



QUALITY OF LIFE INITIATIVE

APTA
JUNE 2019

QUALITY OF LIFE IDENTIFICATION

- Homelessness is a national issue ~ 554K individuals (Jan. 2017)
 - ¼ of homeless population in CA ~ 134K
 - Bay Area ~ 28K. The majority have previous addresses in the counties where they are homeless
 - 92K of 134K (68%) unsheltered (CA) vs. 5K of 90K (5%) unsheltered (NY)
 - In 2019, Alameda County counts increased 43%, Santa Clara County by 31%, San Francisco County by 17%
- Key causes: Lack of affordable housing, economic instability, trauma/loss of family safety nets, institutional exits, mental illness (including substance abuse), and disability.
- Many transit operators (throughout North America) struggling with this issue.

QUALITY OF LIFE IDENTIFICATION: BART

Monthly Counts at Four Downtown San Francisco Stations

Dates	EM	MT	PO	CC	Total
2018 Avg (Jan-May)	14.0	26.8	45.7	48.3	134.8
2019 Avg (Jan-May)	17.8	21.3	29.8	32.8	101.5

Quarterly Homeless Count per 100 Train Cars

Dates	Weekday	Weekend	Total
FY18 Q2	24	55	33
FY18 Q3	61	125	77
FY18 Q4	45	79	55
FY19 Q1	46	93	60
FY19 Q2	66	160	93

Staff boards ~570 trains per quarter on all days of the week, all times of day, and all lines

HOMELESS INITIATIVE FRAMEWORK + STRATEGIES

4 COUNTIES

BART Districtwide approach in all four counties

TAILORED

Strategies for different BART zones: stations, trackway, yards and remnant parcels

STRATEGIES:

- **Engage + Support:** develop local and regional partnerships, connect to services
- **Engineer + Maintain:** secure, harden, increase cleaning and connect to public restrooms
- **Enforce + Monitor:** ordinances, citations, arrests, proof of payment, stay-away orders, LEAD SF

Location	Engage + Support	Engineer + Maintain	Enforce + Monitor
Non-Stations / Right-of-Way <ul style="list-style-type: none"> Along tracks (incl. East Bay Greenway) 	<ul style="list-style-type: none"> Contact local jurisdictions and ascertain willingness to assume ownership – need to know their intentions 	<ul style="list-style-type: none"> Identify & Secure Property (incl. better fencing) 	<ul style="list-style-type: none"> No Camping Ordinance (DRAFT) No Trespassing Ordinance
Yards (Concord, Richmond, Daly City, HMC)	<ul style="list-style-type: none"> Contact local jurisdictions and ascertain willingness to assume ownership – need to know their intentions 	<ul style="list-style-type: none"> Identify & Secure Property (incl. better fencing) 	<ul style="list-style-type: none"> No Camping Ordinance (DRAFT) No Trespassing Ordinance
Remnant parcels	<ul style="list-style-type: none"> Contact local jurisdictions and ascertain willingness to assume ownership – need to know their intentions 	<ul style="list-style-type: none"> Identify & Secure Property (incl. better fencing) 	<ul style="list-style-type: none"> No Camping Ordinance (DRAFT) No Trespassing Ordinance
Stations: Outside Paid Area <ul style="list-style-type: none"> Parking lots / Intermodal Areas 	<ul style="list-style-type: none"> Connect to services Identify & Request to Keep Moving 	<ul style="list-style-type: none"> Lighting Cameras Signage 	<ul style="list-style-type: none"> Identify & Request to Keep Moving No Camping Ordinance (DRAFT) No Trespassing Ordinance Warnings/Citations/Arrests
Plazas	<ul style="list-style-type: none"> Connect to services SF HOT LEAD SF Program Station Retail / Activation Partner with local jurisdictions <ul style="list-style-type: none"> SF Oakland Fremont Berkeley Other Alameda Contra Costa 	<ul style="list-style-type: none"> 16th St. Plaza <ul style="list-style-type: none"> Added M-F day cleaning shift Increased steam cleaning (3-4 hours / night) Signs in elevators Continue contributions toward SFDPW Pit Stop (street restroom) Continue and Expand SFDPW Pit Stop (monitored street restroom) 	<ul style="list-style-type: none"> Identify & Request to Keep Moving LEAD SF Program Intervene & Prevent No Camping Ordinance (DRAFT) No Trespassing Ordinance Warnings/Citations/Arrests
Inside stations	<ul style="list-style-type: none"> Connect to services SF HOT Station Retail / Activation 	<ul style="list-style-type: none"> Street Entrance Barriers Head Houses Zamboni Cleaning Station Brightening / Steam Cleaning 	<ul style="list-style-type: none"> Identify & request to Keep Moving LEAD SF Program Elevator Attendants Warnings/Citations/Arrests
Stations: Paid Area / Platforms	<ul style="list-style-type: none"> Connect to services SFHOT LEAD SF Program 	<ul style="list-style-type: none"> Re-open underground restroom pilots @ Powell & 19th Hardening – Fare Evasion Cameras Steam Cleaning 	<ul style="list-style-type: none"> Elevator Attendants in SF Proof of Payment Stay Away Order Code of Conduct Warnings/Citations/Arrests
On Board Trains	<ul style="list-style-type: none"> Connect to services Coordinate with local jurisdictions / service providers (Alameda, Contra Costa, etc) 		<ul style="list-style-type: none"> Proof of Payment Code of Conduct Warnings/Citations/Arrests

ENGAGE + SUPPORT

SAN FRANCISCO HOMELESS OUTREACH TEAM (SFHOT)

- Partnership with San Francisco Municipal Transportation Agency + Department of Homelessness and Supportive Housing
- Launched November 2017, continue through FY20
- 4 downtown SF stations, Mon-Thu, 7am – 4pm
- One team of 2 outreach workers
- Monthly reporting to BART
- Added new teams in Contra Costa County (Jan 2019) + SF Mission St. Stations (May 2019).
FY20 = Alameda/San Mateo (SFO) counties

Metrics (11.14.17 – 12.31.18)	2017*	2018*	Total
Total Contacts	168	535	703
Total Referrals/Connections **	118	419	537
Total No. of Refusal of Services	44	116	160
Permanent Assistance	28	136	164

* Nov-Dec 2017 vs Jan-Oct 2018

**Types of Services: Homeless Related (Shelter, Resource Center, Emergency Food, Clothing), Mental Health, Substance Use, Medical, State/Federal Benefits, others.



ENGAGE + SUPPORT

PIT STOP PROGRAM

- Ongoing funding partnership with SF Public Works at 16th St., Powell St. and 24th St. Stations, continue through FY20
- Attended restroom access for BART customers, as well as the public, cleaned between uses
- Reduce public urination and defecation
- Handouts for customers + non-customers; signage in elevators
- Staffed by community organizations
- Often, employment is a stepping stone to other full-time employment
- Future reopening of restrooms at Powell St. and 19th St. (2020)

BART Customers	2017	2018
16 th St./Capp	5206	5083
Powell St.	2426	3999
24 th St.	-	672
Total	7,632	9,754



REGIONAL COORDINATION

- Regional coordination with all counties served by BART to share resources/information, explore data sharing, consider potential properties for navigation centers and tough sheds, and discourage dumping.
- Explore partnership and access to beds with Salvation Army

ENGINEER + MAINTAIN ENTRANCE BARRIERS + CANOPIES



Pilot Entrance Canopies at 19th St.
+ Market Street



Plaza Canopy at
Downtown Berkeley

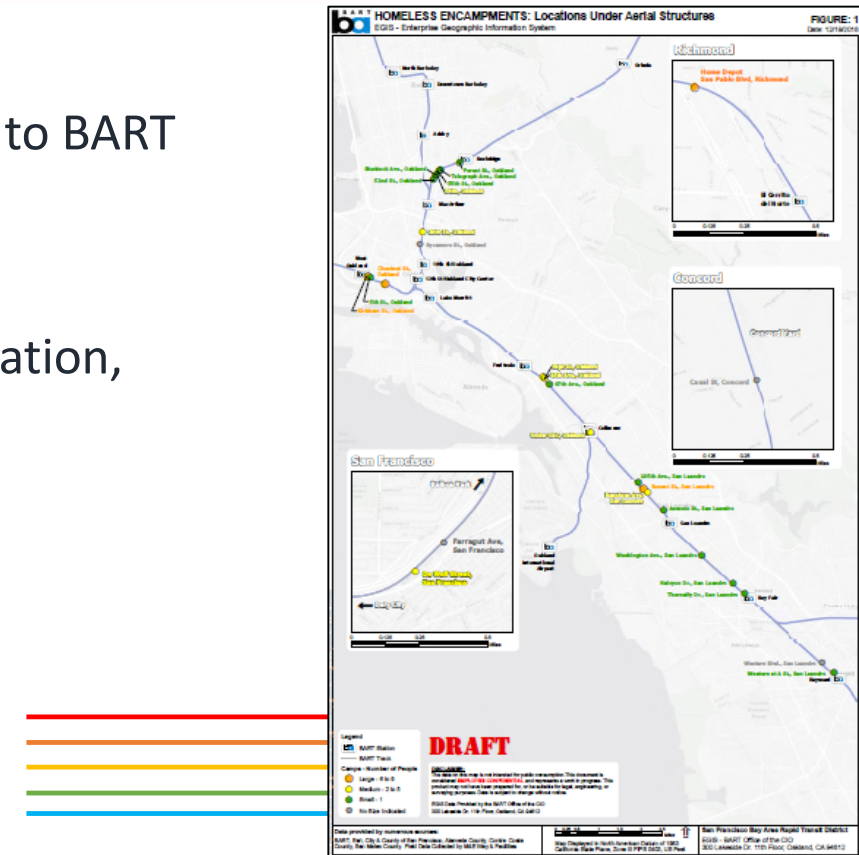
Station Opening Stairwell Counts

Stations	12/21/15	12/24/18
Embarcadero	232	101
Montgomery	125	93
Powell St.	196	119
Civic Center	188	100

ENGINEER + MAINTAIN

HOMELESS ENCAMPMENT SITES

- Fruitvale track fire in December 2017
- Concerned with fires from large encampment sites under/adjacent to BART Tracks including 2 in West Oakland
- Hotspot map
 - West Oakland at 4th and Adeline St. (relocated homeless population, secured property underneath BART tracks)
 - Coliseum Station Area
 - Richmond Yard
 - Hayward Maintenance Yard



ENFORCE + MONITOR

ENFORCEMENT

Dedicated BART PD and Staff

- Police Officers
- Fare Inspectors
- Community Service Officers
- Frontline Social Worker
- Potential Ambassador Pilot Program (FY20)



ENFORCE + MONITOR ELEVATOR ATTENDANTS

10.30.18

Six months in, elevator attendant pilot program at Civic Center and Powell is going strong

By MELISSA JORDAN
BART Senior Web Producer

Six months into a pilot to provide elevator attendants at two BART stations, data show the program is helping to keep stations cleaner. And it's getting rave reviews from customers, too.

The pilot at Civic Center and Powell Street stations began on April 30, 2018, and will continue through June 30, 2019. It's funded by BART and the [San Francisco Municipal Transportation Agency](#), using workers placed through the community-based organization [Hunters Point Family](#) to serve as attendants.

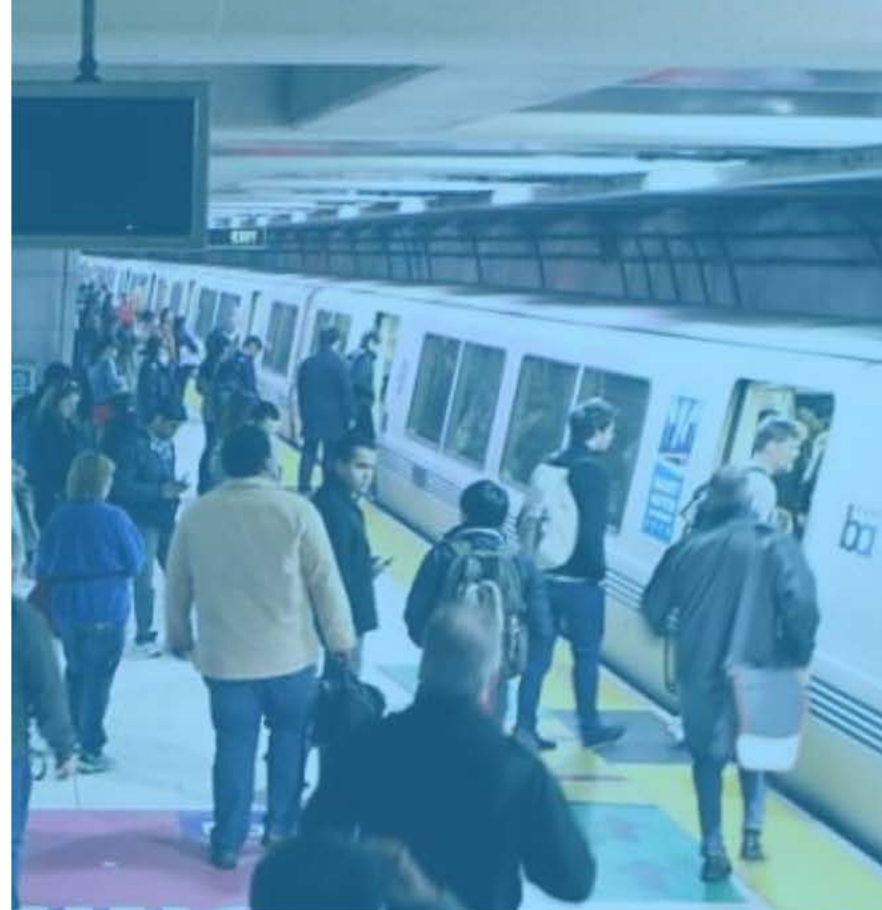
"We have seen a significant drop in misuse of those elevators," to virtually nil, said David Coggshall, Assistant Superintendent of System Service. "The elevators are being used now by the people they're meant to be there for – people in wheelchairs, with strollers, senior citizens, luggage, anyone who would have trouble on escalators or stairs."



- Launched April 2018, continue through FY20
- Partnership with SFMTA & CBO Urban Alchemy
- Monitor and discourage undesirable activities in street and platform elevators at Civic Center + Powell St. Stations
- Daily during all BART operating hours
- Expanding to Montgomery + Embarcadero (FY20)
- Major success with customers, especially ADA, seniors, and families

Monthly Avg. (2019)	Total	Disabled	Stroller	Luggage	Needles	Biowaste	Vandalism	Assaults
Powell St.	39,145	3,530	3,990	16,863	0	0	0	0
Civic Center	59,263	5,432	3,372	25,761	0	0	0	0

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THANK YOU
