Bus Stop Amenity Cleaning Contract Follow up

Customer Service, Safety and Mobility Committee
June 8, 2021

Yolande Harrison
Sr. Manager, Passenger Amenities / Facility Services
Original Action

- Approval of five-year contract for cleaning of amenities at bus shelters, park and ride facilities and Dallas Streetcar stops to Entrust One Facility Services, Inc. for a total authorized amount not to exceed $2,095,744.

- Approval of this contract will help achieve the FY2021-2025 Board Strategic Priority 2 Provide stewardship of the transit system, agency assets and financial obligations.
Questions from last meeting

What determines the pricing for the contract (i.e., sq miles, # of stops)?

Who determines the cleaning frequency and how?

Can we add a number for patrons to call if bus shelter needs cleaning?

Why is there no performance incentives in the contract?

Why is it a five-year contract?
DART has over 2400 bus stops with at least one bench, shelter or trash can across the 700 square mile service area.

DART Planning determines which stops receive a bench, shelter or trash can based on number of boardings per day.

Contract pricing is based on the number of stops with a bench, shelter or trash can and the number of cleanings per week.
DART stops with multiple cleanings per week
DART determines which stops need multiple cleanings per week

- DART Passenger Amenities determines the number of cleanings per week based on historical data, stop surroundings and customer feedback.

- 18% (~420) of stops have multiple cleanings per week.

- DART Field Inspectors, Field Supervisors, Mechanics and Bus Operators all provide daily feedback on bus stop cleanliness.

- All shelters and 25% (~320) of benches have trashcans.

- 14% (~330) of stops have multiple trashcans
Cleaning hotline at Shelters

Marketing updating signage to include customer service number for cleaning issues.
DART saves 8.32% with a 5 year contract

- DART saves 8.32% ($191,550) with a 5-year contract vs 3-years with 2-year option.
- No performance incentive because standard is to clean stops according to schedule.
- Contractor required to return if stop is not clean for no additional fee.
Recommendation

Approval of a resolution authorizing the President/Executive Director or his designee to approve a five-year agreement to provide janitorial services at bus stops throughout DART system.
Questions