PROGRESSIVE POLICING & COMMUNITY ENGAGEMENT

- Reduces law enforcement footprint on GCRTA transit systems
- Integrates unarmed professionals to handle non-criminal issues
- Provides enhanced connection with community
- Addresses rider concerns
- Two-pronged approach:
  - Transit Ambassador (TA) program
  - Crisis Intervention Specialist (CIS)
GCRTA TRANSIT AMBASSADOR (TA)

- Partnership with Transit Police and Service Quality.
- Act as customer service representative for GCRTA
- Increase presence of uniformed personnel on transit system
- Engage public by assisting with fares and deterring fare evasion
DUTIES

• Provide general information/assistance to riders and members of the public
• Assist riders needing help with navigating the transit system
• Assist riders with boarding/disembarking
• Routinely ride transit lines
• Support operators with implementation of onboard rules for riding
• Maintain high degree of visibility

• Advise Service Quality of security or safety hazard-related issues
• Perform public monitoring for special events
• Request Transit Police assistance as needed
• Serve as liaison for GCTRA approved events
• Help maintain a safe and clean environment
FARE ASSISTANCE

New approach to interact with and assist riders with fare payment
• Provide riders with service information, fare programs
• Increased presence on RTA system to deter/reduce fare evasion
• Help riders comply with fare policies
• Support and coordinate with operators
• Deployed on routes with high ridership
CRISIS INTERVENTION SPECIALIST (CIS)

- Work 1\textsuperscript{st} and 2\textsuperscript{nd} shifts
- Licensed social workers/specialized training
- Perform mental health, homelessness, crisis and substance abuse outreach
- Defuse immediate crises/serve as gateway to resources
- Establish relationships with social service agencies
- Embedded with Transit Police
CRISIS INTERVENTION SPECIALIST UNIFORM

Crisis Intervention Specialist

Greater Cleveland Regional Transit Authority
# PARTNERSHIPS

<table>
<thead>
<tr>
<th>Agency</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga County Diversion Center</td>
<td>Assist individuals with homeless and substance abuse issues, alternative</td>
</tr>
<tr>
<td></td>
<td>to arrest</td>
</tr>
<tr>
<td>May Dugan Center</td>
<td>Trauma assistance for victims of violent crime on RTA system</td>
</tr>
<tr>
<td>NEOCH</td>
<td>Assist individuals with homeless/shelter issues</td>
</tr>
<tr>
<td>Stella Maris</td>
<td>In conversation to create MOU</td>
</tr>
</tbody>
</table>
SCHEDULE/HOURS

• **1st & 2nd shifts**
  7 am to 3 pm
  2 pm to 10 pm
  Subject to change

• **Eight to 10 TAs/CIS**

• **One to two teams per shift**
  - HealthLine
  - Rail stations
REQUIRED TRAINING

Crisis Intervention Specialists:

▪ 40 hours Crisis Intervention Team training by the Cuyahoga ADAMHS Board
▪ Human Trafficking – TSA first observer
▪ De-escalation
▪ Defensive tactics
▪ First Aid/CPR/Narcan
▪ Customer service
▪ All required training by human resources
▪ Flex RMS Training
▪ Field orientation/ride along/shadow
▪ Additional continuing training

Transit Ambassadors:

▪ 40 hours Crisis Intervention Team Training by the Cuyahoga ADAMHS Board
▪ Human Trafficking – TSA first observer
▪ De-escalation
▪ Defensive tactics
▪ First Aid/CPR/Narcan
▪ Customer service
▪ All required training by human resources
▪ ArcGIS Survey 123
▪ Field orientation/ride along/shadow
▪ Additional continuing training
ArcGIS SURVEY123

- Real time data collected and entered on a tablet by the TAs
- Partnership between TP, Intelligent Transportation Systems, and Service Quality
- New technology used to gather stats and later create maps and reports
- Information used to monitor and assign TAs
STATUS UPDATE

• Six TAs onboarded 8/8/22
• One CIS onboarded 8/8/22
• Modifications to West 65th station being made to accommodate Transit Ambassador office
• Uniforms identified; working with local vendors
• Four weeks of orientation and training for TAs and CIS
Next Steps

Q1 2022
• Funding sources - Completed
• Policy draft - Completed

Q2 2022
• Recruitment/Hiring TAs - In process

Q3 2022
• Recruitment/Hiring CIS - In process
• All personnel onboarded and trained; first group hired August 8th, 2022

Q3 – Q4 2022
• Program evaluation begins
Questions