



Transit Ambassador Program

Committee of the Whole Board
August 9, 2022



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



TRANSIT AMBASSADOR UNIFORM



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 1st and 2nd 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

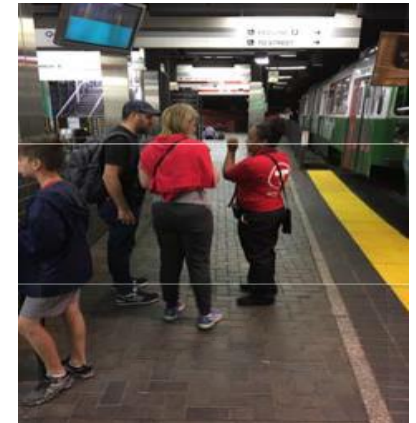


PARTNERSHIPS

Agency	Resources
Cuyahoga County Diversion Center	Assist individuals with homeless and substance abuse issues, alternative to arrest
May Dugan Center	Trauma assistance for victims of violent crime on RTA system
NEOCH	Assist individuals with homeless/shelter issues
Stella Maris	In conversation to create MOU

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:

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- 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

