Agenda

Customer Service, Safety and Mobility  
Tuesday, June 8, 2021, 1:30 p.m. 
DART Conference Room C – 1st Floor 
1401 Pacific Ave., Dallas, Texas 75202  
[Estimated Meeting Time: 30 minutes]

Due to the COVID-19 virus and current extension of the Disaster Declaration issued by the Governor, all DART Board Meetings and Public Hearings are closed to the public. All meetings will take place by videoconference and will be available at https://www.dart.org/about/board/boardvideo.asp.

1. Roll Call  
2. Approval of Minutes: May 11, 2021  
3. Contract for Bus Stop Amenity Cleaning  
   (Lee Ruiz/Carol Wise) [15 minutes]  
4. *Update on DART Homelessness and Mental Health Initiatives  
   (Lee Ruiz/Carol Wise) [15 minutes]  
5. Identification of Future Agenda Items  
6. Adjournment

*This is a Briefing Item Only

The Customer Service, Safety and Mobility Committee may go into Closed Session under the Texas Open Meetings Act, Section 551.071, Consultation with Attorney, for any legal issues or under section 551.076, for deliberation regarding the deployment or implementation of Security Personnel or devices, arising or regarding any item listed on this Agenda.

This facility is wheelchair accessible. For accommodations for the hearing impaired, sign interpretation is available. Please contact Community Affairs at 214-749-2799, 48 hours in advance.

Chair – Lee Ruiz  
Vice Chair – Doug Hrbacek  
Members – Patrick J. Kennedy, Jon-Bertrell Killen and Rodney Schlosser  
Staff Liaison – Carol Wise
AGENDA ITEM NO. 2

MINUTES
DALLAS AREA RAPID TRANSIT
CUSTOMER SERVICE, SAFETY AND MOBILITY COMMITTEE MEETING
May 11, 2021

Due to the COVID-19 virus, DART Board meeting rooms were closed to the public. All meetings took place by videoconference and are available at https://www.dart.org/about/board/boardvideo.asp.

The Dallas Area Rapid Transit Customer Service, Safety and Mobility Committee came to order at 2:31 p.m., Tuesday, May 11, 2021, at DART Headquarters, 1401 Pacific Avenue, Dallas, Texas, with Chair Ruiz presiding.

The following Committee members were present: Lee Ruiz, Doug Hrbacek, Patrick J. Kennedy, and Jon-Bertrell Killen.

Other Board Members present: Robert Dye, Michele Wong Krause, Amanda Moreno-Lake, Gary Slagel, Rick Stopfer and Paul N. Wageman.

Others Present: David Leininger, Carol Wise, Gene Gamez, Nicole Fontayne-Bárdowell, Joseph Costello, Nancy Johnson, Josefina Chavira, and Tracy A. Cantu.

1. **Roll Call**

Chair Ruiz took Roll Call, confirming a quorum was present.

Chair Ruiz stated the Committee would conduct the actions of the meeting by Roll Call vote. He then provided voting instructions prior to continuing with the agenda items.

2. **Approval of Minutes: April 13, 2021**

Mr. Hrbacek joined the meeting at 2:33 p.m.

Mr. Kennedy made a motion to approve the Minutes from the April 13, 2021, Customer Service, Safety and Mobility Committee Meeting and enter into record as written.

Mr. Hrbacek seconded.

Chair Ruiz took a Roll Call vote, and the motion was approved unanimously.

**Consent Items:**

3. **Contract for Bus Stop Amenity Cleaning**

Mr. James Joyce, Assistant Vice President of Ways, Structure and Amenities, briefed the Committee (slides on file with the Office of Board Support) as follows:

- Today’s Action (slide 2)
- Business Purpose (slide 3)
- Contract Summary (slide 4)
- Recommendation (slide 5)
Ms. Wong Krause questioned if it was possible to add a direct contact number at the bus shelter that customers can call to report when trash is overflowing or a station is in need of cleaning.

Mr. Slagel requested someone reach out to Ms. Phyllis Silver, his representative on the Citizens Advisory Committee (CAC). Mr. Joyce stated that he would reach out to Ms. Silver.

Mr. Wageman joined the meeting at 2:42 p.m.

Ms. Moreno-Lake requested a financial breakdown, by square footage, of the recommended total authorized amount. She also requested to know how often this contractor will be going to clean the facilities or location, and an itemized detailed list of what is being charged.

Mr. Wageman recommended staff review the contract and see if it was possible to have an incentivized approach, knowing that there are issues that need to be resolved. He further noted that DART must do an excellent job, not simply a better job because this was customer-related. Mr. Wageman requested staff get together and make this impactful to DART’s 13 member-cities.

Chair Ruiz inquired if the Committee Members were in agreement.

Mr. Killen inquired if there was sufficient time for this item to be postponed until the next meeting. Mr. Brad Cummings, Vice President of Procurement, stated this item would expire in August, 2021.

Chair Ruiz stated this item would be postponed until the next scheduled meeting of the Customer Service, Safety and Mobility Committee.

4. **Contract for Light Rail Vehicle (LRV) Brake Disc and Hardware Kits**

After some discussion, Mr. Kennedy moved to forward this draft resolution to the Committee-Of-The-Whole agenda, with a recommendation, stating the Interim President & Chief Executive Officer, or his designee, is authorized to award a two-year contract to WABTEC Passenger Transit for LRV Disc Brake and Hardware Kits for a total authorized amount not to exceed $1,199,000.

Mr. Killen seconded.

Chair Ruiz took a Roll Call vote, and the items was approved unanimously.

**Individual Items:**

5. **Addition of Contingency Funding to Bi-Level and Coach Car Overhaul Contract to Cover Hidden and Latent Damage Identified During Overhaul Due to Age/Condition**

Ms. Bonnie Murphy Vice President of Commuter Rail and Rail Management, briefed the Committee (slides on file with the Office of Board Support) as follows:

- Today’s Consideration (slide 2)
- Background (slide 3)
- Scope of Work (slide 4)
- Expenditure Justification (slide 5)
- Recommendation (slide 6)
Mr. Kennedy moved to forward this draft resolution to the Committee-Of-The-Whole agenda, with a recommendation, stating the Interim President & Chief Executive Officer, or his designee, is authorized to add contingency funding to the contract with CAD Railway Industries, Ltd. [Contract C-2046256-01], for Bi-Level Overhaul & Side Sill Repair for additional costs to cover hidden and latent damage identified during overhaul in TRE coach and cab cars due to age and condition of the vehicles, in the amount of $781,362 for a new total authorized amount not to exceed $16,672,388.

Mr. Hrbacek seconded.

Chair Ruiz took a Roll Call vote, and the motion was approved unanimously.

6. **Identification of Future Agenda Items**

   Future agenda items were identified, for this Committee as follows:

   Mr. Kennedy requested an update on bus stop consolidation and bus stop improvements, based on shelters. He further requested to know what has been accomplished since overhauling the standards for stops, benches and shelters.

   Ms. Wong Krause requested a response regarding the contract for cleaning the stops, in reference to who determines the frequency of the cleaning. Chair Ruiz noted that was follow up information on Item 3, *Contract for Bus Stop Amenity Cleaning*, that has been postponed until the June 8 Customer Service, Safety and Mobility Committee meeting.

7. **Adjournment**

   There being no further business to discuss, the meeting adjourned at 3:00 p.m.

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**Tracy A. Cantu**

Tracy A. Cantu  
Board Support Analyst

/tac

*Briefing Item*
DATE: June 8, 2021

SUBJECT: Contract for Bus Stop Amenity Cleaning

RECOMMENDATION

Approval of a resolution authorizing the Interim President & Chief Executive Officer or his designee to award a five-year contract to Entrust One Facility Services, Inc., for cleaning of amenities at bus stops, shelters, park and ride facilities, and Dallas Streetcar stops [Contract No. C-2057995-01], for a total authorized amount not to exceed $2,095,744.

FINANCIAL CONSIDERATIONS

• This contract for the cleaning of amenities at bus stops, park and ride facilities, and Dallas Streetcar stops is included in the Rail Operations Department’s approved FY 2021 operating budget.

• Sufficient funding for this contract in the amount of $2,095,744 is included in both the Rail Operations Department’s FY 2021 Operating Expense Budget and the Total Operating Expense line item of the FY 2021 Twenty-Year Financial Plan.

BUSINESS PURPOSE

• Dallas Area Rapid Transit (DART) provides amenities throughout the DART system for the comfort of patrons. We have 1,190 benches, 1,695 shelters, 66 enhanced shelters, 2 park and rides and 6 Dallas Streetcar stops, and we maintain approximately 3,000 trash cans.

• Janitorial services are needed for cleaning and weed control around the amenities; the contract ensures compliance with the cleaning cycle established by DART. Two staff field inspectors have responsibility for auditing various routes and locations on a daily basis. In addition, other DART personnel such as bus operators, police, bus stop field mechanics, field supervisors and DART employees report trash overflow at bus stops and facilities throughout the service area on a regular basis. A location’s cleaning frequency is based on passenger use and historical experiences at each location.

• This contract contemplates the service required under the Bus Network Redesign. This contract preserves DART’s right to increase or decrease the quantity of amenities in the service area at any time during the performance of the contract.

• Approval of this contract will help achieve Board Strategic Priority 2. Provide stewardship of the transit system, agency assets and financial obligations.
• The Board-Approved Expenditure Justification is included as Attachment 3.

PROCUREMENT CONSIDERATIONS

• On March 3, 2021, an Invitation for Bids (IFB) was sent to 415 firms for Bus Stop Amenity Cleaning.

• This will be a five-year Fixed Price contract with both definite and indefinite quantity line items with no options.

• The contract award analysis is provided as Attachment 1.

D/M/WBE CONSIDERATIONS

• This project was identified in February 2021 to be set aside in totality under the Small Business Enterprise Program (pursuant to the small business element of the M/WBE Program).

• Entrust One Facility Services, Inc., the prime contractor, is a certified Small Business Enterprise (Hispanic Male) and therefore meets the requirement for award.

• The M/WBE analysis and Equal Employment Opportunity (EEO-1) information are included in Attachment 2. The prime contractor's actual EEO-1 report is available upon request.

LEGAL CONSIDERATIONS

• Section 452.055 of the Texas Transportation Code authorizes DART to contract for the provision of goods and services.
Dallas Area Rapid Transit Authority  
CONTRACT AWARD ANALYSIS  
(Invitation for Bids)  
IFB NO. B-2057995-01

**Contract Information**

A. **Description:** Bus Stop Amenity Cleaning

B. **Contractor:** Entrust One Facility Services, Inc.

C. **Contract Number:** C-2057995-01

D. **Contract Amount:** $2,095,744

E. **Contract Type:** Fixed price with both definite and indefinite quantity line items.

F. **Performance Period/Term of Contract:** Five years from the date of the Notice-to-Proceed

G. **Options Available:** N/A

H. **Bond Requirement:** N/A

I. **Liquidated Damages:** N/A

J. **Funding Source:** Local

**Solicitation Information**

A. **Issue Date:** 03/03/2021

B. **Number of Notifications Sent:** 415

C. **Date and Time for Bid Receipt:** 04/01/2021

D. **Bids Received:**

<table>
<thead>
<tr>
<th></th>
<th>Contractor</th>
<th>Amount</th>
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<tbody>
<tr>
<td>1</td>
<td>Entrust One Facility Services, Inc.</td>
<td>$2,095,744</td>
</tr>
<tr>
<td>2</td>
<td>PureService Corp</td>
<td>$2,227,800</td>
</tr>
<tr>
<td>3</td>
<td>H&amp;W Cleaning Systems, Inc.</td>
<td>$2,454,316</td>
</tr>
<tr>
<td>4</td>
<td>Triad Commercial Services, Ltd.</td>
<td>$2,618,620</td>
</tr>
<tr>
<td>5</td>
<td>Maximous Maintenance Solutions</td>
<td>$2,772,415</td>
</tr>
<tr>
<td>6</td>
<td>CTJ Maintenance Inc.</td>
<td>$3,030,005</td>
</tr>
<tr>
<td>7</td>
<td>Real Network Services, Inc.</td>
<td>$5,023,064</td>
</tr>
<tr>
<td>8</td>
<td>Nisou Enterprises</td>
<td>$6,707,521</td>
</tr>
<tr>
<td>9</td>
<td>Glide Rite Exterior Services</td>
<td>$9,694,400</td>
</tr>
<tr>
<td>10</td>
<td>Archer Business Services, LLC</td>
<td>Rejected</td>
</tr>
</tbody>
</table>

E. **Discussion of Nonresponsive Bids:** Archer Business Services, LLC’s bid was rejected due to unbalanced bid.
F. **Bid Evaluation:** All bids received before close were opened and recorded.

G. **Price Considerations:** Prices are fair and reasonable based on full and open competition, historical prices paid by DART, and the Independent Cost Estimate

H. **Determination of Responsibility:**
- **Bond Check:** N/A
- **Reference Check:** Satisfactory
- **Financial Responsibility Survey:** Satisfactory
- **Insurance Check:** Verified
- **On-Site Inspection:** N/A
- **Arithmetic Check:** Yes
- **Verification of Bid:** Yes
- **Buy America Certification and/or Audit, if applicable:** N/A
- **Debarred/Suspended list:** Not on the debarred /suspended list

I. **Protests received:** None

J. **Determinations Required:** Rejection of Bid, Unbalanced

**Determination and Recommendation**

Entrust One Facility Services, Inc., is a responsive and responsible offeror that submitted the lowest price in full and open competition for Bus Stop Amenity Cleaning. They have the capacity to perform this contract and are recommended for award.
M/WBE CONSIDERATIONS

This project was identified in February 2021 to be set aside in totality under the Small Business Enterprise Program (pursuant to the small business element of the M/WBE Program). Entrust One Facility Services, Inc., the prime contractor, is a certified Small Business Enterprise (Hispanic Male) and therefore meets the requirement for award.

Summary of EEO-1 Report

Entrust One Facility Services, Inc. is located in Dallas, TX and employs 186 individuals. The following is an analysis of their EEO-1 report:

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<th></th>
<th>ASIAN</th>
<th>BLACK</th>
<th>HISPANIC</th>
<th>NATIVE AM</th>
<th>WHITE</th>
<th>TOTAL</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>MALES</td>
<td>6</td>
<td>12</td>
<td>55</td>
<td>0</td>
<td>19</td>
<td>92</td>
<td>49.46%</td>
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<tr>
<td>FEMALES</td>
<td>17</td>
<td>10</td>
<td>54</td>
<td>0</td>
<td>13</td>
<td>94</td>
<td>50.54%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>23</td>
<td>22</td>
<td>109</td>
<td>0</td>
<td>32</td>
<td>186</td>
<td>100%</td>
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<tr>
<td>PERCENTAGE</td>
<td>12.37%</td>
<td>11.83%</td>
<td>58.60%</td>
<td>0.00%</td>
<td>17.20%</td>
<td>100%</td>
<td></td>
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<tr>
<td>PURPOSE OF CONTRACT/AGREEMENT</td>
<td>DOLLAR AMOUNT</td>
<td>CONTRACT TERM</td>
<td>TYPE OF PROCUREMENT</td>
<td>1. Is it necessary?</td>
<td>2. Does it need to happen now?</td>
<td>3. Can it be phased?</td>
<td>4. Can we reduce the amount?</td>
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<td>Cleaning of bus shelters, benches, Park &amp; Rides, and Dallas Streetcar stops in the DART service area.</td>
<td>Not to exceed $2,095,744</td>
<td>Five-year base term with no options</td>
<td>Invitation for Bid (IFB)</td>
<td><strong>Yes</strong>, this is required to maintain clean bus stops,</td>
<td><strong>Yes</strong>, the current contract expires August 2021.</td>
<td><strong>No</strong>, this contract is for the ongoing maintenance required to maintain clean bus stops.</td>
<td><strong>No</strong>, the number of bus stops is determined by the Planning Department; however, the contract does allow DART to add and remove bus stops.</td>
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DRAFT

RESOLUTION

of the

DALLAS AREA RAPID TRANSIT BOARD

(Executive Committee)

Contract for Bus Stop Amenity Cleaning

WHEREAS, DART provides amenities throughout the DART system for the comfort of the patrons; and

WHEREAS, janitorial services are needed for cleaning and weed control around these amenities on a regular basis; and

WHEREAS, DART reserves the right to increase or decrease the quantity of amenities in the service area at any time during the performance of the contract; and

WHEREAS, a competitive sealed bid procurement for a five-year contract with no options was conducted in accordance with the DART Procurement Regulations; and

WHEREAS, the proposed price for this contract is fair and reasonable; and

WHEREAS, funding for this contract is within current Budget and FY 2021 Twenty-Year Financial Plan allocations.

NOW, THEREFORE, BE IT RESOLVED by the Dallas Area Rapid Transit Board of Directors that the Interim President & Chief Executive Officer or his designee is authorized to award a contract to Entrust One Facility Services, Inc., for bus stop amenity cleaning services [Contract No. C-2057995-01], for a total authorized amount not to exceed $2,095,744.
Contract for Bus Stop Amenity Cleaning

Prepared by: /s/ Carol Wise *
Carol Wise
Executive Vice President
Chief Operating Officer

/s/ Gene Gamez *

Approved as to form: Gene Gamez
General Counsel

Approved by: /s/ David Leininger *
David Leininger
Interim President & Chief Executive Officer

* Reviewed and approved, but not signed due to COVID-19 Coronavirus Pandemic
Agenda Report

DATE: June 8, 2021

SUBJECT: Update on DART Homelessness and Mental Health Initiatives

RECOMMENDATION

This is a briefing item. No action is required at this time.

BUSINESS PURPOSE

• The purpose of this briefing is to provide an update on DART’s efforts to address persons experiencing homelessness and mental health issues on the system.

• The Customer Service, Safety and Mobility Committee was briefed on April 13, 2021 on the homeless and mental health programs at transit agencies and municipal departments, and DART’s efforts to address the issue.

• This briefing helps achieve Board Strategic Priority 1: Enhance the safety and service experience through customer-focused initiatives.