



Board Report

File #: 2023-0343, File Type: Contract

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 18, 2023

SUBJECT: INFRASTRUCTURE PROTECTION SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 13 to Contract No. PS560810024798 with RMI International, Inc. to continue to provide infrastructure protection services from July 1, 2023, to September 30, 2023, in an amount not to exceed \$6,189,454, increasing the contract value from \$154,991,832 to \$161,181,286.

ISSUE

This Board action requests a 3-month extension to the current contract for infrastructure protection services with RMI International, Inc. to allow staff sufficient time to complete the review and evaluation of the active procurement for these services. Staff intends to return to the Board to recommend a contract award upon completion of the procurement process.

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 patrolling the transit system to prevent crime and responding to calls for service.
- Transit Ambassadors - Responsible for enhancing the customer experience through visibility and aiding riders with wayfinding and general assistance. In addition to providing information and support, they are the "eyes and ears" of the system, reporting maintenance, cleanliness, and safety 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 regional 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 collaborate with Metro Transit Security and law enforcement by informing them of Code of Conduct violations and criminal activity for follow-up action.

DISCUSSION

On September 20, 2022, staff issued a competitive Request for Proposals (RFP) to reprocur infrastructure protection services. Staff continues to review and evaluate proposals received in response to the RFP and anticipates returning to the Board no later than July 2023 for a contract award recommendation. Extending the current contract will allow the critical infrastructure protection services to continue without a lapse in coverage while staff concludes the evaluation of the active procurement.

The contract extension recommendation supports the following priorities:

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

The contractor will continue to provide infrastructure protection services at selected locations of the regional Metro system, including rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities.

DETERMINATION OF SAFETY IMPACT

The extension of the current contract will provide a positive safety impact for our employees and patrons by assisting in efforts to safeguard Metro's infrastructure. 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 play a key role in Metro's multi-layered public safety model. Lastly, this contract extension will not have any negative impact on establishing safety standards.

FINANCIAL IMPACT

The total funding amount of \$6,189,454 needed for the contract extension is included in the FY24 Preliminary Budget under multiple bus and rail operating projects in Cost Center 2612, Transit Security.

Impact To Budget

The sources of funds for this action include Fares, Advertising revenues, Propositions A/C, Measures R/M, Transportation Development Act, and federal and state grants that are 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

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. To achieve this goal, Metro will continue to utilize a multi-layered safety model.

ALTERNATIVES CONSIDERED

The Board may decline to extend the contract. 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 Modification No. 13 to Contract No. PS560810024798 with RMI International, Inc. to continue to provide infrastructure protection services in Los Angeles County.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary

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