

# Committee Report

Transportation Committee



**Committee Meeting Date:** March 13, 2023

**For the Metropolitan Council:** March 15, 2023

## Business Item: 2023-66 SW

Metro Transit Supplemental Security Services, Contract 22P123 - SW

### Proposed Action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute Contract 22P123 with Allied Universal for security officer services at Council owned and leased facilities in an amount not to exceed \$6,000,000.

### Summary of Transportation Committee Discussion/Questions

Some of the discussion and questions regarding this business item were as follows:

1. What does Allied Universal's training program consist of? How does it align with Metro Transit and the Met Council? Are we able to ensure the values and vision are consistent?
  - a. Once at a certain stage in the procurement process, the Project Manager will be able to reach out to the proposed vendor to drill down on the specifics of their training program to ensure that it meets our needs. Allied Universal does have a specific Transit Security Officer training program that includes management of aggressive behavior, de-escalation techniques, customer service skills, bus/rail nomenclature and safety.
2. Recognize that security and police are different and have different roles / pay structure.
  - a. Security is there to deal with lower level – nuisance type behaviors (i.e., loitering, smoking etc.). The police are there to deal with other issues. Having security in place will allow police officers to focus their efforts on higher level criminal activity while at the same time Metro Transit is improving the customer experience with onsite security.
3. Were local security companies involved in the bidding process?
  - a. The RFP was publicly posted and sent to many local companies for their review.
4. Are the security officers stationary / site based or will they operate in a geographical location?
  - a. Currently, the scope of work is mainly for stationary coverage at six locations. However, Metro Transit retains the ability to add or alter coverage based on the needs of the program. With Allied Universal, a roving patrol option is also being investigated which would allow some of their staff to patrol our core facilities during hours when some facilities are even closed to the public.
5. The stations/locations selected for security services serve a diverse population. We don't want to seem as if we're targeting individuals.
  - a. The six locations were selected based on the high number of police calls for service, a high number of customer/employee complaints as well as a high number of service-related issues (e.g., criminal damage to property) generated to them. The program is intended to address behavior such as loitering, open narcotic usage, smoking, disorderly conduct etc., which are behaviors that have become all too routine at many Metro Transit facilities and are harming the overall customer experience.
6. Did we see an increase in ridership numbers as part of this pilot program?
  - a. Specific ridership numbers were not available for this committee meeting, but the

Transportation Committee does receive regular updates on ridership numbers.

7. We must ensure community engagement around this process and close the feedback loop.
  - a. The Community Engagement and Marketing departments played a huge role in this pilot program. Their work will continue as we move forward toward the expansion of the program.
8. Our decisions should be informed by data.
  - a. Data for the pilot program was last produced in November 2022 prior to sending out the RFP. Staff are working on reproducing and updating the reports.

Motion by Council Member Chamblis, seconded by Council Member Morales. Motion carried.



# Business Item

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| <b>District(s), Member(s):</b>   | All  |
| <b>Policy/Legal Reference:</b>   | FM 14-2 Expenditures for Procurement of Goods, Services, and Real Estate Policy  |
| <b>Staff Prepared/Presented:</b> | Lesley Kandaras, Interim General Manager, 612-349-7513<br>Richard Grates, Interim Police Chief, 612-349-7246<br>Ernest Morales III, Director of Security and Police Services<br>Jason Lindner, Lieutenant, Police Department, 612-349-7205 |
| <b>Division/Department:</b>      | Metro Transit / Engineering & Facilities / MTPD  |

### Proposed Action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute Contract 22P123 with Allied Universal for security officer services at Council owned and leased facilities in an amount not to exceed \$6,000,000.

### Background

In September 2022, Metro Transit launched a pilot program to provide unarmed uniformed security services at the Franklin Avenue Light Rail Station. After evaluation of the performance and effectiveness of the pilot program, Metro Transit expanded the services to the Lake Street/Midtown Light Rail Station in November 2022. Based on the success of the pilot program, Metro Transit developed a plan to further expand security services to four additional locations: Brooklyn Center Transit Center, Central Station/VCB, Uptown Transit Center, Chicago-Lake Transit Center, for a total of six locations with the ability to add future sites. This project will ensure the continuation of security services at existing and implementation at new sites over the next two years.

A Request for Proposals was issued on November 30, 2022. A pre-proposal meeting was hosted by Council staff that outlined the solicitation requirements, discussed project specifications and responded to plan holder inquires. There were seventeen registered plan holders, one plan room, and five of the plan holders identified as minority, woman, veteran, small or disadvantaged business enterprises. On January 4, 2023, the Council received six proposals to be evaluated for the consideration of award and used the proposer quality, qualifications, experience, price and the ability to meet current and future needs as the criteria for evaluation. The evaluation panel reached consensus that the proposal submitted by Allied Universal is the most advantageous to the Council.

### Rationale

The execution of a professional service contract exceeding \$500,000 requires Council approval.

### **Thrive Lens Analysis**

Authorization to enter this contract for security services at Metro Transit facilities supports the Thrive outcomes of Prosperity, Livability, Sustainability, and Equity.

These facilities provide protection from the elements and include amenities such as seating, heat, light, and security intended to create a higher-quality transit service. Investment in high-quality transportation options make the region more economically competitive through increased access to employment, and support to employers by increasing available workforce with affordable, convenient transportation.

Ensuring the region's existing transit resources are maintained and protected allows the Council to provide efficient, reliable, and safe service to our customers. Safeguarded transit facilities support functions for operations that increase mobility and access to opportunities for all residents, across race, economic means and ability.

### **Funding**

The costs associated with this contract will come from the Metro Transit Operating Budget.

### **Small Business Inclusion**

The Office of Equity and Equal Opportunity (OEEO) assigned a Metropolitan Council Underutilized Business (MCUB) goal of 12% for this solicitation. OEEO determined that the firm being recommended for award has met the MCUB requirements of this contract.

