



Let's go.

**GET TO KNOW**

# BART PD's Progressive Policing and Community Engagement Bureau

Dear BART rider,

Your safety is BART's top priority. The voices of riders like you are why the BART Police Department created the new Progressive Policing and Community Engagement Bureau. This initiative represents a bold approach to public safety that recognizes not every problem on BART requires a response by a police officer. The Bureau utilizes a mix of sworn and civilian BPD staff to bolster the department's visible presence in the system while offering more appropriate ways to respond to a range of calls for help.

**"The mission of this bureau is safety, outreach, and education..."**

– Progressive Policing and Community Engagement Bureau Leader Angela Averiett

### Why a Progressive Policing Bureau?

BART Police Chief Ed Alvarez's vision for safety includes making BPD the most equitable law enforcement agency in the nation. Alvarez created the Bureau in 2020 to lead the way with new approaches to address systemic societal issues affecting public safety, including homelessness, mental illness, and addiction. Extensive community meetings were held with overwhelmingly positive responses to this approach from those who attended. Deputy Chief Angela Averiett, who has extensive experience in crisis de-escalation, leads the Bureau.



Above: BART Police Chief Ed Alvarez and Deputy Chief Angela Averiett

## What makes the Bureau different?

BPD is among the first transit policing agencies in the country to create a Progressive Policing Bureau. Utilizing unarmed personnel such as Transit Ambassadors and Crisis Intervention Specialists boosts the visible safety presence on trains and in stations while ensuring BART is welcoming to all riders. By responding to hundreds of calls every month unarmed BPD staff also free up sworn officers for situations when a traditional police response is appropriate.

Transit Ambassadors and Crisis Intervention Specialists work with sworn officers in the Progressive Policing Bureau. They all wear special, dressed-down uniforms and work in Special Engagement Teams (SET) together throughout the BART system.

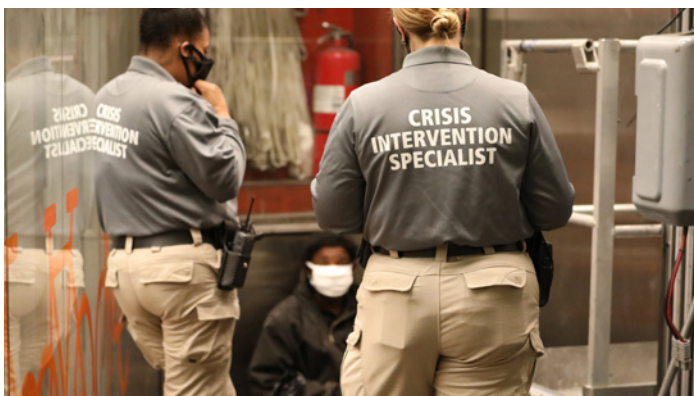
### Transit Ambassadors

Provide presence and visibility on trains, platforms, and at stations. They're equipped with masks, Narcan (to respond to drug overdoses), and a police radio. They walk more than a dozen trains and stations on a typical shift.



### Crisis Intervention Specialists

Have a background in social work and assess people experiencing mental health and other kinds of crises, including housing insecurities. Their focus is to connect people in crisis with support services.



## If You See Something Say Something™

- Download the BART Watch app. Use it to discreetly report any concerning situation.
- Text BPD Dispatch at (510) 200-0992
- Call BPD by phone at (510) 464-7000
- Use the train intercom to speak with the train operator; use a white emergency phone in the station; or speak to any uniformed BART staff.



### Tips for contacting BPD

- If you see someone in distress who might need medical attention or is experiencing a crisis, contact BPD dispatch to request a welfare check. If aboard a train, look for the car number at each end of the vehicle. If you're on a platform, look for signage to indicate the nearest entrance. Share as many specific details as possible with the police dispatcher. Members of the Progressive Policing Bureau are specially trained to respond to people in crisis.
- If you see a situation that could be dangerous, avoid engaging with anyone who is acting in a threatening manner. Try to move to a safe location to contact BPD. You can use the BART Watch app or text BPD to report something discreetly without making a phone call.

### Resources to Learn More

Read about a decade-plus of reforms at BART Police at [bart.gov/police reforms](https://bart.gov/police reforms)

BART has one of the most rigorous police oversight models in the country that includes both an Office of the Independent Police Auditor and a Citizen Review Board.

- Visit [bart.gov/police auditor](https://bart.gov/police auditor) and [bart.gov/crb](https://bart.gov/crb)
- Read how you can help end gender-based violence at [bart.gov/NotOneMoreGirl](https://bart.gov/NotOneMoreGirl)
- Practical safety tips at [bart.gov/safety](https://bart.gov/safety)
- Contact info for dozens of community resources in BART's service area at [bart.gov/resources](https://bart.gov/resources)