

SUBJECT*Transit Ambassador Program***RECOMMENDED ACTION**

To authorize the President and CEO to execute a change order for the Transit Ambassador Services contract with Allied Universal at a cost of \$235,066 for year one, with two, one-year options at \$224,890 for Option Year One and \$231,504 for Option Year Two, including a three percent contingency, for a total authorization amount not to exceed \$712,204.

BACKGROUND

On July 24, 2017, Long Beach Transit's (LBT) Board of Directors authorized the President and CEO to execute a change order for the services contract with Allied Universal for implementation of the LBT Transit Ambassador Pilot Program, at a cost of \$109,138 for one year. The current Transit Ambassador Pilot Program ends on September 30, 2018.

LBT's current Transit Ambassador Pilot Program consists of two unarmed, uniformed, bus-riding Transit Ambassadors that provide on-bus security support and customer service. The recommended action includes expanding the Transit Ambassador Program to consist of three Transit Ambassadors and one, working Transit Ambassador Supervisor. Transit Ambassadors will be deployed in pairs, with two Transit Ambassadors being paired and the third Transit Ambassador being paired with the Transit Ambassador Supervisor.

Where appropriate, Transit Ambassadors also assist the Long Beach Police Department (LBPd) Transit Enforcement Detail (TED) with various proactive System Security-related activities, such as Bus Boardings, Fare Evasion Enforcement, Walk and Talks and Visible Intermodal Prevention and Response (VIPR) Operations. Additionally, Transit Ambassadors provide assistance to Transit Service Delivery Supervisors with customers, as well as security-related matters as needed.

Since the inception of the pilot program, Transit Ambassadors have focused their efforts on two of the agency's most heavily used routes: Route 51, which runs along Long Beach Boulevard from the First Street Transit Gallery to the Metro Blue Line Artesia Station, as well as Route 61, which runs along Atlantic Avenue from the First Street Transit Gallery to the Metro Blue Line Artesia Station. Feedback regarding the Transit Ambassador Program obtained through employee focus groups, interagency meetings and comments from our customer service channels has been positive.

PROCUREMENT

LBT issued a Request for Change Order (RFCO) to Allied Universal to increase service and extend the period of performance for the Transit Ambassador Program. The resulting proposal

was reviewed for compliance to the requested additional service and a price analysis was performed.

The proposed scope met LBT's criteria for additional service and the cost was found to be fair and reasonable by LBT's Purchasing department at a contract price of \$235,066 for the first year to become co-terminus with the master Allied Universal security services contract, and two, one-year options at a cost of \$224,890 for Option Year One and \$231,504 for Option Year Two, including a three percent contingency, for a total authorization amount not to exceed \$712,204.

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 the contract was solicited.

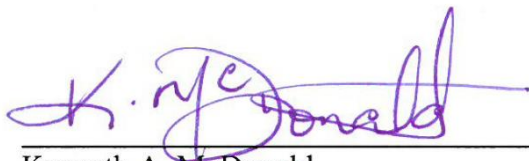
ALTERNATIVES CONSIDERED

The Board may choose not to continue with the Transit Ambassador Program, resulting in the current Transit Ambassador Pilot Program expiring on September 30, 2018. However, staff does not recommend this option as the Transit Ambassador Program supports LBT's strategic priorities of 'Improve Safety and Service Quality' and 'Enhance Customer Experience.'

BUDGETARY/FISCAL IMPACT

Staff is requesting LBT's Board of Directors to authorize the President and CEO to execute a change order for the Transit Ambassador Services contract with Allied Universal at a cost of \$235,066 for year one, with two, one-year options at \$224,890 for Option Year One and \$231,504 for Option Year Two, including a three percent contingency, for a total authorization amount not to exceed \$712,204.

Funds for the requested change order, which include three Transit Ambassadors and one Transit Ambassador Supervisor, were included in the Fiscal Year 2019 Operating Budget previously approved by the Board.



Kenneth A. McDonald
President and Chief Executive Officer