



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:		DocuSigned by: <i>Michael Jones</i> 47000790F2D7463...		GENERAL MANAGER ACTION REQ'D:	
DATE: 5/11/2022		6/1/2022		BOARD INITIATED ITEM: Yes	
Originator/Prepared by: Daniel Cooperman		General Counsel		Controller/Treasurer	
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Dept: General Manager				District Secretary	
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Signature/Date: 6/1/2022		6/1/2022		6/1/2022	
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FY23 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 \$3,000,000 in FY23. 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 has submitted a grant application to 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. This grant, if awarded, would be available after the beginning of FY23 and would decrease the overall cost to BART and SFMTA by 35%.
2. Contra Costa Health Services (CCHS) for a Homeless Outreach Team in Contra Costa County, with a not to exceed cost of \$242,000 in FY23.

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 our 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.

FISCAL IMPACT:

The Quality of Life programs described above are funded in the current fiscal year and are included in the FY23 and FY24 operating budget. Funding is included in department 1102491, account 681300. This action is not anticipated to have any fiscal impact on unprogrammed District reserves in the current Fiscal Year.

The price for both Contra Costa Health Services and the Elevator Attendant Program are projected to decrease in FY23. The District will spend \$11,000 less for CCHS than in FY22, while the overall cost for the Elevator Attendant program is projected to decrease by \$300,000.

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:

The Board authorizes the General Manager to extend existing agreements with the listed agencies for the specified services:

1. Urban Alchemy for elevator attendants at Civic Center/UN Plaza, Powell Street, Montgomery, and Embarcadero BART/ San Francisco Municipal Transportation Agency (SFMTA) stations. In FY23 not to exceed \$3,000,000. BART will enter into a separate reimbursement agreement with SFMTA for 50% of actual costs for these services.
2. Contra Costa Health Services (CCHS) for one dedicated Homeless Outreach Team in Contra Costa County. In FY23 not to exceed \$242,000 for assistance at end of the line stations and encampment resolutions.

