



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: <i>18 July 2019</i> <i>Robert M. Fawcett</i>		GENERAL MANAGER ACTION REQ'D:		
DATE: 7/16/2019		BOARD INITIATED ITEM: Yes		
Originator/Prepared by: Tim Chan Dept: Systems Development <i>[Signature]</i> Signature/Date: <i>7/16/2019</i>	General Counsel <i>[Signature]</i> <i>7/18/19</i> []	Controller/Treasurer <i>[Signature]</i> <i>7/17/19</i> []	District Secretary []	BARC <i>[Signature]</i> <i>7/18/19</i> []

FY20-FY22 Quality of Life Initiatives Agreements for Elevator Attendants, Pits Stops and Homeless Outreach

PURPOSE:

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

1. Urban Alchemy, formerly Hunters Point Family, for Elevator Attendants at Civic Center, Powell St., Montgomery and Embarcadero stations. In FY20 not to exceed \$1,500,000, FY21 not to exceed \$1,900,00 and FY22 not to exceed \$3,279,000. BART will enter into a separate reimbursement agreement with San Francisco Municipal Transportation Agency (SFMTA) for 50% of actual costs for these services.
2. San Francisco Public Works (SFPW) for three Pit Stop locations at Powell St., 16th St. and 24th St. In FY20 not to exceed \$257,500, FY21 not to exceed \$265,225 and FY22 not to exceed \$273,182.
3. Contra Costa Health Services (CCHS) for one dedicated Homeless Outreach Team in Contra Costa County. In FY20 not to exceed \$180,000, FY21 not to exceed \$187,000 and FY22 not to exceed \$194,000.
4. Alameda County Healthcare Services Agency (ACHSA) for one dedicated Homeless Outreach Team (HOT) in Alameda County. In FY20 not to exceed \$250,000, FY21 not to exceed \$257,500 and FY22 not to exceed \$265,225.
5. San Mateo County Human Services Agency (SMCHSA) for one dedicated Homeless Outreach Team (HOT) in San Mateo County and San Francisco International Airport (SFO). In FY20 not to exceed \$250,000, FY21 not to exceed \$257,500 and FY22 not to exceed \$265,225. BART will enter into a separate reimbursement agreement with SFO for up to 50% of the costs based on the actual time spent at the airport.

DISCUSSION:

The BART system and particularly the four downtown San Francisco stations - Embarcadero, Montgomery, Powell St. and Civic Center - continue to see a significant presence of homeless individuals and illegal drug activity. This is consistent with the experience of cities and counties across the Bay Area. BART customer service surveying has determined that our customers expect BART to address the social issues in stations and on trains. In response, BART has undertaken a comprehensive quality of life campaign, which includes Elevator Attendants, Pit Stop restrooms, and Homeless Outreach services.

The FY20 adopted budget provided funds continue and expand the elevator attendant program to cover all four downtown San Francisco stations, continue to provide pit stop restrooms and San Francisco and Contra Costa county Homeless Outreach Teams and provide new Homeless Outreach Teams in Alameda and San Mateo Counties.

This action allows the General Manager to negotiate and execute successor or extension amendments for these agreements for FY20, FY21 and FY22, pending budget adoption by the Board of Directors in FY21 and FY22.

Elevator Attendant Program

The Elevator Attendant Program was launched on April 30, 2018 and was renewed in FY19 to address sanitation and safety and security issues in the BART station elevators. Attendants are in the street and platform elevators at Civic Center and Powell St. stations during BART operating hours. The attendants greet customers, operate the elevator, collect data on the number of users and their demographics and deter inappropriate behavior in the elevator. The program has been very popular with BART customers, particularly those dependent on the elevators.

The current contract is with Urban Alchemy, formerly Hunters Point Family. Urban Alchemy was the only vendor of elevator attendant services considered for the program. Urban Alchemy has unique insights regarding the homeless population in and around downtown San Francisco BART Stations and has ensured the success of the elevator attendant program. This organization has successfully served the City and County of San Francisco on a number of similar projects including the Pit Stop Program to reduce the use of street restroom facilities for unlawful purposes.

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, local residents who are eligible to work but face barriers to employment.

For the reasons stated above, including Urban Alchemy's on-going relationship with our

project partner, the City and County of San Francisco, the services sought under these agreements have not been solicited through a competitive process.

In June 2019, BART and SFMTA successfully secured a MTC Lifeline Grant in the amount of \$2,600,000 that provides \$1,300,000 per year in FY20 and FY21 to help offset elevator attendant costs. BART and SFMTA have agreed to use the grant funds to expand the elevator attendant initiative to Montgomery and Embarcadero stations. This grant will go directly to BART who will apply it toward the program costs and then bill SFMTA 50% for the remaining costs.

Staff is currently working on the launch date for early Fall 2019.

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 restroom units have running water, soap and hand towels, and are maintained by on site attendants to a high standard. The program began in the Tenderloin District in 2014 at three sites, sparked by a plea from neighborhood middle schoolers who had to navigate around human waste on their walk to school. Today, the Pit Stop restrooms operate at 25 sites in 13 neighborhoods. Three locations adjacent to BART stations; Powell St., 16th St. and 24th St., are co-funded by BART.

Homeless Outreach Programs:

Contra Costa Homeless Outreach Team

While homelessness is most acute in San Francisco, it also affects other parts of the District. On January 7, 2019, Contra Costa Health Services launched one Homeless Outreach Team dedicated to BART. It consists of two individuals who work 40 hours per week to engage those experiencing homelessness on BART property and under aerial tracks and connect them to available services and shelters in this county.

Alameda County Homeless Outreach Team

In FY20, BART is looking to expand the Homeless Outreach Team program to the remaining counties served by BART. BART is currently in discussions with the Alameda County Healthcare Services Agency to launch one dedicated team to engage those experiencing homelessness on BART property and under aerial tracks and connect them to available services and shelters in this county

San Mateo County Homeless Outreach Team

Also, in FY20, BART is working with San Mateo County Human Services Agency to launch

its own Homeless Outreach Team for San Mateo County and San Francisco International Airport. The team will consist of one dedicated team to engage those experiencing homelessness on BART property and under aerial tracks and connect them to available services and shelters in this county.

FISCAL IMPACT:

Quality of Life Initiatives were funded in the amount of \$2,000,000 as part of the FY20 adopted operating budget (funded by the general fund) and include the following: Elevator Attendant Program (four downtown San Francisco stations), Pit Stop Program (three San Francisco stations), and Homeless Outreach Teams in Contra Costa, Alameda and San Mateo counties. The Board approved a separate action for San Francisco HOT in FY18 that continues through FY22.

Elevator Attendant Program

In FY20, the total cost to continue the Elevator Attendant Program at Civic Center and Powell St. stations for twelve months and to add Montgomery and Embarcadero stations for nine months is approximately \$2,800,000. After application of the MTC Lifeline Grant of \$1,300,000, the BART and SFMTA contribution will be \$749,000 each.

For FY21, assuming \$.50 hourly wage increase for Attendants and 12 full months of service for all four downtown stations the cost will increase to \$3,200,000. After application of the MTC Lifeline Grant of \$1,300,000, the BART and SFMTA contribution will be \$950,000 each.

For FY22, assuming another \$.50 hourly increase the cost will increase to \$3,279,000. This expense will be split between BART and SFMTA. Both agencies will continue to work on securing grant funding to help offset costs.

Expense assumption reflect recent San Francisco local law changes. Specifically, an increase in minimum wage, two weeks of legal vacation, two weeks of legally required sick time, plus one mandatory week of training.

Funding for FY21 and FY22, will be included in the proposed annual operating budget, subject to Board approval.

This action is not anticipated to have any Fiscal Impact on unprogrammed District reserves in the current Fiscal Year.

FY20 total funding for the Elevator Attendant Program will not exceed \$749,000 and will come from the FY20 Public Safety Initiatives operating budget (Dept #1011276 /Acct #681301).

Pit Stop Program

In FY20, the total cost to continue the three existing Pit Stop locations at Powell St., 16th St. and 24th St. stations for FY20 is \$514,000. This sum will be evenly split between BART and San Francisco Public Works. BART will enter into an agreement with Public Works for the amount of \$257,500.

For FY21, a 3% cost escalation is anticipated. This will increase the BART share to \$265,225.

For FY22, a 3% cost escalation is anticipated. The BART share is expected to be \$273,182.

Funding for FY21 and FY22, will be included in the proposed annual operating budget, subject to Board approval.

This action is not anticipated to have any Fiscal Impact on unprogrammed District reserves in the current Fiscal Year.

FY20 total funding for the Pit Stop Program will not exceed \$514,000 and will come from the FY20 Public Safety Initiatives operating budget (Dept #1011276 /Acct #681301).

Homeless Outreach Programs:

Contra Costa County Homeless Outreach Team

In FY20, one dedicated Homeless Outreach Team in Contra Costa County costs approximately \$240,000 annually, of which \$60,000 is covered by Contra Costa Health Services (CCHS) and \$180,000 is covered by BART. BART will enter into an agreement with CCHS for the amount up to \$180,000.

In FY21, the cost will escalate approximately 3% and total \$250,000 annually. The BART share is anticipated to be \$187,000. BART will enter into an agreement with CCHS for the amount up to \$187,000.

In FY22, the cost will escalate approximately 3% and total \$259,000 annually. BART will enter into an agreement with CCHS for the amount up to \$194,000.

Alameda County Homeless Outreach Team

In FY20, Alameda County Healthcare Services Agency (ACHSA) will provide one dedicated Homeless Outreach Team in Alameda County for approximately \$250,000 annually. There is no cost sharing per se, although ACHSA will contribute in-kind labor for administering their services.

In FY21, the cost will escalate approximately 3% and total \$257,500.

In FY22, the cost will escalate approximately 3% and total \$265,225.

San Mateo County Homeless Outreach Team

In FY20, San Mateo County Human Services Agency (SMCHSA) will provide one dedicated Homeless Outreach Team in San Mateo County for approximately \$250,000 annually. SFO is expected to participate in the cost sharing up to 50% of total costs, based on the actual time spent at the airport. BART will contract with San Mateo County for the full amount and bill SFO for their share.

In FY21, the cost will escalate approximately 3% and total \$257,500 with the same cost sharing arrangement between SFO and BART.

In FY22, the cost will escalate approximately 3% and total \$265,225 with the same cost sharing arrangement between SFO and BART.

Funding for FY21 and FY22, will be included in the proposed annual operating budget, subject to Board approval.

This action is not anticipated to have any Fiscal Impact on unprogrammed District reserves in the current Fiscal Year.

FY20 total funding for the Homeless Outreach Program will not exceed \$555,000 and will come from the FY20 Public Safety Initiatives operating budget (Dept #1011276 /Acct #681301).

ALTERNATIVES:

The alternative is to not authorize one of 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 enter into negotiations with the listed agencies for the specified services:

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