



Customer Service, Safety and Mobility
Tuesday, July 6, 2021, 12:15 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: June 8, 2021

Consent Items:

3. Contract for Compressed Natural Gas (CNG) Fuel
(Lee Ruiz/Carol Wise) *[5 minutes]*

Individual Items:

4. *Update on DART Homelessness and Mental Health Initiatives
(Lee Ruiz/Carol Wise) *[10 minutes]*
5. *Briefing on DART Police Third Quarter Operations Update
(April – June 2021) (Lee Ruiz/Carol Wise) *[10 minutes]*
6. Identification of Future Agenda Items
7. 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

**MINUTES
DALLAS AREA RAPID TRANSIT
CUSTOMER SERVICE, SAFETY AND MOBILITY COMMITTEE MEETING
June 8, 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 1:30 p.m., Tuesday, June 8, 2021, at DART Headquarters, 1401 Pacific Avenue, Dallas, Texas, with Chair Lee Ruiz presiding.

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

Other Board Members present: Jonathan R. Kelly, 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: **May 11, 2021**

Mr. Kennedy made a motion to approve the Minutes from the May 11, 2021, Customer Service, Safety and Mobility Committee Meeting and enter into record as written.

Mr. Schlosser seconded.

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

3. Approval of Contract for Bus Stop Amenity Cleaning

Ms. Yolande Harrison, Senior Manager of Passenger Amenities/Facilities Services, briefed the Committee (slides on file with the Office of Board Support) as follows:

- Original Action (slide 2)
- Questions from last meeting (slide 3)
- DART Bus Stops with Amenities (slide 4)
- DART stops with multiple cleanings per week (slide 5)
- DART determines which stops need multiple cleanings per week (slide 6)
- Cleaning hotline at Shelters (slide 7)
- DART saves 8.32% with a 5 year contract (slide 8)
- Recommendation (slide 9)

Mr. Kennedy noted the hotline number is a great concept. He inquired if it would be possible to send a text. Ms. Harrison replied she did not believe Customer Service receives

text messages at this moment, however, she would ask to confirm. She further noted that the Marketing Department is looking into different phone apps that are available. Mr. Kennedy inquired, when DART decides to increase the frequency of the cleanings, does that have a cost impact on this contract. Ms. Harrison responded, there is a 10% range that the contract allows for cleaning without any change to the contract. If for some reason DART reduces the number of stops, she continued, then staff can increase the number of cleanings with no change to the contract. Ms. Harrison noted, beyond the 10% range, there is an additional fee that is part of the contract.

Ms. Wong Krause inquired, at what point is there a surcharge for going back multiple times to a site for cleaning rather than the normal twice a week visit. Ms. Harrison replied, DART has the flexibility to go back to the same area without charge depending on the situation. She explained, for example, if the stop was cleaned and someone left trash around the area, there is no charge, as well as, if a stop was missed. Ms. Wong Krause stated that she did like the idea of having a phone number visible to the riders at the bus shelters, noting this will help with planning and seeing what bus shelters are utilized more frequently. She inquired whether there is an app that is being used to report these kinds of issues. Ms. Harrison stated that DART currently has the “See Something, Say Something” app, however, this is used primarily for security and safety. Ms. Carol Wise, Executive Vice President/Chief Operations Officer, responded that staff will take a look at what options are available for something like this.

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 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.

Mr. Hrbacek seconded.

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

4. *Update on DART Homelessness and Mental Health Initiatives

Ms. Brittney Farr, Community Connections Program Manager, briefed the Committee (slides on file with the Office of Board Support) as follows:

- Today’s Briefing (slide 2)
- Background (slide 3)
- Background: Defining the Homeless Population (slide 4)
- Timeline Presented in April 2021 (slide 5)
- Spring 2021 Activities (slide 6)
- Spring/Summer 2021 Activities (slide 7)
- Next Steps (slide 8)

Mr. Kennedy thanked Ms. Farr, Chair Ruiz, and Mr. Schlosser for initiating this project. He noted this is going the right direction.

Mr. Schlosser inquired if there was any way to accelerate the process. Ms. Farr replied, that the bulk of the process is in the data collection. Mr. Schlosser recommended starting the data collection earlier to be able to provide assistance before the hardships of winter set in. Ms. Farr replied, staff could reach out to the Meadows Mental Health Policy Institute to see if collecting the data earlier than anticipated could be a possibility. Ms. Nicole Fontayne-

Bárdowell, Executive Vice President/Chief Administrative Officer, interjected that staff will brief the Committee on a monthly basis with a continued focus, and actions, on the goals.

Chair Ruiz stated, the DART Board is aligned with the priority of this initiative. He noted, when DART communicates with the Meadows Mental Health Policy Institute, it is only one piece of the process. Chair Ruiz stated he hoped to hear, in the monthly briefings, the incremental actions that are occurring.

Ms. Wong Krause inquired if DART has reached out to its 13 member-cities concerning this project to collaborate with them and see what their challenges and resources are. She also wanted to know if staff has reached out to the American Public Transportation Association (APTA). Ms. Farr responded that Ms. Polly Hanson, Senior Director of Security, Risk & Emergency Management at APTA, has sat in on some of their virtual meetings, as well as, some representatives from the Transportation Research and Education Center (TREC) at Portland State University (PSU) . She further said, she could reach out to DART's Government Relations Department and work with them on reaching out to the member-cities. Ms. Wong Krause recommended staff reach out to other agencies to see how they can help DART, as well as, to find out if they face the same situations.

After some discussion, Mr. Wageman recommended staff create a DART policy for this process on how this is monitored and how it will be followed up.

5. Identification of Future Agenda Items

There were no future agenda items were identified for this Committee.

6. Adjournment

There being no further business to discuss, the meeting adjourned at 2:13 p.m.

Tracy A. Cantu

Tracy A. Cantu
Board Support Analyst

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*Briefing Item



Agenda Report

Attachments: 1. Contract Award Analysis 2. M/WBE Details 3. Expenditure Justification	Voting Requirements: Majority
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DATE: July 6, 2021

SUBJECT: Contract for Compressed Natural Gas (CNG) Fuel

RECOMMENDATION

Approval of a resolution authorizing the President & Chief Executive Officer or her designee to award a one-year contract for Compressed Natural Gas (CNG) Fuel to the Texas General Land Office (GLO) for Compressed Natural Gas (CNG) fuel [Contract No. C-2062556-01], for a total authorized amount not to exceed \$6,000,000.

FINANCIAL CONSIDERATIONS

- This contract for Compressed Natural Gas (CNG) Fuel is included in the Bus Operations Department’s approved FY 2021 operating budget.
- Sufficient funding for this contract in the amount of \$6,000,000 is included in both the Bus 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

- DART is required to purchase the appropriate fuel to operate its fleet of up to 674 vehicles that are using Compressed Natural Gas (CNG). The contract helps achieve the fuel price stability assumed in the FY 2021 Twenty-Year Financial Plan.
- DART has three CNG fueling stations, one at each Bus Operations Facility, that have an ongoing need for the supply of natural gas. The contractor will be responsible for providing and coordinating the delivery of natural gas to DART’s CNG fueling stations beginning in FY 2022.
- Pre-pandemic fuel use was 1,365 million cubic feet (MMCF) of fuel at a cost of \$6.88/thousand cubic feet (MCF). Projected fuel use for FY 2021 was programmed for 974,488 MCF at a cost of \$4.29/MCF. Fuel for FY 2022 is projected to be 1,241 MMCF at a cost of \$5.00/MCF.
- Approval of this contract will help achieve Board Strategic Priority 2: Provide stewardship of the transit system, agency assets and financial obligations; and Priority 5: Enhance DART’s role as a recognized local, regional and national transportation leader.
- The Board-Approved Expenditure Justification is included as Attachment 3.

PROCUREMENT CONSIDERATIONS

- This is an Indefinite Delivery/Indefinite Quantity contract for a one-year term with a one-year option.
- The Texas General Land Office (GLO) administers the State's Natural Gas Program that allows eligible public customers to purchase natural gas at competitive prices and with simplified procedures. Advantages to participating in this program include competitive pricing, multiple pricing options, tax savings, streamlined acquisition procedures, and a financially secure state agency provider.
- The contract award analysis is included as Attachment 1

D/M/WBE CONSIDERATIONS

- DART does not set goals on interlocal contracts/agreements as they are collaborative agreements between DART and one or more governmental entities.

LEGAL CONSIDERATIONS

- Section 452.055 of the Texas Transportation Code authorizes DART to contract for the provision of goods and services.
- Section 452.056(a) of the Texas Transportation Code authorized DART to construct, develop, plan and operate a public transportation system within the DART Service Area.
- The Interlocal Cooperation Act, Chapter 791 of the Texas Government Code, authorized DART to contract or agree with another local government to perform governmental functions and services.

Dallas Area Rapid Transit Authority
CONTRACT AWARD ANALYSIS
Interlocal Contract
Contract No. C-2062556-01

Contract Information

- A. Description:** Natural Gas for CNG Buses
- B. Contractor(s):** State of Texas General Land Office (GLO)
- C. Contract Number:** C-2062556-01
- D. Contract Amount:** Not to exceed \$6,000,000
- E. Contract Description:** Provide an uninterrupted supply of natural gas to operate DART's bus fleet.
- F. Contract Type:** This is an Indefinite Delivery/Indefinite Quantity contract that includes a fixed price for transport, applied to Waha Hub index pricing for the natural gas, and a Texas GLO contract administration fee of \$0.03 per MMBtu.
- G. Performance Period/Term of Contract:** October 1, 2021, through September 30, 2022.
- H. Options Available:** One, one-year
- I. Bond Requirement:** None
- J. Liquidated Damages:** None
- K. Funding Source:** Local

Solicitation Information

- A. Cost & Price Analysis:** Cost and price are fair and reasonable based on historic prices paid by DART, the Independent Cost Estimate (ICE), and market analysis. The analysis was specific to the cost elements of the contract, which include GLO administration cost, transportation cost, and adders. The natural gas price is based on the Waha Hub index. The Finance Department has hedged the cost of the natural gas aside from this contract.
- B. Determination of Responsibility:**
 - Bond Check:** N/A
 - Reference Check:** The GLO, an agency of the State of Texas, has provided natural gas via the State Natural Gas Program since 1983 to public customers such as independent school districts, counties, state agencies, and local government agencies.
 - 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

C. Protests received: None

D. Determinations Required: None

Determination and Recommendation

The Texas General Land Office has the capacity to perform the interlocal contract and is recommended for award.

Contract for Compressed Natural Gas (CNG) Fuel

M/WBE Considerations

DART does not set goals on interlocal contracts/agreements as they are collaborative agreements between DART and one or more governmental entities. However, the Diversity Department will attempt to negotiate for a means of providing for M/WBE participation within the contract.

**Board-Approved Expenditure Justification
Contract for Compressed Natural Gas (CNG) Fuel**

PURPOSE OF CONTRACT/AGREEMENT	DOLLAR AMOUNT	CONTRACT TERM	TYPE OF PROCUREMENT	1. Is it necessary? 2. Does it need to happen now? 3. Can it be phased? 4. Can we reduce the amount?
Provide natural gas required to fuel CNG Buses.	Total authorized amount not to exceed \$6,000,000	Base term of one-year, with one, one-year option	Indefinite Delivery (ID)/ Indefinite Quantity (IQ)	1. Yes , DART’s bus fleet requires CNG to operate and provide service. 2. Yes , the current contract expires September 30, 2021, and supply will be interrupted if not executed. 3. No , the contract provides an uninterrupted supply of natural gas to operate DART’s bus fleet. 4. No , a one-year contract, with one, one-year option allows for Procurement’s negotiated price point analysis. This amount uses the operating profile that represents DART fleet size under service adjustments, per miles and hours model.

DRAFT
RESOLUTION
of the
DALLAS AREA RAPID TRANSIT BOARD
(Executive Committee)

Contract for Compressed Natural Gas (CNG) Fuel

WHEREAS, DART is required to purchase the appropriate fuel to operate its fleet of up to 674 vehicles that are using Compressed Natural Gas (CNG); and

WHEREAS, DART has three CNG fueling stations, one at each Bus Operations Facility, that have an ongoing need for the supply of natural gas; and

WHEREAS, a one-year Indefinite Delivery/Indefinite Quantity contract with a one-year option with Texas General Land Office (GLO) 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 President & Chief Executive Officer or her designee is authorized to award a one-year contract, with a one-year option, to the Texas General Land Office (GLO), to provide Compressed Natural Gas (CNG) Fuel [Contract No. C-2062556-01], for a total authorized amount not to exceed \$6,000,000.

Contract for Compressed Natural Gas (CNG) Fuel

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: July 6, 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 June 8, 2021 on the homeless and mental health programs at transit agencies, 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.



Agenda Report

DATE: July 6, 2021

SUBJECT: Briefing on DART Police Third Quarter Operations Update (April - June 2021)

RECOMMENDATION

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

BUSINESS PURPOSE

- The purpose of this item is to brief the Customer Service, Safety and Mobility Committee on Police Quarterly Operations. The briefing will include information on hiring and recruiting statistics, emergency preparedness, and department highlights.
- The Police Quarterly Operations update helps to achieve Board Strategic Priority 1: Enhance the safety and service experience through customer-focused initiatives.