

External Stakeholders

9 BART districts with BART Director participation; LGBTQ+ advocates; Mental health/social service providers

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

1. collect data on which routes/cars have the most reported incidents. Using that data
2. provider harm reduction trained SUD staff at each station who can redirect using individuals to harm reduction sites, negotiate with user re where to safely use, reward for following through, carry Narcan.
3. if riders call BART police-each officer must be CIT trained and Harm reduction educated so that they re-direct not arrest. BART must have such a policy.
- 4, Harm reduction members on mutlidisciplinary roving teams.

allow safe drug use areas in stations, and make it an expectation that there is no drug use on trains

BART needs partners to help riders with health, drug, and housing challenges. Not sure that a huge number of BART employees should be focused on these issues. A few to work with expert partners makes sense. Drug use in the open can happen anywhere, not just on trains. As a community we all need to work to find solutions and not expect a transit agency to spend limited resources on solving a societal challenge.

BART should do it with enforcement of BART policy. It does not have to necessarily be armed in every case, but BART needs to provide some kind of personnel on trains to address this along with other issues. Who else would you expect to do it?

BART should take it seriously use every way to please riders/customers.

(add police officer, interventions, tactics and devices, etc. to enhance user experience.)

Cameras on cars that are monitored by safety/de escalation/harm reduction personnel at stations and will board the train to offer harm reduction/safety assessment/de escalation to the individual + ask that they remove themselves from BART while using

Community ambassadors that know how to handle the situations, policing won't help, other riders should not get involved.

Community Ambassadors, peer counselors

Cops are scary. Even when you're not doing anything when you see one your senses heighten so I can only imagine what seeing a cop on drugs is like. Perhaps having a trained group that specializes in this field to actually help and offer services. Cops could accompany just in case but only as supper for the staff carrying out the task.

Criminalizing drug use is pointless. It should not be tolerated but if there is someone who can deescalate the situation and get the user off the train in a kind, considerate way.

Critical assessment of need= law enforcement related, safety issue or medical issue- understanding they intersect- creation of a rapid response team to evaluate proper response to start from first call to dispatch

Once the evaluation is made, then action can be taken- drug use and overdose are critical concerns

Social, medical and law enforcement comprised team

David Elliott Lewis mentioned a 3 person support team that SF has created. Hopefully there are multiple 3 person support teams that can cover all the different counties, ride the BART train and mitigate the issue.

Deploy a non police outreach team similar to what San Francisco's DPH is planning with their Street Crisis Response Team that will include a Mental Health professional, an EMT (Medical) and a trained peer responder.

Develop strategies for having response units at each station. That way if something happened between station, the train operator can contact the next station for assistance.

Drug crisis teams

Drug use in public is a crime, but more importantly drug use on BART and in BART stations poses a COVID threat to BART riders and staff as the use of drugs often involves the removal of masks. Armed officers are totally fine in this scenario.

Drug use is not a criminal issue, it is a public health issue.

For several years i have longed to see social workers, outreach teams, and health professionals on the trains. Instead of armed police whose very presence makes many of us feel unsafe, professionals trained to treat and provide services to folks using drugs would be ideal.

Drug use should generally be treated as an illness and social issue, rather than an enforcement issue. Anyone on the front lines with drug users, should have police backup available in case of physical threats etc. But I believe that drug users will respond well to non-police personnel engaging to move them to safety.

experienced outreach workers who have an understanding of the relevant narcotics and their affects on the individual
Get people who are doing drugs on BART off. So that BART can be safer for everyone.

Harm reduction tactics until housing for all. Period!

Have a team of compassionate professionals who can help access the situation and do progressive referrals with police being the last resort.

Have trained people who can help people in crises, people who need medical care, housing, etc.
, Keeping the public safe (children and TAY who are using and exposed to users) ,

Clear and easy instructions to the public on what to do.

Hire substance abuse counselors to work in the field as well as train staff on substance abuse techniques.

I honestly don't know for sure. I live in a building (an SRO) that has come out of drugs. A lot of drugs. And for my housemates, it took me insisting for nearly a decade that illicit activities of any kind were not ok in our home. It took me calling non-emergency OPD many times for wellness checks. It took them coming to understand I would do so. It took me telling neighbors and my family. Community pressure. It took tears and me refusing to move away. "I love you guys. I hate your drug use." So I'm not sure exactly what to say except it has to be multi-faceted, it should avoid arrests except when there's no other option (we did have one guy taken in last year), and while there should be zero tolerance, there has to be a balancing recognition that it takes a LOT of repetition -- time, money, and energy -- to see real results. People have to become known my name, that kind of thing. This stuff is costly in more ways than one. But it's worth it. Now I have a real home.

The median length of time for someone to enter recovery is 10 years, meaning half of folks enter before 10 and half after (or never). So take the long view.

Ideally the city will soon provide for safe injection sites which would help dramatically reduce the number of people who use substances in BART for warmth and safety. BART helping to advocate for safe injection sites would be a great 1st step.

Interventions can come from qualified case managers and not the public. Drug use can be related to mental health issues and coping with being homeless.

It is just like being on airplane, ferry, and other transportation. BART police and local police should lead this effort.

It sounds like BART is already doing this, but I think partner with public health workers/CBOs who work with the community around drug use and homelessness. To me there are a few stations where the needle issue is a big problem and you see them on the platform. I also always check my seat to make sure there are needles in the seat but do not think I should have to do that. Maybe add cleaning personnel in higher issue areas along with uniformed law enforcement and non-law enforcement uniformed personnel with regular walk throughs. I was once at the Dublin Station and it was great seeing uniformed officers who were friendly walk up on the platform and then walk through the station and get off a couple of stops later. Although I will say the youth on the train were not happy about uniformed officers on the train. I felt safe.

It would be critical to have access to holistic support and/or trained crisis intervention teams who could be available to respond in situations that could lead to substance use/abuse treatment referrals, and/or even for the purposes of conflict resolution and mediation.

More police presence. This only happens because people feel free to not follow the rules since there is no one to enforce them.

No drug use on BART ... Users should be removed at the next station, and be ushered into a private room until they recover. A skilled medical person should ride the train and visit the private rooms, when occupied, to assess, to administer professional treatment, and make appropriate determinations.

Non-police, non-armed; we need mental/behavioral health professionals, de-escalation professionals, and community-based organizations providing these responses.

Not allowing it plain & simple. Just like no shirt or shoes no service. It is for transportation.

More police & K9 present. Just like airport. Airlines are transportation too & similar tactics should be deployed to keep everyone safe while they arrive to their destination on time.

Not through policing and arrests if the passenger is looking more ill than dangerous. We need to help people, if they want help. This hell may contribute to one less homeless person. Takes money, I realize.

Outreach teams that have harm reduction, de-escalation, trauma informed systems, and motivational interviewing as a foundation of their work/training. Interdisciplinary teams--a

Provide drug counselors to be available along with pamphlets instead of police intimidating the users and this can cause the user to become irritated. Let someone who can identify with what the person is going through be on site to talk with the individual.

Signage and community ambassadors

Start with education, outreach and referral to services; add progressive enforcement as needed to stop the use on or around BART.

Stop allowing fare evasions and sweeping the homeless off the trains at the end of the line. Heroin and crack are illegal, there are needles all over the stations that cause a danger to riders of all ages. Start upholding the law and provide more resources to station maintenance and safety.

syringe disposal, teams to go through the trains and educate, enlist BART riders who are comfortable to carry narcans
The issue should be done with compassion and de escalation practices. Safety for all.

There needs to be a presence on each train, walking through the cars continuously.

People trained to deescalate all kinds of situations.

There should be a zero tolerance for drug use within the BART System; if BART wants to accommodate active drug use, then it needs to be in a space away from the public. Give them a free pass to an SF Safe Injection Site. Maybe add a separate "freestyle anything goes" car at the end of each train.

trauma informed response - police uniforms are not trauma informed. Funding BART outreach programming or contracting outreach workers from CBOs to engage and build relationships that will support a safer BART. People who use drugs, have mental health symptoms and experience homelessness may not pose a safety issue to other riders when they are using drugs. This is why i think funding a new approach could move towards people using less on BART trains.

Use BART personnel who are trained in using a community based approach that recognizes and respects cultural ways of being that include paralinguage, verbal language, eldership, etc.

The personnel should be training in drug addiction and have offer resources if needed.

Use non-sworn outreach counselors with mental health and drug abuse prevention training.

Use of a multidisciplinary team that has access to resources like Buprenorphine, clean needles, sharps containers, using Harm Reduction approach to help this population.

Utilize skilled Ambassadors who can approach from a place of compassion using harm reduction approaches with practical culturally responsive resources.

We should have only non-armed civilians who are trained in deescalation and are trauma-informed.

You started this discussion referencing Unhoused people. Your policy should be the same for the housed.

Zero tolerance. I do ride BART, I pay full price. Why should I have to be afraid? Why should I worry that my 93 year old Mom, who also rides BART could be hurt.

I know we are liberal SF Bay Area and I am a liberal, but we have gone to far in protecting aggressive people on BART. The trains are grimy and yes I have moved when I end up sitting next to someone who smells, its that or I might end up getting sick myself.

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

Yes, use a team similar to what the SF Coalition on Homelessness is planning with their C.A.R.T. (Compassionate Alternative Response Team) program.

Call or email me to learn more about C.A.R.T.

Or join a community education meeting about CART this Monday, Nov 9th 3pm-3:45pm

Join Zoom Meeting

<https://us02web.zoom.us/j/84998567863?pwd=OHpkeGZMWmlpbHRUdG1MN0NHWTFSUT09>

with cooperation with un-housed activists and service associations. same as drug use. they are and can be related

We should only have trauma-informed, non-armed civilians.

Unhoused riders should be treated with compassion. It may be good to run a campaign that humanizes unhoused people and breaks down the stigma.

They do not create a safety issue by being unhoused

Unhoused riders should be approached by social workers and offered appropriate supportive housing. If the unhoused rider is not wearing a mask for COVID safety, a more aggressive intervention may be required for the safety of other BART riders and staff.

Unhoused riders should absolutely have the opportunity to access holistic supports, provided that they need them. Of course, we cannot assume every person who appears unhoused is unhoused, but we also cannot assume every unhoused person needs services in that moment (they may just need some peace and quiet). Still, we should be able to have a holistic approach whereby trained professionals engage riders with dignity, humanism, and strategic (and creative thinking).

It is certainly reasonable that BART police may be alerted when someone's safety is in immediate question, but they also need training in holistic methods as well, and joint training along with crisis intervention professionals, so they can build teams and empathize with each other.

Un housed riders need to be removed if they cannot prove they paid admission. BART should have its own housing support division. If your not part of the solution, you are part of the problem. If BART took thoughtful steps to address this huge problem they could benefit with increased ridership. People really don't appreciate being subject to the inevitable bad smell or sad sight of homeless people. Compassionate intolerance is necessary to achieve this.

Trained drug counselors, social workers. Intervention but I don't know what sort off the top of my head.

Tough one. Each individual is different and most of these individuals seem to mostly have mental health issues. I don't believe that other cities should push off this issue to larger cities, it should be a shared problem to be addressed by all. Definitely partnering with organizations who specialize in working with these communities to be readily available to assist. This may also mean having someone able to jump on board to clean the area right away. Some of these individuals are fairly harmless, but there are some who just out of their mind and hard to navigate these individuals. Because they are on the system, it is BART's responsibility but they should not have to solve by themselves - it requires a coordinated effort.

This is a strongly biased question. Why is it here ? Unhoused riders -- who have paid the fare or used other fare assists ... have needs to travel to different locations ... as do any other rider.

They need to have a destination & reason for travel (looking for work, visiting family, a final destination).

Stop fare evasion and sweeping the trains at the end of the line stations. Transfer resources to hiring more social services and steward staff to assist. Provide ride services for the homeless that BART sweeps off the train. Transients want to get back to their place of residency which is San Francisco.

So not to profile or offend individuals...In Europe they randomly ask people to see their ticket/card that they scan. They see if they have paid for that journey. If not they ask for the fare or kick them off of the train. This will allow for them to see what time they boarded and where. They can then approach the sensitive subject and provide the resources needed.

Similar to previous response. Outreach teams that are interdisciplinary. Not police or criminal justice driven. We need to address the larger issue that there is no where else for many of these folks to go so they seek refuge from cold or rain in the BART stations

Similar answer as before, with acknowledgment that there's not adequate affordable housing pretty much anywhere, so even if folks end up moving out of state, THAT takes a while as well. Solutions take a lot of time.

resources and referrals

also take down the 'Panhandlers will be fined' signs,

why would you fine a person who is begging for change, who does that benefit and how would that work?

Resource centers at or near stations, ambassadors on the trains

Referrals to those that are unhoused. You would have to be careful when looking at people in assuming that they are homeless.

Provide resources for housing, safe spaces. Letting people sleep on BART and in the stations. Building relationships with people who need BART for shelter.

Provide options for them to receive services. Protections for riders goes both ways

Provide information for homeless shelters and allow access for the homeless to take shelter in any county.

Communicate with homeless advisors.

Provide connections to programs that support this population using personnel that carry compassion and operate from a solutions focused model.

People who are riding the trains because they have nowhere to go should be accepted to the fullest extent possible. When such people need to leave BART due to closing etc, they would ideally be assisted and relocated to a safe place. When such people (and anyone on BART) exhibit conditions and/or behaviors that would best be served with mental health workers, then I strongly advocate for such services to be readily available. We are in a situation where there are NOT adequate services, and we have to act humanely with the resources that we have.

Outreach works at stations

Outreach workers who can refer to community housing resources would be helpful. People should not be "moved along" but engaged and offered incentives to utilize available community services.

Outreach specialists. People need warm, safe places to go. Work with the city and county for alternative day shelters providing food, showers, clean clothes. Meet people where they are. Offer services.

Offer the unhoused rider a pamphlet of where they can go to for shelter provide the homeless person with a ticket to stay in the shelter for the evening.

NO! All interventions should be respectful and without discriminating against the unhoused. Should be based on behavior and no different than that behavior of housed people.

My first question is how exactly do you identify the unhoused? Is each rider asked before boarding if they have housing? Being an unhoused person doesn't mean you can't ride a train. Again, if some people are in active crisis then the expert partners can intervene.

more collaboration and linkage to HOT, DPH behavioral health services

Mind their business. Stop being classist and advocate for housing for all!

It is not a crime to be unhoused. They should be left alone unless they're causing harm to themselves or others. I am GRATEFUL when I see unhoused people sleeping on BART. I am grateful that at least they're sheltered from the elements, that they are resting, and that they can get to safer places if they exist.

BART police and riders should immediately stop harassing unhoused people.

In the event that a medical or social emergency does arise, mental health workers and outreach teams should be brought in to assess the situation, see that the unhoused BART rider is okay, and support them in getting to a safe location.

It is a national issue, well aware that other states turf homeless to California, and now San Francisco with BARTs full support turfs them in Millbrae. Not our fault San Mateo County didn't vote for BART back in the 60s. But you've certainly made Millbrae pay for that.

invest in housing and homeless serving programs (i.e. donate to county programs); invest in relationships with county homelessness agencies to build referral processes and pathways

If "unhoused" means taking refuge on BART: collect data re the routes/trains most commonly used for this purpose. then target resources as follows:

1. trained housing outreach experts available as part of multidisciplinary team, roving stations and answering riders calls. referrals, warm handoffs,
2. Negotiate a riding agreement. Riding is a harmless activity. BART could provide storage for belongings while individual rides so that other riders are not inconvenienced.
3. "Restoration facilities" in BART stations (areas to wash, change, get hygiene products, etc.) staffed by peers. maintained hourly for cleanlines, sanitation, etc.

I think "unhoused riders" should be treated with respect, support and dignity.

Homeless crisis teams. No cops

Hire counselors to work in the field as well as train staff on techniques.

Do they want housing? HSH should have presence on the multidisciplinary team to assess them for housing and be followed by that multidisciplinary team.

Develop partnerships with Social Services, City/County Housing Authority, and local Community Based Organizations to provide emergency shelter and triage to long term services.

CORE teams or MSW/Counselors embed with PD on BART and better communications to the public about how to access those services (both for passenger safety, and for unhoused ppl)

Cameras on cars with personnel at stations to monitor extended length of time in car/repeat instances. Social workers/housing navigators/case managers should be informed of an unhoused individual routinely using BART for housing so they can be connected to immediate housing resources.

BART should to reduce unhoused riders to minimum or zero.

BART should not be a home for homeless people. Housing solutions must be found other than people living on BART.

BART should do it with enforcement of BART policy. It does not have to necessarily be armed in every case, but BART needs to provide some kind of personnel on trains to address this along with other issues.

The personnel would need to be equipped with a variety of current best practices in dealing with such matters.

BART should consider establishing some safe and serviced shelters on BART properties, and ask unhoused riders to stay there for the night instead of on the trains. Work with established homeless shelter providers. This is an opportunity for a win-win! Get homeless people into shelter AND preserve the trains for transit.

BART cannot provide housing, of course. Community workers on BART should be available to help people obtain housing. (Of course the resources need to be far more abundant.)

Convincing people to go to resources can be a challenge sometimes. Those responsible for approaching people should have consistent contact with each other and resources.

BART can increase the partnerships with service providers that can help the unhoused riders. These ambassadors can ride trains and offer help to those that need.

At late night, BART can provide staff to talk to these unhoused riders and help them to go to where they want to go.

Are we talking about unhoused riders going to work (let them get to work), or unhoused riders just killing time (let them loiter away from paying public? Add a freestyle anything goes train separate from the paying public.

Again, do NOT respond with police or any other armed/uniformed forces. Community and peer-based outreach programs need to be always at the lead of intervention, and BART has a moral obligation to always lead with services/housing etc. We cannot tell unhoused riders to go somewhere else without providing that somewhere.

Addressing the reasons why they are on BART to begin with. A lot of the time it is because it's safe and warm.

Bathroom accessibility and opportunity to peddle. We must address those issues so that BART isn't their last resort.

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

A funded interdisciplinary team could address all 3 of the scenarios in the previous questions.

A mobile crisis team should respond. Teams can be comprised of multiple disciplines - clinicians, consumers in recovery, nurse, SUD providers, etc. Teams should be training in basic mental health assessment, community resources, de-escalation, harm reduction, and motivational interviewing. Additionally training should cover working with individuals of all ages, races, sexual orientation, those with intellectual challenges, dementia, etc.

Again, do not use police or other armed forces. Behavioral health professionals need to be hired and paid adequately, and we need to focus on making sure they are actually coming from the communities most impacted by enforcement today.

Ambassadors should be equipped with background and experience that can assist folks with behavioral health issues.

Anyone who threatens another passenger is at the mercy of the threatened. BART needs to have regular walkthroughs of BART security officers to be more present to deal with such incidents.

As I just wrote, there is a huge need for mental health and social workers to interact with people that have been responded to with law enforcement until now. Every situation will be different to some extent. So every situation will require different tactics. If people are so disruptive that they need to be removed from train/BART etc then there MUST be a good, safe, appropriate place for them to go/be. Just putting someone outside of the BART property boundaries is not sufficient or helpful in reducing these unwanted circumstances.

BART Ambassadors should get extensive training on how to handle someone that has a behavioral health issue and what resources to contact in order to get help.

BART needs expert partners to help with riders experiencing behavioral issues. We as a community need to find solid solutions and identify the right organizations to work on these issues and fund them so they can help those in crisis and BART can move people around the Bay Area.

Call upon non police Ambassadors

connect with behavioral health care services agencies to develop programming that pairs BART personnel with social workers; develop referral pathways (so you're not just asking someone to get off the train, but are also offering them something or somewhere to go); create a more comforting environment with art, scents, etc.

Contract with non-sworn trained mental health professionals to provide expert assistance, referrals, and when necessary, medical assistance.

Create a new dispatch response phone number posted in all of the BART cars and stations that can be called or texted to dispatch non police alternative responders like the C.A.R.T. teams or the SFDPH Street Crisis Response Teams mentioned in my prior two answers. Adding texting is important for this dispatch service.

David Elliott Lewis mentioned a 3 person support team that SF has created. Hopefully there are multiple 3 person support teams that can cover all the different counties, ride the BART train and mitigate the issue.

As we all know this is a SERIOUS issue. It goes beyond finding them housing. They need HELP. If talking to a wall, not bathing, digging in garbage cans, defecating on the sidewalk is not a cry for help....I am not sure what is.

Divert them off the train, into secluded facilities at the station.

Encourage good public health habits and provide mask/hand sanitation for low prices.

entirely dependent on the situation.

statistically persons with mental health issues are more likely to be victims of violent crimes than to commit them. unfortunately the media tells us otherwise and so every person who presents as symptomatic is immediately seen as a threat even if they are not, causing individuals to feel the need to involve law enforcement or 'protect themselves' when neither are needed responses

First responders, never the police. Empathy and experience is key. Oh housing for all will help this too.

For several years i have longed to see social workers, outreach teams, and health professionals on the trains. Instead of armed police whose very presence makes many of us feel unsafe, professionals trained to treat and provide services to folks using drugs would be ideal. An armed response unnecessarily escalates situations that could otherwise be solved peacefully.

Harm reduction outreach workers through contracts with CBOs and city health dept.

people experiencing mental health symptoms are more often victims of crime than they are the persons committing violent crimes.

Have medical personnel be a part of the monitoring team.

Have mental health experts onsite and allow them to do a walk with the police to the location and allow the mental health expert to talk to the individual. This will help the individual not feel so intimidated.

Have trained social workers and stewards on each train and at each heavily populated station as well as end of the line station.

Hire behavioral health counselors to work in the field as well as train staff on behavioral health techniques.

I liked the idea mentioned by an attendee at the Nov. 5th zoom call about a PERT team Psychological emergency response team.

Did you know that Peninsula Hospital treats a number of homeless and the Burlingame police would then turf them to Millbrae. Millbrae caught Burlingame police on tape so they stopped or maybe they've become trickier in doing it.

Just another example of dump on Millbrae. Truly tired of it.

BART you've become a mecca because you allowed it. Then of course when Millbrae complained one of your staff turned our letter over to Mayor London Breed's office who then threatened to turn the old Orchard Hardware Store located on SFPUC property into a homeless shelter. And SF has left that property vacant for over 3 years now. I'm a 4th generation SF native, but gosh darn, BART and SF what a really terrible thing to threaten a small residential community with. That BART employee should be fired or at least the entire BART agency owes Millbrae very, very public apology.

I object to the way you are asking leading questions. It makes me think you are not looking for ways to change or train your people but looking to justify or confirm what you want to do.

I think one important area of consideration (in addition to my prior points about holistic response teams and trained crisis intervention), I think one aspect of the strategy to address those who appear to be experiencing behavioral health issues is to engage/educate riders and staff on how to build community on the train. That is, these individuals might feel isolated and/or unseen, and might be triggered by certain behaviors. Seeing individuals as human members of our communities first, rather than problems, could be critical.

If a rider is defecating, urinating, throwing items and/or not wearing a mask for COVID safety, the intervention should be immediate and appropriately aggressive as the rider is posing a serious health risk to other BART riders and staff. I know the point of this survey is to find ways to move away from aggressive tactics, which in general makes sense, but we are not living in normal circumstances.

integration with the newly formed street crisis team

interventions with qualified case managers

Is the person armed?
Physically dangerous?
How?

I think part of the issue is all of us (riders) becoming better equipped to be community as well.

Like anything, while on the line, BART should be responsible for everything within their system. However, BART needs a coordinated response with experts. I heard someone on the live meeting mentioning a phone number. I am thinking a mobile app to report and then it is dispatched to both BART PD and local PD and community resources.

Include a phone number that can be called or texted to for those who don't have smart phones. This can provide real time communications to assist with real time response. Just learned that you have an APP...:-)

Maybe having employees that monitor each station. Walking around like BART police do but instead they are trained to notice if anyone is in distress. If someone is they can offer support.

Mental health professionals

Multidisciplinary multicultural team of peers, community members, resource people, CIT trained public safety staff.

De-escalation, negotiation, redirection, problem solving

help person feel comfortable and safe on BART, help them find a space to sit, talk about what is the best way to effectively ride BART.

Provide Peer Escorts to ride BART with people who are worried about being on BART and whose symptoms or problematic behaviors are triggered by being on BART.

Other BART riders don't know what to do. Sometimes they make the situation worse through taunting, acting hostilely, giving orders or otherwise confusing the situation. (there have been times that I intervened by asking people to leave the person with issues alone.)

Having a professional close by that can be reached to help the person in crises in a timely manner would make a difference to the person and would give reassurance to the community.

Public education and stigma reduction in general will help.

Peer counselors, resource centers at or near stations

Persons with behavioral issues should be escorted to the first section of seats -- which should be emptied for the purpose. An ambassador should remain with the person until they reach their destination and depart the train.

Provide access to services. BART is not responsible for addressing all the public's needs. There are services provided for each situation. It is important that BART reps have access to these orgs.

Same as my previous answers...BART should do it with enforcement of BART policy. It does not have to necessarily be armed in every case, but BART needs to provide some kind of personnel on trains to address this along with other issues.

The personnel would need to be equipped with a variety of current best practices in dealing with such matters.

same as previous answers

Same response to the first question.

Same...get a robust team that is there every day not just devote a few hours a week. Get to know who the people are and start addressing the issues. The BART community of mentally ill are a specific population of people. They are there for a reason.

Social workers and de escalation personnel should be available for BART staff to call should they notice someone experiencing behavioral health issues. All staff should be trained in de escalation and made aware of mental health and substance use issues and how their symptoms present.

Social workers who get these people OFF the train and get them help immediately.

The type of help should be de escalation, support, and safety.

Therapists, Social Workers, people with mental health and deescalation training.

They need trained professionals. They need to be easily identifiable, a hotline to call. When behavioral health gets physical then a trained personnel i.e. Officer needs to be able to remove them from the premises. People forget that especially in the case of drug use the person may not feel anything & therefore is hard to restrain.

Trained community ambassadors

Trained mental health professionals. Tactics would need to be personalized, not one size fits all. That's what got us to this place.

Trauma-informed care training for BART workers. De-escalation training for BART workers. Reducing fear and stigma around mental health issues is a great 1st step.

We should only have trauma-informed, non-armed civilians. No police without the explicit informed consent of the person in crisis!!

Additional Comments

You own a lot of land. We could have real solutions now but BART is heavily classist which is why the working class can't get to work on time on Sunday

Will you providing responses to concerns and questions tonight?

We need young enthusiastic individuals who are ethnically and linguistically diverse and feely engaged in the communities where they will provide care on BART.

To increase BART ridership safety is foremost. Here are some ideas;

1. Escorts available at all stations-especially helpful for elderly who a) don't feel safe, b) struggle with which station to get off c) need directions once they reach their destinations.
2. BART "Parties" to introduce or reintroduce people to BART. Provide escorts, meet at a station, go in a group to a particular event, ex.: afternoon matinees at SF theaters. Escort or party coordinators meet riders at the theatre and walk back to BART station and ride home with them. Perhaps snacks, refreshments. Show them the BART watch app, the call button for trainer driver and any other messaging that might be helpful.
3. Parties directed at particular riders- sports events, White elephant sale, Blue angels, parades, festivals. that provide group safety, messaging, escorts, etc.
4. messaging to the public about how to deal effectively with the three scenarios. What can/should members of the community do? How can they make BART riding a community thing. Etiquette for BART riding, appeals for compassion and tolerance for each other as riders and members of the larger BAY Area Community.

To have the appearance of cleanliness, wash the outside of the trains. I would like to go back to riding BART but i still do not feel comfortable with the appearance of safety in regards to cleanliness.

The aforementioned situations are not unique to BART. Somehow they need to be addressed on the other side of the turnstile. On the train and in the stations there is a need for high trained and well paid service providers to address the needs of all of the riding community.

thanks for all you do. it's not easy being BART, but you provide a vital public service that is appreciated, even if sometimes messy.

Thank you for the invitation to make input. BART is a critical resource for the Bay Area. Please be persistent in helping the Board understand the needs and not follow through because of the cost. The suggestions made tonight will save money in long run.

Thank you for the great conversation

Because of my position in NAMI people frequently ask ME what to do. I don't have an adequate answer. I do suggest that people call 911 and explain what is going on (drug overdose, psychosis, unconsciousness. I suggest the concerned person stick around to witness what is going on and to give the person space.

I tell people who are concerned about calling 911 that the BART police gave come a long way since the Oscar Grant incidence. BART is dedicated to giving officers focused training (CIT) and more.

It would be helpful if police could arrive in a way that is less threatening than what is traditional. Police regalia can be frightening to someone who is confused.

Police have limited legal options and skill sets that don't match the responsibility of helping someone in crises.

Shift resources to keep trains and stations clean, drug free and enforce the law including fare evasions. If BART does this, ridership will skyrocket.

rhoffman@sfaf.org

Rob Hoffman

SF AIDS Foundation

<https://www.sfaf.org/services/syringe-access-disposal/>

read the previous panel

Please provide followup information to attendees.

Please consider other transportation models from other countries such as Japan that have the similar population concentration and how they address these matters. Some helpful insight & Solutions May be gleaned.

None crime social issues should not be policed.

its easier to teach a social worker how to be a BART employee then it is to teach a BART employee how to be a social worker

Issues around our community members with housing, drug use, and behavioral challenges are the responsibility of us all. If we can identify the right organizations to deal with these issues in a broad sense we can then respond appropriately in different venues like on transit, on the streets, in schools, etc. BART Is a part of our community but isn't the right organization to solve these bigger issues.

I won't be riding BART again until these issues are addressed.

I think that there should be more police hubs like there is at El Cerrito del Norte BART station and have BART ambassadors located there. I also feel that the homeless should be able to enter into any homeless shelter that there is available regardless of what county that they are currently located in.

I help out as a rider when individuals are erratic because I know it scares people and no one wants to get involved. I feel confident in handling issues like that but most people do not so being able to text the team to respond to the individual is important.

Thank you [REDACTED] and [REDACTED],!!!

I hate to say this as I work in the environmental field but BART coming to Millbrae is the worst thing to happen to this community. BART working with High Speed Rail and Caltrain to turn us into 6-8 lanes of track, a railyard is horrible. But yes you are in the big boy transportation world and turning Millbrae into hell hole of noise, dirt, train horns, a station that is unsafe to walk through when it rains (the annual caution tape over the slippery mosaic), no consideration of the wind we get and how freezing the station is almost all year round, setting up a link to SFO then dropping it, regardless of what that did to our hotels, and of course your complete blind eye to the urine, the fecal material, the barf, the litter, the sleeping bags, the crime that goes every year when you turf the homeless in Millbrae. What possible good have you done for Millbrae. You are all take and not give. You even took our housing and property tax although with Gateway at Millbrae Station at least we that parking lot aka asphalt heat island and GHG generator will be gone. Sorry, but you treated us like garbage for decades, I doubt it will ever change. And I think you

are in cohorts with High Speed Rail to profit from selling Townsend Station and turn us into a rail yard. Shame, shame, shame.

I applaud every effort to step back and look compassionately at the conditions that all of us are living in together. Our humanity must be applied because everyone is human and deserves respect and, in some cases, real help.

I am really serious about proposing to devote a small amount of BART property to temporary shelter instead of using the trains.

I am grateful to have the opportunity to weigh in, and that Be the Change is facilitating such a welcoming process.

I am an essential worker who rides BART daily and I see way too many riders not adhering to COVID safety protocols. It's maddening. BART has done a great job running ten-car trains to support physical distancing, keeping the cars sanitized and offering a slightly beefed up security/enforcement presence. However, there needs to be an even greater enforcement presence regarding mask wearing, especially at the SF Civic Center station.

Feel free to contact me for additional advice or input. Happy to volunteer to help. I have worked for years with the San Francisco SFPD Crisis Intervention Training Program as a trainer and mental health working group member.

, Ph.D.

Cell: [REDACTED]

Email: [REDACTED]@yahoo.com

Drug addicts, unhoused riders, riders with mental health issues most of the time are just trying to live their lives the best they can. They rarely mean anyone any bother or harm. It's best to make decisions leading with a compassionate heart. Thank you.

Do staff take anything equivalent to Crisis Intervention Training? What about Mental Health First Aid (MHFA)?
www.mentalhealthfirstaid.org

I instruct the latter. Great curriculum through the National Council.

Consult "harm-reduction specialists about possible restraints and proper training for them in the rare event that they may be needed.

BART is doing a good thing holding these community meetings with wonderful, community-friendly facilitators and representatives from BART. Thank you

As I mentioned I own The Dylan Hotel, a 3 minute walk south of the Millbrae BART station. Many homeless and/or mentally ill wonder onto our property harassing our guests or staff. Some to the point of violence when ask to leave. It's scary!!! They break into cars, they hop fences, sneak in with guests and sleep in the stairwell.

A hotel is where people sleep and expect to feel safe--like their home. How would you feel if you had some stranger jumping your fence at your home? How about urinating in your driveway? It would make you feel vulnerable. People need to think of a hotel as a home--even it is for one night. It's not a grocery store where the lights are on people are awake.

Allow community members to be apart of BART have them ride BART be at the stations provide pamphlets to the commuters allow the de-escalation group to roam BART get to know the passengers and make BART an overall friendly where commuters want to ride.

I am an 8-year resident of the Bay Area. Pre-2020 I used BART nearly every day for work and play.

I have seen some highly questionable behavior throughout the system over those 8 years, but rarely (if ever) have I felt unsafe. I have seen riders successfully deescalate situations between unhoused folks and other riders. I have offered mutual aid and support to people in need. I have seen Black riders afraid to ask for help for fear that it would bring Police.

The issues discussed in the survey are not new. If we all understand that these things exist within our transit system, then we should be investing in resources that make the systems safer for everyone and for our community. Investment in police has and will always fail to do that.

Imagine the beauty of a BART platform with booths for medical professionals, social workers, resource coordinators, or HOT teams to offer aid to everyone! Flu vaccines, sanitary materials, etc. That's the BART I would like to see. Inject aid directly into the veins of the Bay.

Less cops. More community care.