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San Francisco Cycle 5 Lifeline Transportation Program (LTP) Application Applications are due by 5 p.m., March 23, 2018

Project Name: Pit Stop Program

Date Received:

Project Type: <u>Operating</u>/Capital Project Sponsor: <u>BART</u>

Date: March 23, 2018

For sponsors submitting more than one application, please rank the application: **Application __2__ of __2__ 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. All 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."

- Lifeline Application: Provided Word file
- Attachment 1: Map of Project Area / Route

Note: Include charts, drawings or other materials that are necessary to show the detail and context of the project. For operating projects, include route schedule/timetable and a route map with transit stops indicated.

- Attachment 2: Project Scope, Schedule, and Funding (Excel file)
 - Tab 1: Schedule and Cost

Tab 2: Funding

Tab 3: Major Line Item Budget

List additional attachments, such as letters of support from partner agencies and the public, etc. that are being submitted (add attachments as needed):

- Attachment 3: Public Works Letter of Support
- Attachment 4: State and Federal Compliance
- Attachment 5: Pit Stop Flier

Funding Request

LTP funding requested	\$ 240,000
Total project cost	\$ 600,000

A. GENERAL PROJECT INFORMATION

1. Project Sponsor

Sponsor Agency – Project Manager

Agency	San Francisco Bay Area Rapid Transit District (BART)		
Contact/Title	<u>Tim Chan, Acting Group Manager – Station Area Planning</u>		
Address	300 Lakeside Drive, 21st Floor		
	Oakland, CA 94612		
E-mail	tchan1@bart.gov		
Telephone	510-287-4705		
DUNS Number ¹	047409107		

2. Other Partner Agencies

Agency	Project Role	e Name	e/Title	Teleph	one Email
San Francisc	o Public Works,	Project Partner,	Devin Macaulay,	415-554-6246,	devin.macaulay@sfdpw.org

3. Project Type: *Check one.* [x] Operating [] Capital [] Both

For operating projects, please check one of the following: [] New [x] Continuing

- 4. Project Name: <u>Pit Stop Program</u>
- 5. Brief Description of Project (50 words max.):

The Pit Stop Program provides clean and safe public toilets, as well as used-needle receptacles and dog waste stations, in San Francisco's most impacted neighborhoods. Pit Stop facilities are staffed by paid attendants who help ensure that the bathrooms are well maintained and use for their intended purpose.

¹ Provide your organization's nine-digit Dun & Bradstreet (D&B) Data Universal Numbering System (DUNS) Number. To search for your agency's DUNS Number or to request a DUNS Number via the Web, visit the D&B website: <u>http://fedgov.dnb.com/webform</u>. To request a DUNS Number by phone, contact the D&B Government Customer Response Center at 1-866-705-5711.

6. Budget Summary:

	Amount (\$)	% of Total Project Budget
Amount of Lifeline funding requested:	\$240,000	40%
Amount of local match proposed:	\$360,000	60%
Total project budget:	\$600,000	100%

B. PROJECT ELIGIBILITY

Lifeline Eligibility

Does the project result in improved mobility for low-income residents of the Bay Area?

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[x] Yes. Continue. [] No. Stop. The project is not eligible to receive Lifeline funds.
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Does the project address a transportation gap and/or barrier identified in one of the following planning documents? (Additional details to be provided in question #3)

[x] Yes. Continue. [] No. Stop. The project is not eligible to receive Lifeline funds.

Check all that apply:

- [x] Community-Based Transportation Plan (CBTP)
- [x] Other substantive local planning effort involving focused outreach to low-income populations
- [] Countywide or regional welfare-to-work transportation plan
- [] Coordinated Public Transit-Human Services Transportation Plan
- [] Other documented assessment of need within the designated communities of concern (Please specify: _____)

Is the service open to the general public or open to a segment of the general public defined by age, disability, or low income?

[x] Yes. Continue. [] No. Stop. The project is not eligible to receive Lifeline funds.

Section 5307 Eligibility

Is the project designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment, including transportation projects that facilitate the provision of public transportation services from urbanized areas and rural areas to suburban employment locations?

[] Yes. The project may be eligible to receive Section 5307 funds.

[x] No. The project is not eligible to receive Section 5307 funds, but may be eligible to receive STA funds.

For "transportation services" projects: Is the project a "development" or "maintenance" project, as defined by the Federal Transit Administration (FTA)? *Check one.*

If one of the boxes below is checked, the project may be eligible to receive Section 5307 funds.

- [] **Development project** (New project that was not in service as of the date MAP-21 became effective October 1, 2012; includes projects that expand the service area or hours of operation for an existing service.)
- [] **Maintenance project** (Projects and services that received funding under the former FTA Section 5316 JARC program.)

State Transit Assistance (STA) Eligibility

Is the project for improving existing public transportation services (including community transit services) and encouraging regional transportation coordination?

- [x] Yes. The project may be eligible to receive STA funds.
- [] No. The project is not eligible to receive STA funds.

C. CIVIL RIGHTS

1. **Civil Rights Policy:** The following question is not scored. If the response is satisfactory, the applicant is eligible for Lifeline funds; if the response is not satisfactory, the applicant is not eligible.

Describe the organization's policy regarding Civil Rights (based on Title VI of the Civil Rights Act) and for ensuring that benefits of the project are distributed equitably among low income and minority population groups in the project's service area. MTC requires compliance with applicable EEO requirements of Title VI.

The San Francisco Bay Area Rapid Transit District (BART), as a federal grant recipient, must ensure that all its programs and activities comply with federal law known as Title VI of the Civil Rights Act of 1964 and its related regulations. Title VI requires, in part, that the District consider the impacts of its decisions on minority and low income populations, including any decisions related to fare changes, major service changes, service standards, or service policies. BART intends to ensure that, while neutral on their face, its decisions do not have a disproportionately high and adverse effect on minority or low-income populations without substantial legitimate justification.

2. Demographic Information: The following question is for administrative purposes only and is not a factor in determining which projects are selected to receive an award. (Please contact your Lifeline Program Administrator for assistance if you do not have this demographic information readily available, or visit http://factfinder2.census.gov)

Does the proportion of minority people in the project's service area exceed 58 percent (i.e., the regional average minority population)?

[] Yes [x] No

D. PROJECT NARRATIVE

Please provide a narrative to describe the project addressing points #1-13 below:

Project Need/Goals and Objectives

1. Describe the unmet transportation need that the proposed project seeks to address and the relevant planning effort that documents the need. Describe how project activities will mitigate the transportation need. Capital or operations projects (sponsored by public transit operators or in partnership with non-profits or cities) that

support and segment but are not traditional fixed route projects may be given extra points under this criterion. Describe the specific community this project will serve, and provide pertinent demographic data and/or maps.

Concerns about security and safety in station areas is a barrier to transit access for riders and can particularly impact low-income, minority and disabled customers who do not have other transportation options but rely on transit. 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 lack of affordable housing options is cited as the biggest factor. Transit stations have become areas where homeless populations congregate, adding to increased concerns by the community around cleanliness and security accessing these stations. Multiple plans have identified these issues across the city of San Francisco including the Western South of Market 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.

The Pit Stop program addresses these issues by providing a place for people to take care of their bathroom needs with dignity, improving transit station cleanliness and neighborhood livability, and reducing demands on staff to clean human waste and other hazardous materials on transit property. This is one key factor contributing to the decline of BART ridership. The program is open to the general public but particularly serves low income and homeless populations. One key to program success is that all facilities are staffed by paid attendants who help ensure that the toilets are well maintained and used for their intended purposes. The Pit Stop facilities at the Powell St. and 16th St. Mission stations are 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 improving cleanliness, safety and security, the Pit Stop program will improve transit access for low income riders. These improvements will benefit all transit riders and community members using the station areas and can help to increase transit ridership for both BART and the SFMTA.

2. What are the project's goals and objectives? Provide a baseline and post-implementation estimate of the number of service units that will be provided (e.g., one-way trips, vehicle loans, bus shelters, persons trained). Estimate the number of low-income persons that will be served by this project per day, per quarter and/or per year (as applicable).

The goals of the Pit Stop program at the Powell St. and 16th St. Mission BART stations are to provide restroom access for BART customers and other members of the public, and to provide a safer and cleaner experience for transit users, thus improving access to the stations, particularly for low income riders. The following objectives are related to these goals.

- Objective 1: Provide public restroom facilities at the Powell St. and 16th St. Mission stations
- Objective 2: Provide attendants at the Powell St. and 16th St. Mission station Pit Stops
- Objective 3: Serve at least 200 BART customers per month per Pit Stop
- Objective 4: Improve cleanliness of the Powell St. and 16th St. Mission BART stations

The service units provided by the requested LTP funds are staffing of attendants at two Pit Stops. One Pit Stop will be located at the Powell St. station and one Pit Stop will be located at the 16th St. Mission station. Each will be staffed between the hours of 9:00am and 8:00pm, daily, during FY18/19 – FY19/20. This would equate to 12 hours of staffing per day x 2 stations x 365 days per year = 8,760 hours of staffing. Staffing will occur in shifts and will be scheduled to ensure that attendants do not regularly accrue overtime due to any unforeseen circumstances that may occur.

The Pit Stops currently located at the 16th St. Mission station and the Powell St. station each serve approximately 270 BART customers per month (this is approximately ten percent of total users at these Pit Stops). Each Pit Stop funded through this LTP application is expected to serve more than 3,000 BART

customers per year and more than 30,000 members of the community, who are primarily homeless and low income.

Community-Identified Priority

Is the project located in or serving a Community of Concern (COC)?

Interactive map available here:

http://www.arcgis.com/apps/View/index.html?appid=a1be528c52f14d15a1a6a6741aa725df

- [x] Yes, project is located within one or more COC [] Yes, project serves one or more COC [] No
- 3. Identify if the project is in a community of concern and/or low-income community and discuss how the project addresses a transportation gap and/or barrier identified in 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 where the relevant gap and/or barrier is identified. Indicate the priority given to the project in the plan. (For more information about CBTPs, visit https://mtc.ca.gov/our-work/plans-projects/equity-accessibility/community-based-transportation-plans.)

How does the project address a gap and/or barrier identified in a countywide or regional welfare-to-work transportation plan, the Bay Area's 2018 Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan), and/or other documented assessment of needs within designated communities of concern? Indicate the name of the plan(s) and the page number where the relevant need is identified. The Coordinated Plan is available at https://mtc.ca.gov/our-work/plans-projects/other-plans/coordinated-public-transit-human-services-transportation-plan.

The Pit Stop program currently operates in nine neighborhoods across the city of San Francisco at 18 sites. This LTP application is specifically for operations funding for Pit Stops at two locations: 1) the Powell St. Station and 2) the 16th St. Mission Station. Both of these stations are located in communities of concern, and both stations serve a large share of low income residents coming to and from other areas across the region on both BART and Muni. Two-thirds of riders boarding BART at the Powell Street or 16th Street Mission stations from a home origin have a household income under \$75k and more than half are minorities.

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 2.² The Pit Stop program addresses this concern by improving safety and security at the Powell St. Station.

The Mission Street Public Life Plan (2015) is an initiative by the San Francisco Planning Department looking at how Mission Street is currently used and explores new ideas that can help express the needs and identity of its users.³ The plan included extensive outreach to the local community. Public bathrooms were specifically cited as a need by the community (pages 41, 43). Issues of presence of litter and biological waste and a desire for improved cleanliness were commonly cited by community members (pages 42, 43, 66, 67, 73, 74, 117). Safety and security were also major concerns (pages 74, 117). The 16th St. station area was found to be the location along the corridor with the highest concentration of people (pages 52-55, 72, 74, 117). The Pit Stop program at the 16th St. Mission station would help address these issues and concerns.

The People's Plan for Housing, Jobs, and Community (2006) presents a long-term vision for a healthy, sustainable, and equitable community in the Mission District. It is based on the needs and ideas expressed through focus groups, surveys, workshops and small and large-scale community meetings organized by the

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

³ http://208.121.200.84/ftp/files/Citywide/mission street public life plan/Mission PLP Final web.pdf

Mission Anti Displacement Coalition (MAC). Objective 4 of the plan is to improve the livability of the Mission District streets, sidewalks and public spaces. The Pit Stop program directly addresses the following policies under Objective 4 of this plan:

- Policy 4.1: Improve street and sidewalk maintenance to encourage access to the street as open space.
- Policy 4.3: Encourage the careful location and maintenance of street furniture such as bus shelters, public phones, public toilets, new racks, kiosks, trash and recycling receptacles, drinking fountains, lighting benches, sidewalk surface treatment, and canopies that provide a sense of identify and cohesiveness throughout the Plan Area. Transit stops should be a priority.
- 4. Is the project located in the community in which the CBTP and/or other substantive local planning effort involving inclusive outreach to low-income populations was completed? If not, please include justification for applying the findings from the CBTP and/or other substantive local planning effort in another low-income area. For more information, visit https://mtc.ca.gov/our-work/plans-projects/equity-accessibility/community-based-transportation-plans

Yes, the Pit Stop program is located in communities in which both a CBTP and other local planning efforts involving inclusive outreach to low-income populations have been completed. See response to Question 3 above.

A map of communities of concern (CoC) is included in the Equity Analysis Report for Plan Bay Area 2040, which is available at: <u>http://2040.planbayarea.org/sites/default/files/2017-07/Equity Report PBA%202040%20 7-2017.pdf</u>

Implementation Plan and Project Management Capacity

5. *For operating projects:* Provide an operational plan for delivering service, including a project schedule. For fixed route projects, include a route map. Describe efforts to identify potential funding sources for sustaining the project beyond the grant period, if needed.

Pit Stop Location	Operating Hours
Powell St. Station -	9:00am – 8:00pm, daily
Market Street above	
Hallidie Plaza	
16th St. Station – 16th	9:00am – 8:00pm, daily
& Mission streets	

The Pit Stop program has been in operation at the Powell St. Station since April 2017 and at the 16th St. Mission Station since June 2015. San Francisco Public Works and BART jointly fund operation of the program at these two locations, each providing 50 percent of operational costs. This LTP application is to fund BART's share of operating costs for two fiscal years: FY18/19 – FY19/20. BART and San Francisco Public Works are committed to continuing this program beyond FY19/20. BART can commit to using operating funds to continue to fund the program but will look for other opportunities to supplement these costs.

For capital projects: Provide an implementation plan for completing a capital project, including a project schedule with the start and estimated completion dates for all applicable phases: planning/conceptual engineering, environmental studies, design, right of way, construction (advertise and award), and/or procurement. Include the responsible agency and funding plan for ongoing maintenance of the project, including but not limited to lighting and landscaping. You may refer to the Excel document if the information is included there.

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

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The Pit Stop program has been recognized by Harvard Kennedy School for innovation and serves as a national model deployed by other cities to provide an alternative to using our streets and sidewalks as a toilet. The presence of attendants at the Pit Stops is an innovative approach. The attendants serve as ambassadors for BART in addition to helping to improve cleanliness and safety. Another innovative approach is the use of the Hunters Point Family nonprofit organization to staff the Pit Stops as part of a workforce development program for people who have faced barriers to employment.

7. Is the project ready to be implemented? What, if any, major issues need to be resolved prior to implementation? When are the outstanding issues expected to be resolved?

The Pit Stop program has already been implemented at 18 sites across the city of San Francisco and is working successfully. The challenge is to identify ongoing operating funds for the program. BART and Public Works are committed to funding the program but are continuing to look for funding sources to maintain and expand the program, given growing demands on operating budgets. Without a funding contribution from BART, Public Works would likely not be able to continue to provide Pit Stops at the Powell Street and 16th Street Mission locations. Therefore, this funding is critical to their continued success.

8. Describe and provide evidence of your organization's ability to provide and manage the proposed project. Identify previous experience in providing and coordinating transportation or related services for low-income persons. Describe key personnel assigned to this project.

The Pit Stop program has been successfully operating since 2014, demonstrating the ability for this partnership to provide and manage the program. Public Works and BART partner with Hunters Point Family, a nonprofit organization that staffs the Pit Stops, as part of a workforce development program for people who have faced barriers to employment. Public Works and BART jointly fund the operating costs for Pit Stops at the Powell Street and 16th Street Mission BART stations. The program can be scaled and Pit Stops can be added as funding becomes available. This LTP application would enable continued operation of the program at the Powell St. and 16th St. Mission station locations.

Tim Chan, Acting Group Manager, Station Area Planning, will be the project manager from BART. Tim currently manages the Pit Stop partnership with San Francisco Public Works and has over 12 years of experience in managing projects and partnerships for BART.

9. Indicate whether your organization has been or is a current recipient of state or federal transportation funding. If your organization has previously received Lifeline funding, please provide a list of previous Lifeline projects and status updates, including project name, percent complete, and most recent service utilization rate. For projects not yet complete, provide the actual/anticipated allocation date for each Lifeline funding source, and the actual/anticipated completion date for each phase. For projects that are behind the originally proposed schedule, provide an explanation as to the cause of delay, and what is being done to ensure that funds are not lost to the project and that the project is delivered in a timely fashion. Sponsor may refer to the Transportation Authority's Portal.

BART is currently the recipient of both State and Federal transportation funding and is eligible to receive funding from these sources. BART has previously received Lifeline funding. The following table summarizes the previous projects for which BART has received funding through San Francisco LTP Cycle 1 through Cycle 4.

Project Name	San Francisco LTP Cycle	LTP Funding	Total Project Cost	Percent Complete
Balboa Park Station -	Cycle 2	\$1.9M	\$2.8M	55%
Eastside Connections				
Project				

Wayfinding Signage	Cycle 4	\$1.22M	\$2.53M	95%
and Pit Stop Initiative				

Coordination and Program Outreach

10. Describe how the project will be coordinated with the community, public and/or private transportation providers, social service agencies, and private non-profit organizations serving low-income populations.

BART and San Francisco Public Works work closely with the community to keep them informed about this project and its benefits. The Pit Stop attendants themselves are the ultimate ambassadors of the program. San Francisco Public Works has website dedicated to the а Pit Stop program (https://sfpublicworks.wixsite.com/pitstop) which provides information about services, locations, hours, maps, and other relevant information. BART has developed handouts on the program which are distributed by BART station agents and are posted on signs and elevators at the stations, informing the public about the program.

11. Identify project stakeholders and describe how project sponsor will continue to involve and inform key stakeholders throughout the project. Describe plans to market the project, and ways to promote public awareness of the program.

BART and San Francisco Public Works are dedicated to continuing to operate the Pit Stop program. Information is continually provided to the public through the Pit Stop website, through handouts at stations and through the attendants themselves. As new Pit Stop locations open up, press releases are released by both BART and Public Works.

Cost-Effectiveness and Performance Indicators

12. Demonstrate how the proposed project is the most appropriate way in which to address the identified transportation need, and is a cost effective approach. Identify performance measures to track the effectiveness of the project in meeting the identified goals. At a minimum, performance measures for service-related projects would include: documentation of new "units" of service provided with the funding (e.g., number of trips, service hours, workshops held, persons trained, car loans provided, bus shelters installed, etc.), cost per unit of service (e.g., cost per trip), and a quantitative summary of service delivery procedures employed for the project, as well as the number of low-income persons that will be served by this project per day, quarter, and/or year. For capital-related projects, milestones and reports on the status of project delivery should be identified.

Homelessness, crime and cleanliness are extremely difficult issues to address. The Pit Stop program 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 program has already proven to be successful at reducing complaints regarding crime and cleanliness around stations and cleaning crews have been able to focus more attention on other hotspots.

The goals of the Pit Stop program at the Powell St. and 16th St. Mission BART stations are to provide restroom access for BART customers and other members of the public, and to provide a safer and cleaner experience for transit users, thus improving access to the stations, particularly for low income riders. The following objectives are related to these goals.

- Objective 1: Provide public restroom facilities at the Powell St. and 16th St. Mission stations
- Objective 2: Provide attendants at the Powell St. and 16th St. Mission station Pit Stops
- Objective 3: Serve at least 200 BART customers per month per Pit Stop
- Objective 4: Improve cleanliness of the Powell St. and 16th St. Mission BART stations

The following performance measures would be used to evaluate the objectives:

Performance Metric	Description	Reporting Frequency	Goal
Users Served	Total users and number of BART customers served at each Pit Stop	Monthly	Serve at least 200 BART customers per month per Pit Stop
Biowaste Incidents	Number of incidents, per station, in which BART cleaning staff encounter biowaste in an elevator	Quarterly	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

13. Describe a plan for ongoing monitoring and evaluation of the service, and steps to ensure that original goals are achieved.

BART and Public Works regularly monitor performance and usage of the Pit Stops. Public Works provides BART with regular reports on the number of BART customers using the Pit Stops. BART will continue to monitor these numbers to ensure that the Pit Stops at the Powell and 16th St. Mission stations are effectively utilized.

BART plans to compile performance data on a quarterly basis and report to internal management on the success of the program and related initiatives. Data sources will include:

- Station cleaning personnel daily logs of biowaste incidents and time spent responding.
- Results from rider surveys. BART conducts passenger surveys on a quarterly basis which track passenger ratings for items such as cleanliness.

In addition to the Pit Stop partnerships with the Public Works, BART is currently revising its station cleaning program in order to improve its effectiveness. The station cleaning program will include a process to monitor and measure the effectiveness of station cleaning according to a new set of performance indicators. Through this program, BART will collect and track cleaning calls at each station along with other metrics such as biowaste incidents. Evaluation of these performance measures will enable BART to identify problem areas, modify hours of cleaning staff to best serve customers, and redirect resources to high volume and high impact locations. The Pit Stop program is anticipated to help in keeping stations cleaner and reducing the need for cleaners and cleaning calls, enabling BART and Public Works to direct resources to locations with the highest needs.

E. BUDGET AND FUNDING

Project Budget/Sustainability

1. In the attached Excel template, please provide a detailed line-item budget describing each cost item including start-up, administration, operating and capital expenses, 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.

F. STATE AND FEDERAL COMPLIANCE

By signing the application, the signatory affirms that: 1) the statements contained in the application are true and complete to the best of their knowledge; and 2) the applicant is prepared to comply with any and all laws, statutes, ordinances, rules, regulations or requirements of the federal, state, or local government, and any agency thereof, which are related to or in any manner affect the performance of the proposed project, including, but not limited to, Transportation Development Act (TDA) statutes and regulations, 49 U.S.C. Section 5307, FTA Circular C 9030.1E, the most current FTA Master Agreement, and the most current Certifications and Assurances for FTA Assistance Programs.

For further information, see the Lifeline Transportation Program Cycle 5 Guidelines (MTC Resolution No. 4309), available at <u>https://mtc.ca.gov/our-work/plans-projects/equity-accessibility/lifeline-transportation-program</u>.

Project Manager

Signature

Date

Tim Chan

Printed Name

Grant Manager

Signature

Date

Nicole Foletta

Printed Name