample of entries reviewed were from November 25, 2024, through June 30, 2025. Although OIPA is aware that data exists prior to the software update, the sample was intentionally limited to entries made after the update.

OIPA confirmed that all reviewed entries contained only appropriate and relevant information regarding the contacts entered by Crisis Intervention Specialists (CISs).

Statistics / Outcomes

The Bitfocus Clarity application allows the CIS team to collect and curate information about individuals in crisis (such as mental and physical health challenges, substance use, and shelter status) in order to address quality of life issues which negatively impact BART's ability to deliver safe, reliable, clean, quality transit service for riders.

In Fiscal Year 2025 our statistics show that there were over 13,000 Assessments performed with the average duration time of 13.96 minutes to complete one assessment, 5,188 successful system exits, which include individuals taking BART to their referral location, 828 referrals to housing, mental health, substance use resource, 4,475 persons were informed that BART is not a shelter or not to be used for other needs, 5,023 persons remained on the train, station, or on BART property.

The goal of the Bitfocus application is to facilitate outreach assistance and service provision to individuals in need. In addition to the statistics provided in this report, there are several relevant statistics collected by BART in the regular Quarterly Performance

Report (QPR) that can help measure the success of this program. Together, these statistics will be used to measure the effectiveness of the program and trends and ensure that CIS are focusing on the areas of need. The data that is being collected helps to highlight the excellent work that is being done by the Progressive Policing and Community Engagement Bureau.

Public Records Act Requests

There were zero (0) Public Records Act requests for Bitfocus within this reporting period.

Costs

BitFocus Clarity application costs were as follows:

- Maintenance: \$0.00
- Annual license fees: \$51,622
- Professional service fees: \$49,950

Data for the Progressive Policing Bureau is expanding as we gain experience and improve our reporting tools. BART has deployed the Bitfocus Clarity application to manage interactions between our civilian Crisis Intervention Specialists and the people served. The Progressive Policing and Community Engagement Bureau is utilizing the application to provide a more cohesive and data-informed approach to connecting persons in need to services.

The Bitfocus software is a nationally recognized client management system, utilized by partner agencies in the counties served by BART, and it continues to be an integral part of the work at BART.