



Restroom Attendant Program

March 10th, 2022



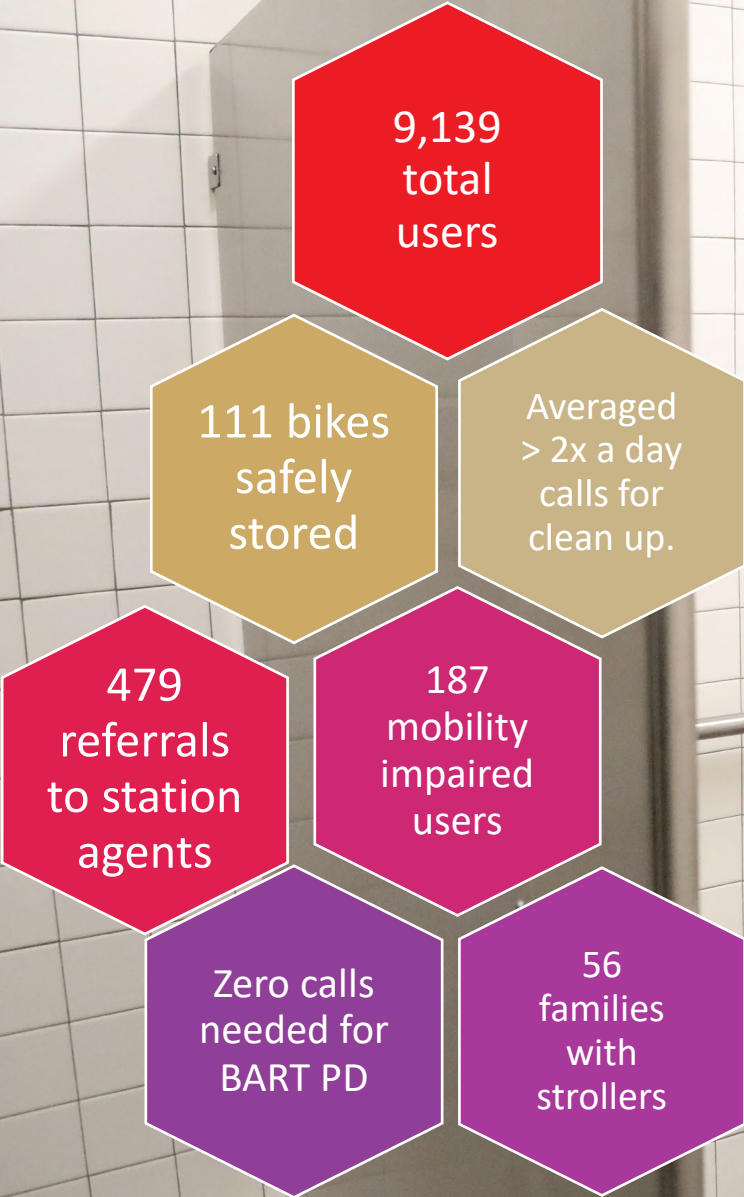


Restroom Attendant Pilot Update

- Underground restrooms were opened at Powell Street Station on February 2nd, 2022 and February 24th 2022 at 19th Street Station.
- Montgomery and Lake Merritt Street stations slated to re-open in June 2022.
- BART entered into an agreement with District Works LLC to manage the restroom attendant pilot program at Powell St and 19th Street Stations.
- District Work attendants staff the restrooms during all BART operating hours.

Data includes
Powell St from 2/4/22 - 2/28/22
19th St from 2/24/22 - 2/28/22

Restroom Metrics





Maintenance
Repairs



2022 – 1 Month

Systemwide

165 Repairs

365 Labor Hours

\$60k Labor

Powell St

0 Repairs
Needed

2021 – Entire Year

Systemwide

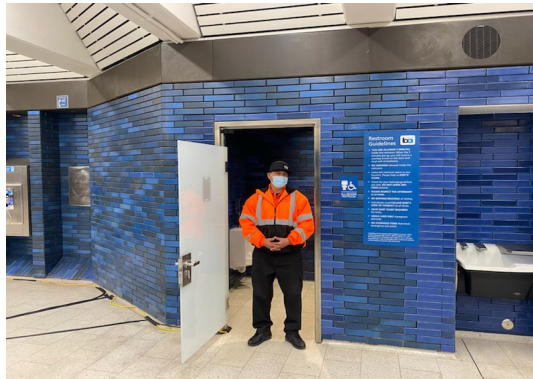
688 Repairs

2000 Labor Hours

\$500k Labor

Defining Success

Use and Misuse



Customer Experience:
The ability to have access to a clean and functioning restroom improves the customer experience.

Unattended Restrooms vs. Attended

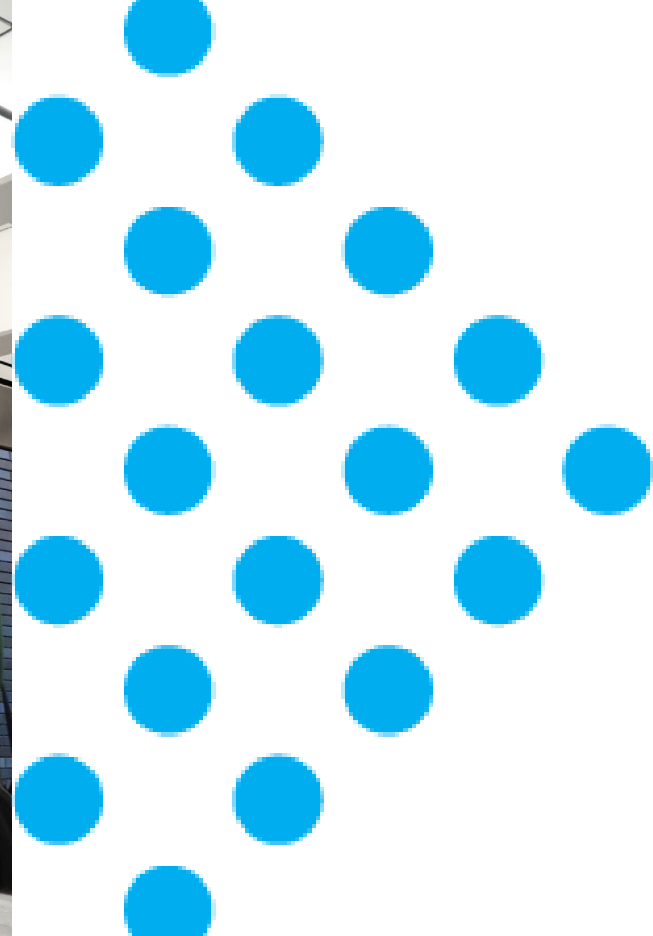
Status of Pilot

Initial Pilot awarded to District Works under General Manager's procurement authority.

Long term goal will be to staff restrooms with System Service Workers.

Scheduled restroom openings at Lake Merritt and Montgomery will necessitate more District Works staff in the short term.

This EDD will authorize continuing of the pilot at 19th St and Powell St and expansion of next two stations until such point BART is sufficiently staffed to manage on an ongoing basis.



Staff Recommendation:

The Board authorizes the General Manager to execute amendment No. 1 to Professional Service Agreement with District Works, LLC in the amount of up to \$2,000,000 for FY22-23 for Restroom Attendant Services.