Quality of Life Initiatives
• System Facts
• Homelessness Problem Identification
• Customer Feedback
• Homeless Initiative Framework + Strategies
• Entrance Barriers
• San Francisco Homeless Outreach Team
• Pit Stop Partnership
• Elevator Attendant Program
• New Enforcement Strategies
• Other Initiatives
• Fare Evasion
• Lessons Learned
System Facts

- Elected Board of Directors – nine districts
- 3 Counties:
  - Alameda, Contra Costa & San Francisco
  - Serves San Mateo, and soon Santa Clara
- 122 total miles
- 5 lines + Oakland Airport Connector
- 48 stations
- 46,000 parking spaces
- Farebox recovery: 74%
• Homeless is a national issue ~ 554,000 individuals (1/2017).
  • ¼ of homeless population in CA = 134K
  • 92K of 134K (68%) unsheltered (CA) vs. 5K of 90K (5%) unsheltered (NY) – lack of affordable housing options cited as biggest factor

• This social issue that has manifested at our stations and on our trains; many transit operators struggling with this issue.

• Homeless initiatives in NYC, LA, Chicago, London, etc. between social service and transit.
Customer Feedback

Sharp Declines in Station and Train Cleanliness Ratings (Excellent & Good)

Stations (FY10-FY18)
Platform (From 82% to 63%)
Other Areas (From 74% to 53%)
Trains (From 65% to 55%)

Panhandling (Comments increased 1.6% to 13.5%)
• BART Districtwide approach in all four counties
• Tailored strategies for different BART zones: stations, trackway, yards and remnant parcels
• Strategies -
  - Engage + Support - develop 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
<table>
<thead>
<tr>
<th>Location</th>
<th>Engage + Support</th>
<th>Engineer + Maintain</th>
<th>Enforce + Monitor</th>
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</thead>
<tbody>
<tr>
<td>Non-Stations / Right-of-Way</td>
<td>• Contact local jurisdictions and ascertain willingness to assume ownership – need to know their intentions</td>
<td>• Identify &amp; Secure Property (incl. better fencing)</td>
<td>• No Camping Ordinance (DRAFT)</td>
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<td>Among tracks (incl. East Bay Greenway)</td>
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<td>• No Trespassing Ordinance</td>
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<td>Yards (Concord, Richmond, Daly City, HMC)</td>
<td>• Contact local jurisdictions and ascertain willingness to assume ownership – need to know their intentions</td>
<td>• Identify &amp; Secure Property (incl. better fencing)</td>
<td>• No Camping Ordinance (DRAFT)</td>
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<td>Remnant parcels</td>
<td>• Contact local jurisdictions and ascertain willingness to assume ownership – need to know their intentions</td>
<td>• Identify &amp; Secure Property (incl. better fencing)</td>
<td>• No Trespassing Ordinance</td>
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<tr>
<td>Stations: Outside Paid Area</td>
<td>• Connect to services</td>
<td>• Lighting</td>
<td>• Identify &amp; Request to Keep Moving</td>
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<td>• Parking lots / Intermodal Areas</td>
<td>• Identify &amp; Request to Keep Moving</td>
<td>• Cameras</td>
<td>• No Camping Ordinance (DRAFT)</td>
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<td></td>
<td>• Signage</td>
<td>• No Trespassing Ordinance</td>
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<td>• Warnings/Citations/Arrests</td>
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<td>Plazas</td>
<td>• Connect to services</td>
<td>• 16th St. Plaza</td>
<td>• Identify &amp; Request to Keep Moving</td>
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<td></td>
<td>• SF HOT</td>
<td>• Added M-F day cleaning shift</td>
<td>• LEAD SF Program</td>
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<td>• LEAD SF Program</td>
<td>• Increased steam cleaning (3-4 hours / night)</td>
<td>• Intervene &amp; Prevent</td>
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<td>• Station Retail / Activation</td>
<td>• Signs in elevators</td>
<td>• No Camping Ordinance (DRAFT)</td>
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<td>• Partner with local jurisdictions</td>
<td>• Continue contributions toward SFPW Pit Stop (street restroom)</td>
<td>• No Trespassing Ordinance</td>
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<td></td>
<td>o SF</td>
<td>• Continue and Expand SFPW Pit Stop (monitored street restroom)</td>
<td>• Warnings/Citations/Arrests</td>
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<td>o Oakland</td>
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<td>o Other Alameda</td>
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<td>o Contra Costa</td>
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<td>Inside stations</td>
<td>• Connect to services</td>
<td>• Street Entrance Barriers</td>
<td>• Identify &amp; request to Keep Moving</td>
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<td>• SF HOT</td>
<td>• Head Houses</td>
<td>• LEAD SF Program</td>
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<td>• Station Retail / Activation</td>
<td>• Zamboni Cleaning</td>
<td>• Elevator Attendants</td>
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<td>• Station Brightening / Steam Cleaning</td>
<td>• Warnings/Citations/Arrests</td>
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<tr>
<td>Stations: Paid Area / Platforms</td>
<td>• Connect to services</td>
<td>• Re-open underground restroom pilots @ Powell &amp; 19th</td>
<td>• Elevator Attendants in SF</td>
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<td></td>
<td>• SFHOT</td>
<td>• Hardening – Fare Evasion</td>
<td>• Proof of Payment</td>
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<td></td>
<td>• LEAD SF Program</td>
<td>• Cameras</td>
<td>• Stay Away Order</td>
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<td>• Steam Cleaning</td>
<td>• Code of Conduct</td>
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<td>• Warnings/Citations/Arrests</td>
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<td>On Board Trains</td>
<td>• Connect to services</td>
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<td>• Coordinate with local jurisdictions / service providers (Alameda, Contra Costa, etc)</td>
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Entrance Barriers/Canopies

Baseline (12.21.2015) vs. 7.9.2018
Embarcadero 232 vs. 180
Montgomery 125 vs. 78
Powell St. 196 vs. 142
Civic Center 188 vs. 56
San Francisco Homeless Outreach Team (SFHOT)

Overview
• Partnership with San Francisco Municipal Transportation Agency (SFMTA) and Department of Homelessness + Supportive Housing (DHSH)
• Launched 11/14 from M-Th, 7 – 4
• 4 downtown SF stations
• One team of 2 outreach workers
• Adding 2nd SFHOT in Jan 2019 + 1 HOT for Contra Costa County in FY19

Data from November 2017 – June 2018 (8 months)
• 433 Contacts vs 118 Refusal of Services
• Referrals/Connects
  • Homeless Related – 68/317
  • Mental Health – 9/11
  • Substance Abuse – 12/6
  • Medical – 31/51
  New Cases = 178  Cases Resolved = 31
Pit Stop Partnership

• Partner with SF Public Works
• Goal: provide restroom access for BART customers and reduce public urination and defecation on BART property
• Restroom upgrades at Powell St. and 19th St. (2019)
• Handouts for customers + non-customers; signage in elevators
• 2018 (first 5 months) – 2998/6449 @ 16th and 332/15127 @ Powell St.
• FY19 - Continue 16th St. + Powell St., with new opening at Montgomery
• Goal: monitor and discourage undesirable elevator activities
• 6 month pilot partnership with SFMTA & Hunters Point Family (HPF, now UA)
• Street & platform elevators
• Civic Center + Powell St. (HPF)
• Daily from 5 am – 1 am
• Rollout 4/30/18. Extend full year 11/18 – 11/19
• First 31 days – 57K @ Civic Center, 53K @ Powell St.
New Enforcement Strategies

• SFPD/BART increased officers at Civic Center St. and at street level above to disrupt drug deals and other undesirable behavior.
• Classical music, video cameras and speakers

LEAD (Law Enforcement Assisted Diversion):
• Began October 2017
• Reduce recidivism of low-level drug offenders
• Focused on Tenderloin (16th and Civic Center Stations)
• Access to social services
• 3rd quarter 2017: 9 pre-booking and 6 social contacts
• CSU-LB Research: $6 M grant
Other Initiatives

• Dedicated cleaners at stations
• Develop station community with Station Agents, Cleaners and Police – facilitate monthly meetings
• Structures/ System Service partnership to address platform level filth and odors
• Put more resources at worst stations
• Expanded partnerships with Dept of Public Health, Salvation Army, Syringe Access and Felton Institute
Fare Evasion Control

- Station Hardening
- Proof of Payment Enforcement
- Measuring Fare Evasion
Lessons Learned

• Partnerships are key
• Is it part of Board/Executive/Strategic directives?
• Understand trade-offs
• Don’t be afraid of pilots
• Develop and track performance measures
• Understand legal rights
• Communicate to customers and communities