



## Memorandum

### AGENDA ITEM 6

**DATE:** April 20, 2023  
**TO:** Transportation Authority Board  
**FROM:** Anna LaForte – Deputy Director for Policy and Programming  
**SUBJECT:** 5/9/2023 Board Meeting: Approve Programming Priorities for Up to \$5,640,041 in San Francisco’s Estimated Fiscal Year 2023/24 State Transit Assistance County Block Grant Funds

<p><b>RECOMMENDATION</b>      <input type="checkbox"/> Information      <input checked="" type="checkbox"/> Action</p> <p>Approve programming priorities for up to \$5,640,041 in San Francisco’s Estimated Fiscal Year (FY) 2023/24 State Transit Assistance (STA) funds as follows:</p> <ul style="list-style-type: none"> <li>• Approve \$3,300,000 for the San Francisco Municipal Transportation Agency’s (SFMTA) Paratransit program</li> <li>• Approve up to \$ 2,340,041 for the Bay Area Rapid Transit District’s (BART) Elevator Attendant Program through the San Francisco Lifeline Transportation Program (SF LTP) Cycle 3</li> </ul> <p><b>SUMMARY</b></p> <p>In FY 2023/24, San Francisco will receive up to \$5,640,041 in STA County Block Grant funds from the Metropolitan Transportation Commission (MTC). The Transportation Authority programs these funds in our capacity as the Congestion Management Agency (CMA). MTC has advised us to program 95% of expected revenues, with consideration for programming up to 100% should revenues meet full projections. Consistent with past programming cycles, we recommend programming \$3,300,000 in FY 2023/24 STA block grant funds to the SFMTA’s Paratransit program which includes the Essential Trip Card (ETC) program. We recommend programming up to \$2,340,041 (at 100% of revenue projection) to BART’s Elevator Attendant Program through the SF LTP which is funded by STA funds. The SF LTP supports projects that improve mobility for low-income residents by addressing transportation gaps or barriers identified through equity assessments and collaborative and inclusive community-based planning processes. The Elevator Attendant Program helps to improve safety, mobility, and accessibility for BART and SFMTA customers who rely on the elevators to access the four downtown</p>	<p><input type="checkbox"/> Fund Allocation</p> <p><input checked="" type="checkbox"/> Fund Programming</p> <p><input type="checkbox"/> Policy/ Legislation</p> <p><input type="checkbox"/> Plan/Study</p> <p><input type="checkbox"/> Capital Project Oversight/ Delivery</p> <p><input type="checkbox"/> Budget/ Finance</p> <p><input type="checkbox"/> Contract/ Agreement</p> <p><input type="checkbox"/> Other: _____</p>
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shared BART and SFMTA stations. BART and SFMTA contribute equally to the cost of the program. Attachments 1 and 2 include detailed descriptions of the projects, including cost and funding information.	
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## **BACKGROUND**

STA revenues come from the state sales tax on diesel fuel. It is a flexible transit funding program that can be used for a wide range of capital and operating purposes. It is also a volatile source of funding, even before the COVID-19 pandemic, given the fluctuations in the price of diesel fuel. In FY 2018/19, MTC began distributing a majority of the region's STA population-based funds to CMAs through a transit-focused STA County Block Grant program. The program allows each county to determine how best to invest in paratransit and other transit operating and capital needs, including providing lifeline transit services. Funds are distributed among the nine Bay Area counties based on the percentage that each county would have received in FY 2018/19 under the former regional programs. MTC requires that by May 15 of each year, CMAs submit the distribution policy for STA population-based funds.

In FYs 2018/19 and 2019/20, San Francisco received a total of \$7.7 million in STA block grant funds. The Board directed \$3.1 million to the SFMTA for its paratransit program based on the amount that SFMTA would have received under the regional program in FY 2018/19. For the remaining \$4.7 million, the Board approved the SF LTP Cycle 1 program of projects that address transportation needs of low-income populations, as shown in Table 1 on the following page.

In April 2020, the Board programmed all of San Francisco's estimated FY 2020/21 STA funds, up to \$3.794 million, to the SFMTA's paratransit program but due to decreased revenues the actual amount received by SFMTA was \$3,157,152.

In April 2021 the Board programmed all of San Francisco's estimated FY 2021/22 STA funds, up to \$3.013 million, for SFMTA's paratransit program given concerns with the impact of the pandemic on paratransit funding sources and the desire to meet the funding needs of the program. In June 2022, the Board programmed \$1.036 million in STA funds, mostly from excess STA revenues collected in FY 2021/22, to BART's Elevator Attendant Program (covering both BART and Muni shares) through SF LTP Cycle 2 to continue addressing the transportation needs of low-income populations.



<b>Table 1. San Francisco STA County Block Grant Program Fiscal Years 2018/19 – FY 2021/22</b>		
<b>Fiscal Year(s)</b>	<b>Project (Sponsor)</b>	<b>Total Amount (Actuals)</b>
FYs 2018/19 and 2019/20	Elevator Attendant Program (BART)	\$2,600,000
	San Francisco Community Health Mobility Navigation Project: Removing Health Care Transportation Barriers for Low Access Neighborhoods (SFMTA)	\$396,300
	Continuing Late Night Transit Service to Communities in Need (SFMTA)	\$1,609,700
	Paratransit (SFMTA)	\$3,141,610
FY 2020/21	Paratransit (SFMTA)	\$3,157,152*
FY 2021/22	Paratransit (SFMTA)	\$3,012,914
	Elevator Attendant Program (BART)	\$1,035,626
	<b>Total</b>	<b>\$14,953,302</b>

\* The Board programmed up to \$3,794,003 in STA County Block Grant funds for Paratransit in FY 20/21, but due to decreased revenues the actual amount received by SFMTA was \$3,157,152.

There were no funds available for CMAs to program in the FY 2022/23 STA County Block Grant program. In October 2021, the MTC Commission approved MTC Resolution 4481, which programmed American Rescue Plan transit formula funds in the Bay Area. As a part of this action, and in close coordination with transit operators MTC identified a need of \$85 million for various regional initiatives that emerged from the Blue Ribbon Transit Recovery Task Force. However, due to the need to preserve eligibility for transit operators to receive additional federal relief funds, the \$85 million came through an exchange of funds from the STA program and the Transit Capital Priorities program. This exchange resulted in the suspension of FY 2022/23 STA funds that would have been distributed to the CMAs through the STA County Block Grant program. SFMTA received STA funds directly from MTC in FY 2022/23 and used \$3,853,147 of those funds for Paratransit.

**DISCUSSION**

In February each year, we receive an estimate of San Francisco’s share of revenues for the next funding cycle as well as the current fiscal year, which may be higher or lower when confirmed at the end of each fiscal year following the State’s reconciliation of revenues generated. When the Board approved the SF LTP Cycle 2 funds in June 2022, we noted that we would return in Spring 2023 to program the FY 2023/24 STA revenues.



In FY 2023/24, San Francisco is projected to receive \$5,640,041 in STA revenues, which is higher than the previous three fiscal years. Due to the uncertainty of forecasting STA revenues, MTC recommends programming 95% of the estimated STA revenues, which is \$5,358,039 in available programming. We expect to receive updated FY 2023/24 revenues estimates in the fall, which may be higher than current estimates if the price of diesel fuel increases.

The estimated available STA funds for San Francisco and recommended programming for FY 2023/24 are shown in Table 2 below.

<b>Table 2. Estimated Fiscal Year 2023/24 STA Funds for San Francisco</b>	
<b>Total Funds at 100% estimate</b>	<b>\$5,640,041</b>
<b>Programming at 95% of Estimate *</b>	<b>\$ 5,358,039</b>
<b>Recommended Programming</b>	
SFMTA Paratransit Program	\$3,300,000
SF LTP Cycle 3 (BART’s Elevator Attendant Program)	\$2,058,039, up to \$2,340,041**

\*Given the uncertainty of forecasting STA revenues, MTC recommends that CMAs program 95% of their county’s estimated STA amount, up to 100% should revenues meet expectations.

\*\*We recommend programming up to \$2,340,041 to BART’s Elevator Attendant Program if revenue actuals meet the current 100% estimate for FY23/24.

In the event of a shortfall in San Francisco’s STA funds for FY 2023/24, the Transportation Authority will work with SFMTA and BART staff to adjust the Paratransit and BART Elevator Attendant Program funding plans accordingly.

**Recommendation.** As detailed in Attachment 1, we recommend programming \$3,300,000 in county block grant funds to SFMTA’s FY 2023/24 paratransit program operations including the continuation of the ETC, a 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. This funding amount is \$196,108 more than the annual average provided over the past 3 programming cycles, offsetting modest decreased contributions from BART and the San Francisco Department of Disability and Aging Services. The SFMTA provides paratransit services to persons with disabilities, in compliance with the Americans with Disabilities Act. These programs are critically important to persons with disabilities and the elderly who are unable to fully utilize other forms of public transportation.

Attachment 2 contains details of our recommendation to program \$2,058,039 at 95% of the STA revenue estimate, up to \$2,340,041 at 100% of the estimate, through SF LTP Cycle 3 for BART’s Elevator Attendant Program in FYs 23/24 and 24/25. This funding amount is about \$41,855 less than the annual average provided over the past 2 programming cycles. This program provides attendants from the non-profit Urban Alchemy to monitor each elevator at the four downtown BART and SFMTA shared stations:



Civic Center/UN Plaza, Powell Street, Montgomery Street, and Embarcadero. The attendants help to improve safety, mobility, and accessibility for customers who rely on elevators to access the transit systems, and discourage undesirable behaviors, improve elevator cleanliness and performance, decrease fare evasion, and reduce maintenance costs. The program also supports the economic recovery for downtown San Francisco and encourages people to take transit. BART and SFMTA have confirmed that the agencies agree on cost sharing and the funding strategy for the project, and the two agencies will evenly split the responsibility to provide \$4,727,234 in local matching funds evenly over the two-year program.

**Next Steps.** Following Board approval of this item, we will provide the Board resolution to MTC. We anticipate returning to the Board in Spring 2024 to program the FY 2024/25 STA revenues.

### **FINANCIAL IMPACT**

There are no impacts to the Transportation Authority's budget associated with the recommended action.

### **CAC POSITION**

The CAC will consider this item at its April 26, 2023 meeting.

### **SUPPLEMENTAL MATERIALS**

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



**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:

<b>PARATRANSIT PERFORMANCE INDICATORS</b>	<b>FY 2017/18</b>	<b>FY 2018/19</b>	<b>FY 2019/20</b>	<b>FY 2020/21</b>	<b>FY 2021/22</b>	<b>FY 22/23 (AS OF FEB 2023)</b>
<b>Total Passenger Trips Provided</b>	751,166	720,807	592,207	387,136	488,085	339,472
<b>ETC Trips Provided</b>	N/A	N/A	3,963	63,729	83,939	55,496
<b>On-time Percentage: Group Van &amp; Access Van</b>	85.79%	83.07%	90.85%	99.32%	94.64%	93.21%
<b>On-time Percentage: Taxi</b>	97.17%	96.16%	95.53%	95.80%	92.79%	92.29%
<b>Complaints</b>	834	739	517	217	249	146
<b>Cost per Passenger Trip</b>	\$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		
<b>Revenues/Recovery</b>						
<b><u>Paratransit (including Essential Trip Card Program)</u></b>						
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%
<b>Paratransit subtotal</b>	<b>\$ 32,964,700</b>	<b>99.7%</b>	<b>\$ 33,853,026</b>	<b>99.9%</b>	<b>\$ 928,326</b>	

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

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

**Major Line Item Budget**

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

\* 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





**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.



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
<b>Users Served</b>	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
<b>Biowaste Incidents</b>	Number of incidents, per station, in which BART cleaning staff encounter needles or biowaste in an elevator	Monthly	Reduce biowaste incidents
<b>Passenger Cleanliness Rating</b>	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
<b>Elevator Availability</b>	Percent of the time station elevators are available for patron use during service periods	Quarterly	Increase elevator availability



**COST (SEE DETAILS BELOW)**

	<b>TOTAL COST FY 2023/24-FY 2024/25</b>
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
<b>Total Cost</b>	<b>\$6,785,272</b>

**FUNDING PLAN**

<b>SOURCE</b>	<b>STATUS</b>	<b>TOTAL FUNDING FY 2023/24- FY 2024/25</b>	<b>% OF COST BY FUND SOURCE</b>
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%
	<b>Total Funding</b>	<b>\$6,785,272</b>	



**URBAN ALCHEMY ELEVATOR ATTENDANT  
ANNUAL BUDGET DETAILS**

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



# San Francisco Lifeline Transportation Program (SF LTP) Cycle 3 Application

**Application due by 5 p.m., April 13, 2023**

<p><b>Project Name:</b> Elevator Attendant Program</p> <p><b>Project Type:</b> Operating</p> <p><b>Project Sponsor:</b> BART and SFMTA</p> <p><b>Date:</b> 04/14/23</p>	<p><b>Date Received:</b> <b>April 14, 2023</b></p>
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Complete this checklist to indicate the submitted items and to list any additional attachments. Clearly label attachments according to the numbering provided below. Attachments must be easily readable when reproduced in black and white.

To mark a box as checked, double click on the box and mark the "Default Value" as "Checked."

**SF LTP Cycle 3 Application**

Provided Word file: Project Summary and Narrative

Provided Excel file: Schedule, Budget, and Funding Plan

**Map of Project Area / Route Map with Transit Stops Indicated**

List additional attachments, such as letters of support, charts, drawings, and route schedule/timetable (add attachments as needed):

**Attachment 1:** Schedule, Budget, and Funding Plan

**Attachment 2:** Detailed Budget Projections

**Attachment 3:** Elevator Attendant Program Details

**Attachment 4:** Elevator Attendant Project Area Map

**Attachment 5:** BART Program Factsheet

**Attachment 6:** BART Factsheet 2023



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Authority**

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

<b>FY23-24 and FY24-25 Budget Summary</b>	<b>Amount (\$)</b>	<b>% Of Total Project Budget</b>	<b>Fund Source</b>
Lifeline funding requested:	\$2,058,039	30%	
Required local match:	\$2,363,616.50	35%	BART Operating Funds
Other funding:	\$2,363,616.50	35%	SFMTA Operating Funds
<b>Total project budget:</b>	<b>\$6,785,272</b>	<b>100%</b>	



**A. GENERAL PROJECT INFORMATION**

**1. Project Name:** Elevator Attendant Program

**2. Project Sponsor**

Agency BART

Contact/Title Aileen Hernandez, Principal Grants Officer

Address 2150 Webster Street, 9<sup>th</sup> floor, Oakland, CA 94612

E-mail ghernan@bart.gov

Telephone (510) 851-3164

Contact/Title Daniel Cooperman, Senior Manager of Social Service Partnerships

Address 2150 Webster Street, 10<sup>th</sup> floor, Oakland, CA 94612

E-mail Daniel.cooperman@bart.gov

Telephone (510) 381-1897

**3. Partner Agencies**

Agency, Project Role, Contact Name/Title, Telephone, Email

Agency and Project Role: SFMTA, Funding Partner

Name and Title: Joel Goldberg, Manager of Programming and Grants

Telephone and Email: (415) 646-2520, joel.goldberg@sfmta.com

**4. Brief Description of Project (50 words max.):**

The Elevator Attendant Program, launched in 2018, provides a staff member to monitor each elevator at four BART/Muni shared stations: Civic Center/UN Plaza, Powell St., Montgomery St., and Embarcadero. The attendants help to improve safety, mobility, and accessibility for customers who rely on elevators to access the transit systems. The attendants also discourage undesirable behaviors, improve elevator cleanliness and performance, decrease fare evasion, and reduce maintenance costs.



## **B. PROJECT DETAILS**

Please provide responses below or attach a separate document

Please see Attachment 3, Elevator Attendant Program Details

### **Project Need, Goals and Objectives**

1. Provide a detailed project description. Estimate the number of people per month and year that will be served by this project.
2. 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.
3. 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.

### **Community-Identified Priority**

4. 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.

### **Implementation Plan and Project Management Capacity**

5. 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?
6. Describe your organization's ability to provide and manage the proposed project.
7. Describe any proposed use of innovative approaches that will be employed for this project and their potential impact on project success.

### **Project Sustainability**

8. 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(ies) and funding sources for all ongoing service.

### **Cost-Effectiveness and Performance Indicators**

9. Demonstrate how the proposed project is the most appropriate and cost-effective way in which to address the identified transportation need.
10. Identify performance measures to track the effectiveness of the project in meeting the identified goals. Minimum requirements include:
  - Operating projects: 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).





**Coordination and Program Outreach**

11. 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.
12. Please confirm that BART and SFMTA are in agreement on project cost sharing, funding strategy, scope and schedule.

**C. PROJECT SCHEDULE, BUDGET, AND FUNDING PLAN**

1. Complete the schedule, budget and funding plan information in the attached Excel template.

Please see Attachments 1 and 2.

**San Francisco Lifeline Transportation Program Cycle 3 Application  
Operating Project Schedule, Cost, and Funding Plan**



**San Francisco  
County Transportation  
Authority**

**Instructions:** Enter major cost line items below. Additional lines may be added as needed.

Provide total labor cost by agency including start-up, administration, operating expenses, consultant costs, other direct costs (e.g., mailing, reproduction costs room rental fees), contingency, and evaluation as applicable. If the project is a multi-year project, detailed budget information must be provided for all years. Please show all sources of revenue, including anticipated fare box revenue.

<b>Project Name:</b>	Elevator Attendant Program
<b>Project Sponsor:</b>	BART and SFMTA

Operating Projects					
<b>Start Date of Operations:</b>	7/1/2023				
<b>End Date of Operations:</b>	6/30/2025				
Source	Year 1, FY23-24	Year 2, FY24-25	Year 3	Total	Status <sup>1</sup>
SF LTP (requested)	\$1,029,020	\$1,029,020	\$0	\$2,058,039	Planned
BART Operating Funds	\$1,181,808	\$1,181,808	\$0	\$2,363,617	Planned
SFMTA Operating Funds	\$1,181,808	\$1,181,808	\$0	\$2,363,617	Planned
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
<b>Total Funding</b>	<b>\$3,392,636</b>	<b>\$3,392,636</b>	<b>\$0</b>	<b>\$6,785,272</b>	
Cost by Task and Agency	Year 1, FY23-24	Year 2, FY24-25	Year 3	Total	Source of Cost Estimate
Attendant Costs (52 weeks per year, 7 days per week, 21 hours per day)	\$2,267,864	\$2,267,864	\$0	\$4,535,728	Based on actual cost
Program Oversight, Weekly Reporting, Workforce Development, other Grant Activities	\$664,934	\$664,934	\$0	\$1,329,868	Based on actual cost
Non-Personnel/Variable Costs	\$9,600	\$9,600	\$0	\$19,200	Based on actual cost
Indirect Costs	\$450,238	\$450,238	\$0	\$900,476	Based on actual cost
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
<b>Total Expenditures</b>	<b>\$3,392,636</b>	<b>\$3,392,636</b>	<b>\$0</b>	<b>\$6,785,272</b>	
Additional Schedule/Status/Cost/Source Information (If needed)					
BART matching funds are planned and pending Board approval, anticipated on June 8, 2023. SFMTA funds are planned. Currently, BART and SFMTA are negotiating a new cost sharing agreement, expected to be executed summer 2023.					

<sup>1</sup> Planned funds have not been programmed or allocated specifically to the project or program that is the subject of the current request; Programmed funds have been committed to the project by the agency with the authority to do so; Allocated funds have been approved for expenditure for the subject project by the funding authority.

<sup>2</sup> Clearly specify the source(s) and status of all funding. Include letter(s) of commitment from all agencies contributing towards the match. If the project is multi-year, provide letters of commitment for all years.

**Detailed Budget Projections July 1, 2023 Through June 30, 2025**

Station	Participants/ Staff	\$/Hr	Hours/ Day	Days	Units	Year 1 FY23-24	Year 2 FY24-25	Total
<b>A. Direct Program Personnel</b>								
<b>12 Months @ Powell St</b>								
Worker Participants	7.50	\$ 21.00	7.00	365		\$ 402,413	\$ 402,413	\$ 804,826
Fringe Benefits					38%	\$ 152,917	\$ 152,917	\$ 305,834
<b>12 Months @ Civic Center Station</b>								
Worker Participants	7.50	\$ 21.00	7.00	365		\$ 402,413	\$ 402,413	\$ 804,826
Fringe Benefits					38%	\$ 152,917	\$ 152,917	\$ 305,834
<b>12 Months @ Montgomery Station</b>								
Worker Participants	7.50	\$ 21.00	7.00	365		\$ 402,413	\$ 402,413	\$ 804,826
Fringe Benefits					38%	\$ 152,917	\$ 152,917	\$ 305,834
<b>12 Months @ Embarcadero Station</b>								
Worker Participants	7.50	\$ 21.00	7.00	365		\$ 402,413	\$ 402,413	\$ 804,826
Fringe Benefits					38%	\$ 152,917	\$ 152,917	\$ 305,834
<b>Stand-In for Absence due to illness/PTO</b>						\$ 46,547	\$ 46,547	\$ 93,094
<b>Direct Program Personnel Total</b>						\$ <b>2,267,864</b>	\$ <b>2,267,864</b>	\$ <b>4,535,728</b>
<b>B. Program Oversight, Weekly Reporting, Workforce Development, and other Grant Activities</b>								
Program Director	1	\$ 36.00	8.00	260		\$ 74,880	\$ 74,880	\$ 149,760
Deputy Director	1	\$ 30.00	8.00	260		\$ 62,400	\$ 62,400	\$ 124,800
Site Supervisors	6	\$ 26.00	8.00	260		\$ 324,480	\$ 324,480	\$ 648,960
Fringe Benefits					44%	\$ 203,174	\$ 203,174	\$ 406,349
<b>Program Oversight Total</b>						\$ <b>664,934</b>	\$ <b>664,934</b>	\$ <b>1,329,868</b>
<b>Personnel Total</b>						\$ <b>2,932,798</b>	\$ <b>2,932,798</b>	\$ <b>5,865,596</b>
<b>C. Non-Personnel / Variable Costs</b>								
Phones	1				\$ 2,000	\$ 2,000	\$ 2,000	\$ 4,000
Uniforms	38				\$ 200	\$ 7,600	\$ 7,600	\$ 15,200
<b>Non-Personnel Total</b>						\$ <b>9,600</b>	\$ <b>9,600</b>	\$ <b>19,200</b>
<b>TOTAL DIRECT COSTS:</b>						\$ <b>2,942,398</b>	\$ <b>2,942,398</b>	\$ <b>5,884,796</b>
<b>D. Indirect Costs</b>								
Administrative & Overhead					13%	\$ 450,238	\$ 450,238	\$ 900,476
<b>Total Costs</b>						\$ <b>3,392,636</b>	\$ <b>3,392,636</b>	\$ <b>6,785,272</b>



# 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."<sup>1</sup>

**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

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<sup>1</sup> 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.<sup>2</sup> 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

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<sup>2</sup> 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."<sup>3</sup> 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

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<sup>3</sup> 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.**

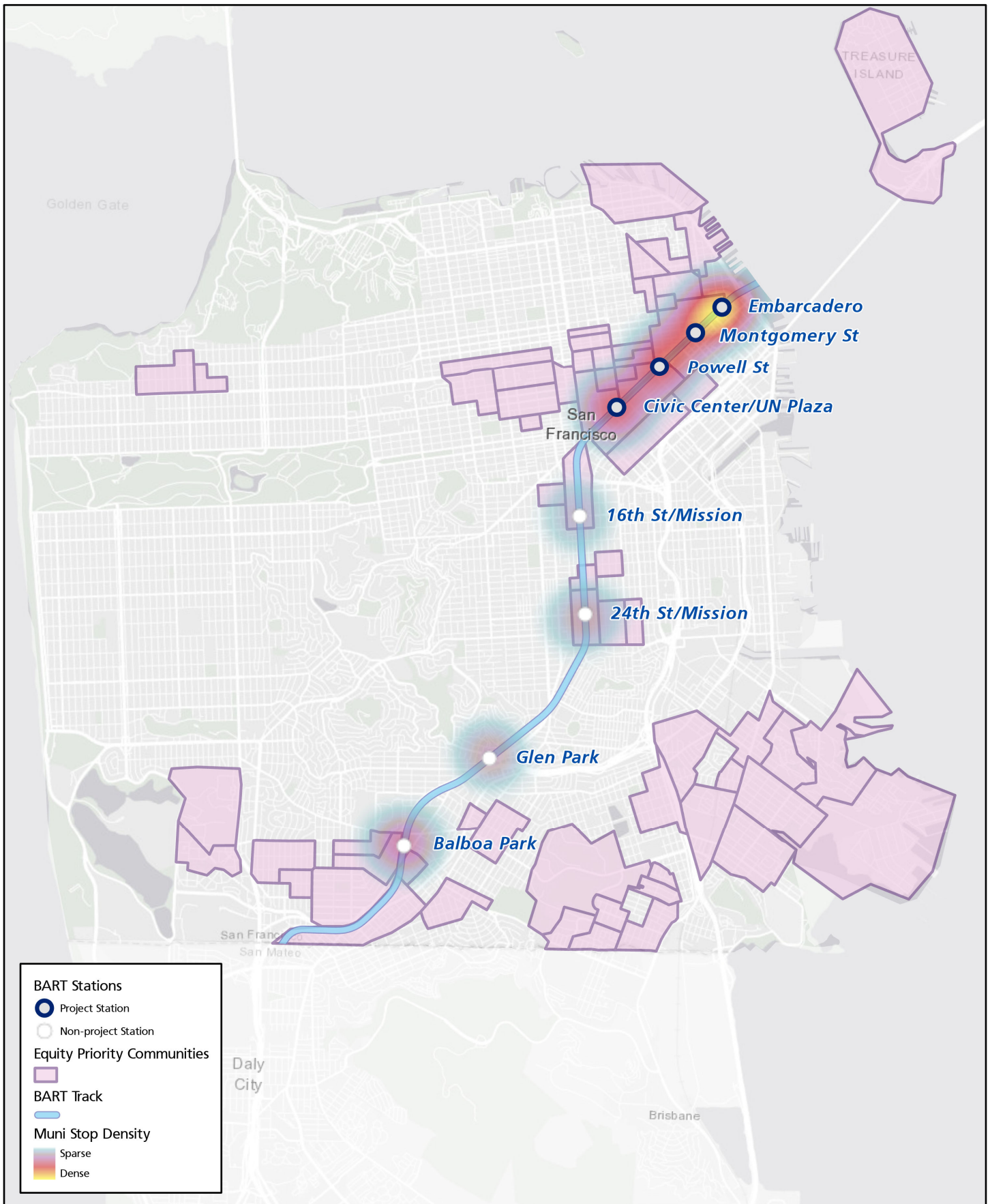
BART, the SFTMA, and Urban Alchemy work closely with the community in implementing the Elevator Attendant Program services. Urban Alchemy specifically serves low-income, “high-risk” youth and adults across San Francisco, providing workforce development opportunities for this population. These team members 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.



**BART Stations**

- Project Station
- Non-project Station

**Equity Priority Communities**

- 

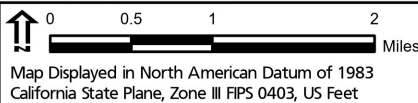
**BART Track**

- 

**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/SFTMA 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.

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**"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."**

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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: 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

### 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

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