



RECOMMENDED ACTION

To authorize the President and CEO to execute two change orders for the services contract with Allied Universal for additional Transit Ambassador personnel for Option Year 2 and additional funds for the security personnel at LBT2 for Option Year 2.

STAFF REPRESENTATIVE

Lee Burner, Executive Director/VP, Transit Service Delivery and Planning

BACKGROUND

On September 26, 2016, Long Beach Transit's (LBT) Board of Directors authorized the President and CEO to enter into a three-year contract with two, one-year options with what was then Universal Protection Service for the provision of security officer services at LBT properties.

On July 24, 2017, the Board authorized the President and CEO to execute a change order for the security contract with what is now Allied Universal for the addition of one Security Officer for LBT2 and for the implementation of LBT's Transit Ambassador Pilot Program.

On September 24, 2018, the Board authorized the President and CEO to execute a change order to Year Three and Option Year One and Option Year Two of the contract with Allied Universal Security to permanently add the Transit Ambassadors.

The Transit Ambassador (TA) Program, which is separate from the Long Beach Police Department contract, is made up of one Supervisor and three Transit Ambassadors. The TAs are state-certified, unarmed, uniformed security officers contracted through Allied Universal.

The TAs work in teams of two during all LBT service days and hours, assisting LBT customers on buses and at bus stops, answering service-related questions, assisting with wayfinding and providing courteous education and reinforcement of LBT's Customer Code of Conduct.

The TAs also represent LBT in the communities which LBT serves by participating in LBT's information booths at public outreach events and in various parades throughout the year.

The TAs make every effort to maintain a presence on all routes throughout the system. LBT has conducted focus groups to gather Operator feedback regarding the TAs and the response has been consistently positive and supportive.

The additional funding for the Security Guard at LBT2 ensures 24-hour security surveillance, mirroring the security shifts which currently exist at LBT1. The overlapping coverage allows



Board Agenda Item No. 11 October 22, 2020

security personnel to conduct periodic foot patrols of LBT2 in order to protect LBT property and employees. This is especially important now that all CNG buses are housed at LBT2.

In alignment with LBT's Strategic priorities to "Improve Safety and Service Quality" and "Enhance Customer Experience," the LBT TAs and the additional Security Officer at LBT2 have improved Operator and customer safety, as well as enriched the customer experience in daily service.

PROCUREMENT

LBT's Procurement department conducted a market analysis to verify that the proposed cost for the additional services was within the industry's prevailing rates. Allied Universal's cost for the additional transit ambassadors is \$225,647 and \$22,706 for the additional personnel at LBT2.

The cost was deemed to be fair and reasonable by LBT's Procurement department.

Allied Universal's regional office is located in Gardena, California.

DBE/SBE PARTICIPATION

The two change orders for approval are a continuation of the original Allied Universal contract executed September 2016.

LBT implemented its SBE Program in 2017. Although an SBE goal was not required at the time the contract was established, LBT encourages Allied Universal to voluntarily utilize SBEs for any services, supplies and equipment needed to fulfill this contract.

ALTERNATIVES CONSIDERED

Staff considered increasing the number of Long Beach Police Department officers assigned to LBT. However, the agency is more focused on increasing customer-centric Transit Ambassadors to address the issues that are most frequently requested by Operators and customers, such as fare disputes, wayfinding, schedule information requests and minor disturbances. These issues do not require the deployment of an armed police officer.

BUDGETARY/FISCALIMPACT

Funds for this project at a total authorization amount not to exceed \$248,353 have been identified in the previously approved Fiscal Year 2021 Operating Budget.



STAFF RECOMMENDATION

Staff is requesting LBT's Board of Directors to authorize the President and CEO to execute two change orders for the services contract with Allied Universal for:

- 1) Additional Transit Ambassador Personnel at a cost of \$225,647 for Option Year 2, for a total authorization amount not to exceed \$225,647.
- 2) Additional funds for the security personnel at LBT2 in the amount of \$22,706 for Option Year 2, for a total authorization not to exceed \$22,706.

A handwritten signature in blue ink that reads "K. McDonald".

Kenneth A. McDonald
President and Chief Executive Officer