



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: <div style="float: right; border: 1px solid black; padding: 2px;"> <small>DocuSigned by:</small> <small>47000790F2D7463...</small> </div>		GENERAL MANAGER ACTION REQ'D:		
DATE: 5/25/2023 5/31/2023		BOARD INITIATED ITEM: No		
Originator/Prepared by: Daniel Cooperman Dept: General Manager <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <small>DocuSigned by:</small> <small>F66DB62C3C8D4CD...</small> </div> Signature/Date: 5/31/2023	General Counsel <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <small>DocuSigned by:</small> <small>F8FD7B3A73E74E8...</small> </div> Signature/Date: 5/31/2023 <div style="text-align: right;">[]</div>	Controller/Treasurer <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <small>DocuSigned by:</small> <small>EE11C8CEEEA04FD...</small> </div> Signature/Date: 5/31/2023 <div style="text-align: right;">[]</div>	District Secretary <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <small>DocuSigned by:</small> <small>8128A2EB2F014F3...</small> </div> Signature/Date: 5/31/2023 <div style="text-align: right;">[]</div>	BARC <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <small>DocuSigned by:</small> <small>8128A2EB2F014F3...</small> </div> Signature/Date: 5/31/2023 <div style="text-align: right;">[]</div>

FY24 Quality of Life Initiatives Agreements for Elevator Attendants and Homeless Outreach

PURPOSE:

To obtain Board authorization for the General Manager to enter into negotiations with the organizations and agencies listed below for certain specified services:

1. Urban Alchemy, for Elevator Attendants at the Civic Center/UN Plaza, Powell Street, Montgomery, and Embarcadero stations for a sum not to exceed \$3,400,000 in FY24 and 3,400,000 in FY25. As this program will provide a joint benefit to both BART and the San Francisco Municipal Transportation Agency (SFMTA), BART will enter into a separate reimbursement agreement with SFMTA for 50% of the actual costs for these services. Additionally, staff was awarded a grant application from the San Francisco County Transportation Authority (SFCTA) for a Lifeline Transportation Program (SF LTP) Cycle 2 Application that would provide funding in the amount of \$1,035,626 in both FY24 and FY25.

2. Contra Costa Health Services (CCHS) for a Homeless Outreach Team in Contra Costa County, with a not to exceed cost of \$269,000 in FY24, \$281,466 in FY25, and \$293,790 in FY26.

3. San Francisco Public Works (SFPW) for three Pit Stop Locations at Powell St., 16th Street, and 24th St, in FY24 in the amount of \$250,000.

DISCUSSION:

The BART system continues to see a significant presence of unsheltered individuals in

addition to individuals experiencing mental health crisis. This is consistent with the experience of cities and counties throughout the BART service area.

After taking a pause from conducting Point-in-Time (PIT) counts of the population of people experiencing homelessness due to COVID-19, each of the five counties that BART serves conducted their PIT counts in February 2022. Preliminary results were released in mid-May 2022, and every county covered by BART with the exception of San Francisco showed an increase in their homeless population. San Francisco's data showed a 3% decrease in overall homeless population. While the PIT count shows overall growth in homelessness, it does not fully capture the ongoing struggle the Bay Area is facing in regards to untreated mental illness and substance abuse which continues to plague BART's ridership.

BART's biennial Customer Satisfaction survey continues to show that our riders expect the District to address these larger societal issues that plague the greater Bay Area. In response, BART has undertaken a comprehensive Quality of Life campaign, which includes Elevator Attendants, Restroom Attendants, Pit Stop restrooms, and Homeless Outreach Services, in addition to new Progressive Policing and Community Engagement unit. While there has been an increased level of participation from our partner cities and counties, these societal issues are prevalent throughout the Bay Area and are often the result of policies and actions over which BART has little to no control.

This action allows the General Manager to negotiate and execute amendments to existing contracts in order to allow BART to continue to address quality of life issues across the BART service area.

Elevator Attendant Program

The Elevator Attendant Program was originally launched on April 30, 2018 and has been amended and renewed each subsequent year to address sanitation and safety issues in street and platform elevators in the four downtown San Francisco BART/SFMTA stations during operating hours. Attendants greet customers, operate the elevator, collect data on the number of users and their demographics, and deter inappropriate behavior in the elevator.

The current contract is with Urban Alchemy. Urban Alchemy has demonstrated the capability to provide high quality attendant services in addition to their current portfolio across San Francisco. In addition, the use of Urban Alchemy advances an important public policy objective to provide job training, employment, and workforce development opportunities to formerly incarcerated, at-risk, individuals who are eligible to work but face barriers to employment.

Contra Costa County Homeless Outreach

While the overall homelessness population is smaller in Contra Costa County than in San Francisco or Alameda County, it has risen dramatically in recent years. BART has partnered

with CCHS since January 2019 to address end-of-line station homelessness. Since that time, their scope has shifted to increase their focus on encampments under and near BART's right-of-way as that has presented larger issues for the District over the past two years. The Coordinated Outreach Referral and Engagement (CORE) team consists of two individuals who work 40 hours per week to engage individuals experiencing homelessness on BART property and under aerial tracks and connect them to available services in Contra Costa County.

Pit Stop Program

The San Francisco Public Works' Pit Stop Program provides clean and safe public toilets as well as used needle receptacles and dog waste stations, in the City's most impacted neighborhoods. The program began in 2014 with three restroom units in the Tenderloin District. The restroom units have running water, soap, hand towels, and are maintained by on-site attendants. Today, the Pit Stop Program operates at 33 locations across San Francisco.

Three of the Pit Stop locations are adjacent to BART stations (Powell St., 16th St. and 24th St) and co-funded by BART, pursuant to an agreement with SFPW. The Pit Stop Program restrooms at these stations were used by 48,400 individuals in Fiscal Year 2023 and mitigated misuse of the District's restrooms. BART has partnered with SFPW since 2018 to fund these three Pit Stops and they have been a valued add to the District.

FISCAL IMPACT:

The Quality of Life programs described above are funded in the current fiscal year and are included in the FY24 and FY25 operating budget. Funding is included in department 0604368, account 681301. This action is not anticipated to have any fiscal impact on unprogrammed District reserves in the current Fiscal Year. Funding for subsequent years will be included in the proposed annual operating budget, which is subject to Board approval. Funding shall not exceed the amount on \$7,894,256 for these three agreements.

	FY24	FY25	FY26	Total
Urban Alchemy	\$3,400,000	\$3,400,000		\$6,800,000
CCHS	\$269,000	\$281,466	\$293,790	\$844,256
SFPW	\$250,000			\$250,000
Total	\$2,219,000	\$1,981,000	\$293,790	\$7,894,256

The Urban Alchemy costs are prior to reimbursement from SFMTA and The Lifeline Grant.

ALTERNATIVES:

The alternative is to not authorize one or more of these Agreements or to limit the duration.

RECOMMENDATION:

It is recommended that the Board adopt the following motion

MOTION:

To obtain Board authorization to extend the following existing agreements:

1. Urban Alchemy for elevator attendants at Civic Center/UN Plaza, Powell Street, Montgomery, and Embarcadero BART/ San Francisco Municipal Transportation Agency (SFMTA) stations for FY 24 and FY 25 in an amount not to exceed \$6,800,000.
2. Contra Costa Health Services (CCHS) for one dedicated Homeless Outreach Team in Contra Costa County for FY 24, FY 25 and FY 26 in an amount not to exceed \$844,256.
3. San Francisco Public Works for three Pit Stop locations at Powell Street, 16th Street, and 24th Street Stations for FY 24 in an amount not to exceed \$250,000.