



Memorandum

AGENDA ITEM 5

DATE: March 27, 2025
TO: Transportation Authority Board
FROM: Anna LaForte - Deputy Director for Policy and Programming
SUBJECT: 4/8/2025 Board Meeting: Approve Programming Priorities for Up to \$4,565,603 in San Francisco's Estimated Fiscal Year 2025/26 State Transit Assistance County Block Grant Funds, with Conditions

RECOMMENDATION ☐ Information ☒ Action

Approve programming priorities for up to \$4,565,603 in San Francisco's estimated Fiscal Year (FY) 2025/26 State Transit Assistance (STA) County Block Grant funds, with conditions, in the following priority order:

1. \$3,300,000 for the San Francisco Municipal Transportation Agency's (SFMTA) Paratransit Program
2. Up to \$1,265,603 for the Bay Area Rapid Transit District (BART) Elevator Attendant Program

SUMMARY

The Metropolitan Transportation Commission (MTC) estimates that San Francisco will receive up to \$4,565,603 in FY 2025/26 STA County Block Grant funds that can be invested in paratransit and other transit operating and capital needs, including providing lifeline transit services. The Transportation Authority programs these funds in our capacity as the Congestion Management Agency (CMA) for San Francisco. MTC has advised CMAs to program 95% of expected revenues, or \$4,337,323 for San Francisco, with consideration for programming up to 100% should revenues meet full projections given volatility of this revenue source. Consistent with past programming cycles, we recommend as the first priority programming \$3,300,000 to SFMTA's Paratransit program to complement Prop L funds and support this critical program for seniors and people with disabilities. As the

- ☐ Fund Allocation
- ☒ Fund Programming
- ☐ Policy/Legislation
- ☐ Plan/Study
- ☐ Capital Project Oversight/Delivery
- ☒ Budget/Finance
- ☐ Contract/Agreement
- ☐ Other:



<p>second priority, we recommend up to \$1,265,603 (at 100% of revenue projection) for BART's Elevator Attendant Program in FY 2025/26. BART and SFMTA equally share the Elevator Attendant Program cost. Our recommendation is conditioned upon BART Board approval of the new Elevator Attendant service contract, which is anticipated on April 10, 2025. Attachment 1 summarizes the staff recommendation. Following Board approval of this item, we will work with MTC and projects sponsors, as needed, to ensure they can access the funds in a timely fashion.</p>	
--	--

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 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 1 of each year, CMAs submit the proposed programming for STA population-based funds.

In addition to supporting SFMTA's Paratransit program through the half-cent transportation sales tax since FY 2018/19 the Transportation Authority has been programming STA funds to SFMTA for Paratransit in line with the amount that SFMTA would have received under the prior regional program. For the remaining STA funds available to San Francisco, on an annual basis, the Board has approved projects that improve mobility for low-income populations. Attachment 4 shows projects previously funded through the STA County Block Grant Program.

DISCUSSION

Funds Available. Each year, MTC provides the Transportation Authority with a projection of San Francisco's share of STA County Block Grant program revenues for the next funding cycle as well as an updated estimate for 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.



In FY 2025/26, MTC estimates that San Francisco will receive \$4,565,603 in STA revenues, which is about 14.5% lower than the prior fiscal year's estimate. MTC has advised us to program 95% of expected revenues, or \$4,337,323, with consideration for programming up to 100% should revenues meet full projections given volatility of this revenue source.

Recommendation. Attachment 1 summarizes our staff recommendation for programming FY 2025/26 STA block grant funds. The sections below describe the recommended projects.

SFMTA's Paratransit Program (\$3,300,000). As detailed in Attachment 2, the recommended STA funds would support SFMTA's Paratransit program, which provides transit services for seniors and persons with disabilities and includes the Essential Trip Card, 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. 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.

In the past, SFMTA based the annual paratransit program budget on the maximum amount allowed under the contract with the paratransit service provider. Since the pandemic, actual expenditures (which are based on program usage) have been lower than the maximum contract amount, resulting in unused sales tax funds that the Transportation Authority has made available for future Paratransit program costs. For FY 2025/26, SFMTA is using a different methodology to establish the budget for the Paratransit program based on actual expenditures in prior years and anticipated program usage in the coming year. This results in a lower cost estimate and less funding needed in FY 2025/26 compared to FY 2024/25 - \$31,200,000 compared to \$34,743,157, respectively, for the paratransit broker contract.

Given the magnitude of the SFMTA's anticipated budget deficit in the coming years, we recommend programming \$3.3 million in FY 2025/26 STA funds for Paratransit, which is the same amount of STA funds for Paratransit as last year. Given the lower cost estimate, this means that STA will fund a greater share of the program costs. In the coming months, we also will be recommending the full amount of \$13.911 million in Prop L funds programmed for Paratransit in FY 2025/26, which will bring the sales tax funding share of the total cost up from 39% to 44.6%. When taking the recommended STA funds into consideration, this results in the Transportation



Authority providing 55.2% of the funding plan for the Paratransit program, up from 48.4% in FY 2024/25.

Increasing the Transportation Authority's share of the Paratransit funding plan would be a temporary arrangement that benefits the SFMTA's operating budget by reducing the need for operating funds, instead allowing those funds to be available for transit service. We will be monitoring the Paratransit program's usage and as we see increased program use and costs, and as the SFMTA moves toward economic recovery, we will expect to see the Transportation Authority's share of the Paratransit program cost to decline to be more in line with past practice.

BART's Elevator Attendant Program (up to \$1,265,603). This program provides elevator attendants 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 economic recovery for downtown San Francisco and encourages people to take transit. BART and SFMTA contribute equally to the cost of the program. The Transportation Authority has programmed STA funds for this program since 2019.

If actual STA revenues come in at the conservative MTC-advised level of 95% of MTC's estimate, the recommended action would provide \$1,037,323 for the Elevator Attendant Program. If revenues come in at 100% of MTC's estimated amount, BART would receive \$1,265,603. BART and SFMTA equally share the remaining program costs above and beyond the STA amount.

The projected cost for the Elevator Attendant Program for FY 2025/26 is about 25% higher than FY 2024/25 due to an increase in the number of attendants at each station from 9 to 10 and a projected 25% increase in wages. Administrative costs and overhead for the program are also projected to increase from 17.7% to 21% of program costs. BART solicited bids in Fall 2024 for a new contract for Elevator Attendant Program services because the current contract expires on June 30, 2025. BART staff expect the BART Board of Directors to approve a new multi-year contract at its April 10, 2025 meeting. BART and SFMTA are currently negotiating a new cost sharing agreement for shared program expenses. Our recommendation is conditioned upon BART Board approval of the new Elevator Attendant service contract.



Next Steps. Following Board approval of this item, we will provide the Board resolution to MTC, and then we will work with MTC and projects sponsors, as needed, to ensure they can access the funds in a timely fashion.

FINANCIAL IMPACT

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

CAC POSITION

The CAC considered this item at its March 26, 2025 meeting and unanimously adopted a motion of support for the staff recommendation.

SUPPLEMENTAL MATERIALS

- Attachment 1: Recommended FY 2025/26 STA County Block Grant Program Programming
- Attachment 2: Project Information for SFMTA's Paratransit Program
- Attachment 3: Project Information for BART's Elevator Attendant Program
- Attachment 4: Projects Funded in Fiscal Years 2018/19 - 2024/25
- Attachment 5: Resolution

Attachment 1.

Recommended Fiscal Year 2025/26 STA Block Grant Programming¹ Listed in Priority Order (Sponsor)	
1. Paratransit Program (SFMTA)	\$3,300,000
2. Elevator Attendant Program (BART)	\$1,037,323 up to \$1,265,603 ²
Total	\$4,337,323 up to \$4,565,603
Programming at 95% of estimate	\$4,337,323
Total funds at 100% estimate	\$4,565,603

¹Given the uncertainty of forecasting STA revenues, MTC recommends that CMAs prioritize programming 95% of their county's estimated STA amount and may identify programming for up to 100% should revenues reach that level.

²The amount available for this project depends on the actual STA revenues received.



**Attachment 2.
Fiscal Year 2025/26 State Transit Assistance County Block Grant Program
Project Information**

Project Name: Paratransit

Sponsor: San Francisco Municipal Transportation Agency

STA County Block Grant Request: \$3,300,000

Recommended Phase: Operations

Districts: Citywide

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 SFMTA is in the process of drafting the next RFP for Paratransit services with an anticipated release date in the summer or fall of 2025.

The paratransit broker services include determination of client eligibility, customer service, overseeing and monitoring the operation of the taxi debit card system, procurement, 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, such as our Shop-a-Round and Van Gogh shuttles and Ramp Taxi Incentive programs. The broker also administers the Essential Trip Card (ETC) program, which was initiated in response to reduced Muni service during the COVID-19 pandemic.

The ETC program is a taxi service available to all seniors and individuals with disabilities who need to complete essential trips. The SFMTA is transitioning ETC into a permanent program. However, long term funding still needs to be identified. The Mobility Management staff at SF Paratransit administers this program, including enrollment and handling inquiries from the public, along with their other outreach duties.



Attachment 2.
Fiscal Year 2025/26 State Transit Assistance County Block Grant Program
Project Information
Paratransit

SFMTA requests maintaining STA Block Grant funding at \$3.3M, consistent with last year, while increasing the Prop L reimbursement percentage from 39% to 44.6%. SFMTA is under great financial distress with the projected budget shortfall and proposed funding plan from these two funding sources will make available SFMTA General Funds to fund staff cost and other transportation services.

Maintaining the current STA Block Grant funding levels will alleviate financial pressures to the SFMTA Operating Funds as any reductions in STA funding levels for Paratransit will require SFMTA General Funds to make up the difference. Additionally, increasing the reimbursement percentage will allow SFMTA to maximize the Prop L allocation for FY26. SFMTA has historically not spent the entirety of the Paratransit budget, resulting in a significant amount of Prop L funds remaining. Based on projected expenditures for FY26, under current reimbursement formula, there will be \$1.7M in unspent Prop L funds. Adjusting the reimbursement percentage will allow SFMTA to maximize the annual Prop L allocation and allows approximately \$1.7M in SFMTA General Funds to be used to pay for staff cost as well as other Muni operational services. This benefits all riders, including seniors and people with disabilities, who rely on reliable Muni services.

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

PARATRANSIT PERFORMANCE INDICATORS	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25 (THROUGH JANUARY 2025)
Total Passenger Trips Provided	592,207	387,136	488,085	519,626	550,014	340,976
ETC Trips Provided	3,963	63,729	83,939	82,999	91,374	59,794
On-time Percentage: Group Van & Access Van	90.85%	99.32%	94.64%	93.99%	97.57%	97.50%
On-time Percentage: Taxi	95.53%	95.80%	92.79%	94.35%	97.72%	97.98%



**San Francisco
County Transportation
Authority**

Attachment 2.
Fiscal Year 2025/26 State Transit Assistance County Block Grant Program
Project Information
Paratransit

PARATRANSIT PERFORMANCE INDICATORS	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25 (THROUGH JANUARY 2025)
Complaints	517	217	249	208	191	127
Cost per Passenger Trip	\$44.87	\$57.56	\$53.17	\$54.79	\$54.53	\$50.02

Paratransit Funding Plan & Budget - FY2025/26

Funding Plan

	Approved (Cost Based on Maximum Possible Contract Amount)		Proposed (Cost Based on Actual Program Usage)			
	FY2024/25 Budget	% of Contract Budget	FY2025/26 Budget	% of Contract Budget	Increase (Decrease)	% Change
Revenues/Recovery						
<u>Paratransit (including Essential Trip Card Program)</u>						
Federal Transit Administration 5307	\$ 5,752,712	16.6%	\$ 5,480,804	17.6%	\$ (271,908)	-5%
Prop L*	\$ 13,506,000	38.9%	\$ 13,911,000	44.6%	\$ 405,000	3%
BART ADA Contribution	\$ 2,198,000	6.3%	\$ 2,209,406	7.1%	\$ 11,406	1%
State Transit Assistance (STA)	\$ 3,300,000	9.5%	\$ 3,300,000	10.6%	\$ -	0%
SFMTA Operating Budget**	\$ 9,436,445	27.2%	\$ 5,737,190	18.4%	\$ (3,699,255)	-39%
Department of Disabled and Aging Recovery	\$ 550,000	1.6%	\$ 561,600	1.8%	\$ 11,600	2%
Paratransit (including Essential Trip Card Program) subtotal	\$ 34,743,157	100.0%	\$ 31,200,000	100.0%	\$ (3,543,157)	-10%

Budget

	Approved		Proposed			
	FY2024/25 Budget	% of Contract Budget	FY2025/26 Budget	% of Contract Budget	Increase (Decrease)	% Change
<u>Apportionment</u>						
Paratransit Broker	\$ 34,743,157	100%	\$ 31,200,000	100%	\$ (3,543,157)	-10%
Muni Paratransit Staff ***	\$ 422,674	1%	\$ 668,774	2%	\$ 246,100	58%
Total	\$ 35,165,831	101%	\$ 31,868,774	102%	\$ (3,297,057)	-9%

*Prop L amount for FY 2025/26 is the amount programmed in Paratransit 5-Year Prioritization Program, approved by the Transportation Authority Board (Resolution 24-002). Prop L amount for FY 2024/25 is the amount allocated by the Board (Resolution 25-003).

** SFMTA is using a different means of portraying the budget of the program for FY25/26 based on actual program usage, rather than the maximum possible contract amount. This more accurately represents the cost of the program observed in recent years. We are recommending maintaining the same level of STA funding as last year, which means we would be funding a greater share of program costs, which, in turn, means that that SFMTA can use flexible Operating Budget funds for transit service and other needs.

*** Not funded by Prop L

Key Paratransit Performance Trends FY 2019-2025

YTD
(January 2025)

Paratransit Performance Indicators	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Total Passenger Trips Provided	592,207	387,136	488,085	519,626	550,014	340,976
ETC Trips	3,963	63,729	83,939	82,999	91,374	59,794
On-time Percentage						
(Group Van & Access Van)	90.85%	99.32%	94.64%	93.99%	97.57%	97.50%
Taxi	95.53%	95.80%	92.79%	94.35%	97.72%	97.98%
Complaints	517	217	249	208	191	127
Cost per Passenger Trip	\$44.87	\$57.56	\$53.17	\$54.79	\$54.53	\$50.02



**San Francisco
County Transportation
Authority**

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

**Attachment 3.
Fiscal Year 2025/26 State Transit Assistance County Block Grant Program
Project Information**

Project Name: Elevator Attendant Program

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

STA County Block Grant Request: \$1,037,323 up to \$1,265,603

Recommended Phase: Operations

Districts: 3, 5, 6

SCOPE

This request would fund one fiscal year of operations of the Elevator Attendant program at all four downtown BART and Muni stations (Powell Street, Civic Center/UN Plaza, Montgomery Street, and Embarcadero). 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 four stations are located in Equity Priority Communities. See the following Elevator Attendant Program Details document for additional information.



Elevator Attendant Program Details

ATTACHMENT 3



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 (EAP) 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 23-24, an average of 80,878 customers used the elevators at each station per month, which is more than twice the number in FY 21-22. Average weekday ridership increased by 10% from 2023 to 2024, and BART is already seeing a steady increase in ridership in 2025. Consequentially, BART expects to experience continued increase in elevator usage. This request for funding would extend the program at all four downtown BART and Muni stations for FY 25-26. BART is also exploring the possibility of expanding Elevator Attendant services to two additional San Francisco stations: 16th Street Mission and 24th Street Mission, depending on funding availability.

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 floaters and supervisors to ensure the service is not interrupted. This service is essential 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.

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 EAP 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 increase 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 Program addresses ongoing frustrations with poor elevator conditions, expressed by customers and BART's Accessibility Task Force (BATF). The BATF provides advice 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.

The San Francisco downtown stations are in areas where people who are experiencing homelessness, and are unsheltered, congregate. BART and Muni'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. The elevators at the downtown stations were often subject to misuse and vandalism, often resulting in elevators going out of service, before the EAP was launched. The EAP addresses the needs of BART and Muni'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.

The following feedback received in March 2025, effectively highlights the importance of this Program: "Just wanted to let you know the elevator operators at the Embarcadero Bart are the best thing you could have done to make me ride BART more. In the past, I ignored the elevator because I didn't know what to expect. Are they clean? Are there people camping in there? But this time, with my 92-year-old mom and lots of luggage, we took a chance and pressed the button for the elevator. WOW! Surprise, there's an actual operator to ensure no one camps in there and that passengers are moving along. Elevators are clean and the operator was friendly! I felt good about it and will take the elevators on my next cruise out of SF."

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 EAP 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 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 10% to 40% of people with disabilities, 50% to 90% of people who identify as a minority, and 28% to 100% of people who are of low-income.

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 (2024) addresses the mobility needs of seniors, people with disabilities, people with low-incomes and veterans. According to the plan, as of 2022 San Francisco's population is 851,036 of which 12% have a disability, 17% are over the age of 65, and 35% are below 200% of the poverty level. The plan highlights the importance of accessibility features on fixed-route vehicles including station elevators and/or ramps to boarding platforms for ease of boarding (page 32), and elevators are essential to ensuring the population of San Francisco with disabilities, seniors and people with low income can continue to utilize BART and Muni. By keeping elevators operational, the EAP helps to ensure that utilizing fixed-route transit continues to be a viable option for the most vulnerable population.

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 EAP 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 Muni. Since 2019, BART and Muni have had an agreement to administer the Program, whereby BART manages the service provider and tracks program data, invoices, and payments. BART and Muni agree on the project cost sharing, funding strategy, scope and schedule for the Program and are scheduled to execute a new agreement, for the continuation of the partnership, in spring 2025.

In the fall of 2024, BART issued a Request for Proposals to contract a provider, for the EAP services, for a period of three years, starting with FY25-26. In the spring of 2025, BART is scheduled to issue a three-year contract, with two one-year options to the determined provider.

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

BART, in partnership with Muni, has successfully managed the EAP 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 Services Partnerships, with over 10 years of relevant experience. In May 2024, this position was assumed by Mili Choudhury, who has 20 years of experience working with programs serving people with disabilities, and various housing and homeless programs, and will continue to manage the Program going forward.

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.

Performance Metric	Description	Reporting Frequency	Goal
Users Served	Number of users using elevators at each station, including number of disabled users, children, 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 (1-5 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 Muni, and the contracted provider will work closely with the community in implementing the EAP services. The contractor delivers high quality services to the public and receives appropriate training to be able to navigate challenging situations. The contractor is skilled at determining when staff need to engage the assistance of BART System Services team to help with keeping elevators clean, the Station Agent for questions and assistance with general customer questions, and law enforcement if situation requires additional assistance. The contractor's staff know when to provide a safe environment. In fact, Elevator 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.

**San Francisco State Transit Assistance County Block Grant
Project Information Form
Operating Project Schedule, Cost, and Funding Plan**



**San Francisco
County Transportation
Authority**

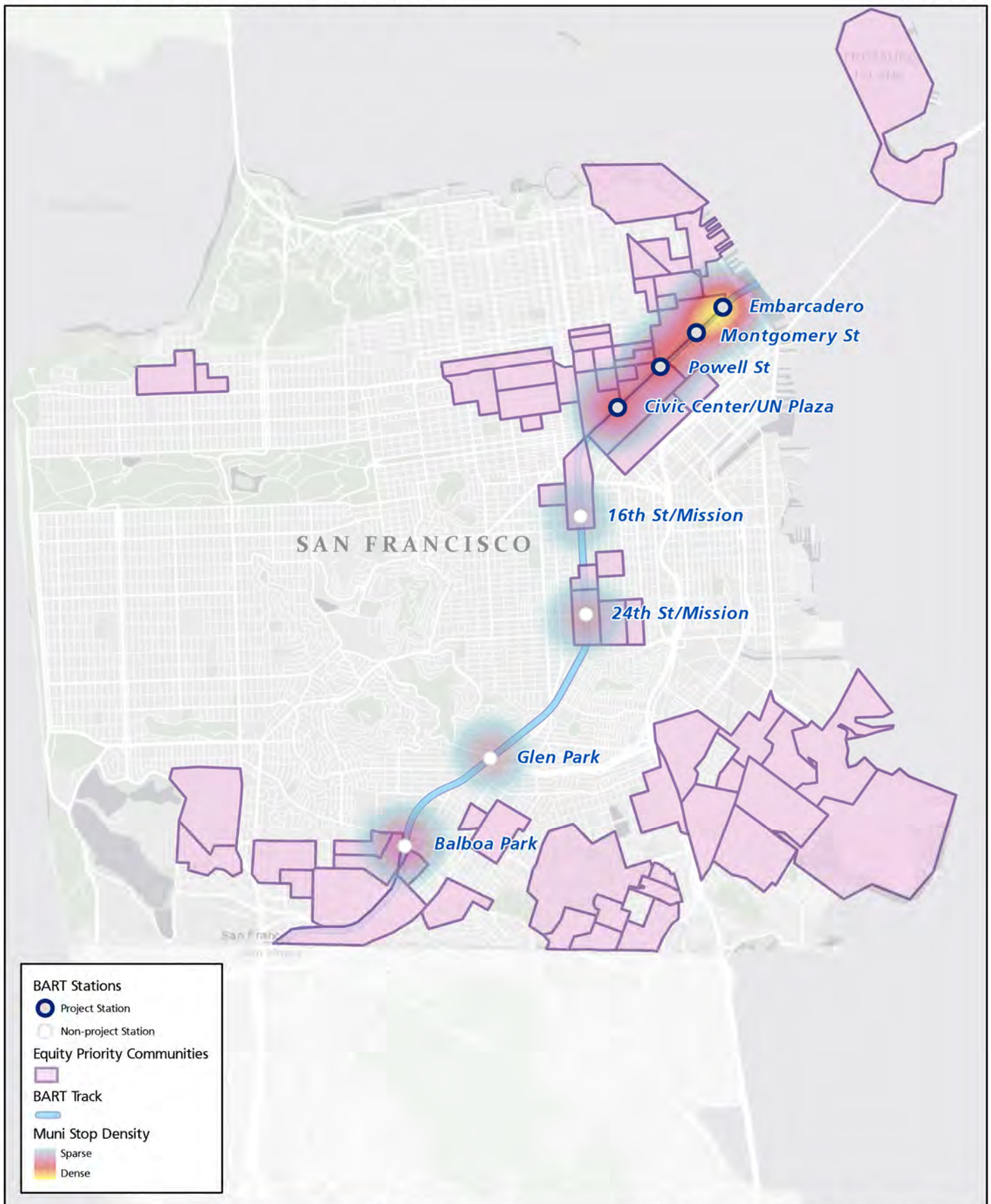
Instructions: Enter major cost line items below. Additional lines may be added as needed.

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.

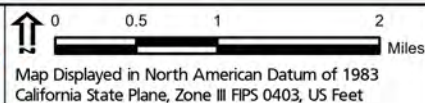
Project Name:	Elevator Attendant Program
Project Sponsor:	BART/SFMTA

Operating Projects			
Start Date of Operations:	7/1/2025		
End Date of Operations:	6/30/2026		
Source	Year 1	Total	Status ¹
SF STA (requested) ²	\$1,037,323	\$1,037,323	Planned
BART Operating Funds	\$1,804,702	\$1,804,702	Planned
SFMTA Operating Funds	\$1,804,702	\$1,804,702	Planned
	\$0	\$0	
	\$0	\$0	
	\$0	\$0	
Total Funding	\$4,646,727	\$4,646,727	
Cost by Task and Agency	Year 1	Total	Source of Cost Estimate
Staffing Costs (52 weeks per year, 7 days per week, 21 hours per day)	\$3,770,270	\$3,770,270	Based on FY 25 projected costs (through June 30, 2025).
Operating Expense: supplies, tablets, uniforms, communications radio	\$70,000	\$70,000	Based on FY 25 projected costs (through June 30, 2025).
Indirect Costs	\$806,457	\$806,457	Based on FY 25 projected costs (through June 30, 2025).
	\$0	\$0	
	\$0	\$0	
	\$0	\$0	
Total Expenditures	\$4,646,727	\$4,646,727	
Additional Schedule/Status/Cost/Source Information (If needed)			
<p>This draft budget is for Elevator Attendant Services to be provided at four (4) BART/MUNI stations: Embarcadero, Montgomery, Powell, and Civic Center. The projected costs for the Elevator Attendant Program for FY 26 is based on FY 25 invoices and spending, as well as anticipated need in order to operate the program and deliver services effectively. For FY 25, and as in the past, the program has experienced challenges with being able to stay within budget. The Elevator Attendant services were put out of bid, and as the procurement process draws to a close in the next few weeks, the actual budget for this program will be solidified and subject to BART Board approval in April 2025. BART and SFMTA are negotiating a new cost sharing agreement.</p> <p>¹ 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.</p> <p>² If actual FY25/26 STA revenues come in at the conservative MTC-advised level of 95% of MTC's estimate, BART would receive \$1,037,323 for the Elevator Attendant Program. If revenues come in at 100% of MTC's estimated amount, BART would receive \$1,265,603. BART's and SFMTA's share of the remaining program costs would be equal and would be adjusted depending on the final FY25/26 STA revenue amount.</p>			

Detailed Budget: FY25-26						
	Staff	\$/Hr	Hours/ Day	Annual Full Time Salary (for 1.00 FTE)	% FTE funded	FY 25-26
Attendants at Powell St.	10	\$25.00	8.00	\$ 52,000	100%	\$ 520,000
Attendants at Civic Center	10	\$25.00	8.00	\$ 52,000	100%	\$ 520,000
Attendants at Montgomery	10	\$25.00	8.00	\$ 52,000	100%	\$ 520,000
Attendants at Embarcadero	10	\$25.00	8.00	\$ 52,000	100%	\$ 520,000
Total Salary						\$ 2,080,000
Fringe Benefits					42.00%	\$ 873,600
Total						\$ 2,953,600
Program Supervisor	3	\$36.50	8.00	\$ 75,920	100%	\$ 227,760
Program Manager	1	\$67.00	8.00	\$ 139,360	100%	\$ 139,360
Floater	4	\$25.00	8.00	\$ 52,000	100%	\$ 208,000
Total Salary						\$ 575,120
Fringe Benefits					42.00%	\$ 241,550
Total						\$ 816,670
Personnel Total	48.00					\$ 3,770,270
Materials & Supplies (Charging cords, cases for electronics, chairs, etc)						\$ 30,000
Uniforms						\$ 20,000
Communications Radios						\$ 20,000
Total						\$ 70,000
Administrative & Overhead						\$ 806,457
Total Costs						\$ 4,646,727



Notes:
Equity priority community - <https://epc-map.sfcta.org/>
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



Let's go

BART Facts 2025

BART: Addressing a financial crisis while improving the rider experience

BART has played a critical role in keeping the Bay Area moving for more than 50 years. In 2025, the agency will continue to be a vital resource for the region by linking people to jobs, schools, entertainment, and opportunities. To respond to remote work trends, BART is running a service plan that relies less on work commutes and offers increased service on nights and weekends, where ridership is growing at a faster rate. Ridership recovery is making progress, but BART’s historical reliance on fare revenue to pay for operations is outdated and no longer sustainable. Greater investments are needed to avoid significant service cuts to ensure BART will continue to provide solutions for many of the Bay Area’s most pressing challenges, including traffic, affordability, housing, safety, equity, and climate change.

BART has been fortunate to receive nearly \$2 billion in federal, state, and regional emergency assistance since the start of the pandemic, but this funding is projected to run out in spring 2026.

BART is working hard to close the FY2026 deficit with cuts, but is facing ongoing structural deficits ranging from \$375 million to over \$400 million per year beginning in FY2027. To address the structural deficit, BART is working with the region’s transit operators, the Metropolitan Transportation Commission (MTC), and other stakeholders to pursue funding to address the growing transit financial challenges, most likely with a regional tax measure on the November 2026 ballot.

Improving the Rider Experience

BART has made significant changes to increase ridership:

- We have retired our legacy fleet and are now running only new trains.
- BART Police officers, Ambassadors, and Crisis Intervention Specialists are riding trains more, increasing their visibility and keeping riders safe.
- Station and train cleanliness has improved with more deep cleaning.
- All stations will have new modern, taller, and stronger fare gates by the end of 2025.
- Downtown San Francisco stations are getting new escalators installed that are under warranty.
- In mid-2025, the next generation of Clipper will roll out, allowing people to pay for BART with contactless credit/debit cards at the fare gates.

BART Ridership Facts

AVERAGE 2024 RIDERSHIP

Weekday.....	165,502
Saturday	92,381
Sunday.....	71,034

Total passenger trips in
Calendar Year 2024: 50,656,380

Ridership peaked to 47% of prepandemic
expectations in September 2024.

SERVICE

Average passenger on-time performance	88%
Maximum train speed.....	70 mph

CLIPPER FARES AND TRIPS

Riders pay for BART with the regional
Clipper card.

Clipper fare range	\$2.40–\$16.20
Average fare	\$4.43
Average trip length.....	15 miles

Clipper is available on your phone
through Apple Pay and Google Pay.

In December 2024, 37% 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 50% off

RIDERSHIP PROFILE

- 67% identify as non-white
- 44% do not have a vehicle
- 31% report having annual house-
hold incomes under \$50K
- 7% have a disability
- 49% identify as male
- 48% identify as female
- 3% identify as non-binary or
self-describe

Transit Transformation Action Plan

BART is taking a leadership role in advancing the Transit Transformation Action Plan, a comprehensive framework that outlines strategies for achieving better transit coordination in the Bay Area and improved rider experience that includes:

- Innovative new fare products such as the Clipper BayPass pilot, which offers employers paid unlimited transit passes for their employees; the expansion of Clipper START with a 50% discount for low-income riders, and free or discounted transfers between systems with the next generation of Clipper.
- Aligning schedules so it's easier for riders to make connections between agencies.
- Planning and testing for more user-friendly mapping and wayfinding with a uniform approach to signage to help riders navigate regional transit systems.

Award-winning approach to safety

Visible police staff presence on trains and platforms is at a historic high according to rider surveys as more safety staff, including sworn officers and unarmed employees, are riding trains and walking platforms. BART's equitable approach to safety continues to receive industry accolades for its full-time Crisis Intervention Specialists and Transit Ambassadors and for recognizing that not every unwanted behavior on a train or in a station requires a response by an armed police officer.



BART's safety solution includes:

- Running shorter trains at all hours of the day to improve the perception of safety, reduce harassment, and increase police patrols.
- Diverting calls from a sworn officer to a Crisis Intervention Specialist to reduce harm and offer connections to local support services outside of BART, freeing up officers to quickly respond to emergency calls.
- Offering welfare checks, administering lifesaving Narcan, and enforcing BART's zero-tolerance policy for drug use in the system.

Improving the rider experience by rebuilding the core of BART

The replacement of old track, power cables, and other critical infrastructure through the voter-approved \$3.5 billion Measure RR rebuilding program is now more than halfway done, and riders are reaping the benefits. Replacing equipment that in some cases had been in place since BART began service in 1972 means a more reliable system. The number of trains delayed due to old rail decreased by more than 400 instances compared with before the work was complete. Sixty-two rebuilding projects have been completed across the system as of January 2025.

Addressing the housing crisis

BART's Transit-Oriented Development (TOD) Program creates dense, well-designed communities adjacent to BART stations to increase ridership and reduce greenhouse gases. As of January 2025:

- Housing units delivered: 4,232, including 1,298 affordable units
- Housing units under construction: 97 affordable senior units
- Housing units in planning: 3,943, including 1,670 affordable units
- Hotel rooms: 164
- Office space: 672,000 square feet
- Retail: 202,590 gross square feet

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.

FY24	29%
FY23	26%
FY22	21%
FY21	12%
Pre-COVID	71%

STATIONS AND INFRASTRUCTURE

Total stations	50
Route miles of track	131
Miles of tunnels	39
Escalators	189
Elevators	154
Electric substations.....	136

PARKING AND BIKE ACCESS

Stations with parking	35
Total parking spaces.....	~46,800
Bike parking (lockers, racks, and bike stations) ..	8,030

FLEET*

Fleet of the Future	860
New cars arriving each month ..	20
Total vehicle fleet will grow to ..	1129

**As of December 2024*

ELECTRICITY

Third rail	1000 volts DC
------------------	---------------

POWER SOURCES

BART continues to achieve an overwhelmingly greenhouse gas-free power supply, including over 66% 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.



Let's go.

San Francisco Bay Area Rapid Transit District
P.O. Box 12688, Oakland, CA 94604
www.bart.gov

Attachment 4.

San Francisco STA County Block Grant Program Projects Funded in Fiscal Years 2018/19 - 2024/25¹		
Fiscal Year(s)	Project (Sponsor)	Total Amount (Actuals)
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
FY 2023/24	Paratransit (SFMTA)	\$3,300,000
	Elevator Attendant Program (BART)	\$2,227,224 ²
FY 2024/25	Paratransit (SFMTA)	\$3,300,000
	Elevator Attendant Program (BART)	\$356,901 ³
	Treasure Island Electric Ferry Service (WETA)	\$1,418,859 (Approved up to \$1,686,004 ⁴)

¹MTC redirected STA County Block Grant funds in FY 2022/23 to other priorities related to assisting transit operators with recovery from the COVID pandemic (MTC Resolution 4481, October 2021).

²In May 2023, the Board programmed up to \$2,340,041 (at 100% of projected revenue) in STA Block Grant funds for BART's Elevator Attendant Program to cover two years of program costs over FYs 2023/24 and 2024/25. Based on actual revenues, BART received \$2,227,224.

³In May 2024, the Board programmed up to \$356,901 in STA Block Grant funds for BART's Elevator Attendant Program. This was an "up to" (maximum) amount and was to be reduced by a dollar-for-dollar amount if additional funds beyond the \$2,227,224 already collected became available for the Elevator Attendant Program in the FY 2023/24 cycle. Additional funds did not become available and BART will receive \$356,901.

⁴In May 2024, the Board programmed up to \$1,686,004 to WETA's Treasure Island Electric Ferry Service (at 100% of projected revenue). Actual FY 2024/25 revenue will be determined later this year.



RESOLUTION APPROVING PROGRAMMING PRIORITIES FOR UP TO \$4,565,603 IN
SAN FRANCISCO'S ESTIMATED FISCAL YEAR 2025/26 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, 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 or proposed programming for STA population-based funds which come from the state sales tax on diesel fuel; 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 2025/26 STA County Block Grant funds, totals \$4,565,603; 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 past programming cycles, Transportation Authority staff recommended as the first priority programming \$3,300,000 to the San Francisco Municipal Transportation Agency's (SFMTA's) Paratransit program to complement Prop L funds and support this critical program for seniors and people with disabilities and as second priority, recommended up to \$1,265,603 (at 100% of revenue projection) for BART's Elevator Attendant Program in FY 2025/26,



conditioned upon BART Board approval of the new Elevator Attendant service contract, which is anticipated on April 10, 2025, as summarized in Attachment 1 with additional project details in Attachments 2 and 3; and

WHEREAS, At its April 26, 2025 meeting the Community Advisory Committee was briefed on the staff recommendation and unanimously adopted a motion of support for its approval; now, therefore be it

RESOLVED, That the Transportation Authority hereby approves \$3,300,000 for the SFMTA's Paratransit program, and up to \$1,265,603 for BART's Elevator Attendant Program, as summarized in Attachment 1 and detailed in Attachments 2 through 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. Recommended Fiscal Year 2024/25 STA Block Grant Programming
2. SFMTA's Paratransit Program
3. BART's Elevator Attendant Program