



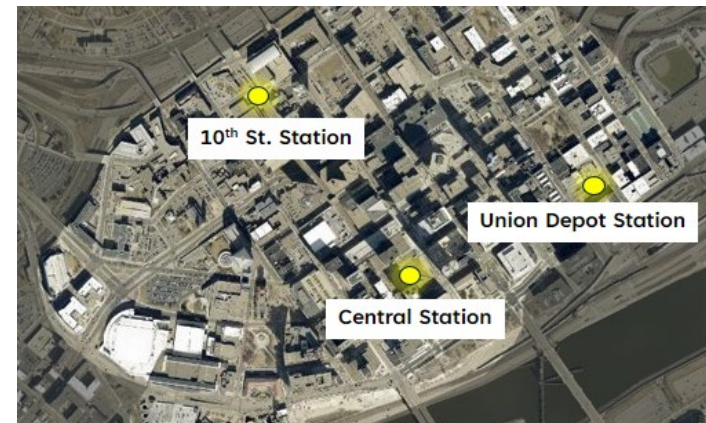
2024-299: Saint Paul Downtown Alliance contract

Berry Farrington | Engineering & Facilities



Saint Paul Downtown Alliance partnership

- The Downtown Alliance manages the services of the Downtown Improvement District
- Contract for services: Safety Ambassadors at 10th Street, Central, Union Depot Stations and adjacent bus stops
 - Safety Communications Center
 - Data and reporting
- 6-month to 1 year pilot up to \$800,000
- Safety & Security Action Plan item 1.3: piloting contracted security



Saint Paul Downtown Alliance and the district

- Saint Paul Downtown Alliance uniquely delivers the services of the district – sole source procurement
- Downtown special services district established by City of Saint Paul Ordinance
- Represents downtown businesses, nonprofits, government entities, residents, and entrepreneurs to create a positive downtown experience for all
- District boundaries are expanding January 1, 2025: I-94 to the River and Xcel Center to CHS Field



Safety Ambassadors

- 7 days a week, continuous presence 7 am to 11 pm at Central Station, 10th Street Station, Union Depot Station and adjacent bus stops
- Licensed security officer
- Positive presence to enhance quality of life for transit customers and transit employees
 - Hospitality
 - Welfare checks
 - Inform people about the Code of Conduct
 - Social services referrals
 - De-escalation
 - Pick up litter
 - Report issues or call 911 in case of an emergency
- Supplemental to Metro Transit staff work



Safety Communications Center

- Dispatch for the district and co-located with Saint Paul Police Downtown Patrol Unit
- Communicates with
 - Saint Paul Police Department
 - Saint Paul Public Works
 - Street outreach social services
 - Downtown private security
 - Metro Transit Control Center
- Ambassadors call in issues to Safety Communications Center which then reports to Metro Transit



Data and reporting

- New data
 - Ambassadors track interactions at the station
 - Safety Communications Center reports issues
- Evaluation considerations
 - Crime data and Code of Conduct violations
 - Graffiti, biohazard, broken glass work orders
 - Improved customer perceptions of safety and conditions
 - Improved staff experience



Proposed Action 2024-299

That the Council authorize its Regional Administrator to negotiate and execute a sole source contract 24P265 with the Saint Paul Downtown Alliance for safety services not to exceed \$800,000.

Thank You!

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