



Quality of Life Programs

Agreement No. 6M2110 for Restroom Attendant Services

Agreement No. 6M2108 for Elevator Attendant Services

April 10, 2025



Overview of Attendant Service Programs

- Attendant services for restrooms and elevators help to keep these amenities available for customer use
- Attendants encourage proper usage of the facilities that are essential to customers for a variety of reasons
- Contribute to BART's goals to keep the system clean and reliable



Restroom Attendant Services

- Program began as a pilot in 2022 with the opening of the newly remodeled underground restrooms at Powell Street and 19th Street stations
- Due to the success of the program, it later expanded to four (4) additional stations with public restrooms: Embarcadero, Montgomery, Lake Merritt, and Downtown Berkeley
- Attendants are situated outside of the restrooms during all hours that trains are in operation, greet patrons, remind patrons to adhere to the posted Restroom Guidelines, collect data, and contact the appropriate BART services to maintain cleanliness



Elevator Attendant Services



- Program began as a pilot program in 2018 in two San Francisco downtown stations and later expanded to two more stations due to the success of the program
- Services are currently provided at the four (4) downtown San Francisco stations: Embarcadero, Montgomery, Powell and Civic Center
- The four (4) stations have two elevators each, and serve BART and San Francisco Municipal Transportation Agency (SFMTA) patrons
 - SFMTA and San Francisco County Transportation Authority (SFCTA) have been key funding partners
- Attendants are inside the elevators during all hours that trains are in operation, greet patrons, push elevator buttons for patrons, collect data, and contact the appropriate BART services to maintain cleanliness and proper elevator functioning

Procurement of Providers for Services

Status of Contracts

- Current restroom and elevator attendant services contracts are expiring on June 30, 2025

Value to the Customer

- As ridership continues to be on the rise, restroom and elevator attendant services are increasingly important at stations that are hubs for people returning to the office, and people who are recognizing the value of the transit system as their choice of commute for leisure and day-to-day activities

Competitive Process

- BART recognizes the importance of procuring contractors for these public facing services in an equitable manner via a competitive process and therefore, for the first time, issued a Request for Proposals (RFP) for these two programs in October 2024

Request for Proposal Evaluations

- Restroom Attendant services: Four (4) proposals were received and three (3) were determined to be responsive
- Elevator Attendant services: Five (5) proposals were received and three (3) were determined to be responsive
- Proposals for both programs were analyzed using the Best Value selection method, which allows BART the opportunity to evaluate and analyze not only the price of the proposals, but also assess the quality and deliver of services being proposed

Request for Proposal Awards

Restroom Attendant Services

Staff recommends to award Agreement No. 6M2110 to District Works

- Services will be provided at six stations: Embarcadero, Montgomery, Powell, Lake Merritt, 19th Street, and Downtown Berkeley
- Not to exceed amount will be \$15,670,000 for a base term of two (2) years with three (3) one-year options

Elevator Attendant Services

Staff recommends to award Agreement No. 6M2108 to District Works

- Services will be provided at four stations: Embarcadero, Montgomery, Powell, Civic Center
- Not to exceed amount of \$19,730,000 for a base term of three (3) years with two (2) one-year options