

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
MEMORANDUM**

TO: Front Line Employees

Date: February 25, 2009

FROM: General Manager

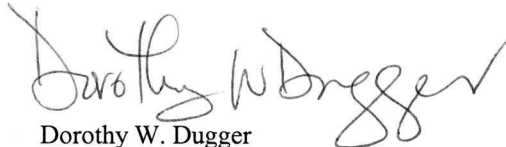
SUBJECT: Keeping Our System and Ourselves Safe

For over six weeks now, employees at BART have encountered extra challenges in doing their day to day work, and this is especially true for you, the employees who interact most frequently with the public. The depth of community reaction to the events surrounding the officer-involved shooting on New Year's Day is clear, and the context for it is understandable. I recognize that this has added pressure to your jobs as the frustration and anger of some riders is directed towards you, resulting in the occasional volatile and emotionally-charged situation.

You have been stellar performers through this difficult period. I am enormously proud of your consistently level-headed, professional behavior.

This is just a reminder that your safety and that of our customers is of the utmost importance. If you do observe anything in the system that is unusual, or that raises some concerns, report it immediately to the OCC. This is our best opportunity to handle potential problems in the most effective way.

Thank you for continuing to provide the excellent customer service that is our standard, and stay safe.


Dorothy W. Dugger

cc: AGM-Operations
Chief of Police