



**San Francisco
County Transportation
Authority**

BD050923

RESOLUTION NO. 23-50

RESOLUTION APPROVING PROGRAMMING PRIORITIES FOR UP TO \$5,640,041 IN SAN FRANCISCO'S ESTIMATED FISCAL YEAR 2023/24 STATE TRANSIT ASSISTANCE COUNTY BLOCK GRANT FUNDS

WHEREAS, In 2018, the Metropolitan Transportation Commission (MTC) established a transit-focused State Transit Assistance (STA) County Block Grant program, combining funds that were previously distributed via a regional paratransit program, a regional Lifeline Transportation Program (LTP), and a northern counties/small transit operators' program; and

WHEREAS, As the Congestion Management Agency (CMA) for San Francisco, the Transportation Authority is responsible for administering San Francisco's STA County Block Grant program; and

WHEREAS, MTC requires that by May 15 of each year, CMAs submit the distribution policy for STA population-based funds; and

WHEREAS, STA funds come from the state sales tax on diesel fuel and have been a volatile source of funding even before the COVID-19 pandemic; and

WHEREAS, Annual STA revenues are projections and annual amounts may be higher or lower when confirmed at the end of each Fiscal Year (FY) following the State's reconciliation of actual revenues generated; and

WHEREAS, MTC's current projection for San Francisco's FY 2023/24 STA County Block Grant funds, totals \$5,640,041; and

WHEREAS, Given the uncertainty of forecasting STA revenues, MTC recommends that CMAs program 95% of their county's estimated STA amount; and

WHEREAS, Consistent with the prior cycle of STA County Block grant programming approved by the Transportation Authority Board, staff recommend programming \$3,300,000 in STA funds to support SFMTA's FY 2023/24 paratransit program operations, including the continuation of the Essential Trip Card program, a



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program that launched at the onset of the COVID-19 pandemic to help older adults and people with disabilities pay for essential trips in taxis; and up to \$2,340,041 (100% of the STA estimate), through SF LTP Cycle 3 to BART's Elevator Attendant Program in FYs 2023/24 and 2024/25 as detailed in Attachments 1 and 2 respectively; and

WHEREAS, At its April 26, 2023 meeting the Community Advisory Committee considered this item and unanimously adopted a motion of support for the staff recommendation; now, therefore be it

RESOLVED, That the Transportation Authority hereby approves \$3,300,000 in FY 2023/24 for the SFMTA's Paratransit program and up to \$ 2,340,041 for BART's Elevator Attendant Program through the SF LTP Cycle 3; and be it further

RESOLVED, That the Executive Director is hereby authorized to communicate this information to the MTC, other relevant agencies, and interested parties.

Attachments:

1. FY 2023/24 STA Block Grant Program Recommendation - SFMTA's Paratransit Program
2. FY 2023/24 San Francisco LTP Project Recommendation - BART's Elevator Attendant Program



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RESOLUTION NO. 23-50

The foregoing Resolution was approved and adopted by the San Francisco County Transportation Authority at a regularly scheduled meeting thereof, this 23rd day of May, 2023, by the following votes:

Ayes: Commissioners Chan Dorsey Engardio, Mandelman, Preston, Ronen, Safai, Stefani, and Walton (9)

Absent: Commissioners Melgar and Peskin (2)

DocuSigned by:
Rafael Mandelman 6/9/2023
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Rafael Mandelman Date
Chair

DocuSigned by:
Tilly Chang 6/9/2023
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ATTEST: Tilly Chang Date
Executive Director



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1455 Market Street, 22ND Floor, San Francisco, California 94103 415-522-4800 info@sfcta.org www.sfcta.org

Attachment 1.

**Fiscal Year 2023/24 State Transit Assistance County Block Grant Program
Programming Recommendation**

Paratransit

Sponsor: San Francisco Municipal Transportation Agency (SFMTA)

Recommended State Transit Assistance County Block Grant Programming: \$3,300,000

Recommended Phase: Operations

Districts: City-wide

SCOPE

The SFMTA provides paratransit services to persons with disabilities, in compliance with the Americans with Disabilities Act (ADA). Paratransit services are provided to persons with disabilities who are unable to independently ride bus or light rail service some or all the time and are certified eligible according to federal criteria. Paratransit in San Francisco is administered by a broker that delivers service through a diverse set of providers and resources, including 100 city-owned vehicles that are less than 5 years old, private taxis and group vans associated with community-based organizations throughout the city. On June 14, 2016, the Board of Supervisors approved a contract with Transdev to provide paratransit broker services through June 30, 2021, with an option for a five-year extension, and in an amount not to exceed \$142,902,104. On May 14, 2021, the Board of Supervisors approved exercising the option for the five-year extension recommended by the SFMTA Board and increased the not to exceed amount to \$308,271,023.

The paratransit broker services include determination of client eligibility, customer service, overseeing and monitoring the operation of the taxi debit card system, procuring, subcontracting, and oversight of van and taxi services, and reporting and record keeping. Transdev itself operates the SF Access service and a portion of the group van services. All other transportation services for which the broker is responsible are procured via contracts with other providers. In addition, the broker is responsible for the continued development and implementation of the mobility management program, including activities to make it easier for San Francisco's disabled and senior residents to navigate the transportation services available to them, including the Shop-a-Round and Van Gogh shuttles and Ramp Taxi Incentives programs. The broker also administers the Essential Trip Card (ETC) program, which was initiated in response to the COVID-19 pandemic and reduced Muni service and will continue through FY 2023/24.

The ETC program is a taxi service available to all seniors and individuals with disabilities who need to complete essential trips. The Mobility Management staff at SF Paratransit have been engaging with the community to ensure individuals are informed about this program. Over the past year, staff have continued to conduct outreach, both virtual and in-person, to various organizations. Enrollment data has shown that most enrollees heard about the ETC program from either family/friends or were



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Attachment 1.

Fiscal Year 2023/24 State Transit Assistance County Block Grant Program

Programming Recommendation

Paratransit

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referred from a city agency or local nonprofit. The audience has ranged from social workers at Kaiser to staff workers at Catholic Charities to seniors and people with disabilities attending services at IT Bookman Community Center, OMI Senior Center, and Mission YMCA or residing at congregate housing sites, such as the Rosa Parks Apartments and the Sequoias. To make this a permanent program, long term funding will need to be identified.

Key performance trends for the Paratransit program are shown in the table below:

PARATRANSIT PERFORMANCE INDICATORS	FY 2017/18	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 22/23 (AS OF FEB 2023)
Total Passenger Trips Provided	751,166	720,807	592,207	387,136	488,085	339,472
ETC Trips Provided	N/A	N/A	3,963	63,729	83,939	55,496
On-time Percentage: Group Van & Access Van	85.79%	83.07%	90.85%	99.32%	94.64%	93.21%
On-time Percentage: Taxi	97.17%	96.16%	95.53%	95.80%	92.79%	92.29%
Complaints	834	739	517	217	249	146
Cost per Passenger Trip	\$34.68	\$39.01	\$44.87	\$57.56	\$53.17	\$54.28

Paratransit Draft Funding & Budget Changes - FY2023/24

Funding Plan - by sub-project

	Approved		Proposed		Increase (Decrease)	% Change
	FY2022/23 Budget	% of Contract Budget	FY2023/24 Budget	% of Contract Budget		
Revenues/Recovery						
<u>Paratransit (including Essential Trip Card Program)</u>						
Federal Transit Agency 5307	\$ 5,442,399	16.5%	\$ 5,585,157	16.5%	\$ 142,758	3%
Prop K/L*	\$ 13,300,000	40.2%	\$ 14,039,647	41.4%	\$ 739,647	6%
BART ADA Contribution	\$ 2,336,549	7.1%	\$ 2,134,502	6.3%	\$ (202,047)	-9%
State Transit Assistance (STA) - Paratransit **	\$ 3,853,147	11.7%	\$ 3,300,000	9.7%	\$ (553,147)	-14%
SFMTA Operating Budget	\$ 7,432,605	22.5%	\$ 8,333,720	24.6%	\$ 901,115	12%
Department of Disabled and Aging Recovery	\$ 600,000	1.8%	\$ 500,000	1.5%	\$ (100,000)	-17%
Paratransit subtotal	\$ 32,964,700	99.7%	\$ 33,853,026	99.9%	\$ 928,326	

	FY2022/23 Budget	% of Contract Budget	FY2023/24 Budget	% of Contract Budget
<u>Shop-a-Round/ Van Gogh Shuttles</u>				
Prop K/L	\$ 61,832	0.2%	\$ -	0.0%
Other	\$ -	0.0%	\$ -	0.0%
Shuttles subtotal	\$ 61,832	0.2%	\$ -	0.0%

	FY2022/23 Budget	% of Contract Budget	FY2023/24 Budget	% of Contract Budget
<u>Ramp Taxi Incentives</u>				
Prop K/L	\$ 40,000	0.1%	\$ 40,000	0.1%
Other	\$ -	0.0%	\$ -	0.0%
Taxi Incentives subtotal	\$ 40,000	0.1%	\$ 40,000	0.1%
Total	\$ 33,066,532	100.0%	\$ 33,893,026	100.0%

Major Line Item Budget

	Approved		Proposed		Increase (Decrease)
	FY2022/23 Budget	% of Contract Budget	FY2023/24 Budget	% of Contract Budget	
<u>Apportionment</u>					
Paratransit Broker	\$ 33,066,532	100%	\$ 33,893,026	100%	\$ 826,494
Muni Paratransit Staff ***	\$ 383,975	1%	\$ 410,363	1%	\$ 26,387
Total	\$ 33,450,507	101%	\$ 34,303,389	101%	\$ 852,881

* Staff will present the Prop L Strategic Plan Baseline to the Board in May 2023 and will present the Paratransit Prop L 5-Year Prioritization Program (5YPP) to the Board in July 2023. Prop L funds will be available for allocation to Paratransit either concurrently or following the 5YPP approval.

** The Transportation Authority did not program any STA County Block Grant funds in FY 2022/23 due to the suspension of the program for one fiscal year when STA funds went directly from the Metropolitan Transportation Commission to transit operators. SFMTA received \$3,853,147 that they programmed to Paratransit. FY 2023/24 STA revenues are projections and annual amounts may be higher or lower when confirmed at the end of the fiscal year following the State's reconciliation of actual revenues generated. In the event of a shortfall in SF's STA funds for FY 2023/24, the SFMTA will work with Transportation Authority staff to adjust the Paratransit funding plan accordingly.

*** Not funded by Prop K or Prop L



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Attachment 2.

Fiscal Year 2023/24 San Francisco Lifeline Transportation Program (SF LTP) Cycle 3 Programming Recommendation

Elevator Attendant Program

Sponsor: Bay Area Rapid Transit (BART), with San Francisco Municipal Transportation Agency (SFMTA)

Recommended SF LTP Cycle 3 Programming: \$2,058,039, up to \$2,340,041

Recommended Phase: Operations

Districts: 3, 5, 6

SCOPE

BART, the SFMTA and the non-profit Urban Alchemy will continue elevator attendant services during the 21-hour period that the Powell Street, Civic Center/UN Plaza, Montgomery Street, and Embarcadero stations are open to the public. The 21-hour day is broken up into three seven-hour shifts with eight to ten attendants on duty at a time. Attendants fill three shifts per day, with two attendants at each station, one attendant assigned to roam between two stations, and supervisors that assist with breaks. The attendants oversee the operation and cleanliness of each elevator within the stations, providing clean and functioning elevators for BART and SFMTA customers, particularly disabled passengers, seniors, and families with strollers who cannot use the stairs within the station. The transit four stations are located in Equity Priority Communities.

The initial 6-month Elevator Attendant pilot program began in April 2018. It was extended by BART and SFMTA with the help of \$2.6 million in SF LTP Cycle 1 funds programmed by the Transportation Authority Board in April 2019 through the State Transit Assistance Block Grant. In June 2022, the Board approved \$1,035,626 in SF LTP Cycle 2 funds which helps fund the project through June 2023. Since 2019, BART and SFMTA have had an agreement to administer the Program, whereby BART manages the service provider and tracks program data, invoices, and payments. Currently, BART and SFMTA are negotiating a new cost sharing agreement, expected to be executed by summer 2023.

In FY 2021/22, an average of 36,000 customers used the elevators at each station per month. BART expects modest ridership growth to 40,000 customers per station per month in FY 2023/24 and that 1,920,000 customers will benefit from the Program annually. This request for funding would extend the program at all four downtown BART and Muni stations for two additional years (FY23-24 and FY24-25).

The goals of the Elevator Attendant Program are to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order for all BART and SFMTA customers.



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Fiscal Year 2023/24 San Francisco Lifeline Transportation Program (SF LTP) Cycle 3

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Programming Recommendation

Elevator Attendant Program

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The following are objectives related to the project goals:

- Objective 1: Provide elevator service to transit customers
- Objective 2: Improve cleanliness at Civic Center/UN Plaza, Powell Street, Montgomery Street, and Embarcadero stations
- Objective 3: Reduce elevator down time at the downtown San Francisco stations

See the attached SF LTP Cycle 3 application for additional details on the Elevator Attendant Program.

REPORTING AND PERFORMANCE METRICS

As a condition of receiving the SF LTP funds, BART will be required to provide quarterly progress reports to the Transportation Authority. BART will report on the effectiveness of the project with the following performance metrics:

PERFORMANCE METRIC	DESCRIPTION	REPORTING FREQUENCY	GOAL
Users Served	Number of users of elevators at each station, including number of disabled users, users with strollers, luggage, bicycles, and carts.	Monthly	Increase or maintain access to users, particularly disabled users
Biowaste Incidents	Number of incidents, per station, in which BART cleaning staff encounter needles or biowaste in an elevator	Monthly	Reduce biowaste incidents
Passenger Cleanliness Rating	Passenger ratings for station cleanliness (1-4 scale), including platform areas and other areas. Data collected from quarterly passenger surveys.	Quarterly	Improve station cleanliness ratings
Elevator Availability	Percent of the time station elevators are available for patron use during service periods	Quarterly	Increase elevator availability



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Fiscal Year 2023/24 San Francisco Lifeline Transportation Program (SF LTP) Cycle 3

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Programming Recommendation

Elevator Attendant Program

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COST (SEE DETAILS BELOW)

	TOTAL COST FY 2023/24 - FY 2024/25
Attendant Costs (52 weeks per year, 7 days per week, 21 hours per day)	\$4,535,728
Program Oversight, Weekly Reporting, Workforce Development, Other Grant Activities	\$1,329,868
Non-Personnel/Variable Costs (e.g. phones, uniforms)	\$19,200
Indirect Costs (e.g. administration, overhead)	\$900,476
Total Cost	\$6,785,272

FUNDING PLAN

SOURCE	STATUS	TOTAL FUNDING FY 2023/24 - FY 2024/25	% OF COST BY FUND SOURCE
SF LTP Cycle 3	Planned	\$2,058,039	30%
BART Operating Funds	Planned	\$2,363,617	35%
SFMTA Operating Funds	Planned	\$2,363,617	35%
	Total Funding	\$6,785,272	



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Fiscal Year 2023/24 San Francisco Lifeline Transportation Program (SF LTP) Cycle 3

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Programming Recommendation

Elevator Attendant Program

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**URBAN ALCHEMY ELEVATOR ATTENDANT
ANNUAL BUDGET DETAILS**

STATION	PARTICIPANTS/ STAFF	\$/HR	HOURS/ DAY	DAYS	UNITS	ANNUAL COST
A. DIRECT PROGRAM PERSONNEL						
12 Months @ Powell St. Station						
Worker Participants	7.50	\$21.00	7.00	365	-	\$402,413
Fringe Benefits	-	-	-	-	38%	\$152,917
12 Months @ Civic Center Station						
Worker Participants	7.50	\$21.00	7.00	365	-	\$402,413
Fringe Benefits	-	-	-	-	38%	\$152,917
12 Months @ Montgomery Station						
Worker Participants	7.50	\$21.00	7.00	365	-	\$402,413
Fringe Benefits	-	-	-	-	38%	\$152,917
12 Months @ Embarcadero Station						
Worker Participants	7.50	\$21.00	7.00	365	-	\$402,413
Fringe Benefits	-	-	-	-	38%	\$152,917
Stand-In for Absence due to illness/PTO	-	-	-	-	-	\$46,547
Direct Program Personnel Total	-	-	-	-	-	\$2,267,864
B. PROGRAM OVERSIGHT, WEEKLY REPORTING, WORKFORCE DEVELOPMENT, AND OTHER GRANT ACTIVITIES						
Program Director	1	\$36.00	8.00	260	-	\$74,880
Deputy Director	1	\$30.00	8.00	260	-	\$62,400
Site Supervisors	6	\$26.00	8.00	260	-	\$324,480
Fringe Benefits	-	-	-	-	44%	\$203,174
Program Oversight Total	-	-	-	-	-	\$664,934
Personnel Total	-	-	-	-	-	\$2,932,798
C. NON-PERSONNEL / VARIABLE COSTS						
Phones	1	-	-	-	\$2,000	\$2,000
Uniforms	38	-	-	-	\$200	\$7,600
Non-Personnel Total	-	-	-	-	-	\$9,600
TOTAL DIRECT COSTS:	-	-	-	-	-	\$2,942,398
D. INDIRECT COSTS						
Administrative & Overhead	-	-	-	-	13%	\$450,238
TOTAL COSTS PER YEAR	-	-	-	-	-	\$3,392,636



Elevator Attendant Program Details



Project Need, Goals and Objectives

Provide a detailed project description. Estimate the number of people per month and year that will be served by this project.

The Elevator Attendant Program is a partnership between the San Francisco Bay Area Rapid Transit District (BART) and the San Francisco Municipal Transportation Agency (SFMTA), also known as Muni, to provide attendant services inside elevators located in San Francisco. The Program was launched as a 6-month pilot in April of 2018 at the Powell St. and Civic Center/UN Plaza stations, and it was expanded to Embarcadero and Montgomery St. stations in November of 2019. In 2020, the Program continued to provide services through the COVID-19 pandemic, although ridership was significantly reduced for both transit agencies. In FY 2021/22, an average of 36,000 customers used the elevators at each station per month. BART expects modest ridership growth to 40,000 customers per station per month in FY 2023/24 and that 1,920,000 customers will benefit from the Program annually. This request for funding would extend the program at all four downtown BART and Muni stations for two additional years (FY23-24 and FY24-25).

The Program addresses sanitation, safety, and security concerns inside each elevator. The Program provides services while trains are in service to ensure all customers in need of an elevator can benefit. Each station has two elevators, and each elevator has one attendant for each shift. Attendants staff the elevators during the 21-hour period when stations are open to the public. The 21-hour period is broken up into three seven-hour shifts. Each shift is also staffed with one floater and multiple supervisors to ensure the service is not interrupted. This service is important for people with disabilities, seniors, families with strollers, and tourists who cannot use the stairs or escalators within the station. The attendants greet customers, operate the elevator, collect data on the number of users and their demographics, and intervene to deter inappropriate behavior. Before the program, only 44% of elevator users rated themselves as very or somewhat satisfied using the elevators. Six months after the program was launched, customers expressed satisfaction stating, "very good for people with disabilities," and "please keep this going. I feel so much safer."¹

Describe the significance of the unmet transportation need or gap that the proposed project seeks to address and how the project will address that need or gap. Specify the goals and objectives of the project.

The Elevator Attendant Program goals are to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order for all BART/Muni customers. Clean, functioning elevators are critical to increasing access to transit service for populations with mobility constraints. Concerns about security and safety in station areas are also barriers to transit access for riders. This can particularly impact people who are of low-income, people with disabilities, and minorities who may not have other transportation options and depend on transit and its elevators. The Elevator Attendant Program's focus is to provide clean, safe, and reliable elevators for BART and SFMTA's customers. The Program directly addresses a need in MTC's Coordinated Public Transit – Human Services Transportation Plan (2018), which identifies safety investments for pedestrians and transfers between fixed route transit and paratransit as gaps in the transportation system. The Program assists to close these gaps in the system by providing pedestrians and people with disabilities safer and enhanced access to BART and SFMTA rail

¹ Office of External Affairs, "Elevator Attendant Factsheet," San Francisco Bay Area Rapid Transit District, 2021

service The Program also addresses ongoing frustrations with poor elevator conditions, expressed by customers and BART's Accessibility Task Force (BATF). The BATF provides advise to the BART Board of Directors and staff on disability-related concerns and advocates for people with disabilities and/or seniors, many of whom are of low-income.

Homelessness, crime, and cleanliness are national challenges that are impacting transit stations and systems. In California alone, 72% of the homeless population is unsheltered – the highest share of unsheltered homelessness of any state in the United States.² California's homeless population also grew by 22,000 over the pandemic. People experiencing unsheltered homelessness are far more likely to face health challenges, violence and trauma, and longer lengths of homelessness than people staying in shelters. Lack of affordable housing options is one of the reasons people end-up on the street. In San Francisco, elevators, bus, and train stations have become areas where people who are experiencing homelessness, and are unsheltered, congregate. BART and SFMTA's customers, and the residents living around the downtown San Francisco transit stations, have raised concerns about cleanliness and security of the stations and the elevators. With many people in San Francisco who are also experiencing mental health and substance use challenges, the elevators at the downtown stations were often subject to misuse and vandalism, often resulting in elevators not being able to be in use before the Elevator Attendant Program was launched. These impacts have been discussed in multiple City and County of San Francisco studies and plans, including the Tenderloin Neighborhood Plan for COVID-19, and BART's Customer Satisfaction Studies.

The Elevator Attendant Program addresses the needs of BART and SFMTA's customers and of downtown community members living near the stations. The attendants help to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order. Additionally, improved cleanliness of the elevators has helped to reduce elevator downtime. Customers, including those who arrive by paratransit and need to use the elevator to access fixed route transit service, now have more reliable elevator service to get to and from the platform. Thus, the Program enhances access for people with disabilities, paratransit riders, families with strollers, tourists, and a wider network of people living and working near the stations.

Describe how the project supports and the specific benefits to Equity Priority Communities (EPCs) and disadvantaged populations, include a description of the EPCs and pertinent demographic data.

The Elevator Attendant Program serves the community where the shared BART/Muni stations are located and provides specific benefits to EPCs and people who are historically disadvantaged. The Project's area expands from the Embarcadero station to the Civic Center/UN Plaza station. As shown in the Project's Area Map, Attachment 4, the stations are in an area with a high density of Equity Priority Communities (EPCs). Specifically, the stations are in an area with many people who have a disability, are of low-income, and/or are of a minority background. According to the San Francisco County Transportation Authority EPCs data, the Project's area has 17% to 33% of people with disabilities, 66% to 73% of people who identify as a minority, and 32% to 69% of people who are of low-income. Data captured by Elevator Attendants since the Program was launched, in April of 2018, includes one of these measures – people with disabilities. Between the summer of 2019 and 2022, the program served 3.7 million customers, including

² Ian Gabriel and Victoria Ciudad-Real, "State of Homelessness In California Fact Sheet," Homelessness Policy Research Institute.

217,907 people with disabilities. The Program's quantitative and qualitative information demonstrates that the Elevator Attendant Program supports and provides benefits to the community where the stations are located.

Community-Identified Priority

Discuss how the project addresses a transportation gap and/or barrier identified in a Community-Based Transportation Plan (CBTP) and/or other substantive local planning effort involving focused inclusive engagement with low-income populations. Indicate the name of the plan(s) and the page number(s) where the relevant gap and/or barrier is identified. Indicate the priority given to the project in the plan.

MTC's Coordinated Public Transit – Human Services Transportation Plan (2018) addresses the mobility needs of seniors, people with disabilities, people on low-incomes and veterans. The plan states clean, functioning elevators help provide access to transit, particularly for groups with potential mobility limitations. The plan identifies elevator outages and lack of information about such outages as barriers to transit use (see pages 27, 47, 82, and 84). The Elevator Attendant Program helps to address these issues by reducing elevator service disruptions. The Elevator Attendant Program goals are to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order for all BART/Muni customers. The Elevator Attendant Program has significantly improved the elevator experience for BART and Muni customers, many of whom are of low-income, have a disability, and/or are seniors, by consistently meeting objectives that ensure the Program achieves its goals. BART and SFMTA have often heard from groups advocating for people with disabilities and other customers how the Program has made their experience on transit friendlier and safer.

Implementation Plan and Project Management Capacity

Is the project ready to be implemented? What, if any, major issues need to be resolved prior to implementation and when will they be resolved?

The Elevator Attendant Program has been successfully operating since the spring of 2018. The Program expanded to provide services at all four downtown San Francisco stations since the fall of 2019. The Program is coordinated in partnership with SFMTA. Since 2019, BART and SFMTA have had an agreement to administer the Program, whereby BART manages the service provider and tracks program data, invoices, and payments. Currently, BART and SFMTA are finalizing details to extend the agreement through June 30, 2025. The Project is ready to be implemented in FY23-24 and FY24-25 without any lapse in service.

Describe your organization's ability to provide and manage the proposed project.

BART, in partnership with SFMTA, has successfully managed the Elevator Attendant Program since the spring of 2018. The Program has been managed by BART staff with extensive experience overseeing similar projects benefiting diverse community members. The Program was first managed by Mr. Tim Chan, Group Manager of Station Planning, who has over 20 years of experience in urban planning and relevant experience overseeing projects providing services to Equity Priority Communities. In 2021, the Program transitioned to be managed under BART's first position focused on social service partnerships. Mr. Daniel Cooperman, Senior Manager of Social Service Partnerships, with over 10 years of relevant experience, joined BART in May 2021. Mr. Cooperman will continue to manage the Program in FY23-24 and FY24-25.

Describe any proposed use of innovative approaches that will be employed for this project and their potential impact on project success.

The presence of attendants at transit station elevators and the partnership established between BART, SFMTA, and Urban Alchemy, a community-based organization (CBO) and social enterprise, is an innovative approach. The attendants serve as ambassadors for BART and the SFMTA in addition to helping to improve cleanliness, safety, and security. Urban Alchemy manages the elevator attendants, who are also participating in the organization's workforce development program. Urban Alchemy engages with "situations where extreme poverty meets homelessness, mental illness and addiction" with a "peaceful and supportive presence."³ Urban Alchemy now has over five years of sourcing, training, and supervising the elevator attendants. BART is confident that the Program will continue to be successful in FY23-24 and FY24-25.

Project Sustainability

Describe the project sustainability: (Operating Projects) describe efforts to identify potential funding sources for sustaining the service beyond the grant period. If funding is identified, provide the responsible agency(is) and funding sources for all ongoing service.

BART and SFMTA jointly fund operation of the Program, each providing 50 percent of operational costs. The Program is currently funded through June 30, 2023. This LTP application is to fund costs for FY23-24 and FY24-25. BART and SFMTA are committed to continuing this initiative beyond the performance period of this grant.

Cost-Effectiveness and Performance Indicators

Demonstrate how the proposed project is the most appropriate and cost-effective way in which to address the identified transportation need.

Various plans and community input have identified the need to improve the sense of safety and security in accessing elevators at transit stations and the need to reduce elevator down time, thus improving transit access for people who are of low-income and/or have a disability. The Elevator Attendant Program addresses this transportation need in a cost-effective way that has multiple benefits to the community where the stations are located, BART and SFMTA riders – from San Francisco, Bay Area, or from outside the region, and people who have a disability. Since the program was launched, safety and security concerns have been significantly reduced. The presence of attendants at the elevators in downtown San Francisco stations has discouraged and reduced unwanted activities inside the elevators and decreased elevator down time due to cleaning and maintenance needs. Through the program, Urban Alchemy is providing elevator attendants at the four stations 52 weeks per year, 21 hours per day, 7 days per week, with eight to ten attendants on duty at a time (attendants fill three shifts per day, with two attendants at each station, one attendant that "floats" between two stations, and supervisors that assist with breaks). This is a total of 76,440 service

³ Urban Alchemy, "Our People," Transforming the Energy In Traumatized Urban Spaces," May 02, 2022, <https://urban-alchemy.us/>.

hours per year for a total cost of \$3,392,636 per fiscal year, including costs to pay attendants (with benefits), program oversight, weekly reporting, grant specific activities, equipment costs, and indirect costs.

Identify performance measures to track the effectiveness of the project in meeting the identified goals. Provide the baseline and new or continued units of service to be provided (e.g., number of trips, service hours, etc.) and cost per unit of service (e.g., cost per trip or persons served per month and year).

The Program goals are to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order for all BART/Muni customers. The following performance measures are being used, and will continue to be used, to track the effectiveness of the Program and report for the LTP grant in FY23-24 and FY24-25.

Performance Metric	Description	Reporting Frequency	Goal
Users Served	Number of users using elevators at each station, including number of disabled users, strollers, luggage, bicycles, and carts.	Monthly	Increase or maintain access to users, particularly disabled users
Biowaste Incidents	Number of incidents, per station, in which BART cleaning staff encounter needles or biowaste in an elevator	Monthly	Reduce biowaste incidents
Passenger Cleanliness Rating	Passenger ratings for station cleanliness (1-4 scale), including platform areas and other areas. Data collected from quarterly passenger surveys.	Quarterly	Improve station cleanliness ratings
Elevator Availability	Percent of the time station elevators are available for patron use during service periods	Quarterly	Increase elevator availability

Coordination and Program Outreach

Describe how the project will be coordinated with the community, public and/or private transportation providers, social service agencies, and non-profit organizations serving Equity Priority Communities. Describe plans to market the project, and ways to promote public awareness of the project.

BART, the SFTMA, and Urban Alchemy work closely with the community in implementing the Elevator Attendant Program services. Urban Alchemy specifically serves low-income, “high-risk” youth and adults across San Francisco, providing workforce development opportunities for this population. These team members of a professional workforce simultaneously provide public safety and maintain clean public spaces, while engaging and educating the public. Attendants have come to be regarded as assets and stewards of the communities in which they work, creating a sense of safety and security in some of the most dangerous and socially impacted communities in San Francisco. Since 2018, BART and SFMTA have conducted media campaigns, including press releases, and other outreach to inform the public about the Program. The Elevator Attendants themselves are the ultimate ambassadors of the initiative. Recent news stories about the program can be found here:

<https://www.bart.gov/news/articles/2021/news20210518>

<https://www.sfchronicle.com/bayarea/article/BART-installs-gates-adds-attendants-to-make-14814852.php>

Please confirm that BART and SFMTA are in agreement on project cost sharing, funding strategy, scope and schedule.

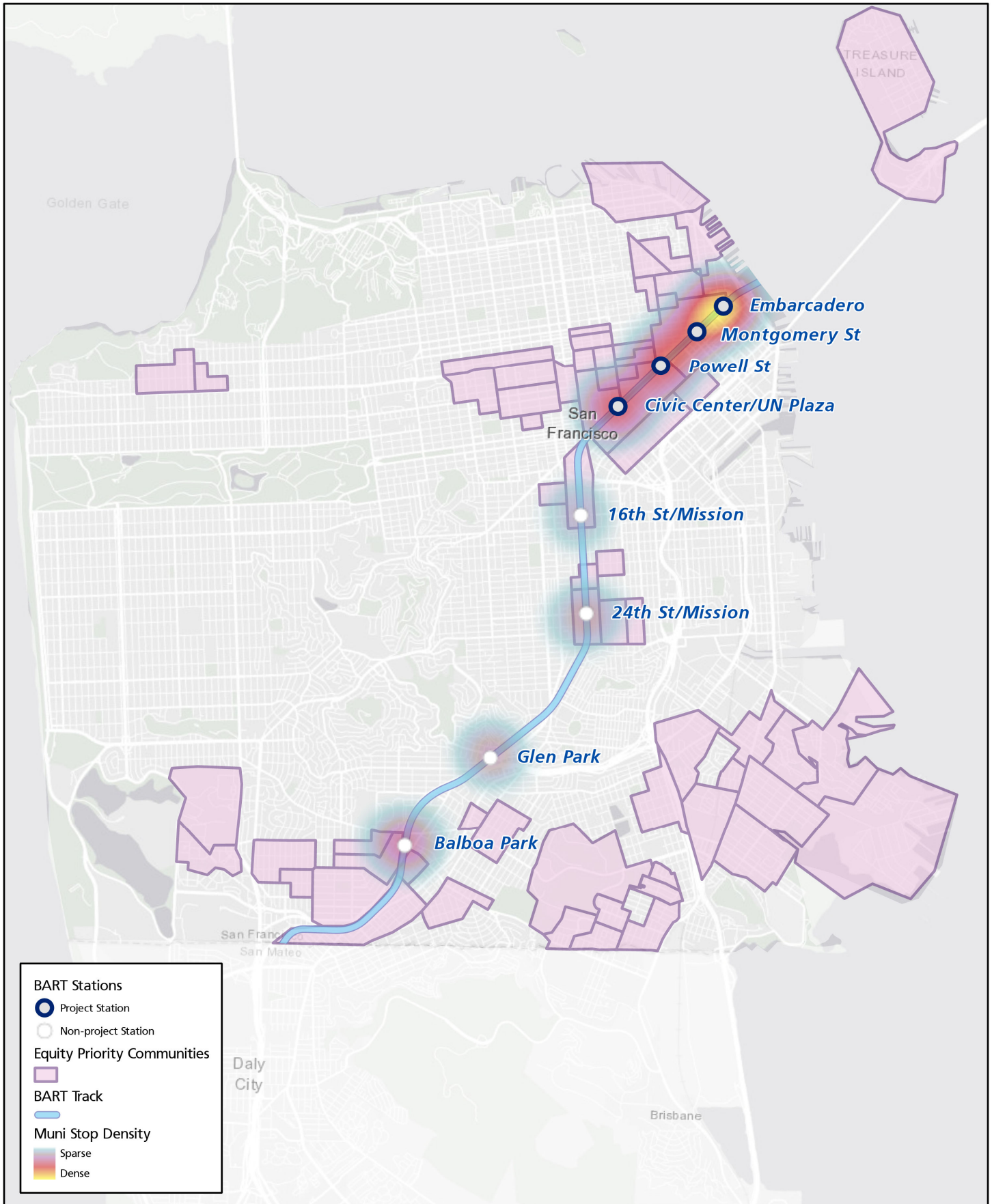
BART and SFMTA agree on these items, this mutual agreement will be vetted through the execution of an extension to the current agreement between the agencies.



ELEVATOR ATTENDANT PROGRAM FY23-24 & FY24-25

EGIS - Enterprise Geographic Information System

Date: 4/13/2023



BART Stations

- Project Station
- Non-project Station

Equity Priority Communities

-

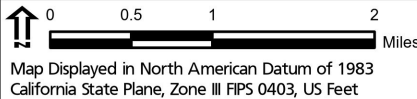
BART Track

-

Muni Stop Density

- Sparse
- Dense

Notes:
Equity priority community - <https://opendata.mtc.ca.gov/datasets/MTC::equity-priority-communities-plan-bay-area-2050/about>
Muni stops - <https://data.sfgov.org/Transportation/Muni-Stops/i28k-bkz6>



San Francisco Bay Area Rapid Transit District
 EGIS - BART Office of the CIO
 2150 Webster St., 3rd Floor, Oakland, CA 94612

Elevator Attendant Program

Helping riders, helping the community

Let's go.



Program Goal: Ensure elevators at the four downtown SF stations consistently remain safe, clean, and in working order for all BART/Muni patrons.

Over the past several years, the joint BART/SFMTA stations in downtown San Francisco have been increasingly challenged by the broader regional problems of homelessness, safety & security, drug activities, and vandalism. The station elevators have been used as bathrooms or for drug use—reflecting a broader crisis of homelessness and opioid abuse.

Inspired by the success of San Francisco's Pit Stop Program, which provided attendants at street level restrooms, BART and SFMTA launched a 6-month pilot in April 2018 to provide elevator attendants at the Civic Center & Powell St. stations. Before the pilot, only 44% of elevator user rated themselves as very or somewhat satisfied.

After the pilot, satisfaction shot up to 93%. Common comments included:

- "thank you for cleanliness & respectful attendant,"
- "very good for people with disabilities,"
- "awesome service,"
- "program amazing—commuting with two children," and
- "please keep this going. I feel so much safer and it doesn't smell".

The pilot proved so popular that the agencies expanded it in November 2019 to Embarcadero & Montgomery stations, funded in part thanks to an MTC Lifeline Grant from SFCTA.

BART/SFMTA initiated successful collaboration with Urban Alchemy (UA) to provide elevator attendant staff. UA is a community-based organization providing employment training and opportunities for vulnerable populations to lift them out of the cycle of poverty and hopelessness. Lena Miller, Founder and Executive Director, notes the men and women filling the attendant jobs are committed to hard work and improving the community because they know employment is key to success, "It's a point of pride for them to be working and bettering their lives."

The program has made a huge difference for customers who use the elevators. Pre-pandemic, over 160,000 people in a month rode the elevators with an attendant, 9% of those people with disabilities and 5% with families.

The results are solid—the program benefits transit riders and ensures a clean, safe experience for elevator users connecting to and from Market street for

work, school, day care, entertainment, and tourism. A pleasant and welcoming Market Street and transit experience is essential to downtown San Francisco in supporting the region's recovery from the COVID-19 pandemic and improving access to many vulnerable populations who rely on elevators.

"This program is amazing on so many levels," said Paula Fraser, BART's Assistant Chief Transportation Officer. "These workers are from the community, they're helping our patrons, and they're improving the quality of life in our stations, which benefits everyone."

BART and SFMTA are seeking a funding partner to help support the Elevator Attendant program and our partnership with Urban Alchemy. The annual cost for the four downtown San Francisco stations is approximately \$3.3M (including support for the City's prevailing wage requirements, worker benefits and overhead costs).

BART Facts 2023



BART: Addressing a Financial Crisis While Improving Service

BART has played a critical role in keeping the Bay Area moving for 50 years. In 2023, the agency will continue to be a vital resource for the region by linking people to jobs, schools, entertainment, and opportunities. Ridership recovery is making slow progress, but remote work has disrupted BART's traditional revenue mix, creating great uncertainty about long-term financial stability. BART has received \$1.6 billion in federal aid that has helped sustain service, but the funding is expected to run out in mid-2025.

Reliable and ongoing new revenue sources are needed to avoid significant cuts and will reduce BART's reliance on fares amid uncertainties about future ridership trends. Investing in BART will provide solutions for many of the Bay Area's most pressing challenges including traffic, affordability, housing, safety, equity, and climate change.

Pandemic Recovery and Financial Stability Strategies

- Provide frequent, reliable, safe, and clean service; reduce cancelled trips
- Adapt to changing commute patterns; gain new non-work trips
- Improve regional transit connections and coordination
- Maximize efficiencies, reduce overtime; improve long-term financial planning
- Explore opportunities for ongoing federal, state, and regional operating subsidy
- Continue to prioritize Transit-Oriented Development

Improving the Rider Experience

To regrow ridership BART has made investments in improving the rider experience and prioritizing a clean and safe ride. BART fully restored service levels in 2022, following cuts during the height of the pandemic, and made improvements to weekend service. To better meet the needs of riders, especially families, BART reopened long-closed underground restrooms at several busy stations, with the commitment to reopen more as funds are identified.

2023 brings enhanced evening service between Oakland and San Francisco. Modernization efforts continue with the installation of new escalators in downtown San Francisco, purchasing of new fare gates, and adding more Fleet of the Future trains into service.

BART Ridership Facts

AVERAGE FY22 RIDERSHIP

Weekday	111,311
Saturday	68,253
Sunday	48,373

FY22 ridership was 29% of FY19 ridership.

CLIPPER FARES AND TRIPS

Riders pay for BART with the regional Clipper card.

Clipper fare range	\$2.15–\$14.60*
Average fare	\$3.96
Average trip length	15 miles

*The Clipper fare between Oakland International Airport and San Francisco International Airport is \$17.60.

Riders pay a 50-cent surcharge on all trips using a paper ticket.

Clipper is now available on your phone through Apple Pay and Google Pay. In December 2022, 23% of BART trips were made using mobile cards.

CLIPPER DISCOUNTS

YOUTH CLIPPER: Ages 5-18 get 50% off

SENIOR CLIPPER: 65 years and over get 62.5% off

RTC CLIPPER: Persons with disabilities get 62.5% off

CLIPPER START: Qualified low-income adults get 20% off

RIDERSHIP PROFILE

- 67% identify as non-white
- 43% do not have a vehicle
- 31% report having annual household incomes under \$50K
- 7% have a disability
- 49% identify as male
48% identify as female
3% identify as non-binary or self-describe

A Visible Presence for Safety

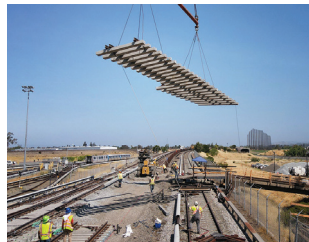
The BART Police Department is deploying sworn officers as well as unarmed Crisis Intervention Specialists and Transit Ambassadors to boost rider safety. Riders are now more likely than ever before to see safety personnel on board a train or in a station. There are signs that this proactive approach to safety is paying off:

- BPD officers in 2022 made more arrests than were made in any of the prior four years.
- Transit Ambassadors patrolled 12,058 trains and made 6,909 educational contacts.
- Crisis Intervention Specialists, who are focused on connecting people in need with support services, performed nearly 1,900 welfare checks across the system in just three months.
- Passenger surveys indicate a decrease in sexual harassment. In the last six months of 2021, 12% of surveyed riders said they experienced harassment at BART, compared to 9% of surveyed riders in 2022.
- Electronic item thefts fell from their peak in October 2019 of 141 to 35 in October 2022.



Boosting Reliability to Rebuild BART

Replacing equipment that is more than 50 years old and has outlived its design life is essential for improving reliability and the overall rider experience. Critical rebuilding projects are underway thanks to voter-approved Measure RR, which provides \$3.5 billion to rebuild the backbone of BART. The Measure RR program is ahead of schedule with more than 40% of all scheduled work complete. That includes the replacement in 2022 of a major trackway interlocking between South Hayward and Union City stations and the completion of the earthquake retrofit of the Transbay Tube.



Since its approval by BART District voters in 2016, Measure RR has supported 153 rebuilding projects, such as replacing 47.3 miles of worn rail, 40 track switches, 46 miles of 34.5kV cable to ensure trains have a reliable source of electricity, and 59 miles of third-rail coverboard, protecting the electrified third rail that powers trains.

The BART System Includes:



BART by the Numbers

FINANCIAL PERFORMANCE

The Operating Ratio is the percentage of costs paid by passenger fares, parking revenue, advertising, and other sources of revenue.

FY22	21%
FY21	12%
Pre-COVID	71%

STATIONS AND SERVICE

Total stations	50
Route miles of track	131
Maximum train speed	70 mph
Average passenger on-time performance	85.2%

PARKING AND BIKE ACCESS

Stations with parking	38
Total parking spaces	50,000
Bike parking (lockers, racks, and bike stations)	8,239

FLEET*

Fleet of the Future	441
Active legacy cars	421
Total vehicle fleet	862

*As of January, 2023

ELECTRICITY

Third rail	1000 volts DC
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POWER SOURCES

In CY22, BART achieved a 100% greenhouse gas free ("GHG-free") power supply for its third consecutive year, including over 50% eligible renewable energy as defined under California state law. BART's electric supply portfolio is comprised of wholesale wind, solar, and hydroelectric sources, as well as five onsite solar projects located throughout the BART system.

ROLE IN REGION

- Pre-pandemic, BART carried more than twice the people per hour through the Transbay Tube than used the Bay Bridge and carried over half the passenger miles traveled on transit in the region
- BART connects with 18 of the 26 regional transit operators
- One in five BART riders connect to another transit operator during their trip



San Francisco Bay Area Rapid Transit District

P.O. Box 12688, Oakland, CA 94604
www.bart.gov

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at www.bart.gov/alerts