

**Board Report**

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**File #:** 2016-0565, **File Type:** Contract**Agenda Number:** 36.

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**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE  
SEPTEMBER 15, 2016****SUBJECT: SECURITY GUARD SERVICES****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award and execute a five-year firm fixed unit rate Contract No. PS560810024798, to **RMI International, Inc. for security guard services** in an amount not-to-exceed \$81,944,840 effective October 1, 2016 through September 30, 2021.

**ISSUE**

As part of a comprehensive approach to managing Metro's security and law enforcement programs, this award recommendation supports the vital role law enforcement plays in safeguarding the transit system, but does not replace existing law enforcement functions. Metro's approach is multi-layered, comprised of internal Metro security officers, officers provided by the private sector, and commissioned law enforcement officers working under an existing Memorandum of Understanding (MOU). This award recommendation factored how the various security and law enforcement elements work to complement each other, and identifies the specific tasks assigned to the private sector officers.

In 2015, the Board of Directors instructed the Office of the Inspector General (OIG) to undertake a detailed analysis of Metro's security and law enforcement workload. The OIG secured the services of BCA Watson Rice (BCA) to conduct the analysis and report their findings to the Board. BCA's analysis was completed in January 2016, and among others, recommended that Metro make a clear distinction between tasks assigned to security and those assigned to law enforcement. Recommendations 4 and 5 (Attachment C) address this issue specifically, encouraging alternate approaches to security staffing and establishing clearly defined roles, respectively.

**DISCUSSION**

Consistent with the referenced BCA report, providing a visible security presence is an effective deterrent to crime and disorder, as well as mitigating acts of terrorism. Toward that end, Metro's private sector security firm plays an important role in safeguarding patrons, employees, and facilities. This award recommendation is a major enhancement to existing staffing levels and assigning guards

to areas previously understaffed. The current private security contract directs the majority of resources to guard Metro's bus and rail maintenance facilities. The new contract augments existing coverage, but assigns significantly more resources to provide security at key bus and rail stations.

As a result of the increased staffing, the security contract award is higher so Metro can expand system-wide coverage from 928 hours per day to 1,843 hours per day. This increase in staffing is in direct response to customer feedback about the need for improved security visibility, with greater emphasis at customer facing facilities such as rail stations, bus hubs and parking garages.

The resulting changes support the following priorities:

1. Increasing physical security at stations and parking lots/structures;
2. Safeguarding critical infrastructure;
3. Improving security at bus/rail maintenance facilities.

Metro's private sector security officers will be tasked with patrolling and guarding stations, bus/rail yards, maintenance facilities, parking structures, and supporting special events. The enhanced security staffing takes into consideration Metro's recent expansion of service and infrastructure, and improves system-wide visibility as an industry best practice. The increased visibility will have a positive impact on the perception of security felt by patrons, and complement agency efforts to prevent blight and disorder.

The current security guard services contract will expire on September 30, 2016. If approved, the length of the new security contract will be aligned with the upcoming law enforcement contract, also a planned five (5) year term.

### **DETERMINATION OF SAFETY IMPACT**

The authorization of FY17 contract will provide a positive safety impact for our employees and patrons by assisting in efforts to safeguard Metro's critical infrastructure.

### **FINANCIAL IMPACT**

The total five year contract amount is \$81,944,840. The contract costs for the balance of the fiscal year is \$11,933,505, and is included in the FY17 budget in Cost Center 2610. Since this is a multi-year contract, the System Security and Law Enforcement Department will update its budget on an annual basis to fund years two (2) through five (5).

Impact to Budget

The source of funds for this project will be local operating funds including sales tax Proposition A, C, TDA, and Measure R. These funds are eligible for bus and rail operations and capital.

### **ALTERNATIVES CONSIDERED**

Two alternatives were considered:

1. The Board may decline to approve the award of contract. This alternative is not recommended because Metro currently does not have internal resources to provide the necessary level of staffing system-wide.
2. Hire additional internal Metro security officers or utilize contracted law enforcement personnel. These alternatives are not recommended because of long lead time requirements or substantially higher costs.

### **NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. **PS560810024798** with RMI International, Inc. to provide security guard services.

### **ATTACHMENTS**

Attachment A - Procurement Summary

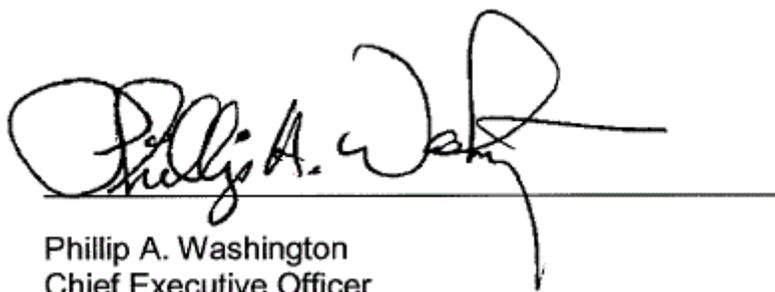
Attachment B - DEOD Summary

Attachment C - Executive Summary

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