

SUBJECT

Additional Security Personnel at Long Beach Transit Division 2 (LBT2) and LBT's Transit Ambassador Pilot Program

RECOMMENDED ACTION

To authorize the President and CEO to execute two change orders for the services contract with Allied Universal for:

- 1) Additional security personnel at LBT2 at a cost of \$87,196 for two years, with two, one-year options at \$45,875 for Option Year One and \$47,728 for Option Year Two, for a total authorization amount not to exceed \$180,798***
- 2) The implementation of LBT's Transit Ambassador Pilot Program, at a cost of \$109,138 for one year***

BACKGROUND

On September 26, 2016, LBT's Board of Directors (Board) authorized the President and CEO to enter into a three-year contract with Allied Universal for the provision of security officer services at LBT properties, at a cost of \$1,195,595 with two, one-year options at \$422,661 for Option Year One and \$439,324 for Option Year Two, for a total authorization amount not to exceed \$2,057,580.

The Allied Universal contract provides the option for additional services to be performed at LBT's discretion. Currently, an additional security guard is needed at LBT2 to provide an overlap security shift, mirroring the security shifts which currently exist at LBT1. The overlap would allow security personnel to conduct periodic foot patrols of LBT2 in order to protect LBT property and employees.

Additional funds for the contract are also needed for implementing LBT's Transit Ambassador Pilot Program, which consists of two unarmed, uniformed, bus-riding Transit Ambassadors that would provide on-bus security support and customer service.

The Transit Ambassadors' responsibilities include boarding LBT buses to provide a security presence, participating in all transit enforcement proactive activities, including Visible Intermodal Prevention and Response (VIPR) operations and assisting Transit Service Delivery Supervisors with customers, as well as security-related concerns as needed.

PROCUREMENT – N/A

DBE/SBE PARTICIPATION

A Small Business Enterprise (SBE) goal for the solicitation was not identified, as the SBE program had not been established at the time that the contract was solicited.

ALTERNATIVES CONSIDERED

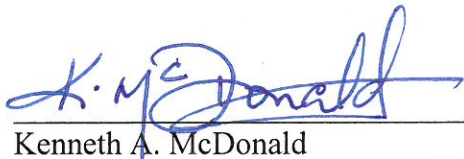
The Board could opt not to approve the recommendation. However, staff does not recommend this option, as adding additional security personnel at LBT2 and implementing LBT's Transit Ambassador Pilot Program assists LBT to "Improve Safety and Service Quality" and "Enhance the Customer Experience," which are two of LBT's Strategic Priorities.

BUDGETARY/FISCAL IMPACT

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 security personnel at LBT2 at a cost of \$87,196 for two years, with two, one-year options at \$45,875 for Option Year One and \$47,728 for Option Year Two, for a total authorization amount not to exceed \$180,798
- 2) The implementation of LBT's Transit Ambassador Pilot Program, at a cost of \$109,138 for one year

Funds for the Transit Ambassador Pilot Program and additional security personnel were included in the FY 2018 operating budget, and funding for security personnel at LBT2 for subsequent years will be included in future operating budgets.



Kenneth A. McDonald
President and Chief Executive Officer