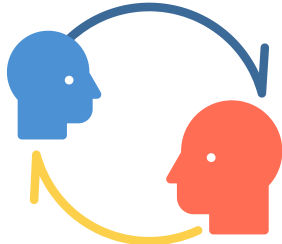


# Commuting with BART Ambassador Program

[Click Here](#) to see our video interview with BART on Ambassador Program.



BART launched a **six-month pilot ambassador program** in early 2020, right as the COVID-19 pandemic began. The program was created to increase uniformed personnel on trains and consist of ten unarmed transit ambassadors.

BART Transit Ambassadors are trained in de-escalation and anti-bias techniques and speak a plethora of languages - Spanish, Chinese, Tagalog, Cambodian, Farsi. Their presence at BART stations and BART Trains are dedicated to communicating and educating BART riders.



In 2020, the Ambassador Program won an **Innovation in Public Safety Award** from the national foundation Transit Center. BART was recognized for pursuing alternative models of safety.

In 2022, BART also welcomed Crisis Intervention Specialists to their team. **Crisis Intervention Specialists**, like Transit Ambassadors, offer additional unarmed presence in the BART system. With backgrounds in social services, Crisis Intervention Specialists proactively ride trains and walk platforms to respond to reports of mental health crisis, drug issues, and a lack of resources and connects them to relevant services.

