



San Francisco Lifeline Transportation Program (SF LTP) Cycle 1 Application

Applications are due by 5 p.m., February 15, 2019

Project Name: Elevator Attendant Initiative **Date Received:**

Project Type: Operating/Capital Project

Sponsor: BART and SFMTA

Date: February 14, 2019

For sponsors submitting more than one application, please rank the application:
Application 1 of 1 total applications submitted

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."

X SF LTP Cycle 1 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: *Schedule Budget and Funding Plan*

Attachment 2: *Station Maps*

Attachment 3: *Letters of Support*

Budget Summary	Amount (\$)	% of Total Project Budget
Lifeline funding requested:	\$2,600,000	85%
Required local match:	\$448,000	15%
Other funding:		
Total project budget:	\$3,048,000	100%

A. GENERAL PROJECT INFORMATION

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

2. **Project Sponsor**

Agency BART and SFMTA

Contact/Title Tim Chan, BART, Group Manager – Station Area Planning

Address 300 Lakeside Drive, 21st Floor

E-mail Oakland, CA 94612

Telephone 510-287-4705

3. **Partner Agencies**

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

SFMTA, Project role – Funding partner

Contact: Steven Lee/Manager of Financial Services, 415.646.2452, steven.lee@sfmta.com

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

Attendants have staffed all BART/Muni elevators at Civic Center and Powell Stations since April 2018. They help improve safety, mobility, and accessibility for customers who rely on the elevators to access our systems. Attendants also discourage undesirable behaviors, improve elevator cleanliness and performance, reduce fare evasion, and reduce maintenance costs.

B. PROJECT DETAILS

Project Need, Goals and Objectives

1. Provide a detailed project description. Specify if the project will provide new or continue existing transit service directly benefiting Communities of Concern (CoCs).

The Elevator Attendant Initiative, a partnership between BART and the SFMTA, involves provision of attendant services during the 21-hour period that the Civic Center and Powell St. stations are open to the public. The 21-hour day is broken up into three seven-hour shifts. Each shift is at least seven hours to ensure that attendants do not regularly accrue overtime due to any unforeseen circumstances. Two attendants are stationed at the Powell St. station, two at the Civic Center station and one is assigned to “roam” between the two stations. Approximately 18 attendants and 5 substitutes have been hired to cover these shifts.

The attendants oversee the operation and cleanliness of each elevator within the station, providing clean and functioning elevators for BART and SFMTA customers, particularly disabled passengers, seniors, and families with strollers, who cannot use the stairs within the station. The two stations in the program - Powell and Civic Center – serve a large share of low income riders. Forty percent of riders boarding at these two stations from a home origin have an annual household income under \$50,000, and more than half are minorities.

The initial 6 month pilot program began in April 2018 and was so successful that it has been extended by BART and the

San Francisco Lifeline Transportation Program Cycle 1 Application
Project Summary and Narrative

SFMTA through June 2019. The elevators in the program are used by more than 100,000 customers per month, and since the program began there have been zero incidents of needles, urine or feces in the elevators. This LTP request is for funding to extend the Elevator Attendant Initiative for an additional two years.



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.

Clean, functioning elevators are critical to providing access to transit service to populations with mobility constraints. Concerns about security and safety in station areas are also barriers to transit access for riders. This can particularly impact low-income, minority and disabled customers who do not have other transportation options and are dependent on transit and its elevators.

This 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 system. The Elevator Attendant Initiative helps 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 the BART Accessibility Task Force. The Task Force advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors, many of whom are low-income.

Homelessness, crime, and cleanliness are national issues that are increasingly impacting transit stations and systems. In California 68% of the homeless population is unsheltered and a lack of affordable housing options is cited as the biggest factor. Transit stations and elevators in particular have become areas where homeless populations congregate, adding to increased concerns by the community around cleanliness and security accessing these stations. Certain undesirable activities can also impact operations of elevators, causing more frequent outages that further reduces access to populations that need to use them.

Multiple plans have identified these issues across the city of San Francisco including the Western South of Market Neighborhood Transportation Plan, the Tenderloin-Little Saigon Neighborhood Transportation Plan, the Mission Public Life Plan, the Eastern Neighborhoods Plan, and the Mission Street Study. BART passenger surveys have also identified homelessness, crime, and cleanliness as growing concerns among riders.

San Francisco Lifeline Transportation Program Cycle 1 Application
Project Summary and Narrative

The elevator attendants address these gaps by providing eyes on the street, helping to provide safety and security, and discouraging unwanted activities. Improved cleanliness of the elevators has also led to less elevator downtime. Thus, patrons, including those who arrive by paratransit and need to use the elevator to access fixed route transit service, have more reliable elevator service to get them to the platform.

The elevator attendant service is staffed by Hunters Point Family, a nonprofit organization that provides job opportunities for people who have faced barriers to employment. This further helps low income community members by providing job opportunities. By creating a safer, cleaner environment and reducing elevator outages, the Elevator Attendant initiative provides increased mobility to disabled, low income and paratransit riders. These improvements benefit all transit riders and community members using the station areas and can help to increase transit ridership both for BART and the SFMTA.

The goals of the Elevator Attendant Initiative are to improve access to fixed route transit, monitor and discourage undesirable activities in the elevator and station area, and provide a safer and cleaner experience for transit users. The following are objectives related to the initiative goals.

- Objective 1: Provide elevator service to transit customers
- Objective 2: Improve cleanliness of the Powell St. and Civic Center stations
- Objective 3: Reduce elevator down time at the Powell St. and Civic Center stations

3. Please describe the CoC(s) that will directly benefit from the project including pertinent demographic data and/or maps. Estimate the number of people per month and year that will be served by this project.

This LTP application is specifically for operations funding for Elevator Attendants at two locations: 1) the Powell St. Station and 2) the Civic Center Station. Both stations are in communities of concern, and both serve a large share of low income residents coming to and from other areas across the region. Forty percent of riders boarding BART at the Powell St. or Civic Center stations from a home origin have a household income under \$50,000 and 2/3 have a household income under \$75,000.

Since the program was initiated in April 2018, the elevators have served, on average, more than 100,000 customers per month. Of these, approximately 8,500 disabled customers are served by the elevators per month. That equates to more than 1.2 million customers served per year, including over 100,000 disabled customers annually.

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 to 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 Western South of Market Neighborhood Transportation Plan (2012), a CBTP prepared by the SFCTA, specifically sites “Personal Security Concerns” as an issue on page 14, Chapter 2.¹ The Elevator Attendant initiative addresses this concern by improving safety and security at the Powell St. Station.

The Tenderloin-Little Saigon Neighborhood Transportation Plan (2007) is a CBTP prepared by the SFCTA, which includes the areas around both the Powell St. and Civic Center stations.² The plan identified the following need: “Improve the street experience” (page 3-5). Through community input, it was identified that the sidewalks often feel dangerous, uncomfortable and unattractive. Solutions supported by the community included greater enforcement and

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<https://mtc.ca.gov/sites/default/files/CBTP%20San%20Francisco%20Western%20South%20of%20Market%20Neighborhood%20Transportation%20Plan%202012.pdf>

² <https://mtc.ca.gov/sites/default/files/CBTP%20San%20Francisco%20Tenderloin-Little%20Saigon%20Neighborhood%20Transportation%20Plan%202007.pdf>

improved cleaning. The elevator attendants address these issues by discouraging undesirable activities.

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.³ 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 (pages 27, 47, 82, 84). The Elevator Attendants initiative helps address these issues by reducing elevator service disruptions. In addition, elevator attendants help to communicate information about outages when they occur.

The Elevator Attendant Program - launched in April 2018 – has significantly improved the elevator experience for BART and Muni customers, many of whom are low-income, disabled and seniors. Since the inception, there has been zero incidents of needles, human waste, vandalism and assaults inside the elevators. BART and SFMTA have heard from ADA groups and other customers how this program has made it safer and friendlier to ride transit.

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 Initiative has been successfully operating at the Powell St. and Civic Center stations since April 2018. There are no outstanding legal, technical, or financial issues with this program that would make this a high-risk project. Additional LTP operating funds will extend the current program beyond June 2019. BART and the SFMTA are ready to serve customers (including low income, seniors, persons with disabilities and families) with safe, clean, accessible elevators, thereby increasing mobility for all riders, particularly those in communities of concern.

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

BART has successfully managed the Elevator Attendant Initiative since April 2018. BART has also been successful at partnering with other sister agencies in San Francisco for similar projects. BART began partnering with San Francisco Public Works in 2015 to implement the Pit Stop program.⁴ The Pit Stop program provides safe and clean public toilets, staffed by paid attendants, at locations across the City. BART helps to fund the operating costs of the program at Pit Stops located at BART stations. Similar to the Elevator Attendant Initiative, the Pit Stop program relies on Hunters Point Family to staff the Pit Stop program. Hunters Point Family has successfully provided these services to agencies in San Francisco for over four years, employing more than 160 individuals.

Tim Chan, Group Manager, Station Area Planning, is the project manager from BART. Tim currently manages both the Elevator Attendant Initiative partnership with the SFMTA and the Pit Stop partnership with San Francisco Public Works and has over 13 years of experience in managing projects and partnerships for BART.

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 is an innovative approach. The attendants serve as ambassadors for BART and the SFMTA in addition to helping to improve cleanliness, safety and security. Another innovative approach is the use of the Hunters Point Family nonprofit organization to staff the elevator attendants as part of a workforce development program for those who have faced barriers to employment.

Project Sustainability

8. Describe project sustainability by project type:

- 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.

³ https://mtc.ca.gov/sites/default/files/MTC_Coordinated_Plan.pdf

⁴ <https://sfpublicworks.wixsite.com/pitstop>

San Francisco Lifeline Transportation Program Cycle 1 Application
Project Summary and Narrative

The Elevator Attendant pilot initiative was launched at the Powell St. Station and the Civic Center Station in April 2018. BART and SFMTA jointly fund operation of the initiative at these two locations, each providing 50 percent of operational costs. The initiative is currently funded through June 30, 2019. This LTP application is to fund operating costs for two fiscal years: FY19/20 – FY20/21. BART and SFMTA are committed to continuing this initiative beyond FY20/21. Both agencies will continue look for opportunities to supplement these costs and will contribute operating funds when needed.

- Capital projects: For construction projects, identify the responsible agency(ies) and funding sources for ongoing maintenance of the project, including but not limited to lighting and landscaping.

Not applicable.

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 low income and disabled riders. These can be difficult issues to address. The Elevator Attendant Initiative addresses these issues in a cost effective way that has multiple benefits to the community. Having staffed personnel present has been shown to be effective at reducing crime and unwanted behaviors. The Pit Stop program, which includes staffed attendants at public restroom facilities across the San Francisco, has already proven successful at reducing complaints regarding crime and cleanliness around stations, and cleaning crews have been able to focus more attention on other hot spots. The Elevator Attendant program has had a similar effect. Since the program began, there have been zero incidents of needles, urine, or feces in the elevators. Furthermore, through discouraging and reducing unwanted activities, the initiative can help to reduce elevator down time due to cleaning and maintenance needs. For example, elevator availability is negatively affected by biowaste incidents, which may result in elevators being taken out of service for cleaning and repair.

Cost Comparison

Through the program, Hunter's Point Family is providing elevator attendants at the two stations for 52 weeks per year, 21 hours per day, 7 days per week, with 5 attendants on duty at a time (attendants will be provided in shifts throughout the day, with two attendants at each station and one attendant that "floats" between the two stations). This is a total of 38,220 service hours per year. The overall program costs approximately \$1,500,000 per year, which includes the cost to pay attendants (including benefits), program oversight, weekly reporting, workforce development, grant activities, equipment costs, and indirect costs. Therefore, overall, BART and SFMTA are paying \$39.25 per service hour provided through the comprehensive program, including all program costs.

By comparison, the hourly loaded operating cost (including overhead and benefits) paid by BART for Community Service Officers (CSO) can range from \$50 - \$70 per service hour. This is about one and a half times the cost of the Elevator Attendant Program. Therefore it makes financial sense to staff the elevators with attendants rather than adding CSO officers. It also makes practical sense because the elevator attendants are specifically designated to remain on site, while CSOs need to be able to travel throughout the system to respond to issues, conduct inspections, issue citations, and perform a number of duties related to their role.

Cost Savings

The Elevator Attendant Initiative also reduces cleaning and maintenance costs of the elevators. If BART cleaning staff are able to spend just 3 fewer hours per week cleaning elevators per elevator in the program, this can save over \$30,000 per year in operating costs which can be redirected to clean and maintain other parts of the stations.

Ridership

An estimated 1.2 million customers are served per year by the elevators in the program. It is anticipated that the elevator attendant program has helped to maintain ridership amongst customers who might have decided not to take transit due to security or mobility concerns. As a conservative estimate, if just 3 percent of these annual trips are trips that were saved due to the program, that would equate to 36,000 trips annually. The average customer fare paid by BART customers is \$3.9 and a single ride on Muni costs \$2.5. Assuming an average \$3 fare paid per rider, this would equate to over \$100,000 fare revenue

San Francisco Lifeline Transportation Program Cycle 1 Application
Project Summary and Narrative

generated annually as a result of the program.

10. Identify performance measures to track the effectiveness of the project in meeting the identified goals. Minimum requirements by project type 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).

The goals of the Elevator Attendant Initiative are to improve access to fixed route transit, monitor and discourage undesirable activities in the elevator and station area, and provide a safer and cleaner experience for transit users. The following are objectives related to the initiative goals.

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Performance Metrics:

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 station 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 revenue service periods	Quarterly	Increase elevator availability

- Capital projects, identify project delivery milestones. NA

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 CoCs. Describe plans to market the project, and ways to promote public awareness of the project.

BART, the SFTMA, and Hunters Point Family work closely with the community in implementing the Elevator Attendant Initiative. Hunters Point Family specifically serves low-income, “high-risk” youth and adults from Bay View Hunters Point and other parts of 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.

San Francisco Lifeline Transportation Program Cycle 1 Application
Project Summary and Narrative

BART and SFMTA have put together a media campaign including press releases and other outreach to inform the public about the initiative. The Elevator Attendants themselves are the ultimate ambassadors of the initiative. Their role is to interact with and provide information to the public.

An example news story can be found here:

<https://www.bart.gov/news/articles/2018/news20180718>



C. PROJECT SCHEDULE, BUDGET, AND FUNDING PLAN

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

**San Francisco Lifeline Transportation Program Cycle 1 Application
Operating Project Schedule, Cost, and Funding Plan**



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

Project Name:	Elevator Attendant Initiative
Project Sponsor:	BART and SFMTA

Operating Projects	
Start Date of Operations:	4/1/2018
End Date of Operations:	6/30/2021

Source	FY19/20	FY20/21		Total	Status ¹
SF LTP (requested)	\$1,300,000	\$1,300,000		\$2,600,000	Planned
BART Operating Funds	\$112,000	\$112,000		\$224,000	Planned
SFMTA Funds	\$112,000	\$112,000		\$224,000	Planned
	\$0	\$0		\$0	
	\$0	\$0		\$0	
	\$0	\$0		\$0	
Total Funding	\$1,524,000	\$1,524,000		\$3,048,000	

Cost by Task and Agency	FY19/20	FY20/21		Total	Source of Cost Estimate
Attendant Costs	\$838,000	\$838,000		\$1,676,000	Hunter's Point Family
Program Oversight, Weekly Reporting, Workforce Development, Other Grant Activities, Indirect Costs, Contingency	\$686,000	\$686,000		\$1,372,000	Hunter's Point Family
	\$0	\$0		\$0	
	\$0	\$0		\$0	
	\$0	\$0		\$0	
	\$0	\$0		\$0	
Total Expenditures	\$1,524,000	\$1,524,000		\$3,048,000	

Additional Schedule/Status/Cost/Source Information (If needed)

Cost estimates based on previous experience. More detail can be provided. Contingency could include modest increases in FY21.

¹ 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.

² 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.

Station Map

Mapa de la estación

車站地圖



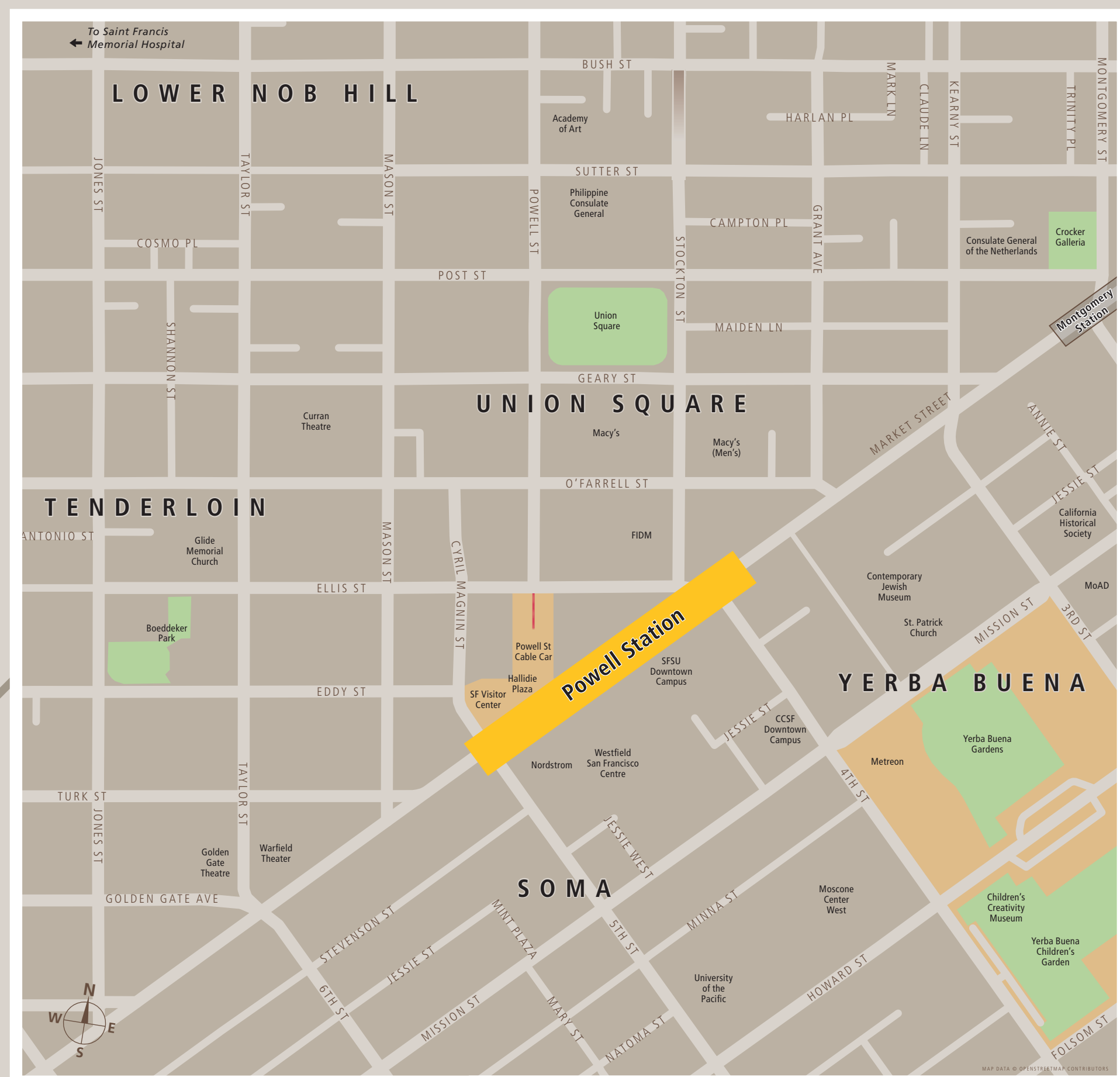
Transit Information

Powell Station

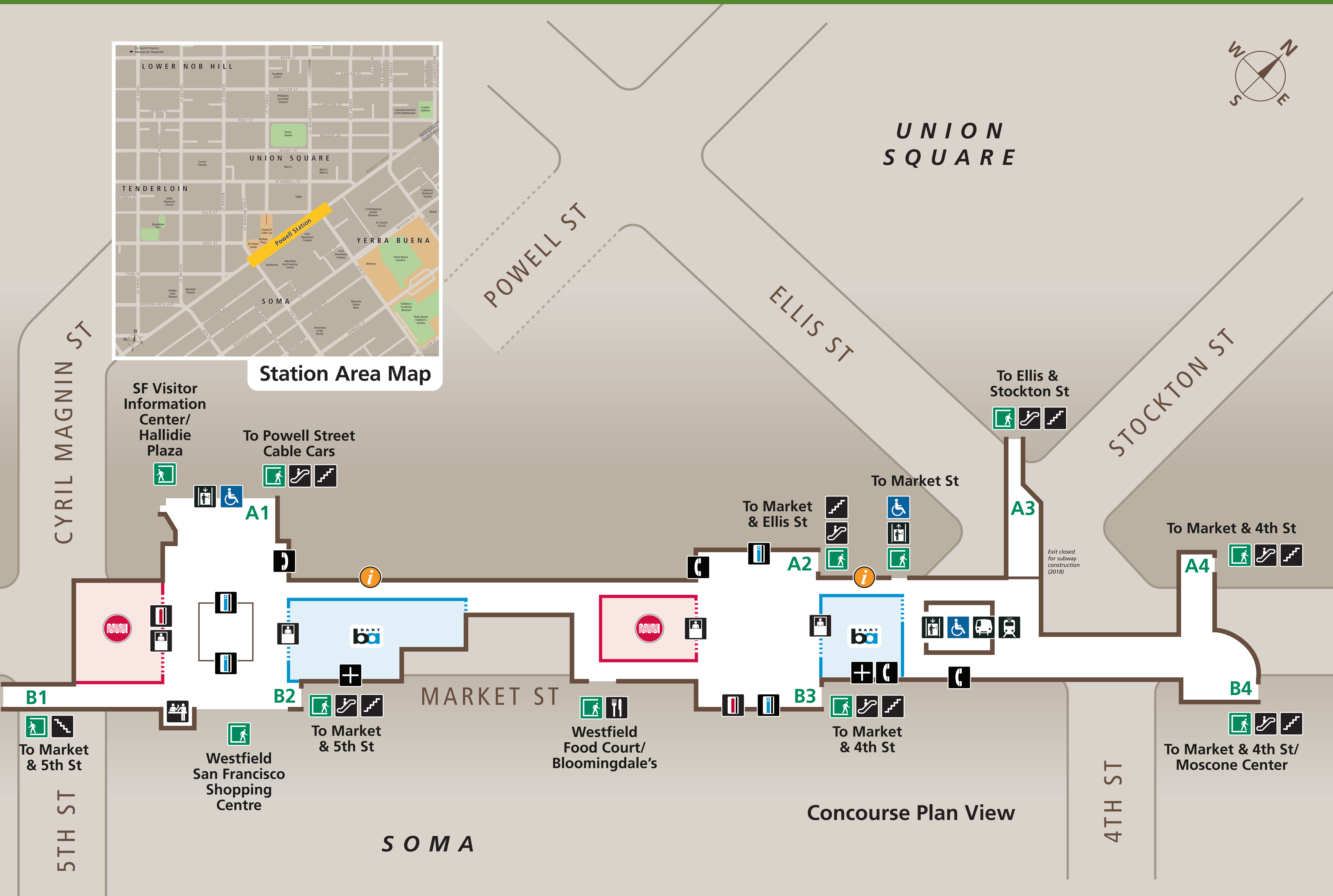
San Francisco

Map Key

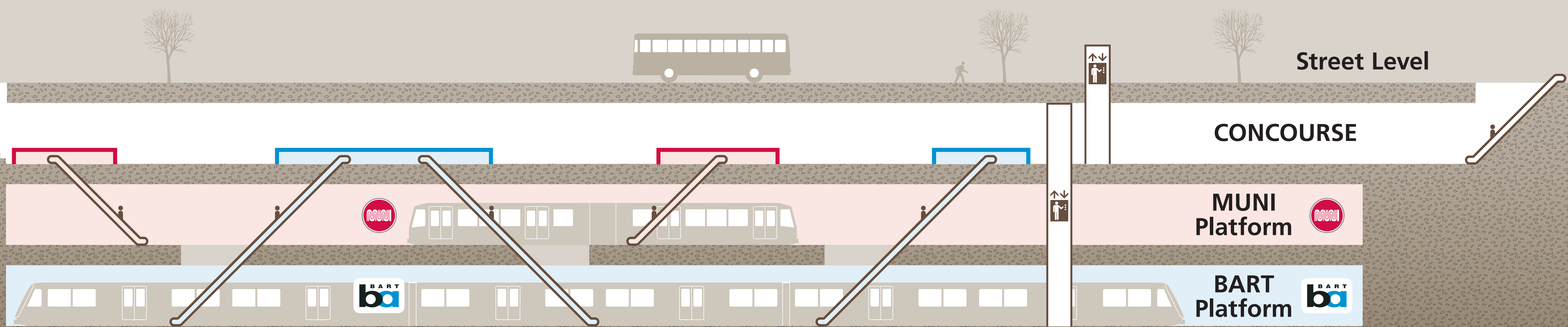
- ★ You Are Here
- 📍 Transit Information
- 🚪 Exit
- A1 to Powell Street Cable Cars
- A2 to Market St & Ellis St
- A3 to Ellis St & Stockton St (closed)
- A4 to Market St & 4th St
- B1 to Market St & 5th St
- B2 to Market St & 5th St
- B3 to Market St & 4th St
- B4 to 4th St / Moscone Center
- 🚆 BART Train
- 🚇 Elevator
- 🚶 Escalator
- 🍽 Food
- 🚊 Muni Metro Light Rail
- 🪜 Stairs
- 👤 Station Agent Booth
- ☎ Telephone
- Ticket Vending Machines:
 - 📄 BART / Clipper Add Cash Value
 - 📄 Muni
 - ⊕ Addfare
 - 🏪 Transit Store (Ticket Purchase)
 - ♿ Wheelchair Accessible



Station Area Map



Concourse Plan View



Station Section View



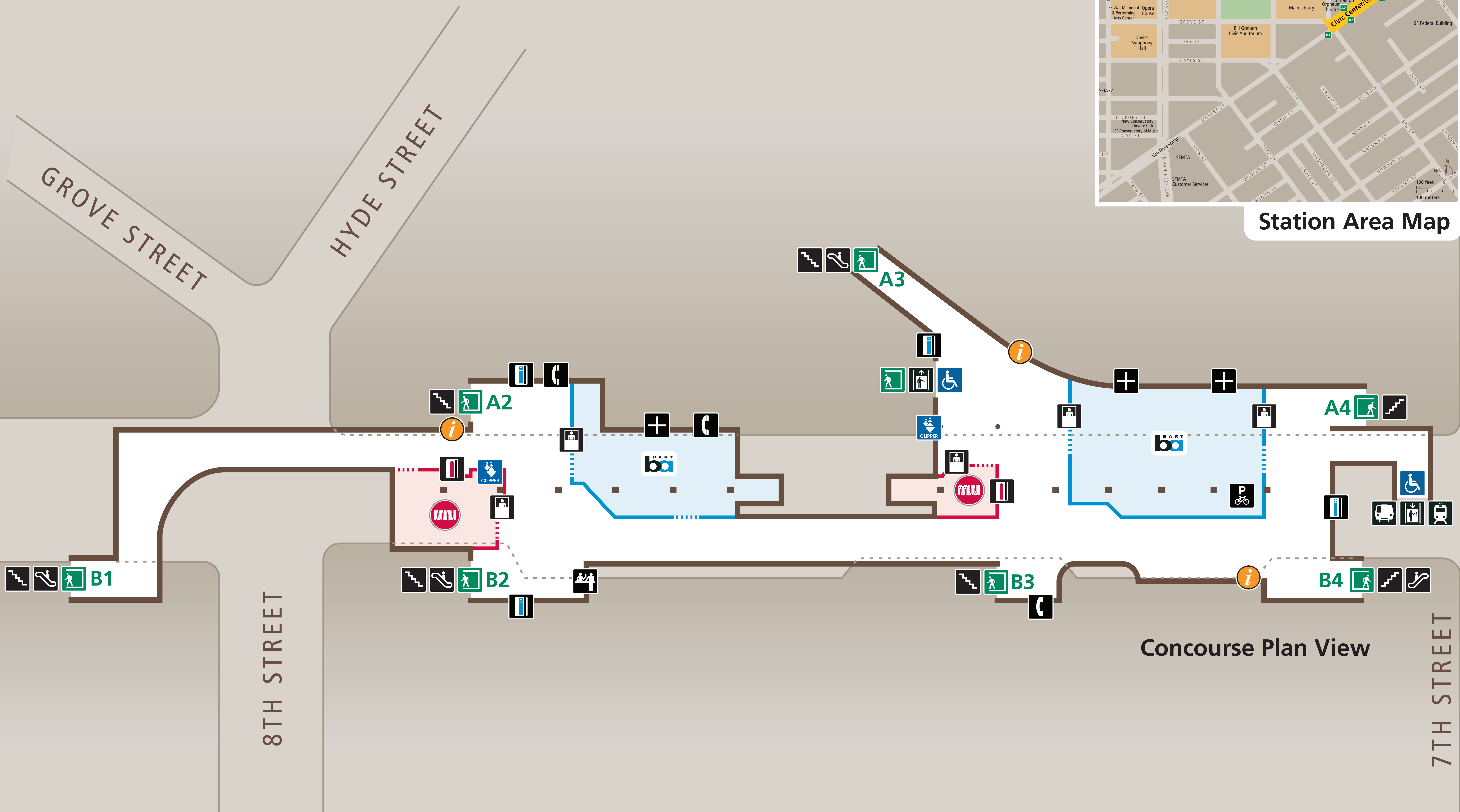
**Free Bay Area
Transit Information**
Dial 5-1-1 or visit 511.org

Sponsored by BART in cooperation with AC Transit and the Metropolitan Transportation Commission. Contact us at (510) 817-5900 or signcomments@mtc.ca.gov.

Station Map

Mapa de la estación

車站地圖



Station Area Map

Transit Information

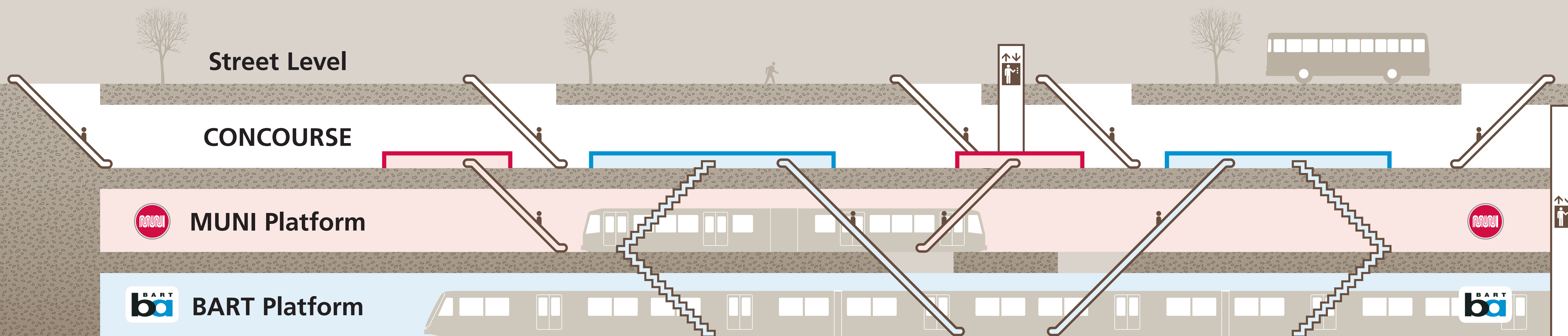
Civic Center/ UN Plaza Station

San Francisco

Map Key

- You Are Here
- Transit Information
- Exit
- A2** to Market & Hyde St
to Grove & Hyde St
- A3** to United Nations Plaza
- A4** to Market St & 7th St
- B1** to Market St & 8th St
- B2** to Market St & 8th St
- B3** to Market St (1100 Block)
- B4** to Market St & 7th St
- BART Train
- Bicycle Parking
- Elevator
- Escalator
- Muni Metro Light Rail
- Stairs
- Station Agent Booth
- Telephone
- Ticket Vending Machines:
 - BART / Clipper
Add Cash Value
 - Muni / Clipper
Add Cash Value
 - Addfare
 - Transit Store (Ticket Purchase)
 - Wheelchair Accessible

Concourse Plan View



Station Section View



Free Bay Area
Transit Information
Dial 5-1-1 or visit 511.org

Sponsored by the Metropolitan Transportation Commission. Contact us at (510) 201-1847 or signcomments@mtc.ca.gov.

Member, Board of Supervisors
District 3



City and County of San Francisco

AARON PESKIN

February 13, 2019

Tilly Chang
Executive Director
San Francisco County Transportation Authority
1455 Market Street, 22nd Floor
San Francisco, CA 94103

RE: Elevator Attendant Initiative San Francisco Lifeline Transportation Program Cycle 1 Application

Dear Ms. Chang,

I am writing to express my strong support for the Bay Area Rapid Transit (BART) and San Francisco Municipal Transportation Agency's (SFMTA) joint San Francisco Lifeline Transportation Program Cycle 1 application requesting \$2,600,000 for the Elevator Attendant Initiative.

The Elevator Attendant Initiative, a partnership between BART and the SFMTA, will provide attendant services during the 21-hour period that the Civic Center and Powell St. stations are open to the public. Clean, functioning elevators are critical to providing access to transit service to populations with mobility constraints. Concerns about security and safety in station areas are also barriers to transit access for riders. This can particularly impact low-income, minority and disabled customers who do not have other transportation options and are dependent on transit and its elevators.

The elevator attendant service is staffed by Hunters Point Family, a nonprofit organization that provides job opportunities for people who have faced barriers to employment. This further helps low income community members by providing job opportunities. By creating a safer, cleaner environment and reducing elevator outages, the Elevator Attendant initiative provides increased mobility to disabled, low income and paratransit riders. These improvements benefit all transit riders and community members using the station areas and can help to increase transit ridership both for BART and the SFMTA.

I am offering my strongest support for BART and SFMTA's joint application for the Elevator Attendant Initiative. I firmly believe that this project is a great fit for the San Francisco Lifeline Transportation Program Cycle 1 goals and I urge you to strongly consider this application for funding support.

Sincerely,

A handwritten signature in blue ink, appearing to read "Aaron Peskin".

Aaron Peskin



London Breed, Mayor

Malcolm Heinicke, Chair
Gwyneth Borden, Vice Chair
Cheryl Brinkman, Director
Amanda Eaken, Director

Lee Hsu, Director
Cristina Rubke, Director
Art Torres, Director

Edward D. Reiskin, Director of Transportation

February 14, 2019

Tilly Chang
Executive Director
San Francisco County Transportation Authority
1455 Market Street, 22nd Floor
San Francisco, CA 94103

RE: Elevator Attendant Initiative San Francisco Lifeline Transportation Program Cycle 1 Application

Dear Ms. Chang,

I am writing to express my support for the Bay Area Rapid Transit (BART) and San Francisco Municipal Transportation Agency's (SFMTA) joint San Francisco Lifeline Transportation Program Cycle 1 application requesting \$2,600,000 for the Elevator Attendant Initiative.

The Elevator Attendant Initiative, a partnership between BART and the SFMTA, will provide attendant services during the 21-hour period that the Civic Center and Powell St. stations are open to the public. Clean, functioning elevators are critical to providing access to transit service to people using wheelchairs and others with mobility impairments. Concerns about security and safety in station areas are also barriers to transit access for riders. This can particularly impact low-income, minority and disabled customers who do not have other transportation options and are dependent on transit and its elevators.

The elevator attendant service is staffed by Hunters Point Family, a nonprofit organization that provides job opportunities for people who have faced barriers to employment. This further helps low income community members by providing job opportunities. By creating a safer, cleaner environment and reducing elevator outages, the Elevator Attendant initiative provides increased mobility to disabled, low income riders. These improvements benefit all transit riders and community members using the station areas and can help to increase transit ridership both for BART and the SFMTA.



I am offering my support for BART and SFMTA's joint application for the Elevator Attendant Initiative. I firmly believe that this project is a great fit for the San Francisco Lifeline Transportation Program Cycle 1 goals and I urge you to strongly consider this application for funding support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Annette M. Williams'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Annette M. Williams
Manager, Accessible Services Program
SFMTA



mid market community benefit district

Mid Market Community Benefit District is a **privately-funded** 501c3 not-for-profit organization that works in tandem with City agencies to enhance the Mid Market public realm.

February 7, 2019

Ms. Tilly Chang,
Executive Director
San Francisco County Transportation Authority
1455 Market St., 22nd Floor
San Francisco CA 94103

RE: Elevator Attendant Initiative Lifeline Cycle 1 Application

Dear Ms. Chang:

I am writing to express strong support for the Bay Area Rapid Transit (BART) and San Francisco Municipal Transportation Agency's (SFMTA) joint Lifeline Cycle 1 application for the Elevator Attendant Initiative.

The Elevator Attendant Initiative, a partnership between BART and SFMTA, will provide essential elevator attendant services during the 21-hour period Civic Center and Powell Street Stations are open to the public. Clean, functioning elevators are critical to providing access to transit 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 low-income, minority and disabled customers who do not have other transportation options or who are dependent on transit and its elevators.

The elevator attendant service is staffed by Hunters Point Family, a non-profit organization that provides jobs for individuals who have faced barriers to employment. Therefore, the Program further helps by providing job opportunities. Ensuring a cleaner and safer elevator reduces outages and increases mobility for riders, especially the disabled, low income and paratransit riders - as well as those with bicycles, strollers and luggage.

Since the Initiative's launch in April 2018, Station elevators have experienced zero incidents of: discarded hypodermic needles, human waste, vandalism or assaults. These improvements can and must be continued for basic rider safety.

We offer our support for BART and SFMTA's joint application and strongly urge you to fund this program.

Sincerely,

Tracy Everwine,
Executive Director



February 7, 2019

Ms. Tilly Chang,
Executive Director
San Francisco County Transportation Authority
1455 Market St., 22nd Floor
San Francisco CA 94103

RE: Elevator Attendant Initiative Lifeline Cycle 1 Application

Dear Ms. Chang:

I am writing to express strong support for the Bay Area Rapid Transit (BART) and San Francisco Municipal Transportation Agency's (SFMTA) joint Lifeline Cycle 1 application for the Elevator Attendant Initiative.

The Elevator Attendant Initiative, a partnership between BART and SFMTA, will provide essential elevator attendant services during the 21-hour period Civic Center and Powell Street Stations are open to the public. Clean, functioning elevators are critical to providing access to transit 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 low-income, minority and disabled customers who do not have other transportation options or who are dependent on transit and its elevators.

What's more, the elevator attendant service is staffed by Hunters Point Family, a nonprofit organization that provides job opportunities for people who have faced barriers to employment; thus, the Program further helps by providing job opportunities. Ensuring a cleaner and safer elevator reduces outages and increases mobility for riders, especially the disabled, low income and paratransit riders - as well as those with bicycles, strollers and luggage.

Since the Initiative's launch in April 2018, Station elevators have experienced zero incidents of: discarded hypodermic needles, human waste, vandalism or assaults. These improvements can and must be continued for basic rider safety.

We offer our support for BART and SFMTA's joint application and strongly urge you to fund this program.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tracy Everwine', is written over a light blue horizontal line.

Tracy Everwine,
Executive Director

February 13, 2019

Tilly Chang
Executive Director
San Francisco County Transportation Authority
1455 Market St., 22nd Floor
San Francisco CA 94103

RE: Elevator Attendant Initiative Lifeline Cycle 1 Application

Dear Ms. Chang,

I am writing to express my strong support for the Bay Area Rapid Transit (BART) and San Francisco Municipal Transportation Agency's (SFMTA) joint Lifeline Cycle 1 application for the Elevator Attendant Initiative.

The Elevator Attendant Initiative, a partnership between BART and the SFMTA, will provide attendant services during the 21-hour period that the Civic Center and Powell St. stations are open to the public. Clean, functioning elevators are critical to providing access to transit service to populations with mobility constraints. Concerns about security and safety in station areas are also barriers to transit access for riders. This can particularly impact low-income, minority and disabled customers who do not have other transportation options and are dependent on transit and its elevators.

The elevator attendant service is staffed by Hunters Point Family, a nonprofit organization that provides job opportunities for people who have faced barriers to employment. This further helps low income community members by providing job opportunities. By creating a safer, cleaner environment and reducing elevator outages, the Elevator Attendant initiative provides increased mobility to disabled, low income and paratransit riders. These improvements benefit all transit riders and community members using the station areas and can help to increase transit ridership both for BART and the SFMTA. Since the launch in April 2018, we have experienced zero incidents of needles, human waste, vandalism and assaults

I am offering my strongest support for BART and SFMTA's joint application for the Elevator Attendant Initiative. I firmly believe that this project is a great fit for the Lifeline Cycle 1 Goals and I urge you to strongly consider this application for funding support.

Sincerely,



Randall Glock
Chair, BART Accessibility Taskforce

February 7, 2019

Tilly Chang
Executive Director
San Francisco County Transportation Authority
1455 Market Street, 22nd Floor
San Francisco, CA 94103

RE: Elevator Attendant Initiative San Francisco Lifeline Transportation Program Cycle 1 Application

Dear Ms. Chang,

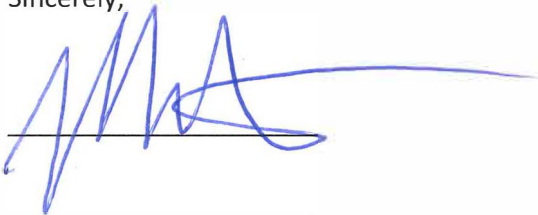
I am writing to express my strong support for the Bay Area Rapid Transit (BART) and San Francisco Municipal Transportation Agency's (SFMTA) joint San Francisco Lifeline Transportation Program Cycle 1 application requesting \$2,600,000 for the Elevator Attendant Initiative.

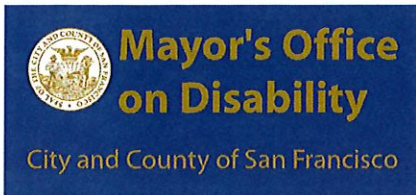
The Elevator Attendant Initiative, a partnership between BART and the SFMTA, will provide attendant services during the 21-hour period that the Civic Center and Powell St. stations are open to the public. Clean, functioning elevators are critical to providing access to transit service to populations with mobility constraints. Concerns about security and safety in station areas are also barriers to transit access for riders. This can particularly impact low-income, minority and disabled customers who do not have other transportation options and are dependent on transit and its elevators.

The elevator attendant service is staffed by Hunters Point Family, a nonprofit organization that provides job opportunities for people who have faced barriers to employment. This further helps low income community members by providing job opportunities. By creating a safer, cleaner environment and reducing elevator outages, the Elevator Attendant initiative provides increased mobility to disabled, low income and paratransit riders. These improvements benefit all transit riders and community members using the station areas and can help to increase transit ridership both for BART and the SFMTA.

I am offering my strongest support for BART and SFMTA's joint application for the Elevator Attendant Initiative. I firmly believe that this project is a great fit for the San Francisco Lifeline Transportation Program Cycle 1 goals and I urge you to strongly consider this application for funding support.

Sincerely,

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke extending to the right.



London N. Breed
Mayor
Naomi Kelly
City Administrator
Nicole Bohn
Director

February 15, 2019

Tilly Chang
Executive Director
San Francisco County Transportation Authority
1455 Market St., 22nd Floor
San Francisco CA 94103

RE: Elevator Attendant Initiative Lifeline Cycle 1 Application

Dear Ms. Chang,

I am writing on behalf of the San Francisco Mayor's Office on Disability and our constituents to express our strong support for the Bay Area Rapid Transit (BART) and San Francisco Municipal Transportation Agency's (SFMTA) joint Lifeline Cycle 1 application for the Elevator Attendant Initiative.

The Elevator Attendant Initiative, a partnership between BART and the SFMTA, will provide attendant services during the 21-hour period that the Civic Center and Powell St. stations are open to the public. Clean, functioning and most importantly, safe elevators are critical to providing access to transit service, especially for seniors and riders with disabilities. The platform elevators are located away from the general path of travel at the end of darker hallways and often outside the view of agents or safety personnel. Hence, some elevators provide the privacy shield to tempt many to engage in drug use and criminal activity. We have anecdotal evidence from people with disabilities who relayed personal assault or subjection to biohazard conditions while using the elevators prior to the elevator attendant pilot. Others relayed boarding a bus to bypass these two stations, making their trip longer and more inconvenient.

The Civic Center and Powell Street stations are especially critical since they serve areas that are major employment, retail and service hubs that attract many seniors and individuals with disabilities regionally. Since the elevator attendant program was implemented, there appears to be a marked increase in elevator usage and a noticeable reduction in out of service days. Since the launch in April 2018, Mayor's Office on Disability has not heard reports of needle use, human waste, vandalism or personal assaults.

We are offering our strongest support for BART and SFMTA's joint application for the Elevator Attendant Initiative and urge you to strongly consider this application for funding support.

Sincerely,


Nicole Bohn, Director

San Francisco Mayor's Office on Disability