

# Random Sample Survey

## *BART Riders who were invited to take the survey*

### Contents

BART Riders Feedback (those invited to take the survey) .....	1
How do you think BART should address <b>drug use</b> on BART; what type of personnel, interventions, tactics etc.?	1
How do you think BART should address <b>unhoused riders</b> ; what type of personnel, interventions, tactics etc.?	22
How do you think BART should address riders experiencing <b>behavioral health issues</b> ; what type of personnel, interventions, tactics etc.?	42

### BART Riders Feedback (those invited to take the survey)

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

In my opinion BART needs to have something similar to the SF MOMA and Downtown Oakland street teams - meaning this: they ought to be BART employees w/benefits but instead of calling the BART police they will try to reason with drug offenders. They ought to be trained in compassionate services and also they ought to not be Anglo-Saxon. The last of which I understand is difficult but white folks imposing their will upon diverse citizens of BART is mad problematic.

(1) Non armed BART service workers patrolling the last cars.

(2) creating voice message reminders: please keep in mind youre riding with others, so BART asks you to not smoke or partake in igniting any drugs as the train moves.

(3) either text codes / QR code inside the car (next to the doors? Ad spots?) that can launch people to a specific BART site allowing people who ride to report drug use/ activity.

(4) partner and ask community organizations that deal with drug use what are the best solutions/possible actions. Reality is, BART riders are not professional doctors or clinicians dealing with substance miss use. Needle exchanges, organizations dealing with individuals that partake in Crystal Meth. Ask them!!! Riders are very judge mental.

BART needs employees that are NOT police officers that can assist. A Wellness patrol. These would be medically trained, unarmed, staff that would not be wearing intimidating uniforms and would have training in de-escalation and counseling.

A professional/ trained personnel that can identify someone who is high and find a place where they can get help with addiction and rehabilitation. Maybe having a site where they can come-down? I think seeing drug use anywhere in a train and around stations should be banned and discouraged. It can escalate a situation if someone with mental illness finds a passenger as a threat or vulnerable. Citing them so they don't harm anyone is most concerning to me. Late June this year, I was assaulted blocks from 12st station as I was walking to work. With streets being more vacant due to covid, one could run into unfortunate situations.

1. Clipper card mandatory for enter and exit. Similiar to CalTrain, Increase BART personnel to verify payment by conducting walk thru's.

Offenders will have Clipper Card revoked and loss of BART use upon multiple infractions.

2. Provide "Premium Cars" and Increase BART Fare for this additional service. Passengers will pay to feel safe.

4. Train BART personnel on identifying and talking to individuals with drug issues?

I think BART should confront drug use. Children use BART and it is important that the environment they are in helps model appropriate and safe behavior. In addition, individuals under the influence of drugs may present a safety issue to them and other BART riders. It's not clear to me if armed peace officers need to be part of that action but for certain folks trained in working with drug addicts should be at the frontline. Perhaps an armed peace officer can accompany but not take the lead in the intervention.

If you get a complaint about someone using drugs on BART, have unarmed BART personnel politely tell them they have to leave the system while they are doing that. (I'm generally of the opinion that drug use on its own shouldn't be a crime.)

Take people obviously under the influence of drugs, to where they are potential dangers to other riders, off of the train at the next station and escorted out of the station.

If you want to do this with unarmed employees, then that's your call, but even armed police are not comfortable confronting diseased, psychotic people, so I don't think unarmed employees will be effective, nor do I think you can recruit and/or retain such unarmed people.

Ask the person who is using drugs to stop and leave. If that person is aggressive, I'd hope that the next step would be to have at least two personnel stay with the person to walk them out at the next OR the destination that the person was going. I understand that most would want the person out as soon as possible, but if that person gets off at the station that they wanted in the end, they don't have another excuse to argue. I want more mediation and less aggressive action on BART.

Also, once that person is off. There should be personnel to come in and clean that area to ensure prevention of contamination or having a hazardous substance on BART asap.

A harm reduction model is best, without law enforcement intervention

As so eloquently stated in newly revised BART policy:

Emphasize response to illegal substance use/abuse issues WITHOUT relying on armed police response, unless there is a danger of bodily harm, to other BART passengers or to the person who is exhibiting illegal substance abuse/use issues.

Use sworn officers, and unarmed Community Service Officers (CSOs), trained in de-escalation & anti-bias techniques. Redesign assistance & expand training which will afford reallocation of additional response/training funds, with the end goal of providing a greater UNarmED civilian employee presence and assistance response.

BART could actively partner with rehab centers around the Bay Area and provide assisted/discounted transit services to those in need who commit to attending services.

Example:

Random Joe's Rehab is 1 block away from Daly City BART. apply and sign up for BART's "We Got You" Program to receive yellow BART tickets that give you free rides from your registered home station to Daly City.

The same idea could be applied to mental health resources, professional resources, or homelessness resources (food, shelters, Salvation army). Pamphlets could be handed out by station agents, and applications could be available at select stations.

Other personnel and tactics would need to be used to mitigate an increase of drug use or sick people on trains (which would undoubtedly piss off some riders), but if you're truly committed to helping the communities you serve heal, providing low-cost access to resources is the way. More security and tighter restrictions only push the problem elsewhere.

BART should use non-police interventions: ambassadors, social workers, etc. Coordinate with state and local officials on supervised consumption, harm reduction, etc.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6964917/>

BART should use unarmed staff trained specifically in dealing with drug users and mentally ill people. Social workers, not cops.

Depends on the type of drug use but more unarmed community personnel to talk to users and escort them from the train, involve part police as an escalation path. Have a way of blocking repeat offenders from using BART

I have not noticed drug use when taking BART, so I'm not sure this is a very prevalent problem. In general, I would support non-police employees, and harm reduction policies like safe injection sites.

I think social workers should provide harm reduction intervention, with programs to be accessible, there is not enough inpatient programs

More staff on trains - the BART operator shouldn't be the only one to respond to calls for help from riders. These staff don't need to be armed but uniformed and official-looking.

Perhaps there could be a way for BART riders to notify someone other than the police if they see someone injecting drugs while on the train. It doesn't seem like a safe activity for the person using drugs or for anyone around them, however it probably needs more of a compassionate, interactive approach rather than an armed response.

Sounds like you already have some unarmed folk trained in deescalation and other socially conscious tactics. This sounds good to me.

Trained counselors of some kind would be great. Trained in harm reduction, de escalation and most importantly no guns

Unarmed and as non-threatening as possible to not escalate, but consistent to not encourage more by a lack of response

Unarmed, trained social workers and healthcare professionals on call with police backup only when situations escalate.

At issue here is there are different TYPES of drug use. Marijuana smoking vs injecting heroine require different approaches. Intervention by law enforcement seems heavy handed. Maybe there could be a separate team who is meant to deal with drug use and mental health issues on the trains? Passengers could have the option to contact them instead of BART Police when something is witnessed.

BART should have substance abuse counselors approach known persons using drugs on BART and attempt to provide these individuals recovery options. The counselors should be with possible law enforcement officers in the hope of talking with these persons in the event that de-escalation is necessary.

Replace police with social workers or crisis intervention workers. I have seen BART police officers being totally inappropriate with people with mental health issues, or in one case an autistic young man who seemed "odd," but was clearly not a danger to himself or others.

A dedicated BART employed social work team to address the specific BART issues with drug use and homelessness. A number to text if you see someone using that would go to the above team.

ambassadors are a good start - a regular presence is very important. And how about some trash cans, in the stations and on the trains.

BART should look to find multiple tools that riders can use to report issues and to trigger intervention and assist in immediately creating a safe environment.

The main issue over my years of riding BART is that riders feel helpless in these situations and the only or best recourse tends to be to get off BART at the next stop and/or slowly switch trains. Often this can be stressful as it can trigger an individual to lash out at passengers.

Riders dont have the training and shouldn't need to be in these situations constantly. Often the intervention tactic is to stop the train to wait for police to arrive which then creates a stressful environment for everyone involved - how do the riders in that car feel? how does the individual or how do the individuals react towards the riders? what environment is created during this intervention?

It's a difficult and sad situation for everyone involved but if it was possible to actively monitor all trains in some way with well trained individuals that could be a real way to address until BART finds a better tactic.

People trained to de-escalate and to meet people where they are at rather than with aggression and violence. Look to GLIDE as an insitution that helps people that are struggling rather than using cops who are trained to kill/seriously hurt people

Social workers, working with police to identify troubled individuals and get them the help they need. Especially at the last stops on trains, if individuals are passed out, they probably have a problem. Work with drivers to identify patterns, and use that information to strategically place police where they will be needed most.

The top goal should be to ensure the safety of everyone and make sure every passenger gets the help they need. Immediately, they should be asked to either put their drugs away or get off the train by a nonviolent ambassador. I'm not sure what to do with drug usage long term for the individual, but experts probably would know what resources to give them!

There needs to be adequate professionals who can be contacted and can remove people from BART who are using drugs or impaired. I don't feel safe with them not being attended.

Those people should be removed from the train maybe given a citation

Undoubtedly, we need highly trained professionals to address the safety of the drug user and of the other riders. The professional should offer a compassionate response and get the person help/treatment. We need to use methods that have proven effective and are evidence based.

Use people who are experienced with handling drug addicts or people who have mental issues backed up by law enforcement

Whatever tactics work. If you can get someone outside of the police to be able to handle that great if not the police need to handle it. I had a friend who his son was stabbed with one of the needles. It's a danger

It should be easy to report anonymously seeing someone else blowing clouds of pot smoke that others don't want to breathe. Cameras are appropriate in the cars for BART authorities to quickly confirm and then a brief audio announcement saying it's against the rules stop immediately in that train car. An unarmed cso could be on the train or at the next station to ensure the behavior has stopped and ask this person to leave the train. They should smoke somewhere else. It's not needed to escalate.

With unarmed Transit Ambassadors who are trained in de-escalation techniques, fist aid, and dealing with people under the influence. They should be wearing distinct uniforms, but shouldn't look like a police officer. Clearly drug use is a problem on BART and at the stations, but it should be treated like a disease rather than a crime.

I think BART PD should aggressively arrest and remove those who are under the influence of alcohol and drugs as they are a danger to themselves and others on the train.

The intervention is arrest. A zero tolerance policy should be applied. If you cannot eat or drink on the train how can any sane operation allow drug use.

Aside from weed smoking inside the train, I've not seen other drugs use inside a BART train. I do, however, see discarded intravenous needles in the train. I once saw a man inject something into his arm on the West Oakland BART platform. Other than the occasional BART Police walking through the trains there not much can be done by an ordinary rider. There are working cameras throughout BART now but the system does not have the enforcement available to halt unwanted activities.

I think it's wild to ask this type of question on a survey. This seems like a question best answered by a task force dedicated to researching and implementing effective methods of ensuring safety and hygiene on public transit. BART funds would be well spent on this type of task force, if not already. To answer the question: it should be an unarmed professional trained in working with/around drugs and drug users in a way that promotes the safety of the user and those close by.

Strictly law enforcement. There shouldn't be any usage or peddling on any BART property. If someone is clearly stoned or high (even drunk), as long as they aren't bothering anyone, I'm ok with leaving them alone. But if they are being a nuisance or causing harm, they should be removed.

This kind of behavior should not be tolerated at all. The passenger should be removed from the train as soon as possible by police officers (probably armed). The repeat offender should be black listed and denied access to BART for a certain period of time.

After removal, they should be handed over to someone who can help them by connecting them to other service organizations.

Drug use in a public setting is an abomination. Many times I've witnessed blatant drug use in Civic Center station! It would be appropriate to have these individuals removed from the stations and/or trains for the protection and courtesy of the paying passengers. This would require additional officers and station staff and most likely surveillance cameras to alert authorities.

First and foremost is enforcement. If drug use on BART is not illegal, then the offender should be charged with some other crime to stop the behavior. This is also true of eating on BART. I have ridden BART for 40+ years and have NEVER seen enforcement of the no food rule. Other rehabilitative approaches, etc. are secondary to enforcement. It is good to remember that the non-violator riders also have rights.

It depends upon what someone is doing. If someone is injecting drugs and/or behaving irrationally then BART police should apprehend the person and transfer them to the local police agency. For things like smoking pot (smoking anything is not allowed on BART) the BART police should ask the person to stop.

Publicizing a zero drug tolerance on PSA's, signage on stations and in cars.

Also advertising the BART Police app IN cars so people can co tact BPD

They should be cited for violation of the law (if applicable) and escorted off BART properties. BART trains are enclosed spaces, its terrible when people are smoking drugs on the train. I have seen men start smoking cigars on trains with the elderly and pregnant women on board. That's outrageous, and BART has zero enforcement. The ticketing enforcement has been a great first step for BART actually doing something (anything) about enforcing rules. If someone is breaking the law, then ENFORCE the law.

Strict law enforcement. It is a major safety issue and there should be a zero tolerance policy with police patrols and quick response to reported violations.

zero tolerance. People abusing drugs should be removed from the train and given a fine, repeat offenders should be banned from using the service. There needs to be more ticket enforcers patrolling platforms and trains.

0 tolerance on using on trains period.

100% enforcement zero tolerance this is a public necessity that school children use. The do not need to be exposed and should be a drug free zone where penalties are enhanced just like schools and violator should be banned.

Encourage passengers who witness actual drug use on a BART train to call the train operator. (For example, I would go to the next car, to make the call... or via phone)

Stop the train at the next stop, and have the BART person at that station, address the alledged user. If this doesn't work, call the BART police as back up.

People intoxicated with alcohol or drugs that are lingering around the stations or inside the trains should be probed and taken away to a rehabilitation center.

People using drugs should be asked to leave the train/station. Ideally, BART police and a social worker working in tandem could be involved.

Prohibit all drug use. Any passenger violating the policy should be kicked out immediately. Put 2 BART police officers on all train cars at all times to enforce rules. I suggest BART take a look at Japan's public railway system and follow by example. It's safe and clean.

Should not be allowed. Need police or officers of some kind on board doing regular checks and offenders taken off trains immediately. The amount of people smoking and injecting on BART is ridiculous and passengers cannot say anything for fear of being assaulted.

Spend the money: if humbling and/or respect is the game-plan, make key positions competitive and lucrative i.e. invest in a reputation... tho at this point it's so bad you may need to take the Rudy Giuliani/Adrian Fenty position and shut it down, like an adult.

There needs to be zero tolerance for drug use in, on, around the station/trains. I'd love it if people dealing with drug issues had access to help vs. being told they have to move their problem elsewhere. If there is a way to offer resources/services, fantastic -- but this is complex.

There should be a zero-tolerance of drug use on BART property, especially on trains and the platforms. However, there should be enforced using human actions. Having trained individuals who can effectively communicate and address the issue with each individual.

There should be zero tolerance for drug use or any other activity that endangers the safety of BART riders. Police intervention with immediate removal of offenders from trains and stations.

This is a really tough question. People using the transit system should be able to feel safe but that should not be achieved through criminalizing people already struggling with these societal issues who are seeking safety, shelter, and rest on BART trains. That isn't what the trains are for, but they may be the best option available for some people sometimes. I really don't know how to thread this needle but I hope you smart folks can figure it out!

Very firm, the homeless shouldn't use the trains as the own refuge to smoke, eat or throw garbage as they wish. I have seen a lot of homeless people walking through the train with no mask at all and nobody to tell them to get out.

zero tolerance for drug use in paid areas, trains and on BART parking property. Immediately remove the individual(s) off BART trains. Record offense only, repeated offenders are suspended/band from BART use and facilities.

zero tolerance for drug use on BART property. Immediate eviction from the premises, and permanent bans for repeat offenders.

zero Tolerance including marijuana, vape pens/kick people off trains. Why are the cameras not operable?  
zero tolerance.

zero tolerance. I have been on BART where people are smoking crack or weed on a packed train. It would be nice that cameras REALLY are on BART and an officer on every train. If there was a way to do a scan before entering of person or bag for weapons and drugs.

I think mental health professionals should be available to deal with drug overdose and intoxication. Individuals who are in that state should be removed from BART as safely as possible. Active drug use needs to be also be discouraged, and that means having polic attempt to stop the behavior.

As a ride I would like access to an app that would allow me to silently (but not anonymously) alert BART personnel to a problem in a car or on the platform. Making this tied to a Clipper account or some other ID platform would limit abuse and allow riders to summon help without drawing attention to themselves.

That's tough. Maybe welfare workers to offer programs or explain to people that can't use on a train. However being in recovery I know it's hard to stop an addict in active addiction. Maybe having a free zone so people can use outside of those zones??

Harm reduction, partner with community based organizations

I think BART should learn from other successful community outreach programs. Integrate outreach workers who are certified in drug / alcohol use disorders and have experience in homelessness.

Remove any limitations on hiring former felons.

Prioritize hiring people who have experienced homelessness.

Partner with harm reduction focused organizations like SF AIDS Foundation - <https://www.sfaf.org/services/syringe-access-disposal/>

Re-open bathrooms with high-frequency cleaning schedules, better lighting and structures, and needle boxes for safe disposal.

I really don't know. I would think that approaching these individuals would require a trained person with protective equipment. I do wonder if regular patrols through cars later in the day may make these easier to spot and then request backup.

CSO & HOT trained personnel appears to be the best group to handle drug users on BART. Assuming all cameras are REAL on ALL BART trains, this I assume will aid in recording these individuals activities.

DO NOT USE POLICE. The Ambassador Program, backed by a robust system of social workers, access to services, &c is the best approach. Police should be the backup of last resort

I think BART should partner with social services with each county to have a program in which individuals who are camping out at station entry/exit ways are identified and taken to services appropriate for them. Additionally, if law enforcement would assist in escorting people away to ensure that legitimate riders are not subject to drug dens and individuals shooting up which endanger us all

What if there were sharps disposal/biomedical waste collection points so people can dispose of their needles safely? Info/referrals regarding community resources made available widely? Addiction is a public health crisis and should be treated with compassion and medical expertise, not punitive/criminal systems. I think we are all tired of seeing used needles discarded on the seats, people relieving themselves while inebriated on the train, and people openly using drugs during rush hour, but using police to address public health issues is clearly a failed tactic. Could you partner with trained mental health professionals equipped to support our community members struggling with addiction, who would also connect folks with resources to build lives apart from their addictions? I think there are many ways to approach this in a more effective way.

I don't know the terminology to use but my opinion is that BART should prioritize staffing mental health, crisis or substance abuse professionals to partner in their patrolling with the police force. So if there is a situation they can call or someone is on hand to arrive quickly to help navigate the situation.

I would like to avoid for excessive police force but if we could have social interventionist patrolling BART to help people who are on drugs, that would be great. And, to maybe have the police on standby for if those interactions become violent.

Are there medical personnel who are trained to deal with stuff like that? This is so hard bc a person on drugs can become irrational and difficult to deal with! A police officer isn't necessarily trained to deal with that type of behavior.

Assuming we're talking about the use of hard or intravenous drugs, I don't think I have an opinion as someone who is not specialized in intervention and support.

To that end, I will note that I don't believe individuals' comfort is the priority in these scenarios. Instead, I think the goal is centered around safety for passengers (in case drug usage leads to violence) and kindness/support for those who are using. To do that successfully, I wonder if we need onsite, supervised facilities to take individuals who are using. It's also worth noting that we'd need specialists to supervise, not police officers.

BART should focus on having an active presence with well trained personnel to coordinate with city and county programs that move drug use off the trains and into programs run by the city. On the vast majority of train trips I have taken over the past 10 years have had absolutely no visible presence from BART employees.

community health workers - have them walk and offer other supportive services on BART. chances are ppl who use drugs on BART need other services too - probably get them connected to those.

ppl should not be criminalized for drug use on BART.

maybe install like a sharps container on the train to dispose of paraphenelia

Compassionately! The new CSO model seems like a good place to start to emphasize the lack of violent force. I'm sure other folks are formally trained in these situations, but I imagine starting with something like "How can we help you?" rather than "You need to get off this train" will be more productive.

Coordinate with jurisdictions it passes through, or through MTC as the umbrella MPO to develop uniform policy systemwide.

Social workers/ scientists or public health professionals are best situated for addressing drug use - possibly teamed with BART community service staff.

Not sure of interventions - not my area of expertise.

Drug use on BART should not be tolerated. However, police intervention is not necessarily the way to go unless it is obvious the person is violent. But just letting it go unchecked as it has in the past serves no one especially the poor addicted person. People need to be hooked up with services but there is such a thing as "no" this is not acceptable. This needs to be said to the person that is doing the drugs and it needs to be enforced and the person needs to be held accountable for their actions. This treating someone who is addicted as less than part of the community is unfair to them and to the community at large. A little tough love goes a long way.

Employ social workers to assist LEOs. Escort drug users off BART property directly to a shelter/rehab facility.

Street smart drug/alcohol counselors on-staff or as Social Services extension riding the trains and observing. I know, "expensive" but if we could grab back just 10% of the DOD budget, we could do this on every train in America.

Syringe boxes placed in trains/ stations so needles can be disposed of properly. Host needle/ syringe exchange events with local nonprofits (HEPPAC for example) inside the BART stations once a week or so. They can provide HIV/HCV testing, clean needles, education, condoms, etc. Hire a team of 2 outreach workers - one peer level w history homelessness and/or SUD, one certified/ trained in substance use disorders (can be the same person with another peer level, etc). Have a few stations being the territory of the outreach workers to provide support.

Alameda County Health Care for the Homeless could offer support, along with a few other orgs. Not HOT Team in SF; they are mismanaged.

You need station agents who are awake and not looking at their cell phones all the time to monitor and identify people who may be under the influence, both at their stations and on the cameras. Also, it's hard to report drug use on the train intercom system because it's so loud and that system doesn't always work--you should make it easier for passengers to text you the info.

Re-open the bathrooms and actually keep them open when stations are open. Put sharps/biowaste bins in the bathrooms and in other locations so people can dispose of needles and works safely. Work with departments of public health and community orgs (e.g., GLIDE, Berkeley Free Clinic) to put up posters and information informing people where they can go for treatment and/or harm reduction materials (sterile needles/works, Naloxone). Put Naloxone in stations and trains, just like you put AEDs.

There should be a way a passenger can alert the operator that someone is using drugs on a particular car, without alerting or alarming other passengers. There should be an intervention person available at the upcoming station. Most SF police officers are trained on intervention procedures and the same training should be given to BART officers. No easy task, there are a number of treatment and recovery programs, nonprofit drug counselors who could be recruited to assist and partner with BART.

Those doing drugs need to be escorted off the train. If they refuse, then they should be arrested...without force...but the same rules should apply to BART as regular public places.

... That's a great question. I think BART police should be trained in the unique situations of interacting with vulnerable people (homeless, mental health, etc), and they should be paid accordingly. BART police can help direct the vulnerable to the resources available to help them. The greatest challenge though, is helping people who do not want help, whether or not they are of sound mind when that help is offered and is rejected. Having served in the military, I believe a tough-love approach is needed, there needs to be in place, a facility that is staffed with mental health professionals where those who clearly need help but do not need it can go and be removed from environments that are counter to mental health progress (i.e. the tenderloin) and where structure, discipline, and therapy can be implemented... but I believe it was Mayor London Breed who said that we have to be careful not to infringe on people constitutional rights to life, liberty, and the pursuit of happiness...

Clearer guidelines about how other passengers can safely and respectfully report this behavior would be helpful. I have used the BART Police app before, but had some concerns about doing so. If I knew I could specifically call a counselor or someone trained in deescalation, it would be helpful!

Have an intervention officer (public health focused, not law enforcement) on every train and in all stations that you can call with a button or in an app to the scene.



I only use BART occasionally and have not used it since the start of the COVID crisis. I have never been aware of this problem. I believe it should be handled by BART police. They may need certain additional sensitivity training like many police departments nationally. Drug users deemed to be a nuisance, should be escorted from the train. If they refuse, appropriate force should be used.

Use the app as a means to have riders report what they see. This of course is difficult as people who report anything are called "Karen" as a way to marginalize people who want to follow rules. I think you should listen to Karen first off. If a rider knows he/she can get caught based on rider reports then they are less likely to do it. I've seen brazen drug use on the train where the people simply don't care if anyone sees them.

I think people using drugs should be removed from the train by police.

Respect people who use drugs. Be trained in overdose awareness and prevention, carry naloxone and use when needed. No repression in the form of harassment, citation, arrest or similar.

Use the CCTV cameras on each train (when they work), employ folk to survey these recordings, and use facial recognition to arrest them whenever they try to board again. That is, they have one chance to escape justice the first time but arrest them if they try using and abusing the system again.

Easier reporting. Proactive warnings. Non-lethal and non-escalatory escort off the train or platform. Maintenance should be alerted for possible cleanup of needles/illegal substances. Just like smoking is not allowed, Marijuana smoking should not be allowed obviously.

Whenever I have seen BART police there are 2, 3, or 4 grouped together...why not spread them out so they can ride more trains? My feeling..one police person should ride a train all the time and walk the cars to observe for problems and if needed, call for help to come at next station, and deal with issue. Encourage people to text police as they see problem situations. It can all be done quietly, no one now needs to be talking on cell so others hear them, with texting it is taken care of secretly.

A plain officer should be appointed on every train daily.

Have an undercover or uniformed officer patrolling through the cars on a regular basis

BART cannot allow drug use on its system. It is scary when this is so visible. Need more ambassadors to address this if on the train; need to be proactive if people are obviously under the influence before they get on the train. Make sure the cameras are working and have someone contacting an ambassador when unsafe practices are observed. Visibility of the police or ambassadors will help get back some confidence in the system.

BART should not tolerate any drug usage on the trains. There should be undercover agents on trains throughout the day and evening to observe and cite offenders; unless the camera's can be used to spot offenses and then have officers cite people later.

I rarely see a police presence perhaps you could hire undercover "riders", much like Ross Dress for Less does to prevent theft.

Technology - drug "sniffers", camera's that work and are monitored, audio to catch the hooligans' causing trouble and harassing's people.

Coordinate with the police so that their "routes" are more coordinated with BART Stations.

It's starts at the station. Why are they by passing getting into the underground station and getting on BART? BART is not a drug counselor, just have the BART police escort them out!

No drug use on BART under any circumstance

People under the influence are disturbing and dangerous to riders and should be removed from the train.

Stop them at the gate, by installing new gates for paying passengers only. Many bad acting people don't pay at the gate. How many people are jumping the fake glass walls and tiny gates, and nobody cares, including your employees at the booth. Active monitoring on the train of people smoking and doing drugs. Some train operators yell at them on the intercom, but they will come back if no enforcement. They are hiding behind the 2 cameras on the older trains, many wearing hoodies to cover their face, and hiding under the seat, especially in the last cart section of late night trains. On the platforms, some are lighting fires and burning things behind the walls near the train rails, and away from the camera. Focus resources on major problems, and let go of minor offenses like someone eating a snack.

There's so many blindspots and you're under staffed. Maybe if you had someone walking through the platforms and the trains periodically you might be able to throw ppl off the train. It's a really tough issue to handle.

undercover's

Drug users should be removed immediately and arrested.

We don't need guidance counselors to come and sing kumbaya when some homeless drug addict blows their top. We need armed police to keep things safe on BART.

If this offends you then too bad. I've had homeless drug users threaten to kill me on BART.

For things like smoking, I think police intervention is needed -- people who do this know they're breaking the law and harming other people and have plenty of other places where they can smoke. For harder drugs, or when someone clearly doesn't have anywhere else to go, I think other types of intervention are needed, but maybe would not be most effective at the moment when somebody is using drugs.

Harm reduction techniques

Harm reduction. Medical intervention. No legal action.

More unarmed ambassadors

Not armed police.

Oficiales con perros capacitados para detectar cualquier droga o armar que lleven los pasajeros.

Remove passengers who are using drugs on BART trains or in stations, using trained and armed personnel.

There should be police or some sort of security on BART to protect passengers. Any one found using drugs or smoking on the trains and/or the platforms should be removed. Cameras should work so operator is able to notice immediately and switch on an alarm alerting the security on board or better still security is alerted directly. In the past it has been very frustrating riding BART while passengers are using needles or smoking marijuana or cigarettes without a care for other passengers. I have experienced this when riding home in the evening tired from work and have to experience this. Also concerned for my health. I don't feel safe and when I reported via the intercom, help was slow to come or didn't come at all. Another recommendation is more panic buttons on the trains for passengers use if need be.

Do not allow that to happen. arrest the offenders.

I think that the BART police should handle any kind illegal matters on BART. If arrest needs to be made they would be there to make it happen.

Have more officers patrol the trains during the hours these individuals are more likely to use on the trains. I usually see this happening early in the morning and on the late night trains.

Continue to have or begin to have non-visible BART-related staff ride on trains.....to be there where things are happening

How about we follow the law on this one? Cite them with whatever Penal Code sections apply, and remove them from the system. Last I checked, public intoxication was an enumerated offense.

I do not have the expertise to answer except to say that BART needs to start by having a presence on the trains and on the platforms (especially stations with high levels of behavior problems, i.e., Civic Center). Whenever I've seen something happening, BPD arrive too late to be effective.

I don't know. I don't want more cops. Maybe a conductor/bouncer type of person who walks up and down the train so that drug users may think twice about being on that train. But you would need to apply that all through the system, not just the trains that go through white neighborhoods.

I have no clue! I know that although I have not witnessed individuals smoking crack or shooting up on BART, numerous friends have seen that kind of activity - often in broad daylight on the trains even before COVID. I have certainly seen individuals on numerous occasions carrying what I think are crack pipes and though not smoking on the train clearly have been smoking, often look like they might be homeless (dirty clothes, no shoes, etc.) on the trains wandering up and down, in a daze, sometimes seemingly angry and on the edge of violence. I personally think that, along with the admonition that people right who are sick are encouraged to wear masks and/or not ride BART, that individuals who appear intoxicated shouldn't be allowed through the gate at all!

I think BART needs more security personnel to help us all feel safe. People need to be apprehended when they're breaking the law and causing a commotion.

I think they should be escorted out of the BART system by workers trained in de-escalation and mental health negotiation, and guided to appropriate social services.

I would appreciate there being mental health workers on call instead of the police.

If the people doing drugs stay in the last car, stop of people come in who aren't using do not approve, and especially if they are kids around - if they're not bothering anyone, I don't really see the problem.

More police and surveillance. Encourage people to report problems on app.

personnel: trained health professionals who are trained in behaviors associated with specific drugs  
interventions & tactics: I am not a professional in these areas and I truly do not know the answer. I hope someone who is a trained professional would have tactics they can rely on. I do not think violence or detainment is the proper way to handle this. I think compassion and care should be at the forefront of the approach.

Remote monitoring of people, platform security, vigilance, bring back the security app on the phone, extra emergency call boxes

arrest. CONSTANT patrolling AND arrest.

First respond to calls for help when drug use is reported. Have patrols assigned to each station. A physical presence patrolling will help stop the activity. It is stifling to be on a BART platform with drug laced air. Many drug users I've witnessed are homeless, they don't need to be arrested but connected to resources, a physical hand off to a homeless outreach coordinator would be helpful

If it's federally illegal, it should not be done on the train, in public, or on the platform. They should be arrested.

Anyone caught using drugs in the BART system should be prosecuted to the full extent of the law; they should be arrested on sight and taken to jail immediately.

I do not feel safe when I see people doing drugs on the trains! I frequently seen meth pipes, and fear sitting on used needles.

arrest

arrest or mandate drug rehab program

arrest persons who dont follow the law. Put their pictures on line.

arrest them with urgency and force. Drug use is illegal.

arrest them, let the courts decide how to deal with them.

arrest them.

arrest them.

arrest those using them and protect other passengers especially children.

arrest those who use drugs on BART. I shouldn't have to breathe cigarette smoke, let alone be exposed to needles, meth smoke or crack smoke trying to get to and from work.

The perpetrators do not care that what they are doing is illegal. They do it because there are no ramifications.

I have seen blood sprayed on the back of seats before. This is unacceptable.

BART police should arrest people actively taking illegal drugs or selling them. BART is not the place for this activity.

BART shouldn't allow drug use within the system. That may require arresting conspicuous users, or at least removing them from the system. But in most cases it doesn't have to get that far. If fare payment were rigidly enforced at the entrances, most of the drug usage (and other crimes) would be prevented, because very few crimes are committed by paying passengers.

BART's only responsibility is to ask them to get off the train, if they refuse then you have BART police come and have them escorted off the train. If they refuse arrest them. Use your ambassador to ask them to get off.

Detain and arrest these people

Drug use on BART is part of a bigger picture. Drug use is illegal and should be handled as such - BART has police so they should issue citations or arrest. IF BART is not the police, then the police should be called and the offender removed from BART property.

Drug use on BART is rampant. People "hiding" their vape pens and smoking on BART, people clearly high on heroin, needles on seats. BART should work to 1.) clean trains of this dangerous material left behind. 2.) regularly police trains and site/arrest those in violation 3.) mandate people pay fair and don't loiter on trains or in stations.

Effect immediate arrests for people who look like they are on or dealing in drugs while on BART!!

Have some police presence and anyone using should be arrested and banned from BART premises.

If people are caught doing or trafficking drugs they should be arrested. Use police. BART is expensive, and it's usually filthy and scary because of all the mentally ill and drug addicts. Most of them (probably all of them) don't have a paid voucher so they obviously jumped the turnstile. They should be arrested and taken off the train. BART is not a homeless shelter.

Immediate arrest and removal from train, mandatory drug program enrollment or incarceration

Immediately arrest them and remove them. It's disgusting

Immediately remove them from the system and ban them from using it ever again, subject to arrest and prosecution for trespassing.

Kick them off the train and fine them. Multiple offenses then arrest them.

Transit Monitors.....have 1 on every train! They can walk from car to car and remind "offenders" whether drugs, drinking & food....about the rules and if someone chooses not to follow the rules, Monitor person can radio ahead to the next station and have BART police meet and remove the passenger. No arrests....just remove the people from the BART train and station.

use police officers to arrest criminals on BART

Violators should be arrested and prosecuted.

with police and arrests

we need BART police to patrol. the current community service not effective

- 1) More patrols in high volume stations
- 2) restricted access to non paying customers
- 3) NYC type turnstiles

At least one officer or agent actively patrolling each station at all times, whether that is near the entrance or ticketing, or on the platform itself.

At least have the ambassadors, police or the fair patrol deal with them

BART Cop on every train walking back and forth patrolling so that those who might offend know they can't. The police should have the ability to remove people from the BART train with force if needed.

BART should not allow drug use and if the BART police patrols the cars, they should kick drug users off the train.

By providing more police patrolling the trains and involving the necessary intervention specialist at that point and when needed.

Drug dealing should be discouraged by police patrols and drug users should be supported (when not violent) by trained personnel and possibly introduced to recovery

Have BART police patrol every train during early hours or late hours.

Having an officer get on a car and patrol the whole car at least once a trip. I through 10 stations and never see an officer. I've seen people doing drugs for 5 out of 10 of those stations, and they had been on the train since before I got there.

I think BART should continue to build on what they have done to discourage drug activity at the Civic Center station. Sealed entrances/exits, increases patrols, physical barriers at turnstiles etc. This has had a positive impact on drug use on BART.

More patrols

More patrols within the station and on trains.

Non police patrols

Not sure but definitely more staff/patrolling of trains, platforms and stairwells. Stairwells seem to be particularly vulnerable during COVID.

patrol staff and referrals to aid organizations

patrols. Intervention specialists. SHarps bins.

Police officers patrolling the cars and removing drug users

Regular patrolling of the trains by BART police. I don't believe counselors or therapists will help with these patrols. Offenders should be brought to clinics/shelters where they will be assigned a case worker to help them get clean, provide healthcare and education how to stay healthy.

Regular patrols. Physical intervention of drug users become violent.

Adopt a "If you see something, say something" policy. Encourage ridership to speak out.

Announcements before gates, on premise, etc. Include how BART punish illegal drug users, carriers, sellers, buyers, etc.

Anyone found taking drugs on BART should be taken in for treatment.

As a regular civilian/rider, I have no idea. This isn't my job. I can tell you that I rode BART Monday through Friday and sometimes on weekends from April 2001 to March 2020. I cannot begin to estimate how many times I have seen people get high, strung out, puking, passed out, dirty, acting out with absolutely no BART police in sight. No BART intervention of any kind. Does anyone want to pay good money to ride in the middle of this? No!

As peacefully as possible remove offenders from BART trains and stations.

Ask them to leave BART

Ask them to leave the train

Bad reputation- what's changed since Oscar Grant?

Banning all drug use in and around stations. Removal of persons caught using

BART is not doing anything. smelling drug in BART cars

BART operator should draw attention to this person first to ask to stop. Secondly, someone should be monitoring offsite all the cameras and alerting BART police to address and stop this ASAP

BART police or security remove the individuals from BART without the use of violence.

The use of force only when the individual resists to leave and never using life threatening tactics.

BART police should do their job. BART police only come out when they are in the news, then you don't see them anymore. I see them congregate near gates when they're in the news and they're gone the next day when they should be visible in the trains all the time. I very seldom see them walk thru trains. When I see them, they are just moving for one station to the next. They should be partners by two (2) not more. **THEY SHOULD DO THEIR JOB.**

BART Police should unofficially push a "keep quiet" policy. Drug use should be ignored if it doesn't produce smoke inside the train and if the person isn't loud on the train. Noisy crack users are scary, but BART Police are more scary than quiet drunks.

BART should have more ambassadors riding the trains to remove people using drugs on BART and in Stations

BART should have trained guards and/or BART police monitoring either through video or on trains checking to make sure that people don't use drugs on trains. If there is an incident, BART personnel should be trained to intervene in a peaceful manner.

Be actual cops and kick them out by force.

better control at the access gates

Better monitoring

Big questions. I wish I knew. I have seen both marijuana smoking, intravenous drug use and cigarette/ evaporating. I think personal intervention is the best but honestly not sure.

Both police and counselors are needed. I would prefer just counselors, but the druggies on BART and around the stations might be confrontational and I don't want counselors to get hurt

BPD shall contact diversion programs for intake of the offender and staff shall monitor the person to ensure compliance with BART rules. If the People using drugs or other prohibited activities do not comply with orders, they should be escorted off the train at the next stop

Cameras and more BART PD

Cameras in cars that allow periodic monitoring of activity should be installed. Then there should be enough police officers available to remove users.

cameras on all cars. random dog drug sniff visits at BART entries  
(beagles are non-threatening and effective)

Check if people are smoking or using drugs and take it away from them or kick them off the train.

Cite them and escort them out of the system. Also recommending treatment centers for their addictions

Completely seal all entrances to stations without a ticket.

Consider using some sort of peer pressure and related messaging to make it seem uncool to do drugs, smoke, etc. on BART

If Cambridge Analytica could develop a campaign - as it is purported to have done - in the country of Antigua some years ago to make young Black people think that it was uncool to vote in a presidential election - how powerful messaging can be.

Considering that people still light up with pot, I would say BART is doing very little in enforcement.

Crack down on fare evasion, take drug users out of stations and refer to social services, continue having police officers carry narcan

Depends on if you intend to change the law to legalize it.

If not, then enforce the law and/or call the police.

Designated drug use cars.

Develop an easy means for passengers to report drug use so BART can identify trends and add personnel as indicated to discourage such use. Users should be removed from the train. Frequent offenders should be prosecuted.

don't know

Don't know I'm sheltering in place across the country I haven't been on BART since March 7th

Don't know.

Drug abuse is a social problem, BART is a transit agency, it's not BART's job to resolve things like this.

Drug use creates a really uncomfortable, smelly / unsafe environment. Please crack down on drug use on BART!

Drug use is a very big issue.

People on drugs feel they should light up when the urge hits them.

It is difficult to intercede at the time of conception.

The user wants to be in a different place and has procured a bit of money to get him\her there.

At that junction, seemingly, the person does not want to have sane conversations.

Drug use should be forbidden. It is hard for BART to solve this as the problem is why people use drugs, not a BART problem per se.

Drug use should never be permitted on BART or by train operators, especially!

Drug use should not be tolerated on BART. Users should be escorted off BART at the next stop where a safe use area can be found.

Drug users don't pay to ride. They walk through fare gates for free. They hop over the glass barrier, ride for free. Station agents keep looking at their Smartphones. BART police don't go through the trains looking for these fare evaders, who use drugs. Feeling hopeless that my fares increase over the last couple decades of riding BART.

Easy - stop letting people evade fares - Fare Evasion will prevent sooo much of the problems on BART. But you guys can't even get that right.

Employ social workers to work with users on the trains and direct them to rehabilitation

Enforce the law safely to all parties

Enforce the law, issue citations.

Escort anyone using drugs on BART out of the train, and station.....BART police should be capable of doing this.

Escort people off the trains/ platforms.

Every train needs it's own officer or security. BART needs to show that it will not tolerate drug use on its train or in its stations. If you stop make it's so habitual they will stop using in your stations.

Experts in dealing with persons with addictions, try to keep track on them and relate them to stop doing drugs. It will take some time and in the meantime try to make sure that they do their thing safely

Frequent checks

Get rid of BART police and use personnel who are qualified to deal with addict's and mentally unstable.

Give info to get help. let them know behavior is not okay and police will be notified

Have a couple of drug outreach intervention specialist (who will be able to handle the angry violent addicts) followed by a BART police officer and go handle all calls that come through.

Have a metal detector at fare gates. Do random search for fare evasion, drugs, weapons. More enforcement of rules. Be mindful to always treat riders with respect. Also the riders new to BART, tourists and people with dementia who should not be pulled aside. A while back I made a mistake on fares was treated no right humiliated lumped into other people. I think BART employees need mental health training and education to use tactics other than force, say their brain, mind instead of rash impulses

Police need psychiatric and psychological background to effectively deal with diverse public.

Have cops and social workers REMOVE them from BART.

I shouldn't have to deal with drug use on BART, and they should be suspended

Have drug enforcement officer ok

Have more active monitoring of the trains, especially later at night.

Have more officers in uniforms riding in the trains

Have more people monitoring and watching the onboarding cameras for drug activity within the cars.

Have more police presence on trains but also have police more available at various stations to be able to jump onboard and intervene quicker

Have more police there. Or change the lights to blue bulbs like some other businesses or countries do. The person is less likely to see their veins.

Have more signage displaying information about getting help (compassionately). Also about fines for illicit use.

Have people walking through and escorting them off the train

Have personnel walk up and down the cars, creating a sense of presence.

Have security walk through the cars regularly

Have the new Ambassadors remove the drug abusers from the train.

Have trained social workers intervene instead of cops. Probably not realistic tho.

Having more BART police on BART trains

Hire mental health professionals, perhaps one at each BART station to help an EMT escort that person off the train Immediately and Thoroughly Clean the area.

Hold drug awareness rallies

Honestly, I've never seen drug use on the BART, only its effects. So, this doesn't register as an issue. But medical personnel for sure, NOT POLICE.

I do not have a good answer for this, however brainstorming leads me to the idea of BART police at each station or an officer on every train, or every other train. Or every 5 trains etc. Perhaps a number to call or text to alert BART authorities of drug activity would be the most realistic

I don't know as I haven't seen lately. Perhaps there could be a number to call on the screens. No one should have to see ppl using BART as their drug sanctuary. It's unsafe for the public.

I don't think it's an issue BART is equipped to tackle. It is more of a societal issue. Incentivizing good behavior is something to think about

I don't think this is a good idea.

I feel as though BART should continue to not allow blatant and obvious drug. Use on its property and should let the officers responding use their best judgement in terms of punishment. If it's obvious that the person is not paid for the ability to be in the system then they should be kicked out fined and possibly get a stay away order if it is a reoccurring thing

I have almost stopped riding BART due to the drug use and homeless use on the trains. I have personally witnessed people urinating and defecating in the cars. Not sure what the answer is- better mental health facilities. We need police presence in every car.

I have witnessed a number of people shooting up while sitting on the BART seats that others will be occupying. I think cleaning the seats frequently is needed. Alerting passengers with a phone number or another way to reach out to BART police in the moment of the drug use so that someone can enter the BART car, would be great.

I hope the Ambassadors will be trained in removing the affected persons and getting them to detox areas where they and we riders are safe. Then offer them treatment to which most are averse (they are ADDICTED).

Repeat offenders are more a police problem in terms of illegality. If the Ambassadors have access to a list of those removed from the trains, stations, parking lots, grounds of BART, the Police can be notified and proceed from that point.

I personally think that police presence \*for monitoring purposes\* is fair. I feel safer when the police are there.

I rarely if ever see people walking through the cars. If there were people walking through cars it might identify people doing nefarious activity, or sleeping on BART, etc.

I think a partnership should be setup so people that are on drugs can be offered services to help address their addiction or other issues. I also think BART should have needle dropboxes in their stations, with more community officers looking for those that are using on platforms.

I think BART should have interventions with persons using drugs via trained therapists instead of BART police.

I think BART's policies around drug use on BART should be informed by experts in social work, drug treatment programs, and local care practitioners familiar with the vulnerable communities for whom drug use is a symptom of ongoing systemic issues beyond their control.

I think people using drugs on BART should be escorted away.

I think physical barriers and more effective fare gates that prevent non-paying passengers from riding on BART in the first place is one of the best solutions. Even if some of the homeless drug users DO pay to spend the day on BART, more efficient toll gates would prevent many of these people from riding BART at all. I wonder what non-police personnel can do when they discover a person who hasn't paid, or is using drugs on BART? Do they just ask them nicely to get off at the next stop? Perhaps they could summon a police officer to escort the offender to specified BART stations that have a homeless relocation center of some kind.

I think professionals designed to peacefully de-escalate the situation would be great - one on each train. The illicit substances should be confiscated immediately, but the user need not be removed unless they are having an episode which requires medical/psychiatric care. They deserve a haven from the elements as long as they and other passengers are safe and orderly.

I think random checks on BART trains similar to fare checks could work. Doing this consistently for a few months until it deters it, hopefully.



I think that passengers would feel safer if BART police would intervene with a firm/friendly handoff to a good substance counseling service.

I think the BART Police should take those people off the train and get them to some community outreach program for substance abuse. This is why ridership is down. These people will take whole sections of seats away from commuters.

I think there should be conductors on each train, in addition to the driver. Conductors would ride up and down the train to deal with any problems that arise.

I think there should be few community support members stationed at BART, so that the problem can be dealt with in a reasonable manner

I think you guys should address the hard drugs that are used like crystal and heroine with people watching the end cars

I think you should let professional staff (not police) help people with drug issues. Take people to designated areas for people with drug problems

I think you've made a good change by closing BART system at 9PM. That keeps a lot of undesirable people from sleeping in the cars and loitering around the stations.

We traveled on BART last Friday. We never saw a police or community worker anytime during the day. We left about 10:15 on Embarcadero train & return from Civic Center about 3:30.

I was pleased most stations looked clean and freshly resurfaced.

If someone is observed using drugs on BART, they should be reported to BART police and taken off the train. I think this is the only thing that should be done because if the drug taken is not known, the person could be dangerous to other passengers and could hurt them. If the person has overdosed, and the police have Narcan, they can administer this in order to revive the person. The person should then be taken to a hospital for treatment

If the laws regarding drug use in public are as clear as the laws for alcohol use they should be enforced in a non-violent manner.

In partnership with local cities/counties, create teams of police and social workers that funnel people into programs. There should be no tolerance for drugs on BART. However, the interventions shouldn't create more problems than they solve.

In San Francisco, I'm a fan of the Homeless Outreach Teams. There could be signs on trains saying if the driver or other staff on the train has Narcan.

Increase Presence of either more

BART police

BART fare checker

BART security

Individuals should be immediately removed from the train or premises.

Individuals who openly "shoot up" in both paid & unpaid areas of BART stations should be removed by BART police.

Instead of police, social workers should be sent. Drug use is a mental issue and they need to be treated with care, not bullied.

Intervention and services

Interventions, fees and hospitalization when necessary.

It is really scary when you're in a car and someone is actively doing drugs or is agitated, aggressive and belligerent. If BART police are trained to intervene in a compassionate way - that would be a good solution. Or maybe people who have more of a paramedic background.

It maybe impossible but riders who are not paying tend to be those that use drugs, I think a pay gate system that keeps these riders off trains will make a high impact on drug use on trains.

It should be avoided at maximum. Special personnel to invite people to leave the stations.

It should be deterred in a firm and respectful way. These offenders should be told that they are disrespectful with fellow passengers and that they are hurting their health in public, which is not a good example for younger passengers, teenagers and children.

It should be treated like any crime on BART. If someone is doing something illegal or dangerous, BART should be required to step in promptly to protect the other riders.

It should not be allowed at all!

Monitors walking through the trains and asking people to leave and escort them off the train, that participate in that kind of activity.

It shouldn't be allowed and riders shouldn't have to be put in that uncomfortable situation.

It's a difficult question because people have rights. Marijuana use is the only drug use I have seen but others I know have seen heroin use. I think having the telephone of BART police so that we can easily text issues. I don't know the number.

I've been a BART rider for at least 30 yrs and I've always seen BART Employees observe people jumping over the gates and they don't even bat an eye. They just sit and do nothing. Most of the time they aren't at the gate. BART makes enough money to have more security presence and make sure homeless people do not go on. It is a privilege not a right to be on BART. If people are allowed to get in free then so can I.

I've seen drug use on Richmond line usually in last/emptier cars during non busy hours. Do you have cameras? Are they monitored?

Just make sure that there's no needles laying around or people smoking meth right next to me and we're good. It's none of my business if someone wants to do that stuff I just don't want it in my face.

Keep riders safe from those using illegal drugs.

Keep the homeless and drug users off BART and out of the stations. BART police don't do anything.

Large fines.

Law enforcement, sending offenders to jail or treatment facilities

locate and expel the person from train and station

Make preservation of a high quality travel experience a top priority. Quickly remove offenders from the BART system.

Make sure the seats in the trains do not have needles. I came very close to sitting on one, if not noted by a fellow traveler. The staff and drivers are oblivious to the concerns of the travelers when needles and people using are reported. They act as "that is not my job". At the end of line- the trains should be walked through and checked prior to going out again, you would catch more drug paraphernalia before it affects a traveler.

Maybe having more visible personnel onboard trains who are trained to intervene and guide them to facilities or else require drug users to leave the train.

Maybe start with working cameras on all trains and platforms. Another idea might be to provide information on how to get help for substance abuse and addiction. Posting information in all trains and on platforms might help.

Mental health officers

Mental health personnel should talk to drug users, not police

Minimal intervention required to protect other passengers.

More fare checkers !!!!

More interventions on the trains it seems there are never any in SF or Airport Trains

More officer presence

More police and ambassadors on BART trains. Less BART police hanging out in their vehicles. Stricter fare enforcement.

More police officers in stations (Civic Center especially). Do not let people hop the gates. More police officers walking through cars.

more police on trains! Period! Amen!

More police personnel. Stricter fare gates. Etc

More police presence & enforcement.

More police presence.

More police presence. Each station should be manned

More police touring trains end to end

More rapid responses available when drug use is occurring on BART. Support systems and intervention in stations and on trains.

More secure entry gates.

More security pass-throughs at random points and also walkthroughs at the end of each line.

more supervision, maybe live tv feeds, with constant monitoring

Most of those using drugs in the paid areas have entered without paying. Therefore, enforcing paid entry is essential. A BART police presence on trains and platforms also will be necessary.

In the long term, the current entry turnstiles are inadequate and must be replaced with the type used by the NYC Transit Authority.

My first thought is the use of security personnel. If you are also able to partner with local outreach centers to have people co-located at BART stations, I wonder if that works help.

And post signs on how to report quickly so security can respond when needed. Especially by text.

Need law enforcement with trained psychologist/psychiatrist to assist if person shows mental instability. If straight drug use like marijuana, just law enforcement to remove them from train or station paid areas. Non confrontational at first, escalate only if necessary, and never use deadly force unless initiated by the other party VERY clearly

Need more BART police on every station as well as on board.

Need more physical presence walking between the cars! Cameras operable! On days when the weather is bad many of the homeless use BART as their home for the day. Check the cars at the beginning and end of the line.

Need more police officers and/or security guards in the BART trains to monitor the drug use.

Never been a problem in my experience. The BART police fight me much more

No drugs periodontal BART trains.

No idea. They will do what they do. However, If they get crazy and scare passengers...there needs to be a way to contact security quickly for help.

NO SMOKING MEANS NO SMOKING..... Define "DRUG" use??

No tolerance

No tolerance. Have BART police on the train watching. Also, a lot of attendants ignore the blatant drug use on the trains. Enforce.

No tolerance. Immediately taken off BART by police.

Not allow it, make it clear that it is not allowed, implement steep fines etc and educate riders caught with drugs on ways they can seek help.

Not permit. Escort off train/premises and facilitate access to help if asked for.

Not so sure they can do anything. People that want to use drugs will.

Not sure how this should be handled, given the situation we're in.

Nothing to do with police. Safety advocates who can safely provide access to medical care, mental counselling, and resources for housing and/or food should be their only concern.

Offenders should immediately be escorted off the train and out of the system by BPD.

Officers or security close by

On train: police

On platform: police + station personnel (replace "Station Agent" which is totally useless position with Station Attendant)

In station (not platform) police

One thing you'll notice is that drug users almost always take up the corners of the car. It's the least 'visible' by least riders. I realize cameras are expensive to purchase/mount/maintain/monitor, but you could put up fake ones, like you put up in the past. Maybe it could be something as simple as rearranging the seats so the corners are not as hidden.

Open up free use areas in or near stations with known users so that they can be supervised and reduce deaths from overdoses.

Oversight for people not wearing masks or pulling them down once on the platform or seated on BART is a far more important issue. Time to prioritize things that are deterring people from using BART. There should be A BART personnel walking through the cars of each train to monitor. Lack of this says BART doesn't think this is important. Signs aren't enough.

People need to taken off the train and black listed,

People who are dangers to themselves or others due to drug use should be carefully asked to leave the transit system in a way that doesn't cause an escalation between the users and the authorities. Anyone that is blatantly using drugs on BART should be asked to leave as well. BART Police should not be menacing riders.

Police

police and mental health professional escort person off BART property

Police enforcement

Police, fines, report

Presence but not scare tactics

Prevent people from sneaking onto BART without paying

Prioritize matters that affect bystander riders - like a smoker on a train. People shooting up outside the gate gates not bothering anyone should be a lower priority. What I see is the opposite where people hanging out doing drugs get harassed with no real result while people who bother others, particularly on trains are left to be, and it's because BPD is effectively useless because they don't want to do the job they're being paid for. Druggies half passed out not bothering anyone are low hanging fruit which are easy to deal with. People who are mobile despite bothering others are too much work for BPD lest they get their finger ails dirty. I'd like to say "Be consistent," but that fact that you won't even break up this question to address drug users in different contexts shows that you don't know what you're talking about, you don't even know where to begin, and either you don't have the ability of critical thinking or this issue is not worth your effort. As far as being consistent, I know that if I transfer and take the Richmond - Fremont line part way, rather than wait for the Dublin / Pleasanton line, I am likely to see something very very disturbing and PTSD inducing - seriously!

Propose state legislation to give BART police the power to jail offenders for 30 days as a disincentive to use BART as a homeless shelter. Back that proposal with political contributions by the unions.

Alternative: designate one car per train for unrestricted use, including drugs, residence, sex, violence, or anything else. Maybe that will get the state legislature's attention.

Put in a proper entrance and exit gate system. It's a huge problem that anyone can jump the gates.

Put train conductors on the trains like they do down south 1 driver 1 conductor to walk the train and make sure people paid and they are doing what there supposed to be doing

regular monitoring by BART personnel on the trains and stations

Rehab outreach

Remove drug users on BART trains and stations by use of law enforcement. Also, have social workers at stations to help guide these drug users to seek help.

Remove drug users.

Remove from train. Ban from system for repeated offenses.

Remove offending passenger and issue a citation

remove them from the premises using all necessary force

remove them from train

Removing at next station is reasonable.

Response in part will depend upon drug toxicity being used and the manner too. Police and a nurse maybe optimal.

Safe places to put needles, posteres about helping people with drug abuse

Screen drugs at the gate - like TSA.

Use available technology, trained dogs, and additional agents.

Security guards

Security guards and health professionals all through the system on trains and at the stations.

security on every train

Sharp collection containers at every station. Fines to those caught with drug items ie pipes, sharps  
Should always have BART Police on every entry, majority that don't pay are drug users and homeless.

should be banned  
or provide outreach for drug users with referral services

sometimes it can be disruptive to other riders

Should have social workers to help people with substance abuse problems get help they need.

Since most drugs, and thereby drug usage, are illegal, especially in a public setting, POST trained employees should be enforcing those laws.

Social workers or other trained personnel in reasonable numbers could address on a case-by-case basis.  
social workers, drug rehab personnel

Soft enforcement when the use doesn't impact other passengers, but harder enforcement when it does.

Someone with a background in drug awareness or abuse or mental health

Specially trained social welfare personnel, not police.

station agents should be more actively involved.

Step 1: develop a system to provide measurements of frequency of drug use on BART

Step 2: try different things in various places

Step 3: pick the ones that reduce frequency the most and do those everywhere

Strict security protocols. I haven't been a customer of any other business or utility besides BART that blatantly ignores drug sale and use

Take all these drug addicts to [REDACTED] home. Ask him to get a building to host them far away from people who want to raise responsible and functioning society

the only real tool is more BART police riding trains

There are limits to be made. Marijuana is one exception i can agree to. Harder substances, on the other hand, somhould be banned. That includes cigarettes. Marijuana has a more delightful smell than others

There has to be more security on the BART trains. There are too many people doing drugs, homelessness on BART.

Security is a start to keep these people from harassing the paying passengers

There should be a dedicated BART personal on each train roaming the train during the route to check for suspicious activity. Even with the cameras I feel unsafe because I don't think anyone is looking at the cameras as the bad activity continue.

There should be more officers/ambassadors on Trains, if possible checking each train. Also offering information about drug treatment programs. BART needs to find out about treatment programs in the area that can be shared with people who use drugs on BART.

there should be Police police at stations and people on cars could text a number to let them know. Then when a car pulls in they could be taken off the train and given citation. You could advertise the text number on the cars.

There should be some non-police personal assigned to intervening. If the drug use continues police should step in and escort the person(s) off BART. Any repeat offenders should be prevented from riding BART.

There shouldn't be active drug use on BART.

They should be escorted out of the trains immediately by police.

People need to feel safe on BART. Turning a blind eyes only scares paying costumers.

It is not BARTs job to deal with drug users. But it is to keep the public safe.

they should be removed from the system and handed over to the local police

They should use all the force necessary!

Tough question. Think keeping homeless off train would help. But have seen drug use in stations.

Trained personnel (social worker?) who will never use force or insulting language

Treat it as a mental health issue, not a law enforcement issue

Try to get the drug users some sort of help. Throwing them off the trains doesn't do any good, because they just end up returning

two-part...Police enforcement, protection ( other riders ) AND Social Service present

video cameras that you can actually see recording yourself

We should be able to prevent anything that puts other riders at risk.

Well trained police, medical staff & social workers.

Whatever the personnel: sworn officers, CSOs, or "Ambassadors" the biggest impact you can have in stopping undesired behavior on the trains is stopping it at the fare gate.

While not everyone who fare evades causes issues on BART, the vast majority of people who do cause problems fare-evaded on their way into the system.

If marginalized communities need access to BART, then get them a Clipper. But enforce that BASIC ACCESS SECURITY at the fare gates and a lot less abusive and dangerous behavior would be removed from the trains.

Community Service provided passes can be retracted and/or deactivated when a passenger violates the rules. Just as a time-out "ban" from the station does.

Entry/Exit Security should be a primary, basic, security measure without getting into the politics of systemic access. If disadvantaged communities need access, then get them a fare pass. But ENFORCE that access at the fare gates!

with counselors and social workers using a calming measure to intervene

with mental health care specialists and direction toward rehabilitation and support.

With trained ambassadors and law enforcement.

with your ambassadors or your community service officers

Without any police presence on the train cars, offenders have nothing to fear.

Yes, drug users can be unpredictable in their behavior and endanger the lives of people around them. They should be identified and removed from the BART, and penalized. BART must ensure public safety above all else. BART passengers should be encouraged to report such people, who should then be actively removed from the train and tested.

Yes, I am not sure, more BART people on trains?

Yes, this creates an unsafe environment. Needles left behind pose a serious health risk.

Yes. I am a nurse and must ride the BART. I am tired of feeling afraid because of the characters and the nasty attitude.

yes. social workers and other trauma informed councilors should be involved

You can start by having gates that don't let people in who don't pay.

You do not have the staff or ability to monitor every passenger on the train this is not a reasonable expectation.

You need police on platforms and trains.

You need the BART police on the trains more frequently.

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

Refer to shelters and rehabilitation sources. Point them to a hotel that is hosting homelessness.

Need BART police to cite them

"Unhoused rider" does not imply anyone doing anything wrong on BART. I assume what this question is referring to is when a homeless individual is on BART sleeping/blocking a path. In this case, same thing - an unarmed professional should be focused on eliminating the safety issue that comes with a blocked path, but I don't personally think this involves any removal of the individual necessarily.

... That's a great question. I think BART police should be trained in the unique situations of interacting with vulnerable people (homeless, mental health, etc), and they should be paid accordingly. BART police can help direct the vulnerable to the resources available to help them. The greatest challenge though, is helping people who do not want help, whether or not they are of sound mind when that help is offered and is rejected. Having served in the military, I believe a tough-love approach is needed, there needs to be in place, a facility that is staffed with mental health professionals where those who clearly need help but do not need it can go and be removed from environments that are counter to mental health progress (i.e. the tenderloin) and where structure, discipline, and therapy can be implemented... but I believe it was Mayor London Breed who said that we have to be careful not to infringe on people constitutional rights to life, liberty, and the pursuit of happiness...

?

No good answers.

1. Verify Clipper card payment
2. Less seats.

A dedicated BART employed social work team to address the specific BART issues with drug use and homelessness. A number to text if you see someone using that would go to the above team. Emphasize empathy and coordinate with local municipals to help individuals.

A similar approach, working with people who are already working with this population and can help people rather than treat them inhumanely

Actually make it clear where unhoused people can go and what different limitations different shelters have. Plenty of shelters have restrictions that bar various groups of people (e.g., single adults, underage youth) from accessing their services. Don't kick people out of stations or off trains if they're just trying to rest/sleep and aren't hurting anyone. Start educating the public that calling the cops/ambassadors/whoever isn't an appropriate solution for someone just trying to sleep.

Keep investing in housing and Housing First models. People don't need to be sober/employed/"healthy"/enrolled in school/associated with some program to get housing. Getting people into semi-permanent and then permanent accommodations is a much more important goal than making sure people are sober or employed.

Actuando inmediatamente brindadndoles transporte a un refugio e informaci3n donde pueden ellos ir, tratandolos con respeto, y dignidad.

Add showers to BART bathrooms.

Again -- if BART police is trained to intervene in a compassionate way, that would be good. You could also have homeless outreach/social workers who can guide them to a navigation center. I'm sure it might get complicated to have all these different types of personnel roaming BART at all times.

Again any tactic that works. If you're able to hire security staff then do it that way rather than using our police. However police do need to be more active and not just stand in one car and not move for the entire ride. I did not see it once twice but many many times.

Again informing authorities and having police walk through the trains more regularly.

Again people who experience in handling this type of person. They may have had a run of bad luck substance abuse issues

again station agents should be more involved.

Again, a really tough issue to tackle...

The only thing I can think of is to have ppl periodically walk through...

Again, I think clearer, visible instructions for how other passengers can compassionately report when there is a problem would go a long way.

Again, in the muncipal that we live, there is a lot of homelessness.

Unfortunately, BART as a public entity is been used to service the unmet need.

I think rideship by homeless people occur more late at night and the early hours of the morning.

During those times, unhoused riders are moving towards where they will spend the night.

Or away from where they will spend the night.

Or just trying to be like everyone else, reflecting regular commuters.

A deeper issue is mental health; people's perception and ability cope is not as good.

I think trying to help and intervene with a small group, offering them housing, might help us better understand how to help as well as the cost of helping.

Informing as to whether habits do change.

Again, it's the station agent that needs to address the issue, then see where they go on the camera and then call BART Police to escort them out.

Again, maybe homeless counselors should find out the status of unhoused riders, why they may be unhoused, what their needs are and how they can better be served.

Again, more secure entry gates.

Again, no clue but I will say that on countless, I have boarded a BART car and have had to move to another car because the resulting smell from one or more homeless people is so strong that I literally nauseates me. Again, shouldn't be allowed on the trains. I know that is harsh but handling the issue of homeless people on trains and/or druggies (who may or may not be homeless but who are clearly intoxicated) should not be handled with kid gloves because that ISN'T solving the problem

Again, social workers aware of available programs for homeless people should escort people off trains. No cops.

Again, the station agents need to be alert and not distracted so that they can (in most cases, easily) identify the homeless who ENTER the station without paying. The agents or those who monitor the insides of trains (I'm assuming some people are, and the cameras are working) should also sweep them periodically to identify homeless people sleeping or doing worse (relieving themselves or doing drugs) so that they can be removed at the next stop.

Frequently I have had to switch trains because of the smell or unhygienic conditions with the homeless, and it's a main reason I don't sit on BART train seats because I've seen these incidents too many times.

Again, this is not the public's responsibility to answer. In all of the crime I have seen on BART over the years, BART police were absent. When I called BART police or station agents, I was met with attitude. Where are the BART police? What are THEY doing? I would often see them at the far end of the Bayfair parking lot, San Leandro parking lot, hanging out over MUNI underground at Embarcadero station. Who is monitoring the BART police and ensuring they are working as intended?



Again. Enforce basic access restrictions at the fare gate or Pass level. If someone needs access to TRANSPORTATION, get them a Pass. That pass needs to come with restrictions. (Travel use only, from POINT A to POINT B, and a limit to overall time spent in the system.) Compute the longest travel time needed in the system for a single trip and add a buffer for system delays.

BART used to have, or still does have an "Excursion" fare for visitors, guests who want to see the system. Set a maximum travel time limit for all passengers after entry.

All of the above personnel: sworn officers, CSOs, and "Ambassadors" should be able to ask for proof of fare (or pass) to any passenger at any time. This is not a class or race issue. Get passes in the hands of every passenger regardless of circumstances and it is then no longer a "discrimination" to ask for that Pass anywhere and from anyone inside the system.

All riders should be following roughly the same policies. I feel like there's a lot of assumptions embedded in this question- we should be addressing behavior more than status in my mind. While it is certainly uncomfortable to be on a train car with someone who smells because they don't have access to a shower, a humane response would be to quietly ask them if they would like a list of free places they can shower, then provide them with one if they say yes. All sorts of different people have enough stuff with them on BART that it takes up more than one seat, so I don't really think that's a problem. Similarly, all sorts of people end up falling asleep on BART, and I don't think that is a problem either. Panhandling that's not overly aggressive should be ignored- the amount of privilege it takes for someone to think calling the cops because it was uncomfortable for them to be asked for money is disgusting. If it gets too aggressive, react to the behavior, not the assumed personal background- just let them know they will need to stop or leave the system.

Allowing unhoused persons riding on BART can range from harmless to a full-blown public health issue. Unhoused riders sleeping in one seat, for example, is relatively harmless. When there begins to be additional seats being taken up with items, carts, bags, etc the issue grows. When foul smells become an issue that creates a problem for a whole section of a car. When bodily waste enters the situation, it's obviously harmful on a public health level and can lead to evacuation of a car. I don't know the needs for cleaning based on the above varied situations. Given this range of how unhoused riders affect other riders or the car environment, BART needs to decide what the offset to ridership is worth? When does it become a problem for other riders? What level of risk/harm is acceptable?

Also need social workers to help unhoused riders get access to the help they need, including mental health services and affordable housing.

Anyone causing a nuisance should be removed. I don't have a problem with someone sleeping in the cars (I've been known to fall asleep on my commute), but if they represent a problem for other riders (taking up too much space, offensive odor, etc) it would be best for everyone to discourage them from using the system as a home. Again, BART police in tandem with social workers might be the best solution.

apply more checkpoints for entry

Are there social workers that can help? As a rider, it can be unpleasant to sit next to a homeless person - especially if they aren't completely sane or they have a lot of stuff with them.

Arrest and prosecute.

arrest them

As long as it doesn't disturb others, or take up more seats than reasonable (ie, people sleeping on a bench), I don't have a problem with it. When people are stretching out on BART, then that prevents others from riding.

As long as they pose no really threat they should be allowed to keep riding. (Though violent threats, assault, robbery, and harassment should count for immediately, peaceful removal). If the trained BART monitors could give them resources, that would be great as well.

As mention previously, authorized personnel should probe this people and send to responsible centers to handle the need of these people.

Ask them to leave the train

Ask them to step off the train to discuss their situation.

Assume you mean homeless- pull them from trains, use mental health experts, get them into safe supervised shelters.

BART is a transit agency; it should not try to be a social services agency. BART should work with social services agencies to allow them to assist the unhoused.

BART is for transit. Make people disembark at the end stations and then pay to get on again if they are out of the transit window of two hours since they last paid.

BART is not a homeless program, government organization's should be working with BART to assist those who wish to be helped into housing, but BART should not be doing that as a primary function.

BART is not a homeless shelter. Some of the homeless people that ride BART seem to have mental problems. To let them roam the trains and stations freely, as it happens now, shows total disregard for BART riders' safety and well being.

BART is not meant to provide housing for the unhoused community. Should have someone escort the unhoused person from the train, but definitely provide counsel and help in finding assistance for the individual

BART is not the answer to homelessness and shouldn't be treated as such. There should be close monitoring of paid fares. Also minimum standards of cleanliness and behavior. Other big cities like Chicago and Denver don't let this get out of hand.

BART is the safe place for them to sleep. Unless you partner with a mental health agency there is not much passengers can expect the agency to do to manage this issue.

BART isn't a moving apartment. Someone needs to remove the person and a social worker should work with them to identify services.

BART needs to have personnel observe and cite offenders using appropriately credentialed personnel.

BART needs to partner with local Social service non-profits and agencies that can provide resources for better places to go than BART stations and trains. BART and partners should seek grants to research innovative and feasible solutions.

BART needs to partner with the cities around the bay to help unhoused individuals into temporary housing. Efforts should be focused on creating a seamless system to effectively move individuals into programs that offer long term solutions. It is not enough to kick people off the trains.

BART personnel should ask the unhoused rider where their destination is.

BART Police should get the in-house off the train, where appropriate and hand each person over to a service that an assess for mental health, housing or sanitation needs.

BART police needs to patrol the cars and make sure that no one remains on the train at the very last stop.

BART police should be more prevalent on trains. The camera system should make it obvious if there is an issue really. Riders should be asked if they have a ticket but only if the rider is clearly unhoused, unsanitary and a danger/nuisance to others, or taking up more than one seat. They should be directed to a shelter or appropriate location.

BART police should handle these issues. While people are touting the use of counselor types, if there is trouble, they won't be able to handle it.

BART should be able to monitor who gets on and quickly remove unhoused riders who sleep on the trains and make it uncomfortable for paid passengers. Often times they smell so bad and some are loud or go to the bathroom on the train which is unfair for passengers to have to experience. I've been on a train where a lady stripped and we were just a handful in the car and no BART official to take control. BART should collaborate with organizations. Counties, state to provide housing. Its sad seeing so many homeless people while we pay taxes and high BART fares.

BART should encourage crisis teams to identify and engage with homeless riders on the train to offer resources. Also, it is far too easy to jump turnstiles on the system - I observe this activity every day.

BART should have trained guards and/or BART police monitoring either through video or on trains checking to make sure that unhoused riders are not bothering other riders. If the unhoused riders bother other riders, then BART personnel should be trained to intervene in a peaceful manner.

BART should hire social workers who can meet with riders that are unstably housed to connect them with local services. BART should not allow people who present medical risks to the rest of the rider community to ride.

BART's responsibility is to provide safe, timely transport, not solve social issues. Individuals who are housing themselves in BART facilities should be escorted off the premises and connected with relevant agencies. Repeat offenders should be permanently banned.

Basically a social worker or social services worker should help connect the person with housing and other supportive services. They probably need special training in mental health as well as some of the unhoused population likely has mental illness as well. Safety has to be the top priority - safety for all riders. And compassion needs to be the other priority.

Being homeless is not a crime. Unhoused riders can take transit. If the problem is sanitation or fare-evasion, BART should use non-police interventions: ambassadors, social workers, etc.

Besides removing unticketed riders it needs to have a plan on where to send them. You need to start communications with shelter. Ask them to save a bed for your homeless riders. Start helping them find housing instead of acting like they have options. Give them options. You have the money and skill sets that they don't have.

Better barriers to stop fare evaders from getting on BART. More fare enforcement officers.

Better follow up with social services for permanent low cost housing. Considering listening to unhoused riders' situations to decide how to best address their situation

Better turn styles to prevent them entering the system in the first place.

body odor and belligerent behavior not welcomed. Need to assess if HOUSELESS person has mental condition before enacting forcefully

Build housing on BART land faster to offer short-term and affordable housing solutions. Work with local orgs that help our neighbors make the transition back into housing and wean off of drug use

Cameras and more BART PD

check for fare payment, if evidence of payment not provided, remove passenger and issue a citation

Citation

community health workers. don't criminalize them. maybe offer places to get warm meals/ etc. maybe offer free BART rides somewhere.

Community non armed escort them from BART connect them with HOT and other agencies.

connect them to aid organizations, make fare gates harder to bypass

Coordinate with local resource centers to have people co-located at stations.

If they are safe riders like most people are, I'm not sure what to offer except resources.

Definitely stop them at the gate. People are jumping the walls and gates. Need better gates and technology. If they need to pay, they will not go in. BART is losing lots of money from people who don't pay, while people who pay get hit with high prices. People are complaining everywhere, and it's not fair. Focus resources on major problems. Even one attendant checking once in while makes a difference.

Depends on the situation. If the person is sleeping or riding indefinitely then my hope would be that they would be escorted off the train at the stop of their preference

Depends on their behavior! They should be treated the same as everyone else - subject to precisely the same rules, which should be enforced.

Detain and relocate these individuals to Florida. It worked for [REDACTED].  
different gates

discount tickets

Do a better job of keeping people who haven't paid out of the system. It's not on BART to address the housing crisis at large. Just try to be better about keeping people from camping out on trains.

Do not allow that to happen. It stinks up the whole car and punishing the paid riders.

Do your best to prevent entering system. They generally trash surroundings and many harass regular patrons.

Don't know that term. Need specific scenarios to give you suggestions. Homeless folks need to be connected to community services. Someone taking a long nap on BART is not a problem for me. Bathrooms need to be made available for them as well as housed people.

Don't let it be a BART problem. We pay for our rides and expect a clean uninterrupted ride.

Drag them off the train and don't allow them in the station in the first place. They do not belong in the station, on the platform, or in the trains. I've stopped riding BART because it's full of disgusting people who sit on the seats with their urine/feces infested pants (if they're wearing them) and their dirty hands touching all the poles.

Employ social workers to assist LEOs. Escort drug users off BART property directly to a shelter/rehab facility.

Employ social workers to direct them to care. BART should also give a fraction of its revenue to agencies supporting the homeless

Encourage respect of these riders for other passengers but with respectful treatment

Enforce gate fares. Get help/services for people who are violent or using alcohol/drugs, or threatening people, or need help.

Enforce the rules of the system fairly and safely across all passengers. Taking up multiple seats. Beverages etc. escort from train

Escort them off the train/ platform.

Escort them kindly out

Finding housing for them

First...HOW do unhoused riders even get on? They usually have no money. If they are fare evaders, then they should be kicked off anyway. If they are on there just to ride and have paid, then they ride to the end, have to get off and go OUT the gates and then can reenter if they have the money to do so.

Fish of all, BART is not a homeless shelter. If they don't have a place to be, that is not the problem of the PAYING riders. There sounds be BART police checking ride vouchers all the time. People without ride vouchers should be taken off the train and sent to a homeless shelter. Make a detention center outside the turnstiles. Have a homeless center come pick them up. BART is not a charity center. It's become disgusting, filthy, and dangerous.

Force them out!

Form a task force to address the issue.

Frequent checks and extra cautious at the BART counters

Frequent seat cleaning is necessary.

Homeless advocates entering the BART trains through out the day and night so that they are able to seek out the unhoused individuals.

Gentle removal from trains. I can't stand riding anymore.

Get rid of BART police and invest in shelters.

Get the BART police to remove those people from the train and get them to some community outreach program for the homeless. There are hundreds of programs for the homeless. Don't let them sleep on the train all day. I don't know if they're dangerous or contagious. Most of them smell pretty bad, it's hard to commute 45 minutes in that circumstance.

Get them off the trains and outside of the paid portion of the stations. That's what riders care about.

What interventions you want to do outside of the stations is up to you & your budget.

But beware, it's really not your job or mission to take care of homeless people. That is a larger social issue which should be addressed by competent leaders at a higher level, even a national level (overcrowding due to tens of millions of illegal aliens).

Get them the help they need! If there is any place better than BART for them to get the help they need, then they should be sent there. If BART is the best place for them, then there are huge issues that need to be addressed.

Give them free access but monitor their exits (making sure they do so).

Give them healthy food and information on where they can go (shelter, etc)

give them info to help their situation

Give them information about shelters and other resources. This should be done by security personnel.

Harm reduction. No legal action. Leave them alone. Help them get housing.

Have a train dedicated to them

Have advocates ride the system with info on local shelters with available space, free food places, free supplies, and counseling services.

Have gift card for near by restaurants for food card with phone numbers to the local shelters. Free clipper cards to use for getting to the shelters. The unhoused need to shelter from the weather temporarily please them shelter, yet ask them not to panhandle.

Have personnel walk through the cars, identify those in need, have a place in a station with social workers, etc. to address their needs.

Have them removed and offer services. Connect with homeless outreach programs.

Have they paid to get on BART? Can they get off BART within a time limit?

hell, I don't know. Maybe make it harder for people to get into the system without paying. Maybe have agents checking trains more often? Honestly if they're keeping to themselves and they don't smell bad I don't see it as a big deal

Hire homeless outreach workers designated to the BART stations. Provide outreach, education, support. OPEN THE BATHROOMS. People need to clean up and use the hygiene facilities. Set timers inside individual stalls to prevent overdose (see Boston Health Care for the Homeless SPOT program for an excellent model). Hang Narcan around the building.

Homeless people made me feel sometimes rides the BART is unsafe. They sometimes made the BART very dirty!

Homeless people should be escorted off trains. It would be preferable if social workers could be deployed but, if not, BART police would be OK.

Homeless people should be no where near BART soliciting money or sleeping there. BART needs to stop allowing homeless people from entering BART to even use the toilet or anytime.

Homelessness is a cross-county malady. It is well known that every homeless person is not seeking shelter. It is like a prison for some long-term outdoor and street dwellers. You could equip the agents at each station with homeless referrals in any particular county. Instead of ticketing them for riding endlessly or for free, offer a BART hotline designed specifically for the homeless. Partner with each county and connect with their services,

Homelessness is a major problem. Honestly, there isn't a perfect solution but they should be treated respectfully and helped to find support programs outside of BART. BART is a transportation system, not a hotel. BART riders should not have to worry about homeless people camping out on the trains or in the stations.

Homelessness on BART is part of a bigger picture. Homelessness is illegal and should be handled as such - BART has police so they should issue citations or arrest. IF BART is not the police, then the police should be called and the offender removed from BART property.

How about converting recently decommissioned BART cars, as they are being replaced by new ones, and donate the old ones so they can become "transitional housing"? I bet UC Berkeley Architectural students would LOVE this as a real-life project.

How did these "unhoused riders" get into BART to begin with?

How do they even get on the train in the first place???

Hygiene rule, when I smell pee or feces I feel unsafe on a hygienic level. Minimum requirement for riding. Bathrooms for ppl to freshen up in already provided. No excuse imo.

I also believe that BART needs to have someone who works for some type of social program that addresses homelessness to ride the trains and share some alternative solution information with people that appear to be homeless or need assistance.

I am not sure about this because this is a transportation service not housing so as long as they are able to afford a ticket. Ticket prices should be lower for low income riders, improve Clipper Start.

I can only offer what does NOT seem useful as an example: I once saw a man sleeping on a train being marched off the train in handcuffs by four BART police officers. It seemed excessive given he was just sleeping.

I do not know.

I don't feel it's necessarily BART's responsibility to house unhoused riders. Some choose to live this way, others may need assistance through housing grants or direct placement.

I don't know. I feel for them, but it also makes me feel unsafe.

I don't like the fact that homeless people use BART as their sleeping place, and I don't think BART has to be responsible for fixing a larger societal problem. However, we need some compassionate response to these unfortunates, and I would like BART to be able to offer these people some alternative to riding on BART all day. I know there aren't enough social services available to accommodate all the homeless in our community, but having them use BART isn't fair to riders or BART's administration.

I feel like the biggest issue in this one is the guys that leaves the train a mess and/have a shopping cart of cans/smell like a portapoty and are agrssively panhandling or searching the trains for lost items. And the occasional sleeping person who is just taking up one bench non rushhour commute and has at most 2 bags in their possession is an acceptable sight so long as they're able to provide proof of payment at any requests and without issue.

I have no idea I've been sheltering in place elsewhere in the country so I haven't been there since March 7th

I have no problem if someone is homeless if they aren't staining the floor or a seat or making them wet.

I think BART needs to engage them. The BART personnel should be trained to work with this part of the population. Perhaps have a social worker be part of the team.

I think CSO & HOT trained personnel should be able to handle unhoused riders; allowing BART police to handle more serious matters.

I think homeless people don't belong to be in the same space as regular society. Homeless, drug users, mentally ill riders tend to prey on riders who pay to ride BART! There needs to be a society set the address the needs of the homeless, drug adduced and mentally ilk.

I think if they aren't harming anyone or being aggressive just leave them alone. If they're just sleeping they just need a warm safe place. People can just move cars if they're that worried about it

I think it is ok for unhoused riders to use BART stations or trains for shelter. They are citizens too and it is their right to be in public spaces.

In cases where they are actively disturbing other passengers (very bad smells or aggressive behavior), I would support unarmed community support officers working to connect them to social services.

If the BART can provide (or partner to provide) basic shower services (perhaps in a station parking lot) that could help with hygiene.

I think only if they are causing trouble should they be addressed

I think staff from agencies who can help them should come on BART to get them to an appropriate facility.

I think that if they are not bothering anyone, they can be left alone. If there is immediate help available that people could be directed to, then they could be informed of that, but I don't know what resources are available in that situation.

I think the same sweeping patrol tactic would work great.

I think there should be at least 1-2 police members on every train to deal with such situation in peak hours. It would be great if they can make regular visits to every cabin

If a HOMELESS person has paid to get on BART and they don't cause any problem no intervention is necessary.

If a HOMELESS person hops on and causes a disturbance they should be removed and if applicable arrested. Don't send any guidance counselors. We need armed police to deal with threats.

if BART improved their fare gates so that unpaying riders cannot have access then it wouldnt be a problem

If It's not going to provide them with housing and they're not bothering anyone, let them be!

if not obstructive to other passengers, leave them alone. some just need a dry safe place.

If people are trying to live on the train they should be escorted off and when possible sent to shelters.

If person looks homeless to frisk or question them before they board BART. Not allow people with too much baggage like blankets bags etc. not for people use BART as toilet, to sleep with food garbage and drugs around.

Disgusting. Have metal detector for guns and other weapons. Lately I don't and have not taken BART since March 2020. Too much news of violence with shootings and stabbing. The ride someone takes could be their last fatal ride. With less people taking BART its worst than any horror movie real life occurrence.

If riders are masked, present no apparent health or safety risk, and do not monopolize large areas of seating, then they should be permitted to stay on the trains through operating hours.

If riders are offensive, they should be removed. If they're not, I don't mind sharing a car.

If someone does not have a ticket, then they should not be past the gates and they should not be on the train. BART is not a homeless shelter on wheels. Right now the only people on BART are essential workers, people who were not allowed to work from home (like me). It's insane that BART is allowed to be a homeless shelter on wheels, forcing essential workers to share confined airspaces with high-risks persons who FREQUENTLY aren't even wearing masks. I have to cross the bay on BART to work in a hospital, and each day I am forced to spend two hours on BART, its like Russian roulette with my health, for the sole reason that BART will not enforce the rules that are already in place!

If someone is riding the train all day, they should be taken off at the end of the line instead of being allowed to turn around and ride back & forth. They should also not take up 4 seats and if they're offensively smelly, CSOs should escort them off the train and refer them to a homeless shelter agency. I'm open to letting them wash up in a station restroom, even if they're currently closed to the general public.

If the unhoused riders aren't causing any problems, we should leave them alone. However, if they are causing any issues, we should use social workers to address this. I think social workers should be on every BART and police can be used ONLY as a back up to if things get violent.

If there are authorities on every entrance that will take care of the problem NOT only on every early AM

If they are a paying customer, and they're not bothering anyone, I'm ok with leaving them alone. But if they are being a nuisance, or causing damage or harm, they should be removed. Smelling badly is not a reason to be removed, but it would bother some people. It's a tough situation, but I don't see it as BART's responsibility to find/provide housing for the homeless. They should be removed and discouraged from getting on the BART.

If they are not causing a problem, leave them alone. If they are loud, smelly, taking up too much space (sleeping, possessions) expel them from the train and station.

If they are paying customers they should be able to ride.. with COVID there are many people that are unhoused

If they are peaceful, to allow them to get to the destination they desire and connect them to services at that stop or to offer service connections if able when first arrive. Better enforcement of emergency exit entrances, to be able to help these people before people perceive them as lawbreakers.

If they did not pay a fare, remove them.

If they do not have a clipper card or ticket they should not be able to ride. I see BART attendants letting people walk right through the entrance without payment. One BART cop should be at each station

If they got on there with a ticket they bought, then I don't care. If they're hopping gates, then I think that should just be stopped at the source. Maybe have more than one BART employee at the gates.

If they paid, they have a right to be there. But should not be riding back and forth. Once they hit the end of a line they need to be removed.

If they're on the trains without a ticket, which has always annoyed me, then they should be dealt with.

If unhoused riders are using the train to stay warm and dry, perhaps they are allowed to stay on. Again, maybe the trains can have personnel on board who can provide information and support regarding programs that are available for those people who find themselves with no other safe place to go.

If you are unhoused or below a certain income bracket, BART should be free. As long as people are not harming themselves or others and following COVID protocols, I don't see a problem.

If you really want to diffuse those ticking time bombs, it sounds like you want to utilize staff in the areas of social work, unless, as is often the case, they are also using those illegal drugs while on BART property.

I'm not clear what an unhoused rider is. Is that someone seeking shelter by staying on a train? Cannot provide feedback without more detail but unhoused riders have not been a concern on my commutes.

I'm not sure BART really has a responsibility to deal with unhoused riders? If people are trying to find a place to sleep, I don't really see how that impacts riders. We can make space.

To that end, there may be homeless folks who could benefit from directed resources. Perhaps we have partnerships with local organizations to funnel folks to them, assuming these partnerships do not already exist.

I'm not sure. Unhoused riders are definitely a problem. I have seen them bring in huge amounts of personal items in garbage bags, they take over multiple spaces by laying over benches, and most smell really bad. I feel sorry for these folks, but it's not always clear that there is sufficient BART staff to address this, and most riders are uncomfortable speaking up because there is fear of the response. I've never seen an unhoused rider be asked to move on, and I had been a regular BART rider 4-5 days/week before COVID. Proactively addressing this is the answer.

Immediate arrest and removal from train, mandatory drug program enrollment or incarceration  
Immediately remove them

In a gentle and human way" | Ask them to please vacate the car. BART police should also have information available to give to unhoused riders so that when they remove them from a car gently they also give them a helpline

In this case help them find resources so that they do not have to use BART to find a warm place to sleep. Work with local government to document how many there are to start helping them find somewhere to live etc. Implement strict closing times for stations and trains across the board.

In-house riders should be prohibited from using BART trains or stations. However before we make that a rule we need to create safe places for those people to go (instead of using BART)

Instead of the standard harassment and clanging on pipes to annoy them to no end? Why not connect them to help, possibly with the use of social workers or anyone who cares really. If there's a role for the PD here, it's one of ensuring safety for the social workers or similar personnel. Officers would be expected to not intervene unless it were a matter of safety for the personnel. Can your hotheaded officers do that? Stand back and not be either the center of attention or just outward pricks for no reason? Since you mentioned Oscar Grant in the preface, do you think someone can not immediately be a [REDACTED] and just punch people in the face because YOU gave him the authority to. We turn the other cheek and let you violate our civil rights because it's the best course of action in that moment, but you're really only able to because we let you. You're not as tough as [REDACTED] and your other goons would have you think.

Intervention

intervention at the access gates

It depends on the unhoused riders conduct. Fare evaders should be removed by BART. Unhoused riders should be made to abide by the rules. Not take up more than one seat, etc.. Passengers should not have to do their own policing.

It is the worse thing on BART. BART is not cheap. We don't feel safe with homeless on the train.

A homeless spited on me. But we can't do anything. We are stuck with them. It is turning into a trashy system like the subway in NY city.

It is unsafe particularly during a pandemic to allow them to just travel/sleep on trains from one end of the line to the other. There needs to be some form of officials at the gates and on the trains. I feel for the unhoused however lots of them come on the train with trash bags and even large trash cans which surely breaches health and safety for everyone

It makes it unsafe for all riders. The unhoused rider tend to panhandle for money and we as rider have no where to go. We are trap on the moving train while they harass us.



It seems as though BART would have to be making an assumption to know this based on the person's appearance. I think more bathrooms and handwashing stations would be nice to have in general. If the person is attempting to sleep at the station, perhaps someone with resources in finding a shelter would be the way to go.

It would be ideal if BART could partner with the existing programs in the communities that it serves and perhaps develop an umbrella organisation that works to get unhoused riders to services

KEEP UNHOUSED PEOPLE OFF THE TRAINS!!!

Push them over to housing agencies.

No part of the station, platform, or train can be considered a shelter.

Kick them out immediately. Station guards at each BART entrance to prevent those who jump the gates. It's ridiculous how unsafe I feel riding BART.

Law enforcement and directions around shelters and help

Law enforcement. Sending offenders to jail or treatment facilities

Leave them alone unless they are disturbing other riders, then remove them and attempt to connect them with appropriate community services.

Leave them alone. If there is an issue compassionate, trained community counselors would be great

Let them be, unless they're causing problems. There should be security checking the cars anyways.

Let them be.

Let them know they have to go to a shelter because BART is too essential to the working public to be used as shelter.

Maybe having higher gates like the swing one you approved already may help, but you need to also have a sort of fence on the station perimeter.

Also why not have help from people trained directly at the station?

Maybe you could have people that work with the homeless and make provisions for the homeless.

Mental health workers who are trained in de-escalation and can provide on-the-spot assessments and treatment if necessary.

Monitor the entry and exit terminals and Officers should be intimidated and Seriously catch and fine.

More ambassadors and security

more attentive BART employees at the stations- rather than just hiding in the booth playing games on their phones.

more enforcement by station agents, police etc. Utilize and learn non violent approaches if at all possible and cite as appropriate.

My hope is that BART direct those people to the closest shelter or organization that can address those types of drivers needs more. But I do agree that they should be escorted off.

Need more BART police on every station as well as on board.

Need more police officers and/or security guards in the BART trains to monitor the unhoused riders.

No one should be allowed to ride BART all day long. It is good to remember that the non-violator riders also have rights.

Nobody should be allowed to ride on BART for more than 2 hours. Staff should check the train at starting and ending stations to ensure everybody gets off.

None - homeless should be allowed to ride BART, too.

Not allow camping on public BART property and introduction to housing, health resources .

Not sure what unhoused riders mean

not sure, as long as they don't disturb anyone. again. perhaps more BART personnel to offer vouchers

Nothing, let unhoused riders be on BART... where else do they go? Unless we have more housing.

Occasional checks to ensure there is a limit on how long a rider can be on the train.

Offer help if you have something meaningful to offer, otherwise minimal intervention required to maintain passenger safety.

Offer information for hosting services

Offer information on resources to them.

Once again hire a mental health professionals, one at each BART station to escort that person off the train and obtain help for them.

Outreach and referral to services? Some are fine and just trying to stay out of the elements and some present a real disturbance. Faster response to calls and texts regarding issues would be great.

Partner with another organization, build shelters at the ends of the lines, get tax breaks, get people off the trains, give them food and shelter, completely seal the entrances, start a work program to clean stations and cars.

Partner with community-based organizations that specifically deal with homelessness. Work with them to know what are the best practices. Also, with using your community patrol officers who are non-armed both can come to an agreement and solution of how to deal with homeless/houseless individuals riding trains.

Partnerships with agencies that work with this population (good start with HOT team) & have them ride the trains to identify people to engage according to partnership protocols. Methods to ensure other riders' safety may need to be devised, e.g., when the unhoused rider is high, drunk or angry.

Patrol officers should intervene and remove them

Patrolling staff or officers on the trains and in the stations. Additional measures to insure that fare gates are not compromised allowing non paying customers to enter the paid areas.

Paying passengers should not be required to share precious space on trains with people who are there only for lack of a better place to go. Unhoused people deserve compassion and respect, and other governmental bodies should be caring for them, but BART's one mission is to safely transport its paying passengers. Again, the issue of removing these "riders" from the trains could be avoided if fare payment were well enforced at the entrances.

People aren't unhoused because they want to be. The existing housing crisis + gentrification + now a pandemic and economic crisis have pushed so many people out of their homes. Punishing and citing and arresting people for being homeless makes things even more challenging for many folks. BART could partner with or employ people who are trained to connect folks with resources like housing and employment and treatment as needed, like social workers or mental health outreach professionals.

People with expertise on this, keep an eye, try to find long term solutions

Perhaps volunteer community groups that help the unhoused could be commissioned to assist on the trains.

Permanent supportive housing built on BART land.

Personal

please do not allow them atleast in peak commute hours

Please keep them off the train. First make them pay for a ticket. Harden entrances. If it's obvious that a person has made a homeless encampment in a seat then simply call a spade a spade. Listen to riders. Make a rule against riding the train all day unless they buy a special "excursion" ticket that they must produce along with their regular ticket. Limit time on the system. Ban defecation or urination or at least act on your own rules. Seems like it's fairly tolerated now.

please see prior comment.

But also, BART ought to partner with housing CBOs to implement a consistent plan.

Police patrolling the trains and removing them.

Police presence

police, let them out of the train

Prevention of them jumping on for free, removing at the end stations, trained officers medical professionals and social workers

Provide free tickets.

provide social services outreach

Provide them access to basic necessities like healthcare, food, and resources for housing.

Provided the unhoused riders aren't harming anyone or asking for money, do nothing. There are bigger issues to solve.

If, however, they are harming people or soliciting money, they should be kicked off as soon as possible for the safety of all riders.

Quickly remove offenders from the BART system. I understand how challenging (if not impossible) this can be. A police officer once turned to me during a ride on a BART train overwhelmed with the strong odor from an unhoused rider and said, "There's no law against being stinky". I used to pay my BART fare five days a week along with monthly parking. With this came the expectation of a travel experience that should be actively managed and enforced by the service provider (BART).

Raise BART ride costs so homeless will not get on BART property at all or switch all BART tickets to an id card that can only be replenished with a debit/cc.

Reach out to different counties to open and expand homeless shelters. Have a van to pick them up at the closest station and take them to closest station.

Refer them to housing agencies.

Refer to social services, don't tolerate unwillingness to accept help

regular ticket checks - you need a presence.

BART seems to pride itself on peopleless operations - that does not work here.

Removal from station

Remove at end of the line.

remove fare evaders from BART trains

monitor fare gates at all BART stations to prevent fare evaders

Remove from BART and hand them over to the appropriate homeless outreach coordinator.

Remove from system

Remove from the trains and call social services in the area.

REMOVE FROM TRAINS IMMEDIATELY.

Remove them

Remove them

REMOVE them from BART. Especially if they are riding BART without paying

remove them from the premises with all necessary force

Remove them from the train when recognized. Once they resist, they can be arrested and then the county can house them.

Remove them from the train. Multiple offenses fine them.

Remove them from the trains and stations

Remove them from the trains immediately. Again I'll if cameras are watching offsite they'll see if this person rief to the end of the line and doesn't get off. Give them a blanket, a raincoat, sack lunch and water and take them out of the station. If there's a community outreach available to take them to shelter or to a hospital or mental health facility, that would help the officers get back to the trains

Remove them from the trains. They vary in terms of mental health and hygiene, but for me they're not welcome. At least remove the ones who misbehave or are so filthy you can smell them

remove them from train

Remove them from trains. Seriously.

Remove them.

Reopen the toilets at all stations. Provide crisis intervention workers. Set up tiny house communities or tent encampments on unused BART land, like the vacant parking lot on the east side of the Richmond station.

Resources for the unhoused

Resources, not repression. No harassment, arrests or violence. Act with advocates, not BART police or LEO.

Also, ask houseless advocates, direct service providers and houseless people themselves this question.

Return them to their original station and have them removed from the station

Ride one way. Like everyone else

Riding is fine, living there is no safe/healthy. Just check they are not affecting other people, like being aggressive, or abusive.

Same answer, a public health services oriented officer (not law enforcement) on every train and every station that you could summon with a button or on an app. That person could be empowered to remove and assist the unhoused person.

Same as before.

same as before.....have staff who are not visible as such be on the trains

Same as illegal drug issues. I don't care who does what in the BART system. Just get rid of them, please.

Same as in the first question.

Same as my first response. BART should keep the unhoused out of the trains in the first place with stronger fare gates, use a combination of police and non-police personnel, and perhaps have some stations specified as "relocation centers" to move the unhoused away from BART. Don't make BART an attractive choice for them.

Same as the 1st question....."transit monitors" on every train.....if an unhoused rider is found, have the TM radio ahead and use the BART police people to remove the rider.

Same as the previous answer. If they have purchased a ticket there would be nothing really you could do I suppose but if they haven't then you shouldn't continue to let them ride all over. Having more visible personnel would help the perception of safety. Though I realize that costs money.

Same as with drug use. Unarmed transit ambassadors trained in de-escalation techniques and first aid.

Same just have more on the trains when they get to final destination and return. I have seen some just asleep on the Airport to Burlingame train that only goes back and forth from those stops.

Same thing. Conductors on each train will be your enforcement.

Security guards

security on every train.

See if they paid for a ticket, if not escort them off the train, give them resources for housing.

See previous answer:

Partner with homelessness resources to provide assisted/discounted transportation services to those aiming to access those resources. See previous answer for details/example.

See the previous comment. There is a special social services / drug rehab counselor that can talk to this section of the population. They are uniquely trained, and should be hired- even part-time by contract, by BART to navigate the BART system and try to connect services with these individuals.

Service providers should approach and offer services if appropriate. If the person is unwilling to cooperate, police should be notified.

Services outreach

Should definitely address issue. They should intervene to get unhoused into hotels.

Similar to drug use, I would expect a dedicated non-police staff to intervene and ultimately remove the individual(s). If the person refused to exit BART police could provide assistance. Repeated instances by the same individual would result in banning that person from accessing BART.

Similarly to drug users. I also think that unhoused riders should be treated with a light touch if they are not negatively impacting other riders' experience.

Social and medical services for people in distress, otherwise let them ride

Social workers - there's a reason why they're getting on. They have an unmet need that needs to be addressed and BART can be the reason why the person gets helped the way they need

Social workers / relevant resources

Social workers and police. Hold the homeless until they are sober and receive assistance. Then help them find housing.

social workers and/or trauma informed councilors

unhorsed riders are riding because there is no other place for them to go.

Social workers coupled with law enforcement to gently handle those situations

Social workers should offer assistance.

Social workers, 51-50 as needed

Social workers, mental health experts, etc. Again, not armed.

social workers, mental health workers

Something has to stop them from getting into the station so easy

Something needs to be done. I unfortunately don't have an answer. We need places for the homeless to sleep and bath! The BART cars stink of urine. They sleep across the seats.

But can you blame them, its cold in the winter!

Somewhat tolerant, from what I've seen face-to-face

Specially trained social welfare personnel, not police. Escort from BART system to appropriate community agencies.

Stop allowing them to live on the trains. They are not required to get off. They stay on and go around at the end and travel right back. Staff can tell who is living on the train - it is very obvious. I know it is difficult to police but it needs to be done.

Strict security. No other business or utility would allow unhoused individuals to steal and make homes out of their space.

Sweep the trains and have a number to contact personnel. However given there isn't enough staff as it is, I don't know the solution. Cameras? It's like the addicted, homeless, have more rights than paying public who fund BART.

Take them to [REDACTED] homes since they dont give a [REDACTED] about anything but themselves.

talk with other cities domestically and globally to see how they have managed these situations. perhaps we can learn from their trials and what has worked.

That's a hard one long as they're not interrupting passengers let them ride until closing as long as they paid to get on the train

That's a tough one. If people are riding around on BART because they have no other place to go, again, partnerships and teams of police and social workers would be helpful, but I also think you need long term strategic planning. This isn't an issue that can be addressed one person at a time.

The ambassadors should be fine. Please make sure you have enough of them to keep the homeless out

The BART system should not be used as a temporary shelter for unhoused riders.

BART Police can help provide information on shelters for unhoused riders, or provide vouchers for safe stays.

The homeless that I have seen usually are not wearing much clothes and are sleeping across multiple seats. Your personnel need to be prepared for violent confrontations.

The issue isn't that the rider is unhoused, the issue is that riders have to deal with how to intervene in these situations themselves.

A lack of policy only creates animosity and frustration and a lack of interest in riding BART.

Disruptive behaviors and unsafe conditions should be addressed quickly. Unfortunately, this means that BART needs to create transparent rules about riding that are equitably applied. Fines for trash and unruly behavior should be considered if appropriate, rules about appropriate cleanliness sadly will have to be part of it as often the issue is really unhealthy (not just directly defecating on trains but individuals who are covered in feces spending hours on a train and seat).

In many ways it's the same issue as the first - have ways to minimize riders having to deal with the tension it creates. Test ways to empower riders to report these issues in different ways and also to quickly address.

The most vulnerable should be cared for by dedicated personnel from BART and housed where possible by dedicated permanent structures where they could be reconnected to their lives and assisted in their issues

There could easily be regular social workers on the trains who refer folks to services. I don't know if nurses on trains or in stations would also help. As a rider, the complaints I have about folks I believe are unhoused would be 1) odor (rare, but challenging) and 2) sleeping across multiple seats (although this complaint is also relevant to teenagers).

There needs to be social workers/folks that can assist people in getting a place to stay. However, as I said in my earlier statement no is something that should be acceptable to say to someone without a home. If there is a place for them to go then they really should not have the option to say no.

There should be some mechanism to prevent people from fare-evasion and perhaps some way to limit the amount of time a person can be in the BART system - on one fare. This could prevent some of the people with problem behaviors from being on the trains.

If a person obviously needs help, it would be ideal if someone could come to the station/train to talk with the person and try and get them meaningful help from an agency that can provide housing, social services, job training, etc. I

These individuals should be taken to a shelter.

They need to be removed

They need to be removed.

They should be removed from the trains at the next station and I assume the Ambassadors will have access to resources for the unhoused at each station so they may direct the person(s) to the appropriate shelters/food banks at the station area.

Their names too should be on an accessible list for Ambassadors to notify local services of the repeat riders.

They should be removed from trains and brought to the nearest shelter.

They should be removed if make people uncomfortable due to their smell or talking or acting in aggressive manner

They should be removed promptly from the train by police or housing, mental health professionals.

They should be treated with dignity and respect.

They should be using the system if they haven't paid. Guide them to facilities which could help them.

They should kick homeless out they are dirty and smelly not sanitary. More likely have COVID-19!

they should not even be allowed in the stations. I pointed out a sleeping unhoused riders to a BART police and his response was, "it's not against the law to sleep." Yes it is, if the car train is empty because nobody can stay in the train because of the smelly odor. BART police are just too scared/lazy to do their job.

they used to have drop in centers, they need more and sobering centers where they can sleep for a few hours most of these unhoused are looking for a place to sleep because there are no centers due to covid 19

This is an issue for the Homeless Outreach Teams to directly address; inform of other services that are available.

This is one of the reasons why it can be unpleasant to ride BART. I am disabled and need the seats next to the doors in order to be able to disembark from the trains. There are many times that an "unhoused person" is sitting on the seats that are meant for disabled, and the unhoused people are sitting in those seats, and their belongings are taking the other two seats facing the seats set aside for disabled. Since the pandemic, I have noticed that the unhoused people are not riding BART, and it is more pleasant to ride. I take the yellow line that goes to SFO and disembark at SSF to catch Sam Trans. When things get back to "normal", the trains should be cleaned and the unhoused people should be evicted by police and brought to either jail, or a facility that takes the unhoused.

This question is terribly framed. BART doesn't know which riders have houses and which don't.

To solve problems of people sleeping or otherwise setting up housing in stations, BART should partner with the equivalent of San Francisco's Homeless Outreach Teams and other local organizations with expertise in this work to learn about effective outreach techniques that don't involve armed police. BART should host service access events like Project Homeless Connect in some of the ample under-utilized space in the large downtown stations. Some of the large under-utilized spaces in all stations could have permanent space allocation for non-profit or city service groups offering service/support for unhoused or marginally housed people.

While ridership is low, it's very likely that a lot of parking lot space is going unused. These spaces could also host trailer housing or Tuff Sheds, or be used for covid testing, Lava Mae shower buses, or other service offerings.

This situation is vexing to me as I have lived in the Bay Area since 1989. I have witnessed the "hard-core" unhoused not accept the offer of services. However, "you don't need to go home, but you can't stay here" must be the policy on the trains. I have ridden after 9 pm too many times to not find a seat due to an housed person occupying a space where I could sit.

Again, I think that there needs to be a non-law enforcement team who is there to interact with these people and escort them off the trains. Once they are off, they need to be told about services and not allowed to walk away. I'd like to see them taken somewhere. I realize that this could be a violation of rights, but if someone has been apprehended MULTIPLE times for sleeping on the trains, then they clearly need services and can't just walk away to a park bench.

Those people experiencing homelessness who do not disturb other riders should be left alone. Even if they are riding from station to station, back and forth to stay safe and warm. Otherwise the transit agency has no responsibility for the fact people are not living in a traditional home. Having worked with many people experiencing homelessness many choose to not live in a traditional home. For those that have serious mental illness or co-occurring disorders that is a state and county issue.

Ticket enforcement would go a long way. Confront and remove any rider displaying improper behavior, use of multiple seats on crowded trains, lack of clothing, drug use, etc. Otherwise, every paying, well-behaved rider of any kind should be left alone.

Tighten up the access points (Turnstiles, emergency exits, etc, etc).

To me the problem is not unhoused riders as much as it is riders who wander from car to car. Especially in this COVID-19 situation, one of the things that alerts me the most in other riders walking in the car and getting too close to me. People should take a seat and stick to it for the entire duration of their trip.

Too general to have an opinion. What problems are created by whom?

Tough one but rules should be in place & enforced..

Tough question. Again, get to the root of the unhoused riders needs. Are there mental health, addiction issues present.

How can BART learn about where an unhoused rider makes their roots? Possible to coordinate within that jurisdiction, or again, through umbrella policy facilitated by MTC?

Tough question. I feel this is more of a problem that the city needs to address.

treat homelessness as a social issue, not a law enforcement issue

Treat them no different than anyone else.

Tricky one. We live in such a liberal area, a mob will scream foul if you so much as touch them. Perhaps offer them transportation in a separate vehicle, to a shelter operated by local governments.

Try to help fund shelters or find unused property and set up homeless camps with outreach programs

two part, Police Enforcement, protection AND Social Services present

Unarmed, trained social workers and healthcare professionals on call with police backup only when situations escalate.

The unhoused deserve compassion, but also the need to reinforce basic civil behavior for all riders in the system.

Unfortunately, I think unhoused riders dissuade other people from feeling safe, and it disincentives them to use BART.

I would appreciate there being mental health workers to be able to give them the resources they need.

unhoused ?????

Unhoused riders are fine so long as they are not a nuisance to other riders. Pan handling and begging have no place on the train. Riders who are odorously foul should be removed from the trains as people should not be subjected to offensive smells.

Unhoused riders are no problem unless they are also mental ill or addicted to drugs or alcohol. Same proposal as above:

Propose state legislation to give BART police the power to jail offenders for 30 days as a disincentive to use BART as a homeless shelter. Back that proposal with political contributions by the unions.

Alternative: designate one car per train for unrestricted use, including drugs, residence, sex, violence, or anything else. Maybe that will get the state legislature's attention.

Unhoused riders are the least of the concern. If anything BART could benefit more by aiding and helping Unhoused riders

Unhoused riders do not bother me (unless they have a strong odor, esp on stuffy cars). Riders with mental issues (who may be unhoused) who yell and direct their anger at passengers bother me. I've encountered riders with mental issues a few times - one touched my friend. Another time, one pretended to punk/intimidate me but he kept walking along.

Unhoused riders have an even greater need than I for the service that BART provides. While their behavior and appearance may differ from mine I believe they have every right to use BART. I think BART's policies around unhoused riders should be informed by local care practitioners familiar with the unhoused communities within BART's service area.

Unhoused riders need to be escorted off the trains, and out of the Stations. When they refuse to leave, arrested and housed in nice warm jails, with free jail food.

Unhoused riders????why not just call them what they are? We had our 6 yr. old grandchildren with us on BART and had to watch a woman undress, get into her bags, take out another sweat suit and put it on....then she took it off, and got into the first one again. I made a quiet sign with my finger on my lips to the child who is from a suburban area where her parents would not be on public transport as it does not exist where they live...this was very upsetting to all of us. Here again, encourage riders to text BART driver or police directly and hopefully personnel at close by station can come and escort offenders off. Maybe some people who are doing community service instead of paying fines can be volunteers to ride cars and report people taking up 2 or 4 seats with their sprawled out bodies and bags.

Unhoused? You mean homeless right? In the time of COVID be aggressive in getting them off BART.

BTW. How many calls do you get from janitors, maintenance workers and those people in the kiosk by the ticket styles - I think they are the laziest of workers by far. These individuals should be a front line of defense.

Unhoused? You mean homeless. Not much can be done about it.



Unless the unhoused rider is causing a problem, they should be left alone. If the unhoused is assaulting or harassing riders, using drugs or damaging BART property, etc they should be removed. Perhaps an alert line riders can call if they experience this, so officials can step in when the train reaches a station.

Unless they are creating a public danger or nuisance, they should be left along. If they DO cause danger or nuisance, they should be removed from BART trains and stations as peacefully as possible.

Unsure, but this is one of the biggest issues.

Use gates that don't allow people to enter/exit without paying.

Use sworn officers, and unarmed Community Service Officers (CSOs), trained in de-escalation & anti-bias techniques. Redesign assistance & expand training which will afford reallocation of additional response/training funds, with the end goal of providing a greater UNARMED civilian employee presence and assistance response.

Extend and foster enhanced partnerships with community-based providers (e.g., Homeless Outreach Teams, aka HOTs) to help connect those in need with available services.

Again, as so eloquently stated in newly revised BART policy, the focus of the unarmed personnel should be education, outreach, prevention and to connect those in need with available services.

Usher them out. While I feel sorry for the homeless, the transit system should also be made safe and hospitable to the paying public.

We are living in uncertain time if these riders don't have tickets then they should be removed from the train also have a Pamphlet with a list of homeless shelters or assistance that may be available to them

We need to start telling people. To leave the trains when the train leave the destination, and have a Security guard to walking them out.

We need to understand that as paying patrons they have as much of a right to usage of the BART system as everyone else. However, if a team can be assembled at the stations with the highest entrance of unhoused riders who can provide information and actual assistance in housing those individuals would be ideal. I would imagine hygiene being a big issue with unhoused riders, providing access to a clean bathroom, shower, and laundry cleaning facilities near BART entrances would help these riders manage any hygiene issues and would be beneficial to other BART riders. Having those same information task force mentioned above direct them to these resources would also be ideal. However, the facilities should not be on BART platforms but possibly at the next block or near the stations.

Well... did they pay the fare to get into the system? If so, they're a patron like everyone else. If not, remove them from the system and charge them with the applicable enumerated offense.

what is an unhoused rider?

What is an unhoused rider? Filthy people causing a stench on the train should be removed.

What is an unhoused rider? One without an RV n their back?

What is the issue with unhoused riders? How do you identify unhoused riders? Who are you referring to?

what is unhoused riders?

What's a unhoused rider? Do you me a homeless person? If their not bothering anyone let stay on the train. If they have a hygiene issue, then they need to be removed from the train. That should be the extent for BART's involvement. Use your ambassador, if they refuse to get off them call BART police and have them removed.

Why is this an issue?

Why would BART do anything? Homeless people have just as much of a right to ride as anyone.

Why would unhoused riders not be allowed to ride BART??

With all the empty lots in Alameda County, I think it would be good to use old BART cars to house some of these homeless people. Good the cities give business with empty parking lots incentives to rent their lots to the city to maintain and monitor these these homeless shelters....

With more security at the gates when you walk in. Most times BART doesn't even have a gate person when you enter. You enter at your own risks.

With redirection

with social services workers directed towards support and resources

with social workers

With trained ambassadors and law enforcement.

with your ambassadors or community service officers. England has, for a better description, a tiered response that seems to be very effective with Community Service Officers that respond to incidents of this type. Glad to see a local police force doing something like that

Without proof of ridership payment, immediately remove from paid areas and trains.

Work with local housing intervention programs.

Work with local social service agencies to provide services to these individuals. This will not solve it, but I guess I would like to hear how BART is currently doing this? I do wonder if stronger fare-gates would prevent some of this.

Worry more about Covid compliance. Please!

Would a city, county, BART approach work where temporary homeless shelters could be located near BART stations and the homeless people could be escorted off the train to the temporary shelter where they could be triaged to determine what assistance they need?

WTF is an unhoused rider? Do you mean homeless people? Again - PREVENT FARE EVASION. BART is a transportation service - NOT SOCIAL SERVICES.

Yes and not sure how to help people not to camp out in the trains. Partnership with City or mental health officials. The problem is bigger than BART for sure so it's gonna take more than one organization.

Yes i see majority of them not paying fare which raises fares for all rider due to taking multiple seats and creating a mess. BART should be exempt from having striking ability because its staff is over paid to be able to address any issues.

YES, this can make it VERY uncomfortable to ride BART an unwashed rider can clear half a car and make it extremely unpleasant to ride. At best they tend to take at least two seats, which if you need a seat is very unfair. Even after an unwashed rider leaves, a seat can smell for a while. They are paying for one ride, they can have one seat for the length of the ride, but that is NOT what happens.

Yes. Give the access to cars not in use old cars. It is dirty and we are in a pandemic. It's so hard for me to commute to and from work twice I have had my back pack stolen

Yes. Go through the cars and ask for proof of payment. Get them off of the trains and clean those seats afterwards.

Yes. If you BART knows that there are in-house riders up there game on how the carts are being cleaned every 3 stops come in & have people do sanitation on seats railings

You need social workers

Zero tolerance.

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

Practicing mindful empathy is first and foremost in my opinion the most important. Then approaching them to figure out if they need assistance.

need BART police. Please increase the BART police's patrols

... That's a great question. I think BART police should be trained in the unique situations of interacting with vulnerable people (homeless, mental health, etc), and they should be paid accordingly. BART police can help direct the vulnerable to the resources available to help them. The greatest challenge though, is helping people who do not want help, whether or not they are of sound mind when that help is offered and is rejected. Having served in the military, I believe a tough-love approach is needed, there needs to be in place, a facility that is staffed with mental health professionals where those who clearly need help but do not need it can go and be removed from environments that are counter to mental health progress (i.e. the tenderloin) and where structure, discipline, and therapy can be implemented... but I believe it was Mayor London Breed who said that we have to be careful not to infringe on people constitutional rights to life, liberty, and the pursuit of happiness...

- 1) Trained Social Health Workers
- 2) Empathy based and hopefully reciprocated empathy by riders
- 3) Start with one or two targeted BART stations
- 4) Build relationships
  - 4a) where are you going
  - 4b) where are you coming from
  - 4c) Build consistency
  - 4d) Can only help when there is a bit of consistency and adherence
  - 4e) Offer alternatives

A dedicated BART employed social work team to address the specific BART issues with drug use and homelessness. A number to text if you see someone using that would go to the above team. Emphasize empathy and coordinate with local municipals to help individuals.

A patient approach. Your workers are on the clock and god knows you love paying overtime, so why is it that your officers are in such a hurry to put hands on someone, violate their civil rights, and humiliate them (obviously this happens to more than just mentally ill riders, but your officers seem to enjoy torturing them a little more than they do others). Honestly, police should take a semester long class in abnormal psychology so that they understand that not everyone has the same perspective as them and that they cannot assume that everyone is on the same page as them because we all showed up to the BART platform taking different paths and some people are truly experiencing conditions that don't put them in the right mind and if they have a chemical imbalance, is it really their fault? Then, you get a BPD officer with the sort of cushy well-paid union / mafia job who chooses whether to help others on a call by call basis with no accountability ever and who had never shown empathy anyway, but as the years in the position increased, so too did any chance of ever gaining empathy for riders people think he's supposed to protect.

Add access to mental health specialists at the shelters I mentioned earlier.

Address as much as possible yet do not proceed with procedure that results in fatalities.

Adequate crisis intervention training for officers should be sufficient. Passenger and officer safety is the first priority. For those suffering from behavioral health issues, it does not mean that they have no personal responsibility for their behavior. When appropriate, Assisted Outpatient Treatment should be required. It is good to remember that the non-violator riders also have rights.

Again -- it's pretty scary to be in a BART car with someone who is decompensating in a violent or aggressive way. My niece is African American and lives in SF and she's too scared to ride BART alone. If social workers or mental health workers can engage these riders having behavioral health breakdowns, it might be better than BART police (unless they get a lot of training).

Again as I texted previous. Have qualified personnel with medical background like paramedics, doctors and nurses to render aid.

When BART employees work to work hard and treat passengers with respect, compassion and care in a professional way not to treat everyone with sarcasm don't care attitude.

Again BART is a business to transport paying patriots.

BART can donate money to help them. Why should their primary business be out at risk for a problem that it is not BARTs. You don't see that in any other for profit business.

Again I am curious if this is something that a trained social worker can help with? I don't want to see someone intervene and get hurt if the person is volatile but it's better than the person getting killed by a cop with a gun.

Again they should be removed from the train by officers who have been trained to deal with this type of situation and if severe call 911 to take them to a facility for Observation

Again visible personnel who would remove people with behavioral issues immediately rather than letting them ride forever and making everyone onboard scared.

Again we need police on every train maybe car if possible. It is so dangerous.

Again, a non-law enforcement team that knows how to mediate mental health issues being exhibited by passengers. Remove the person from the train to assess the situation and then forward them to proper medical authorities if need be. If the person is just having a crisis, then simply sit and talk with him/her.

Again, anything that puts riders at danger should be prevented and addressed.

Again, as so eloquently stated in newly revised BART policy:

Please emphasize response to persons exhibiting behavioral health issues WITHOUT relying on armed police response, unless there is a danger of bodily harm, to other BART passengers or to the person(s) exhibiting behavioral health issue(s).

Please continue to expand BART's Progressive Policing and Community Engagement Bureau; extend AND expand the BART Ambassador Teams, recruited from the ranks of Community Service Officers (CSOs) and ensure they are UNARMED and trained in de-escalation & anti-bias techniques.

Again, BART should pair with local social service agencies and non profits to create plans specific to counties (for station issues) as well as a system wide protocol for trains. BART and partners should seek grants to research innovative and feasible solutions.

Again, during the time of COVID these people put us all at risk.

Again, having personnel who are trained to intervene without weapons might prevent some disastrous results. People having behavioral health issues are not criminals.

Again, I don't have the specialty to be able to address this accurately, but I imagine some level of intervention and de-escalation is necessary. Police officers may be necessary, but should not be the facilitators of these situations.

Again, if they are disturbing others, they should be asked to leave the train and the station. Again, if there is no compliance, then they can be arrested and taken to the station for a call to someone to help them.

Again, make resources available to them. If they seem to be harmful to themselves or others get them to help immediately.

Again, need more staff or at least someone to contact so they can be taken off at the next station. It's annoying to have smelly, dirty people come up to patrons. Make it illegal but if no one enforces, what can you do. It starts with local govt and they aren't concentrating on these small incidents. It's what we put up with in the Bay Area. You can't even. Follow them or some one will say racist or profiling.

Again, operators need to watch, inform officers, attempt to talk to the individual, etc. BART should employ mental and behavioral health expert to be available to assist. Again many who aren't paying fit a lot of this so barriers at the turnstiles are sorely needed

Again, personnel going through cars, social workers in several stations, ability for riders to text BART when situations arise so help can come soon. Markings in the car for easy identification.

Again, social workers. Armed personal scare me much more than acting out fellow riders

Again, social workers/interventionist should be on every BART with police backing them up.

Again, take them to the Democrat party's homes since they like to destroy beautiful and expensive cities to live in Again, they need to be removed and assisted with support services.

Again, this is a challenge. I had a young African-American male come up to me on a relatively empty train on a December 2019 Saturday evening around 9 pm from Bayfair to Union City, harass me and then start jerking off in front of me because I "excited him". I yelled at him to get away, and told him I was uncomfortable. No one on the train said anything, everyone looked away. He got off the same station I did, but there was no one in the kiosk to hang with, while I waited for my pick up ride. SCARY, and made my whole family angry that I was at risk while riding BART. There needs to be cameras, there needs to be some one in the station kiosk at night, there needs to be security.

Again. Enforce basic access restrictions at the fare gate or Pass level. If someone needs access to TRANSPORTATION, get them a Pass. That pass needs to come with restrictions. (Travel use only, from POINT A to POINT B, and a limit to overall time spent in the system.) Compute the longest travel time needed in the system for a single trip and add a buffer for system delays.

BART used to have, or still does have an Excursion fare for visitors, guests who want to see the system. Set a maximum travel time limit for all passengers after entry.

All of the above personnel: sworn officers, CSOs, and Ambassadors should be able to ask for proof of fare (or pass) to any passenger at any time. This is not a class or race issue. Get passes in the hands of every passenger regardless of circumstances and it is then no longer a discrimination to ask for that Pass anywhere and from anyone inside the system.

All authorized-intervening personell will have taken a Mental Health First Aid 8-hour course and implement what has been learned. (I am qualified to sing Mental Health First Aid's praises because I have taken the course and have help many people with what I have learned)

All BART field staff should have CIT training to recognize the difference between a mental health crisis, legal or illegal drug use, developmental disability or TBI. People who are having a crisis should be evaluated to make sure they are not gravely disabled, a danger to themselves or others. If they are then they should be removed from the train, hospitalized under Section 5150 W&I. If they are not then they should be left alone. I strongly believe in dual response teams mental health/law enforcement to address this issues. But that would take buy in from each County mental health department and that is unlikely.

Also need to have social workers to help people with these problems get help they need.

And yet again, no clue! You know maybe for the various issues that this survey is looking at (homeless, druggies, mental/behavioral health) there needs to be a team of people who are on the trains regularly who have been trained to deal with these types of social issues (social work/counseling training) - maybe provided by the City.

apply temporary ban, clipper soft ban

Are they a threat to themselves and/or others? If so, Health & Safety Code section 5150 is informative here. Place them on a 5150 hold and let the hospital handle it.

As in previous response. Get to the root of the individual's unhoused needs. Social workers/ scientists and public health professionals seem best situated for these assessments

As in the previous cases, they should be removed from trains and stations. People riding BART should not have to deal with these issues at all. Riders are just trying to get to work or school. Their commute should not be a stressful or dangerous experience.

Regarding methods, police or social workers, I presume there are experts that can determine what methods are best.

As with any other health emergency, you should call an ambulance / medical professional.

As with homeless people, behavioral health patients (mentally ill) usually don't pay to ride. If they don't have a voucher, they should be taken off the train by BART police. They should be detained if they were creating havoc or menacing other riders. Once they're detained, call a mental health intervention center and have them taken to a facility for assessment and intervention. BART is not a mental health facility and its paying riders are not mental health professionals.

BART has become filthy and dangerous because BART and BART police don't intervene and get these people off the trains.

Aside from stopping the train from moving to wait for BART Police, there's not much you can do.

BART can assign personnel to take info on people who needs help and refer them to the necessary institution who can help them.

BART can not be an urgent health care provider but police should be trained to assist in removing the person so other riders are not harmed, and then provide counsel in obtaining assistance to the individual

BART is doing good. if any un healthy persons, if any co rider reports driver, then they are calling 911 immediately. but BART is getting delayed. so make sure that the unhealthy person is safe out of train and do not delay.

BART is not a mental health facility. It's a public accommodation for transportation. Same proposal as above: Propose state legislation to give BART police the power to jail offenders for 30 days as a disincentive to use BART as a homeless shelter. Back that proposal with political contributions by the unions.

Alternative: designate one car per train for unrestricted use, including drugs, residence, sex, violence, or anything else. Maybe that will get the state legislature's attention.

BART is not a social service agency. It should focus on getting people where they need to go. Those who do not behave themselves properly should be banned from using BART.

BART personnel or police should help riders experiencing behavioral health issues by asking how they are doing and calling 911 to get medical assistance if needed.

BART personnel should be be trained in mental health issues or at least call in for social worker

BART personnel trained in handling such matters (whether police or authorized community outreach personnel) should be called to intervene and remove riders from the scene. Station agents should take a more active role. It doesn't appear that they get involved & call the appropriate personnel when such activities occur in the paid areas of BART.

BART police

BART police / personnel should be trained to de-escalate mental or behavioral health individuals.

BART police escort them off the train

BART police must show a constant presence on all platforms at all times to deter any issues. if BART riders notice a rider with behavioral issues, they can text BART pd immediately.

BART police needs to refer those with behavioral issues to those who are specialized for that and respond with people who are specialized in Behavioral health issues

BART Police on every entrance

BART police or whoever deal with behavioral health issues of passengers need to be adequately trained in any case. Those riders can be removed at the next station(s) but this should be done safely and with de-escalation techniques.

BART police should be contacted immediately. someone 24 hours should be monitoring cameras.

BART police should be stationed at several stations within each city so they may respond quickly to these events. If funding is unavailable to keep BART police staff in several stations the officers should be required to continuously patrol the trains.

BART police should try persuasion, and if the person doesn't respond is putting other riders in danger, apprehend the person and transfer to local police.

BART Police, EMTs or Paramedics. Remove them from BART and take them to a specialized institution for evaluation.

BART security cameras do not ensure safety, and these people could be very unpredictable. Again, having an officer patrol the trains during early and late hours should be best.

BART should have non-police who are trained in de-escalation and recognizing different types of mental health crises.

BART should have standards of conduct for riders. Riders who do not adhere to the standards of conduct should be escorted out of the system, unless they are out of compliance due to a mental health crisis. In that case, medical help should be summoned, as for any health crisis.

BART should hire social workers to connect riders to relevant community resources. People experiencing episodes while in transit should be monitored and removed if they present a threat to the other riders

BART should no longer ignore riders who are experiencing behavioral health issues but should have trained behavioral personnel who can be dispatched at any station to address the situation. If they see that the issue can't be handled on the train, they should work on getting the rider off the train and dealing with the issue on the platform.

BART should not be in the business of hiring anyone to deal with anybody with a mental health issue. It can go bad very quickly. They should be removed by BART police and taken to a mental facility by ambulance if it's deemed necessary and evaluated.

BART should not need to intervene unless these riders are putting themselves or others at potential risk. BART Police could identify these individuals and look for other outreach strategies to assist.

BART should remove them from the train and deal with them appropriately out in a train stop so that the train can continue moving to its next destination.

BART station agents need to follow the mentally ill with the camera, call BART police and escort them out. BART isn't a mental counselor that's up to each individual city.

Behavioral specialists who are licensed and experienced at that. Otherwise it just makes a tough situation tougher

Better monitoring of questionable behaviors on the platform and trains.

Bouncer/conductor - training in how to de-escalate and talk the person off the train, with follow-through to make sure they either get back to family or a place that can help them.

Call a mental health crisis team.

Call a psych unit in and remove rider.

Call BART police to escort the riders with behavioral problems, off the train, and out of the stations.

CALL SOCIAL SERVICES - get them off the train safely and get them to proper care.

Call the police, simple as that, we riders shouldn't suffer harassment from crazy people. Or have your ambassador walking through the train.

Cameras and more BART PD

Combination of police and trained customer service. Get them off train.

community health workers who can deescalate without involving the police.

Community led patrol that can talk to people having behavioral health issues in public

Confront and remove any rider displaying improper behavior, use of multiple seats on crowded trains, lack of clothing, drug use, etc. Otherwise, every paying, well-behaved rider of any kind should be left alone.

Connect them with mental health programs

Consult a psychiatrist

Cops and mental health experts need to be working in tandem. A cop is prepared to enforce the law, and carries a firearm and/or taser to deal with potential violent situations, but should be accompanied with a social worker/mental health expert to help defuse these situations so they don't escalate.

Basically, cops are given a hammer so every problem is a nail. Team the cop with someone trained for evaluation and support to be the lead problem solver, who has the backup of the police officer who will detain troublemakers, protect other passengers, and be the visible symbol of authority supporting the counselor.

Counselors along with armed officers to handle behavioral problems.

Counselors train to de-escalate. Not cops which just make things more inflammatory

## Crisis counseling

Crisis management and intervention teams that patrol trains during high transit hours

Crisis response team of trained mental health professionals who can be called in by operators/agents/riders to deescalate and resolve crisis situations when they arise, maybe via text. Clear signage in stations and on trains sharing this info and steps riders can take to avoid further escalation in the meantime.

CSOs should be used in these instances. If the rider becomes unruly, disruptive or they cannot handle the situation BPO should get involved in case arrest need to be made.

De-escalate the issue by talking to them and being cautious. Make sure they're not harming anyone and themselves.

Deescalation tactics that do not delay trains

Definitely approach the situation calmly and with the goal to de-escalate behavioral health issues. Assist off the train if necessary. Possibly ride-along to insure other rider safety.

Definitely more presence of personnel and quicker response to reports of issues.

Definitely these people need to be removed to a place that is safe for them and for the riders. The police in my experience are generally relatively adept at dealing with them without violence or unnecessary harm, but it may be better to have a specific team of mental health professionals to deal with this issue.

Deploy people who know how to handle this issue

Detain and relocate to mental institution.

Eliminate BART police, replace them with trained social workers or crisis intervention workers. I got on a the first car in Richmond late last year. A young man who appeared to me to be autistic got on and sat in the seat nearest the driver. The young man was clean and well dress, but was moving in a slightly jerky fashion and was engaging in repetitive behavior that I associate with autistic "stimming." He clearly wasn't a threat to me or anyone else on the train. The train driver, because the young man looked weird to her, starting beckoning to me through the window to move away from the young man, as if he were dangerous. I shook my head at her, smiled at the young man, and went back to my book. When we arrived at El Cerrito del Norte, there was a BART police officer waiting on the platform. He strutted into the car, confronted the young autistic man, and demanded that he come off the train with him. The young man hadn't done anything to warrant being detained or kept from his travels. When I attempted to intervene, the cop told me to mind his own business. The young man was clearly terrified. This was a situation that didn't need any kind of intervention. Clearly, the train driver needs training on autism, since I assume that she had called for police support. Just as clearly, the officer didn't know what the hell he was doing. AND he didn't listen to the only other passenger in the car, me, who was sitting near the young man and wasn't alarmed by him at all. As a wheelchair user, I am very alert to the people around me because I feel much more vulnerable than I did when I was able bodied. The young man near me wasn't a threat to anyone, didn't require any kind of intervention, and certainly didn't need to be dragged off the train by a cop. It was appalling.

Emergency buttons on trains.

Emergency personnel should handle that. Just like BART Police takes care of crime issues, we should have BART Emergency staff

Employ social workers to assists LEOs. Escort drug users off BART property directly to a shelter/rehab facility.

Employ social workers to work with them to deescalate the situation

Employ social workers who are skilled at dealing with people experiencing these types of problems in a non-threatening or combative way.

enforcement officers should escort them off and send them to health care center

Enough security guards and behavioral health professionals to be highly visible

Ensure that crises are dealt with in a manner that is least damaging to individuals and most conducive to a peaceful and therapeutic outcome;

Improve training for law enforcement and other first responders to persons in crisis; and

Provide mobile crisis response teams with linkage to crisis respite or psychiatric urgent care centers.

Ensure they are not a danger to themselves or others. Escort off premises/train if disturbing the peace.



Ensuring the person at issue and others on the train/station are safe, then employing whatever tactics mental health professionals recommend.

Escort inappropriate persons off the train/ platform.

Escort them off the train and get them to a mental health facility

Escorted off the train and out of the system by BPD.

Expel and ban anyone disrupting the rider experience. Immediately arrest and prosecute anyone committing crimes like assault or property damage.

Expel from train and station. Riders should not have to worry about this type of person, for example pushing someone onto the tracks or starting a fight on a train.

For the safety of riders and operators, such people need to be removed, preferably with the assistance of personnel trained in social services.

Force San Francisco to get a true Mobile Outreach team. Their Mobile Outreach is a sham; millions of dollars in budget and they do nothing. Stop calling the police on people. Hire crisis response team; not armed. Chat with the SF Library and the work they were doing with a social worker on site. Could be an overlap there in how the job works.

Force them out!

Frequent checks to help people with Health issues

Gentle but secure ways of helping these riders. No violence which only escalates the problem. Gentle reassuring hands

Gentle removal from train. Take to mental health facility.

get data from them, try to find solutions

Get rid of all BART cops and replace them with social workers. Give people the help they need. don't arrest them.

Get rid of BART police and use personnel qualified to deal with mentally unstable.

Get them off of the train using a hired behavioral specialist. BART may need to hire someone that is trained to handle a person that is on the train that has behavioral issues.

Get them off of trains & away for other passengers.

Get them off the train and out of the system. BART isn't a shelter for mentally ill people.

Have an emergency line for passengers to call. So they must quickly respond and provide needed services.

Have an officer and social services person approach the person, evaluate if 5150 then have them taken for psychiatric evaluation.

Have armed police come, remove them and send them on a 72 hour hold at a psychiatric hospital. If they're a threat to others they can be placed on 72 hour hold or sent to jail.

Sending a guidance counselor to come and sing kumbaya to calm them down is not going to solve anything. BART PD should be more proactive, less reactive. We need armed police to keep us safe on BART.

Have counselors or psychologist or psychiatrist on call. Partner with SFGH or UCSF behavioral services for linkage to care and FOLLOW UP.

Have medical personnel assist in removal.

Have more advertisement / postings at BART showing different contact resources for mental health support.

Have more security be able to act quickly to intervene for behavioral health issues that may arise.

Have ppl walk through the platforms and the trains that can contact professionals to pick up riders that are causing an unsafe scene.

Have security so they are removed as soon as possible. BART should try to link with the state / counties to help provide help for these sick people.

Have someone that is capable of dealing with that person on the train and in the meantime you all Colleen to get somebody that has the skills to deal with that to the BART station. Not downstairs where the people are but taken upstairs so he/she they are available when a doctor or whoever shows up

Have trained medical personnel on hand

Have trained personnel de-escalate without violence.

Having a dedicated personnel on the train roaming or at least looking at the cameras they can identify and help this riders.

Having more staff walking through the trains will enable them to respond faster to activities. Removing them immediately from the train.

Having security walk through trains with riders throughout the day might help. Another opportunity to post information on mental health resources could help.

Help them find resources and report to clinics that can help them as this can be very dangerous to riders. Implement easy ways riders can report issues if they do happen on train.

HELP TO AN AMBULANCE.

Here again I would employ social services. The biggest issue is that much of the activity happens in the evening and staffing is not what it needs to be to deal with the issues. Increase evening weekend staffing to include cleaners, station agents, etc. as it gives a greater presence. You can decrease staffing during 9-3pm when ridership is down and less of an issue with individuals. Have a call button to address immediate needs for riders on the train not just a phone number

Hey, this is the county of disruption --always for better I hope. Have a local BART performance member (or facsimile) onsite to speak to empathy. Shut the situation down, sell them to a group and hope for the best.

HIRE mental health practitioners, to ride with BART officers

Hire mental health professionals ,one at each BART station.

Hire people who are trained to deescalate! This is a hard one because there are truly no resources in this extremely wealthy but very selfish "I'll Get Mine" area for the mentally ill. People would rather pretend it isn't happening and eat their brunch or listen to a podcast. So what do you do when there isn't anywhere for someone like that to go?

Hospitalizations.

I am not sure what "behavioral health issues" means

I answered this in my first response.

I believe the police need to be involved and also a social worker to address the issue. The social/health worker will be there to give guidance and make sure things are handled properly.

I can tell you how NOT to respond. A drunk gentleman was passed out on the floor of a BART train a year ago, it was the weekend. People were taking photos and we decided to call the operator, really sad to see this treatment. I gave our car number and explained the situation and the operator replied "You understand this will delay us?" Awful. Yes, jerk, get this guy help. At the next stop (Coliseum), officers helped him off the train.

Yes, intervene and set an example to help each other.

I don't know I've been sheltering in place across the country I have my own mental issues suffering from depression like most of the people on the planet so as far as I'm concerned we're all in the same boat now unless you're in the top 1% of the country with Bill Gates

I serve as an usher at church and had special mental health sensitivity training. It's a tough question. Especially if the behavior affects other passengers.

I think a combination of police and mental health professionals should work together to get them off BART and to a facility.

I think that BART unfortunately need to have a pair of 3/4 man teams of mental health professional or community health activists that can be stationed in the busiest places to quickly be able to get BART back to schedule and can be a deterrent to just putting them in the jails and maybe come to be a point to access the service that they are needing to be a less disruptive member of BARTs ridership

i think they are doing fine given the limitations

I think this is matter of 911 and emergency health services should be engaged. it would be great to have some stationed at every BART station

I think trained personnel that know how to de-escalate should be called. However, to send a social worker and or nurse etc. Without support to try to intervene with someone who is escalated or escalating would be unfair to the person trying to do the intervention. They could very easily be hurt. There needs to be several layers to make sure that the workers are safe. I don't really feel that most interventions need armed police. In fact, armed police often times just escalate the situation and make it more dangerous for everyone.

I think you need to be more specific here. The average person may say they have behavioral health issues (e.g emotional eating). What is needed is some way to get protection if someone is showing dangerous behavior. I don't know the tactics but would at least prefer preventing someone from boarding the train if the behavior is extremely disruptive

I want them off the train but I want to know the BART Police won't be shooting them or arresting them when they get off. Do they make mental health people for this?

I would expect there be a social-services type personnel who can address these kinds of issues with the first option being to remove the individual(s) from BART.

I'd love to see different pilot programs to compare the quality of intervention tactics. Working with local non-profits for shifts as community ambassadors versus BART hired ambassadors. Having active BART personnel riding on trains, especially during heavier hours - both to monitor activity in person but to also have real experience in how riders are experiencing BART.

The mood in a train is so different when there are BART survey people, why cant we have the same effect applied. If it felt BART was actively maintained and not just police looming it could change the dynamic. Currently trains feel more like the issue is the use as private spaces when these are public spaces that need to be reclaimed.

Even testing authorized vendors could be an option as they would create a feeling that there is someone actively watching trains (similar to an Amtrak conductor walking by many times a ride)

If behavioral health means mental issues, maybe have car cameras monitored for people screaming. More staff in cars (not necessarily police but staff that can alert the operator or police). What scares me is when these riders approach others; you do not know what they'll do. It's especially hard on crowded trains to remove yourself from the car. And you do not want to use intercom to tell operator for fear of drawing attention.

If serious, stop the train and get the necessary help. Have a team of staff that can deal with drug, homelessness or behavioral issues available to be dispatched to deal with the issue so that it does not escalate.

If the behavioral health issue is impacting other riders, this behavior must be handled swiftly, perhaps by the police taking the person off the train.

If there were an officer patrolling each car, these behavioral health issues would be addressed too. Having someone ready to deploy at each station that specializes in mental health would make it easy for an officer to call ahead and get assistance with someone needing mental help.

If they are riding no problem ( which is unlikely), if they are there wandering or trying to live there, that is a problem, state should take responsibility and fund institutions to take care of those in problems.

Ignore them unless they cause fear that passengers.

Immediate arrest and removal from train, mandatory clinical program enrollment including mandatory psychiatric drug prescriptions or incarceration

Inform police. I doubt BART can afford mental health workers on the trains.

Intervention

Intervention

Intervention / help by social services rather than police...that'd be my preference.

intervention by a qualified mental health provider

Interventions should be made by mental health care workers, not police, if at all possible. It may sometimes be necessary for a police officer to detain a disturbed person until such a professional can arrive, but mental illness shouldn't be treated as a crime.

Interventions with information on where people can go to get help. If behavioral issues become abusive to other riders, get them off the train immediately.

It depends on the behavioral health issue: If the person poses a threat to themselves or other riders, the police need to be involved. Otherwise, an ambassador group can assess the individual, escort them off the premises, and connect them with a relevant organization.

It depends, but in general I think a faster police response is needed. I am less afraid of coronavirus right now on BART than being alone in a train car with someone who may become violent.

It might be wise also to add some kind of out reach program personnel. Also refer back 2 questions

It really depends on the behavioral health issue. However, personnel should be trained in a wide variety of behavioral health challenges. This would help BART respond with agility to different situations.

It would be nice to have the police trained to handle issues. They are supposed to be riding the trains. Not! We need places for the people with issues to go to. They get thrown off the trains and start problems someplace else. The county needs to step up too.

ith your ambassadors or community service officers. England has, for a better description, a tiered response that seems to be very effective with Community Service Officers that respond to incidents of this type. Glad to see a local police force doing something like that

It's a hazard for other riders. They should be removed.

Kick them off BART train

Kick them out immediately by any means necessary if they are harming and have the potential to harm other passengers.

Law enforcement. Sending offenders to jail or treatment facilities

Let me tell you a story: I was riding CAL-TRAIN once, and there was a young man with EXTREME behavioral health issues on the platform. A police officer responded, however, what I heard from him was not very police-like. "Stanley? What's happening? Can I get you something?", he asked. The disturbed man mumbled. "Well, the rehab center isn't open until 11. Why don't we go to Starbucks and get a coffee? Would you like that?" The young man stopped swearing and screaming, and followed him off the platform. BART needs more interactions such as this.

Let them be, they are dealing with enough

make the texting option more anonymous

Maybe there could be BART police at each station who can coordinate with drivers to remove troubled individuals. Then those individuals can get the help they need (psychological, legal, substance abuse, etc...)

Medical and social services, not law enforcement. We can't trust BART police to know their handgun from a taser; I don't think they are best suited to the task.

medical and social workers

medical or psychological interventions, not POLICE

Mental health experts with police only as a back up

MENTAL HEALTH FIRST! Recruit real, trained, caring, career mental health responders to be first on the scene before re-trained cops/security guards

Mental health issues exhibited on BART is part of a bigger picture. If BART is not equipped to deal with the mentally ill, then other personnel should be called in and the sick person removed from BART property.

Mental health personnel and counselors

Mental health professionals

Mental health professionals / social workers

Mental health providers who are trained in de-escalation and who can provide on-the-spot assessment and treatment if necessary.

Mental health sensitivity training for personnel (especially first responders)

Dedicated behavioral specialists at each station

Partnerships with mental health resources for discounted tickets/assisted access (see answer to Q1 for more details/example).

Mental health workers should be called. The police should only be used when totally necessary.

mental health workers. Unarmed.

Mental illness training for police who ride the trains. Two officers should ride each line all day, rotate the officers but more presences needed. Not just when a problem occurs

Minimal use of law enforcement. Create relationships with mental health providers to enable quick response.

More ambassadors and partnerships with health orgs that focus on behavioral health issues

More ambassadors and people trained to deal with such situations

More BART police and BART Police helpers showing their presence on BART may allow them to spring into action quicker.

More mental health professionals readily available for interventions, better turnstiles to better prevent them from entering the system in the first place if they haven't paid

More social workers. Police make everyone nervous.

Need more BART police on every station as well as on board.

non police mental health officer with BART Police

Nonviolent tactics from a skilled practitioner should be employed.

Nonviolent, unarmed intervention by non-police.

Not police, people trained to handle and de escalate.

Not sure.

Notify authorities and redirect

notify health personnel

Obviously, you should have experienced personnel at beck and call (or I guess on night and weekends when this happens a lot?)

Offer information on services

Oficiales,tambi n personal capacitado para poder dialogar con ellos de buena manera por que violencia genera m s violencia y si las cosas pasan a golpes los oficiales que los arresten

Once again, more secure entry gates.

Partner with community organizations dealing with behavioral health issues.

Partnership with mental health organizations, with mental health professionals riding the trains and checking platforms. It is terrifying being stuck on a moving train underground with someone who is screaming & yelling, etc. Not all of the cars in the new trains seem to allow riders to move between them, which prevents the other riders from escaping.

patrol agents, offer de-escalation courses riders can volunteer to take to assist

Patrolling staff on trains and in stations with sufficient training to be able to identify a behavioral health situation and access to authorities at each destination.

People experiencing behavioral health issues are often disturbing and dangerous to riders and should be removed from the train.

People trained in deescalation but with BART police backup

People who are offensive or seemingly dangerous should be removed from trains. Helping connect removed people with services would be good.

People with behavioral health issues have very few places to go for help, or a sheltered place to sit down in relative quiet and comfort. There is not enough room in the few facilities around to support them, so they literally have nowhere to go except wander the streets. I think BART's policies around riders experiencing behavioral health issues should be informed by local behavioral health care practitioners who serve vulnerable populations.

Personal involvement - this one seems to cause major issues on the trains.

Personnel near but only intervene if safety issue. Sometimes BART is empty enough for the unstable to be avoided w/o intervention.

please see prior suggestions.

Please train police, security, and all employees on verbal de-escalation and trauma informed interventions.

Police

Police - trainer with mental health awareness

police and mental health professional intervention

police for monitoring, reporting, protection ( other riders ) AND Social Services present

Police or trained personnel should respond to these people and sent to jail or appropriate place for care. People with behavioral health issues can be dangerous and should be approached carefully by whomever is called.

Police patrolling the trains and involving the intervention specialist when needed.

Problems with substance abuse, behavioral health, and extreme poverty are all linked. The solutions are the same. Until BART and the city and county governments prioritize long term solutions and start to coordinate, the problems will continue to get worse.

professionals that are trained to deal with these folks should be readily available and patrolling with officers already so they are only a call away.

let's prioritize them as we do police force.

Promptly upon reports for public safety and the safety of the riders exhibiting behavioral health problems

provide assistance, remove if violent

Provide discounted fees.

Provide emergency buttons for riders to press when confronted by a mentally ill person that is threatening.

Then the driver of BART should have police waiting at first available stop

provide mental health outreach

Provide support programs, partner with the clinics of the different counties to offer help, medication, warm hand offs to police

PROVIDE. THEM. RESOURCES.

Put passenger safety and their own safety first. Provide train notifications for BART Community officers, to be able to respond quickly before they can escalate safety risk to themselves or others. Partner with a mental health clinic to provide necessary services and recovery steps.

Quickly remove them from the BART system, then apply a compassionate approach and resolution. Make the travel experience a top priority. Don't hold trains to deal with issues.

quietly remove them and have social services assist them with needs these are people too

Reduce pay for BART employees so more can be hired to address fair evasion and maintain order with out the need to over police commuting passengers

Refer to social services

remove and refer to mental health facility

Remove at next station.

Remove at the next station and request medical services for them with transport to the nearest medical facility. This might require a team approach for the combative persons, but leaving them on the trains is a danger to the BART riders and does not control the adverse behaviors when they awaken or fall asleep from their demons.

Remove from system with necessary tactics

remove from train, then address.

Remove it from trains and send them to mental support places.

Remove them

Remove them and protect other passengers.

Remove them by force, going quietly is not their intention.

remove them from the premises with all necessary force

Remove them from the train. After that I don't know

Remove them from the train. All people want is to get from point A to point B. Even if we knew how to decide the fate of drug users, criminals, homeless, mentally unstable, society is not equipped to handle it.

Remove them, and get them help.

Remove them.

Removed

Resources, not repression. No harassment, arrests or violence. Act with advocates, not BART police or LEO.

Also, ask behavioral health advocates, direct service providers and people who experience behavioral issues this question.

Riders breaking the law should be arrested. Repeat offender should be banned

Riders contact a BART ambassador, who will refer them to professional help. Hopefully there is room in the budget for this!

riders could notify you of a crazy person through the BART app, maybe use a scanable qr code or something to ID the particular train/car. Something subtle and easy so the rider wouldn't have to draw attention to themselves. Then agents could be ready at the next station to intervene and remove the person from the car.

Riders experiencing behavioral health issues should receive help any way possible. BART could start an aid initiative that can give those riders help in the train and station

Riders experiencing behavioral health issues, especially those without tickets, should be escorted off trains and outside BART properties. BART trains are not mental asylums on wheels, and you jeopardize the health of everyone on board by do nothing to enforce the rules that are already in place.

Riders that have mental health issues need to be treated with care and helped to address their problems outside of BART. Non-armed authorities should be trained in engaging with people with behavioral health issues to make sure they aren't in a situation that would escalate into them or others coming into harms way.

Riders with behavioral health issues should be intervened by counselors who have the expertise dealing with those type of individuals.

Riders with these issues should be directed to your programs discussed in this newsletter. CSO & HOT personnel should be able to handle these sensitive issues.

Safe intervention for the riders and the police.

same answer given previously for the unhoused; these folks are part of the general public and should be treated as such. Sure, it can make me uncomfortable to share a car with some but that's an issue I need to address myself(!)

Same as answer to question 1. Also, I would suggest using the Anti Police-Terror Project's Mental Health First program.

Same as my last responses. All three of these questions could all be the same person, homeless, drug using obnoxious behavior.

Same as the 1st 2....."transit monitors".....radio ahead and have BART Police meet up. If the rider is "out of control", then radio to City police for assistance.

same reply...the general public does not need to be confronted with these people...perhaps BART Board can encourage city govt. to take more action in getting these people off streets and public places....we have witnessed several times at Civic Center station people shooting up. Why do we have to walk by them housing themselves out of rain in the corridors? More active policing including SF, Oakland, Berkeley, not just BART.

Same thing, get them off the train. Train is for commuters. If you're putting commuters in danger, then you are clearly not concerned for your riders. These people can be very dangerous and violent. Have people that know how to deal with these issues come and pick them up. It's not for BART police to handle, their job is to keep riders safe.

Same thing, more BART police visibility in trains.

Same thing. Conductors. I'm from the east coast. And on certain trains there is always presence.

Same. Whoever and whatever people act/ behave/ bring illegally must not get on board.

Security presence

Security should escort them out or someplace where they aren't a danger to riders like me.

See if they're willing to get some kind of help at the next stop.

SF has a group that deal with mental health issues. BART should partner with them in SF and see if other cities have similar groups. And again, what are BART police doing? I often see them in groups, nowhere near a station or train, chitchatting

Should be removed from stations and trains. Train BART police to de-escalate situations. In fact have more BART police actually in the stations and on the trains

Similar to the drug users, and homeless, BART staff must be trained and perhaps have a background in mental health/social issues so they can safely intervene. Riders experiencing behavioral health can be a threat to themselves and others.

Since these type of riders are sometimes dangerous, there needs to be medical personnel assisting the police force. This tactic is used by city PD, sheriff offices and other law enforcement agencies. BART could benefit from the use of medical staff!

Social worker to talk with them and make appropriate assistance

Social workers

Social workers and medical personnel trained specifically in dealing with behavioural health, with police as backup of last resort would seem most sensible

social workers and/or trauma informed councilors

Social workers are fine, but not without LE back-up. This is definitely not my expertise, but sending ill-equipped personnel to such situations is downright dangerous. How many social workers are you willing to sacrifice to save face in this area?

Social workers so they can calm the rider down and figure out what the rider's unmet need is. BART is so key to the Bay Area community and can be the reason why folks get the help they need.

Social workers who can calm them down and take them off the train to help them further.

social workers, mental health workers, drug counselors

Social workers, psychologists, mental health professionals to handle delicately without use of deadly force.

Soft intervention when it doesn't impact other riders, but harder intervention when it does.

Some type of silent alarm which can be used by the passengers, a special signal from their cell phone. Have someone meet the problem person at the next stop.

Someone who is not police, trained in de-escalation tactics, should be the first folks deployed.

I've only taken a ride on BART once in the last 7 months, so it's been a while, but I would like drivers to call out the folks who are playing obnoxiously loud music on the train.

Sounds like this one needs BART police the wording makes it sound like they're angry and acting up.

Specially trained mental health personnel need to de-escalate the situation, prioritizing everyone's safety and helping the individual get the services and medical care necessary. This should be done with compassion .

Specially trained social welfare personnel, not police. Escort from BART system to appropriate community agencies.

Specially-trained service providers should attempt to approach and offer behavioral health assistance if appropriate. BART police should be close at hand in case the individual reacts in an unpredictable or violent manner, or is armed with a weapon.



Start with stronger fare-gates to prevent more of these individuals from getting into the system. I realize that would push these problems back onto local jurisdictions, but I kind of feel that is their responsibility.

Stop acting like every person who's not totally connected to reality needs to get sent to a hospital. You seem to understand that cops/jail is not an answer for every petty crime, so please understand that 5150/hospital is just psych jail, no matter how you dress it up, and that not everyone experiencing mental/behavioral health issues needs to be evaluated/detained. Literally just let people exist. BART's done some great work with people with physical disabilities; please extend that same welcome to people with psychiatric/neuro disabilities. A person who's clearly not in our shared reality but isn't hurting anyone (rocking, muttering, talking to themselves, etc.) isn't a danger and doesn't need cops or a hospital. Let people be.

subdue and remove individual

Supportive but consistent encouragement of respectful behavior with provoking exclamation with people if possible with mental health training

take them aside - call doctor

Take them off the train

Take them off the train and call social services

Take them off the train and stop allowing them to disrupt service for working, tax paying, law abiding, fare paying riders who rely on BART to take them to their jobs. We have morning meetings to get to on time.

talk and escort from train

That's a tough one. There is a mental hospital in Fremont. Put them under lock & key for a few days to a week.

That's good, we all should behaved well.

the BART police should be trained in mental health and escort them out.

The most vulnerable should be cared for by dedicated personnel from BART and housed where possible by dedicated permanent structures where they could be reconnected to their lives and assisted in their issues

There are cameras on BART trains. Passengers have cell phones. But it seems many have given up. As long as a mentally ill person is not harming them, so often people just want to look the other way or move to another car. Is there any way to have more personnel monitoring the live cameras on the train cars for unusual behavior, then send in police to remove the individual? Again, there would need to be certain BART stations where the BART personnel could take the individual -- or perhaps have a police car come to the station where they could take them to a relocation center of some kind.

There are few trained individuals available to deal with this, unfortunately.

There are various crisis intervention teams that are experienced with this population that operate out of various cities and counties. BART could develop and train a team with a background in social work to identify and engage individuals who are decompensating.

There should always be the presence of authority on the trains, especially at am and pm rush hour.

There should be a code of conduct passengers are expected to adhere to. If they do not, for any reason. the on board police should remove them from the train.

There should be a person who is a counselor or an expert, maybe two in handling people with behavioral health issues in addition to at least two BART personnel accompanying that person or persons. But no weapons should be drawn to restrain that person because that will only make the situation worse.

There should be a wellness patrol with unarmed, trained professionals. They would be medically trained and also trained in deescalation and counseling.

There should be medical personnel at each station who are able to respond to health crises - I'm not sure what the usual response is to health crises that occur on BART, I thought EMTs were called. I don't see why this can't be the case with behavioral health issues too.

these behavioral issues need medical/health care not police....

These individuals should be given mental health care.

They are a danger to the public and should be removed promptly from the stations and trains by police officers as their erratic unpredictable behavior often leads to assaults

They need help. Get them help. It's not a BART issue, it's not a homeless issue, is an American issue. These people are not TJ be swept aside and kept away. I think a great number of them have these behavioral issues because they're sick of how people who have treat those who have not; hell, if you're treated as though you're invisible king enough, you might start to think you are too...or you might start talking to people who aren't there, like Tom Hanks' Wilson...or you might start to test what it takes to be seen!

They need to be removed from BART and the stressor and help deescalate and provide to appropriate Counties behavioral health outreach team

They need to be taken off and the car needs to be disinfected.

They should be approached cautiously by qualified and specially trained personnel.

They should be assisted the extent possible, and if necessary to protect other riders, be removed from BART trains and stations as peacefully as possible.

They should be escorted off trains. Or flagged if seen by station agents

They should be handed-off to the Police or City personnel.

They should be removed

They should be removed if their behavior is erratic and or dangerous to themselves or others. I do think officials should come out and assess the situation of a rider who is experiencing behavioral health issues. Talk to and listen to what mental health professionals have to say, as regular riders like me are not qualified to answer such questions.

They should not be on BART. It's a disturbance and a danger to other riders. remove them from the trains

They should use all the force necessary!

This is a danger to other riders. BART police should be alerted and should meet the train and remove the rider if the safety of the other riders are determined to be at risk. Again, the camera system should be able to help.

This is a question better asked of people who are experts in dealing with persons who have behavioral health issues. Ask the experts, not Joe Schmuck.

This is not BART's responsibility. Unless you partner with a mental health agency with specialized staff trained in counseling we cannot expect BART to handle these issues.

This is the most problematic issue with riding BART. If someone is homeless but not bothering me, we can coexist. But when someone is walking through the car screaming at passengers or acting inappropriately, it makes me feel incredibly unsafe. As often as possible, these people need to be removed from the system. As mentioned before, integrating social workers or other kind of non-law enforcement personnel to help with these situations may help prevent escalation.

This ones a hard one

This question is too non-specific, "behavioral health issues" could mean almost anything.

Those that intimidate with wild movements, threats, and yelling need to be removed. Disposition needs to akin to medical facility.

trained social workers, police can be threatening. Police only if dangerous to others.

Treat this with common sense. No mask kick them off.

Treated without hostility and have a social worker or other trained individual ready at every other station for reasonable response time. A security officer can initiate contact and reach out to the nearest station with the standby intervention .

Try and have Outreach workers on trains with police officers trained to deal with people with mental health issues

Try and keep them from entering the stations even if it means having extra BART police officers at the entrances, and on the platforms.

Unarmed personnel trained in de-escalation techniques should approach anyone exhibiting behavioral health issues that are potentially violent. The goal should be to create a calm situation that allows the rider to connect with any resources they need and want. Riders who call to complain about nonviolent behavioral health issues in other riders should be educated.

Unarmed, trained officers should immediately respond and offer them psychiatric care and attention. If the rider is experiencing an episode on which other riders are assaulted or threatened with violence, then they should be peacefully removed and given medical attention for everyone's safety.

Unarmed, trained social workers and healthcare professionals on call with police backup only when situations escalate.

undercovers agents..

Unless there is a trained professional, which is highly unlikely, just remove them by BART police.

use police officers to remove violent passengers from BART

Using camera's and input from rider's to identify and then contact the troublesome riders.

We have to set community standards for what is ok and what has to be intervened with. Some loud talking does not need an intervention. Threatening violence , intimidation, racism is not ok. A trained cso should be not too many minutes away to step in. Allow intercoms to quickly notify the train operator, and cars numbered in giant letters so you can say issue in car 5â€ the cameras go on to safely observe, the train operator can remind people of it needing to be a safe space for all, and if the issue is not quickly resolved, a cso gets in that car to calmly talk with and address the issue. Other people could safely leave the car and allow the cso to address.

What is a behavioral health issue? On drugs or someone who is permanently schizophrenic? Not sure about this one. Get them off the train and get them help I guess.

With care. It's hard for people to look past the surface, and not immediately judge. At the same time, they will criticize BART if they are too aggressive. Simple tap on the shoulder, and asking, 'is there anything i can help you with?' would probably go a long way.

Either someone will have to report them, or the BART associates at the stations will need to be more observant and call it in. I hate to say it but, BART associates are pretty clueless as to what's going on - mostly socializing whenever I see them. Sometimes the booth are just empty.

With caution

with mental health care specialists and direction toward rehabilitation and support.

With more security . Most cities when you take public transportation there is more staff at the gates to over see this.

With trained ambassadors and law enforcement.

Work with social workers and counselors to help with removal

Yes and same as the last response.

Yes, remove people that are experiencing behavioral health issues. They are a danger to riders and BART employee.

Yes, this can be scary for riders and they should be removed if they pose a risk to the safety of other passengers.

Yes. More police I have been abused on the BART and witnessed others. We just want to go to and from work safely yes. unfortunately, again, there is a range of risks involved here and maybe BART should attach levels of intervention to each based on past events' evidence and trends. For example, someone talking to themselves seems low-risk but when they start addressing others in an offensive way it increases the possibility of risk. I think it's important for RIDERS to also understand the part they play. In today's socio-political climate, many empathetic people may feel uncomfortable calling a train driver on someone exhibiting POSSIBLY problematic behavior. We as regular riders don't necessarily have the insight into the range and escalation of behavior, and what to do when it feels uncomfortable, what to do when it escalates to alarming, what to do when it escalates to risky, problematic, offensive, violent. Possibly some PSAs or public education of how to empathetically respond to mental and behavioral health issues.

You need to have training for employees for this.. this is a very touchy subject

You need train people who can work with people that suffer with mental illness.

You need trained officers who can respond to these situations as a health issue not like a police issue. Make a plan to get them mental help and a place to go. Even if you only help a few it's better then none.

You should have a separate team of specialists that handles these issues

Zero tolerance