



# San Francisco Lifeline Transportation Program (SF LTP) Cycle 2 Application

**Application due by 5 p.m., May 11, 2022**

<b>Project Name:</b> Elevator Attendant Program  <b>Project Type:</b> Operating  <b>Project Sponsor:</b> BART and SFMTA  <b>Date:</b> May 10, 2022	<b>Date Received:</b>
--	-----------------------

Complete this checklist to indicate the submitted items and to list any additional attachments. Clearly label attachments according to the numbering provided below. Attachments must be easily readable when reproduced in black and white.

To mark a box as checked, double click on the box and mark the "Default Value" as "Checked."

**SF LTP Cycle 2 Application**

Provided Word file: Project Summary and Narrative

Provided Excel file: Schedule, Budget, and Funding Plan

**Map of Project Area / Route Map with Transit Stops Indicated**

List additional attachments, such as letters of support, charts, drawings, and route schedule/timetable (add attachments as needed):

**Attachment 1:** Elevator Attendant Program Details

**Attachment 2:** Map of Project Area

**Attachment 3:** Program Factsheet

**Attachment 4:** BART Factsheet 2022

Budget Summary	Amount (\$)	% Of Total Project Budget	Fund Source
Lifeline funding requested:	\$1,035,626	34.6%	
Required local match:	\$982,187	32.7%	BART Operating Funds
Other funding:	\$982,187	32.7%	SFMTA
<b>Total project budget:</b>	<b>\$3,000,000</b>	<b>100%</b>	



**A. GENERAL PROJECT INFORMATION**

**1. Project Name:** Elevator Attendant Program

**2. Project Sponsor**

Agency BART

Contact/Title Aileen Hernandez, Principal Grants Officer

Address 2150 Webster Street, 9<sup>th</sup> floor, Oakland, CA 94612

E-mail ghernan@bart.gov

Telephone (510) 851-3164

Contact/Title Daniel Cooperman, Senior Manager of Social Service Partnerships

Address 2150 Webster Street, 10<sup>th</sup> floor, Oakland, CA 94612

E-mail Daniel.cooperman@bart.gov

Telephone (510) 381-1897

**3. Partner Agencies**

Agency, Project Role, Contact Name/Title, Telephone, Email

Agency and Project Role: SFMTA, Funding Partner

Name and Title: Joel Goldberg, Manager of Programming and Grants

Telephone and Email: (415) 646-2520, joel.goldberg@sfmta.com

**4. Brief Description of Project (50 words max.):**

The Elevator Attendant Program, launched in 2018, provides a staff member to monitor each elevator at four BART/Muni shared stations: Civic Center/UN Plaza, Powell St., Montgomery St., and Embarcadero. The attendants help to improve safety, mobility, and accessibility for customers who rely on elevators to access the transit systems. The attendants also discourage undesirable behaviors, improve elevator cleanliness and performance, decrease fare evasion, and reduce maintenance costs.



**B. PROJECT DETAILS**

Please provide responses below or attach a separate document

Please see Attachment 1, Elevator Attendant Program Details

**Project Need, Goals and Objectives**

1. Provide a detailed project description. Estimate the number of people per month and year that will be served by this project.
2. Describe the significance of the unmet transportation need or gap that the proposed project seeks to address and how the project will address that need or gap. Specify the goals and objectives of the project.
3. Describe how the project supports and the specific benefits to Equity Priority Communities (EPCs) and disadvantaged populations, include a description of the EPCs and pertinent demographic data.

**Community-Identified Priority**

4. Discuss how the project addresses a transportation gap and/or barrier identified in a Community-Based Transportation Plan (CBTP) and/or other substantive local planning effort involving focused inclusive engagement with low-income populations. Indicate the name of the plan(s) and the page number(s) where the relevant gap and/or barrier is identified. Indicate the priority given to the project in the plan.

**Implementation Plan and Project Management Capacity**

5. Is the project ready to be implemented? What, if any, major issues need to be resolved prior to implementation and when will they be resolved?
6. Describe your organization's ability to provide and manage the proposed project.
7. Describe any proposed use of innovative approaches that will be employed for this project and their potential impact on project success.

**Project Sustainability**

8. Describe the project sustainability:
  - Operating projects: Describe efforts to identify potential funding sources for sustaining the service beyond the grant period. If funding is identified, provide the responsible agency(ies) and funding sources for all ongoing service.

**Cost-Effectiveness and Performance Indicators**

9. Demonstrate how the proposed project is the most appropriate and cost-effective way in which to address the identified transportation need.
10. Identify performance measures to track the effectiveness of the project in meeting the identified goals. Minimum requirements include:
  - Operating projects: Provide the baseline and new or continued units of service to be provided (e.g., number of trips, service hours, etc.) and cost per unit of service (e.g., cost per trip or persons served per month and year).



**Coordination and Program Outreach**

11. Describe how the project will be coordinated with the community, public and/or private transportation providers, social service agencies, and non-profit organizations serving Equity Priority Communities. Describe plans to market the project, and ways to promote public awareness of the project.
12. Please confirm that BART and SFMTA are in agreement on project cost sharing, funding strategy, scope and schedule.

**C. PROJECT SCHEDULE, BUDGET, AND FUNDING PLAN**

13. Complete the schedule, budget and funding plan information in the attached Excel template.

**San Francisco Lifeline Transportation Program Cycle 2 Application  
Operating Project Schedule, Cost, and Funding Plan**



**San Francisco  
County Transportation  
Authority**

**Instructions:** Enter major cost line items below. Additional lines may be added as needed.

Provide total labor cost by agency including start-up, administration, operating expenses, consultant costs, other direct costs (e.g., mailing, reproduction costs room rental fees), contingency, and evaluation as applicable. If the project is a multi- year project, detailed budget information must be provided for all years. Please show all sources of revenue, including anticipated fare box revenue.

<b>Project Name:</b>	Elevator Attendant Program
<b>Project Sponsor:</b>	BART and SFMTA

Operating Projects					
<b>Start Date of Operations:</b>	7/1/2022				
<b>End Date of Operations:</b>	6/30/2023				
Source	Year 1	Year 2	Year 3	Total	Status <sup>1</sup>
SF LTP	\$1,035,626	\$0	\$0	\$1,035,626	Planned
BART	\$982,187	\$0	\$0	\$982,187	Programmed
SFMTA	\$982,187	\$0	\$0	\$982,187	Planned
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
<b>Total Funding</b>	<b>\$3,000,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$3,000,000</b>	
Cost by Task and Agency	Year 1	Year 2	Year 3	Total	Source of Cost Estimate
		\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
	\$0	\$0	\$0	\$0	
<b>Total Expenditures</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	
Additional Schedule/Status/Cost/Source Information (If needed)					
Match funds from BART are programmed and will be formally allocated, pending BART's Board of Directors approval, in June of 2022.					

<sup>1</sup> Planned funds have not been programmed or allocated specifically to the project or program that is the subject of the current request; Programmed funds have been committed to the project by the agency with the authority to do so; Allocated funds have been approved for expenditure for the subject project by the funding authority.

<sup>2</sup> Clearly specify the source(s) and status of all funding. Include letter(s) of commitment from all agencies contributing towards the match. If the project is multi-year, provide letters of commitment for all years.



# Elevator Attendant Program Details

ATTACHMENT 1



## Project Need, Goals and Objectives

### 1. Provide a detailed project description. Estimate the number of people per month and year that will be served by this project.

The Elevator Attendant Program is a partnership between the San Francisco Bay Area Rapid Transit District (BART) and the San Francisco Municipal Transportation Agency (SFMTA), also known as Muni, to provide attendant services inside elevators located in San Francisco. The Program was launched as a 6-month pilot in April of 2018 at the Powell St. and Civic Center/UN Plaza stations, and it was expanded to Embarcadero and Montgomery St. stations in November of 2019. In 2020, the Program continued to provide services through the COVID-19 pandemic, although ridership was significantly reduced for both transit agencies. Pre-pandemic, approximately 160,000 customers used the elevators, at the four downtown stations, each month. Post-pandemic, an average of 55,000 customers have used the elevators each month. This funding request is to provide Program services at all four downtown BART/Muni stations in FY22-23. BART anticipates for 2,640,000 customers to benefit from the Program.

Every day, the Program addresses sanitation, safety, and security concerns inside each elevator. This service is important for people with disabilities, seniors, and families with strollers who cannot use the stairs within the station. Tourists visiting San Francisco and arriving to downtown with suitcases also benefit from the service. The attendants greet customers, operate the elevator, collect data on the number of users and their demographics, and intervene to deter inappropriate behavior. Before the program, only 44% of elevator users rated themselves as very or somewhat satisfied using the elevators. Six months after the program was launched, customers expressed satisfaction stating, “very good for people with disabilities,” and “please keep this going. I feel so much safer.”<sup>1</sup>

The Program provides services while trains are in service to ensure all customers, in need of an elevator, can benefit. Each station has two elevators, and each elevator has one attendant for each shift. Attendants staff the elevators during the 21-hour period when stations are open to the public. The 21-hour period is broken up into three seven-hour shifts. Each shift is also staffed with one floater and multiple supervisors to ensure the service is not interrupted. The shift of each attendant is for at least seven hours with required breaks.

### 2. Describe the significance of the unmet transportation need or gap that the proposed project seeks to address and how the project will address that need or gap. Specify the goals and objectives of the project.

The Elevator Attendant Program goals are to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order for all BART/Muni customers.

Clean, functioning elevators are critical to increasing access to transit service for populations with mobility constraints. Concerns about security and safety in station areas are also barriers to transit access for riders. This can particularly impact people who are of low-income, people with disabilities, and minorities who may not have other transportation options and depend on transit and its elevators. The Elevator Attendant Program’s focus is to provide clean, safe, and reliable elevators for BART and SFMTA’s customers. The Program directly addresses a need in MTC’s Coordinated Public Transit – Human Services Transportation Plan (2018), which identifies safety investments for pedestrians and transfers between fixed route transit and paratransit as gaps in the transportation system. The Program assists to close these gaps in the system by providing pedestrians and people with disabilities safer and enhanced access to BART and SFMTA rail service, with clean and functioning elevators. The Program also addresses ongoing frustrations with poor elevator conditions, expressed by customers and BART’s Accessibility Task

---

<sup>1</sup> Office of External Affairs, "Elevator Attendant Factsheet," San Francisco Bay Area Rapid Transit District , 2021

Force (BATF). The Task Force advises BART's Board of Directors and staff on disability-related concerns and advocates for people with disabilities and/or seniors, many of whom are of low-income.

Homelessness, crime, and cleanliness are national challenges that are impacting transit stations and systems. In California alone, 72% of the homeless population is unsheltered – the highest share of unsheltered homelessness of any state in the United States.<sup>2</sup> Homelessness has increased in California. Between 2018 and 2019, homelessness in California increased by over 16%.<sup>3</sup> People experiencing unsheltered homelessness are far more likely to face health challenges, violence and trauma, and longer lengths of homelessness than people staying in shelters. Lack of affordable housing options is one of the reasons people end-up on the street. In San Francisco, elevators and train stations have become areas where people who are experiencing homelessness and are unsheltered congregate. BART and SFMTA's customers, and the residents living around the downtown San Francisco transit stations, have raised concerns about cleanliness and security of the stations and the elevators. With many people, in San Francisco, who are also experiencing mental health and substance use challenges, the elevators at the downtown stations were often subject to misuse and vandalism, often resulting in elevators not being able to be in use. These impacts have been discussed in multiple City and County of San Francisco studies and plans, including the Tenderloin Neighborhood Plan for COVID-19, and BART's Customer Satisfaction Studies.

The Elevator Attendant Program addresses the needs of BART and SFMTA's customers and of downtown community members living near the stations. The attendants help to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order. Improved cleanliness of the elevators has helped to reduce elevator downtime. Customers, including those who arrive by paratransit and need to use the elevator to access fixed route transit service, now have more reliable elevator service to get to and from the platform. Thus, the Program provides increased mobility to people with disabilities and paratransit riders. The Program benefits a wide range of transit riders and community members using the station areas.

**3. Describe how the project supports and the specific benefits to Equity Priority Communities (EPCs) and disadvantaged populations, include a description of the EPCs and pertinent demographic data.**

The Elevator Attendant Program serves the community where the shared BART/Muni stations are located and provides specific benefits to EPCs and people who are historically disadvantaged. The Project's area expands from the Embarcadero station to the Civic Center/UN Plaza station, please see Attachment 2 for details. As shown in the Project's Area Map, Attachment 2, the stations are in an area with a high density of Equity Priority Communities (EPCs). Specifically, the stations are in an area with many people who have a disability, are of low-income, and/or are of a minority background. According to the San Francisco County Transportation Authority EPCs data, the Project's area has 17% to 33% of people with disabilities, 66% to 73% of people who identify as a minority, and 32% to 69% of people who are of low-income. Data captured by Elevator Attendants since the Program was launched, in April of 2018, includes one of these measures – people with disabilities. Since the Program's inception through the beginning of COVID-19 related shutdowns, the elevators have served, on average, 160,000 customers per month. Of these, approximately 8,500 people with disabilities were served each month. This equates to more than 1.2 million customers served per year, including over 100,000 people with disabilities. Since March 2020, elevators have averaged 55,000 customers per month with a similar level of customers with disabilities. The Program's quantitative and qualitative information demonstrates that the Elevator Attendant Program supports and provides benefits to the community where the stations are located.

---

<sup>2</sup> Ian Gabriel and Victoria Ciudad-Real, "State of Homelessness In California Fact Sheet," Homelessness Policy Research Institute.

<sup>3</sup> Gabriel and Ciudad-Real, "State of Homelessness In California Fact Sheet."



## Community-Identified Priority

- 4. Discuss how the project addresses a transportation gap and/or barrier identified in a Community-Based Transportation Plan (CBTP) and/or other substantive local planning effort involving focused inclusive engagement with low-income populations. Indicate the name of the plan(s) and the page number(s) where the relevant gap and/or barrier is identified. Indicate the priority given to the project in the plan.**

The Elevator Attendant Program goals are to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order for all BART/Muni customers. The Elevator Attendant Program has significantly improved the elevator experience for BART and Muni customers, many of whom are of low-income, have a disability, and/or are seniors, by consistently meeting objectives to ensure the Program achieves its goals. BART and SFMTA have often heard from groups advocating for people with disabilities and other customers how the Program has made their experience on transit friendlier and safer, see Attachment 3. The MTC's Coordinated Public Transit – Human Services Transportation Plan (2018) addresses the mobility needs of seniors, people with disabilities, people on low-incomes and veterans. Clean, functioning elevators help provide access to transit, particularly for groups with potential mobility limitations such as those addressed in this plan. The plan identifies elevator outages and lack of information about such outages as barriers to transit use (see pages 27, 47, 82, and 84). The Elevator Attendant Program helps to address these issues by reducing elevator service disruptions. In addition, elevator attendants help to communicate information about outages when they occur.

## Implementation Plan and Project Management Capacity

- 5. Is the project ready to be implemented? What, if any, major issues need to be resolved prior to implementation and when will they be resolved?**

The Elevator Attendant Program has been successfully operating since the spring of 2018. The Program has been providing services at all four downtown San Francisco stations since the fall of 2019. The Program is coordinated in partnership with SFMTA. Since 2019, BART and SFMTA have had an agreement to administer the Program, whereby BART manages the service provider, Urban Alchemy, and tracks program data, invoices, and payments. Currently, BART and SFMTA are finalizing details to extend the agreement through June 30, 2025. The Project is ready to be implemented in FY22-23.

- 6. Describe your organization's ability to provide and manage the proposed project.**

BART, in partnership with SFMTA, has successfully managed the Elevator Attendant Program since the spring of 2018. The Program has been managed by BART staff with extensive experience overseeing similar projects benefiting diverse community members. The Program was first managed by Mr. Tim Chan, Group Manager of Station Planning, who has over 20 years of experience in urban planning and relevant experience overseeing projects providing services to Equity Priority Communities. In 2021, the Program was transitioned under BART's first position focused on social service partnerships. Mr. Daniel Cooperman, Senior Manager of Social Service Partnerships, with over 10 years of relevant experience, joined BART in May 2021. Mr. Cooperman will be managing the Program in FY22-23.

BART has also been successful at partnering with other public agencies in San Francisco for similar projects, for example, the Pit Stop Program. BART began partnering with San Francisco Public Works in 2015 to implement and administer this Program. The Program provides safe and clean public toilets, staffed by paid attendants, at locations across San Francisco. BART helps to fund the operating costs of the Program at Pit Stops located at BART stations. As the Elevator Attendant Program, the Pit Stop Program relies on local community-based organizations (CBOs) to staff the Program. In San Francisco, Urban Alchemy, a CBO and social enterprise, has been successfully providing services for the Pit Stop Program and the Elevator Attendant Program. Urban Alchemy is the lead provider of services to numerous projects throughout San Francisco.

- 7. Describe any proposed use of innovative approaches that will be employed for this project and their potential impact on project success.**

The presence of attendants at transit station elevators and the partnership established between BART, SFMTA, and Urban Alchemy is an innovative approach. The attendants serve as ambassadors for BART and the SFMTA in addition to helping to improve cleanliness, safety and security. Urban Alchemy, a community-based organization and social enterprise, manages the elevator attendants, who are also participating in the organization's workforce development program. Urban Alchemy engages with "situations where extreme poverty meets homelessness, mental illness and addiction" with a "peaceful and supportive presence."<sup>4</sup> BART is confident that the Program will continue to be successful in FY22-23 under the current partnership with SFMTA and Urban Alchemy.

## **Project Sustainability**

- 8. Describe the project sustainability: (Operating Projects) describe efforts to identify potential funding sources for sustaining the service beyond the grant period. If funding is identified, provide the responsible agency(is) and funding sources for all ongoing service.**

BART and SFMTA jointly fund operation of the Program, each providing 50 percent of operational costs. The Program is currently funded through June 30, 2022. This LTP application is to fund costs for FY22-23. BART and SFMTA are committed to continuing this initiative beyond the performance period of this grant.

## **Cost-Effectiveness and Performance Indicators**

- 9. Demonstrate how the proposed project is the most appropriate and cost-effective way in which to address the identified transportation need.**

Various plans and community input have identified the need to improve the sense of safety and security in accessing elevators at transit stations and the need to reduce elevator down time, thus improving transit access for people who are of low-income and/or have a disability. The Elevator Attendant Program addresses this transportation need in a cost-effective way that has multiple benefits to the community where the stations are located, BART and SFMTA riders – from San Francisco, Bay Area, or from outside the region, and people who have a disability. Since the program was launched, safety and security concerns have been significantly reduced. The presence of Attendants at the elevators in downtown San Francisco stations has discouraged and reduced unwanted activities inside the elevators and decreased elevator down time due to cleaning and maintenance needs.

Through the program, Urban Alchemy is providing elevator attendants at the four stations 52 weeks per year, 21 hours per day, 7 days per week, with eight to ten attendants on duty at a time (attendants fill three shifts per day, with two attendants at each station, one attendant that "floats" between two stations, and supervisors that assist with breaks). This is a total of 76,440 service hours per year for a total cost of \$3,000,000 per fiscal year, including costs to pay attendants (with benefits), program oversight, weekly reporting, grant specific activities, equipment costs, and indirect costs. Therefore, BART and SFMTA are paying \$39.25 per service hour for the overall program costs. By comparison, the hourly loaded operating cost (including overhead and benefits) paid by BART for Community Service Officers (CSO) range from \$50 to \$70 per service hour. CSOs attend to issues throughout the transit system, conduct inspections, and issue citations, among other tasks. Although their service is different in scope, their training and day-to-day outputs are similar. Hence, the Elevator Attendant Program proves to be a

---

<sup>4</sup> Urban Alchemy, "Our People," Transforming the Energy In Traumatized Urban Spaces," May 02, 2022, <https://urban-alchemy.us/>.

cost-effective way to address the identified transportation need described earlier.

**10. Identify performance measures to track the effectiveness of the project in meeting the identified goals. Provide the baseline and new or continued units of service to be provided (e.g., number of trips, service hours, etc.) and cost per unit of service (e.g., cost per trip or persons served per month and year).**

Since spring of 2020, the Elevator Attendant program has been serving approximately 55,000 customers per station each month or 220,000 in total across all four stations. This equates to 2,640,000 customers per year and \$1.14 cents for each person served during that time.

The Program goals are to ensure elevators at the four downtown San Francisco stations consistently remain safe, clean, and in working order for all BART/Muni customers. The following performance measures are being used, and will continue to be used, to track the effectiveness of the Program and report for the LTP grant in FY22-23.

Performance Metric	Description	Reporting Frequency	Goal
Users Served	Number of users using elevators at each station, including number of disabled users, strollers, luggage, bicycles, and carts.	Monthly	Increase or maintain access to users, particularly disabled users
Biowaste Incidents	Number of incidents, per station, in which BART cleaning staff encounter needles or biowaste in an elevator	Monthly	Reduce biowaste incidents
Passenger Cleanliness Rating	Passenger ratings for station cleanliness (1-4 scale), including platform areas and other areas. Data collected from quarterly passenger surveys.	Quarterly	Improve station cleanliness ratings
Elevator Availability	Percent of the time station elevators are available for patron use during service periods	Quarterly	Increase elevator availability

**Coordination and Program Outreach**

**11. Describe how the project will be coordinated with the community, public and/or private transportation providers, social service agencies, and non-profit organizations serving Equity Priority Communities. Describe plans to market the project, and ways to promote public awareness of the project.**

BART, the SFTMA, and Urban Alchemy work closely with the community in implementing the Elevator Attendant Program services. Urban Alchemy specifically serves low-income, “high-risk” youth and adults across San Francisco, providing workforce development opportunities for this population. These team members of a professional workforce simultaneously provide public safety and maintain clean public spaces, while engaging and educating the public. Attendants have come to be regarded as assets and stewards of the communities in which they work, creating a sense of safety and security in some of the most dangerous and socially impacted communities in San

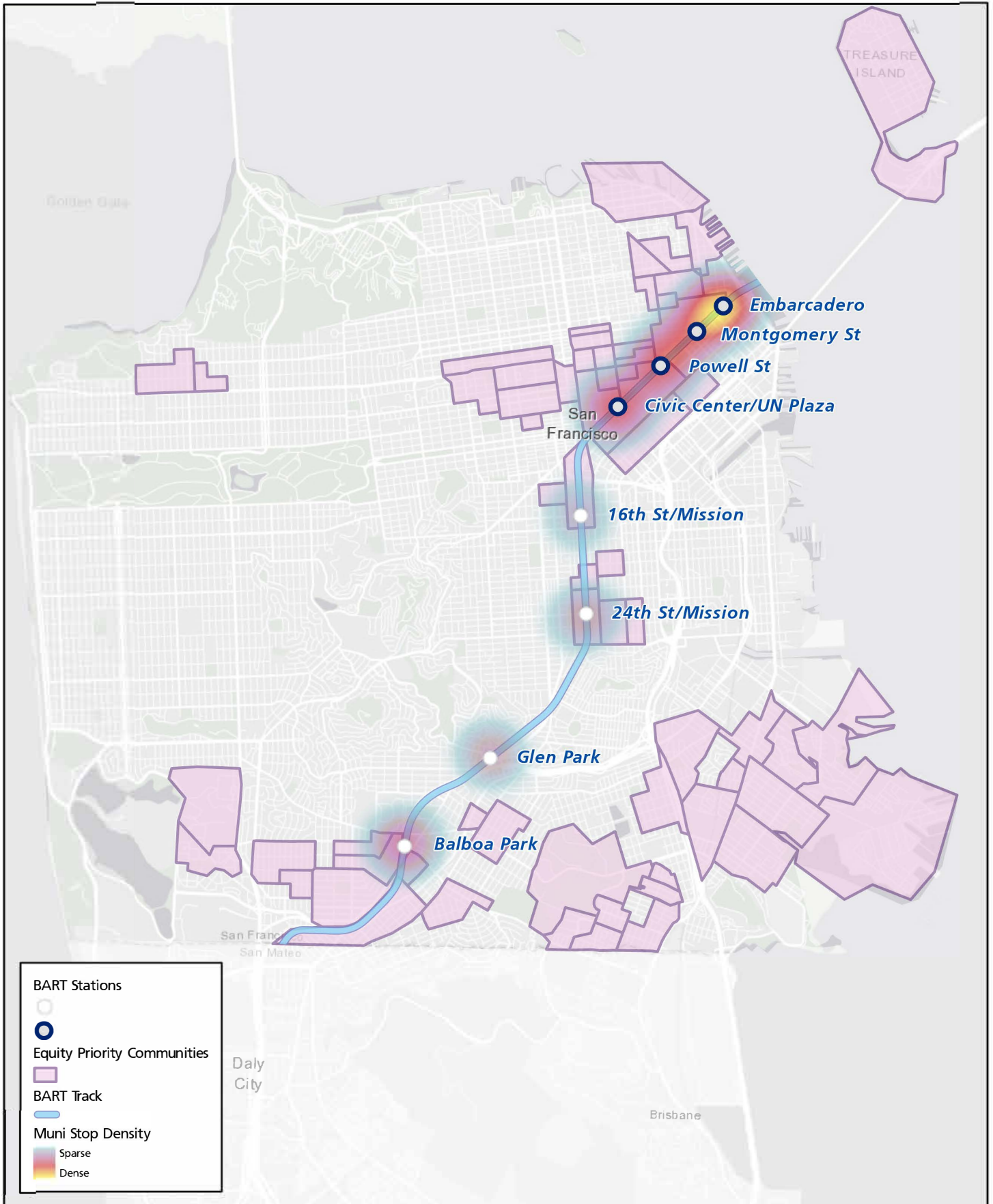


Francisco. Since 2018, BART and SFMTA have conducted media campaigns, including press releases, and other outreach to inform the public about the Program. The Elevator Attendants themselves are the ultimate ambassadors of the initiative. Recent news stories about the program can be found here:

- <https://www.bart.gov/news/articles/2021/news20210518>
- <https://www.sfchronicle.com/bayarea/article/BART-installs-gates-adds-attendants-to-make-14814852.php>

**12. Please confirm that BART and SFMTA are in agreement on project cost sharing, funding strategy, scope and schedule.**

BART and SFMTA agree on these items, this mutual agreement will be vetted through the execution of a three-year extension to the current agreement between the agencies.



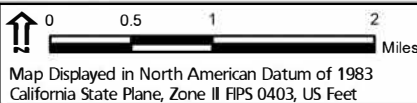
**BART Stations**  
○

**Equity Priority Communities**  
■

**BART Track**  
—

**Muni Stop Density**  
■ Sparse  
■ Dense

Notes:  
Equity priority community - <https://epc-map.sfcta.org/>  
Muni stops - <https://data.sfgov.org/Transportation/Muni-Stops/i28k-bkz6>



San Francisco Bay Area Rapid Transit District  
EGIS - BART Office of the CIO  
2150 Webster St.. 3rd Floor, Oakland, CA 94612

# Elevator Attendant Program

Helping riders, helping the community

Let's go.



## Program Goal: Ensure elevators at the four downtown SF stations consistently remain safe, clean, and in working order for all BART/Muni patrons.

Over the past several years, the joint BART/SFTMA stations in downtown San Francisco have been increasingly challenged by the broader regional problems of homelessness, safety & security, drug activities, and vandalism. The station elevators have been used as bathrooms or for drug use—reflecting a broader crisis of homelessness and opioid abuse.

Inspired by the success of San Francisco's Pit Stop Program, which provided attendants at street level restrooms, BART and SFMTA launched a 6-month pilot in April 2018 to provide elevator attendants at the Civic Center & Powell St. stations. Before the pilot, only 44% of elevator users rated themselves as very or somewhat satisfied.

After the pilot, satisfaction shot up to 93%. Common comments included:

- "thank you for cleanliness & respectful attendant,"
- "very good for people with disabilities,"
- "awesome service,"
- "program amazing—commuting with two children," and
- "please keep this going. I feel so much safer and it doesn't smell".

The pilot proved so popular that the agencies expanded it in November 2019 to Embarcadero & Montgomery stations, funded in part thanks to an MTC Lifeline Grant from SFCTA.

BART/SFMTA initiated successful collaboration with Urban Alchemy (UA) to provide elevator attendant staff. UA is a community-based organization providing employment training and opportunities for vulnerable populations to lift them out of the cycle of poverty and hopelessness. Lena Miller, Founder and Executive Director, notes the men and women filling the attendant jobs are committed to hard work and improving the community because they know employment is key to success, "It's a point of pride for them to be working and bettering their lives."

The program has made a huge difference for customers who use the elevators. Pre-pandemic, over 160,000 people in a month rode the elevators with an attendant, 9% of those people with disabilities and 5% with families.

The results are solid—the program benefits transit riders and ensures a clean, safe experience for elevator users connecting to and from Market street for

work, school, day care, entertainment, and tourism. A pleasant and welcoming Market Street and transit experience is essential to downtown San Francisco in supporting the region's recovery from the COVID-19 pandemic and improving access to many vulnerable populations who rely on elevators.

---

**"This program is amazing on so many levels," said Paula Fraser, BART's Assistant Chief Transportation Officer. "These workers are from the community, they're helping our patrons, and they're improving the quality of life in our stations, which benefits everyone."**

---

BART and SFMTA are seeking a funding partner to help support the Elevator Attendant program. The annual cost for the four downtown San Francisco stations is approximately \$3M (including support for the City's prevailing wage requirements, worker benefits and overhead costs).

# BART Facts 2022



## Celebrating 50 Years of Service



1972 - 2022

2022 marks BART's 50th anniversary serving the people of the Bay Area. BART began service on September 11, 1972. This golden milestone is also at a time we are making improvements to the customer experience during pandemic recovery. BART is back to full service, and weekend service is better than before for most riders with more trains in service. All BART cars have

virus-trapping MERV-14 air filters, and air in cars is replaced and filtered every 70 seconds. We have a historically high number of safety staff on platforms and onboard trains, and crime is significantly down. Other improvements include mobile payment, station and parking lot lighting upgrades, new escalators unveiled, and the reopening of several underground restrooms.

## Pandemic Recovery and Financial Stability Strategies

- Provide frequent, reliable, safe, and clean service
- Adapt to changing commute patterns, improve weekend service
- Improve regional transit connections and coordination
- Maximize efficiencies, reduce overtime
- Explore opportunities for ongoing federal, state, regional operating subsidy
- Continue to prioritize Transit-Oriented Development

## Federal Emergency Relief Funds

To date BART has been allocated \$1.3 billion from the CARES Act, Coronavirus Response and Relief Supplemental Appropriations Act of 2021, and American Rescue Plan Act of 2021. An additional \$270.8 million in ARP Additional Assistance Grant Program is expected in 2022. These funds are expected to last through 2025, at which time new revenue will be required to sustain BART service.

## New Ridership Trends

BART ridership matches office occupancy rates in the Bay Area, and weekends are recovering at a faster rate than weekdays. BART is planning for a range of ridership recovery scenarios with ridership stabilizing by 2026 at a range as low as 65% of pre-pandemic ridership and as high as 90%.

## BART Ridership Facts

### AVERAGE WEEKDAY RIDERSHIP

2019 (PRE-COVID) . . . . . 408,531  
2021 . . . . . 79,095  
Percentage of 2019 . . . . . 19%

### CLIPPER FARES AND TRIPS

Riders pay for BART with the regional Clipper card.

Clipper fare range . . \$2.10-\$14.10\*  
Average fare . . . . . \$3.78  
Average trip length . . . . . 15 miles

\*The Clipper fare between Oakland International Airport and San Francisco International Airport is \$17.00.

Riders pay a 50 cent surcharge on all trips using a paper ticket.

Clipper is now available on your phone through Apple Pay and Google Pay. 11% of trips taken on BART were paid for with a phone since the option launched on April 15, 2021, through December 31, 2021.

### CLIPPER DISCOUNTS

YOUTH CLIPPER: Ages 5-18 get 50% off

SENIOR CLIPPER: 65 years and over get 62.5% off

RTC CLIPPER: Persons with disabilities get 62.5% off

CLIPPER START: Qualified low-income adults get 20% off

### RIDERSHIP PROFILE

BART's 2020 Customer Satisfaction survey results shows a dramatic change in rider demographics:

53% do not have access to a vehicle (up from 31% in 2018)

75% identify as non-white (up from 65% in 2018)

51% reported having annual household incomes under \$50K (up from 26% in 2018)

## Progressive Policing Making a Difference

The first of the BART Police Department's new Crisis Intervention Specialists (CIS) are now proactively riding trains and walking platforms to respond to reports of people who are experiencing a crisis with mental health, a lack of housing, or drug issues and connect them with services. BART wants to reduce incidents inside trains and stations related to this vulnerable population and respond to calls for welfare checks with the CIS teams. The CIS teams are part of BPD's new Progressive Policing and Community Engagement Bureau, which also is home to the department's Transit Ambassadors. Crisis Intervention Specialists and Transit Ambassadors are at the forefront of BART's efforts to increase the visible presence of safety personnel in the system using unarmed, specially trained BPD staff. The increased safety presence is paying off as BART saw a nearly 40% drop in violent crime last year compared with 2020.



## BART's Rebuilding Plan a Boon for Riders

BART's voter-approved \$3.5 billion Measure RR rebuilding program is paying off with improvements to the system's core infrastructure, boosting the reliability and quality of the rider experience. Downtown San Francisco riders are now using the first of 41 new escalators that will be installed as part of BART's largest-ever investment in escalators. Measure RR has already supported 150 rebuilding projects on every line of the BART system, including 36 that have been completed. Recent milestones include the successful earthquake retrofit of one of the bores of the Transbay Tube and replacement of the seventh-cross-over track interlock near the Hayward Station. BART has replaced 42 miles of worn rail, 31 track switches, 46 miles of 34.5kV cable to ensure trains have a reliable source of electricity, and 59 miles of 3rd rail coverboard, protecting the electrified third rail that powers trains.



## BART by the Numbers

### FINANCIAL PERFORMANCE

The Operating Ratio is the percentage of costs paid by passenger fares, parking revenue, advertising and other sources of revenue.

FY20 1st Quarter . . . . . 71%  
 FY21 . . . . . 12%

### STATIONS AND SERVICE

Total stations . . . . . 50  
 Route miles of track . . . . . 131  
 Maximum train speed . . . . 70 mph  
 Average passenger on-time performance . . . . . 94.7%

### PARKING AND BIKE ACCESS

Stations with parking . . . . . 38  
 Total parking spaces . . . . . 50,000  
 Bike parking (lockers, racks and bike stations) . . . . . 8,796

### FLEET\*

Legacy cars . . . . . 531  
 Fleet of the Future . . . . . 286  
 Total vehicle fleet . . . . . 817

\*As of January 30, 2022

### ELECTRICITY

Third rail . . . . . 1000 volts DC

### POWER SOURCES

In FY21, BART achieved a 100% greenhouse gas free ("GHG-free") power supply comprised of hydroelectric and solar sources, including five onsite solar projects located throughout the BART system.

BART was one of two US public transit systems to make the Environmental Protection Agency's 2021 Green Power National Top 100 list which comprises private and public institutions.

### ROLE IN REGION

- Pre-pandemic, BART carried more than twice the people per hour through the Transbay Tube than used the Bay Bridge and carried over half the passenger miles traveled on transit in the region
- BART connects with 18 of the 26 regional transit operators
- One in five BART riders connect to another transit operator during their trip

## The BART System Includes:



## San Francisco Bay Area Rapid Transit District

P.O. Box 12688, Oakland, CA 94604  
[www.bart.gov](http://www.bart.gov)

Sign up for text and email alerts  
 at [www.bart.gov/alerts](http://www.bart.gov/alerts)