

Law Enforcement Services Contract Modification Authority

Operations, Safety and Customer Experience Committee

Thursday, March 18, 2021

Contract Amendment Request

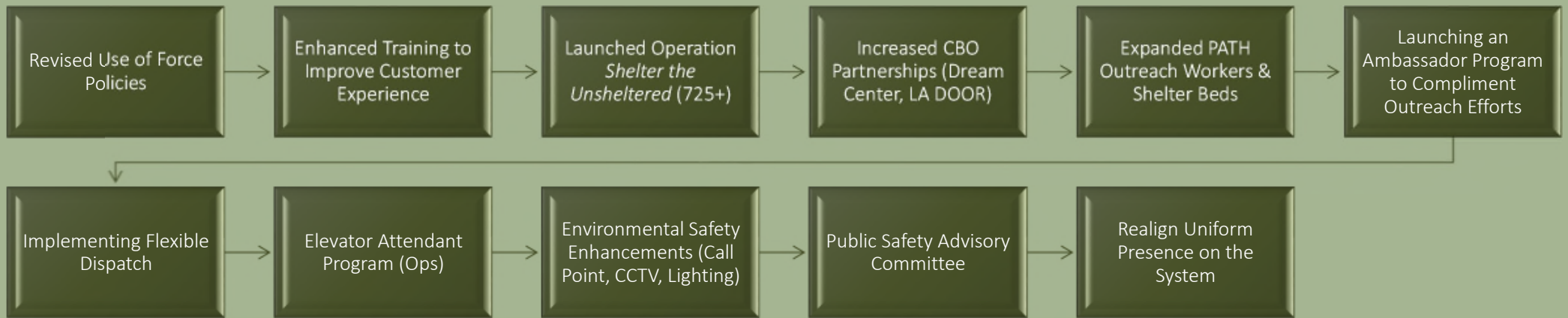
- Amend the combined contract value for the three multi-agency law enforcement contracts for services through **December 31, 2021** by an increase of **\$36,000,000** from \$645,675,758 to \$681,675,758.
- The Public Safety Advisory Committee (PSAC) will be engaged for the remaining six months of the multi-agency law enforcement contract. Staff will implement PSAC preliminary recommendations during the remaining six months of the contract. Thus, serving as a public safety model leading into the proposed future law enforcement services contract in FY22 and beyond.
- In addition, staff will be launching a Public Safety Survey to better understand the safety needs of our diverse ridership.

Contract Achievements

- In collaboration with Metro's Transit Security and PATH, we launched Operation *Shelter the Unsheltered* in April 2020, which has helped to connect over 740 individuals to shelters
- Expanded the HOPE, MET, and Quality of Life homeless outreach teams
- Improved contract compliance, and reduced data reporting from 60 days to 30 days
- Improved Metro's Sexual Harassment Program by having law enforcement respond to incidents as priority calls with tracked response time
- Launched law enforcement audits to improve accountability and presence on the system

Future Public Safety Model

Metro is striving to be a national leader in reimagining public safety by launching experimental programs, seeking community input, being agile, and making data driven decisions to increase rider safety.



Through these efforts, our goal is to create a multi-disciplined model to serve the needs of our diverse customers.