



Board Report

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Agenda Number: 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 15, 2023

SUBJECT: INFRASTRUCTURE PROTECTION SERVICES - NORTH AND SOUTH REGIONS

ACTION: APPROVE CONTRACT AWARDS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. PS93158000 to Universal Protection Service LP dba Allied Universal Security Services to provide infrastructure protection services in the North Region of Los Angeles County in an amount not-to-exceed \$111,266,844 for the five-year base term, effective July 1, 2023 to allow for a three-month mobilization period, subject to resolution of protest(s), if any.
- B. AWARD a firm fixed unit rate Contract No. PS93158001 to Inter-Con Security Systems, Inc., to provide infrastructure protection services in the South Region of Los Angeles County in an amount not-to-exceed \$85,972,439 for the five-year base term, effective July 1, 2023, to allow for a three-month mobilization period, subject to resolution of protest(s), if any.

ISSUE

This Board action approves the contract awards to provide infrastructure protection services for the Metro System, which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. Infrastructure protection services may also be required at special functions or during emergencies as needed.

BACKGROUND

Metro's multi-layered public safety framework consists of the following elements to support the strategy:

- Infrastructure protection services - Responsible for the physical security of our stations, divisions, and terminals.
- In-House Metro Security - Responsible for conducting fare and code of conduct enforcement and ensuring a respectful experience for all riders.
- Contract Law Enforcement - Responsible for providing visibility to prevent crime and responding to calls for service.

- Transit Ambassadors - Responsible for creating a safer environment on the system and providing an improved customer experience through visibility and aiding riders with wayfinding and general assistance. In addition, they are the “eyes and ears” of the system, reporting safety, security, and maintenance issues that need to be addressed.
- Homeless Outreach Teams - Responsible for coordinating services for the unhoused on our system.

Infrastructure Protection Services provide critical infrastructure protection at selected locations of the Metro System to protect Metro assets and to prevent unlawful entry into secured areas, which, if breached, can disrupt Metro Operations and put Metro staff at risk.

The contracted infrastructure protection services component is designed and deployed as a fully integrated and mutually supportive part of the multi-layered approach by providing dedicated fixed-post security protection to Metro properties, including employee parking facilities, Metro Rail and Metro Bus System parking lots, Metro support facilities, and short-term assignments and special security operations, as necessary. Services are deployed at Metro facilities and properties based on the analysis of overall risks, vulnerability assessments, area crime rates, the configuration of facilities, and special identified needs. They are an added layer of visibility and presence and will collaborate with Metro Transit Security and law enforcement by informing them of Code of Conduct violations and criminal activity for follow-up action.

DISCUSSION

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 infrastructure protection services are important in safeguarding patrons, employees, and facilities.

With the need to increase the visible protection presence throughout the Metro system, moving from one (1) contract to two (2) contracts will allow an increase in regional staffing coverage. The contracts will consist of the North and South Regions. Awarding a separate contract to each region will allow each contractor to focus on a smaller region which will mitigate the staffing challenges seen with one contractor for the entire system.

The North and South Region award recommendations are key to supplement 11 end of line stations, 19 underground stations with ancillary areas, and the expansion of the Purple (D) Line of 7 stations and Regional Connector of 3 stations by adding 111 guards to current staff levels, and mitigate the understaffing of assignments. By awarding two (2) separate infrastructure protection service contracts to provide coverage within their assigned regions will help ensure security assignments are filled because their resources will be deployed to two smaller regions.

	STAFF COUNT	DAILY HOURS	ANNUAL HOURS
CURRENT CONTRACT	261	2093	763,984

	STAFF COUNT	DAILY HOURS	ANNUAL HOURS
NORTH REGION	222	1488	543,120
SOUTH REGION	150	1104	402,960
TOTAL	372	2,592	946,080

This model will add protection services throughout the system’s infrastructure 24 hours a day / 7 days a week. This model includes coverage at 54 rail stations and 32 infrastructure facilities. Year two (2) of the contract incorporates the expansion of the Purple (D Line) of 7 stations and 3 stations for the addition of the Regional Connector.

The North and South Region contract award recommendations 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

Under this new contract model, each region will provide infrastructure protection services at selected locations of the Metro system, including rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. In addition, these resources will address security for the ancillary areas. Each region will also provide preventative physical security by inspecting station ancillary structures and hatches, as needed, which deters damage to critical infrastructure. This contract model also provides additional protection services as needed for emergencies. The extra security visibility positively impacts the presence of security felt by patrons and employees.

Each region’s security staffing considers Metro’s recent and continuing expansion of services and infrastructure and improves system-wide security visibility.

This contract model also recognizes the importance of the direction from our Board of Directors, Public Safety Advisory Committee (PSAC), and sentiments from the communities we serve to focus on a complete and thorough re-envisioning of public safety on the Metro system, ensuring an environment where everyone feels safe and respected.

To continue to align with the Public Safety Mission and Values Statements, this contract model has included the following recommendations:

1. Acknowledging Context:
 - Expanding background checks to include psychological testing.
 - Utilizing a software system that flags multiple complaints and/or use of force incidents.
 - Shifts from the current 100% armed security response to 50% unarmed and 50% armed.
2. Emphasizing Compassion:
 - Enhanced training modules to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Persons Who are Unsheltered, and Excellence in Customer Service.

- These training modules center on the lived experiences of marginalized communities and put into practice the public safety mission and values statements to ensure all riders are treated with dignity and respect.
3. Implement a Community-Centered Approach:
 - New uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.
 4. Transparency:
 - Utilizing software technology that provides instant incident reporting, video recording, and data collection reflecting their daily activities.
 5. Committing to Openness:
 - Continued consistency with the principles of Campaign Zero, “Eight Can’t Wait.”

As we continue to reimagine our public safety efforts and embrace the expansion of community engagement opportunities, this contract model promotes safety, enhances transparency, and strengthens accountability.

Accountability Measures

As part of the contract, the contractors will be responsible for providing a guard tour system, or an equal system, that includes a proximity scanner or "wand". The system shall be capable of downloading each Security Guard's tour proximity while ensuring that the post is covered in accordance with deployment plans. The contractors shall collect and compile performance data, daily log summary data, incident report data, and other appropriate information as specified by Metro. Furthermore, the contractors shall provide patrolling Field Supervisors for coverage of all areas of assignment. Each supervisor shall spend at least 80% of their time in the field.

In addition, Metro Transit Security will be assigning this new contract to the SSLE Special Projects team who will put additional accountability measures in place to include: scheduled onsite inspections, weekly analysis of guard tour system reports by a Metro Quality Assurance Analyst, and setting up a quality assurance program to ensure accountability that individual guards are adhering to Metro's standards of service and ensure contractors' management attendance of quarterly meetings with Metro management to discuss continuous process improvement.

DETERMINATION OF SAFETY IMPACT

Authorizing these contracts will provide a positive safety impact for our employees and patrons by assisting in efforts to safeguard Metro's infrastructure, such as the ancillary areas. Providing a safe environment for our front-line employees will help employees feel their safety concerns are being heard and acted on. Furthermore, these services are key in Metro's multi-layered public safety model. Lastly, these contracts will not have any negative impact on establishing safety standards.

FINANCIAL IMPACT

The total funding needed for the five-year base term for the North and South Regions is

\$197,239,283. For the first year of the contracts, the estimated cost will be \$37,312,758. The FY24 Budget currently includes \$25,746,024 in multiple bus and rail operating projects under Cost Center 2612. Upon approval of this action, the FY24 Budget will be updated accordingly to reflect the first year's financial need.

Since these are multi-year contracts, the cost center manager and the Chief Safety Officer will be accountable for budgeting the costs in future years.

Impact To Budget

The current source of funds for this action includes Fares, Proposition A/C, Measure R/M, Transportation Development Act, and federal and state grants eligible for bus/rail operating expenses. Use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines.

...Equity Platform

EQUITY PLATFORM

The first cohort of the Public Safety Advisory Committee (PSAC) was engaged in providing feedback on the scope of work for the infrastructure protection services contract. Through their feedback, included an enhanced training module, as noted above, to give security officers the tools and knowledge to be able to address the diverse needs of our riders. As part of the multi-layered security model, it is imperative that all front-line security presence working on the Metro system are sensible and properly trained to address the complex social issues that many of our customers face. Thus, through an enhanced training model, we can re-imagine public safety by training security officers beyond tactical training, including emotional intelligence.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal 2.1 of committing to improving security. Metro will continue to utilize a multi-layered safety model to achieve this goal.

ALTERNATIVES CONSIDERED

The Board may decline to approve the award of these contracts. This alternative is not recommended because Metro currently does not have the internal resources to provide the necessary level of staffing needed system-wide, to safeguard infrastructure, employees, and patrons.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS93158000 with Universal Protection Service LP, dba Allied Universal Security Services, and Contract No. PS93158001 with Inter-Con Security Systems, Inc, to provide infrastructure protection services in the North and South Regions of Los Angeles County.

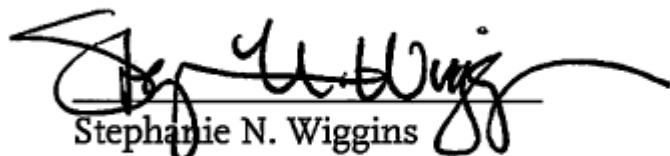
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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