

Neighborhood/Community Affairs Committee Meeting
September 24, 2012

Discussion Regarding The Need For Attended Bathrooms In The City Of Miami Beach.
Commission Item C6D, July 14, 2010
(Requested at the Finance and Citywide Committee at its June 3, 2010 meeting (item 3))

Fred Beckmann, Public Works Department Director
Kevin Crowder, Economic Development Division Director

ITEM 14



MIAMI BEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, Florida 33139, www.miamibeachfl.gov

COMMITTEE MEMORANDUM

TO: Neighborhood and Community Affairs Committee

FROM: Kathie G. Brooks, Interim City Manager

DATE: September 24, 2012

SUBJECT: **DISCUSSION REGARDING THE NEED FOR ATTENDED RESTROOMS IN THE CITY OF MIAMI BEACH**

BACKGROUND

The above subject matter was first brought up at the June 3, 2010, Finance and Citywide Projects Committee meeting, when the FY 2010/11 Operating Budget Status Update and Capital Project Funding - 5 Year Capital Plan were discussed. At this meeting, the Committee asked that the need for attended bathrooms be discussed at the Neighborhoods Committee.

In efforts to improve the cleanliness of the City's beachfront restrooms, at the June 6, 2012, the City amended a contract between the City and Professional Building Services, for Citywide janitorial services, by adding several City facilities, including the daily cleaning of all beachfront restrooms, from South Pointe Park to 64th Street. Under this new contract, a private janitorial contractor took over the responsibility of maintaining the beachfront restrooms, replacing City Sanitation crews, guaranteeing a higher level of services, while cutting costs by approximately 30% (compared to previous Fiscal Year budgets).

The new beachfront janitorial services plan divides the City into three zones:

- South Pointe
- South Beach
- Mid-Beach/North Beach.

The South Pointe zone includes South Pointe Park and the 3rd Street beachfront restrooms; the South Beach Zone includes the beachfront restrooms from 6th Street through 21st Street; and the Mid-Beach North Beach zone includes the beachfront restrooms from 35th street through 73rd Street.

Each zone is staffed by a man and woman team per shift, for a total staff of six per shift. This compared favorably with previous City staffing of two persons per shift; effectively tripling the janitorial service coverage. In an effort to further improve the service level and efficiency, the contractor would include a woman as part of each zone's shift teams. Each of the shifts would have a supervisor available to assist with additional cleaning if needed. This eliminates the need to temporarily close the women's restrooms when serviced by male employees, which negatively affects the convenience of the public, and results in service delays when the restrooms are occupied. The contractor would also provide pressure washing on a weekly-basis as previously provided by City staff.

The City used a portion of the 30% projected annual savings to negotiate the following extended operating hours:

- South Pointe Park Restrooms: Closing hour extended from 8:00pm to the park's 9:00pm closing time.
- 6th Street & Ocean Drive Restrooms: Hours extended from 8:00pm to midnight.
- 10th Street & Ocean Drive Restrooms: Hours extended from 8:00pm to midnight.
- 14th Street & Ocean Drive Restrooms: Hours extended from 8:00pm to midnight.
- 21st Street & Collins Ave. Restrooms: Hours extended from 8:00pm to 10:00pm.

As an additional benefit to contracting the janitorial services, the City developed a set of performance standards for public restrooms, which were made part of the contract.

The contractor has started providing privatized janitorial services as of July 15, 2012. Since the start of the contract, the levels of service provided have met the requirements. Contractor performance is monitored by the Property Management Division's Contracts Coordinator. However, one of the most significant challenges is the daily threat of vandalism or damage to the interior of the restrooms, caused in many instances, by the heavy presence and use of the restrooms by the homeless population.

The Property Management Division spends 40 hours on an average, per week, repairing and/or replacing bathroom fixtures, and/or removing graffiti from walls and stalls. The option of having attended bathrooms has been discussed in the past by the City Administration.

These are two alternatives for addressing the issues mentioned above:

1. To have attendants at the most heavily used beachfront restrooms (along Lummus Park, South Pointe Park and 21st Street).
2. To have attendants and charge an entrance fee for the use of these restrooms (this option may decrease the costs of hiring restroom attendants).

In the future, at the following locations: 21st Street and 46th Street restrooms, the City could add a line item in the Request for Proposals, for attended restrooms.

CONCLUSION

The above information is provided for further discussion by the members of the Committee


JGG/FHB

F: WORKVALL\1\EMPLOYEE FOLDERS\FIORELLA SARMIENTON\NCAC-Discussion on the need for attended restrooms