



BART POLICE

DEPARTMENT REPORT



OUR COMMITMENT TO SERVICE

BART POLICE DEPARTMENT

VISION STATEMENT

To be the leader in innovative policing, establishing BART as the safest transit system in the nation.

MISSION STATEMENT

The mission of the BART Police Department is to ensure a safe environment within our transit system, reduce crime through a highly visible police presence, and proactive enforcement of the law, and to promote public confidence by working in partnership with our stakeholders and the communities we serve.

CORE VALUES

INTEGRITY

We inspire trust and carry ourselves in a manner that demonstrates the highest levels of honesty, ethics, and moral conduct.

SERVICE

Placing service above self, we work in partnership with the community serving with pride, courage, and compassion.

ACCOUNTABILITY

We take ownership of our duties, remaining answerable to the public and accountable to the laws, rules, policies and procedures that govern and guide us.

PROFESSIONALISM

We are committed to conduct and performance reflective of the highest standard of personal and organizational excellence.

DIVERSITY

We acknowledge and embrace the diversity in our communities we serve and strive to ensure diversity is reflected in all levels of our organization.

CONTENTS

A Message from Chief Carlos Rojas.....	1
BART Police Department History.....	1
Department Bureaus	2
The Community We Serve	3
Department Chain of Command	4
Performance Measurements	5-6
Zone Policing	7
COPPS and PSA	8
Criminal Investigations Detectives Division	9
Critical Asset Patrol Team	9
K-9 Unit	10
Officer-Worn Body Cameras	10
Personnel and Training Division	11
Internal Affairs Division	11
Civilian Review	12
New Policy Regarding Transgender Persons	12
Support Services	13
Revenue Protection Division	13
Crisis Intervention and Community Outreach	14
Integrated Security Response Center (Police Dispatch)	14
Trauma Response Team	15
ID Technician Team	15
SWAT Team	16
Video Recovery Unit	16
Police Chaplains	17
Honor Guard	17
Crime Analyst	18
CALEA	18
Explorer Post	18
Security Programs	19
Emergency Operations Center.....	19
New Legislation	20
Prohibition Orders to Keep BART Safe	20
New Hires and Promotions.....	21
2016 Awards and Recognition.....	22







Chief Carlos Rojas

It is an honor and privilege to have been selected as the 6th police chief of the BART Police Department. I look forward to leading the men and women of the BART Police

Department as we improve safety throughout the BART system. Serving the counties of Alameda, Contra Costa, San Francisco, San Mateo and in the near future Santa Clara county present a variety of safety challenges. Covering such a vast area, it is critical for our public safety footprint to grow alongside transit operations in order to fulfill our goal in making BART the safest transit system in the nation.

The Department is focused on increasing staffing to its authorized levels and identifying long term staffing needs. This can only happen through an aggressive recruitment campaign to attract qualified individuals to the BART Police Department. As the police department increases its staffing we will be able to build on our successes in Community Oriented Policing Problem Solving and more effectively deploy our personnel throughout the District. We realize the key to ensuring safety within the BART system relies on the partnerships with our riders and other community partners throughout the Bay Area. The BART Police Department will continually work on strengthening partnerships with the community and leveraging them to address quality of life issues existing within the system. Realizing that many of the issues can be better addressed by other community organizations or government agencies outside of the transit system will be key to our success.

The BART Police Department has grown significantly since its inception in 1972. However, the foundation of the department is the commitment of our employees and their professionalism in keeping our riders safe. Our ridership can expect increased visibility of our officers in stations, parking lots and trains as we increase our staffing and efficiencies in deploying personnel. As you read this Department Report I hope it will convey the commitment of our personnel and provide insight on how police services are provided throughout the District. I am humbled by the opportunity to lead the men and women of the BART Police Department and look forward to maximizing safety for our patrons.

BART Police Department History

Long before trains ever started running, policy leaders were planning for how to keep the public safe in the new Bay Area Rapid Transit District. In 1970, the state enacted legislation giving law enforcement authority to what would first be known as "BART Security" and today is known as the BART Police Department.



The idea behind a separate police force was that the transit system spanned four counties and multiple jurisdictions, each with its own legal codes and practices. With one police department in charge, a greater level of consistency could be achieved.

Soon after passenger service started in September of 1972, the name was changed to the BART Police Services Division. At that time, officers only had authority on BART property and only during their working hours. It would not be until 1976 that BART Police Officers had the authority to enforce laws 24/7, while on the job or off-duty, anywhere in the state, the same as all other peace officers in the state. Today, their training is the same or in many cases exceeds that required by state standards.

The BPD has grown and changed over the years. A force that started with 28 officers has grown to more than 200. Women have served along with men as officers almost since the beginning, joining the force in 1973. From 1972–1975, BART Police Officers wore the blazers and wide-legged trousers that were the style of the times. After 1975, they switched to traditional police uniforms. In the beginning K-9 handlers worked with Doberman pinschers; now, the majority of BART's police dogs are German shepherds.

The department's levels of technology, training and expertise have grown over the years. Field offices have been added to place officers closer to their communities. A smartphone app now allows riders to report suspicious activity discreetly in real-time. State-of-the-art video surveillance systems and body-worn cameras provide greater security.

The BART system also depends upon its riders to be extra eyes and ears, and to follow the motto, "If you see something, say something!" to be partners with police. Many things have changed over the years, but the Department's commitment to protect and serve the BART community has been a constant. To read more about the BART Police Department, visit www.bart.gov/police.



Ralph Lindsey
1975 – 1976



William Rumford
1976 – 1978



Harold Taylor
1979 – 2000



Gary Gee
2000 – 2009



Kenton Rainey
2009 – 2017

PRIOR BART POLICE CHIEFS

Operations Bureau

As Deputy Chief of the Operations Bureau, I oversee all Patrol Officers, Criminal Investigations, our SWAT Team and Tactical Team, our Hostage Negotiation Team, Evidence Technicians, Surveillance Video Recovery, the Department Representative on the FBI Joint Terrorism Task Force, and our Police K-9 Unit. I also oversee the investigation and review of all incidents involving any use of force by officers.

The Operations Bureau is largely the face of the Department within the BART community. We continually interact with BART customers as we diligently strive to make BART the safest transit system in the country. I encourage and expect our officers to be vigilant and professional at all times, and I believe our officers meet this standard of excellence.

As Peace Officers we have a duty to enforce the law while maintaining the public trust. Due to the nature of our profession, we often encounter people during the worst of circumstances; either in crisis, victims of crime, or persons subject to arrest. We own the obligation to treat all persons with respect and fairness in the performance of our duty.

I join our officers in striving to reach these goals as we serve the BART community.

Professional Standards and Training Bureau

As Deputy Chief of the Professional Standards and Training Bureau, I oversee the recruitment, hiring, and continued training of all Department personnel; I also oversee the Internal Affairs Unit in conducting investigations regarding alleged misconduct of employees.

I strongly believe that it is essential to recruit and hire high quality people, with diverse backgrounds, and service oriented paradigms, in order to have a Department that can best serve the entire community. Once hired, we strive to continually better our officers via ongoing training and developmental opportunities.

I also believe that a robust Internal Affairs process is essential to further build and maintain community trust and confidence in our Department. Our Team members agree to embody the sentiments outlined in the BART Police Department's Mission, Vision, and Values statements; if we fall short of doing this, we must be held accountable for our actions.

I am proud to be a member of the BART Police Department, and I am committed to serving our BART community.

Support Services Bureau

The Support Services Bureau provides service throughout the BART Police Department, as well as other departments within the BART organization. Units within the Division include, the BART Police 911 Dispatch Center, Property and Evidence, Budget and Payroll, Police Fleet Management, Records, Traffic, Warrants, Community Policing, Crisis Intervention Team Outreach, and Revenue Protection.

Since the Support Services Bureau often serves as an interface between stakeholders in the communities served by the BART Police Department, we have the opportunity to put the Department's community policing philosophy into practice on a daily basis. Whether a 911 call to our dispatch center, a request for a report, or working with a vendor to ensure our personnel have the equipment and resources necessary to fulfill the Mission of the BART Police Department, the staff of the Support Services Bureau work to professionally represent the Department in keeping with the BART Police Department's Core Values; Integrity, Service, Accountability, Professionalism, and Diversity.

Department Bureaus



Deputy Chief Lance Haight



Deputy Chief Jeffrey Jennings



Ed Alvarez
(Acting Deputy Chief)

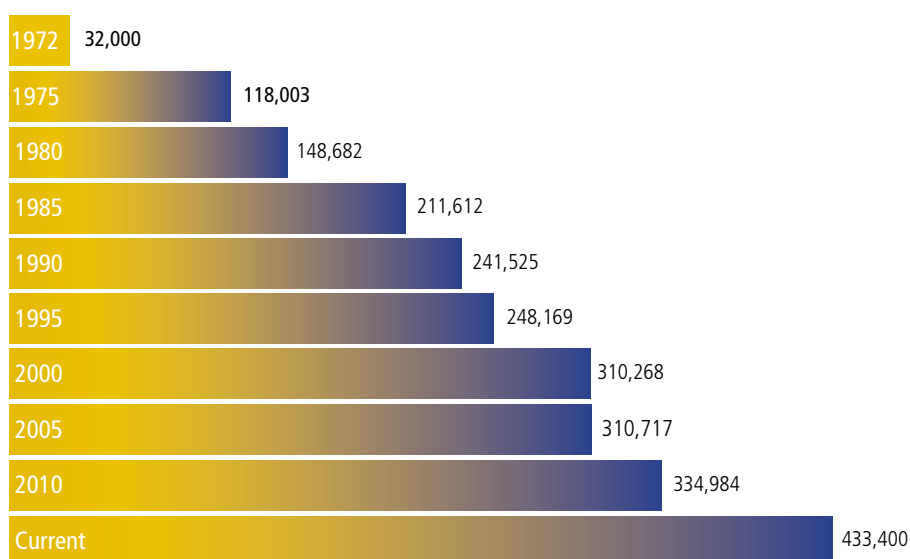
The Growing Community We Serve

Jurisdiction

The BART Police Department is the primary law enforcement authority for the BART District which includes 107 miles of trackway, 45 stations, and 47,000 parking stalls. The system spans through Alameda, Contra Costa, San Francisco, and San Mateo Counties.

BART services San Francisco, Oakland, Daly City, South San Francisco, San Bruno, Millbrae, San Francisco International Airport, Berkeley, El Cerrito, Richmond, Orinda, Lafayette, Walnut Creek, Pleasant Hill, Concord, Pittsburg, Bay Point, San Leandro, Castro Valley, Dublin, Pleasanton, Hayward, Union City, and Fremont. BART opened service to the Oakland Airport and has since transported over one million passengers on that system. BART opened the Warm Springs/South Fremont Station on March 25, 2017. Work is well underway for the Silicon Valley Berryessa and East Contra Costa County extensions, and planning is continuing for BART to Livermore.

Daily Ridership

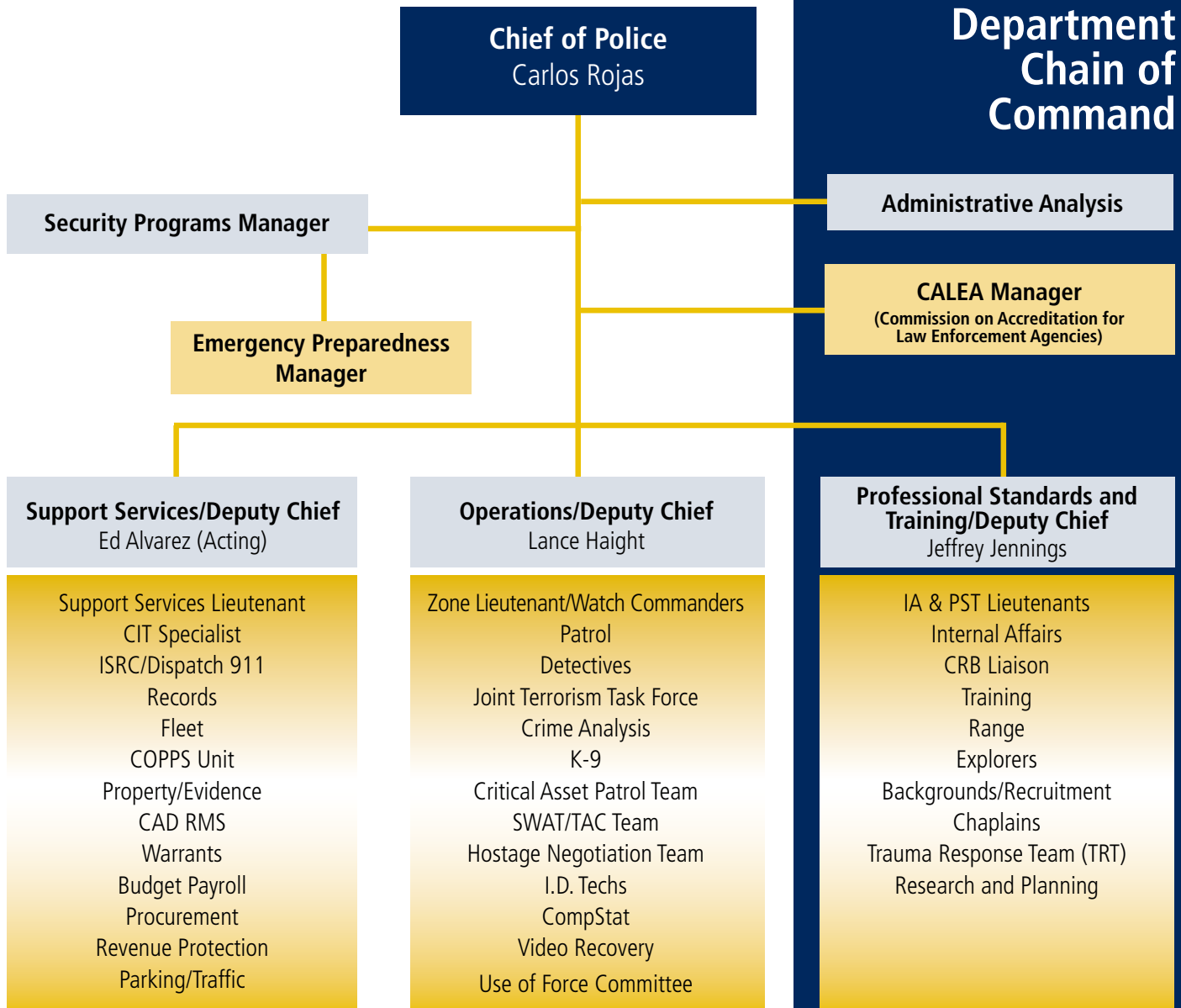


Statistical Report of Crimes on BART

CRIMES	2011	2012	2013	2014	2015	2016
Homicide	0	0	1	0	1	1
Rape	1	2	0	2	3	4
Robbery	195	202	209	153	161	232
Aggravated Assault	24	41	29	44	35	42
Violent Crime Subtotal	220	245	239	199	200	279
Burglary	12	27	25	7	4	12
Larceny	2,067	2,356	2,524	2,597	2,325	2,217
Auto Theft	351	433	483	522	480	480
Arson	2	0	0	0	0	1
Property Crime Subtotal	2,432	2,816	3,032	3,126	2,809	2,709
TOTAL	2,613	3,061	3,271	3,325	3,009	2,988

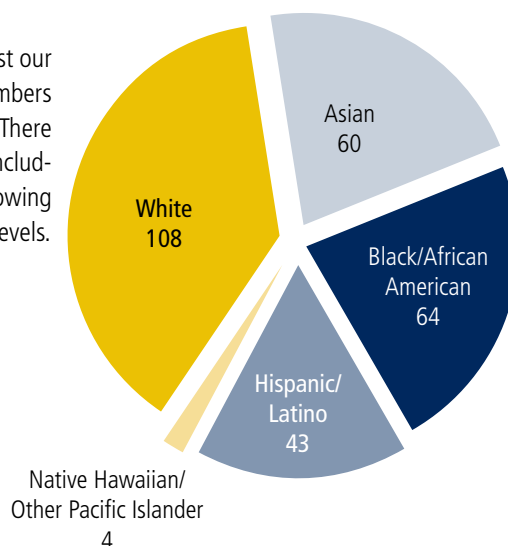
Police Departments submit the above statistics annually to the FBI for publication in the Uniform Crime Report (UCR). The UCR indexes reported incidents in two categories: violent and property crimes. Aggravated assault, forcible rape, murder, and robbery are classified as violent while arson, burglary, larceny, and motor vehicle theft are classified as property crimes. Part 1 crimes are collectively known as Index crimes; this name is used because the crimes are considered quite serious, tend to be reported more reliably than others, and are reported directly to the police and not to a separate agency (ex- IRS) that doesn't necessarily contribute to the UCR.

Department Chain of Command

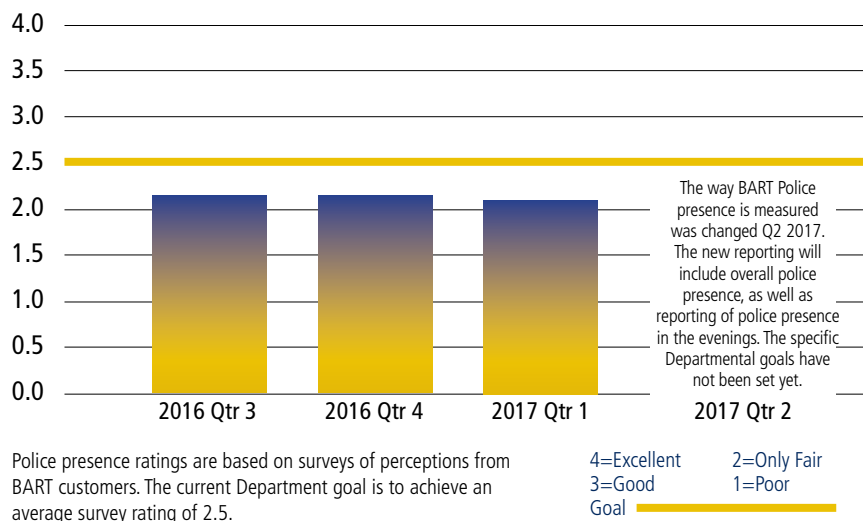


Members

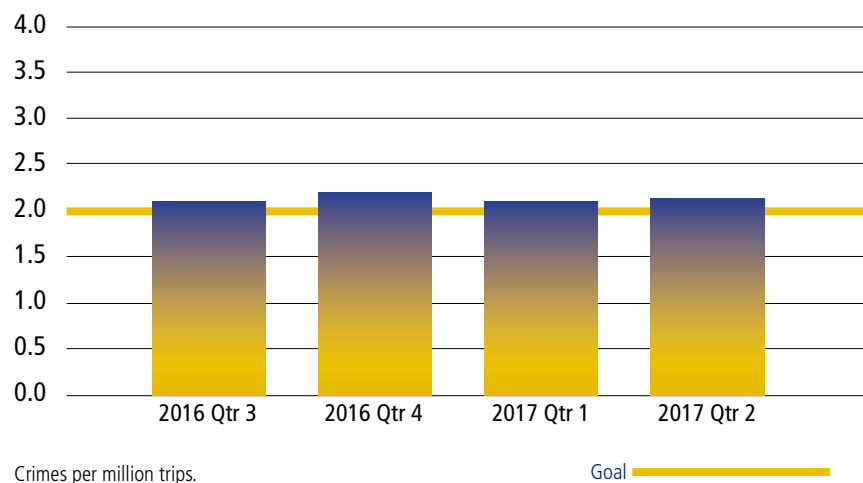
The Department values diversity amongst our personnel and the diversity of our members is reflective of the community we serve. There are 282 positions in the Department including 188 peace officer positions. The following demographics represent 2016 staffing levels.



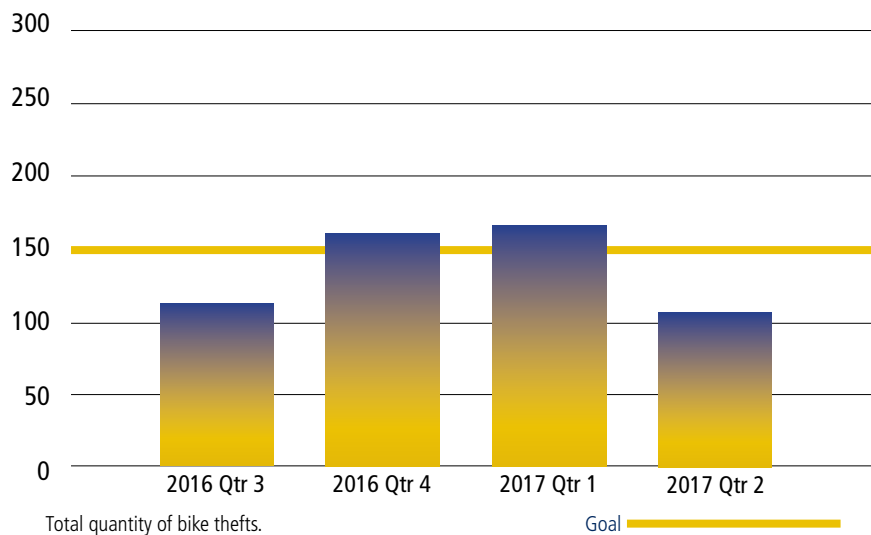
BART POLICE PRESENCE

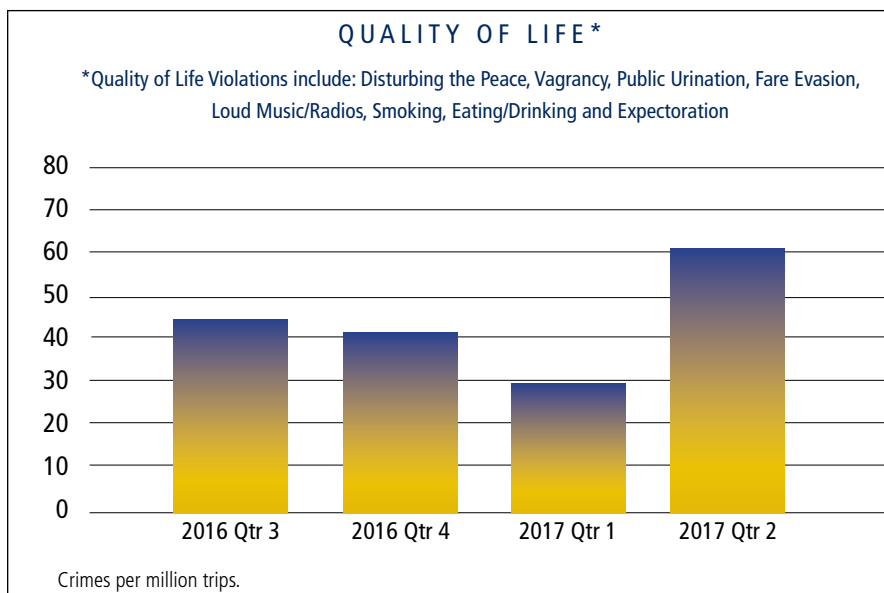
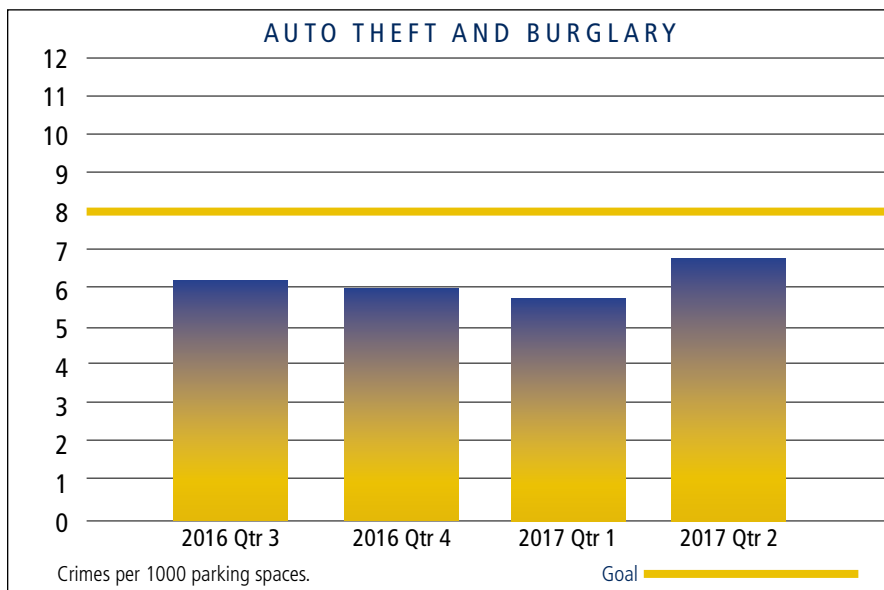
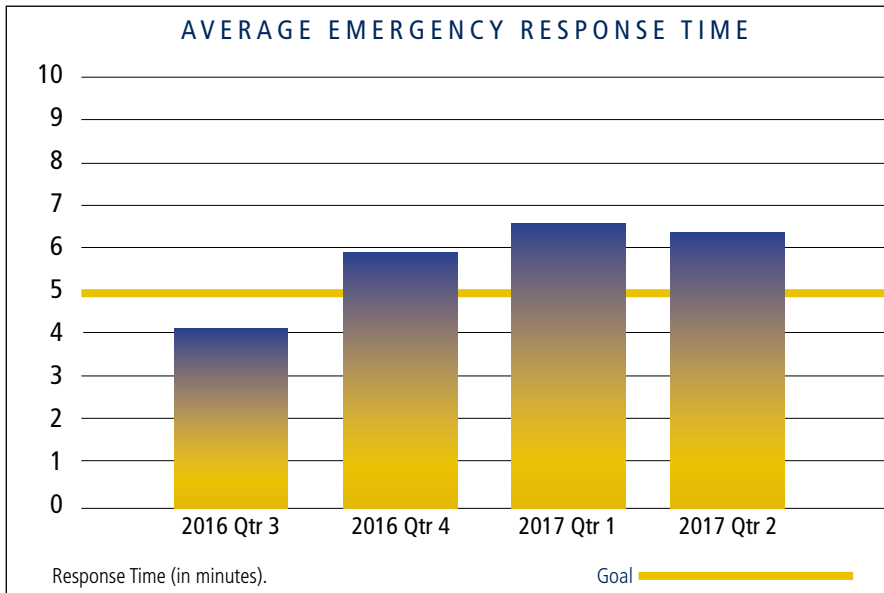


CRIMES AGAINST PERSONS (Homicide, Rape, Robbery, and Aggravated Assault)



BIKE THEFT





Zone Policing

In order to best serve BART customers and employees, the Police Department has adopted a Zone Geographical Policing Structure. There are five Zones, each of which has a unique character and needs. A Zone Lieutenant commands each one of the six patrol zones, with a team of patrol Sergeants, Police Officers and Community Service Officers who are all responsible and accountable for providing 24/7 service to their areas within the BART District.

Zone policing improves police services by identifying specific problems for more diligent responses while enhancing its Community Oriented Policing Problem Solving (COPPS) program. COPPS is an organization-wide policing philosophy and management approach that promotes community, government, police partnerships and proactive problem solving to reduce a jurisdiction's crime and social disorder.



As a Transit Police Department, BART PD has the obligation to invite, include and involve riders and the community in its operations. Only then can the Department establish the understanding, support and collaboration between itself and the public necessary to achieve Department objectives. Rider participation in public safety issues is critical for shared ownership of a problem, shared decision-making, and shared responsibility and accountability for problem solving.

Community Outreach

The dedicated COPPS Unit, managed full-time by Community Service Officer Michelle Lazaneo, participates in numerous activities such as youth summits, fundraising run/walkathons, neighborhood cleanups and crime prevention meetings, the BART Accessibility Task Force, metal theft task force, and the Transit Security Advisory Committee. All of these activities make up the essence of the COPPS Unit. With patience and proper support, COPPS will have a meaningful impact on the delivery of police services and on the quality-of-life for BART riders.

A prime example of COPPS collaboration is our participation in outreach events such as National Night Out, which involves police personnel, BART employee volunteers, youth Police Explorers, and community stakeholders. In 2014, the Department had at least three stakeholders per station to participate in the event, including mental health advocates, such as the National Alliance on Mental Illness; security companies, such as ADT and Bay Alarm; and veterans' organizations. The Department highlighted the national campaign, "If you SEE something, SAY something," as well as tips to deter electronics and bicycle theft.

Another great example of Community Outreach is Acting Lieutenant Scott, through his work in the Gang Resistance Education and Training (GREAT) Program. Acting Lieutenant Scott donates his time working with 4th grade, 5th grade, and middle school kids in Oakland, San Leandro, and Union City Schools. The program consists of six consecutive classes, one hour for each class, teaching principles in resisting gang violence, making tough decisions, controlling anger, effective communication, anti-bullying, and who to talk to when for help. The course is taught in small groups, encouraging student participation. Acting Lieutenant Scott was a mentor and teacher to 510 students in the 2015-2016 school year, and is working with 1200 students in the 2016-2017 school year.

COPPS and PSA

Community Oriented Policing and Problem Solving

Police Service Area/Zoned Policing

Chief Rainey implemented COPPS and PSA Policing in 2012.

COPPS is a policing philosophy and management approach that promotes community, government, and police partnerships with proactive problem-solving to reduce crime and social disorder. COPPS is based on the following two core beliefs:

1. A law enforcement agency requires the cooperation of, and a partnership with, the community it serves.
2. A continuum exists between low-level crime and/or social disorder and serious crime. The philosophy of COPPS is based on the belief that a breakdown of community control as evidenced by low-level crime and/or social disorder can and will lead to the community's disengagement from its commitment to public and transit system safety. This disengagement ultimately fosters a climate of crime and social disorder.



Criminal Investigations Detectives Division



Lieutenant Terence McCarty

The **Criminal Investigations Division** is responsible for conducting follow-up investigations, seeking criminal complaints, preparing search warrants, and interviewing and interrogating witnesses and suspected criminals.

The Criminal Investigations Division is comprised of a Lieutenant, a Sergeant, Detective Officers, a Crime Analyst Officer, and two Video Recovery Community Service Officers.

The Criminal Investigations Division works to protect the public in a number of ways; just one example is through seeking federal charges against criminals arrested for gun possession. Such charges result in longer incarceration periods, which in turn result in a safer transit system and community.

The Crime Analyst Officer provides data for the Department's weekly presentation on Compstat, the computer statistics system that uses data-driven analysis to target resources into areas where they are needed most.

Critical Asset Patrol Team

BART was given a grant by the United States Department of Homeland Security in 2011 to establish the Critical Asset Patrol (CAP) Team for security enhancements to the District's critical asset corridor, which includes the most traveled underground stations, tubes, and tunnels within BART. The CAP Team provides high-visibility, uniformed presence (primarily on trains) within the critical asset corridor to prevent incidents of significant security concerns and destruction of District properties.

The CAP Team further enhances BART's immediate response to any threat or act of terrorism by responding to suspicious and unusual behaviors within the critical asset corridor. All CAP Team members are Terrorism Liaison Officers who receive advanced professional training from POST and DHS approved courses. The CAP Team also participates in joint deployment assignments involving the Transportation Security Administration's Visible Intermodal Prevention and Response (VIPR) Teams, made up of sworn Federal Air Marshals (FAMs).



BART PD's K-9 Unit consists of eight K-9 teams. Four teams are protection/explosive cross-trained and four teams are TSA explosives-focused only. Our protection teams must pass a K-9 academy at Adlerhorst International in Southern California, while our TSA teams go to an academy at Lackland Air Force Base in San Antonio, TX. We have seven German shepherds, one Belgian Malinois, and one German shorthaired pointer.

Our K-9 teams respond to unattended packages throughout the system on a daily basis. All TSA teams have surprise 'spot tests' that are monitored by the TSA, and these tests are conducted throughout the year. All teams have continuous training every week, and must pass recertification testing every year.

BART PD's K-9 teams have been responsible for conducting explosives sweeps for visiting dignitaries, which have included the Dalai Lama and President Obama. Our program also has been responsible for helping with explosive sweeps for major events throughout the Bay Area and to help with bomb threats that have been called in at local schools and businesses.

Protection teams have been responsible for the apprehension of various suspects and weapons that have been used to commit their crimes. Protection teams can also help track missing people.



Throughout the year our K-9 teams conduct K-9 demonstrations for school kids, camps, local businesses, special events and programs provided through BART. Our commitment to safe and secure passage of our stakeholders, to and from their destinations, drives our K-9 teams to continuously strive to be one of the best working K-9 programs in the Bay Area.



The BART Police Department is a leader in adopting officer-worn body cameras and one of the first agencies in California to require all patrol officers and sergeants to wear a body camera. The first team of BART officers and sergeants began using body-worn cameras in November of 2012. By June of 2013, the body camera program was fully implemented and all patrol officers and sergeants were wearing the body cameras.



Personnel are required to record all public contacts whenever the officer is taking enforcement action. In 2016 BART police officers and sergeants recorded over 78,000 video clips with their body-worn cameras. In total, the Department has over 38 Terabytes of video, and each month we add about 633 gigabytes of new video.

Once an incident is recorded, the officer is unable to edit or delete the video content. The camera is docked at the end of every shift, and the video is automatically uploaded to a secure server. Officers are typically allowed to view their videos when preparing police reports in order to ensure accuracy and thoroughness. The Department has found the videos to be extremely beneficial in criminal prosecutions, internal investigations, and administrative reviews.

K-9 Unit

Officer-Worn Body Cameras

Personnel and Training Division



Lieutenant Randy Gregson

Recruitment and Hiring

The Personnel and Training Division responsibility is recruiting, hiring and training. The team works closely with BART's Human Resources Department during recruiting and testing to provide a "customer service friendly" hiring process. Throughout the process, the team guides and mentors the candidates on their way to reaching their highest potential. Three times per year, the team facilitates an Entry Level Police Officer Practice Agility Test, the POST Written Exam and the (WSTB) Agility Test.

Applicants who pass the written and agility tests are invited to an interview. The interview panel is staffed by two police officers, usually Field Training Officers from the patrol division, and a civilian member of the community. The civilian panel member is important to us for our continued commitment to transparency.

Once a candidate passes the interview, they may be invited into the background process. The background process includes a polygraph, background checks, Chief's interview, and psychological and medical examinations. In addition to the entry level applicants, our agency was able to draw some of the most talented law enforcement Lateral officers in the Bay Area. We fast-track lateral officer applicants for a smooth and friendly transition into their new police family. Go to www.bart.gov/jobs to apply.

Training Forward

We have developed our training to be both progressive and innovative. Annual Advanced Officer Training includes the following courses: Fair and Impartial Policing, First Aid and CPR, Reality Based Scenarios, Defensive Tactics, Arrest and Control, Impact Weapons, and Taser. Officers attend practical firearms training every other month.



Internal Affairs Division



Lieutenant Paul Kwon

The Department has an Internal Affairs Division to investigate both citizen and administrative allegations of potential misconduct. The unit consists of one lieutenant and two sergeants.

The Department's internal investigative process is critically important to preserve the integrity and professionalism of the Department; it fosters public trust and confidence in law enforcement, and ensures accountability.

Internal Affairs is committed to conducting fair, thorough and timely investigations for all parties involved.



In effort to gain and maintain the trust of the public we serve, BART has created two layers of civilian review over the Police Department: The Office of the Independent Police Auditor (OIPA) and the BART Police Citizen Review Board (BPCRB).

The Independent Auditor is appointed by and reports to the BART Board of Directors. The stated mission of OIPA is to provide all members of the public with effective and independent oversight of the BART Police Department by conducting unbiased and thorough independent investigations and reviews of police department investigations, making policy recommendations to improve the performance of the police

department, and maintaining continual communication with members of the public in the BART service area. OIPA's specific responsibilities include, but are not limited to: intake of complaints, investigation of certain complaints received by OIPA (such as those involving excessive force or racial profiling), review of investigations conducted by Internal Affairs, monitoring of officer-involved-shooting investigations, establishment of a complaint mediation program, preparation of public reports related to complaints, and outreach to the public.

The stated mission of the BPCRB is to increase visibility for the public into the delivery of BART police services, to provide community participation in the review and establishment of BART Police Department policies, procedures, practices and initiatives, and to receive citizen complaints and allegations of misconduct by BART Police Department employees. The BPCRB also reviews results of OIPA investigations into allegations of misconduct by BART police, which include recommendations for findings and corrective action, including discipline, where warranted. The BPCRB reports directly to the BART Board of Directors and consists of eleven members appointed as follows: Each individual BART Director appoints one member; the BART Police Associations (BPMA and BPOA) jointly appoint one member; and there is one public-at-large member appointed jointly by the BART Board of Directors. Members of the Citizen Review Board must reside in one of the three counties that make up the BART District, and they each serve two year terms. They must not be currently employed in a law enforcement capacity (either sworn or non-sworn), and they must not be relatives of current and former BART Police Department personnel. The BPCRB generally holds public meetings monthly; meeting agendas are available at www.bart.gov.

The BART Police Department was one of the first in the nation to adopt a policy regarding Transgender Persons. The policy was written through the collaborated efforts of the BART Office of the Independent Police Auditor, the Citizen Review Board, the Chief of Police, with input from the BART Peace Officers and Managers associations as well as spokespersons from the transgender community including the Transgender Law Center in Oakland and the National Center for Transgender Equality.

The language of the policy is aimed at fostering respect and good will by addressing people how they wish to be addressed with regard to gender. The policy extends to how one is treated when wearing prosthetics, wigs, and makeup, and when those items may or may not be required to be removed; and making sure detained transgender persons have access to medical attention or medications, with the same needs and issues for other detained persons.

Civilian Review



New Policy Regarding Transgender Persons

Support Services



Lieutenant Chris Vogan

The Support Services Division provides the day-to-day resources and support necessary for an efficient, effective, and well managed Department. It is comprised of several units, which provide administrative support and a myriad of services to the Department. Support Services provides the base of operations from which the other Divisions execute our Department's mission. The high level of support and professionalism provided by Support Services help to ensure that personnel are well equipped to respond efficiently and proactively to public safety needs. Support Services is responsible for: Records Management, Budget and Planning, Parking and Traffic, Evidence Management, Warrants and Subpoena Processing, Equipment and Supply, Contracting and Purchasing, Vehicle Fleet Maintenance, and Human Resource Management.



Revenue Protection Division

BART Police Revenue Protection Guards have the primary responsibility of protecting BART Treasury personnel and BART property during the collection of revenue from BART stations. The Revenue Protection Guards differentiate themselves from other BART Police personnel by their distinctive brown uniforms and unit patches. There are a total of 18 Revenue Protection Guards and one Police Sergeant. Our Revenue Protection Guards are equipped with firearms, batons, pepper spray and police radios. They are required to attend Department firearms training and qualifications regularly. The guards must also maintain a Class A driver's license in order to drive the revenue vehicles. Our Revenue Protection Guards are critical in helping keep BART safe as they adhere to the Department mission and core values.



Crisis Intervention and Community Outreach

Community Outreach Specialist Armando Sandoval providing contact information for available resources to a resident of a homeless encampment on BART District property.

Crisis Intervention Training (CIT) is a law enforcement program based on having specially trained officers who can respond to crisis calls involving populations with special needs, such as mentally ill individuals, the homeless or those with drug and alcohol addictions. The primary goals of CIT are to de-escalate crisis situations and reduce the use of jail time for mentally ill persons, to decrease recidivism and reduce symptom severity.

Law enforcement officers are usually the first responders to a crisis situation and may be able to intervene effectively to assure the safety and diversion of mentally ill or homeless persons to treatment centers and/or programs when appropriate. The CIT training develops sensitivity and understanding regarding these issues. This will increase officer safety and provide a proactive method for resolving these sensitive situations.

BPD is a leader in having a full time Crisis Intervention Training and Homeless Outreach Coordinator, Armando Sandoval, on staff. Sandoval acts as a liaison with public and private mental health communities to create greater collaboration between community mental health groups and BPD. This collaboration ensures that BPD personnel are prepared to assist in the most appropriate and culturally responsive manner.

Our goal is to have all Officers, Dispatchers, Community Service Officers and Sworn Supervisors trained in Crisis Intervention, and we have been successful in getting 97% of eligible employees trained.



The Integrated Security Response Center (ISRC) is the BART Police Communications Center and is the single public safety answering point for the entire BART System. The ISRC is staffed by two Civilian Supervisors, 16 Dispatchers and one CSO Call-taker that handle nearly 6000 police and medical related incidents per month. The ISRC personnel are also tasked with managing the BARTWatch mobile phone application (go to www.bart.gov/bartwatch for more info on how to download) that allows riders to text in crime tips and photos. The ISRC is staffed 24 hours a day, 365 days a year to ensure the security of the BART System, BART employees and the riding public.

The ISRC was constructed in August 2009 as the first phase of a much larger security initiative. As the name would suggest, the intent is to fully integrate a new Computer Aided Dispatch (CAD) system with the District's vast closed circuit camera monitoring systems, alarm and access control monitoring systems, mapping and telephone systems.



ISRC Integrated Security Response Center (Police Dispatch)

Trauma Response Team

Law enforcement personnel are frequently exposed to traumatic events. In years past, police personnel were expected to deal with emotional trauma on their own. Today, much more is known about the long-term impact of exposure to trauma, including the risk of developing Post-Traumatic Stress Disorder, or PTSD. PTSD can result in mental and physical health problems, poor work performance, attendance issues, destructive behavior and even suicide.

In an effort to minimize these effects, the BART Police Department developed the Trauma Response Team, or TRT. In 2011, the BART Police Department recruited Dr. Lawrence Blum, a distinguished police psychologist with over 30 years of experience, to facilitate the development of the TRT. The TRT is comprised of both BART Police sworn and civilian personnel, who are on-call 24 hours a day, 7 days a week. Its purpose is to meet with employees immediately after a traumatic event to: (1) provide comfort and support to the employees; (2) diagnose the symptoms of PTSD; and, (3) facilitate the understanding and expression of feelings and/or perceptual distortions experienced during a traumatic event.



ID Technician Team

The BART Police ID Technician Team responds to major crime scenes that occur throughout the system and processes all related evidence. The goal is to identify, collect, preserve and document each case thoroughly in hopes to help identify suspects and the sequence of events that led up to the crime. Due to the nature of the job, the team is available 24 hours a day, seven days a week.



SWAT Team

In 2016, the BART Police Department entered into agreements with several **SWAT Teams** (the Alameda County Sheriff's Office Special Response Unit, the Contra Costa Central County SWAT Team, the San Francisco Sheriff's Department Emergency Services Unit, and the San Mateo County Sheriff's Office SWAT team) within each county served by the District to provide 24/7 coverage to respond to both pre-planned and rapidly evolving incidents that require advanced training and specialized equipment. The BART Police Department provided three officers to serve as operators on the Contra Costa Central County SWAT team and provides any specialized training required for the contracted teams to better be able to conduct operations within our system. BART K-9 officers have also been incorporated into SWAT training to provide an additional response capability.



The BART District and BART Police Department are committed to providing a safe and secure environment for our patrons, employees and the community. The purpose of video surveillance systems is to assist police in criminal investigations and to detect, deter and prevent potential terrorist and/or criminal activities within the BART system.

In 2014, the video recovery unit processed 2,378 requests for video, many of which were used in making arrests leading to a safer BART system for the public and BART employees.

BART maintains more than 3,000 surveillance cameras system-wide including in train cars. New BART Stations are being constructed with more digital high definition cameras to provide better quality video. In addition, the new Fleet of the Future train cars that began arriving in 2017 will also have state-of-the-art cameras.



Video Recovery Unit

Police Chaplains

Our chaplains are dedicated volunteers who provide spiritual and emotional support to members of the Department and their families. They provide a ministry of presence as well as spiritual and emotional support to victims of crimes and tragedies. They assist sworn personnel to defuse conflict, respond to natural and accidental deaths, suicides and attempted suicides, and family disturbances when requested. Although they come from different religious backgrounds, they serve through non-denominational, ecumenical ministry.



Honor Guard

The BART Police Honor Guard consists of nine active members with ongoing recruiting. The Honor Guard is in the process of transferring to a new uniform to distinguish Honor Guard members from rank and file officers for ceremonies and official events. Honor Guard training is underway with the goal of becoming a premier unit in representing our Department.

The Honor Guard was very active in 2014. With the tragic death of Sgt. Tommy Smith, Honor Guard members have stepped up and performed their duties to bring credit to themselves, the Honor Guard and the BART Police Department. The team has participated in funeral and memorial services, ceremonial guards and escorts, and other related duties.



The Department has a police officer trained and assigned as a full-time crime analyst, Officer Ken Dam, who uses crime statistics to help direct daily patrol and special operations in combatting specific crime trends. Officer Dam gathers statistical data, looking for patterns, not only using computerized programs but also from his experience as a patrol officer and knowledge of all of BART's zones. He does hotspot analysis and M.O., or modus operandi, pattern detection, knowing how certain methods are repeated so they can be more easily watched for. As one example, Officer Dam uses statistical data of bicycle thefts to predict when, where and how theft is likely to occur next. He also uses past arrest reports to issue bulletins to officers with the M.O.'s and photographs of known bike theft suspects.

Crime Analyst



Officer Ken Dam

The Department began the process to gain accreditation through The Commission on Accreditation for Law Enforcement Agencies (CALEA) in 2015. A new position for a Department CALEA Manager was created, and Matthew Cromer was promoted to the position.

The purpose of CALEA's Accreditation Program is to improve the delivery of public safety services, primarily by: maintaining a body of standards, developed by public safety practitioners, covering a wide range of up-to-date public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence.

Specifically, our goals through CALEA are to:

- Strengthen crime prevention and control capabilities;
- Formalize essential management procedures;
- Establish fair and nondiscriminatory personnel practices;
- Improve service delivery;
- Solidify interagency cooperation and coordination; and
- Increase community and staff confidence in the Department.

CALEA



Manager Matthew Cromer

BART Police Explorer Post 413 was formed in 2012. The program is for young men and women between the ages of 14 to 20 who are interested in a career in law enforcement and is designed to give hands-on training and exposure to various aspects of the law enforcement profession. Our Explorer post currently has continuous, open recruitment.

Explorers participate in community service, Departmental training, and other events as requested. They attend an explorer academy designed like a full-time police academy and will eventually be in uniform on patrol with officers. This program is possible due to the selfless dedication of several members of the BART Police Department.

Explorer Post



Security Programs



Lieutenant Kevin Franklin

In July 2007, the District recognized that working to ensure the safety and security of BART employees and riders had become more complex, and that the establishment of a Manager of Security Programs position reporting to the General Manager would address the need for more specialized management and coordination of security issues throughout the District. In 2012, the Manager of Security Programs position was transferred to the BART Police Department as a direct report to the Chief of Police. Duties for this assignment include, but are not limited to; development and implementation of BART's security policies and programs; serving as the chairperson of the District's interdepartmental Security Committee; management of the District's Security Sensitive Information (SSI) program to ensure protection of information about critical facilities; prioritization of the District's security needs and development of guidelines and criteria for security investments; serving as the point-of-contact representing the District on security-related matters when interacting with various federal, state and local entities; participation in funding advocacy and security grant development; oversight of the District's emergency management programs; and providing highly complex administrative support to the General Manager, Board appointed officers and executive staff.

Additionally, BART's Chief of Police is a member of the Transportation Security Administration's Peer Advisory Group (PAG) which is comprised of 27 transit chiefs of police from the major transit systems in the United States, Canada and the United Kingdom. The mission of the PAG is to work in partnership with TSA and other federal agencies, as appropriate, to reduce the risk of terrorism and intentional harm to passengers, employees and the critical infrastructure of mass transit systems. This occurs through the exchange of information, intelligence and effective practices; and aids in identifying funding, equipment and other resources that enhance the ability of the involved transit systems to offer the highest level of protective services.

Emergency Operations Center



Marla Blagg
Emergency Preparedness Manager

BART Police has a dedicated Emergency Operations Center (EOC) and a full time Emergency Preparedness Manager, Marla Blagg.

The EOC is a central location from which BART staff can provide inter-agency coordination and executive decision making in support of incident response and recovery operations. The purpose of the EOC is to provide a centralized location where public safety, emergency response, and support agencies coordinate planning, preparedness, and response activities. This would be for significant events such as a natural or man-made disaster, major service emergency or large crowds, such as during our sports' teams world championship victory parades.

Regular drills are held to ensure that the EOC is in a state of readiness to support immediate response to emergencies 24/7/365.



New Legislation

The Department has had recent success in working with BART External Affairs and lobbyists in getting legislation to help keep BART safe. New laws have been enacted which allow BART Officers to issue prohibition and emergency protective orders. The Department is also currently involved in promoting additional legislation to mandate that all Field Training Officers throughout California receive Crisis Intervention Training and that all trainee officers will receive 10 hours of Crisis Intervention Training in the police academy.

Prohibition Orders to Keep BART Safe

BART Prohibition Orders

In an effort to better protect customers and employees, BART enacted California State Assembly Bill 716 in 2013. AB 716 authorizes BART to issue prohibition orders to persons for acts involving violence or threats of violence upon passengers and transit employees, lewd or lascivious behavior, and possession for sale of a controlled substance while on BART property. Prohibition orders excluding persons from BART can range from 30-90 days. An oversight committee comprised of local residents with experience in the areas of mental health, homelessness, public safety, and cultural awareness monitors the number of exclusions issued and oversees the mandated training of officers. An appeals process has been implemented for those who believe they were mistakenly cited or are transit-dependent.

Crime Prohibition	2016 Orders Issued
Attempted Murder	2
Assault with Deadly Weapon	16
Battery/Threats to Officer	25
Battery/Threats to Patron	67
Battery/Threats Station Agent	30
Battery/Threats System Service	4
Battery/Threats Train Operator	9
Brandishing Weapon	15
Child Abuse	1
Disturbing the Peace	4
Domestic Battery	41
Indecent Exposure	10
Lewd Conduct	3
Robbery	24
Sales of Illegal Narcotics	7
Sexual Battery	4
TOTAL	275

New Hires and Promotions

New Hires 2016

Sergeant Q. Ruffin

Officer C. Ulep

Officer A. Spires

Officer J. Sangster

Officer F. Rodriguez

Officer A. Rocha

Officer P. Tu

Officer D. Davis Jr.

Officer J. Piol

Police Officer
Trainee R. Ballou

Revenue Protection Guard
J. Vasquez

Police Administrative
Specialist R. Kahn

Community Service
Officer L. Chan

Community Service
Officer F. Escario

Community Service
Officer J. Mercado

Promotions 2016

Deputy Chief L. Haight

Sergeant J. Tougas

Sergeant M. Castaneda

Retirements 2016

Chief K. W. Rainey

Sergeant K. Justice

Officer R. Williams

Officer J. Marek

Officer M. Maes

Officer T. Gurecki

2016 Awards and Recognition

The BART Police Department values the hard work and dedication of its employees and believes in the importance of formally recognizing them. In 2016, the Department hosted several promotional and new employee recognition ceremonies in addition to the Annual Awards Ceremony and Holiday Party. Several BART Police employees and Bay Area citizens were honored in 2016 with the following Awards from the BART Police Department:

Good Samaritan Award –

Cheryl Florent, Sabrina Colon, Mauricio Palma, Sr., Mauricio Palma, Jr., Alexander Martinez, Daniel Sikes, Christopher Lawrence, Jason Williams, Daniel Long, Kiarra Dikes, Ari Stern, Lauren Dietz, Jeanette Guiral, Camille Martinez, John McBride, Jerome Stolly, Kimberly Jossey, Jonathan Kersher, Ulises Martinez, Marcus Pierre, Nathan Pierre, Sam Broner, Maritsa Norton, Freyea Specht, Potriadian Subramanian, Elizabeth Adam, Judy Cardiff, Yeliz Ruter, Liz Vanbeek, Cliff Eberhardt, Anna Flores, Tim Toffoli, Brenna Jordan, Melanie Ramey, Colin Walsh

Community Service Award – Officers David Touye and Eric Hofstein

Exceptional Case Award – Detective John Johnson

Civilian of the Year – CSO Richard Nagata

Officer of the Year – Officer Michael Soto

Chief's COPPS Award – Lt. Terence McCarty

Chief's Medal – Chaplain Rufus Watkins

Bronze Cross Medal – Officer Shane Reiss

Purple Heart Medal – Officer Timothy Eads

Medal of Valor – Officer Carlos Dazhan



San Francisco Bay Area Rapid Transit District
300 Lakeside Drive • Oakland, CA 94612 • www.bart.gov