



Quality of Life FY20 \$1.5 M End of Year Allocation

BART Board

January 9, 2020



Agenda



- Quality of Life Summary
- Cost Allocation
- Ambassador Pilot Program
- Station Hardening Effort
- Board Action Item

Motion



At the October 10, 2019 Board Meeting, the Board approved a motion to revise the Fiscal Year 2019 Year-End Budget.

Included in the revision was an allocation to a Quality of Life Reserve Funding Source.

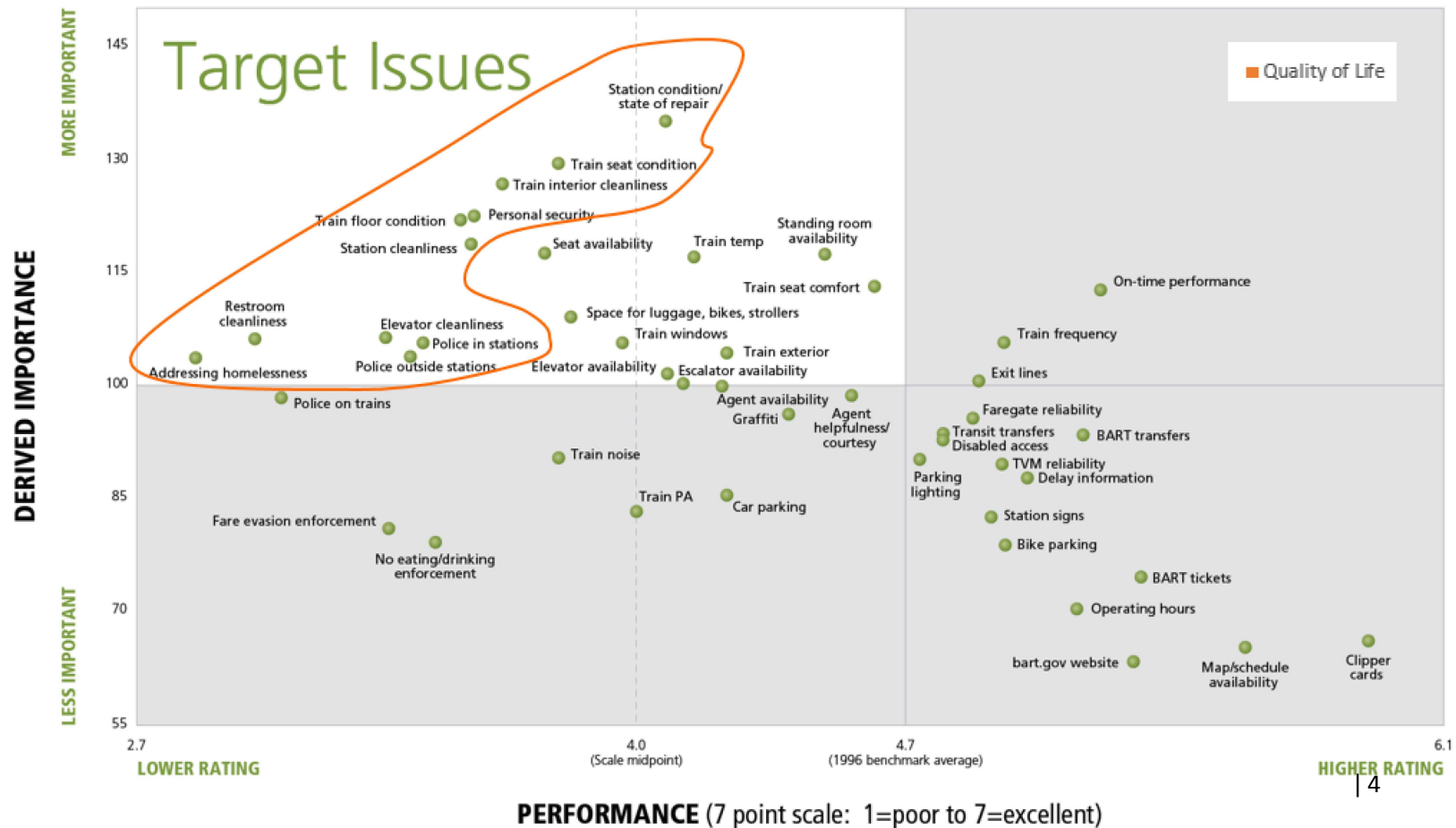
- \$1.5 M to fund Quality of Life efforts, including addressing fare evasion, safety and security, homelessness, cleanliness, and the pilot ambassador program.

Staff Recommendation For Cost Allocation



Initiative	Cost
Ambassador Pilot Program	\$690 K
Paid Area Expansion - Coliseum	\$810 K
Total	\$1.5 M

2018 Quadrant Chart





Ambassador Pilot Program

Challenge



Safety and security concerns expressed by our riders and front-line employees riding BART primarily during nights and weekends.

Customer Comments

General Manager Listening Tour



- “Things can get sketchy and I don’t always feel safe.” (16th Street Station Listening Tour)
- “I’ve noticed more police in stations but not on the trains.” (Fruitvale Listening Tour)
- “It’s bad policy for police to ask riders to make citizen arrests. More presence is needed.” (West Oakland Listening Tour)
- “Safety is all over the map. I feel safe during crowded commute times, but evenings are less safe.” (Walnut Creek Listening Tour)
- “We need police on the last train car where drug use frequently takes place. They should walk the entire train. I’ve experienced violent passengers.” (MacArthur Listening Tour)
- “We need more security on trains, but I’d like them to be unarmed.” (El Cerrito del Norte Listening Tour)
- “Ambassadors are a good idea, I often see strange behavior when the trains are less crowded. More staff will help make me feel safer.” (Bay Fair Listening Tour)

Customer Comments

2018 Customer Satisfaction Survey



- “I would not recommend riding BART during off hours – including nights and weekends. it is unsafe.”
- “BART needs more staff walking trains during rides to help with homeless. it doesn't feel safe after dark.”
- “I do not feel safe using the BART system. I would like to see more BART police/security in and around BART.”
- “I would like to see BART police on trains late at night. I don't feel safe at all late at night. Too many crimes happen during my rides. I get off work late at night. I want more safety.”
- “I truly do not feel safe on BART. If I were to ride the train late at night, I would be scared for my life and vigilant at all times. I wouldn't want to get hurt.”

Proposed Solution

Provide additional and immediate BART presence in the system.

Outcomes:

- Increased sense of safety and security for both riders and our front-line staff
- Improved customer experience
- Increased ridership during nights and weekends



Recommendation

Implement the Ambassador Pilot Program as a special assignment to BART Community Service Officers (CSOs) at a 10% premium.

- 10 Ambassadors in teams of 2
- Will report to BART PD
- If the 6 month pilot is successful, the goal is to continue with internal BART resources pending available funding

Roles and Responsibilities



- Be visible to the public
- Answer questions and respond to complaints and requests for services
- Identify, report, and document the following to BPD:
 - Inappropriate behavior
 - Safety and security issues on/in the system
 - Bio hazards

Uniforms

- Ambassadors will wear a distinct uniform from CSOs for high visibility
- Uniforms will include the official BART logo and 'Ambassador' clearly labeled on the back of the shirt



Delivery Strategy

- Short-Term Plan:
 - Create 10 temporary allocations
 - Existing CSOs can bid for the Ambassador Program
 - Current CSOs will be redirected to accommodate Ambassador roles
 - Additional CSOs will be onboarded in April to provide full complement of CSOs and Ambassadors
- Long-Term Plan:
 - If successful, continue to have a full complement of CSOs and Ambassadors
 - Set aside funding in FY21 budget to continue program indefinitely

Hiring Plan



- 46 CSOs deployed across assignments
 - 10 to be assigned to the Ambassador Program
- 13 vacant positions (+10 temporary allocations)
 - 15 candidates in active Background Investigation
 - 34 additional candidates in pool
 - Full staffing expected by March 1, 2020
 - Backfill the 10 assigned to Ambassador Program by April 15, 2020

Performance Measures

- Incidents reported
- Incidents addressed
- Customer satisfaction comments from 2018 - 2020
- Ambassador-focused survey at month four on customer satisfaction
- Analyzing trends and response times in calls for police service



Preliminary Deployment Plan



When:

Coverage 7 days/week, 2:00 pm – 12:00 am

- Schedule
 - Saturday – Tuesday OR Wednesday - Saturday
 - 4 days/week, 10 hours/day
 - Double coverage on Saturday

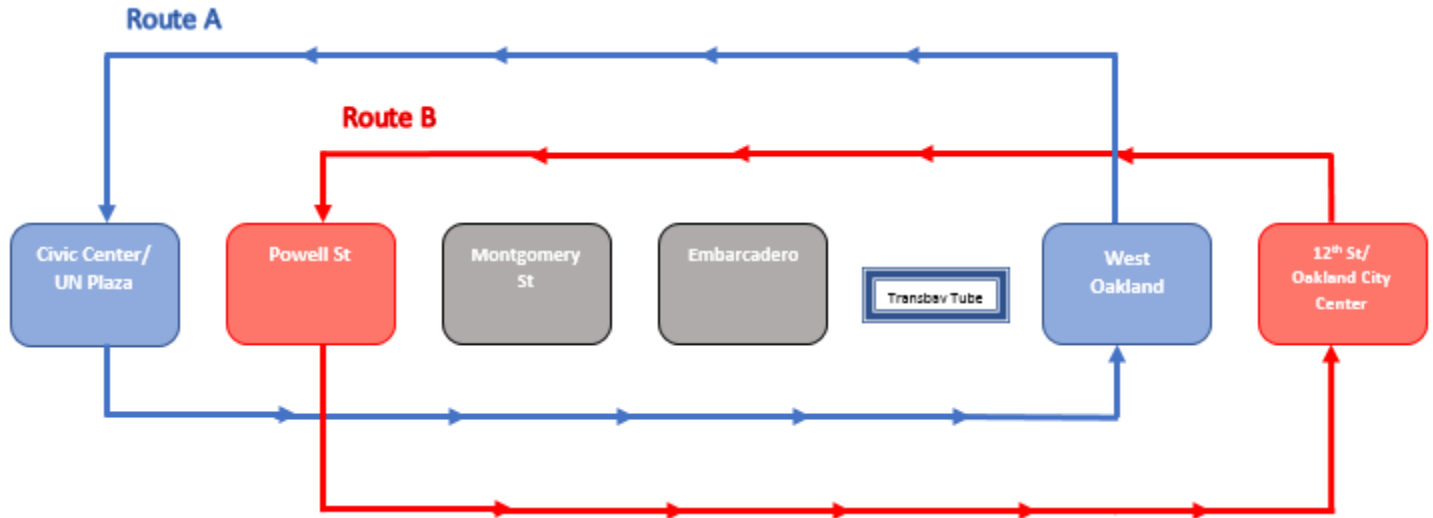
Where:

Main route at Transbay crossing as it is the heart of the system and will maximize benefits of the program. Alternate routes for commute period.

Preliminary Deployment Plan



Primary Routes – 7pm to 12am



Route A: The trip from Civic Center to West Oakland takes 11 minutes, with an 11 minute layover, and a return trip time of 12 minutes

Route B: The trip from Powell Street to 12th Street takes 15 minutes, with an 11 minute layover for the first scheduled trip. The final two trips have a 30 minute layover, and a return trip time of 15 minutes

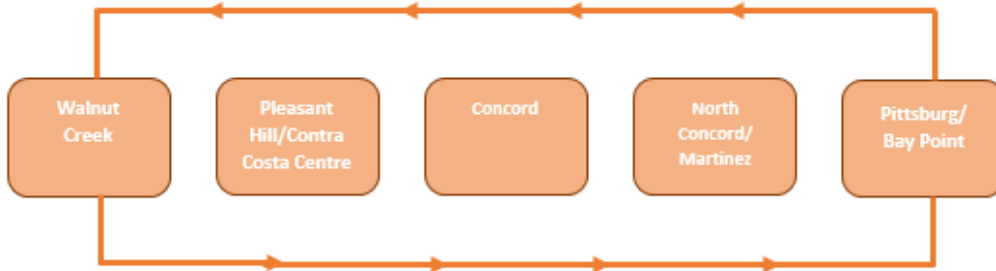
*Note: The travel times above are for typical weekday nights. Weekend nights will vary slightly.

Preliminary Deployment Plan

Commute Period Routes – 2pm to 7pm



Route C

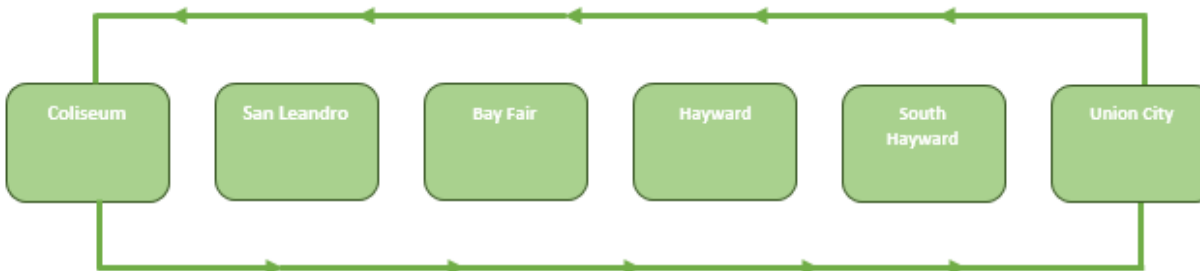


Route C: The trip from Walnut Creek to Pittsburg/Bay Point takes 18 minutes, with an 13 minute layover, and a return trip time of 18 minutes

Route D: The trip from Coliseum to Union City takes 21 minutes, with a 5 minute layover, and a return trip of 20 minutes

**Note: The travel times above are for typical weekdays. Weekends will vary slightly.*

Route D



Alternate routes and stations will be scheduled throughout the system weekly to provide optimal visibility

Cost Estimate

CSOs on Special Assignment



- The cost for 10 Ambassadors including a 10% premium, 7% swing shift differential, and fringe benefits is \$681,104.70 for a 6 month pilot
- Pilot with fully loaded costs is not to exceed \$690,000 in FY20/21
- Seek approval to put funding aside in FY21 budget

*Note: Salary rates are reflective of the 2021 wage increase based on the CBA.

Timeline



Date	Action
9-Jan	Board to consider approval
10-Jan	Patrol sign-up
20-Jan	Advanced training (de-escalation, anti-bias, etc.)
10-Feb	6 month deployment
10-Aug	End of pilot

Community Ambassador Pilot Program Summary

- Provide additional BART presence primarily during nights and weekends
- Reports to BART PD
- Expected outcome: Increased sense of safety/security, improved customer experience, and increased ridership
- Cost is not to exceed \$690 K
- Should pilot prove to be successful, the goal is to continue with internal BART resources pending available funding





Station Hardening

Paid Area Expansion - \$810 K

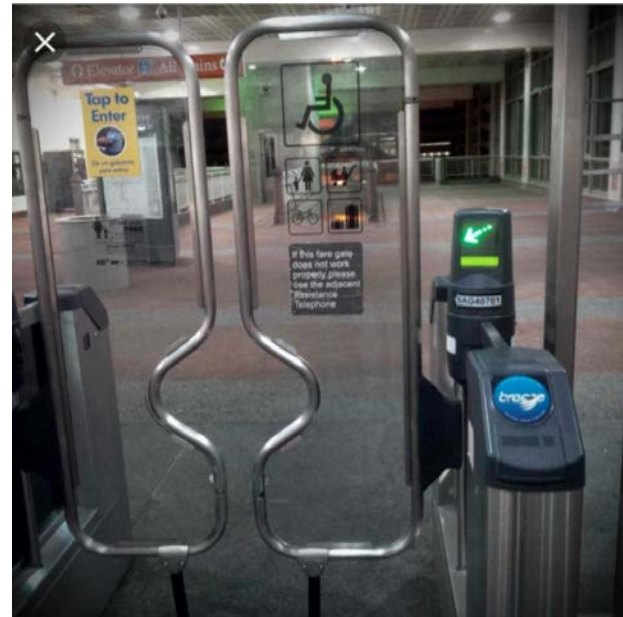


Fare Gate Addition



Prototype fare gate in front of the elevator outside the paid area at Coliseum

- Hardens station
- Showcases new fare gate capability



Action Item



Board requested to approve the following motion:

The Board authorizes the General Manager to implement the BART Quality of Life initiatives to include:

- \$690,000 to fund BART Ambassador
- \$810,000 to fund Station Hardening

This agreement is not to exceed \$1,500,000 through FY21.