

Open survey on BART website

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

- Conduct sociological and public health community research to understand who is using drugs on BART, and why they're using drugs on the BART system as opposed to elsewhere.
- Work with cities to set up safe use sites, either near stations or at better sites based on community research.
- If use is intentionally anti-social (using in a car or station despite alternatives), then bring in BART police.

<https://www.sfchronicle.com/bayarea/article/Oakland-explores-possibility-of-opening-safe-13836685.php>
<https://www.sfchronicle.com/bayarea/article/S-F-and-Oakland-would-be-allowed-to-open-safe-15631845.php>
<https://drugscience.org.uk/podcast/32-drug-consumption-rooms/>

We live in a high-density urban area. There will be drug use in public spaces. Most drug users have no particular desire to do so on transit in particular, but transit ends up being a commons, and so it becomes a venue for use. If you can offer a better venue via a navigation center or similar, they'll probably go there, and will likely have access to better resources for their use issues or housing issues.

- hotline to report drug use
- removal of person(s) using drugs at next train stop
- ban repeat offenders from using all BART services

Use /do he same approach ha OPD is (MACRO), which is to have non-police professionals respond to these situations.

#1 keep people whose are not paying for transportation out of the system. Most drug users were just riding for a place to take drugs.

#2 actually deal with the drug users in the stations (specifically downtown sf) - they shouldn't be shooting up in the walkways

0 tolerance. I know agencies are charged when they take someone to county jail once a person is identified cited then kicked out of station. Once citations mount up they are banned from BART

- 1) New gates to keep drug users out of the BART system.
- 2) please place alarms on each car to alert BART personnel of a person using drugs on the train. If someone is using - the operator should stop the train and have officers remove the user ASAP.

1. More signage indicating drug usage is illegal on BART and violators will be prosecuted 2. Identify hours when usage is most prevalent 3. During these hours, have trained personnel to deal with violators 4. Provide an easy way for riders to report violators when it happens so quick response by BART

1. Do not kick off riders at the "end" of the run.
2. Use better methods of stopping riders from not paying.
3. Do not allow known users from riding.

A Safety Team made of up of either EMTs, Psychiatrists, Doctors, Social Workers, or individuals trained in Harm Reduction could perform something similar to a Wellness Check on the individual. None of these people will have guns, and they will be a racially diverse group of people. As for an intervention, they could remove the person from the train, or if not, ask what support they need. If they refuse to stop using drugs, then 911 may be called.

Ability to report directly to BPD via app/website. Some kind of train/car identifier inside the car that can be used for fast response (QR code to scan?). Silent alarm/panic button (physical or via app/website) type of response to keep people from putting themselves in danger.

Officers walking trains, visible in stations would go a long way. In the 4 years I was commuting out of Millbrae station I only saw BART Police 2 times. That is unacceptable and leads to the perception that "anything goes" when it comes to drug use, urination/defecation, fare evasion and violence/robbery.

Active BART police on board, an app that allows riders to report drug use or other issues on BART cars and working cameras on cars for BART to verify and take pic of crime in progress. There should be a fine for these activities on board a BART car

Active Drug use should get a law enforcement response and person should be ejected. Connection to social services is OK to do. Being high should be met with medical staff such as EMT.

Add more police officers. Thanks

addiction specialist, social worker or nurse/healthcare worker

Address it without force. We definitely do not need officers using force. Give tickets, fines, or provide an abuse program for those in desperate need.

Adopt a zero tolerance policy. Prosecute to the fullest extent of the law. Hire more ambassadors with mental health and de-escalation training to patrol hot zones.

Aggressively and quickly respond to remove patrons using drugs and smoking anything in trains. Too many times have I seen and reported individuals using drugs on trains and either police never show up or they show up so late the individual has gotten off the train!

Aggressively patrol and arrest offenders. Prosecute and place stay away court orders on habitual violators. Enforce the orders.

Aggressively remove any drug user from BART property at any time. If they feel unsafe using drugs on BART trains or in BART stations (the same way they make everyone else feel), then perhaps they will be incentivized to use drugs elsewhere.

All drug users should be cited and asked to leave BART just as those drinking alcohol on BART would be. If they are unable or unwilling to leave BART, then they should be forcibly removed.

Drug users are not always violent but they can be. Intervention personnel should not be police, they should be trained specifically to recognize which drug users are likely to become violent, and should be trained in de-escalation procedures for such people. They should not carry guns, but they might have to carry tasers.

Allow only paying customers, kick off non paying customers

have a way to notify about drug users on the trains

Ambassadors in a conductor-like role, riding the train its full route and walking car to car to identify these behaviors and engage people, utilizing harm-reduction techniques and connect people to treatment options.

Ambassadors who can spot quickly and establish strong ties with appropriate gov agencies and nonprofits to refer/transport Drug users so they can have case management.

An immediate ticket

Non-aggressive removal from train

Any intervention should include:

1. before approaching, assess whether the individual seems to have a weapon, if they appear sober, or are under the influence of a substance, & if they're alone;
2. does the report of "drug use on BART" appear to endanger anyone else?
3. If the person is not brandishing a weapon & seems not to be endangering anyone else, the best approach would be by a person in civilian clothes who approaches respectfully and asks if the person needs assistance & if they're OK.
4. Increasingly, communities eg MACRO in Oakland, are developing special programs of helpers for emergency response. They will wear an identifiable outfit, be unarmed and use a mobile van. In Oakland the team will consist of a mental health resource person and an EMT, who can be summoned via 911.

Any person who exhibits antisocial behavior while on and in the commission on BART property should be removed from the subway system. PERIOD. There should be no debate about that.

There should be zero tolerance for drug use on the subway system. People are still smoking meth, crack and other caustic substances on the trains. Riders are concerned about air quality on the trains during the pandemic. They don't want the trains smelling like smoke of any kind. The subway proudly admits the air flow is replaced every minute and seven seconds, that is sill enough time for people in the vicinity to get contact highs.

People are concerned about getting pin pricked by used drug needles found sandwiched in between seats. The San Francisco government doles out the drug paraphernalia to addicts throughout the Tenderloin and South of Market areas. This is the same government that ██████ was on for a full two terms making this insane policy that has allowed this "compassion" as he calls it turn into metropolitan nightmare. As more new trains continue to roll out onto the system (which by the way are way late - sue ██████ for those late fees) there is less of the possibility of being pin pricked by needles in seats. However the old trains still are in use and the risk is still there.
<https://www.city-journal.org/harm-reduction-san-francisco-homelessness-addiction-crisis>

People are concerned about addicts on the trains because of their unpredictability. Some drug addicts exhibit super human strength while on certain substances like PCP, Crystal Meth, or combo cocktails (goofballs, speedballs). How would an unarmed ambassador face against that? That ambassador needs a taser and bear mace to halt that threat. I feel that BART board is treating the Ambassadors as if they are cheese on a mouse trap to attract mice, just a means to buy time.

I find it amusing that elected officials want to shoulder the dangers and burdens on the system to hall monitors. BART needs to work with cities and municipalities that each station is in and allow their police departments to have arresting powers. Whereas those agencies can enter BART property to remove violent suspects who are under the influence of hard drugs. There needs to be a direct line to local police department dispatch that station agents have access to. The president has a red phone, give them a red phone too.

Regardless of how the elected officials feel about BART and public transportation. People who can avoid it do. Disease is a number one fact and its not just COVID. Drug addicts may exhibit necrosis on the limbs due to their heavy drug use. People are worried about staph infections from sitting on the seats.

Anything less than physical removal is no a go with me.

Anybody but police

Armed Police evict drug users immediately.

Armed Police, the user should be removed and never allowed back on BART to torment passengers.

Armed police. Myself as well as many/most family and friends that I know don't ride BART anymore because we don't feel safe. If I don't feel there's a police presence to handle individuals who shouldn't be riding BART, then I'll never ride BART again.

Arrest

Arrest

Arrest and jail the criminals, place restraining orders against them if they are destinationless, or mandate that they go under the care of a long term treatment facility.

Arrest and prosecute. Stop trying to be social workers.

Arrest everyone that is using on the property

Arrest perpetrators. Ban repeat offenders from future BART use

Arrest the drug users and put them on a black list to never ride again. It's a public health hazard. How many people need to be stuck by a used needle?

Arrest them

Arrest them and kick them off the train.

At the main stations such as powell, montgomery, embarcadero, fruitvale, el cerito, 12th st, 19th st, Mission, Civic Center, and Colliseum, there should be a trained crisis ambassador at all times in the station, checking the platforms or just outside of the turn style. The BART police often may be in the station but not visible, or not patrolling, or not responding to homeless and mental health issues unless someone makes a complaint.

it is an expense to have mental health trained professionals but the overtime paid to BART cops would be able to cover that. The cops should work with the crisis ambassadors to ensure their safety but only escalate or get hands-on if the counselor asks for that assistance. We have wonderfully trained officers in de-escalation but unfortunately, all cops are not trained this way or willing to use their skills. With the high level of mental health issues every freaking day on BART, I find it unsafe. I pay to drive from ALameda to downtown for gas, bridge and parking which is a significant amount of my income because fruitvale and powell are so unsafe and filthy. It is absolutely disgusting. Y'all need to work on your oversight of station hygiene while you are working on the mental health issues of the passengers. Being on such a crappy system has lead to a higher level of stress in my own life. Someone was stabbed in the train I was in last year going in to fruitvale.

you all need to work with the unions to ensure worker safety and passenger safety.

BART is not a social services agency. They are there to ensure the effective and efficient service while keeping their passengers safe. Any passenger contributing to the lack of safety should be expelled from the system and not allowed back in. If you have an at fault accident in the DMV, they send you a warning letter. A second at fault accident results in a 6 month license suspension. A third offence a one year suspension and then a permanent revocation of driver license. A similar policy should be adopted by BART. I read in the media how BART police officers responding to a mentally ill person left him alone as he was "harmless". BART police officers should be expelling anyone from the system who is making normal passengers feel unsafe.

BART passengers should feel safe when traveling; ignoring drug use will put BART passengers at even greater safety risk. Intervene, and eject passengers that are high or openly using. Armed police are needed for this. Asking a drug user to "please" stop won't work.

BART PD presence

BART PD should enforce BARTs' existing rules on drug using while in the system. In addition, BPD, being a law enforcement agency, should also enforce the laws in the specific district that the crime took place in. Bottom-line, allow BPD to do their JOB!

BART personnel should be educated in harm reduction and eliminate intervention by BART police.

BART police in stations

BART Police should address drug use - zero tolerance.

BART police should be eliminated. Harm reduction protocols should be used generally, for all riders.

BART police should have a larger presence on the trains.

BART police, patrol the trains. Remove offender from the train immediately.

BART should actively run teams of BART personnel on trains to discourage drug use on BART. Police should operate at certain hubs in coordination with the unarmed BART personnel to remove and arrest personnel that are uncooperative with the unarmed BART personnel. Repeat offenders should be banned, and if seen on BART removed on site.

BART should address drug use on their trains and platforms with services other than the cops. BART locations could be resource hubs for those fighting addiction or other substance abuse problems.

BART should allow the current laws that were enacted to function properly. BART is not qualified to provide mental health you are transportation. Allow the legal system to deal with the drugs. Possession of paraphernalia is illegal yet I rarely see it arrested in the station.

BART should completely ban drug use on trains, and in and around stations. By using every type or personnel and tactic, including police and prosecution.

BART should confront the problem rather than ignore it. There should be a real-time text hotline and more officers monitoring the trains. Officers should request/force the offender off the train and deal with them on the platform. BART should continue having police officers respond to these potentially violent calls for service. The BART Ambassadors have no legal authority and have no way to protect themselves or others.

BART should coordinate to provide mental health and addiction counselors with public health authorities at each inner city BART station, but should also rebuild fare gates to prevent non-payers from getting on the trains in the first place. Tackling fare evasion through physical infrastructure would be the easiest way to do this.

BART should deepen its harm reduction partnership with GLIDE. It should eliminate the BART police force and follow harm reduction protocols.

BART should do whatever it can to exclude those who do not use the system for transportation, excepting those such as musicians or vendors who are there to improve the overall rider experience

BART should have healthcare providers/public health specialists available by call to come and support individuals using substances. Preferably folks from BART would rove trains and be available and not need to be called at all.

We should have informational placards on how to support folks. Keep narcan in little boxes on the trains.

Also we need to remember that these services aren't just for the "dirty" "unseemly" unhoused or poor, but also college students and wealthier folks on molly or coke. That'll take a broader public health campaign that BART should be a part of.

BART should have personnel trained for mental health and addiction care. Riders who struggle with addiction should be provided with resources that they need, not only in the moment on BART but also in a longer-lasting capacity. Mental health professionals trained to deal with psychosis that might manifest due to drug use is critical, as are de-escalation practices. Partnership with treatment facilities to provide these riders with the care they need would also be great. These riders should *not* be subjected to violence or arrest (i.e. with SFPD). They need a hospital, not a jail cell.

BART should have zero tolerance for drug use on BART property. Offenders should be escorted off BART property and moved to county health services. Riders have a right to a mass transit system that is not overwhelmed with drug use, needles, and dangerous intoxicated individuals.

BART should LOBBY to the local cities that it runs in to get help for drug use that happens within BART areas. Use your power, money, advocacy, and do some ████████ work for the community. Promote this ██████ and be an advocate to get people help. Obviously BART can be advocate as low-income citizens are YOUR "clients", and drug "users" have mental health problems, may be also homeless aka people YOU NEED TO SERVE. DO YOUR PART.

BART should partner with social service agencies/personnel of these agencies for the best de-escalation outcomes to deal with those actively under the influence who may be a threat to themselves or others.

BART should treat people who use illegal drugs on the trains the same as anyone caught using illegal drugs anywhere in public. Police officers are paid to police the station. Allow them to do their jobs. The lax policies BART implemented in the past allowed the situation to get to where it is now.

BART should use social workers/trained drug treatment professionals to address drug use incidents. Talk to the person and ask them what resources they have and what they need. Provide drug users with medical care. If they are behaving erratically, arrange for a 72 hour hold in an inpatient facility rather than arresting them. No cops should be involved.

Beyond having less drug use on trains and in stations, I have no idea.

Bigger turnstiles would help people that use drugs from hopping the gate. Actually taking people off trains that are using drugs and not just talking to them as children. They are not children and shouldn't be treated as such.

Call mental health specialists. Violators should not be automatically arrested.

Citations should be issued

Civilians on crisis management

Combination of Police and social workers. Drug addicts infringe on everyone's safety and rights. It can't be tolerated or you get what we have! Make it a zero tolerance drugs on BART or at stations.

Combined effort between BART and local city police and security guard type workers. Since it's unrealistic to police every train there needs to be ample access to a security guard at every station to assist if there's someone on the train using drugs. All BART officers that are on duty need to be at a station or in a train — there should be an office for them at every BART station if they need to do a paperwork or other admin tasks.

Urban stations need to be prioritized with this effort.

The offender should be removed from BART property and/or detained waiting for police to make an arrest. Public safety needs to come first.

Conduct regular police sweeps of trains to insure people are not riding all day long. These sweeps can be done at the end of the line. Have ambassadors walk through entire train. Right now they ride in one car for one stop.

Cops always escalate situations and make most people feel uncomfortable and unsafe. Trained drug/alcohol counselors/case managers and other social workers who can best handle crisis should take the lead. If they make the judgement call to involve law enforcement it could go smoother and be less scary as a rider.

Cops should not be involved in preventing drug use. They only make things worse. Unarmed individuals with relevant training in handling such situations should be deployed instead.

CRACK DOWN ON FARE EVASION. Do you really think that people who openly use drugs in the system stopped to enter the system legally?

de-escalation with a trained professional available for BART stops to intervene when needed. Leave them alone if they aren't being aggressive or could harm themselves or others during the ride.

PSA on trains on signs of mental health crises and what to do if noted on the train that don't involve calling police. BART police training on these signs and de-escalation without force.

Definitely NOT cops! People who are trained in deescalation, familiar with addiction.

Depends based on the riskiness of the situation. For low-risk interventions, deployment of de-escalation officers, inform users of resources/services for rehab.

Directing people to needle shares (if needed), no action for drug use that doesn't harm others, offers of connections to social services.

Do not criminalize. First line of intervention should be social workers/treatment specialists. Only use police force if drug user becomes violent.

Do not let them onboard

Draconian measures—get mean and tough on people who break rules. BART is rarely an enjoyable experience because of the drug use and fare evaders.

Drug addiction is a medical condition. Drug use on BART should be discouraged. Ideally, there would be social workers (lower case because these people are not necessarily LCSWs) on BART who can help someone who is actively using drugs or who is under the influence to connect with the emergent and long-term medical support they need to address their drug use issues.

Drug use can be addressed by having more police officers and ambassadors on trains. Also dispatchers should regularly check the cameras to identify the users.

Drug use is not only a risk to the user is also a risk to other passengers from erratic behavior to used needles. Drug use on BART should not be tolerated. Drug abuse and addiction needs to be treated like a disease and not a crime. These people need treatment in BART doesn't offer that. Passengers need to feel safe on BART.

Drug use on BART is illegal. It isn't even legal to have food enforce your rules. arrest the people and enforce if they haven't paid their fair remove them

Drug use on BART should not be allowed and all efforts should be made to arrest those who violate the rules/laws. Increased presence of signs and billboards to raise awareness, increased police patrols to arrest those who are using drugs, etc. Families and children use the BART and drugs have no place on public transit.

Drug use should be actively monitored through the use of personnel patrolling all station platforms. Although difficult for personnel to physically walk through moving BART vehicles on an on-going basis, having personnel at each platform with visible Anti-Drug vests (eg. neon blue for BART color) would make it easy for all BART patrons to identify and flag in case they are needed. I believe this would also be an easy deterrent for criminals and having active patrolling of the station platforms would prevent them from camping out in any single spot.

Drug use should be addressed by having users escorted off the train by CSOs and allowed reentry upon discarding of all drugs.

Drug use should be banned and strongly enforced with arrests. The drug use is far too rampant and I don't want to be subjected to seeing open drug use especially in the paid areas and trains. It has severely effected the BART system.

Drug use should not be tolerated on BART property at all. Enforce the laws that are on the books about drugs. Arrest them and have them go to drug rehab and not a slap on the wrist. BART and San Fransisco is a big crap hole and needs to be cleaned up. No needle for the junkies! Quit listening to the enablers for they are the problem.

Drug use should not be tolerated. What people do in their own homes is up to them. What people do on public transportation affects everyone. The personnel involved should be law enforcement. The interventions should be removal from BART and given a ticket or arrested. The tactics are dictated by the response from the offender.

Drug use should not be used on BART. That is where trouble starts. Cite responsible persons.

Drug use which impacts other customers should warrant removal by either BART PD or other staff

Drug users are rarely violent people. Having a police officer, with a gun, who is trained to combat violent crime is absolutely the wrong approach. It makes me nervous to see them and avoid taking BART when I can. I don't want to be caught in the cross fire. There should be counselors or nurses who deal specifically with addicts and can help them in a way that doesn't escalate the situation.

Drug users need to be kicked off and arrested. I have been on a train with people smoking crack and it is unsafe for everyone around. There needs to be some consequences for endangering others.

Drug users should be escorted off of BART peacefully, without aggressive force, and fined accordingly.

Drug users should be moved off BART property and into rehab facilities. San Francisco should toughen laws to allow police and/or other qualified people to move people out of BART trains and stations and into care facilities. I don't think jail is the solution. However, neither is letting drug dealers and users hang out in public. All they do is invite more crime.

Drugs have no place on BART. Would like to see something close to zero tolerance. Police, ambassadors, CSOs should all have the power to off-board pssengers who Don't follow rules.

Drugs should not be permitted on any BART trains and armed personnel (BART police) should have a visible presence to handle this problem.

During peak hours, police with K9s should be on standby and stopping those suspected of drug use/homeless before they can go down the stairs/ get to the pay per ride entrance point. If anything, in and around BART stations are prime opportunities for drug busts. Look at Massachusetts' transit system—drugs are a problem there but Transit Police are always actively intervening the opportunity for drug use.

Each train should have an ambassador at all times to report to police of illegal drug use and fights so the problem can be taken care of immediately

Eject them immediately off BART. Arrest and prosecute repeat offenders.

Encourage safe consumption sites off BART property. Hire social workers and other ambassadors to de escalate situations. Demand that cities with stations address drug use and homelessness (or halt service to station/skip stops).

Enforce fare payment at the fare gates. If it still ends up happening, arrest riders who violate the rule.

Enforce fares, you've allowed BART to be taken over by crazy meth heads.

Enforce fares. Fine/stop people who don't pay. Arrest people doing illegal things on BART. Get the riff raff off BART.

Enforce hardened fare gates to prevent non paying riders

Significantly increase BART police presence

Remove drug users immediately and place in rehab.

Arrest on 2nd offense. Ban from BART.

Enforce Ticket checking at the entrance gate. allow only those who has valid tickets.

Enforce your policies. Get the druggies off of your trains and out of your stations. These days, BART is disgusting to ride!!

Enforcement. People taking drugs on the train should be exported off the train and out of the station. Just that simple.

Ensure medical professionals are available to help, especially people trained to use Narcan

escort them off train as humane as possible

escort them out of station with out station

everyone treated equally; personnel with connections to treatment centers and support services

Find a way to stop fair invaders!!! This will solve soooo many problems. Including drug use.

First and foremost BART police must be visible and in the stations and on the trains. You need POST certified officers and not ambassador-who can only report a problem, they can't arrest or cite anyone. HOT teams need to have schedules, Agents need access to more information on programs to help the homeless, agents deal with the homeless daily. Agents should be given Crisis Intervention training, have Narcan. Agents should have mobile non booth bound agents walking the stations and platforms and calling issues in.

First of all, BART needs to PROTECT it's employees and the riding public from the hazards that result from illicit drug use in the stations and trains and any restroom the public is allowed to use: discarded syringes, needles, pipes, lighted matches; the resultant erratic behavior leading to confrontations and violent shouting matches and more. Getting change from a change machine can be a risky task as syringes are hidden there for re use. I think MORE police intervention with automatic REMOVAL from the system when someone is caught in possession or using and especially selling. After they are arrested they can be offered assistance or diversion, but only ONCE - then they pay the piper. Consequences for behavior.

First, not to use armed police. Second to use teams of personnel trained in dealing with MH issues, including drug use, and with folk living homeless.

First, simply try stationing a minimum of two officers at the fare gates at every station. From countless personal experiences, the difference made by having two uniformed officers in clear sight of the gates is night and day; fare evaders turn around and leave the station which necessarily means those who would use drugs on the platforms or trains don't enter as they don't pay fares, either.

Your current tactic of having officers at random stations at random times doesn't accomplish anything. There is a finite number of stations, so the math on how many people would be needed to staff each station throughout BART service hours is pretty simple.

First, use of edibles and should be completely ignored and tolerated. Smoking marijuana should be discouraged however smoking tobacco is discouraged.

Second, by "drug use" you presumably mean use of illegal drugs or misuse of legally obtained prescription drugs.

Third, it is difficult, if not impossible, for unqualified people to distinguish between someone who is mentally ill and someone who is under the influence of drugs or alcohol

So, reports of behavioral issues should be addressed by unarmed staff who have had basic medical training to provide immediate assistance (or call for ambulance) and who can provide support for the person to obtain voluntary, community based services

Floor to ceiling gates, signs for people who need help to direct them to the nearest drug assistance facility. Taking them there and/or allowing local police to assist if needed.

for drug related infractions, cite them and get them off the train and platform. I suggest looking into how other cities resolve these problems. Use the best practices. Until there is progress on mentally ill, fare evading, homeless, drug users and thugs, I will not step near a BART train or platform.

For on train tactics you should install some type of smoke alarm system, the wrong way to go about it is by worrying about the fare evaders. Fare evading does not mean you are a drug user. You guys are so focused on fare evading but continuously raise your ticket prices when we are in the middle of a pandemic. It's quite ridiculous if you ask me. As a rider I'm least worried about fare evaders than I am for my safety (or lack of) while I'm riding BART. Why don't you take your team of fare police and place one on every train and have them walk through the train patrolling for drug users and people who are actually causing public safety threats then have them standing at the fare gate passing out tickets that majority don't get paid and doesn't actually deter fare evading.

For people angry they are seeing drug use: Hire permanent staff social workers trained in harm reduction to speak to BART commuters who are angry about someone's drug use, to educate them on real solutions (not just throwing someone in jail, which doesn't work), & to de-escalate situations.

For users: Install staffed safe injection sites at all BART stations with Narcan and longer term treatment options starting with methadone. Pay local nonprofits like Downtown Streets Team, Hummingbird, etc. who work to help drug-addicted folks get off drugs, to table at BART stations and invite folks to join their programs.

For cleanup: BART tends to get really dirty. Hire trained cleaners to clean BART more often and to dispose of needles safely.

Note: I have a lot of experience helping folks dealing with drug addiction, and also community members exposed to drug use. If you want more detail on my ideas around how to implement this in a way that makes BART look like the progressive hero it can be, feel free to reach out: [REDACTED].

Fund and install the fare gates, reduce fare evasion, keep this off the trains to begin with.

Get better fare gates. Keep the homeless off of trains and out of the stations. Have more Bpd and other enforcers riding all trains frequently. Remove problem riders from the train.

Get the offenders off the train immediately, they know they're not supposed to be doing it there. The current solution (doing nothing) hasn't been working and the problem is getting worse. Trains are getting scarier by the day. Ambassadors seem too friendly/scared to do anything.

Get them off the trains, then deal with them according to laws and regulations. If that means getting them help then do that. Tactics are up to the professionals.

Give people tickets when they get off the train, avoid escalation, connect people with services when appropriate.

Give us some charts highlighting the times and lines where the drug issues occur.

Given this Cover schedule, with less trains in the system, put a BART Ambassador and/or a BART Police officer on each train. Have them rotate out at the end of the lines. Having a BART professional as eyes and ears on each train will help mitigate delays, and keep people in line.

Harassment so they shoot up somewhere else? Move users off trains and out of the system.

Hard stand against it. I want to feel safe on and off BART

Harm reduction social worker, work with cities served by BART to develop safe use sites and redirect drug users there so they can use safely with the supervision of nurses and social workers and have options to enter rehab if they so wish. Under no circumstances should BART Police deal with drug users, or other non-violent crime on the BART.

Harm Reduction. Drug users in empty cars are not bothering anyone, but the comfort of paying riders should be respected. Move them to empty carts, or remove them from the train if no empty carts. DO NOT INVOLVE POLICE.

Have a conductor on each train car like other states do. Or have one on every few trains that check tickets and people that do not have them are removed. It may be painful at first but better to do now while ridership is low and can afford to make up for stops to remove people.

Have more officers patrol the trains. Text reports of drug use so people can report issues and remain anonymous.

Have more police on BART trains, monitor how much time passengers spend in bathrooms, hire trained mental health and addiction counselors for consultation

Have NON-POLICE social workers on trains to help deal with drug users - they can intervene in a non-violent way.

Have needle disposal boxes at all stations

Have police arrest them and permanently ban from BART

Have safe, locked spots for people to drop their needles or used drug paraphernalia into. No police.

Having more Ambassadors available and having social workers/response staff available at every 2-3 stations so responses can be immediate instead of taking 30+ minutes.

I've called for a wellness check for someone who was clearly strung out at Embarcadero to have no response come by the time I get off BART at North Berkeley. That is unacceptable.

Having staff who serve 2-3 stations and can respond when trains are at a station, makes it much more likely issues are addressed in a timely manner.

Having more police present at all stations . Having officers on trains , drug addicts will not care when Unarmed basically pedestrians tell them to not use on the train or at the station. How will they protect themselves when a homeless or drug addict attack ?

Health officials instead of cops. Also, since public transit is one of the few places people struggling with addiction and/or housing access can go, I'd like to see some meaningful partnerships with orgs that help resolve these challenges. Can BART be a first step towards getting treatment?

Hire mental health workers. Provide clean needles. Work with the cities to provide safe injection sites. This is a regional problem and BART should be at the table but not increasing its police force.

Hire more police and have a higher police presence ON TRAINS

Hire more police!

Hire social workers who can direct folx to needle exchanges. Offer food, clean clothing, use deescalation techniques

Homeless outreach member or social worker accompanied by a sworn police officer. Offer services, but if refused, eject out of station.

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

Humane and understanding

Partnership with local shelters and rehab

Non criminal

I currently cannot use BART because it is not safe. BART is a transit agency - the trains must be safe - please focus on your core responsibilities - we need sufficient law enforcement presence on BART trains and platforms- BART trains should not be the place where criminals go to prey on passengers.

I do not think BART needs to address drug use on BART. Law enforcement definitely should not be involved in situations in which people are allegedly using drugs on BART. Peer outreach workers potentially could be available for emergency situations such as overdoses. If someone is acting in a way that threatens other passengers, that behavior obviously needs to be addressed, but I don't see drug use in and of itself as a problem that needs to be addressed.

I don't care who's taking what drugs, just as long as there isn't any smoke. Any substance that puts particles in the air should be banned in every other car and allowed in the others. That way people can take their drugs without bothering the people who don't want to be around that. If they smoke in the wrong car they have to switch cars at the next stop and put it away in the meantime.

I don't think BART addresses drug use on BART at all. Everyday there is someone on the train smoking or shooting up. EVERYDAY. With all these new ambassadors you would think you see them on the trains more but nope. Drug use is at an all time high on BART

I don't know what type of personnel, but they should be trained and allowed to physically escort people off who are violating rules.

I don't know. Someone trained to help with drug addiction?

I don't think it is anyone's business if people are using drugs on BART. Unless there is overdose or medical crisis then there should be unarmed medics

I feel like the city should address drug addiction in general, but it doesn't make sense to attack a symptom of greater problems rather than the source of the problem

I feel that they should escort them off the property.

I haven't seen drug use on BART so whatever you're doing is working

I know it sounds crazy but Law Enforcement Officers should be used to enforce the laws.

I live near the Civic Center BART Station, and first I want to say that over the past couple of years, and especially lately, I have noticed more patrols and more active addressing of the drug use that I have seen there in the past, so whatever you're doing now is working. Just the presence of someone who cares seems to move the drug users along. Just someone saying "YOU CAN'T DO THAT HERE" really helps.

I suppose the ideal would be to have a social worker with a police backup. Person should be told to exit BART and given a warning that they will be arrested if they do it again. & should be referred to social services for drug addicts. If person is not cooperative, person should be arrested.

I think a focus on harm reduction is most useful (and likely most cost-effective).

I think BART should secure the fair gates. I see all kind of people just use the Disabled/Emergency entrance gate to go as they please.

I think BART should use non violence de-escalation opportunities with trained individuals who do not have guns. Drug use on BART should not be tolerated, however, it should be met with compassion and support. Substance use, especially on public transit is part of a bigger systemic issue around displacement and lack of resources for individuals.

I think BART should work with other agencies to fund, support, and advocate for drug treatment programs. Develop relationships with folks (not police) that can provide intervention.

I think clean injection sites at BART stations would be very helpful, including staff trained in overdose prevention. I think also safe disposal boxes in the restrooms at BART. Instead of advertisements having educational materials about other coping strategies, resources and health information would be good too.

I think people trained in de-escalation should ask them to refrain from using drugs on BART, and sit and talk with them about treatment options if they seem open to a conversation. I would like to see an approach of harm reduction rather than coercive control.

I think that drug use is down in the lowest possible tier of things that BART should be worrying about.

I think there just need to be people (not necessarily police) to sweep the stations on a regular basis to move people along who shouldn't be there.

I think you should conduct interventions based on medical guidance and ADA compliance, rather than on the opinions of riders who have no knowledge or expertise in the matter.

I understand people who are drug users have problems, but if BART wants riders to return, management has to strictly enforce social distancing, mask wearing, and no drug use on the train, platform, or waiting areas. I've seen people heat up drugs in a train car before I stopped riding BART and starting riding AC Transit in the afternoon commute from SF in 1/2020.

I'd like BART to remove individuals from trains who are effected by drug use. I've observed these individuals pass out and take up commuter seats. I'd like to see them removed from trains and stations period. Ideally they are offered services that remediate drug use and homelessness.

Ideally a treatment based approach should be taken, linking people to treatment options immediately. But I acknowledge not everyone will want to take treatment and Treatment resources may be insufficient. In those cases, I do support individuals being removed from BART and BART stations if they are causing disturbances.

Ideally, BART would hire social workers and community outreach workers who would ride the trains and help anyone who appears to be having a crisis.

IDEALLY; Teams of two, one recovered ex-drug addict and the other housed ex-homeless. Likely one of them will identify with mental challenges. These two will most likely know where to find them and how to deal with them. BART must encourage the teams to maintain a positive, friendly, healthy, caring, guiding attitudes, demeanors, and actions at all times but firm, consistent, persistent, and providing guidance, resources, and help the person to connect to case management specialist. These teams will be called BART OUTREACH SPECIALISTS.

BART will provide training before they are sent into BART's stations and train wagons, and provide a periodical and a minimum of 20 hours of monthly training ideally 40 hrs monthly of training. The teams must be given time to make sure and connect with as many community programs as possible, in different areas of the bay area so they can help the client connect to some program or social worker/caseworker.....

The BART OUTREACH SPECIALIST team will deal with anyone sleeping, drinking, drugging, mental illness cases, and

those doing nature calls in the wagons/BART station anywhere within BART premises.

The reality is: there are not enough drug program spaces available for all the drug challenged at present at all.

If a drug user commits a criminal act, cite them for that act. If the drug user continues to commit criminal acts get a stay away order or arrest them and try to get them imprisoned.

If by drug usage you mean smoking or shooting up meth, speed, fentanyl, or heroin, then there should be zero tolerance by immediately escorting the individuals off the system at the next available stop, which would require trained agents on all trains and/or at all major stops. Once off the train, local law enforcement officials and social services should be contacted to hand the individual over to.

If drug use is involved, BART police should intervene. The person should then be held and turned over to city police.

If it is prohibited, eventually folks won't use BART as a place to do drugs. Removal from BART and on the spot fines (or arrest). Physically removed from BART station. Need enforcement, and enforcers need to be able to protect themselves as sometimes folks high on drugs have behavior that cannot be predicted.

If possible, I'd like to see BART work in partnership with the Mobile Crisis Treatment Team in San Francisco, and similar response organizations in other cities and counties that BART serves.

If someone is suffering an overdose, mental health responders who are trained to provide drugs to treat overdoses and the like should respond, not police.

If the person is not experiencing an overdose and is not in danger, no need to respond at all!

If they are not bothering anyone, leave them alone. Who cares if people are using drugs. Seriously, leave them alone.

If they are actively causing a disruption, offer them water, food or drink if they need it, carry Narcan for drug overdoses, and offer them medical attention if needed.

If they are smoking weed ticket them. If they are shooting up heroin or smoking meth arrest their asses WITH ARMED POLICE.

ignore it

Immediate removal from station or train. I don't care who does it, but the problem is that station agents willfully overlook people breaking rules and police don't come quickly.

In the station and on the train, zero tolerance, Should be permanently trespassed from BART and if it's anything more than weed, book them. We need PD for this.

Increase the amount of POLICE on BART!

Increased security at the gates for people who don't pay. Cops on trains a lot more frequently.

Is drug use a primary issue on BART? Or is "drug use" a proxy for social disapproval on racial and/or economic grounds?

Taking the question at face value, though, it would be great if BART could provide medical and social services support for transit system users. A lot could be done voluntarily through a crisis resolution program such as the "Concrn" organization, to de-escalate conflicts, make Narcan available, and otherwise help people in crisis. It would be even better to train bystanders of goodwill to step up usefully in difficult situations. In the 1990s a fair proportion of San Francisco knew how to talk someone down from a bad moment and it would be great to get back some of that pervasive community competence.

To the extent people are actually smoking or dealing drugs in a way that actively interferes with other passengers -- for example, with second-hand smoke in a closed space -- station agents may need to intervene, and at the worst they might need to call city police for backup. But I've never quite understood why these rare occasions would call for use of a special transit police force.

I have defended many infraction citations in San Francisco, and, relatively speaking, local SFPD officers tend to be better trained, more careful about writing valid citations, and more effective in appearing and testifying accurately at traffic court bench trials. It is puzzling that the SFPD officers are reportedly paid somewhat less than their BART police counterparts.

It all starts buy stopping fare evasion. If you don't stop this you will never stop drug use in the system or crime. BART's BoD has done nothing to stop or curb crime. BART needs more BPD officers riding the trains.

It depends on the context. If someone is overdosing or having a strong behavioral issues as a result of drug use, it seems appropriate for a crisis intervention specialist or drug addiction specialist to be the main responder. If someone is smoking up on a train, perhaps an unarmed ambassador should respond to that type of situation and ask that person to either stop using drugs or leave the premises. If the person is clearly homeless and also using drugs, a crisis intervention specialist and homeless outreach navigator should be involved. Unless the person is being violent or threatening themselves or others, I don't think armed police officers should be the primary responders.

It is best if the officers (presumably police or BART employees) were unarmed, but I think they should be willing to use physical force to remove someone from the train if they do not cooperate. A bigger issue in my opinion is drug use in the bathrooms, which could potentially be decreased by using blue lights as I've heard about in other countries. Ultimately drug abuse is not BART's problem so removing rule-breakers and pointing them to resources is best, rather than trying too hard to prevent it in expensive ways.

It makes me nervous when I am on a train with someone using. Social services and intervention when appropriate

It really depends on the drug, the user, the context. I hate that when I walk through stations like Civic Center I see people shooting up wherever they like; on the other hand, I do not believe that armed officers are always the appropriate intervention for users like that. I think that it would be phenomenal to see crisis intervention teams comprised of peers, nonprofit organization representatives, social workers, and clinicians, etc., work to address drug use on BART and in stations. Harm reduction tactics/strategies should be followed.

It should be a zero tolerance policy

It should be forbidden to start with; ambassadors should remind the users that it's not permitted and escort them out of the system if they don't comply.

It should not be tolerated, it's horrible for us paying people to have to see/ deal with this kind of behavior, plus I'm sure they are not paying. Hire more officers to parole all stations and arrest them.

it shouldn't be allowed, they need to be removed, funny you are not eat but doing drugs...that's okay

It starts with stopping fare evasion. None of those people pay to get in the system. Need to do a better job of that. It would be great if BART had the resources to respond to a report of drug use within 1-2 stations of the report. Understandably the challenge is, if someone isn't actively using at the time assistance boards the train, it would be difficult to force an off-boarding. But if someone is high and could become a danger to themselves or others, it should be dealt with -- trained intervention personnel would be preferable to officers.

It would be nice if people respected the no smoking policy but short of that, you'll have to have intervention by police or ambassadors and kick people off of trains. Beyond smokeables, intervention with referrals and kick them off the train.

It would be nice if people that actually specialize in helping substance abusers could do outreach and get addicts the help they need, like rehab. Except for cases with marijuana. I'm not against the use, but against people using on BART with no respect for others. BART police should escort them off the train and they should be fined.

It's way too easy to ride BART without paying for a fare. Once an individual has decided to evade fares and do drugs the only option is to alert BART police. If there was better fare evasion tactics at station hot spots (Civic Center for example) I believe drug use on BART would drop significantly.

Just improve employee's appearance with nice uniforms for both drivers and station attendants. It's a service organization, and I don't like to see hoodies and untucked shirts. Probably budget doesn't allow but it'll be nice to see attendants doing platform rounds just to show their face. I only see body armored cops making rounds.

Just let them use drugs

Keep people moving on stairways leading into the BART stations and in the BART stations, no loitering whatsoever, drug sales happen on the stairways, esp. SF Civic Center. As far as using drugs/smoking in the station or trains, gently escort them out and ban them from the station if this happens repeatedly - easy to say hard to do. People generally are in and on BART to go somewhere, not live or to do drugs and smoke. If a person wants to live on BART, smoke in the stations or trains, do drugs in stations or trains - then they do not belong in or around the stations or trains.

Keep them out of the BART system. We should not be a traveling drug hotel. Allow BART pd to enforce BART code of conduct as it is written.

Kick people off trains promptly if they are actively using drugs or have drug paraphernalia visible on them. Police should be involved if necessary, not social workers.

Kick prolific drug users out of the trains and the paid areas of the BART system.

Kick them off the train as soon as you have BPD in position. It should be a priority. People who have to work for a living do not want to see that

Kick them off trains and out of stations. Have a do not resuscitate order on any drug overdoses.

Leave people alone unless unarmed health workers are helping people get voluntarily connected to substance abuse programs. Substance use is a health issue.

Leave people alone unless unarmed healthcare workers have meaningful and voluntary services to offer people

leave people alone unless unarmed healthcare workers have meaningful and voluntary services to offer people

Leave people alone unless unarmed healthcare workers have meaningful and voluntary services to offer people.

Leave people alone. Definitely do not give any reactionary responsibility to cops.

Leave them alone.

Leave them the [redacted] alone

Make it harder for non-paying customers to get into the stations.

Make it harder to get on without paying

mandatory police (or ambassador) presence in each car.

put people back inside every booth at each turnstyle.

put someone at each turnstyle to prevent the frequent fare jumpers.

escort person off the car, out of the system, confiscate the drugs.

Mandatory psych evaluation and if needed a rehabilitation period. Also if people who have been removed from the system for this reason they should not be allowed back in the same day

Mental health and peer counselors

Mental health and substance abuse counselors in cases where there is no immediate threat.

Mental health professionals rather than armed police.

Monitor entry points, remove them from cars in transit, have an easier way to report drug use, provide assistance to riders using train cars for shelter, etc. so that they become productive citizens of the society, refer them to other agencies as needed

More armed police. Drugs (not cannabis) and alcohol are linked more than any other factor to violence. Do actual research before you go changing policies to fall in line with those who yell the loudest. Drug use is rampant on your trains I have seen needles lying around stations and on trains. Once people take their drug use out of their homes and into the public arena they should face consequences; the rest of us face the consequences of their use.

More BART PD.

More BART police

More BART police present at stations. I take BART daily from Oakland to SF, as an essential worker. I never see any BART police anywhere and when things get reported they still take a while to show up.

More patrolling of cars & stations.

More personnel actually on the trains patrolling the carts.

More police

More police intervention along with homeless/social service outreach teams.

More police need to be visible

More police or other enforcement to discourage users. Kick those people out and don't let them back on.

More police patrols

More police presence

More police reinforcements on trains, possibly cameras in train to monitor

More police riding trains. Suppression teams to get rid of habitual violators from the system. Zero tolerance policy in drugs.

more riders = less crime, we should pursue ways to increase ridership to make it less attractive as a place for behavior like drug use

More security personnel on platforms and in cars. If someone is watching folks are much less likely to begin using while on BART.

More security/cops

Most of the measures are reactive and address issues after the bad actor is already on BART. Effectively Address the issues at the point of entry with non paying riders then there will be fewer issues impacting paying customers and employees .

Most of the people using drugs on BART do not have a ticket. They walk in whenever they want and do drugs on the platform and in the trains. People expect the station agents to stop these people. That puts them in danger. BART needs police at all fare gates and free area elevators to prevent these people from getting in.

Most of these drug use riders just jump the gate to get in to ride BART everywhere. Best to start off with is to install new gate system. But if there's one on the train, BART police need to be alert to get on board train to escort them out. First verbal warning, if they get aggressive than need to use verbal plus partial force but guess cannot overdo it as some people will criticize the police are using too much force in bullying the "weak" crowd.

Mostly direct communication by CSO or the like

Move ambassadors to non-police-staff positions. Do not use any sworn officers or police staff to address drug use. Connect people with services.

needle disposal in cars or in stations; clean needle exchange at stations; wellness team rather cops. ads and station material related to drug use and treatment.

Needs police involvement. People should be removed and offered treatment as alternative to prosecution. Can't just be escorted out

No cops or cops disguised as 'ambassadors'. Anyways I've never had an issue with drug use on BART no guns. no police. substance abuse counselors instead.

No police interventions or disciplinary approaches. Drug abuse is a public health issue, not a criminal one. Check out how CAHOOTS in Oregon re-imagines public safety to be more inclusive and accepting of folks and their struggles: <https://www.usnews.com/news/cities/articles/2020-07-06/eugene-oregons-30-year-experiment-with-reimagining-public-safety>

NO POLICE. NO COPS. I would have social workers address it NON CRIMINALLY. hopefully connection to services, but that is only useful if services have open spots or capacity.

No response to weed - HOT teams without police presence could be sent to speak with persons visibly using other drugs.

Non disruptive drug use (personal injection) should not be addressed. All officers should be equipped with narcan. Smoking of any sort on BART should result in officer presence until the person leaves the vehicle and station.

non-aggressive, being aggressive or angry is more likely to lead to a violent interaction. cops would be the absolute worst people for this.

none unless someone feels unsafe. Do No Harm

Non-existent

non-police intervention for drug use

non-police staff at stations and able to enter trains to deal with any serious misconduct. otherwise, just let them be, they're not harming anyone, and police / LEO involvement will always be more unnecessarily violent.

Non-police, specially trained people with de-escalation skills.

Non-violent, social worker initiatives

Not allowed period!! Enforcement by police it's an illegal act.

not police! provide health care workers, support services to get people where they need to be, including housing and health care services.

NOT police, thanks. It would be great to have social workers and trained community members be available to talk with folks and help them.

Not sure. Possibly form a "task force" of individuals who check to make sure drug needles aren't left in seats and kick anyone obviously under the influence and being unruly or using in train off the train.

Not with BART police. If someone is simply using drugs on BART, professionals trained in harm reduction and recovery from drug addiction should be sent there to inform the person that drugs cannot be used and to also check to see if any medical attention is needed. The professional should also use deescalating tactics to ensure no violence arises and could also help the individual to gain access to addiction recovery programs and networks to help them if needed.

Offer resources and peer support.

offering resources to rehab centers and affordable healthcare

one car per train dedicated to drug use. unarmed personnel with EMT training. no carpet. sharps container, clean needles. potable water. hand washing station.

One idea could be to have a Wellness task force that works to engage, support and provide services for a person who is struggling with drug use.

Only BART Police officers, others can't do anything so it's a waste! They should be cited and removed, stay away order!

Out reach team such as

Paramedics Trained in harm reduction. Mental health councillors.

Part needs better security at the Fair Gates to prevent non-paying passengers from entering the system. I would wager that most of these drug users are not paying BART customers.

One ambassador per train would also help BART the deal with the drug addicts who make it into BART.

partnership with safe injection sites and healthcare professionals. Social workers and (if needed) medical professionals to respond to incidents of drug use on trains or in stations, and help connect the person with needed services

People on patrol on every train and platform.

People using drugs on BART should be removed from the trains. Not only is it a public health issue, but we should not normalize addiction.

Personnel from the Department of Public Health, intervene to work with the person to get them to stop the use on the train. If they resist, they should be peaceably removed from the BART train and referred / taken to a drug abuse center where they can get treatment

Personnel: Unarmed. Public health professionals, social workers, research. This is, first and foremost a matter of safety and optics, imo. The minute you bring police on the scene, it looks like a confrontation. I.E. WE are here to "deal with" YOU, by force if need be. Aim is then "security" (keep a "clean" look on BART, so people don't have to look at someone less fortunate), rather than helping the individual, addressing root causes.

Interventions: Public health/social work--Direct to services (harm reduction, safer places to use, housing, etc). Public health/Research--seek to understand root causes of drug use on BART and address those.

May require joint task force w/local officials to create supportive infrastructure around this.

Please keep the homeless and drugs outside of BART stations and trains. It is gross. The stations can feel unsafe. Very unsafe when there are street people using drugs, on drugs or smell horrible. Please do more to keep it clean and safe.

Police

Police force on trains

Police Officers in BART stations arresting people and working with the district attorney to charge cases will cause BART to be a less desirable place to use drugs.

Police officers on trains or stations where usage is being done

Police on trains, make highly visible arrests. It is inexcusable and unacceptable for BART to continue to turn a blind eye to rampant drug use throughout the system and on BART property.

Also, BART should further harden problem stations, such as Civic Center (among others) in SF, with NYC-style floor-to-

ceiling metal gates. This would substantially reduce unauthorized access to the system and help with the rampant violent crime and drug use on BART.

Police or civilian employee should eject the person from the BART system and get a restraining order for some period of time or until drug treatment has been completed.

Police presence on the trains and in the stations.

Police presence, arrest and prosecution

Police removal. I should not have to explain to my kids what Meth is.

Police should remove the homeless person and extradite them. City needs to enforce drug rehab.

They don't pay to be on the train, why should they be allowed to ride for free?

police should arrest and prosecute

Police should deal with the drug use on BART

Police should not be involved in routine drug use cases. Trained community members (e.g. social workers, or a new position to fit the role) can assist if it becomes difficult for other passengers to ride BART.

Police should not be involved with drug-related issues. Ambassadors should be expected to handle this - possibly with referrals to mental health/substance abuse specialists, when deemed appropriate.

Police should remove from BART all people using drugs. Have police or community outreach provide assistance and return them to their home or shelter.

Police should remove them from the cars and relocate them to an area within the station to address the issue with the appropriate personnel.

Police to remove those individuals from BART.

Police, drug use on BART is illegal and promotes crime. They can be offered help in the court system.

Police, in stations, on trains, roving around. This has been proven in multiple academic studies to improve both behavior and reduce crime. Interventions can be as minimal as the administrative ejection from the system's property. No cite, no arrest, just: Not on our property.

Pot smoking in paid areas of stations is against the rules - BART police should intervene. Also for any other drug issues inside paid areas and inside parking facilities.

Prevent people from getting through the gates for free, there should be some level of security and penalty for jumping the gates. A Police Officer should be present and the common drug use areas, not every stop.

If there was an easy way to report drug use- say a text message- that actually got police response that would go a long way

Preventing drug users from boarding in the first place would help a lot. If possible, have BART officer on every train and at high risk stations, at least during rush hours.

Private security

Prohibition- remove the rider.

Provide designated injection and use areas. Otherwise, you're a mass transit provider, not cops

Put more police on trains. Arrest people using drugs. Crack down hard on drug users. Riders (especially women) do NOT feel safe on BART. Enough "politically correct" actions.

Ridership (and BART revenues) won't increase until BART makes it unacceptable for people to use drugs and be violent with others on trains.

Quickly respond when violations are reported. Timing matters. If it's police or other representatives almost doesn't matter as much as actually addressing the problem timely. It shows others that it's an actual concern and gives confidence that something is being done. Also cleaning cars of debris very quickly would restore rider confidence after the violations are addressed.

Referral to safe injection sites

Removal of drug users from BART. Some act irrational, scary & may need to be subdued if violent. One doesn't know until that individual is approached, so for the protection of the enforcer and the people around, they might need to be armed but w training to deescalate.

Removal of the offender, followed up with referral to originations that may be able to help the individual.

Remove all drug users and homeless. No excuses. Very unsafe. Put them in jail.

Remove and ban from BART

Remove drug users from the system.

Remove offenders with police and fine them. No tolerance. You can use your drugs at home or outside of BART.

Remove passengers actively using drugs from the train. You will need more than just a social worker to do this. I would say have a police officer there in case things get out of hand. Any interventions should be off of the train.

Remove drug users, cigarette smokers off the trains.

Remove people from cars and direct to qualified counselors or social services rather than police.

Remove people from the car or the station if they're using drugs. I have no personal problem with drugs; I donate to MAPS, and I think they should be decriminalized in CA. But on BART, it's COMPLETELY unacceptable behavior to be openly using or selling hard drugs (crack, heroin, etc.).

Heavy drug use -- and the unpredictable junkies strewn about the stations -- are the #1 reason I am scared to use BART these days.

I don't care if the person removing the drug user is a police officer with a gun, or other type of personnel, as long as they're effective.

Walking around in BART stations in downtown SF feels like a terrifying apocalyptic movie.

Remove people using drugs from the system. Physically remove them.

Remove subjects from BART property. Not allowed on BART as it's not safe.

Remove the expander in Ban them from the system

Remove them at the next stop and call mental health services

Remove them from the trains and stations don't allow them in. Stop treating them better than your paying customers. Arrest them if they refuse to leave. BART is on a schedule and your working class doesn't have time to wait for you to negotiate with a drug addict or mental person. You need more personal at the entries of each station.

Respectful intervention with all human beings offering resources for help/outreach. However two things come to my mind. If the person is using drugs and continues to use drugs when confronted by your new ambassadors or law enforcement. Then there should be a ZERO tolerance policy with that person getting to use BART, PERIOD. I have no desire possibly getting exposed to a needle, drug paraphernalia. Additionally I have no desire to ride with friends or family members being constantly exposed to bad people using drugs, smoking grass, cigarettes, crack, meth, etc. It's my feeling your governing board have no idea how bad it is riding a train at night. I travel often and don't see these issues in the Boston or NYC systems. There is a real lack of direction with BART's governing board with empowering your law enforcement arm having a ZERO tolerance policy. With covid and people greatly working from home you face a real challenge. It's gonna be hard to lure people back, it obviously will be a slow process as vaccines become available with your regular riders. It will be a slow ramp up as people return to their offices. This is the time you should be addressing this. To me your organization just gives lip service.

Respond with services and support, never cops

Respond with services and support. never use cops

Respond with social services and support, Never cops.

Same as how we address drug use on the streets of the communities served by BART such as SF or Oakland. I would hope zero tolerance but would defer to law enforcement in our communities to provide examples.

Say hello

Ask them if they know drug use is prohibited on BART

Ask if they want any support to quit their drug use

If yes: connect them directly to resources

If no: ask them to refrain from drug use until they're in a private space and to exercise safety while consuming

Secure the system first! Get the elevators in paid areas, or have the elevator attendants check tickets. Stop people who don't pay from getting on the system, and 99% of the drug use problem will be solved.

Does anyone really think that people pay a fare and then do drugs on BART. Just like we know that people don't pay their fare to urinate and defecate on the trains. Secure the system, and you will save tons of money on cleaning.

Secure the system so drug addicts can't get in the first place. Also maximum ride times per trip

Security should not come with heavy enforcement. A security person can remain close by, request other passengers to sit elsewhere away from the user, and maybe talk softly with the user to remain calm and perhaps both security person and user get off the train at the next stop, if that makes sense depending on the situation. If person OD'ed security person needs to give NARCAN.

Security/police with counselors/social workers - get drug users off the trains & out of the stations and engage our social services systems to provide help for them.

Send the police in and remove them from the platforms and trains.

Send the police in to remove drug users from BART. Replace the fare gates to prevent the bad actors from entering the paid areas and trains. I cannot stress this enough as a regular rider. There is rampant drug use all over the system.

I will sue you if I come into contact with any illicit drugs and lose my job because you refuse to take any measures to prevent drug users from entering the system then turn a blind eye when they do enter the system.

Set up supervised, safe injection sites in the Bay Area and then enforce a no tolerance policy of drug use on BART.

Make it clear people won't be hassled if they use the safe injection sites.

Shift police away and emphasize social services instead of officers with guns

Should ask them to stop using drugs on BART and refer drug users to drug treatment programs. Personnel should be unarmed and community oriented.

Should be strictly prohibited. I see people using drugs on BART weekly.

Should have done a long time ago. Now out of control. Police the trains. Kick off those that are causing concern to all the good passengers before u loose them

Shouldn't be allowed. Could use an ambassador to help out. I also think people who light up cigarettes, pot, fentanyl and what other drugs should be let off at the next stop whether it's their destination or not. No law-abiding citizen should have to put up with this at all.

Since the use of illegal drugs is still against the law, riders should not be subjected to overt lawlessness. BART may no longer want to use armed officers in these cases, but that doesn't mean us riders should be at risk for irresponsible behavior.

Social work outreach staff only. No police - doesn't help, more dangerous and less safe for everyone. Offer access to services and ask individual to use their substances elsewhere. Escort them off BART if they refuse. BART app should have a help function to alert team to come assist individual. Honestly wouldn't be as much a problem if ridership was higher

Social worker and as appropriate homeless outreach team.

Social worker, nurses, and people trained in harm reduction should be the only people who deal with people using drugs. There are also the opportunity to partner with safe inaction sites. And make sure that there is a safe injection sites on the east south and north bay ends of the line.

Some kind of addiction or behavioral health specialist who can offer help...intervene gently in response to a report. Maybe offer choice between just asking them to leave (voluntary), taking them to some type of intake center (voluntary)(not sure if the area has sufficient resources or not? advocate...) or secure escort out (call additional security personnel but stay and monitor) only if met with refusal to leave peacefully.

Some type of nonviolent intervention would be good. Particularly during off peak hours.

Someone should be able to get on and kick them off the train

Something that acts as a deterrent, discourages offenders from coming to BART property to do drugs; arresting them

staff someone* who will escort them off and to a clean needle exchange station or a safe use station

* someone being someone with authority to take them off the train, could be a social worker or a security guard / policeman

Stinger police presence at the stations and on the trains to help stop these drug users for even getting on BART, since most probably don't even pay.

Stop over policing BART. Stop sending police to deal with "drug use" on BART.

Stopping fare evasion. Intervention by mental health agencies and providers and law enforcement if necessary.

Strictly enforce rules against it. Zero tolerance. Ticket and kick off the system at the nearest stop.

Strictly enforced and zero tolerance.

Target intervention at stations with known and heavy use, as well as end of the line stations where homeless / drug users end up / get on.

Non-police should intervene as police creates an intimidating presence and could dissuade rider from complying

That's a difficult question and situation. Police are overtaxed, but I feel a police officer could get them off BART and to a treatment center, perhaps. Or hire trained individuals to deal with drug use on BART.

That's a ridiculously general question that cannot possibly have a single answer.

What drug? Caffeine? Weed? Heroin? MDMA?

The answers range from "don't do anything." to "get the person the appropriate medical help." They do not include "Get the police involved." ever.

The BART ap to report, more on train patrol.

The fact that you have to ask this question shows how bad BART has gotten because of your lax policies around fare evasion and rule enforcement.

Drug use should be addressed by putting an end to it - take people off the trains when they do drugs - you should know whether you need armed personnel for that or not - but people should not just be told "oh, please, your crack smoking is annoying to Mrs. White over there, please stop and we will leave you alone". If your "ambassadors" can take people off trains, fine, but if not, you need real police.

The Board directors who bend over backwards to keep people who are violating the rules on BART should be ashamed of themselves for having no compassion for people who obey the rules. Sorry [REDACTED], but these folks aren't having bad days. They need treatment, and as we all know, they have to want it. Don't coddle them (slowly killing them) until they see the light. Kick them off BART so they face the consequences of their actions. It's not a crime to be homeless, [REDACTED] but it is a crime to steal, urinate and defecate on BART. Facing consequences of actions can help people more than saying "oh you have no compassion - we can't turn them out on the streets - that's so cruel". Have any of these directors ever lived with an addict? Try it - enabling does not help!

The first thing is education on every subject that you're asking about. Every BART employee needs to be held accountable for taking classes on drug use, unhoused riders, and mental health in San Francisco. If you do not know the actual problems, you will not be able to solve it. If you teach your employees about the issues and the reasons that people fall under these circumstances then maybe they will be more understanding and caring towards the subject and they might be able to help (emphasis on the word "might").

I don't think every BART employee will be able to help. I think you will need to employ a lot of different people to help in any way. I want to start this by saying that I do believe you should defund your BART police department because they are not efficient workers, they are not educated on these subjects and you wouldn't be asking the public about what more you can do if they were a solution. In my personal opinion, I think you should get rid of the department as a whole, but I know that won't happen. Instead, I will say you should defund them so it'll be a middle ground between getting your lobbyist and the public in the conversation. You should reinvest in education and hire people who will be able to help, like psychiatrists and mental health experts. You should reinvest into public housing and helping your unhoused riders to find those resources. You should figure out programs to help your unhoused riders to have a free pass so they can get to where they need to go, or have a daily/weekly/monthly/yearly pass like NYC does so that more

people can afford it. You should reinvest into having a call center that people can call if they see another unhoused rider or someone doing drugs so they can be taken into the correct facility, not a police officer who will just take them to a precinct, probably abuse them, and just let them sleep it off in a jail cell and have the cycle of everything again, happen.

It starts with one. BART can lead the way into changing their department to help fight against homelessness. San Francisco needs BART and BART needs San Francisco. Please help with any resources you have and don't try to ignore the problems that San Francisco is facing. The world will applaud you! I appreciate you leaving this survey for the people and I really do hope someone reads this, and even more so, I hope the someone who reads will take it into consideration. Thank you!

The junkies need to be removed immediately removed by any force necessary

The lack of enforcement by BART over the last 5 years concerning drug use on the system is disgraceful. I have utilized the BART police app on at least 5 occasions and nothing has ever happened. These folks must be apprehended and put in mandatory rehab programs or be permanently barred from the system.

The MACRO (Mobile Assistance Community Responders of Oakland) program will replace officers with mental health counselors and EMTs to respond to nonviolent emergencies. Drafted by the Coalition for Police Accountability, for more information, see <https://www.coalitionforpoliceaccountability.com>.

The use of marijuana on board trains or on platforms is unacceptable. Not only does it smell like someone soiled their pants, or that a skunk sprayed all over the platform or the carriage, but the smoke is very harmful to those of us with respiratory problems.

I'm not sure that policing is the best approach; I would prefer to see unarmed "BART ambassadors" gently remind these people that smoking of any kind within the BART system is prohibited, out of respect for those who are harmed by the smoke.

I would prefer to see a carrot used before a stick, whenever possible. Many of these users are addicted, self-absorbed, and narcissistic, and they just may not know any better.

There needs to be a constant patrol presence on the trains, removing people who are obviously on drugs, endangering themselves and other passengers.

There should be a navigation center type of set up at BART stations. Maybe not as thoroughly built out as a true nav center but something simple like a kiosk it's resources on addiction coinciding, housing services, etc.

There should be a no tolerance policy for drug use in the BART. Violators should be approached by enforcement personnel and be removed from premises if they do not cooperate.

These folks need to be kicked off and prohibited from riding. These are the people who urinate and defecate on the train harass passengers and destroy BART property. If any agent driver or officer sees them they should be removed or denied service.

They should address, period. They don't and that's what the issue is. I have reported via the BART police app in the past (because safer than reporting to the train operator) and nothing is ever done.

They should have zero tolerance and ban people who use drugs from BART

They shouldn't be allowed on the trains or in the station. This is where I think the BART Police should come in to escort them out. It's not safe to have drug users on board the trains and even in them station. You just never know how they'll react and what their next move is. I've only seen crazy and everyone around me gets scared.

This is a state-wide issue - BART is experiencing the symptoms of a decades-long problem of a lack of social services. But - if you want to do your part and serve as an example to other public services this is what I suggest:

Employ conductors, 1 for every 4 train cars, who are dressed like old-time conductors and are there as customer service reps. Being a presence, answering questions, identifying maintenance issues, assisting those in need - these conductors should be trained and excel in non-violent communication. Pay them well.

Employ social workers/trained city-provided support personnel (3 full-time per station) to work with active drug users/homeless/people experiencing crisis who are asked to leave the trains by the conductors.

Employ fully-protected maintenance staff - one per train who clean up messes - empty trashbins - identify and clean up hazardous wastes.

Expand the BART employee counter and personnel at each station, during station-hours to provide service to include 4 people: (2) Social workers, BART employees, maintenance worker.

Visit the Netherlands and model your trains after their service stations. More people on the ground = better service, cleaner trains = more humane travel. BART is like a cattle car where you leave everyone to fend for themselves. I never feel safe on BART and I had to step in as a young woman to protect another young woman from harassment, at my own risk. Insulate the trains so they sound less like planes landing and more like a comfortable ride. Offer quiet cars where people cannot use phones.

Improve service generally and maintain it.

Time too let the police do their job and enforce the law with these guys.

trained community outreach workers.

Trained social workers escort those using drugs off of BART in a humane way. They can also provide wraparound support/info to help them into mental health clinic, drug clinic, shelter as needed.

Trained staff should be able to administer narcan to save lives and then get the person connected to recovery services which should always be available on demand.

Treat it as a public health issue, not a crime issue. Personnel should be unarmed, and should be trained in how to handle individuals under the influence of drugs. People using drugs on BART should be referred to rehab / addiction care, not thrown in jail.

Uhh... remove them? I don't want unstable people under the influence of things like meth, heroin, etc while on the train. It's dangerous and makes things unpleasant for the passengers and the people under the influence.

Unarmed personnel not in uniformed yet clearly identifiable BART symbols

Unarmed social workers with the proper training and competencies to work with and de-escalate tense and potentially dangerous social situations should address users who may have problems with addiction.

Unarmed, non-sworn ambassadors/social workers trained in deescalation. No police officers with guns!

Under cover security on each train. If you catch someone using, kick them off and don't let them return

Undercover police in the last cars of trains. Arresting people instead of ticketing them. Better security at gates downtown San Francisco and Oakland, Fruitvale through Bayfair and Richmond stations. Most of the drug users are also fair evaders. Police presents walking through trains while moving without stopping them causing delays.

Uniformed personnel should be highly visible on the trains and around the stations. Anyone actively using drugs on the train should be made to get off at the next station. Riders should not be a captive audience for that behavior.

Unless it is causing harm to other passengers (i.e., smoking or lighting things on fire on the train), there is no need for intervention.

Use BART Police, remove user from station. Keep patrons safe.

Use identified BART personnel on EACH run for 30-60 days to see what we all have to endure. Then using this information have 2 staff remove the person from the train at the next stop with little fanfare. Stop coddling and enabling drug use and other unlawful behaviors.

use non-armed personnel, but use personnel who have some kind of authority and won't just ignore the problem

Use sweeps of BART police to identify those individuals who appear to be under the obvious influence and remove them from the BART property immediately. If drugs or paraphernalia are found on the person then applicable criminal charges should be pressed and applied accordingly in the arrest of the individual or individuals. If individuals are repeat offenders potential short or long term bans could be implemented on their presence on BART property.

We need more BART police, not less. There should be ZERO tolerance for drug use on public transportation. Those who do drugs need to be removed immediately from BART trains and stations. Leftover drug paraphernalia poses

health and safety hazards. Consumption through smoking also creates an unhealthy environment on trains for passengers.

We need more police on trains and in stations to remove drug users. Drug use should not be tolerated. This is one reason why riders are leaving BART in droves; they don't feel safe.

We need to add more BART police so they have appropriate numbers to make their presence known.

We should take them out of BART and send them to drug rehabilitation. There are a lot for elderly and children that use services and often drug addicts are very aggressive and have a threatening behavior

What kind of question is this? It depends on the drug and method in which it is being taken I suppose. This can't possibly provide useful data.

while I too am concerned about the cocaine and alcohol habits of white people, I worry that any kind of "enforcement" will be used against the poor and non-white. I think BART should only intervene with voluntary services that actually help people live lives of dignity

With BART Police, CSO's and ambassadors at problem station entrances deterring and stopping fare evaders. 99% of the crime/drug use on BART is done by fare evaders, stop them from coming in at the main problem stations with BPD and more secure fare gates.

With care.

With kindness and empathy. If a person is using drugs, but not bothering anybody, I think they should be left alone. If someone is doing something that is putting anyone else in harms way, they should be kindly asked to get off at the next stop. People should be escorted off the train safely and humanely. BART officials who deal with drug use on BART should not be armed and should be trained in dealing with substance abuse. They should also have a list of resources available that they can share with BART riders who would benefit from that information.

with people trained and experienced working with people who use drugs. unarmed personnel. i don't want to see people shooting up in BART nor do I want to see/worry about dirty syringes/needles laying about. i don't care if people are high as long as they don't bother me. i don't want to be exposed to other people's smoke, so continued enforcement of no-smoking on platforms, in stations or on the train (but again not by armed cops)

With services and support, never cops

With services and support, never cops

Work with National Harm Reduction Coalition on how to approach this from a harm reduction perspective
<https://harmreduction.org/>

Work with non-profits on the front lines of the harm-reduction movement to provide public education to BART riders and staff about how to prevent overdoses, and safest practices for using drugs in a harm reduction lens.

<https://www.psychologytoday.com/ca/blog/all-about-addiction/201904/how-harm-reduction-is-saving-lives>
YES

Yes, a hard law and order approach. So tired of this hands off have sympathy but they don't care and have abused this. Time to start protecting the law abiding citizens and not coddle the criminals

Yes. Heavy police presence and prosecute to the fullest.

yes. no tolerance

You should have more police presence or community outreach personnel on the trains. It is very scary when you are on the train with someone who is unstable.

You should not be allowing passengers to use drugs on BART. BART police should escort drug users off BART property.

Your opening page said BART's purpose: 'We're a transit system that takes people from Point A to Point B.'

Drug use is not a part of being transported from A to B, and it endangers people who are trying to get from A to B. Cite and remove people from BART who aren't able to follow the basic rules in place. Unarmed employees may not have the authority or means to accomplish this, in which case Police would be very helpful.

Zero tolerance

Zero tolerance

Zero Tolerance - Remove offenders and ban from system

Zero tolerance for any type of drug use. Police should immediately remove patron

Zero tolerance for people using drugs on BART

Zero tolerance. I was a proponent of decriminalization, but the place they congregate cannot be public transit.

Zero tolerance. BART is for transit. Physically remove drug users from the train. Forbid them from using the system.

Zero tolerance. BART personnel should be visible on the trains and if any drug use is seen the individuals should be removed. Repeat offenses should result in a ban from using BART.

Zero tolerance. Eject offenders with police riding trains not ambassadors.

Zero tolerance. Public safety is key issue, as patrons/staff are using public transit and more than likely confined to an area (eg, platform, train car) with no way to avoid the activity and any dangers, threats, etc that may arise. Warning signs posted at property that clearly state police will take enforcement action---and then have POLICE take such action.

Zero tolerance. Ridership should not be put in physical or health danger by drug users. Drug users normally don't wear face masks and behave erratically putting everyone in danger. They should be removed from trains and stations.

zero tolerance.

supporting the operator when its called in

understanding that while its transportation, lives matter

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

I've taken just a few rides on BART since the pandemic began - on every ride though I saw homeless people sprawled on the station floors or taking up 2 seats to sleep - and unmasked. They should be escorted off BART property by police or "ambassadors".

Personnel should be unarmed and community oriented. They should refer the unhoused to shelters or sources of more permanent housing.

Pups you designate a car as being a "no hassle" zone where people can sleep in the cold and wet winters? If they know their stuff is safe and they won't be hassled? And commuters can leave that car alone?

"unhoused riders" are no different than any other rider! Unhygienic riders need to be informed and directed to charities to assist. Disruptive riders are in a different category, regardless of housing.

"We're a transit system that takes people from Point A to Point B."

BART is a transit system, not a housing agency. If someone is not using it to go from A to B, they need to be removed and referred to an agency that deals with housing.

1) Have a social worker enter the train, remove the individual and offer information on shelter and services.

2) install taller gates to prevent entrance onto the train

A BART employee should check their ticket and move them off the train and get them access and information to supportive housing programs or daytime shelters

A gentle reminder that BART is not a homeless shelter on wheels, and that unpaid use of the system is not allowed.

I frequently rode BART from SF to Pleasanton early AM before COVID, and every single carriage had 1 or 2 or 3 homeless, unwashed individuals using BART as a convenient place to sleep and while away some time. This is not an appropriate use of a public conveyance paid for by the taxpayers.

I'm sorry to say this, but sometimes tough love is the only way to get through to a knucklehead, and some of these folks need a proverbial swat to the backside to get the message.

Be nice, be respectful, but be firm, please. No one is so special that they get to flaunt the rules.

Absolutely not police. Also, the way this is worded reinforces that unhoused folks are inherently a problem. They're not.

Again - using the Wellness taskforce to direct unhoused riders to care and living arrangements.

again who is watching the turnstiles? Prevention begins at the entrance to the system.

police or ambassador presence sweeping each car.

escort person off the train and out of the system.

Again, BART is not a homeless agency. Anyone who is not using BART for transit needs to be removed. BART is not a homeless shelter or social agency. It is a transit agency. It needs to remain strictly focused on transit.

Again, presumably this refers to people whose behavior are outside perceived "norms" of society.

You can't tell if someone is unhoused just by looking at them.

If someone is sleeping on a platform or in a train and is not threatening anyone then LEAVE THEM ALONE.

Again, preventing entry to stations would help. Maybe create or partner with a community organization that assists the unhoused?

Aggressive removal.

All people should be able to ride BART, it's a public service and agency.

All riders without tickets should be fined and removed

Allow ambassadors and HOT team members (without police) to approach and provide information about resources available to the unhoused person - otherwise, leave them be.

Allow police to ride BART during peak hours and arrest those unhoused riders who are at least acting unruly. Take precautions in intervening public transit evaders (people who sneak thru but don't pay to ride)

Also use the task force I suggested from first question to provide referral to some of the homeless resources in the east bay to give them better options for shelter and safe houses such as the Pittsburg motel 6. Provide up to date info.

Are homeless riders paying customers? Are they living on the train? I can't answer that question without knowing some of these answers.

Armed Police evict homeless immediately.

Although let's be honest... stop them at the pay gates by actually making everybody pay.

Current security is a joke. Daily I see gate jumpers.

Arrest

Arrest and remove from the trains. Have BART PD,SFPD and OPD enforce the laws. Have mayors of San Francisco and Oakland house them at their homes. Might get some action and cooperation from to help solve the problem and less lip service.

Arrest them and remove them from the train. The quicker the better. They shouldn't be even allowed in the station. BART is not a home it's a form of transportation from one destination to another. Most riders do not have the time for personal to negotiate with an addict or mental person.

As long as they are safe, don't stink and only taking up one seat, leave them alone.

As long as they're not laying in 4 seats sleeping and they're wearing a mask, let it go. But if they're smelling then they should have to go. People who have to work for a living do not want to smell that

As said previously, nice clean uniformed station attendants making rounds.

Ask them to remain in one specific car (first or last) and immediately ask them to leave if they are harassing other riders or making a mess. Again, don't care who does it, but currently no employees other than cops appear willing to intervene.

Ask yourself the following question: Who is paying the subway fares, the riders or the homeless? This is clearly a NO brainer!!

The homeless population is a growing health issue within BART. It puts the safety and health of it's customers at risk. People do not ride the system if they can avoid it at all cost. Ridership is still way down but the highways are packed. Don't say that you care for essential workers who have no choice to use your system when they have to be subjected to anti-social behavior and risk of infection from diseases (like staph infections, MRSA).

Homeless people smell really, really bad in subway cars. BART proudly proclaims it replaces their in its subway cars every minute and seven seconds but that stench from certain others would outlast the filters and the UV-C.

Put them in shelters with staffs to maintain strict personal hygiene and cleaning, these people need help not vacation in a hotel (paid at \$200/per night at taxpayer expense). The homeless of San Francisco, Oakland and Berkeley have been afforded all the basic human services yet some still chose life on the streets. However some of you on the BART board always support jacking up taxes on everything no matter what day it is, rain or shine, that makes it harder for the lower classes to survive in the Bay Area.

Imagine commuting to work or school in the morning, and mentally unstable homeless people create a scene in your train. People start off their day on a foul mood and that momentum gets carried throughout the day. If we make our transportation a more pleasant experience it will result in a happier population overall. Happier people tend to be healthier people. However the BART board doesn't care enough, or at least doesn't see it as a priority. We don't need politically correct (progressive sugar coat) sophistry. We all need a pleasant, safe, timely train experience. Start with the homeless first, and then we can optimize the other things.

We also need to do something for the homeless. Let's get them resources to actually attempt to change their lives. Not have them settle for going train to train for change just to survive for another day. They harass families, women, kids on the train because I've seen it. Let's help them better themselves so we can all be better and happier.

Asking them to disembark at the end of the line with the rest of passengers should be sufficient. There's no reason to use law enforcement or security to force them off the public trains if they're not being harmful to others.

BART can offer a ticket with a certain amount of free rides monthly to individuals who qualify as unhoused. Check during the entire day tickets of all riders and remove those with invalid or no tickets. Ticketing these passengers is pointless as there really seems to be no way to enforce citations written

BART has let this issue get out of hand. I believe it is incumbent on BART to work with each and every city it serves, to get unhoused riders out of the trains and the stations where they (the unsheltered) are a danger to the public, the BART system and most of all, to themselves. People will ultimately vote with their feet and their wallet to find the safest and most efficient transportation possible. Once you lose them, it's hard to win them back.

BART is a transit agency not a social service agency. You can't take on all public services. There should be no non-paying customers on BART. My daughter was the victim of sexual battery on BART - homeless and drug addict. BART must be safe - insane tjay anyone can hop fare gates. We are sitting ducks on BART - I can't use it anymore.

BART is in the transportation business, not in the housing industry and the mission statement should be that BART's primary duties are to provide safe, reliable, and efficient transportation to its paying riders of all ages. When unhoused people use the train and stations for sleeping, eating, living, and bodily functions, then paying riders are not served. BART should have a zero tolerance for unhoused riders for the sake of the paying riders else we will not return. If MTC or some umbrella agency needs to provide a multifaceted approach with intervention and counselors then that is an option.

BART is not a homeless shelter. They should be taken to the appropriate places that deal with homeless. Many of them have mental problems and put the ridership in danger.

BART is not a homeless shelter. Trains should be sanitary.

All Riders should behave appropriately or be removed.

Only fare paying riders should ride.

Homeless advances can be first person who gets in contact with homeless people

BART is not a hotel. It's not BART's job to house the homeless that falls under city county or state government. BART is a transit district responsible from moving people from one place to another

BART is not a mobile home for the homeless and mentally ill. They must be removed immediately from BART premises when identified. Use whatever means necessary including BART police. Pack them up and ship them out of San Francisco.

BART is not a social service agency. They should be expelled from the system as they are not 1) contributing to the safe and effective operation of the trains nor are they passengers heading to a destination. Again, BART is NOT a

social service agency and shouldn't even try to be. Just expel them and have the local city which actually has social service staff deal with them. I just had an unhoused person screaming at the top of his lungs on a BART train that he was going to kill someone. "Perfectly harmless" except that everyone on the train was afraid for their safety. (7:10am train from Richmond to Powell BART train on Tuesday 11/10/20)

BART is warm, safe, and indoors. For a relatively low cost, BART provides a safe haven for folks who might not have somewhere else to go. BART provides an amazing service to the unhoused of the bay, but they could do a lot more. For example, BART bathrooms are closed and have been for years. Reopening BART bathrooms and potentially even providing showers would help unhoused folks stay sanitary while riding BART. Any action to remove them simply because some people are made uncomfortable by the social inequity in our society is unethical.

BART needs to work closely with local officials. Not allowing homeless people in, in the first place, is how you begin to stop the problem

BART passengers should feel safe when traveling; ignoring health and safety issues will put BART passengers at even greater safety risk. Intervene, and eject passengers that are creating unsanitary or unsafe conditions on BART. Staff should be trained to prevent passengers from entering stations when they create unsanitary or unsafe conditions. An example of unsanitary conditions are persons covered in urine/feces. Example of unsafe conditions is persons behaving erratically by shouting at people, approaching people in an aggressive manner, etc.

BART PD should remove all passengers that do not hold a valid ticket to ride the system. Bottom-line allow BPD to do their JOB!

BART Police at one time did quality of life sweeps at certain station. Why did they stop? You can auger amassment but if a person is disheveled and smelling which is not a crime. Make it uncomfortable for the person. BART Police walking through is the best deterrent out the but they will not walk through the trains. And that would put a stop to the drug use also

BART police in stations

BART police officers, if they don't have the fare and are in transit to a destination they should be removed and cited for fare evasion.

BART police should be eliminated. Harm reduction protocols should be used generally, for all riders. Unhoused riders should be treated no differently than any other BART user.

BART should ban people using the system for anything but transit. Homeless people should be referred to local homeless agencies for services. Every type of tactic and personnel should be used, including police. The first step is to enforce paid tickets for everyone inside the BART system.

BART should call services other than the cops. Cops should not be called to deal with any unhoused riders. Unhoused riders should receive genuine care, support and resources to find a solution to their situation by all members of the community and companies like BART are a big part of that eco system.

BART should confront the problem rather than ignore it. There should be a real-time text hotline and more officers monitoring the trains. Officers should request/force the offender off the train and deal with them on the platform.

BART should coordinate to provide mental health and addiction counselors with public health authorities at each inner city BART station, but should also rebuild fare gates to prevent non-payers from getting on the trains in the first place. Tackling fare evasion through physical infrastructure would be the easiest way to do this.

BART should coordinate with unhoused riders to make stations available for use, with comprehensive community agreements, to sleep in at night while coordinating other help and services.

BART should deploy more BART police to randomly do roundings on the trains so these group of riders will not try to hop onto the trains that frequently. Lately there are so many sleeping on the trains or asking for money. It's unbearable.

BART should invest in new fare gates and allow police officers to pro-actively enforce fare evasion offenses. It's not fair to paying customers that homeless are allowed to ride for free, use drugs and disturb the peace of others without any consequences.

BART should not be in the business of social services. On many occasions especially during the weekend mornings the trains reek of urine, smoke and worse because of so many homeless people on the trains. BART has to put policies in place to ensure that the trains are clean and secure for the riding public or BART will continue to hemorrhage ridership.

BART should not allow the trains to be used as mobile homes. Homeless individuals should be escorted off the trains and moved to shelters. Repeat offenders should be cited and arrested for trespassing. BART does not bear the responsibility for housing individuals as a mass transit agency. The responsibility is to the riders and taxpayers.

BART should work with appropriate authorities to find them shelter and remove them from BART. Trained personnel should routinely check the BART stations and take action to move them to proper housing whenever unhoused riders are identified. Regular monitoring of stations where the problem is most prevalent should be routinely conducted.

BART shouldn't care if a rider has a house or not, they should care that they paid their fare. They should have to follow the rules like everyone else —no excess baggage, not disturbing others, etc

Begging and intoxicated people should be turned into the police. Make BART safe and clean!

Being an unhoused rider is not a crime. Actively using drugs, damaging the trains, and or leaving trash/refuse/waste on the train and in stations is a problem. BART should categorize any of these acts in line with drug use and escalate to banning if need be. Society, BART, and BART riders are not responsible for individuals' poor actions.

Being homeless is not

A crime. Not paying fare to ride is. I don't care for fare evaders at all

being housed is not and should not be a prerequisite for access to BART, and the mere presence of an unhoused rider does not require any sort of response.

Being unhoused on BART is not a crime. BART should only address those engaging in behaviors that negatively impact the system and it's riders.

Better fare gates. More businesses on BART stations to make it a lively place like asian stations. The more traffic there and businesses, the less space for homelessness and drugs.

Bring in homeless outreach workers and raise the fare gates

Build dense, affordable housing on BART parking lots. Expand ambassador program. Provide affordable transit program to ensure housing instable and lower income folks can use BART.

Carry small amount of basic necessities the unhoused riders might need (food, water)

Ask unhoused rider if there is anything they need help with

If yes: Immediately connect them to resources

If no: thank them for their time

Case managers, social workers, outreach workers should work together to get unhoused folks to better longterm solutions. Again folks in these fields are better trained to keep things calm and in control. Again if these folks want to involve law enforcement as their discretion its a better move than cops coming in to address situations.

Checking tickets/ clipper cards

Civilian (e.g., homeless services workers) are best qualified.

Communication campaign that acknowledges unhoused riders as riders and people is a must. These folks are on BART because they have very few places that they can be - any intervention should result in increased opportunities for stability.

Community ambassadors and station surveillance. Use data to identify where /how they come into the system and stop it at the entry point.

Community Service Officers (CSO) should be called to engage homeless riders.

If the person is harrassing a passenger, then BART police should be called to assist.

Community services outreach and take them out of BART .

Connect them with resources, a phone line to call, place ads or posters with resources.

CRACK DOWN ON FARE EVASION. Do you really think that the homeless stop to enter the system legally?

Criminalizing unhoused riders isn't the answer. Frankly, if someone who is unhoused is riding the train and not breaking any rules, what's the issue? If they are breaking a rule, they should be addressed as anyone else should be.

Depending on whether they're riding to get somewhere or not. Disruption and harassment of others shouldn't be tolerated.

Depends on the situation. They should be paying their fair share since they are not paying for housing costs. I have to pay full fare even though I am retired and low income. Next year I'll be 65 and my cost to ride will go down. Most of the time you could use an ambassador to escort them out.

Do not allow them on

Do not allow them to get on the train. They're usually unstable , endangering the riders who are paying your salaries.

Do not let them in the system. Most of them don't pay so they shouldn't be allowed in. Police need to be at gates and free area elevators.

Do not let them onboard

Do NOT police unhoused riders. Provide public signage on city and county resources available. Remove police from BART! Public transportation for the public!

Do nothing

Do nothing. Maybe have individuals ask them if they need anything. Otherwise leave them alone to ride the train like the rest of us.

Do you mean the homeless? There are plenty of programs that will help them, they just need to help themselves. Move them away from the stations and off the trains!

Doesn't BART have a policy of NO RIDE without a ticket? None of them have a valid ticket. Get them off your trains and out of your stations.

Don't let them in the stations or pass the fare gates

Don't let them on the platform. It's a paid service and is not fair to charge riders while fare dodgers get a free pass for services.

Don't let them ride around. If they have no destination, require them to exit the system and come to a shelter or other safe place.

Eject them immediately. Repeat offenders banned from BART for a period of time, eg 3 months.

Ejection upon finding them, no ticket, no ride.

Enforce ride fares.

Engage them with security and social workers to get them off the trains and out of the stations, providing assistance through our social service systems.

Escort the unhoused people on the platform out of the station. Again text problems to get a response.

escort them off train as humanly as possible

escort them out station or BART train

Especially during COVID it feels like the health and safety of paying customers is not being taken seriously. Especially during these times I don't see why there should be any tolerance of unhoused riders who are not paying and who do not wear masks. Housing people during BART hours should not be the role of BART. Safely transporting paying customers should.

Especially for end-of-the-line stations like Millbrae Station, cars should be monitored for unhoused riders and not allow the last train to effectively "dump" riders into these cities. SFO airport gives tokens to these riders and does not allow the last train to leave riders at the airport. Those of us in cities that are terminal, should have resources (BPD or homeless organizations) that can offer resources and shelter options to unhoused riders that prevent the drug use, urination/defecation and crime problems from occurring without any type of controls. These resources are available to most major metropolitan transportation services in NYC, Chicago and LA, why can't the bay area take care of these issues effectively?

Establish specific cars or seats for homeless riders so they are not disruptive or pose a risk to other riders.

Exactly the same as housed riders. You seem to be discriminating somehow on the basis of housedness, which is insane, but I suppose unfortunately not illegal.

Fair gate mgr actually watching gates. Too much cell phone use and not paying attn. too many posters on glass block agent view. I report all the time blight and fare evaders. Nothing changes. The agents should be at stand up position actually visible and enforcing rules so homeless and others aren't riding sleeping free

Fine/stop people who don't pay fares. Arrest people who break the rules

First, I don't assume the housing status of anyone I see on or around the BART system. If there is a problem with someone's behavior, such as their having too many possessions on BART and refusing to move them, then that situation and behavior should be addressed in the least invasive and most respectful and accommodating manner possible. BART and other forms of PUBLIC transportation should be made available to the PUBLIC. I don't think it is fair or appropriate to judge people's housing status based on appearances, and I don't think someone's housing status is relevant to their BART ridership. Although the question refers specifically to "unhoused" RIDERS, I am not bothered by those seeking temporary shelter in or around BART stations, either. I understand BART must feel much pressure from

some quarters to "do something" about the homelessness problem, but as a frequent and long-time BART rider and long-time Bay Area resident, I don't see the housing problem as BART's to solve, and I'm not bothered by the presence of people on or around BART simply because of the way the dress, etc.

Floor to ceiling entry gates would stop them from entering. And any other measures to stop peeing in elevators that need to be provided for handicap riders

For someone in crisis, working in partnership with San Francisco's Mobile Crisis Treatment Team. If they aren't experiencing a mental health crisis and aren't bothering anyone, I don't see a problem. If they are asking for money or food, that's a harder issue - I know some folks will be bothered by that, but poverty is an issue we have to solve as a society, and we need to live with the consequences if we fail to do so. I don't expect BART to solve poverty.

Fund and install the fare gates, reduce fare evasion, keep this off the trains to begin with. At the station level allow BART personnel to intervene and contact county crises services and leave enforcement

Get the cities that BART services involved. BART is not social services, and it is not BART's responsibility to manage unhoused individuals

Give passengers an easy way to notify officials when there is unhoused or unruly people on the train. Then use officials/police to remove the person.

People won't mind a 5 minutes delay if it means a safer ride

Give them free rides and leave them alone.

Give them housing. And hire them for jobs in the system such as custodial maintenance.

Give them information to the nearest shelter, times they are open/close.

give them resources for housing. also build tons of housing near BART stations

Given this Cover schedule, with less trains in the system, put a BART Ambassador and/or a BART Police officer on each train. Have them rotate out at the end of the lines. Having a BART professional as eyes and ears on each train will help mitigate delays, and keep people in line.

Hand them a restraining order.

Harden and secure all entryways and turnstiles (extremely important). Hire staff to supervise entryways and turn away fare evaders. Respond quicker to reports and remove unruly passengers.

Harden stations

Harden stations so that it is only possible for paying customers to ride the trains.

Harden the station. Do not let them in without proper payment. Enforcement by police

Have ambassadors who can escort unhoused riders to a transport van for a ride to shelters and continuum of care registration and care. Have a rapid police force on standby to assist, but only for true emergencies. This should be significant savings over using BART of for non emergency interactions.

Have NON-POLICE social workers on each train/at each station to intervene with unhoused riders causing problems on trains/at stations. Open ALL bathrooms at all stations.

Having a team of folks that assist in resource navigation and securing short and long term housing for folks. Maybe a team that operates across regions of the system that can be easily dispatched. Different from the ambassadors - these people should be trained social workers, not just citizens.

Having more BART personnel at hot spots (Civic and Powell) that enforced unhoused riders to not sleep and loiter would be a good start.

Help fund nonprofit to help get people off the streets. You ain't gonna fix the problem if you are only concerned for yourselves and not help providing real solutions to real problems. Homeless will continue to find warmth and shelter in BART unless you help them find that else where.

Hire a social worker or a professional from Lifelong (I have no affiliation--they work with East Bay homeless and have earned their trust more than other healthcare and social service providers here) to be a full time employee doing outreach on the trains daily who can be called to a car to assess and offer assistance when a person appears to be in need.

hire staff to keep the bathrooms, elevators, and stations open and clean; don't spend money on gates; use money saved from cops, guns, cameras, and fences to pay people to maintain BART and assist all passengers

Homeless outreach is not only a BART problem but a societal problem. BART should be utilizing local resources from cities and counties to connect unhoused people to housing resources.

Homeless outreach team/ social worker offering lists of shelters, if refused use a sworn police officer to eject from station

HOMELESS people need to abide by the laws. That said the court system should be in charge of helping them.

Homeless riders should be welcomed on BART to travel where they need to go. BART should not be providing living services to these people.

Homeless should not be allowed unless they are paying customers. BART is for transportation, not for housing. The personnel involved should be law enforcement. The interventions should be removal from BART. The tactics are dictated by the response from the offender.

Homeless? This is a city county issue, BART and bay area cities and counties need to work together to get these folks off the train and get the shelter They smell they take up multiple seats, use the trains as restrooms. They rude the train to feel safe and thats sad that a BART train is safer than government housing options

Honestly BART isn't a hotel, that's where it starts. The lack of a coherent policy on your part has made the issue worse. I understand that homelessness is a major, complex issue. However BART is a transit system, not a homeless depository that you've allowed with NO set policy. I think if you say the system is for the riders, with a paying ticket, that is going from point A to point B within a reasonable amount of time, that's a start on your end. A lot of the stories I read from multiple independent sources reveal how many issues exist with the homeless riders who ride all day. Drug use, excrement being deposited openly on the train, verbal and physical episodes with the homeless, and the bacterial medical issues such as lice and scabies being left on seats is disgusting. Offer a policy with a ZERO tolerance and offer a time limit to get to point A to B with a paying ticket. Otherwise offer resources for help and if a homeless person don't have a ticket, they shouldn't be riding. Especially if they've been on a train for 12 hours since entry. Make sense?

Honestly it's not BART's Problem that they're unhoused and it's pretty bad you're asking this question. As long as they don't break any rules BART shouldn't do anything about them, and any idea to the contrary is terrible. Let them be.

HOT team, again no police. no cops. no criminal proceedings. Does BART have to address unhoused riders?

Housed or unhoused, if you pay your fare, you have a right to be on BART.

housing

Housing crisis staff should intervene

How do you know. Not a crime unless they are harassing other passengers. Need to make sure that everyone pays.

I also think they shouldn't be allowed to ride the train or take space in the station. More often than not, I've encountered i houses riders on trains; they aren't clean and they take up a part of the train meaning that sometimes they smell so bad, no one else can ride the same train with them. That's lost seats.. lost riders.. meaning the next train at rush hour is jam packed with people just trying to get to work. It's not fun, I feel bad for them but it's really sad and needs to get under control. Maybe this is a job for personnel who aren't the BART police as all they would need to do is guide them out the train and out the station.

I don't have a problem with homelessness unless they're using drugs or making a mess of the train

I don't think there's a need to do anything about unhoused riders just because they're unhoused, unless they're being disruptive in other ways. If there are people who are on BART all day because they have nowhere else to go, they should be referred to services to help them. Personnel doing this should not be armed.

I don't think these people are hurting anyone, and BART may be their last resort. I think they should be given resources and shown care. The trained personnel could refer them to a shelter and help them get off at the correct stop with a map to the nearest appropriate services.

I have a lot of sympathy for homeless/unhoused riders :(It is a very very sad situation.

But BART is NOT a charity or a shelter. The city needs to find a compassionate way to house our neighbors. It's not on BART cars or in BART stations.

I think anyone without a ticket should be *kindly but firmly* escorted off of trains, and there should be advocates (e.g. HOT team) available to help them find a safe and warm landing spot, either in a shelter, church, or similar facility. Maybe partner directly with them or with local churches/charities.

I like that BART is working with social services to get help for people. I think they should not allow people to sit or lay down in stations.

I think a compassionate approach is the most effective, having peer workers would be a great idea, employing people that have lived experiences with experiencing houselessness. I think offering resources, mutual aid and not giving out fare evasion tickets would also be helpful.

I think BART should advocate for programs and funding to provide equitable housing and services for unhoused folks. Provide access to restrooms (and even showers) to help alleviate hygiene issues.

When folks are pushed from a location, they often lose their shelters. Advocate against these sweeps.

I think people without homes need help. They should be cared for and given a clean place to live. That's not on a BART train or in a BART station. We as a community should be helping them find shelter and dignity.

I think there need to be BART police or other agents with clear authority to walk through trains and get unhoused riders off and escort them somewhere where they can get some help

I think Unhoused riders should be mostly left alone if they are just sleeping, even if they're taking up many seats or a bench, given that there is not enough housing to move them to. If help is available it should be offered to them. If they are abusing other riders, they should be removed.

I thought BART was a transit service? Passengers who have paid their fare should be taken where they need to go.

I use BART for transportation from point a to point b. If someone is not using it to travel from point a to point b allow the police to remove them according to law of the people. BART is not in the business of mental health or housing. I'm assuming an unhoused rider is a homeless person? If you don't pay for a ticket, you can not ride. There should not be loitering on trains or in the stations. Be strict.

IDEALLY; Teams of two, one ex-drug addict and the other ex-homeless. Likely one of them will identify with mental challenges. These two will most likely know where to find them and how to deal with them. BART must encourage the teams to maintain a positive, friendly, healthy, caring, guiding attitudes, demeanors, and actions at all times but firm, consistent, persistent, and providing guidance, resources, and help the person to connect to case management specialist. These teams will be called BART OUTREACH SPECIALISTS.

BART will provide training before they are sent into BART's stations and train wagons, and provide a periodical and a minimum of 20 hours of monthly training ideally 40 hrs monthly of training. The teams must be given time to make sure and connect with as many community programs as possible, in different areas of the bay area so they can help the client to some program or social worker/caseworker.

The BART OUTREACH SPECIALIST team will deal with anyone sleeping, drinking, drugging, mental issues, and doing nature calls in the wagons/BART station anywhere within BART premises.

We need a bad guy/gal.

Someone must be assigned to have a 1-1 in some official BART office, let the person seat there for an hour before having the 1-1 with this person and have them understand or at least listen, that the BART is not a hotel and sleeping as if it is their bedroom it's not tolerated and there's help out there and have the BART OUTREACH team connect the person to some social worker/caseworker. This guy/gal must be the bad guy/gal

The BART OUTREACH SPECIALIST team must not do this. The BART OUTREACH team must be kept as the good guys. "The Helpers"

IDEALLY, BART will dedicate a wagon for the houseless to sleep in. They need a secure, good, warm place where to rest. There's not enough affordable housing for every one of these people.

One way to deal with it would be to give them a tent and have them pitch their tents along the rails on BART property. Some of them are already doing it. Then send one of the BART OUTREACH SPECIALIST team to connect these people to some social worker/case management worker. Reality is there's not enough free or extremely low-income housing out there.

If an unhoused rider is experiencing an active crisis, BART should send mental health professionals who are trained in deescalation and can provide help to the individual.

If an unhoused rider is simply minding their own business? Leave them alone! Simple, easy, cost effective :)

If not violent have a social work team deal with them. But they make riding unpleasant when they stink it is sad but its true. I have also personally witnessed many use the train as a toilet. Unacceptable. Arrest them for putting my, my childrens and others health at risk

If people pay to use BART and are calmly using BART, then I don't see any problem with that. However, we all know most homeless don't pay to use BART and when that happens, they should be removed. I don't see how allowing homeless people to take BART without paying is going to help them find housing but maybe I'm missing something. A better way to help homeless people is by building more housing. Lots more housing.

If person is not acting a way threatening to other riders should be handled by non-police, offering services. If person is acting in a threatening way, should be asked to exit the system and offered social services. If person acts in threatening way toward social worker, police should be called in

If someone has paid their fare, they should be allowed to ride. I don't care whether they are housed or unhoused.

Just because someone is unhoused does not mean they are having behavioral health issues. Behavior is the issue we should be addressing, not the status of someone's housing.

If the individual is not brandishing a weapon or endangering the safety of someone else, they should best be approached by someone not in police uniform.

Their approach should be calm and respectful and offer assistance. "Do you need assistance, are you OK?"

Being unhoused is not a crime.

Increasingly, communities eg MACRO in Oakland, are developing special programs of helpers for emergency response. They will wear an identifiable outfit, be unarmed and use a mobile van. In Oakland the team will consist of a mental health resource person and an EMT, who can be summoned via 911.

If the individual paid fare, then nothing. This person has every right get to their destination just like everyone else, who paid fare. Otherwise; install proper turnstiles, such as the ones in the NYC subway system.

If the person is not disruptive they should be allowed to stay on the train for a round trip and then exit the train.

If the rider is positively identified as a unhoused rider, they should be moved off the train and off the station. But upon exit, BART should make an attempt to provide local resources to assist that person. The person providing the resources can be a Police Officer or Ambassador.

If the unhoused riders are traveling from one location to another they should be allowed to ride. If they are creating a problem they should be removed by armed police and not allowed back on BART again

If they are keeping to themselves and don't smell like they haven't bathed in a month thus clearing an entire car train then they should be allowed into the paid areas and trains as long as they have paid for their entry.

If they are not a social nuisance or threat they should be allowed to ride.

If they are not bothering other passengers, no problem. How do you even know they are unhoused? If they are significantly bothering other passengers, personnel from centers to address the unhoused should be called to get them off the train and bring them to a place where they can get help.

If they are not interfering, threatening, other passengers. Or creative unsafe health or welfare situations, it's ok to leave them alone. It's the violent, belligerent, aggressive, ones that pose as a problem

If they are paying customers, leave them alone. Patrons should be limited to one seat (and not be allowed to sprall out). "Ambassadors" or police should remind patrons.

If they are paying their fair they are entitled to ride. If they don't pay, they need to be escorted out of the system.

The problem is, BART employees turn a blind eye and just don't care if you've paid or not. To many times I've seen employees only ask if someone's ok and move on not address that they didn't pay or had an abnormal amount of baggage with them.

If they aren't bothering anybody, nobody should be bothered by them. If you're worried about where they're going after they get off the train, rent them a room.

If they don't have a ticket, take them off the train. Again, enabling does not help at all. Harm reduction is a myth - it is just the slow killing of people, guaranteeing they will never be contributing members of society again. Don't the directors have any hope for these people? Don't they want them to get better and have a real life that isn't just doing drugs all day?

If they don't have a valid ticket Treat them as a fare evader and remove obvious homeless folks from the trains whenever spotted so they don't hide from city/county homeless service organizations.

if they have a ticket and are going from point a to point b they should be treated just like any other customer.

in terms of the people who seek shelter in the stations during the winter - the heated BART spaces at some of the downtown locations seem quite vast. mostly the homeless i have witnessed resting in those spaces are not creating disturbances or in anybody's way.

i'd like to see special rest areas made just for the homeless and more resources for them such as access to the toilets, showers, sinks, water fountains. the housed riders would appreciate it as it would free up the high traffic areas.

If they haven't paid the fare, they should not even get through the gates.

If they paid for entry, they should not be removed from BART. Ample information on services and locations for help should be posted throughout BART.

If they purchased a valid ticket and have an actual destination, nothing. If they are abusing the system, ejection from BART.

If unhoused riders are riding BART without paying, remove them just as BART should remove anyone else who is riding without paying. If unhoused riders are paying, then they have paid for their right to use BART.

I'm wondering how BART personnel claims to be able to identify houseless riders in the first place? I wasn't aware BART employees had the legal right to ask for ID. Anyway leave people the hell alone unless they're directly harassing other riders.

Increase the POLICE presents on BART

It would be nice if BART police had some training in resources for these people. Especially in SF with the new shelter and programs they have in place. They are still people. Many of them have mental illnesses and they may not have family that can help them with paperwork for aid. We need to take care of them, not just simply discard them.

It would be wonderful if BART could offer housing to unhoused riders, maybe in some of the transit-oriented developments that have been promoted as answers to the housing affordability crisis. BART has a lot of surplus land where temporary or modular housing could fit, and a lot of existing utility infrastructure that could be extended to serve such sites.

Social service workers could do a lot of good by earning the trust of regulars who take shelter in the trains and stations, offering them voluntary choices of attractive resources such as housing and assistance in qualifying for public benefits.

But if people have nowhere else to go and they aren't actively harassing anyone, and they need somewhere to rest, they should be let alone.

The fact that a visibly poor person is on a train is really not a problem in itself.

One more thing: I hope the officers don't still cite people who wake up at the end of the line. Years ago I represented a very poor person who ordinarily lived in SF, who boarded a train for the shelter it provided and fell asleep. He woke up in Pleasanton, where he was taken off the train and cited for fare evasion. I don't remember if they even let him ride the train back to SF. To defend his citation as a volunteer I had to make multiple trips out to traffic court sessions in the East County courthouse in Dublin. The whole mess was a waste of his time and mine, and not a decent way to treat a member of the public who should have been served by his government instead of being punished for lacking a home.

It's not against the law to be unhoused. As long as they pay their fare i don't care so just do more fare checks.

Jeep them out of the stations and off the train if they don't pay for a ticket. Make sure all riders exit the train and station at final stop.

Join forces with the cities and counties to provide solutions.

Just keep them out. BART is not free. Also there should be a hygiene code to ride public transportation.

Just let them chill

Keep them off the trains and out of the stations.

Someone sleeping on the train needs to be escorted out of the station. Same with someone sleeping in the station.

It's not housing, it's transportation, get them out!

Bring in anti homelessness groups, partner with shelters, turn old BART cars into shelters somewhere.

Keep them off the trains and platforms. Get the police or ambassadors to move them off the train. Enforce gates and prevent fare evaders from entering

Kick them off trains and stations and get trespassing orders against multiple offenders.

Law enforcement + social worker if person is being unruly or breaking BART rules

Leave em alone

Leave people alone unless unarmed healthcare workers have meaningful and voluntary services to offer people

leave people alone unless unarmed healthcare workers have meaningful and voluntary services to offer people

Leave people alone unless unarmed healthcare workers have meaningful and voluntary services to offer people.

Leave people alone unless unarmed healthcare workers have meaningful voluntary services or housing to offer people.

leave them alone

leave them alone and definitely do not call police; if any intervention: social worker or homeless advocate personnel

Leave them alone and let them rest.

leave them alone and let them sleep unless they are actively asking for help finding shelter elsewhere

Leave them alone or provide linkage to support services. No cops.

Leave them alone unless they are in trouble or troubling others. Partner with community organizations to avoid police action unless police action is really needed. Respond to people who feel unsafe.

Leave them alone!

Leave them alone, let them ride BART

Leave them alone.

Leave them alone.

Leave them alone. Seriously, just leave them alone. Offer them water or food or drink if needed, connect them to shelter if they want it, otherwise just leave them alone.

Leave them tf alone and stop bothering them unless y'all tryna give up the land y'all own to house them.

Leave them alone

Let them be, and offer connections to social services if the unhoused riders want them

let them ride for free. don't police them

Let them sleep in the stations since they have no home to live in. Stop sending BART police to harass unhoused people, especially on Powell Street station.

Liase with resources in community where station located. I'm assuming we're talking about building homeless response teams throughout Bay Area to assist homeless. Don't think BART needs to invest in own homeless response teams.

Like the last question, make it harder for non-paying riders to get onto the platform. Like the NYC Subway, gates could be larger.

Adding additional monitors per station, 1 or 2 people that walk the stations versus sitting at the desks.

literally what I just said in the first question.

Unhoused riders are the ones YOU SERVE, they need more advocacy to end homelessness that means no more patchworks here and there. Gather your sources and find the organizations that have been trying to fix this problem. Unless you can't? Then are you incompetent?

Meet the problem at the gate. Secure non ticketed entrances. It doesn't take a detective to see when someone who is in need of shelter is entering the system for shelter. Having people deter the train from being a hotel while providing other means for shelter would help. Timing matters. If it's police or other representatives almost doesn't matter as much as actually addressing the problem timely. It shows others that it's an actual concern and gives confidence that something is being done. Also cleaning cars of debris very quickly would restore rider confidence after the unhoused riders are addressed.

Mental health and crises support options should be offered. Trained crises intervention specialist monitor entry points, remove them from cars, provide counseling services and assistance to get them back on their feet, work with other agencies, remove them from cars, make it easier for other riders to report unhoused riders

More employees working at the stations to prevent unhoused riders to stay out of cars and station

More monitoring of fare gates and when station arrives at last stop, train should go out of service for cleaning. At last stop, all passengers should be cleared

More officers

More officers and better gates to keep them out

More personnel on platforms and in cars, plus homelessness outreach folks in certain stations. But folks will be less likely to make themselves at home within BART if they know they're being watched and are told there may be other options. Often I've seen unhoused riders being belligerent and aggressive to others (or myself) and don't feel like there's any protection from BART. Workers in station booths don't feel safe intervening in potentially dangerous situations.

More police

More police patrols

More police presence to remove them. If you're not going to enforce the rules then your ridership is going to continue to decline.

More security/cops and fare evading barriers

More social-work trained personnel to intervene and help homeless people get shelter and services

My main concern is that unhoused riders are loitering at the Millbrae station and within the broader community. I'd like BART and community officials to help these folks find shelter and services. Unfortunately, these are not available directly in Millbrae but likely in other communities.

Nearby Housing/shelter resource information at stations with directions. They need to see better options than sleeping in a train are available and accessible. BART should work with community organizations.

Need to remove and offer housing or accommodations as an alternative to something. Can't just be shuffled out.

No "unhoused" (aka, homeless) should be permitted on any BART cars or inside any of the BART stations. Armed BART police should be vigilant and remove anyone who is identified as "unhoused" or "homeless" and is sleeping in the cars or is confrontational.

no guns. no police. social workers who have the ability to get them a warm room and a shower in an environment that is safe for both them and their things.

No one should be criminalized for being poor and unhoused. And pushing unhoused riders off of BART for sleeping in the chairs or staying on for too long isn't a sustainable solution. I think that if there was a model of intervention that included peers, clinicians, and service providers that work together who can respond and intervene for unhoused riders, offering them resources and referrals.

If I were to dream big, I would love to see BART have "line ambassadors" that just really get to know every commuter and frequent rider on a particular ride. They would get to know all the stations, all the drivers, and become familiar to the riders. They could be trained in de-escalation so that they knew when someone like an unhoused person was a frequent rider, they could get to know some of the background of that person, like if they are already receiving social services through some agency, and could help to build partnerships.

No pay = no (free) ride!

No special intervention needed. Unhoused riders should be treated like any other rider.

no tolerance

None- especially if they are not violently harming anyone

None whatsoever.

Non-police officers to remove them from BART, followed by police officers if that does not work.

Non-police, specially trained people with de-escalation skills and ability to connect people with services.

non-police. Social service type response to provide temporary housing

Not allow it and throw them off

not with police! i'm not an expert but they don't help, they escalate and alienate. you need to survey the various interventions and suggest them, not sure why I'm supposed to come up with answers. have folks from like Homeless Outreach Team (HOT) in SF to get people the services they need. They're on BART so they can sleep/get away from the weather, so...we need to provide them with that. Policing or just kicking them off doesn't solve the problem.

Offer access counseling or social assistance programs. Often those passengers have mental health issues that cause issuers for paying customers.

Offer resources and peer support.

offer resources to affordable housing and food shelters

Offer to connect them with services at the next stop

Offer vouchers to house less riders and stop punishing them with tickets they can't pay. I've been checked by BART police on my last 2 rides. Seems like a crack down. I watched them give someone a \$75 ticket. Shameful. You are supposed to provide a public service.

On crowded trains unhoused riders should be asked to sit up to allow other passengers to use as transportation, but noncompliance shouldn't be addressed unless behavior is disruptive or unsafe. There should be outreach social workers staffed through BART that are connected to navigation centers in all relevant counties to continue building rapport and encouragement toward use of services.

Once again let the police do their jobs and deal with these guys.

Once again, better security at the fair Gates and elevators would go a long way to prevent unhoused riders from sneaking into the system.

Once again, I would look to how we address homeless persons on the streets of our communities. To the extent we choose to address homelessness (or not) in our communities, BART should be a reflection of this. I realize this may be unpopular as some of BART's constituency are uncomfortable riding a train with homeless persons, some of whom are unwashed and smell. However, a public transit agency should be a reflection of our communities and it is not a crime to be homeless.

Once again, use no force. I watched the other day a rider hop over without paying while attendant not watching from booth. Talk to employees for lack of attention

Our entire society has abandoned those of us who are unable to find housing that they can afford. It is a tragedy of massive proportions and the ramifications of this tragedy extend far beyond any BART train or station. Anyone should be able to ride BART no matter what they look like, or how they dress, and anyone should be able to sleep on BART. If some people need to sleep on BART, as hundreds of thousands have done in the morning on their way to work, then people need to sleep on BART; the transit system belongs to all of us, even the "unhoused." The only "tactic" that BART should utilize is acceptance and love, as modeled in the New Testament. BART should hire social workers and community outreach workers, and reduce and seek to eliminate the policing of persons who "make other people uncomfortable."

Out reach such as SF HOT team

Outreach team to get them in shelters

partnership w nonprofits for service navigation and service connection for houseless folks, promote helping fellow riders out, not kicking riders off or arresting those who sleep in stations or on the cars, develop relationships w agencies that can provide shelter

Pay fare like everyone else.

people who have experience working with and talking with unhoused folks. no armed personnel or cops should be brought in for this (imo).

People who know how to help them get to a homeless shelter

Personnel should be those who can inform the riders of resources and services for assistance.

Physically removed from BART station. Need enforcement, and enforcers need to be able to protect themselves as sometimes folks that are homeless have behavior that cannot be predicted. Send to SF and they will be housed, with meals, etc, ongoing.

Police at the endpoints to prevent them from just hanging out on trains all day. Let these people know that someone *notices* when they go all the way to the end then just turn around and camp out another train. Escort them out (they evade fares anyway) and direct them to local community outreaches.

Police intervention. Get them off.

Police officers sweeping every train in the middle and end of lines

Police should not be involved in situations involving unhoused riders. I really don't see what a person's being unhoused has to do with whether or not they can/should be riding BART.

Police should not be involved with homeless individuals, unless weapons are involved or physical violence occurs.

Police should remove them from the system, and charge them with trespassing if/when they return,

Police, social workers together. empty trains at each end of the route, make people through turnstiles again. Post people to stop fare gate jumping.

Prevent them from using trains.

Provide information on shelters and possibly transportation to shelters.

Put the unhoused riders to work to clean the stations, especially the restrooms.

Reduce seating to 25% on cars

Refer them to resources available

Refer to the previous answer.

Removal but without force or criminal repercussions

Partner with local charities to help and support

Not prosecute for stealing rides

Remove and ban from BART

Remove the rider. Provide transportation to a shelter.

Remove them from the system.

Remove them period. BART is not equipped to house the homeless. BART does not have bathrooms, shower or social workers to deal with them. The cities have those resources make them deal with them. The cities just through them on BART and pass them down to the end of the line cities.

Remove them. It's very unsanitary, especially during the pandemic.

Remove these riders with the promise of hot food and place to wash up.

Removed unhoused riders with no proof of purchase of ride.

rior to the Pandemic ridership was declining. I believe part of the decline was due to the paying public is disgusted with homeless that are essentially camped on BART cars while in service.

Safety Team (see previous answer) can offer food, hygiene supplies/PPE, safe place to stay for x amount of time, phone usage.

Same answer as #1. Secure the system. Stop people who don't pay from getting on board.

Same as before but I think a great resource could be some kind of community services centers located at or near specific BART stations...just a clean monitored space with water and shelter and information/resources. Just even somewhere to sit without having to buy something is nice. So they can sit there and maybe find help if they need it instead of just having the train itself be a refuge. And there could be shuttles between there and existing homeless shelters.

Same as drugs -- send unarmed officers who actually have authority to get them off the trains

Same as I said for drug use. I'm not uncaring, but BART should not be a rolling homeless shelter.

Same as my last response. This whole city needs more police interventions. This city is an embarrassment with it's homeless situation and they all ride BART to get out of the simple weather we have here. I think a lot of the drug users are home less, so once again, non paying customers should not be allowed on BART.

Same as previous answer. BART shouldn't be a home for homeless unless that is the intention. If it's for people traveling or commuting, it should be reserved for that.

Same as previous.

Same response as before. The issue is that it is never addressed. I get on in Concord in the morning and there is 7 out of 10 times has someone who is "camped out" and nothing is ever done on my ride (I get off at Montgomery)

Same thing. They are let in the system for free. Now does not seem like a good time to be upsetting your customers that actually pay. Many of these paying customers will never come back unless they feel the system is clean and safe. See my previous comment. Again, you don't need special tactics and training: Simply the presence of uniformed personnel at the fare gates turns away the vast majority of would-be problem riders, leaving a small handful of those who might not be sober or mentally healthy enough to fully process the situation who would need to be spoken with and turned away more directly.

- enforce tickets (e.g. your ticket takes you from one stop to another, nobody can just stay on the train all day)

Send the police in and remove the unhoused from the trains and platforms.

Send them to the shelters of San Francisco and Oakland. Larger metropolitan cities Such as SF and Oakland are far more able to better accommodate them than smaller cities without resources and funding.

Service connections are vital. We should not criminalize homelessness, nor should we do sweeps and kick people off trains. But, providing compassionate care and service linkages are key.

If Ambassadors were trained to meet with people on trains, offer them services--on the condition of exiting trains--and connecting people with services at intervening stations, social service connections and linkages could be set up where people receive care linkages immediately and could be then taken directly to providers. For example, if Ambassadors see someone on a train who is unhoused at 19th street, are able to intervene and get them to service linkages, you could escort them off the train at MacArthur. From here, a nearby social service provider: St. Mary's Center (located 1 mile away) would have the contract to provide an immediate intake and care to this person.

Similarly, BART could coordinate with County providers to have partner agencies at every 2 stations to provide for social services. In this example, partner agencies in Alameda County would serve South Fremont, Union City, Hayward, San Leandro, Castro Valley, Dublin/Pleasanton, Fruitvale, 12th Street, MacArthur, Downtown Berkeley, and West Oakland Stations. BART and County funders could use an ACT (Assertive Community Treatment) Team model that provides immediate relief to unhoused riders providing them with social work and immediate housing and support.

By basing ACT Teams at multiple stations throughout the system, BART would easily be able to address issues and provide people with immediate support. Additionally, by providing larger teams/nearby space to providers at stations at the end of a line, real support could be provided to ensure unhoused riders receive the referrals and support they need to secure and maintain housing.

Should be left alone unless doing something illegal/violating rights of other passengers etc.

Social worker presence

Social worker. Use as point of contact to get into emergency shelter. But make it clear that BART is not a substitute for housing.

Social workers and public health officials who offer options for safe housing. Careful assessment of riders to determine who is in need of outreach.

Social workers or homeless outreach navigators should work with these individuals, and develop relationships (a single contact is likely to be ineffective) to build trust. Mental health professionals should also be involved as a vast majority of homeless individuals suffer from mental illness.

Social workers to help them get to services. BART can't be a homeless encampment

Social workers. Also, unhoused riders are allowed on BART! Their existence on the train is not a problem to be solved

Stop fare evaders!!!!

Stop fare evasion!

Stop them before they hop on board. There should be random ticket checks in the cars by present and active BART police. They should not be let off at the nearest stop but brought to their origin stop.

Stopping fare evasion. Intervention by mental health agencies and providers and law enforcement if necessary.

Strictly enforced and zero tolerance.

take them off the train and to a homeless shelter or if they don't want to go there, to an encampment

give them money for a hotel room

Tell them to leave and/or arrest them for trespassing.

The exact same way they treat every other riders - with human decency

The homeless should not be in stations. Only if they can show a ticket. Call police, a tiny social worker won't work! The MACRO (Mobile Assistance Community Responders of Oakland) program will replace officers with mental health counselors and EMTs to respond to nonviolent emergencies. Drafted by the Coalition for Police Accountability, for more information, see <https://www.coalitionforpoliceaccountability.com>.

The only reason BART has unhoused folks riding it all day is because they have nowhere else to go that's warm, relatively safe and with a place to sit.

Easy, easy solution (especially now that folks are moving out of Bay Area cities en masse, leaving thousands of apartments vacant): secure housing vouchers. Have social workers give people staying on BART housing vouchers & help transition them into housing, for cities or nonprofits to take over assisting them through case management services. Watch the numbers of unhoused people on BART disappear.

The real question is, why does a person's housing status matter to BART? You pay your fare, you ride to your destination, you leave the system. If someone attempts to set up camp on a train they should be kicked off the train, citation or not. But, if they just ride all day, leave the trains at the End of the Line, and harm no one, let them be. If they refuse to leave the train when asked by staff or are a nuisance to, or harass others, treat them like any other passenger and kick them off. Business suit or tattered jacket and sweats, if a person violates the rules, treat them all the same and kick them off.

The same way BART addresses housed riders, get them where they're going.

The situation of unhoused riders is not the responsibility of BART or BART riders - the cities/counties where BART operates have to address this issue, not BART. The unhoused riders could be offered temporary shelter by those cities and counties close to the train stations the unhoused are on. The unhoused riders could be put in contact with family (in or out of the state) and offered passage home by those cities and counties. The passage home and/or offer of temporary shelter should be coordinated with local cities and out of state communities.

The unhoused should be escorted off of BART peacefully—without aggression—and taken to the a facility or shelter that can assist with treatment or provide a comfortable place to sleep

There needs to be a constant presence on the train, removing people who use BART as their rolling home.

Also, unhoused people should not be dumped off the trains at the end of the line in Millbrae!!!! House them and help them!!!!

There should be roving security at all stations and officers on trains observing. If individual(s) are identified as homeless or as panhandling they should be immediately escorted off of BART property. A digital face photograph should be retained of the individual for future identification if needed by BART police.

There should definitely be social workers connecting people to services. Restrooms should be open and available for use.

There's no real answer except to have places for people to live. As long as there's nowhere for them to go, there's no great answer. But surely we can find better shelter than BART stations. This is about working with the communities all along BART's service area, with civilian, UNARMED, TRAINED staff to talk to people and help them figure things out. Honestly I think it'd be great if BART stations were safe, clean, attractive places to not just go to the toilet but shower and shave. I think they could be showplaces for public service. But I can see the argument that BART should just be trains, too.

Don't be so afraid of your public.

They are allowed to take the train like everyone else. There is no need to "address" them. If there are unhoused people riding the train to stay warm, that is a social failing of our economy and housing system, not a problem for BART to solve.

They do not need to live on BART. !! Period!! Some type of housing.

They need to be removed from the train if they have no clear destination. It's difficult to tell if a passenger is unhoused unless they have all of their stuff with them. Try to reason with them and if they refuse, take them off.

They need to be removed with any force necessary they threatened our safety

They need to have a reason/purpose for travel i.e. looking for work.

They should be a security personnel or conductor like Cal train in all BART trains at all time to check to ensure all riders leave when their destination is arrived.

They should be escorted off the train.

They should be kept off of the system.

They should be removed and there should be personnel to gently get them off. It has become a nightmare riding BART.

They should be removed from the cars and brought to a separate section in the station where they can address the issue with appropriate personnel. In short, those people- drug users, un housed riders - do not belong on the trains.

They should be removed from the train

They should be removed from trains, you should have an officer patrolling trains

they should be treated as all other folks. please do not punish their presence. if they are bothering people - how would you address the behavior if it was someone who looked like they were affluent?

They should be ushered off if they are causing a problem or not actually traveling anywhere. People use your trains as shelter from the cold and rain, it is sad but it is not your role. Why should you have to make up for lack of shelters and other policy issues in the surrounding localities. I have seen the unhoused (is that our new PC term for homeless, I never got the memo) urinate, defecate, drink and shoot dope on your trains. My children have as well.

They should get to ride BART for free

They should not be allowed on trains. They dont pay, so keep them out. Fix the gates or make the booth agents actually do some work. They pretend not to see anything.

They should not be allowed to be on the trains. Kick their asses off.

They should not be allowed to ride unless they are paying customer

They should not be allowed to ride without paying. Second, BART could work with the cities toward dealing with homeless ppl

they should tell them to remove themselves and provide them with a list of services near their preferred living areas.

This has been going on now for OVER 20 years. The massive amount of money spent on homelessness is staggering. Your regular Train Operators have nicknames for the "regulars" it is so beyond control. BART is a transit system and is used for getting from point A to point B. It IS NOT A SHELTER. Being homeless does not give anyone the right to ride trains 18 to 20 hours a day; no type of ticket is for that purpose. The Muni FAST PASS is only good for Embarcadero to Balboa Park, anyone caught on a train beyond those limits using it as their only payment method is FARE EVADING and should be treated as such. You want people to come back to BART: Keep it CLEAN, SAFE, and reliable. OR face NYC in the late 70's and early 80's when folks are afraid to ride.

This is a much bigger problem than BART should have to handle. But unhoused riders may need the safety and warmth of the trains. If social workers can use the opportunity to talk with them about what they need, help connect them to housing and services, great. Otherwise, we should leave them alone.

This is tougher than drug use. It would be great if you could just transport them to a shelter. It takes more than BART to deal with this.

Those of us who actually pay for our tickets are paying far more than we should because of all the unhoused riders.

Again, BART has police to enforce the rules at the stations. Let them do their job. If that means progressive discipline for habitual unhoused riders, so be it. Start with a ticket the first time, followed by more expensive tickets all the way to a BART ban or arrest. If there are no consequences for any of this, why would you expect everyone to comply to the rules?

Train sweeps, no ticket off the train and escorted out of the station, cite them and when possible get stay away orders.

trained community outreach providers, literally anyone except for the police.

Trained individuals to guide the homeless riders to shelters.

Trained social workers escort homeless off of BART in a humane way. They can also provide wraparound support/info to help them into mental health clinic, drug clinic, shelter as needed.

Treat in-house riders the same as everyone else.

treat the unhoused the same as every other rider. Not sure what this issue is here.

Treat unhoused riders As every other rider, Respond with social services and support, never cops.

Unarmed, non-sworn ambassadors/social workers trained in deescalation. No police officers with guns!

Unhorsed riders get on either illegally or use their free ride cards. They use the trains as a bed, urinal, safe place to do drugs and ways to harass riders. Get them off the trains. See previous answer. Enough already.

Unhorsed riders should be limited to a paid trip. Why are they allowed to move in for the entire day?

Unhoused BART riders should probably not be living on the train, for their own health and safety. Dispatch of social workers to direct these riders is critical. A big issue with decreasing homelessness in general is that unhoused individuals cannot get the information they need about where to go for help. Providing a person who is trained to help these riders find a solution or at least a respite is necessary. These riders should *not* be subjected to violence or arrest (i.e. with SFPD).

Unhoused like homeless? I say let them be if they aren't causing any harm. If they start getting violent or aggressively panhandle then have them escorted off the train by a PSO and not permitted reentry.

Unhoused riders are fine just as long as they do not use more than 2 seats (when trains are at capacity)

Unhoused riders are looking for shelter. We need to address homelessness regionally. There needs to be social services to assist these individuals. It's not compassionate to ignore them.

unhoused riders are more often than not are chronically homeless, refer them to city agencies. While you're at it, sponsor a regional approach to sanctioned encampments of tents, tuff sheds, trailers.

When a BART ride is no longer on a rolling homeless shelter, I might get back aboard.

Check other cities transit systems for best practice. Hopefully you've done this already, if not, get on it!

Unhoused riders are usually fare evaders. Cite them for fare evasion, remove them from the train. If they continue to evade their fare then apply for a stay away order.

Unhoused riders are, first of all, not universally recognized. If you mean folks who have not had a chance to shower in weeks, folks whose clothing has not been laundered in weeks, those folks are absolutely traumatized by their experience and must be treated with kindness. If they need a place to sleep and have used a BART train to do so, and they are in a car at the beginning or end of the train (not as popular a choice for many riders) let them be. If they are in crisis and talking to no one and/or waving their arms around, they definitely need some one with mental health training to help them determine where they are and what they need--and offer services to the person.

Unhoused riders may require passive monitoring. BART personnel may be helpful in approaching them to determine whether they can be put in contact with external services for assistance. However, an effort should be made to remove unhoused riders from moving BART vehicles due to reasons of sanitation and safety of customers.

Unhoused riders need to prove they have a paid fare, if not they get kicked off the train. Being homeless is not a crime, but riding the train all day with not paying fare is. We need constant fare checking, at every station and people walking the trains.

Unhoused riders should be given resources for shelters or other necessary services in their area. Social workers or conflict resolution specialists should address riders who present issues with space/vagrancy. Police officers should not be involved.

Unhoused riders should be left alone, but provided with a list of adequate resources should they request

Unhoused riders should not abuse the space in station and trains. They obviously should be able to use these services if they don't interfere with other riders, but if they do, enforcement personal should be engaged, referring individuals to mental health and/or homeless services available in the area.

Unhoused riders should NOT be able to camp out on the system. Cities with policies that are friendly to and attract homeless need to shelter the unhoused; it is not BART's responsibility to shelter the homeless. "Progressive" NIMBY's

need to approve housing and shelters to take care of the unhoused. Send officers in (the only ones with authority) and remove the unhoused from the trains and platforms.

Unhoused riders should not be transported by BART to Millbrae. Personnel should be in place at entrances to prevent people from fare evasion.

Unhoused riders that are not violent, disruptive, or actively using drugs should be left alone.

Unhoused riders with tickets should be permitted to ride BART to their destination. All customers, housed or unhoused, should be required to disembark at the end of the line.

Unarmed BART ambassadors should direct unhoused riders to station agents. Station agents should be trained and responsible for intake into social services programs.

Human waste left on trains by unhoused riders is a problem. The BART route map should mark stations with functional public restrooms, and funding to keep these restrooms open should continue. The map should include public restrooms run by other agencies at BART stations, like the ones at 16th/24th and Mission stations, and BART station agents should always be able to direct riders to these restrooms.

Unhoused riders should be allowed to use the BART without hassle, fares should be reduced for those who cannot afford to pay or waived for those who are unable to pay

Unless they are being violent or aggressive they should be left alone. Maybe a security officer in the building who could respond to any incidents if customers are made uncomfortable by a homeless person. Most people probably don't want to live on a train and are only there because they don't have a better place to be, so I think it's worthwhile to be understanding.

Unsure. I don't know enough to answer this question effectively.

Use BART police, remove riders from station. Keep riders safe.

Sanitize train car.

Use police to kick them off trains if they dump a ton of trash or threaten / scare riders who are paying fares.

Use the police that you people have to actually stop people. The reason I don't use BART anymore is because there are too many homeless and drug users on the trains making it smell like [redacted] and drugs. I bet you none of you ride BART daily to understand this problem.

We need to add more BART police so they have appropriate numbers to make their presence known and be able to address these riders in the moment.

While riding BART is not a crime, should not be used to move the unhoused out of one city and to another.

What about setting them up with project room key ?

BART should be able to have their ambassadors, police or any BART employee should be able to call a representative and have them come out and offer them a room.

Why does BART need to address unhoused riders? How does BART determine who is unhoused and who is not on BART? If you're referring to someone staying on BART for long periods of time with their belongings and potentially sleeping on transit, having a BART team who is able to take people to shelters or to various housing resources such as navigation centers, would be a great alternative than to simply kicking off people who are presumed to be unhoused.

With a social worker trained to help homeless people get what they need (shelter, food, water).

With BART Police, CSO's and ambassadors at problem station entrances deterring and stopping fare evaders. 99% of the crime/drug use on BART is done by fare evaders, stop them from coming in at the main problem stations with BPD and more secure fare gates

With compassion and courtesy. NO use of force.

With COVID likely to continue, BART needs to make riders feel safe. ONE ranting homeless lunatic on a train endangers all of us. That said, if someone is homeless, wears a mask, and is peaceful leave them be.

With extra compassion, services, and support.

With kindness and empathy. If they are not harming anyone else on the train, I think they should be left alone. BART should also have clean and accessible bathrooms that people can use at every stop.

Personnel who interact with unhoused riders should not be armed and should be trained and knowledgeable about local resources that could help those in need. BART could perhaps collaborate with local non-profits or churches to help provide care for those who need it once they're off the train.

With services and support, never cops

Work with the local governments to come up with a regional response.

You cannot tell if someone is unhoused simply by looking at them, so the question is how to deal with persons who might be unhoused on the trains. But what is the issue? Fare evasion? That should be treated uniformly. Do they smell? Libraries deal with this every day. They've created standards. If it's massively offensive, then the individual should be asked to leave the system - and directed to services. If it's mildly offensive, then people should try and move away a bit

You should ban homeless and stop dumping them in Antioch. This is why cities don't want BART to move to their cities anymore. BART is extremely lazy and unresponsive to anyone's concerns.

You should partner with the cities/counties you service to provide housing and programs for these people. BART riders who pay their fare should not be subjected to homeless people making themselves at home on your trains. They make people feel unsafe.

Zero tolerance

zero. tolerance. set some examples if people

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

Zero tolerance policy for breaking any rule including eating. Give BART police back their power.

Zero tolerance

You need to further explain what behavioral health issues you were interested in. If you were talking about the people with mental illness if they have paid their fare then they should be allowed to stay if they have not paid their fare they need to be escorted out of the system. If someone is disrupting the BART ride they need to be escorted out

You guys are using all this liberal namby-pamby talk take them off the trains

Yes. Kick them off the trains to keep people safe. Use BART police.

Yes, they are a danger to themselves and others. They don't let them on planes so it should be the same for trains.

Working with San Francisco's Mobile Crisis Treatment Team

With unarmed mental health professionals.

With training in Predicted behaviors with the ability to protect the public and themselves if provoked.

With subject matter experts. NO use of force.

With services and support, never cops

With kindness and empathy. Personnel should be trained in dealing with behavioral health issues and de-escalation. They should not be armed.

Personnel should also be knowledgeable about existing, local resources that can help those in need. Perhaps BART can pair with local organizations who have the resources and expertise to help people with behavioral health issues.

With extra compassion and the appropriate services and support, never cops.

With caution;) I don't know if the ambassadors have any power to remove them, but I would start there. Have at least one of them trained to deal with passengers with mental illness.

With BART Police, CSO's and ambassadors at problem station entrances deterring and stopping fare evaders. 99% of the crime/drug use on BART is done by fare evaders, stop them from coming in at the main problem stations with BPD and more secure fare gates

whatever the HOT team advises

What they are doing now works.

What exactly does this mean?

Send someone who has basic medical and mental health training to assess the individual, call for ambulance if needed, provide access to services etc

What does this mean

We need to have more mental health social service support.

We need to get them out of the system and get them some type of help.

We need to add more BART police so they have appropriate numbers to address these riders in the moment before they become a safety risk.

We need one ambassador or police officer per train who can quickly respond to situations like this. Sometimes I reported these incidents via the BART app and the BART police showed up at the next stop, and sometimes they didn't show up at all.

We need BART police to remove them. It is frightening for the riders to be verbally or physically attacked. It creates trauma and cannot be lightly addressed.

We have to be cognitive thus could be your relative. Proceed cautiously. If you see no gun DON'T USE YOURS! THEY CAN'T DO TOO MUCH DAMAGE TO YOU

Utilize non-escalating but timely personnel specialized in these issues, recognizing that failure to address this can seriously impact ridership and revenues.

Utilize ambassadors and train them very well. Teach them to handle mental health issues and deescalation. If the situation warrants police intervention, create a solution where the officers to be able to respond rapidly across all branches of the network.

Use BART police and remove from premises immediately. Repeated offenders will be permanently banned from BART.

Unsure. If mental health professionals are a call away, use them or inform the local or BART police that an individual is experiencing a behavioral health episode.

unless they are actively trying to harm someone, they should leave them alone and not interfere. cops should never be brought in.

Uniformed officers/personnel at the gates. All hours of service. Every station.

Unarmed, non-sworn ambassadors/social workers trained in deescalation. No police officers with guns!

UNARMED trained de-escalation from mental health professionals and social workers. DO NOT INVOLVE POLICE. trained, non-armed medical professionals that can respond to crises

Trained social workers escort unsafe or disruptive riders off of BART is humane way. They can also provide wraparound support/info to help them into mental health clinic, drug clinic, shelter as needed.

Trained personnel to engaged those with mental health issues.

Trained personnel on trains and at major stops to assist these individuals and call in appropriate law and other service personnel as needed

Trained mental health professionals - not police

De-escalation tactics

Swift but kind

Trained BART police to handle and de-escalate situations or outside agency brought in with proper training to get the person the help they need.

Train should stop at next station until rider with behavioral issues is escorted off.

Train POLICE personal to asses and help with riders experiencing behavioral health issues

Train police in mental health crisis training. People experiencing mental issues can turn violent very quickly, so force unfortunately needs to be an option when negotiations and attempted de-escalation fail. Although we need to remain committed to force as a last resort, that doesn't mean it shouldn't be removed completely.

Tougher rules and PD enforcement. Disturbing peace, then you can't ride.

Tough one, maybe mental health care professionals. But riders experiencing things like that need to be moved off the train as soon as possible. Because it is a safety concern. Would surrounding cities we serve pitch in to help?

This ties in with my previous answer. Anyone who can't or won't wear a mask and distance on trains need to be kept out of the system.

This question is so broad as to be ludicrous. What are you asking? What does this question really mean? Should BART interfere with someone who is talking to themselves? What about a person who is crying on the BART train - are they "experiencing behavioral health issues?"

This is tough one because you don't know what someone is going through. If someone is acting erratic and could be a danger to themselves or others someone with authority needs to take charge and remove them from the situation and get them help.

This is tough but again, BART needs trained people on trains to get mentally ill people off trains and to services. Riders should be encouraged to call someone (not police) to report aberrant behavior.

This is another area where BART has failed its ridership. We should not have to be worried about dealing with folks who have severe mental health issues. We see these behaviors both on the trains and the platforms on a daily basis. Try utilizing Civic Center Station at any time of day if you need any examples of this type of behavior.

Think BART should have someone for this. Should not be kept on the trains but taken off and gave a place for help

Think about asia or Europe. You'll see plenty of kids riding by themselves. One reason, I always nicely uniformed attendants walking around and making sure customers, especially children feel safe. Yes there are people with behavior issues there too but I'm confident those attendants will escalate to a cop. BART wants us to call 911 or BART police but why? That's bad service. It could be anyone as an attendant. Machine fixer, janitor, train driver. All have mission to look nice and to help customers and escalate to cops

They should set up transport to a medical facility

They should be removed respectfully

They should be immediately removed from trains and stations and taken to the appropriate agencies.

They could be from minor to serious behavioral health issues. There's nothing much riders can do except try moving onto another section of the train and intercom the train driver to call the BART police. Tactics on how to handle depend on that person's condition. BART could consult a behavioral health expert for advice in order to establish an appropriate handling guideline towards these people.

These riders should be removed from the trains and on to get the help they need. I understand that the push is to use unarmed, trained civilians to figure out the best way to get the help these people need, but I think you're going to place some of these social workers in very dangerous situations. What will this social worker do when he/she encounters the next John Cowell?

these folks should be left alone. there should be unarmed health personnel to respond should it be critical

There needs to be a constant patrol presence on BART, REMOVIING and GETTING HELP FOR PEOPLE who are experiencing obvious behavioral health issues, endangering themselves and other riders.

There are hundreds of people with years of training in these skills and someone at BART should work with them rather than asking the opinions of riders antagonistic to any rider who might make them uncomfortable.

The same types of tactics used by professionals who work in group homes and mental health. These are holds that do not harm individuals. These professionals don't need guns or force to deal with the people unlike police.

The safety of customers should be at the forefront. Individuals with behavioral health issues should be removed from trains by BART personnel (or police) and not allowed in BART stations.

The riders should receive medical attention. If the rider is violent or threatening they should be removed by armed police.

The MACRO (Mobile Assistance Community Responders of Oakland) program will replace officers with mental health counselors and EMTs to respond to nonviolent emergencies. Drafted by the Coalition for Police Accountability, for more information, see <https://www.coalitionforpoliceaccountability.com>.

The first person of contact should be a mental health specialist with a police escort. Absolutely NO SHOOTING, NO TASING...pepper spray if they get really out of order

take them to facility that can evaluate and assist them

Take them out of BART and let social workers handle the case

Take responsibility and do not push the problem on to our little city.

Strictly enforced and zero tolerance.

Stopping fare evasion. Intervention by mental health agencies and providers and law enforcement if necessary.

Stop sending BART police on people having mental breakdowns because they lack human empathy.

Stop fare evasion and have outreach available to help people with mental health.

Start with trained crisis response mental health teams. If that is unsuccessful use armed police to detain and 5150 them [REDACTED] this political [REDACTED] about mental health conditions not being linked to violence. Im s damn therapist, this is my work and i can tell u some mentsl healtj issues are linked to violwnce, especially when combined with substance use. Do your resesrch on pubmed, and psychnet.

Start with crisis intervention but if aggression is involved utilize non lethal force until lethal force is necessary. Again this is a sad issue but not one you should be picking up the slack for. If people are unable to act civilized remove them by force. It was a behaviorally unstable person who walked up and sliced that woman's throat some years back. Most mentally ill are not violent but reality is some are, in particular bi-polar, anti-social or borderline individuals and ESPECIALLY when combined with alcohol. You need to keep my children safe, not those who refuse to accept help or take their meds or keep on drinking.

staff more police officers on BART trains

Specially trained service providers should be utilized for handling folks experiencing mental health crises.

Social workers, or other non-police crisis responders, BART police should not be involved.

Social workers specialized in mental health to help get them services.

social workers prepared for and trained in crisis intervention, referrals and resources to affordable behavioral health services

Social workers and trained medical professionals should be available to respond to help these riders access needed care and services, but should not be removing these riders from trains or stations unless they are causing a significant disruption or are potentially endangering themselves or others.

Social workers

social worker, healthcare provider and never call the police

Social worker and/or psychologist on call.

Since it has become the goal of BART management to handle this issue absent of armed sworn officers, I think it's incredulous us riders are even asked this question.

Similarly to my suggestion regarding active monitoring for drug users, riders experiencing behavioral health issues may benefit from a similar approach. In addition to managing expectations for BART customers, having visible BART personnel at each station platform would allow them to identify such riders to help with de-escalation.

Similar to what I said for the drug use question, but minus the drugs part.

Similar to point above. If riders are putting other riders at risk, BART personnel should engage immediately and remove them from premises, potentially referring them to relevant city services.

Signs up about deciding when to intervene and when not to - people talking to themselves are FINE, only when direct threats or violent language toward other passengers are observed should they request assistance.

Should not tolerate

Call police

Should be easy way for riders to report these situations to BART and when reported, BART should be respond immediately with trained personnel to deal with the problem.

Send in police officers to remove riders with "behavior health issues". These individuals have been responsible for multiple knife attacks and homicides, and need officers to escort them out of the system. 4 murders, 2018-2019, and three deaths in one week. That is UNACCEPTABLE. Fund the new faregates to keep the wandering mentally-ill off of the trains and platforms. I have seen (multiple times) mentally ill persons wandering around without masks panhandling without masks and using the virus as a scare tactic to force riders to give them money-- they are weaponizing the coronavirus in an enclosed space, and you need to stop it.

See my answer to firs question----MACRO approach/personnel, NOT officers with weapons.

See answer number 1. What's the use of the cameras- assuming that they work - if we're being terrorized in our seats and no one is looking? Not the driver, not next station staff, headquarters etc. it's terrifying. At night you need plain clothes "professionals" who can keep them out of the trains and the stations.

See above

same thing, health care workers and not police, folks like Homeless Outreach Team, etc. Its not rocket science - not police!!

Same- patrol, enforcing fairs and these folks won't ride all day for free

Same as with drugs, this is a public health issue, not a crime issue. Personnel should be unarmed, be trained in how to handle people with behavioral health issues, and use deescalation tactics. People experiencing behavioral health issues should be referred to services that can help them, not be thrown in jail.

Same as we address behavioral issues in our communities except to say if/when these issues threaten the safe operation of the system, intervention is required.

Same as previous, with additional call to locality for MH/BH assistance.

Same as my answer to the homeless-provide options of ways to get help or the needed psych meds they can't afford. Build an alliance with county mental health experts and nurses to offer help and support for them and access to professionals and medication.

same as i've said, with crisis intervention counselors, people who know how to do first aid for people experiencing mental health crises. NEVER with armed personnel or cops.

Same as drugs...people with actual training for handling these types of situations (social workers, etc.) not law enforcement personnel who escalate these situations.

Same as before : remove them from the cars and deal with them in the station. If you want paying riders, commuters, passengers then make the trains welcoming for those people. If you don't address the issues, all you will see are un housed, drug users and health-afflicted people.

Same as before - adding in psychiatrists to the Wellness taskforce.

Same as 1st response. They should be removed and reported to police/mental health services to manage. BART should not be managing and it shouldn't be a problem that riders have to deal with. It's dangerous to be stuck on a train with someone that is mentally ill.

Safety Team (ST) should offer help in the form of place to go for detox, safe place to address the behavioral crisis, like hospital or other respite, calling individuals' support system. If help from ST is refused, ST should communicate that individual will either have to exit the train or 911 will be called. ST should stay on site until 911 arrives.

Riders experiencing behavioral health issues should be removed from the train immediately as to not be a risk to themselves or riders around them.

riders experiencing behavioral health issues need federal gov't aid.

Respond with services and support, never cops

Request police to remove subjects from BART.

Replace the faregates so the mentally ill can't access platforms and trains.

Removed from the train. But a social worker should be with the police.

Removed by police and given the required support available outside of the BART system

Remove these riders with police and take them to medical professional.

Remove them. Police, if needed

Remove them from the trains first.

Remove them from the system.

Remove them and ban them as they are a danger to themselves and patrons

Remove the rider. Provide transportation to hospitals and other facilities.

Remove from train/station. Transport to mental health support facility or jail if crime committed

Remove from train. Ban those who cause repeat problems and violate rights of others. Arrest those committing crimes or violating rights of others. Refer to social services if needed.

Remove from cars by police and counselors. Allow counselors and non-police to help determine course of action.

Remove from BART train/station. Force if necessary.

Remove and turn into police. Make BART clean and safe!

Remove and ban from BART

Refer to the first answer.

Refer them to those in the MACRO program

refer them to county services

reallocate "security" spending from a war on terror that started decades ago and spend it on trained health personnel.

Quickly. Maybe having a behavioral health specialist classification as part of BART police would give both the appropriate approach while also having the authority to address any escalated incidents

Quickly have BART authorities address the issue, remove the persons from a given train quickly so as to not cause any delays, and handle it on a case by case issue.

Preventing people from getting on BART without a ticket would probably help a lot. It would also help to have BART employees who can meet a train anywhere to take a disruptive person off if riders report them.

Preferably, BART personnel specifically trained in mental health services and crisis de-escalation. Connect them with help, whether that's 311 or another organization. Police should be a last result and only if they are actively violent. Police/social worker team. BOTH should be there maybe one of each. People have made me feel very unsafe with their unstable actions on BART. EVERY TRAIN SHOULD HAVE AN OFFICER AND A SOCIAL WORKER/BEHAVIORAL EXPERT.

Police, 5150s.

Police to remove them from BART.

Police should remove them from the system, arrest and charge them if they are breaking the law.

Police should not be involved, unless weapons or violent behavior is present.

Police should not be involved in behavioral health issues. Trained community members (e.g. social workers, or a new position to fit the role) can assist if it becomes difficult for other passengers to ride BART.

Police should be notified

Police presence. If BART is experiencing an aggressive uptick in riders with behavioral health issues then invest more money into training officers to deal with those people. Why do we as paid riders who are trying to go to work/airport/etc. need to fear for their life because no one wants to deal with these individuals? They should be removed from trains and stations period.

Police presence, have ambassadors actually do something beside ride in the first car of the train.

Police or mental health professionals trained to respond.

Police or ambassadors should escort those types of riders off BART property.

Police on trains. I've been on BART at night on a train car with someone who was flailing about and holding on to a sharp metal object being thrust every which direction. BART needs to crack down, hard, on this type of violent disturbance, which is unacceptable for law-abiding, fare-paying riders to experience.

Police officer accompanied with mental health professional

Police intervention — get them off. If some one was saying crazy stuff on a plane that would have a different end result. Why does a train ride need to be like this?

Police direct intervention.

Police and/or trained individuals.

Police + social worker. Clearly people in crisis are a danger to themselves and people around. Use the most appropriate tactics for the situation.

Physically removed from BART station. Need enforcement, and enforcers need to be able to protect themselves as sometimes folks have behavior that cannot be predicted.

Personnel: those trained in de-escalating and evaluating persons with behavioral issues. Inform them of resources/services and offer assistance to access those things. May require back-up with officers that can provide safety.

Personnel with training in such matters should intervene. That includes police, who should have the needed training. Intervention can include getting those riders emergency help (if such behavior allows) or arrest (if their behavior dictates)

Personnel should be unarmed, community oriented and trained in mental health issues. They should try to de-escalate any situations and if the person is agitated make them feel safe.

People with behavioral issues should be escorted off of BART peacefully and without aggressive force if possible. They should be fined and taken to a facility that can provide the proper treatment and/or medication

People who are intimidating other passengers should be removed from BART immediately.

Folks who are having crisis can have police and counselor respond This is why no one rides BART . They don't feel safe. They are not safe.

People trained in mental health. Put them in conservatorship

People having mental health issues should get the care they need police in conjunction with medical experts need to deal with them. Riders shouldn't have to deal with these people

People have mental health episodes on BART should be removed. These episodes endanger the public.

partnerships with social service providers. There should be low tolerance for this. We don't want more injuries & murders because a blind eye was turned to these individuals. The challenge is to how to screen and be rigorous about potentially aggressive behavioral issues and individuals with mental impairments who depend on BART. This can't receive a broad brush treatment.

on-call social worker

OMG all these questions are about the same people!!! Simple solution, get new gates that non paying people can not get through. As expensive as BART is, there is no way a lot of these people are paying and if you installed a way that people would have to pay, unlike what you have now, these people can just simply lift up on the gate and it opens and if you say something to them they yell at you to mind your business. But why am i paying \$350a month to get to work when so many just hop on???

Offer help to valid resources. Monitor behavior, if it goes over the line by the laws in place, then they should be banned from riding, PERIOD. Especially if they don't have a ticket, or are riding all day. You should document these persons respectfully and compassionately but have a ZERO tolerance policy with people who have mental health issues. Otherwise I don't feel safe to continue riding and using BART

Not sure. Historically BART police have bad track record in this area. Learn from what other local law enforcement depts are doing well to build response teams that are better trained to manage those with mental health problems riding BART.

Not sure what you mean by behavioral health issues

Not sure if they should be armed or unarmed -- depends on the specific behavioral issues. But they should have the authority to get them off the trains

Not cops! Again please use personnel trained to talk respectfully to people with behavioral health issues, trained in deescalation!

non-violent, direct to resources

Nonviolent intervention is best.

Non-police. Mental health response people.

non-police, well-trained people who can intervene with de-escalation.

Non-police employees trained to de-escalate behavioral health episodes should remove these riders from trains and stations. These employees should not have guns, although I can see why batons or tasers might be necessary for violent episodes.

no tolerance

no police, no cops. Hopefully something with connection to services, which again is meaningless without availabilities and openings in services.

No opinion on this matter

No intervention needed.

NO GUNS. Unarmed ambassadors and social workers who are trained in deescalation.

no guns. no police. psychologists/social workers trained in mental health intervention who can connect these people with ongoing treatment and support.

No firm opinion

Just don't treat them like animals they are humans too

Multiple employees or uniformed officers to address the situation quickly. They can be dangerous!

Most of these issues are a result of non paying ppl riding. Address that issue, most issues go away. If fare paying riders experience mental health issues BART should follow protocols already in place for Transit

Most important is safety of riders. Otherwise, some security funds should be diverted to non armed mental health trained security officers.

More social-work trained personnel but also supporting a fully staffed police presence for dangerous situations

More security personnel on platforms themselves (not just stations) and in train cars.

More security

More police riding trains.

MORE POLICE presence to deter them

More police patrols

More police

More officers

monitor entry points, remove them from cars, BART officers should have ample training to be able to deal with behavioral and mental issues. be compassionate, but find a long term solution. refer them to the appropriate agencies that can assist them.

MENTALLY ill people need to abide by the laws also. The court system and social services can help them it's illegal to sleep and pee on BART.

Mental issues (behavioral) can turn violent quickly. Use whatever means to get the person under control and off the train/platform and AWAY from other people as quickly as possible, including restraints and tazors. Remember, that one person acting out is causing possibly thousands of people stress and delays in their lives too. After the person is under control and removed, service should resume as quickly as possible. If it is later found that the person's behavior was the result of self administered illegal drugs (PCP,etc) BART should pursue a case in Civil court to recoup loses if (admittedly unlikely, but not impossibly) the person has resources

Mental health team. No more cops. Instead of hiring police, hire trained mental health providers. The ambassadors do not have enough training.

Mental health professionals, not police

Mental health issue = hospital or resource referral. Drug issues = arrest, ejection, or hospital depending on severity.

Mental health counselors

Mental health and crises de-escalation personnel who are trained in safely helping the rider get what they need in the moment. No use of force or weapons.

medically trained counselors and not just a 20 hour course but someone with experience and certificates who can asses the situation and coordinate with cops and ambulance or other homeless services.

Medical personnel trained in deescalation and how to handle these kinds of issues to help them with their needs. If they are bothering other passengers or are a risk to other passengers, these personnel should get them off the train and provide treatment or take them to some place where they can get help.

Mandatory psych evaluation.

Make sure the other riders are safe. If the behavior is hurting others, take swift action.

Make everyone pay

Local authorities... Its not BARTs responsibility to deal with social and mental issues

Leave them alone

Leave them alone. If they are actively causing a disruption, offer them food or medical attention if needed.

Otherwise have a professional (not any BART employee) talk to them and see if they need anything.

Leave people alone unless unarmed healthcare workers have meaningful voluntary services to offer people.

Law enforcement - they have the proper training. I have seen them in action on a BART train - they were so patient.

Kick them off the trains.

Kick them off the train or out of the station. Call the police.

Kick them off and don't let them back on.

Just like any other law enforcement would by assessing their Health

It's quite sad a public transit unit now has to deal with what's fallen through the cracks of society. If BART, SF, Oakland and Berkeley worked together to have social and mental health workers that could be called when these people are having episodes that would be a good pilot.

It would be great if there was a hotline to contact someone specializing in mental health that can provide resources for these people and intervene. We can contact BART police quickly, but they aren't really trained to address these people and violence can escalate. If there can be some relationship built with the mental health community, that would work wonders.

It would be great if BART was able to have a trained behavioral health worker either on every train or at every station. This behavioral health worker could help in de-escalation, connect individuals with health concerns with community resources or getting them to a safe place where their health concerns can be adequately addressed.

It sounds nice to bring social workers but you're going to need a police officer present. Social workers request this all the time for their safety.

It depends on their behavioral health issue. If they are non aggressive, they should ride the train just like any other paying customer. If they break the law, are violent, or unpredictable, the personnel involved should be law enforcement. The interventions should be removal from BART and transfer of care to the appropriate agency (i.e. medical, etc...). The tactics are dictated by the response from the individual.

Intervention and get them off of the train.

Intervene with police and mental health professionals, refer them to public health facilities. Get them off the train and platform, a transit system is no place for mentally ill, homeless, drug users.

intervene on the behavior if it is harming others - again, treat all riders with respect and understanding

In my time that I used BART, which was for two years, I saw two "officers" OUTSIDE the BART train a few times. Oh no, did you mean that they were supposed to actually do something for the members experiencing health issues? I laugh, when you put "officers" that have done zilch. When have they ever done the opposite? Show me your data.

When I saw young adult running back and forth the BART, while bleeding, there were no cops. No one stopped, no one helped, not even your drivers. The poor young adult left and I hope they are alive. If you want to do something for the community you serve then don't do it half-assed, oops, I mean don't be [REDACTED] like always.

Immediate removal from trains and isolation by trained professionals. It's terrifying that so many are able to harass other passengers without any intervention by BART staff. Again, I don't necessarily care who, but there needs to be *somebody* there to intervene immediately.

Ignore nonviolent behavioral health issues

If you can train a group of personnel that can deescalate a behavioral situation, that would be ideal. Maybe have one BART police along with personnel to standby in case something goes wrong.

If they're not hurting anybody they have a right to be there

If they're dangerous and disruptive get them off the train!!!!

If they're crazy, but not hurting anyone, let them be crazy.

If they harass others, kick them off just like any other person. If they have a disability but keep to themselves and don't bother anyone, leave them be. Bottom line is treat everyone fairly. Meaning don't make exceptions for someone just because of their disability.

If they do not pose an immediate risk to other riders, no intervention is needed. If they pose a risk, then tactics of de-escalation are appropriate. No physical force or threat of force should be necessary.

If they are violent, it should be the police. For any types of behavioral/criminal issues there should be a dedicated person on each train running in case there are problems.

If they are not harming anyone else, they should be left alone.

If the person is violent or threatening violence they should be removed from the train as soon as possible. Trained officers who know safe restraining techniques should be in attendance.

If the individual is not brandishing a weapon or endangering the welfare of another person, they should be approached by someone not in a police uniform.

Their approach should be calm and respectful, and the helper should inquire if they are OK, and whether they need assistance.

Increasingly, communities eg MACRO in Oakland, are developing special programs of helpers for emergency response. They will wear an identifiable outfit, be unarmed and use a mobile van. In Oakland the team will consist of a mental health resource person and an EMT, who can be summoned via 911.

If the behavioral issue is for a non-paying rider - they should be escorted off the premises and referred to county health services immediately.

If someone is physically harming themselves or others or creating a dangerous situation police should be the last resort after all de-escalation tactics have been exhausted.

If someone is in crisis they may need help from someone trained in counseling and de-escalation.

I've already made some suggestions, but de-escalating crises and offering resources should be the core of the services that BART offers. A lot of the time you're probably best off letting people alone. Or just treating people like people. A little show of respect can go a long way.

If non threatening, Initially by non-police, asking them to sit quietly while on BART and offering services. If this doesn't work, police should be called,

If behavioral issue is because of drugs, use BART police, keep riders safe.

If mental health issues, be sensitive to issue, do not be aggressive. Keep riders safe.

If a rider experiencing an active mental crisis, BART should send mental health professionals who are trained in deescalation and can provide help to the individual.

If the rider is simply minding their own business? Leave them alone! Simple, easy, cost effective :)

IDEALLY; Teams of two, one ex-drug addict and the other ex-homeless, one of them must identify with mental challenges. These two will most likely know where to find them and how to deal with them. BART must encourage the teams to maintain a positive, friendly, healthy, caring, guiding attitudes, demeanors, and actions at all times but firm, consistent, persistent, and providing guidance, resources, and help the person to connect to case management specialist. These teams will be called

BART OUTREACH SPECIALISTS.

BART will provide training before they are sent into BART's stations and train wagons, and provide a periodical and a minimum of 20 hours of monthly training ideally 40 hrs monthly of training. The teams must be given time to make sure and connect with as many community programs as possible, in different areas of the bay area so they can help the client to some program or social worker/caseworker. Also, provide clinical consultation monthly.

The BART OUTREACH SPECIALIST team will deal with anyone sleeping, drinking, drugging, mental issues, and doing nature calls in the wagons/BART station anywhere within BART premises.

We need a bad guy/gal.

Someone must be assigned to have a 1-1 in some official BART office, let the person seat there for an hour before having the 1-1 with this person and have them understand or at least listen, that the BART is not a hotel and sleeping as if it is their bedroom it's not tolerated and there's help out there and have the BART OUTREACH team connect the person to some social worker/caseworker. This guy/gal must be the bad guy/gal

The BART OUTREACH SPECIALIST team must not do this. The BART OUTREACH team must be kept as the good guys. "The Helpers"

There is outpatient help for these people.

I'd appreciate some kind of non-confrontational and non-violent way of allowing people with behavioral health issues to get them removed from the train. If they are acting dangerously, then they could hurt themselves and others. They would need to be removed. However, if a passenger is potentially creating a dangerous environment for everyone, then they should be forcibly removed. It's not logical to keep a dangerous person on a train, crowded with tons of people, and anyone who suggests otherwise is insane.

I'm not sure what you mean by behavioral health. The important thing is to have people who are trained in nonviolent intervention. No armed police. I don't think I've ever seen them improve a situation in the 15 years I've rode BART.

I think you should have a faster response time to assist these people. By the time BART personnel get involved in any incident it's usually too late. Having a police presence would make riders feel safer.

I think workers should be trained in compassionate interventions with an emphasis on trauma informed care and deescalation techniques. I think patience, and holding space for variant forms of expression is also key. I think linking people to resources can be helpful

I think trained social workers should be addressing behavioral health issues. Cops are psychologists and psychiatrists and shouldn't be expected to be one. After all, we don't expect our psychiatrists to be cops. Trained, experienced psychiatrists know how to deal with those dealing with mental imbalances and are much better equipped than a police officer. Let's let our cops focus on what they were trained to do best and our psychologists focus on what they do best.

I think the unarmed staff to assist is useful. Maybe provide de-escalation training and advice to riders.

I think the ambassadors should be trained on how to deal with mentally ill people. The police as well. And if any other front line personnel are interested in getting certified, they should be allowed to get certified as well

I think that trained social workers and mental health professionals should be used to assist people who are in need of assistance or who are posing a direct risk to themselves or others. I don't think law enforcement should be used to address people having behavioral health issues.

i think having a licensed social worker who can de escalate will help

I read that BART was going to hire people to address that issue. They should ride the trains also or be stationed at certain stations where they can respond quickly

I partially answered that in the past question. An offer of services cannot be equated with "Take this service or else you will be put in jail." A mental health trained person would need to slowly talk with the person and gently offer services and take it from there. Maybe the first thing is to request the person to walk to a place where they can have a private conversation without a public audience.

I know that Alameda County has been using a mental health crisis car through Falck Ambulance.

Mental health can be an emergency but the police very seldom help the situation.

The patient needs to get assistance in whatever county they are in.

I hope that you don't really take public input on this one into account, because I'm 99% sure the people who take this survey have no idea what effective ways to deal with behavioral health issues are for public agencies. I'd imagine trying not to escalate situations while reassuring other riders would be helpful.

I had a mentally ill unhoused woman on BART spit at me and call me all kinda bitches and racial epithets. A male rider stood up to keep me safe. On the BART trains passengers are hella alone and unless we help each other it can be scary. We need again social workers who can keep it calm but they may need to be supported by unarmed security. As a general thing BART may want to consider unarmed security walking about the trains who can call in social workers, therapists or other trained mental health specialists who can come in at 911 speed.

I don't understand the question.

I am afraid to take my family on BART. With the recent example being Tragic murder of Nia Wilson and so many other assaults the public isn't aware of. Riders experiencing mental health crises need behavioral intervention for their safety and the safety of others. Again treatment is needed as these people are crying out for help.

I addressed this slightly in my last response. When people have mental health issues, they may act in super unexpected and strange ways. The ambassador idea I propose would address this issue. By riding with some of the same people every day, and getting to know them, the ambassador could spot when someone who is normally very calm starts acting erratically. They could also perhaps work with partners so that they know what to do in case of an emergency. I think that for riders that are unknown but are acting erratically, it is important to have personnel trained

in non-aggression and de-escalation work to calm that person down, while at the same time, the safety of other riders should be prioritized.

Hire social workers to help intervene.

Heavy police presence. You need to protect your ridership.

Having trained and licensed mental health workers to be dispatched

Having officers would help . If a homeless goes off on a Civilian you end up calling an officer anyways . If we had a stronger presence on trains at the stations , everyone would know BART is not a Free for All. We all know the agents , train drivers and cleaners can't do anything .

Have trauma informed trained professionals arrive on the scene to de-escalate what may be occurring.

Have stricter security staff present at all stations and platforms 'round the clock.

Have police on hand as well as trained mental health counselors. Also, please get more single row seats on trains so passengers feel safer when riding

Have people trained in deescalation respond if a response is needed. Not everyone who is experiencing a mental health episode is a danger to themselves or others! Sometimes, people will act outside of what's "normal", and that's ok. Do not assume that sending someone to the hospital is always the right move, as involuntary hospitalizations are often traumatizing.

Have NON-POLICE social workers on each train/at each station available to intervene with patrons having behavioral issues

Have more police available, and actually dealing with these people.

There should be someone at every station who can adequately deal with a mentally unstable individual causing disruption.

have medical/psychological professionals at high-ridership stations, increase general patrols on trains.

for example, on the LINK train system in Seattle, there are always fare enforcement and police officers that ride several stops randomly throughout the system

Have a team of cops and mental health professionals respond to a mental health breakdown situation to quickly neutralize the situation, remove the individual delaying service from the trains and further evaluate the individual on the platform.

Harm Reduction, and De-Escalation. Currently the city police are not prepared to handle behavioral health issues. It would be helpful if BART gave some minimal level of training on de-escalation tactics to all staff regardless of position.

harm reduction and conflict mediation professionals, especially recovery/peer led endeavors

Harden stations. Arrest them if they commit crime

Given this Cover schedule, with less trains in the system, put a BART Ambassador and/or a BART Police officer on each train. Have them rotate out at the end of the lines. Having a BART professional as eyes and ears on each train will help mitigate delays, and keep people in line.

Get them off the trains. Use BART police, social workers and mental health professionals to assist with the problem. Also get the independent police commission of Oakland, Berkeley and San Francisco to handle the problem because they know more than the professionals.

Get them off the train. It's not the responsibility of the riders to handle behavioral health issues. Figure it out.

Get them off the train and escort them out by force if necessary. They scare the other riders and delay trains. Often times they are already doing drugs on the trains. It's not your job to fix these people.

get them away from the public immediately

Get the police to remove them. We have already several passengers murdered. It is not safe and I have advocated a boycott of BART until safety is returned.

Fund and install the fare gates, reduce fare evasion, keep this off the trains to begin with.

Forcibly remove the person from the train. There is no reason others should have to feel unsafe due to one persons behavior.

Everyone has behavioral issues, but if it distracting other riders and creating an unsafe manner, I believe the Police and Ambassadors should be on site to deescalate. Having a police officer with them is important because you never know if the situation will go south.

Escorted off the train and out of the station

escort them out station or BART train

escort them off train as humanly as possible

Escort them off the train if possible and connect them to an appropriate service provider.

Ensure trained psychiatric professionals are available to help deescalate and treat the person. Find ways to allow other riders to give space as necessary and to act as witnesses

EMTs/trained professionals that are not police

EMT and social workers if possible with law enforcement back-up for security needs.

Emphasize social services instead of officers with guns

Do nothing

Do not allow them on the train, they are a danger to the law abiding riders. A public transportation agency shouldn't be this dangerous. Allowing such deplorable conditions to take place on trains is wrong.

Deny them the ride.

Defund BART police, call SF mobile crisis in an emergency

DEFINITELY NOT POLICE. Again, it would be great to have social workers and trained community members available to talk with them, de-escalate, etc. These folks may need to be encouraged to leave the train.

Definitely be sure these CSOs are trained in violence de-escalation tactics.

As soon as possible, take the person off the train, then call Emergency Medical (911). Let the EMTs handle it.

Define "behavioral health issues"?

de-escalation training of BART officers to use force as last resort and never use lethal force. PSA signs describing how passengers can recognize early signs of mental health crises and what to do/who to notify if they see this. Social worker/trained therapist hired full time to make rounds on trains during peak hours for assistance as needed.

crisis intervention services to de-escalate and support for regulation and crowd management

CRACK DOWN ON FARE EVASION. Do you really think that the mentally ill stop to enter the system legally?

Cops as a last resort. Trained responders, actions with positive outcomes for the person in distress.

Connect them to a mental health hotline or call a paramedic to meet them at the next stop. Do not call the cops. Have someone there to reassure them if they're alone, and to help with whatever they need.

Conflict resolution specialists or mental health professionals should be brought in to speak with the person and address their issues. If they are unreasonable or behave erratically, they should be detained by paramedics and brought to a medical facility. No cops on BART.

Compassion, and with a team of professionals who know how to deal with these kinds of issues and get people the help they need.

Police should only become involved if the behavior is dangerous to others.

Community resource crisis management officers on every train or at every station.

Community ambassadors. Public service announcements about proper behavior.

Commit them to a Sanitarium.

Carefully trained specialists should help with de-escalation and linking up with any services available. Armed police seem inadequately prepared for these situations and likely to cause harm.

Calmly removing them from the trains. Possibly more involvement from law enforcement

Call the police and send them to a hospital.

Call mobile crisis, never the police

By contacting the local state or federal police according to crimes committed. Again allow the laws of the people to work, avoid political bias especially in a very left area. My BART fare should not go to issues that is not related to transportation.

BPD should be allowed to remove all passengers that pose a threat to themselves or others. I understand that mental health issues don't necessarily equal criminal behavior, but being a threat to others and yourself isn't safe for all.

Bod should remove them from train and call mental health facility

Better training for BPD. Give riders a way to trigger an alert via app/website so that the issue can be dealt with while it is happening. Not giving any effective way to report these incidents puts the onus on riders to either defend themselves or try to interject themselves into situations that put other riders and those experiencing behavioral health issues in danger.

Behavioral therapy personnel

Behavioral health specialists with security on standby as a backup.

Behavioral health issues can range from murderous intentions (Nia Wilson) to annoying stares and verbal encounters. Having an unarmed person respond first, if not a clear emergency, may be helpful, but police are needed in this broad ranging system.

Securing the system will help also.

Behavioral health issues (to the degree that riders around and in the stations and on trains are in danger and/or bothered) of individuals in the BART system should be address by an emergency response team in the local area - BART police could be available in case the individual is violent.

Behavioral health experts or crisis intervention specialists should be involved to de-escalate the situation. People with mental health concerns are at highest risk of getting shot by armed officers as officers are not well-equipped to deal with these types of situations unless they are specially trained in this area, and that is rare. Police could be available as backup, but should not be the primary responders.

Behavior health professionals should be tasked with removing riders and providing treatment. The safety of these individuals and other riders are important and police should only be involved where behavior health professionals need support.

Because its a moving train BPD need to be called and they should hand off to appropriate authorities. Again City and counties need to help. Remove hold process turn over

BART should use police officers to bring the situation under control and have social workers follow up on cases and repeat offenders. A person having one bad day should not be confused with a person that routinely acts out on BART and terrorizes riders.

BART should refer these people for services provided by local agencies. If such people are disruptive or dangerous, they should be removed from the trains and stations.

BART should partner with social service agencies that specialize in de-escalation if people experiencing behavioral health issues.

BART should not call the police when dealing with people who are experiencing behavioral health issues. If BART finds that there is no other solution other than calling the BART police for any of these questions, then the BART police should have 2+ year training including EXTENSIVE mental health training by professionals. BART police (and all police for that matter) should work with compassion and understanding before anything else.

BART should intervene and remove them. The experience on BART should be a little different than one would have on a commercial aircraft, with the same expectations of safety.

BART should have personnel trained for mental health care. Mental health professionals trained in de-escalation and appropriate response to these types of episodes are critical to the individual experiencing them. Partnership with treatment facilities to provide these riders with the care they need would also be great. These riders should *not* be subjected to violence or arrest (i.e. with SFPD). They need a hospital, not a jail cell.

BART should eliminate the BART police. SF and BART should work together to provide mental health information and interventions to all riders proactively.

BART should coordinate to provide mental health and addiction counselors with public health authorities at each inner city BART station, but should also rebuild fare gates to prevent non-payers from getting on the trains in the first place. Tackling fare evasion through physical infrastructure would be the easiest way to do this.

BART should confront the problem rather than ignore it. There should be a real-time text hotline and more officers monitoring the trains. Officers and/or counselors should gently speak with the offender and try to get them off the train and deal with them on the platform.

BART should allow police officers to respond and use their de-escalation training. Behavioral health calls can turn violent and having unarmed personnel, with no legal authority to arrest or place someone on a mental health hold puts more safety and lives in danger.

BART police with training to deal with these folks.

BART police should be eliminated. Harm reduction protocols should be used generally, for all riders.

BART police officers and check for fare, how long in the system and be taken to a hospital.

BART police could be trained by SF county social service social workers or crisis counselors trained to intervene in such situations. Potentially hold quarterly training sessions so staff can be rotated.

BART passengers should feel safe when traveling; ignoring health and safety issues will put BART passengers at even greater safety risk. Intervene, and eject passengers that are creating unsanitary or unsafe conditions on BART. Staff should be trained to prevent passengers from entering stations when they create unsanitary or unsafe conditions. An example of unsanitary conditions are persons covered in urine/feces. Example of unsafe conditions is persons behaving erratically by shouting at people, approaching people in an aggressive manner, etc.

BART needs to step up efforts with BPO, local police agencies, and hire security guards to escort disruptive riders off the train. Back to Q1, the officers need to be at every station or patrolling the train to rapidly respond to these complaints.

Riders need to be checked to see if they paid their fare and should be escorted off the property if they are belligerent BART needs outreach folks who have professional training in mental health and addressing mental health issues -- social workers, drug/alcohol counsellors, or retired therapists. The folks who are reaching out to this population need to understand not only what these people are dealing with, but also how to address their behavioral issues and how to connect them to the resources they need.

Key point is to get the mentally ill who are behavioral problems OFF the BART system as soon as possible, for the safety of all the other riders in the system. These folks may be a danger to themselves or to others, or may behave unpredictably (jump onto the rails, for example), so these folks need to be removed from the system as a priority, before a dangerous situation develops or escalates.

BART may choose to have a trainer person interact with the rider with behavioral health issues to try to coax them off the train, platform, or BART property. However, this effort has to be timely and effective to minimize and eliminate disruption and unpleasantness. Paying riders who are not experiencing these and other disruptive issues are BART's primary customers and interest.

BART is not responsible for solving mental health issues. BART goal is to transport people in safe environment. Deal with the Fare evaders and you will solve most of the issues. BART has decide to actually deal with fare evasion in a real and meaningful way instead of the window dressing dog and pony show you are currently doing. It is a joke that you can just take an elevator to the platform without paying! How about those gate on the platform that you can just jump over? really? How is that working for you? The lame cable to make the glass barriers higher is a joke, how about you make the glass go from floor to ceiling? Instead of your current gates, use turnstiles. BART has options, but BART decided that looks was better than actual security

BART is not a social service agency. To ensure passenger safety, anyone who is not contributing to the safe and effective operation of BART, or who is not a passenger should be expelled from the train and system. It is the job of local city and governments to deal with the mentally ill. They have billion dollar budgets precisely for this issue. BART's job is to run the train system safely and efficiently, while ensuring the safety of passengers.

BART is not a social reform system; it is a ride to and from wherever you are going, plain and simple.

BART ambassador presence

As with homelessness, the basic responsibility is with the communities that BART serves, the need is for trained staff to help people. It's not easy, it's just necessary.

As stated in a previous response, using an ACT Team model with teams stationed every 2-3 stations enables BART to have a rapid response model that intervenes and provides immediate CARE to riders. BART should not be a carceral system, rather by partnering with social service agencies--and in particular agencies with a physical presence near the stations--we can ensure that people receive psychosocial support while minimizing service disruption.

ACT Teams could be stationed at BART Stations and be trained to support riders experiencing behavioral health issues in exiting trains and addressing issues on the platform. This minimizes disruption and allows for proper de-escalation and said riders receiving the care they need without a ticking clock. Additionally, by stationing teams regularly throughout the system, BART will be better equipped to provide people with rapid service and showing a physical presence to riders to ensure riders weary of BART see the systems change BART (and county partners) are investing in thus increasing rider confidence in the system.

As mentioned, allow police to ride the BART especially during peak hours and escort those unruly passengers off the BART so they can locate the individual to make sure they receive the necessary assistance.

Arrest them and/or tell them to leave or place them on a psychiatric detention if its an emergency.

Arrest them and get them off the train as quick as possible

Arrest and removal

Arrest and evaluate by others, behavioral health isn't BARTs job

Arrest

Armed Police, wellness check.

Once again, check for payment. Evict immediately if unpaid.

Armed BART police should immediate intervene and remove these people and hand them over to the police of the city the BART car is passing.

Ambassadors trained in MH crisis response who can help people in crisis access care without ever encountered police.

Ambassadors and connection to social services and healthcare providers.

Always respond with social services and support, never ever send police to do social workers work. Police are not capable of handling the situation appropriately.

Also leave them alone because y'all aren't equipped to make a judgement call on what a "behavioral health issue" looks like. Get in contact with MH First Oakland since they actually are equipped to handle mental health issues.

All BART personnel should be training in deescalation techniques. Behavioral health issues are HEALTH issues and should be treated as such. If BART needs to hire people who can assist people who are having behavioral health issues, then BART needs to hire such people.

Aggressively remove any riders experiencing behavioral health issues from BART property at any time. If they feel unsafe on BART trains or in BART stations (the same way they make everyone else feel), then perhaps they will be incentivized to not return.

Aggressive removal.

Again, return to my initial response. NO POLICE OR ARMED RESPONSE

Again, engage with security & social workers to get them off the trains & out of the stations. Contact family members to make a plan to get them help.

Again, as non-aggressively as possible. I don't really feel qualified to come up with a full plan on this.

Again remove them from the system. The cities are passing these people on to BART instead of dealing with them. BART is not equip to handle this.

again mandatory police or ambassador presence

someone should walk the platforms identifying the individuals prior to getting on the trains.

these people need medication and professional attention. not sure how to intervene.

Again have ambassadors detect this and have behavioral health training and specialists on staff. Be prepared to transport such passengers to care locations. Establish relationships with appropriate agencies.

Again all riders no matter their status should be allowed to ride according to their fate status. Those that are acting inappropriately are to be removed from train if they are unable to follow the rules to ride.

Address with social workers and therapists, not murdering BART cops.

Additional BART monitors versus police. I believe behavioral issues would be minimized if non-paying riders would enter stations.

add more police officers

A trained social worker or something

A crisis intervention trained employee is the way to go

A combination of police and mental health experts. If riders experience behavioral health issues commit any crimes, cite them for their criminal acts.

5150 hold, contact an ambulance and send them for proper care.

1) have a clearly marked alarm on each car that passengers can trigger when they feel threatened.

2) Have an officer and a social worker arrive at the next stop and remove the individual from the train at the next stop. We don't need another murder.

1 trained mental health worker and 1 trained EMT as backup. On every train. Tasked with chatting with everyone (not just those actively displaying behavioral health issues, because many quiet folks are also dealing with potential behavioral health issues), making sure everyone is having a nice time on BART, and only using their emergency de-escalation skills when a situation becomes escalated. Preferably this team is made up of at least one woman and one person of color. This is a very fast way to make everyone on BART feel safer & more comfortable, even if nothing happens.

"We're a transit system that takes people from Point A to Point B."

BART's job is moving people around. BART Police's job is protecting the people using the system to move around. People disturbing the users of the system should be cited, removed, and referred to the appropriate agency for mental health services. Police teamed up with a social worker or advocate would be great to accomplish this.

"No Shoes, No Shirt, No Service" People who exhibit antisocial behavior while on BART property should be removed from the premises.

It has been clear that the BART board wont understand the issue until something bad happens to them. Too many people have died in the subway system due to the anti-social behavior of people who exhibits mental health issues, some of that is tied into drugs. Everybody wants to talk after the action.

If we see physical agitation and more visible aggression of someone then that needs to be taken care of right away. If someone enters the station and is showing such anti-social behaviors they would need be told to leave. The tricky thing is wither they have a weapon or not. This needs a bigger response than ambassadors. Contract out armed security guards for the stations.

Schizos don't belong on a train, they belong on a happy farm away from the high stressors and hustle and bustle of the big city.

<https://youtu.be/sBkyEpkK-BA>

- community officers on every train
- hotline to report behavioral crises
- ban repeat offenders

Additional Comments

Your crack down on ticketless riders is shameful and needs to be stopped immediately. Funds need to be sourced elsewhere. Not by punishing community members.

You stop faire evasion you stop crime, drug use and you keep the system cleaner.

You know you're going to get terrible answers with all these open-ended questions,right?

You are not doing a good job to ensure people feel safe on BART.

You all are in a [REDACTED] up position. You must pander to the loudness of social justice warriors while dealing with a transport system that is notoriously grimey, unsafe, cramped and full of rude behavior. In addition to the categories you asked about how about doing something about the [REDACTED] suit whities that travel from san fran to around walnut creek station who feel entitled to cut in front of everyone. Or how bout all the assholes who never give up seats to the old, the infirm or pregnant. [REDACTED] BART. I hope the conservatives get their way and you are sold off piecemeal to the highest private bidder, a position that goes against everything I believe but which reflects 20 years of watching your system get worse and worse.

With BART Police, CSO's and ambassadors at problem station entrances deterring and stopping fare evaders. 99% of the crime/drug use on BART is done by fare evaders, stop them from coming in at the main problem stations with BPD and more secure fare gates

While I understand you can't have security available at all times, it would help if there were more police and/or people trained in social work, mental health issues employed at BART. Or else nothing will change when the pandemic is over and everyone must use public transportation to get to work and school.

While I know that ridership has fallen precipitously, BART is first and foremost a transit agency and should be operated as such. If it's going to become something else, please announce so that people can adjust their expectations for their trips, or explore other options.

While I have empathy for those who are struggling with issues of various types, I do not think that riders (who are paying high fares) should be subjected to these behaviors. I am particularly concerned about families with small children and the elderly. Riders are essentially a "captive" audience for these behaviors because they have no way to escape whatever is happening in front of them.

When you have armed robberies or murders happening on the train you can call out the appropriate department. For the regular patrols there is no need to have armed police. They only escalate the situations. They make me nervous and less likely to ride.

We just don't feel safe to ride BART for more than 5 years. My daughter and I rely heavily on BART to go all over Bay Area especially I don't drive. Now we have to use Uber and Lyft. Very sad.

We have people approaching riders demanding money, people who smell so bad, passengers come prepared with their own deodorizers. So many people do not pay to ride.

Use security to kick violent & threatening people off the trains. People don't feel safe on BART. Ridership (and revenues) won't recover until BART actually cracks down on bad behavior by drug users and homeless people.

It's not politically correct, but it's what needs to happen.

Unhoused riders, drug users, and belligerent people are increasing since the lockdown. They're dangerous, they don't respect anyone else, and I've seen them (successfully) ignore ambassadors. The only thing that these people respond to are properly-equipped guardians(police). I think this is because they know police are the only ones who have the training and equipment to actually do something about it.

Under NO circumstances dispatch OPD unless the person is armed and attempting to do harm to self or others.

Unarmed, non-sworn ambassadors/social workers trained in deescalation. No police officers with guns!

Transition away from having BART police... fund and use instead the services of SF mobile crisis in an emergency. Use people trained for the types of non-violent incidents that they survey seems to be asking about.

To be an enabler does not help their addiction mental health problems. Mental health centers/ clinics need to be resurrected so they have a place to go and get treatment. The problem is not BART it is the LOCAL legislatures in Sacramento.

Thx for hearing me. I love BART and trains!!! I can see why for me as a man it feels safer than for others. I've seen crazy people all over the world on trains but BART was just missing the look that anyone cares about their passengers. I want BART to be passive about caring about us. They need to show they love love their customers.

This is a terrible survey and its thoughtlessness, carelessness, and inability to present important situations in a meaningful way reflects very poorly on BART leadership.

This is a terrible and useless survey, I expect a transit agency to be able to gather better data than this.

These questions are far too general to be of any use for information gathering purposes.

There's a lot of room for enforcement. I hate seeing people skipping the fare when I pay my fare. I'd like to see better fare enforcement. I'd like to see panhandling on trains addressed.

There never should have been such a thing as BART police and we can't get rid of it too soon. You serve the public. You shouldn't be shooting them. You shouldn't be arresting people for skipping out on a 5 dollar fare when multi \$100 parking tickets are just paper slipped under the wiper.

There needs to be more police officers assigned to each police area. Having 4 officer for 8 stations (Oakland) or 4 police officers for 6 stations (San Francisco) is not a safe solution for BART riders.

The underserved member of our society should be treated like every other rider - with dignity, respect, kindness, and appropriate services and support provided - never cops. call SF mobile crisis in an emergency, Defund BART Police. Thank you.

The trains have to be safe and to compete against ride share companies, could we use a little of the budget/stimulus money we are sure to receive to cut a TV commercial please! We would get 500,000 riders daily if we advertised. To keep the riders the trains have to be safe. Position fare checkers in the morning at end of line stations and keep fare evaders out of our system that way. There has to be solutions within the manpower we have at our disposal to keep trains clean and safe. If we increase on ridership then we can higher more BPD. Maybe even higher social workers to deal with people in mental health crisis. Than you very much

The trains are filthy to the point where employees will not even sit on the trains without Lysol, newspapers and disinfecting wipes.

There is █ between cars as well as Pee rolling down the cars garbage throughout the trains razor blades stuck in the windowsills, needles on the floor and seats.

Police officers need to be present ON TRAINS to detour inappropriate behaviors.

Employees are paid an outrageous amount of money and do not intervene when you report an issue.

Put police at as many stations as possible!

The downtown San Francisco/Oakland stations are really dirty and unmaintained. I really respect the company's sensitive attitude toward the unhoused but it's coming at the expense of paying riders who know they're going to get harassed either directly or indirectly by unstable folks who seem to have free reign over the system. I have seen people openly smoke crack, pot, tobacco in cars; rip up seat cushions; menace riders waiting on the platform, etc. I have stepped over needles at Civic Center station and seen people shooting up on the stairs in daylight, not twenty feet away from a group of BART police officers talking among themselves. A sustained, constant sense of personnel on platforms and in cars would make me feel safer, and cleaner stations would make me less reluctant to ride.

The Board of Directors need to spend less time championing pet issues (homeless advocacy, bikes) and spend more time building bridges with local counties and cities to secure resources and funding to take care of the issues that BART riders have complained about for years — crime, sanitation, mental health, drugs, etc. I also see some Board of Directors on social media and in the news disparaging the BART police union. Instead of pointing fingers, I want to see a board that proactively works with BART police and city police to solve these issues. Things like working with the city of San Francisco to help take care of the homeless that spill onto trains or advocate for safe needle use areas in the city will help curb these problems.

And at some point, BART needs to realize riders won't come back if they don't feel safe.

The best part of the pandemic is not having to ride BART to work. Please fix BART.

The amount of fair evaders, people playing loud music, panhandlers, and people doing drugs on the BART system is severely affecting the system. It no longer feels safe to ride the system, it is filthy, and yet it is expensive. What we get for our money is a terrible return. Changes must be made!

Thanks for doing this survey. Frankly, the biggest problem I've had riding BART (other than not being able to sit, since I have a hidden disability), is people who get on and play loud music, and won't respond when I ask them to turn it down. That impedes my commute much more than anything else. They should be told to leave the train.

Thanks for crowdsourcing answers to these problems. They are new and require new, forward-thinking solutions. We have already seen that increased police presence makes situations even more tense and dangerous for everyone, so they need to be eliminated and replaced with trained mental health workers, social workers and medical staff, whose main purpose is getting people what they need.

thanks BART! also free public transit!

thank you for trying to find solutions

thank you for reimagining how to build safety for all that are not reliant on carceral approaches

Thank you for pursuing this. I strongly support fewer cops driving around in cars, and more ambassadors and unarmed staff on trains and at stations.

tear down faregates, use proof of payment, spend less money on fare enforcement and more on community safety (e.g. ambassadors)

Surely BART has enough peace officers and ambassadors to ride the trains on this very limited train schedule? Mask violations happen on almost every train in the system, and the amount of homeless, drug addicts, fare evaders are still the same as pre-COVID days. No one will feel safe on BART, COVID or otherwise, unless they feel confident BART PD and BART are doing everything they can to keep the trains safe.

Succumbing to BLM, or other protest movement/scare tactics is not how you keep the public safe. Just look at the black owned stores that got looted.

Stop letting them in the stations. Who matters more your paying customers or your mental, addicted non paying riders. Stop giving free passes to the homeless

Stop fare evaders!!!!

Social workers and homeless outreach teams on each train and in each station would significantly lessen problems and avoid aggressive police interactions

Since the Millbrae station is the terminus, there's a greater tendency for unhoused riders to gather and remain in the BART station and surrounding areas. BART needs to partner with Millbrae to combat the problem with more creative and compassionate long term solutions with clear operational procedures for trained personnel to follow when they are called to address a problem.

Millbrae Station should be staffed so that the station and area is monitored and checked on a regular basis to identify potential as well as existing problems and be ready to take immediate action. The presence of BART police will also make riders feel more safe when using the facilities.

Since moving to the East Bay, and riding BART to visit grand children in San Francisco, I have never felt safe in the station or on the train. Also, being captive to panhandlers, "entertainers", & music is blasted continually to keep our attention, makes the ride unpleasant when it constantly continues. Once the doors are closed, & the train is in motion, there is no escape for the passenger.

Seriously, just tougher misbehavior enforcement please. How hard can it be? Every other place on earth deals with criminals and people who disturb peace. Study Singapore

Sell your land back to the native folks from which it came.

Riders who are unhoused and with mental health and/or drug addictions do pose a threat to me when I travel on BART alone as a young woman. Often it's unsanitary and scary. However, we should still treat these members with respect and kindness, they are humans who have fallen on hard times. We must treat them with empathy.

Riders should be safe and free from harassment while on BART property/trains. Police should be present/visible as much as possible.

Riders need to feel safe on BART and these issues need to be addressed and not ignored.

Riders don't feel like you care about us. You cater to the homeless and those who use drugs. You leave trains filthy, you leave stations filthy. You don't even address when people are attacking, verbally or otherwise, your own employees how am I supposed to feel safe as a rider.

Replace faregates with more secure design

Realize homelessness and drug abuse, etc., are social issues. I know it sounds like "not in my backyard" but BART is supposed to be a public transportation for all, not a refuge for homeless and drug abusers. I have had the privilege of traveling globally and never seen anything like this (well, one absolutely filthy train in China...). BART could take some lessons from any other public transport globally - why does BART have different rules than other countries where by my experience this behavior is not allowed? Having to undress at my door when I get home because I don't know what I sat in or stepped on - really? The signs also say no dining - there seems always to be food thrown on the floor of the train. Always. Maybe it's all the social worker that need to do continuous ongoing sweeps to move folks into all the social nets this society has. It's a mess, but BART is either transport for all, or just call it a moving hotel/safe place to do drugs - call a spade a spade - and maybe we move to private buses to move folks that find dealing with all these issues day after day on BART is just disgusting and invasive of what should be transport for all. Even MUNI isn't this awful...There are some countries with different class tickets - I would be THRILLED with this stratification.

Protect us and make us feel safe or we will not ride.

Pre-Covid I started riding BART less each year. I go out of my way to patron a much nicer way of traveling (ferries, buses and ride shares). BART became something to be embarrassed about. You pay money have all your senses assaulted by fare evaders, unhoused, loud music, aggressive riders, dirty environment and drug use. I use to tell visitors to take BART but after many stories of them being screamed at and harassed (especially for money) I tell them to skip it and avoid the awfulness. We're a world class city with the worst public transit. The reality is that people will pay more money to avoid BART because other transit systems enforces paying the fare.

It may not be popular but if you stop people from evading and loitering people like me will come back.

Police should never be involved with people using drugs, who are homeless or have a mental health problem. They just make the situation worse.

Please open the restrooms back up in the stations.

Also it would be a help if you would reopen the western branch of the Civic Center station tunnel running under 8th St. to come up in the small plaza next to the former Burger King. That corridor was a good place for poor people to rest and for buskers to perform, and both of those affordances are good for a city to provide. And the corridor also has a crowd channeling purpose that is needed from time to time. At the last SF Pride parade, in June 2019, there was a scary crush on the southeast corner of 8th and Market as arriving passengers surged up the stairs and the parade crowd didn't make room for them. Another corridor running from the station to the west side of the intersection would have helped to relieve the press.

Please make BART safe and clean! That is what hardworking people want! We just want to be able to get to work or get to our destination safely and not feel scared. BART has so many convenient stops and it's overall a pleasant ride but these situations happen so often that I hope I don't catch them when I get on a BART.

Please make BART safe again! We all know BART didn't create the homeless and drug problems in the Bay area but it doesn't mean we have to accept it.

Please don't harm or kill people because they're making other riders uncomfortable.

PLEASE don't be soft on people who choose to use hard drugs, sleep on trains, or cause public nuisance. You will hear from a lot of people who are OK with it, but I doubt these people ACTUALLY ride BART.

Please divert funding and training to mental health services and professionals rather than cops who will only escalate a situation.

Please continue to balance the needs of our community, specifically your employees, your paying customers, and the our vulnerable friends, family, and neighbors who struggle with health and financial difficulties.

People who do this work should be paid well. This is essential, stressful, emergency response work. It does not require mental health professionals.

People often sneak aboard the trains through the handicap accessible elevators. I know this because that's often how I get my bike onto BART. In recent years, it just became "cool" for people to evade BART fares.

Paying riders are your first and only priority. You are a transit agency, not a social service agency.

Paying customers want to feel safe on BART, yet not hurt those people who have mental health issues, homelessness, no money. With other departments or agencies, provide services to them so they don't have to sleep on BART trains or jump fare gates.

One of the reasons I've traveled so little on BART since the pandemic began is because of riders not wearing masks, riders wearing masks incorrectly (like chin straps or nose exposed), homeless people on the trains. I live just a 10 minute walk from a BART station in SF but prefer to either walk or take Muni until you can clean up your act.

Officers DONT NEED GUNS FOR BART

No need to raise BART prices if that's under consideration or approved. Also, There is absolutely no need to charge for parking during the pandemic or increase parking prices if being considered

No more police on BART. Quit harassing homeless people

NO COPS

Never stepping on BART with my kid again

Needs more police officers to patrol and remove guests who don't pay or use drugs in the paid area

Need to maintain safer/cleaner stations -specifically Millbrae hub.

Need to have more involvement from police without hiring more at BART. Look at the ridiculous contracts BART gets into with other police departments. The agencies fight like hell over them because they are so lucrative and to what end?.

need install call Box BART police civic center BART, fruitvale BART, powell station

N/A

My major gripe about this is that there are very few BART staff who are immediately available to deal with problems. The station agents overlook or encourage people to break rules. They almost never intervene when someone is smoking, acting weird or harassing other passengers. They are well-paid with pensions and should be expected to better serve the riding public they serve (and who pays their salaries).

My family used to ride BART - after several incidents (mainly related to antisocial or aggressive behavior from unstable riders), we have vowed never to ride again.

Most of the progressive BART board ignores our frustrations and puts their ideology ahead of riders safety.

Less revenue from riders hurts schedules and those who depend on BART. Take action to fix BART safety in a real way.

Drop your naive ideology.

Most patrol officers of BART police should be unarmed, set up a small special armed response unit for situations like active shooter, and other active violent incidents. BART police first priority should be de-escalation.

Most of these questions are phrased in a way that avoids addressing fare evasion at the point of entry. That's a policy decision but it's negatively impacting the return of riders. The economy is improving and freeways are getting crowded but ridership isn't improving.

Most of the people committing the crimes on BART don't even pay to get in. BART needs to have a way to stop these people from getting in. Police at every gate and elevator.

More uniforms of all types on all lines throughout hours you see open are needed.

More police, more training for officers

Moat of the homeless I have seen need a bath before they ride. Put in showers at stations.

Metropolitan transportation agencies are responsible for providing safe passage for their passengers, and part of this is providing visible patrols and ability to contact and alert these officers to issues that are in progress.

Many riders are not wearing face masks or wear them inappropriately. BART doesn't do enough to prevent this. The health of the ridership is at stake here and BART seems only to do very little.

Make BART clean and safe! Parking lots also!

Lower the fares, keep the trains cleaner, remove the riff raff and stop fleecing us by raising prices in crappy service and lack of foresight. Use the existing rail lines instead of having your own system.

Low level crime is a behavior of regular hi level criminals. It starts with keeping un-ticketed riders off the train. This keeps your passengers feeling safer

Let the cops do their job. You have so few of them that they are often ineffectual (which isn't their fault). They need support from the agency - the vast majority of riders love to see BART cops riding trains and moving through cars on proactive patrol to keep system users safe.

Leave people alone unless unarmed healthcare workers have meaningful and voluntary services to offer people.

Leave homeless people the ██████ alone

Keep trains clean, get better gates to stop fare evading. Care more about the system that keeps the Bay Area moving! Just spraying disinfectant isn't cleaning trains. There is ground in dirt debris and filth still

Just leave most people alone. We don't need any sort of policing on BART, even supposed "unarmed" policing which is still going to be policing by your agency.

It's sad your agency hasn't used the quiet time of covid to come up with the defined policies with the homeless, drug use and all the other mental health issues with the individuals who are on these trains. People are freaked out with germs already. It will be a slow ramp up with people returning to work and your ridership slowly returning. People will not want to return to the trains with your lack of leadership addressing these relative issues. The filth from the homeless, the drug use, the yelling and craziness from homeless people walking through the trains, smoking openly, etc. Sadly I've seen your ambassadors and fare inspectors on multiple occasions just huddled together not doing much of anything but on their smartphones. I can't say too much better of the police sadly. Most of them never walk through a train or ride one stop and get off. Seems to me they're all just trying to meet a minimal job quota not trying to serve the public. Lastly leadership starts at the top with your board and management. The issues with the homeless and all the related issues you asked about in this survey are indeed complex. However keep in mind BART is a transit system. My needs are simple when using it. I just want to pay, get on at my station, board and sit on clean train and get to work and home. Rather than not be harassed, yelled at, begged at for money and smell weed or cigarettes. I travel often and these are not major issues in Boston or NYC. Your leadership needs to set policies with zero tolerance and offer outreach to people willing to go get help. Because I don't want to continue riding with how you handle it currently. It's about survival now with the challenges of covid for any business. You should think about that deeply. It's critical to shift police away from calls related to homelessness, drug use, and mental health crises. We call for reform.

It's always good to keep case notes of every encounter and action taken.
Friendly BART police should be available as needed just to bring some sobering seriousness to the moment as needed.

Ideally, and if could be arranged some organization may provide a clinician for a free consultation as needed.

It's time to give BART back to the riders that pay. So many people I know won't ride anymore because it's unsafe and to many homeless and criminals.

It's my opinion most crimes originates on the trains. I guarantee if the riders see a BART police officer or a CSO at least twice a run crime would drop. And I mean the officer walks from the led unit to the trail

It's a very complex problem. BART should be part of a regional planning group that prioritizes low or no cost housing and services. BART shouldn't have to do all of this work but as long as BART is a dry refuge from the weather, I don't mind riding with homeless or mentally ill people.

It is greatly discouraging to me as a tax payer that BART is apparently more concerned about a tiny sliver of the BART-riding population than it is about economic survival in the face of plunging ridership due to people working at home as the result of a global pandemic.

It is DEFINITELY OK for this new Community Service Officer crew to carry tazers ONLY (no guns).
If they are to deal with potential acts of violence on BART, they will need something.

After riding BART for many years, my observations are BART police are too busy policing the concourses, hallways, and entrances to ride every train. We definitely need additional security personal to ride the trains.

It does not feel safe riding BART

Install the new faregates to keep drug addicts, mentally ill, and the homeless off of platforms and trains. Hire more officers.

BART is a transit agency, NOT a social services agency.

In order for the Ambassador and Crisis Specialist to work, we need adequate staffing. It'll be literally impossible to have that many units responding to these incidents throughout the vast system. Staffing needs to be boosted, but I fear the police budget may be affected due to these changes. But generally, I've noticed that riders are more responsive to Ambassadors because they don't have a gun and their easier to approach. At least increase the ambassador staff to 30+ units.

In general, BART needs to do a better job at providing both rapid response and showing a physical presence in their response. I've heard (anecdotal, I know, but bear with me) many riders complain either to me personally or on social media that they don't feel that BART does enough or that they doubt it does anything when they call for BART Police.

By using a model that overall increases a physical presence in the system and allows for rapid response, BART will be able to easily increase rider confidence in the system.

But please, PLEASE, do not simply rely on BART police. People need help. They need support. Now more than ever. And if we're able to turn BART into a pathway to receiving care and service linkages we can create not only a system that we're proud of and proud to ride, but a Bay Area that enables us to care for those among us who need a little more help.

In addition to unhoused riders, we see lots of riders jumping the fare gates, etc. This takes away funding from what we can use to help those requiring assistance.

Improve your accessibility. Rickety ramps and constantly out-of-service elevators are not okay. Take steps to ensure it doesn't happen. Talk to your disabled riders.

I'm not an expert, this survey sucks because you either haven't researched any good options, or are too afraid to frame the options. As a daily BART rider I know what doesn't work - police. I'm not an expert on what does.

I've stopped riding BART because it doesn't seem safe. I know that the risk is low from people wearing masks and distancing but all it would take would be one ranting lunatic with COVID to sicken a lot of people.

I would feel more comfortable seeing transit authorities being firm but kind to people being disruptive or experiencing problems. Being rough tends to escalate situations and make bystanders anxious.

I want a safe environment for me and my kids. Everybody has a right to ride in a safe, drug-free train.

I used to commute on BART before COVID and over the last 10 years has gotten worse. It turned into a place for homeless and drug addicts to live. I am a woman in my 30s and there have been multiple situations where I have been yelled at, threatened, harassed, and sexually harassed while commuting to work because traffic made it not feasible to drive in. It was clear BART did not care about security. Now that commuting isn't necessary, I don't see myself using BART again or needing to in the future.

I understand the pressure put on BART to solve many of society's problems. However, I do not see these as BART's responsibilities. If BART intervenes to remove or arrest a rider simply for using drugs or for appearing unhoused, then I will simply see that person doing the same behavior on the streets as soon as I leave the BART station. To repeat an earlier comment, public transportation is for the public, and BART can't do anything to repair society's ills or solve problems well beyond its control or its purview. I always have felt safe on BART, and if some riders are bothered by suspicions that other riders are engaging in drug use or are "unhoused", then I suggest that--instead of just complaining to BART--those riders work to overcome their own prejudices and engage in work in their communities to help address the very real problems of drug abuse, mental health, and housing that are afflicting the Bay Area.

I think that BART could improve in these areas drastically and I'm hopeful for progress to be made.

I think people would be more willing to start riding BART again if they felt it was safe, convenient, and efficient. At this time, BART doesn't offer trains often enough to get people to come back. Especially when paired with all of the other issues including homelessness, drug use, and unruly and unsafe passengers. Especially given the current pandemic, it's uncomfortable being around anyone who you think could put you and your family at risk.

I think compassion should be the main watchword; compassion for the people who are experiencing problems, and compassion for those being bothered. Non-violent tactics should be employed whenever possible, and personnel who intervene should be trained in de-escalation and have access to resources to help people with whatever their needs are.

I think almost all police officers should be unarmed. Guns should only be for police officers who are specially trained in how to use them (in ways that disable their targets without killing them) and whose job is to intervene in extraordinary situations that require an armed response. Routine patrols should not carry guns.

I think all of these issues would be helped if we have more BART police with more and better training.

i think a high percentage of the issues could be diminished just with having someone at each turnstyle, someone in each booth, someone on the platform, and police/ambassador presence walking through the cars. I felt safer when BART was less stingy with their money. Look at much \$ BART lost by removing booth people alone. probably more \$ than if they paid for them again. is anyone watching camera footage?

I take BART to work 5 days a week and every time I feel incredibly unsafe. Between the homeless people and the other unstable people I see every day on the trains I wish I had an alternate mode of transportation to work. I feel like you turn a blind eye to the actual riders who pay their fare and allow the homeless and others to take over the system inside and out.

I road BART for years through the 1980's, 1990's, and early 2000's. When my children were young, I decided to take them on BART, and let them experience taking public transit to events. I quickly regretted my decision. We haven't rode on BART as a family since about 2010. I'll take it by myself, on occasion, to events. We blame law enforcement for enforcing laws. California has gone out of its way to cater to troublemakers and no longer cares for hard working people raising a family.

I personally will never use BART again.It has become a complete [REDACTED]ole due to the homeless drug addicts.When I did use BART it was a great way to get around the bay area and most of the time I found the staff helpful and courteous. I never used to feel unsafe on BART. I even rode it alone as a kid often. Now I'm always anxious and avoid it when I can.

I love BART and take it as often as is reasonable to the airport, to meet up with family or friends, attend A's games, etc. even though an Uber ride is very affordable for me. BART works well is is generally on time. To be an attractive form of transportation it must make sure its riders feel safe, and that is done by removing people who exhibit anti-social behavior from trains, stations, and platforms.

I like BART and I want "more" robust public transit in the Bay Area. I want less cars. I want a cultural ethos that says, "Cars are terrible and I want a super strong public transit system in my region." Instead, I see a lot of cheap virtue signaling from San Franciscans who claim to be super woke leftists, but routinely work to shut down new housing developments in order to protect the "character" of the city or protect the inflated value of their own properties. Why are San Franciscans and Bay Area people so obsessed with owning cars and shutting down housing? I don't understand the city that I moved to in 2006 anymore.

I hope there is a lot of constructive criticism in this survey so you don't have to read through a bunch of crazy complaints. I hope there are a few people out there who agree with me and we can help change SF for the better.

I just don't want to see anyone get hurt and I want to help out in any way I can!

I hope BART will consider investing in services that benefit it's community rather than BART police. BART police funds and budget should be re-allocated to other services to help with mental health and homelessness in the Bay Area. Since BART locations are all over the Bay, it makes sense to me to have resource hubs at every location that is staffed by mental health professionals, volunteers and those who can assist with housing, income loss or food resource needs.

I haven't used BART in a long time. I don't feel safe, it's not clean, and it's clear BART cares more for non paying people, thieves, homeless, and the mentally ill than the safety, happiness, or well being of their paying customers. Do better BART and I'll go back to my daily commute

I have stopped riding BART, which used to be one of my primary modes of transportation After three scary incidents, including being on the train when someone was murdered, I use Lyft instead.

I have lived in the bay area for 10 years now. I refuse to take BART, I would rather pay the extra money taking a lyft- I have traveled the world, and never, ever have I seen such horrible conditions in my life. Allowing this to continue is absolutely shameful, you should all be ashamed of yourselves.

I have felt unsafe on BART, and that needs to be addressed. On the other hand, compassion should guide BARTs policies. Hopefully BART can coordinate with Bay Area service providers so there is actually someplace to direct people who need help.

I have been confronted countless times by individuals who were either homeless or had mental issues, and these were threatening situations, i.e. violence or confrontation was threatened against me. Furthermore, there is a large problem with drug use and public urination and defecation in and around BART properties particularly in San Francisco. Rider should expect an experience little different than they do on other modes of public transport such as on Caltrain or a commercial airliner. I would not mind a heavy law enforcement presence in order to achieve this.

I have been a regular BART rider (4-6X/week) for 30 years but have not been on a train now since March. Would like to see more visibility for what BART is doing to make riding safe during the pandemic.

I hardly ever see ambassadors. I understand that there's only a small number of them, but they are not visible. I don't see them walking stations, and I don't see them on the trains.

I don't want BART to throw people in jail for having these problems.

I don't think there's harm in enforcing rules on BART more, especially when there is so much bad behavior that keeps paying riders from wanting to take the train if they can avoid it.

I don't ride anymore it's too dangerous some of my friends and workers do they hate it they always talk about scene crime people going to the bathroom people getting high people robbing people

I do not feel safe riding BART alone nor do not feel safe exiting BART at the Millbrae station when there are unhoused individuals living at the station. Safety, the rampant drug and mental health issues are the reasons I do not plan to ride BART when I return to the office. I believe BART is fully responsible for my safety both in the car and at the station and are failing on both accounts.

I do not feel safe on BART and I certainly don't feel that my spouse nor my child are safe on BART.

I hope that BART can set up mental health assistance for their workers and for their riders.

A big challenge is that BART serves a couple different counties. BART would need to work in conjunction with each county in how a policy would work when encountering a rider with a mental health emergency.

I cannot stress enough how you are seriously over-complicating a problem that I've seen "solved" dozens of times by the mere presence of two BART police officers in the station by the fare gates. Not on the platforms --stop people BEFORE they get on the trains-- but by the fare gates.

Count how many stations you have, count how many sets of fare gates per station, allocate enough personnel to cover each gate without allowing for another gate to be left unattended if they engage with someone, then sort out what it will cost to pay that number of unarmed personnel to staff ****every**** station throughout all service hours. Mystery solved, problem solved.

Maybe even train station agents to do that job since they do absolutely nothing to stop clear fare evaders when they do happen to be present (which is almost never at Richmond and Civic Center stations, where I am most often boarding/alighting). Have the new role tackle problems addressed herein AND customer information so they can help anyone who needs assistance wayfinding or managing a faulty Clipper Card.

I believe a lot of issues could be prevented if BART stations were better staffed and agents/ambassadors trained to refer / deflect passengers who are seeking care/shelter rather than transportation.

I appreciate you (BART) allowing riders to have a voice. Unfortunately, I think most of my opinions and suggestions will fall on deaf ears as they don't align with the progressive views of the majority of BART Board of Directors. I've used BART for the past 20 years, but have gone to great lengths to find a different means of transportation whenever possible because of the environment that has been created both on the trains and in the stations by lax policies. To attribute the conditions on BART to COVID, cost of living, etc is completely unreasonable. Until the decision makers who have created this mess either leave or are voted out, sadly, I don't see any true change for BART.

I appreciate this survey.

I frankly prefer to ride BART when I know many people will be on the car with me. It is when I am isolated that I feel vulnerable to folks who want to steal from me or do harm to me. If people are having a meltdown, they are typically in their own world and not necessarily a harm to others.

I am saddened at the amount of urine at BART stations and on TRAINS!

I am a registered nurse and public health nurse.

Also, BART should seek the advice of homeless persons themselves and homeless persons activists, experts in behavioral therapy, and the Anti Police Terror Project to inform your research into these subjects.

Thank you for seeking input from your riders, it will not go unnoticed.

Hope you consider the MACRO program for BART.

Having personnel at a kiosk at each station platform should be strongly considered, particularly in the Downtown SF and all transfer stations at a minimum. While having a kiosk at the fare gates is useful, it's not helpful when all major issues occur where people are entering and exiting BART vehicles.

As a person that's experienced a physical attack while riding BART, I feel that if personnel had been located at the station platform level instead of just at the entrance, I could have had some form of intervention. In terms of logistics, if someone has an issues on BART as it is, they would have to remove themselves from the BART vehicle and go up or down a long flight of stairs to reach the fare gate where there are BART personnel. That time could be reduced by having personnel at the platform level.

Get rid of transit police and support riders. Also make transit free.

Get rid of BART police

General public comments could be good but we're not the experts. People see things in many different ways so there's no perfect solution in how to handle these situations, no matter what you will get criticism about the way things were handled.

Best is to get the opinions of the experts as to what and how is the best way to approach these "no-so-normal" group of riders.

Fund the faregates, hire more officers to spend more time in the paid areas and on trains. The violent crime shows the need, the customer complaints, so just do it. Stop listening to a small group of fringe-Left activists who do not ride the system and start listening to the riders who actually have to use the system. You are currently the most dangerous transit system in the country (number of murders), now DO SOMETHING TO FIX IT!

Fix it so that it is impossible to evade fare at the entrance.

Allow small businesses to step up more store fronts downstairs.

Increase the police presence and allow them to actually do their job.

Increase cleaning efforts and have zero tolerance for drug use on BART or around. It's not fair to other riders. I've read multiple stories of riders being pricked with drug needles. I can't even describe how angry this makes me as a concerned citizen this happens. Enough of the addict coddling

Enforce fares! Don't let anyone in if they don't pay. Make it very difficult to enter without a paid ticket. All of those offenders probably don't pay for a ticket.

Enforce fares

Enforce fare payment. Install infrastructure which will enforce payment. It is not your ticket paying passengers causing disruption and chaos on your system. Failure to enforce drives away paying customers.

During COVID-19, I have seen passengers not social distance on platforms, so there should be more signage and enforcement of this policy. I would also like to see more BART police on trains.

don't hire more cops, stop trying to solve social issues with more guns

Does anyone on the entire BART board have the slightest vision for how we're going to update this old defunct technology to a public transit system that's actually functional? Maybe focus on that rather than tech rider attrition.

DO SOMETHING and not just giving out surveys.

Do not let yourselves be swept up in the heat of the current loud narrative. Just because someone is loud and repetitive doesn't mean they are right. Your trains are a cesspool. You have a duty to protect my family who ride 5 days a week. Do not risk their safety so you can pander to the zeitgeist and claim you're on the right side of history. There are whole websites devoted to the mess that is BART. I expect this survey to lead to actions that make it worse. Do not hire the SFPD.

Defund the police everywhere including BART and put those funds into serving the community on BART and everywhere! Thank you for this survey, it's better late than never and it's important!

defund BART police, have a mobile crisis unit, center humanity, no weapons

Defund BART Police, Call SF mobile crisis in an emergency

defund BART police, call SF mobile crisis in an emergency

Defund BART police, and replace them with crisis intervention teams in the vein of

<https://www.usnews.com/news/cities/articles/2020-07-06/eugene-oregons-30-year-experiment-with-reimagining-public-safety>.

Deal with the homeless that ride all day, are camped near the station areas. Deal with fare evaders.

CRACK DOWN ON FARE EVASION.

It is amazing to me that nobody working in BART management gets this one basic point: people who cause trouble on the system are MUCH MORE LIKELY to have entered the system illegally. Is it BART's responsibility to provide social services? Is BART a social service agency or a transportation provider? If it wants to be both then there must be a HUGE increase in staffing of all kinds - station agents, PD officers riding the rails, community ambassadors, elevator agents, etc.

RIDERS ARE WILLING TO PAY MORE IF WE SEE IMPROVEMENT.

COVID-19 shows how fare-based systems set transit up to fail. I pray BART's recovery plan does not focus on fare enforcement (which is costly, discriminatory, and dangerous) and instead focuses on finding new sources of funding.

Cops on BART will not make it safer

Conducting sweeps of the trains at the end of each line would go a long way towards cleaning up the system. The system is filthy! Needles, excrement and trash litter the system. The ambassadors need supervision so they don't move through the train. Instead they ride in one car for the shortest distance without engaging on the train to make sure everything is fine. Study Japan's system!

Clean up the smell, drug users, homeless, and crime otherwise we won't ride on BART anymore. We will drive, take Caltrain, or Uber, Lyft. We have options so the ball is in your court. Thanks for listening.

Clean the trains! Have officers and trained social workers visible in every train. Have outreach booth fair every quarter in each community.

Clean the restrooms! Also it seems that the people who don't pay fares seem to be causing the majority of all of these issues maybe get people to pay their fares BART would be a better experience for the hard workers supporting the system with their hard earned money.

By simply making ALL people pay to ride over 50% of your issues go away.

I see fare evaders daily, it's tough to miss it. Yet it continues non-stop.

Do you realize how demoralizing that is for the average working guy that IS paying to ride.

My last trip Concord-16th St had 5 individuals with no masks, result...nothing.

Please get your house in order, 100% fare enforcement. I'm 56, working full time, and I don't see why I should continue to pay while others don't.

Bring more small businesses into the stations and on the platforms like trains in Asia and Europe.

Bottom-line allow BPD to do their JOB!

Best way to address these issues is to have more personnel on the trains at all times.

Be careful in any big changes you make. Safety should be the priority.

Based on the survey questions, it seems like y'all are worried about some dumb mess. Get it together BART!

BART used to be so good to ride. Anymore a mess for all

BART used to be a great service but now it seems to have decided to focus on social welfare rather than transit. It's a joke and I've given up on it.

BART should not have a police force. They do not prevent crime, only increase the chance of violent outcomes.

BART should not build housing. Do not build high density housing in Lafayette.

BART should feel safe and comfortable. I would also suggest charging a flat rate for all trips rather than have riders pay for the distance between pickup and drop off.

BART should be made safe

BART should be able to use peer counselors, mental health specialists and folks trained in community resources. Create a behavioral response team....

BART should approach every interaction with de-escalation in mind and limit police or other security personnel in responding to incidents since those professions are in the work of violence. Approach each person in the BAR station, on the platforms, and on the trains as individuals who will leave the situation alive and hopefully getting the resources or help they need.

BART should address all of these issues using expertise from public health professionals. BART police should be disbanded and completely reimaged with new personnel.

BART seems very unsafe. When you enter a station you are trapped and it's hard to avoid people behaving in criminal and anti-social ways. Of course these people are also not wearing facial coverings or concern with social distancing.

BART really needs to serve the riders. Not become an extension of the cultural wars of the city. Just get passengers safely and cleanly from point A to point B. It should not serve as a homeless shelter or a injection site for heroin users.

BART Police do a great job, but they are often stretched thin.

BART needs to take responsibility for what they have done to cities who invited them in. They have dumped homeless all over Antioch and Brentwood and you want me to fill out a survey to tell you how to handle it. Ban the people from riding if they aren't paying. How dumb are you? How dumb is this survey.

BART needs to take a hard line approach with problem people. There are people going to work the freeways are getting packed again but people don't want to take BART because they don't feel safe. People don't want to wear masks and BART doesn't want to enforce it. You call in something at Embarcadero and the police don't show up till Rockridge. By that time offender has left. More police presence on the trains.

BART needs to return to its mission of running a safe, clean and reliable public transit system and be about restoring the public's trust in the system which has been severely eroded by questionable practices of the board of directors.

BART needs to get back to basics. While there is nothing wrong with being interested in the well being of the communities BART serves, I feel as if this agency has lost their way. To be clear, the BART board and management seems to treat BART as a rolling nation-state and not as a transit agency.

BART needs to focus on providing safe and timely transit options to the public so we can halt climate change. BART is best positioned to focus on this. It should not try to solve all of society's issues.

BART needs to define who they are and what they do. Everyone who buys a ticket and needs to get somewhere should be allowed to use the system. BART is not a hotel, a halfway house, temporary shelter, or safe injection site - for BART to take on any responsibilities that clearly belong to cities, counties, and states because it is overwhelmed by a problem means that an emergency situation should be declared and dealt with as an emergency by state and local authorities.

BART needs more unarmed trained personal moving around the trains so riders can have a sense of security and also accountability. I don't mean cops screaming at people or pulling guns.

BART must make paying riders Priority 1,2, and 3 and ensure transportation is clean, safe, reliable, efficient, and pleasant with polite exchanges among passengers and BART personnel demonstrated and encouraged. Everything BART does must be viewed through this lens. Without it, paying riders will seek ways to minimize or stop using BART whenever possible. Riders may switch to AC Transit during the week like I did because their bus drivers from e.g. SF will not depart the trans bay terminal if riders are not obeying instructions and signs to turn off radios and politely and quietly stand or sit. When exiting the bus along San Pablo Ave, riders routinely thank the driver and wish him or her a good evening. BART riders will switch to ride share or buses on nights and weekends because the problems experienced during the commute are magnified, and most of the paying riders at night and weekends are women of all ages, or men and women over 55 who don't want to drive at nights or on weekends. Paying riders must be BART's priority if fare box revenues are needed to fund BART. I support BART police and other BART personnel and resources that are being called upon to improve the paying riders' experience, but it is not sufficient. Paying riders, particularly men and women over 55 are uncomfortable to ride BART based in unhoused riders, riders with drug use or other behavioral problems before the pandemic. With COVID, the fare cheaters, non-mask wearing and riders with these other issues have made riding BART something to be avoided until things change. This survey is a good step, but it is at least 12-18 months late. Good luck on fixing things. I have ridden BART 5-6 days per week for decades until March, but have no interest in returning.

BART is suffering from lack of ridership because the average person doesn't feel safe. Address that issue first. Everything else is secondary.

BART is so full of nastiness I panic nearly every time I ride.

BART is operated to get paying passengers from one location to another. Passengers should not be allowed to collect money from passengers for any reason, no singing, dancing or magic shows.

BART is only used by people with no other option. I would never bring my children on a BART train. It is dangerous, lawless, and filled with drug addicts and homeless psychos.

BART is not a social service agency. You're not there to house the unhoused or treat the mentally ill. Anyone making other passengers feel unsafe or uncomfortable should be expelled from the system.

BART is first and foremost a way for people to get from place to place. It's important that it doesn't become the exclusive domain of *some* people, even if many riders don't like having to ride with every segment of society. It is more important that BART is available to everyone than that BART solves social problems.

BART is filthy and there are way to many vagrants. The service could be awesome, the setup is so convenient to move about the Bay Area. I used to BART everyday and now I'm not sure when I'll return given the safety concerns.

BART is disgusting.

BART is dangerous and filthy. Do something!

BART is a transit agency, not a social services provider. Concentrate on making BART a safe and efficient transit system. Do not turn BART trains and stations into makeshift homeless shelters and drug consumption areas.

BART is a transit agency not a homeless shelter. It is unfair to pay the amount I pay to ride and then have to deal with numerous people who don't pay and smoke drugs in my face..

BART is a mass transit agency, not a county welfare and health and human services agency.

BART employees should be proactive on gate jumpers or people who ride BART without paying. I've seen numerous people cheat the system in the past - some who are financially-able. And employees normally fake ignorance, except the occasional exceptional employee.

Homeless should also be kicked out of hallways and entrance areas. It's disgusting, and it makes it look like the janitor is being overpaid to do nothing as the stations never appear clean.

Please note I haven't been on BART in months so don't know how prevalent the issue still is.

BART cannot solve these problems in a bubble. Unfortunately, my family won't ride BART anymore, because my wife is worried sick about all the problems that can occur on a ride to the city. This pains me, because we pay property taxes to support the system, and chose our home for access to BART.

BART can be a part of a more equitable and just Bay Area. Set a precedent by providing access to services, destigmatizing drug use and mental health crises, and removing the police from BART.

As of right now BART does not feel safe for riders. It is a sad circus most days.

As of now there are no consequences for being a terrible person while in this system. There has to be severe consequences for misbehaving. The current environment is unacceptable.

Arrest and ban criminals.

Armed police are an unfortunate but necessary reality. We cannot be a complicit society and allow bad people to do whatever they wish. Do not ignore drug use and crime on BART. Do not allow transients to use BART facilities as a toilet. Do not allow passengers to enter facilities when they put other passengers at risk because of their own mental health.

Allowing the proliferation of 'the regulars' to remain on BART has made patrons seek alternative means of travel.

All 3 of your previous questions put the onus on the riders. We pay to ride a clean, safe train. Your policies have allowed this disruptive behavior to be normalized and we are a bunch of complainers who have to accept this.

Actually have BART police do something and arrest people who are breaking rules or aren't paying fares. Get a backbone and do something to get the riff raff off.

Abolish fares

Abolish BART PD. Make BART fares free.

I am immune compromised and I HAVE to take BART to work daily. I commute from the east bay to SF and I am always seeing people without masks. There should be more done to keep riders safe.

- ban playing music out loud on the trains
- ban dangerous activities like doing flips off the rails etc
- ban solicitation/requesting money from other passengers
- create a hotline or app where riders can report violations with photos and text. idea: BART snapchat!