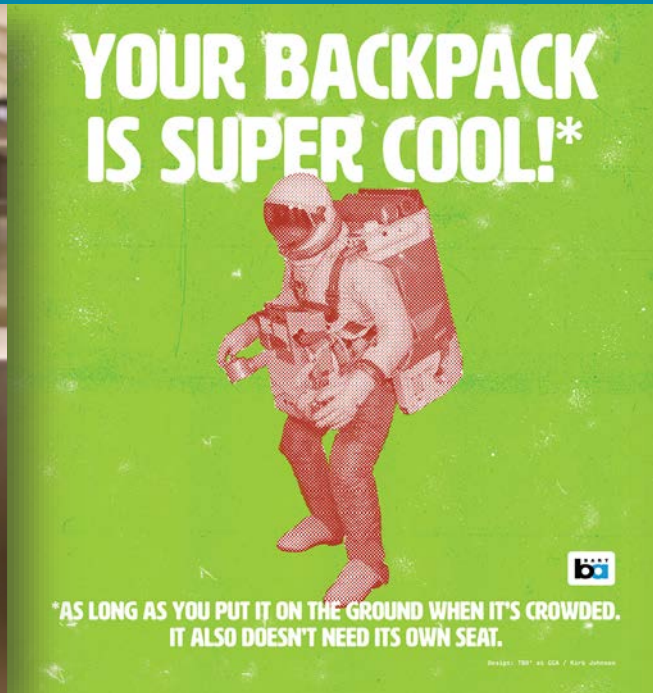




# Quality of Life Initiatives





# Agenda

- 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

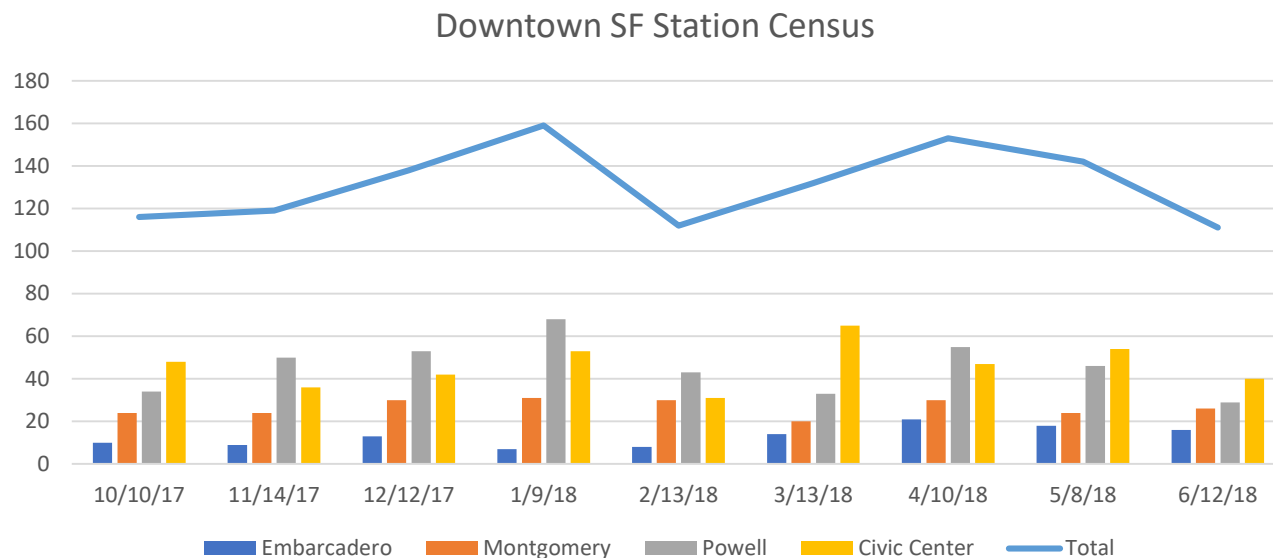
- Elected Board of Directors – nine districts
- 3 Counties:
  - Alameda, Contra Costa & San Francisco
  - Serves San Mateo, and soon Santa Clara
- 122 total miles
- 5 lines + Oakland Airport Connector
- 48 stations
- 46,000 parking spaces
- Farebox recovery: 74%



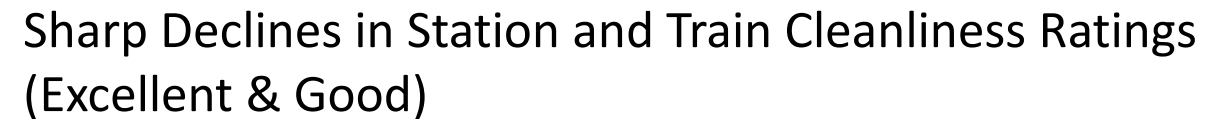


# Homelessness Problem Identification

- 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.







## Platform (From 82% to 63%)

## Trains (From 65% to 55%)

Panhandling (Comments increased 1.6% to 13.5%)



# Homeless Initiative Framework + Strategies

- 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

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





# 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 (DHS)
- Launched 11/14 from M-Th, 7 – 4
- 4 downtown SF stations
- One team of 2 outreach workers
- Adding 2<sup>nd</sup> 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 19<sup>th</sup> St. (2019)
- Handouts for customers + non-customers; signage in elevators
- 2018 (first 5 months) – 2998/6449 @ 16<sup>th</sup> and 332/15127 @ Powell St.
- FY19 - Continue 16<sup>th</sup> St. + Powell St., with new opening at Montgomery



## PIT STOP BATHROOMS

San Francisco Public Works operates the Pit Stop Program, which provides clean and safe public toilets in San Francisco's most impacted neighborhoods. The program utilizes both portable toilets, which are trucked to and from the sites daily after overnight servicing at a remote location, and the semi-permanent JCDecaux self-cleaning toilets. All the Pit Stop facilities are staffed by attendants who help ensure that the toilets are well maintained and used for their intended purpose.

Below are Pit Stop locations near downtown San Francisco BART stations.

### Near Civic Center/UN Plaza Station

- Grove & Larkin Streets — Daily  
9 am to 8 pm
- UN Plaza — Daily  
9 am to 8 pm



### Near Powell Street Station

- Market St. above Hallidee Plaza — Daily  
9 am to 8 pm



### Near 16th Street Mission Station

- 16th & Capp Streets — Monday-Friday  
11 am to 6 pm
- 16th & Mission Streets — Daily  
9 am to 8 pm





# Elevator Attendants Program

- 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.





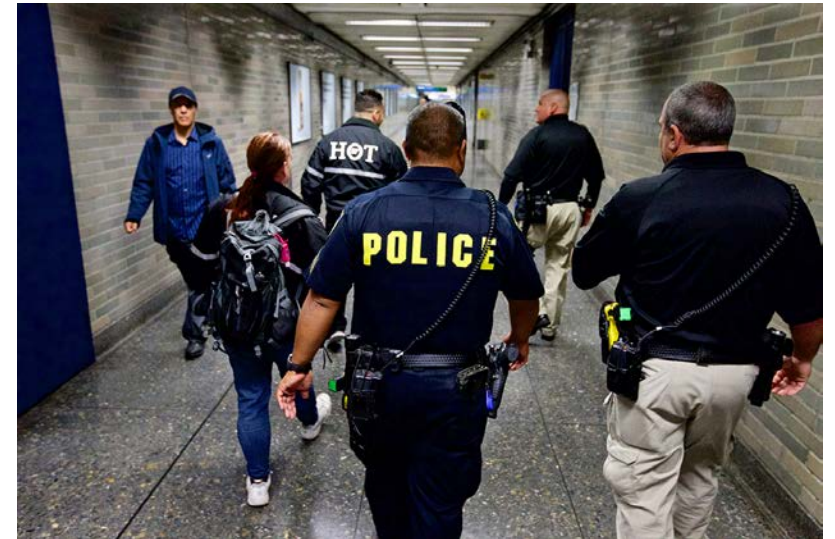


# New Enforcement Strategies

- 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 (16<sup>th</sup> and Civic Center Stations)
- Access to social services
- 3<sup>rd</sup> quarter 2017: 9 pre-booking and 6 social contacts
- CSU-LB Research: \$6 M grant





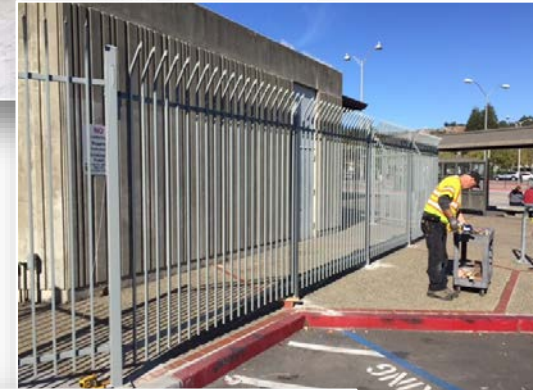
## Other Initiatives

- 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