



Business Item 2025-168

Metro Transit Supplemental Security and TRIP Services, Contract 24P301

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Metro Transit Forward is the shared strategic framework that states our priorities, shapes our decisions, and guides our actions.

VISION AND MISSION

We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.

REGIONAL CORE VALUES

The Metropolitan Council's regional core values shaping *Imagine 2050* guide our work: equity, leadership, accountability, and stewardship.

MEASURING PROGRESS

We know we are successfully advancing our mission when:

- ↑ Ridership increases
- ↑ Satisfaction with Metro Transit increases

STRATEGIC PRIORITIES

Employees

We value employees and continuously improve how we attract, retain, develop, and support our workforce.

SIGNS OF SUCCESS

- ↑ Overall employee satisfaction
- ↑ Employees who report feeling safe while working
- ↑ Employee retention rate
- ☑ Achieve hiring targets
- ☑ Achieve Affirmative Action Plan goals

Experience

We provide a consistently safe, clean, and welcoming experience on our system.

SIGNS OF SUCCESS

- ↑ Riders who report feeling safe while riding and waiting
- ↑ Riders who report experiencing clean vehicles and stations
- ↑ Rides taken through pass programs
- ↑ Use and availability of transit information data & tools
- ↓ Crime rate

Service

We offer service that is convenient, reliable, and environmentally sustainable.

SIGNS OF SUCCESS

- ↑ Share of population with access to frequent service
- ↑ Jobs accessible via transit
- ↑ Trips that are on time
- ↑ Percent of service delivered
- ☑ Report greenhouse gas emissions and vehicle miles traveled reductions attributable to transit ridership

Safety & Security Action Plan History



43 action items in 3 areas of work

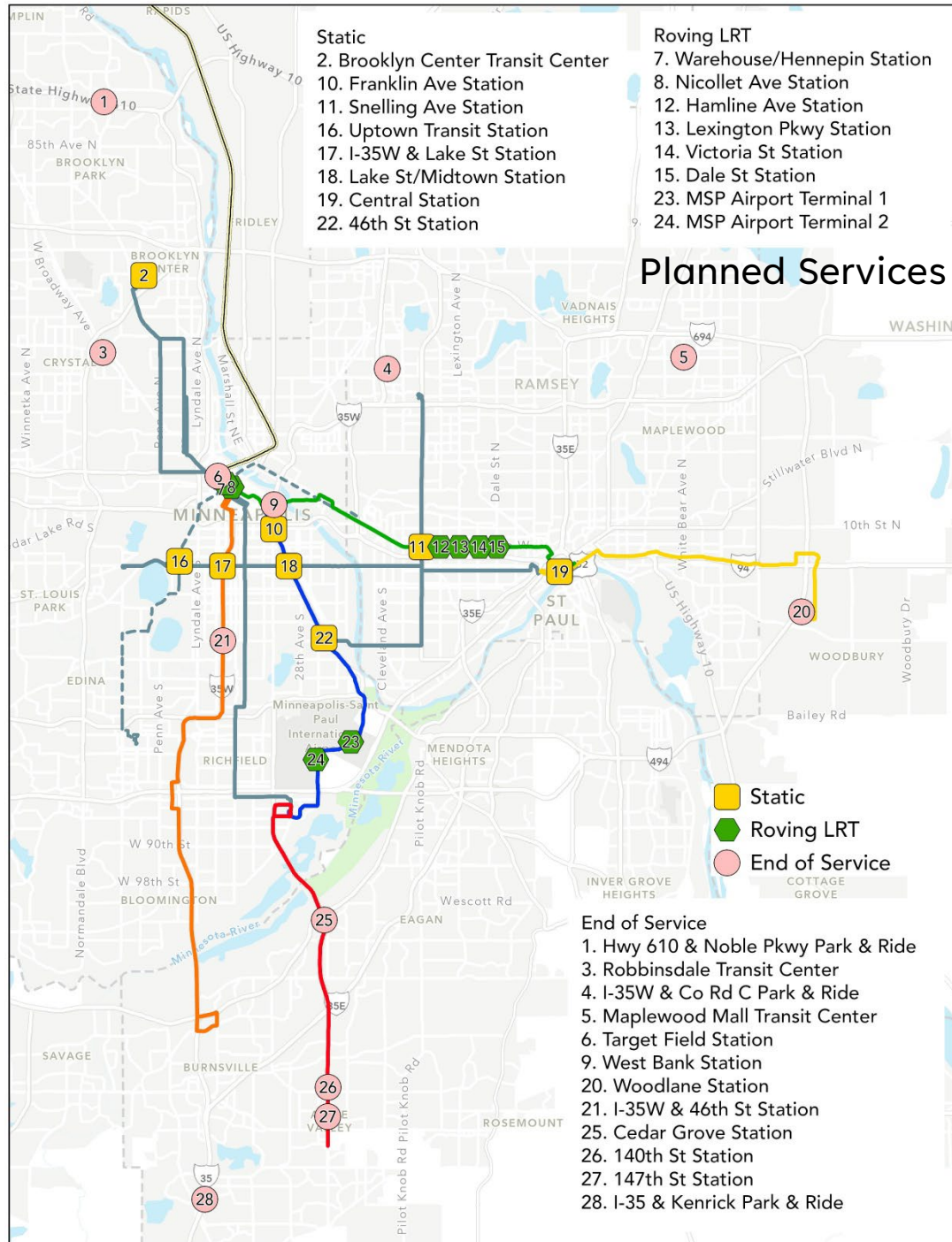
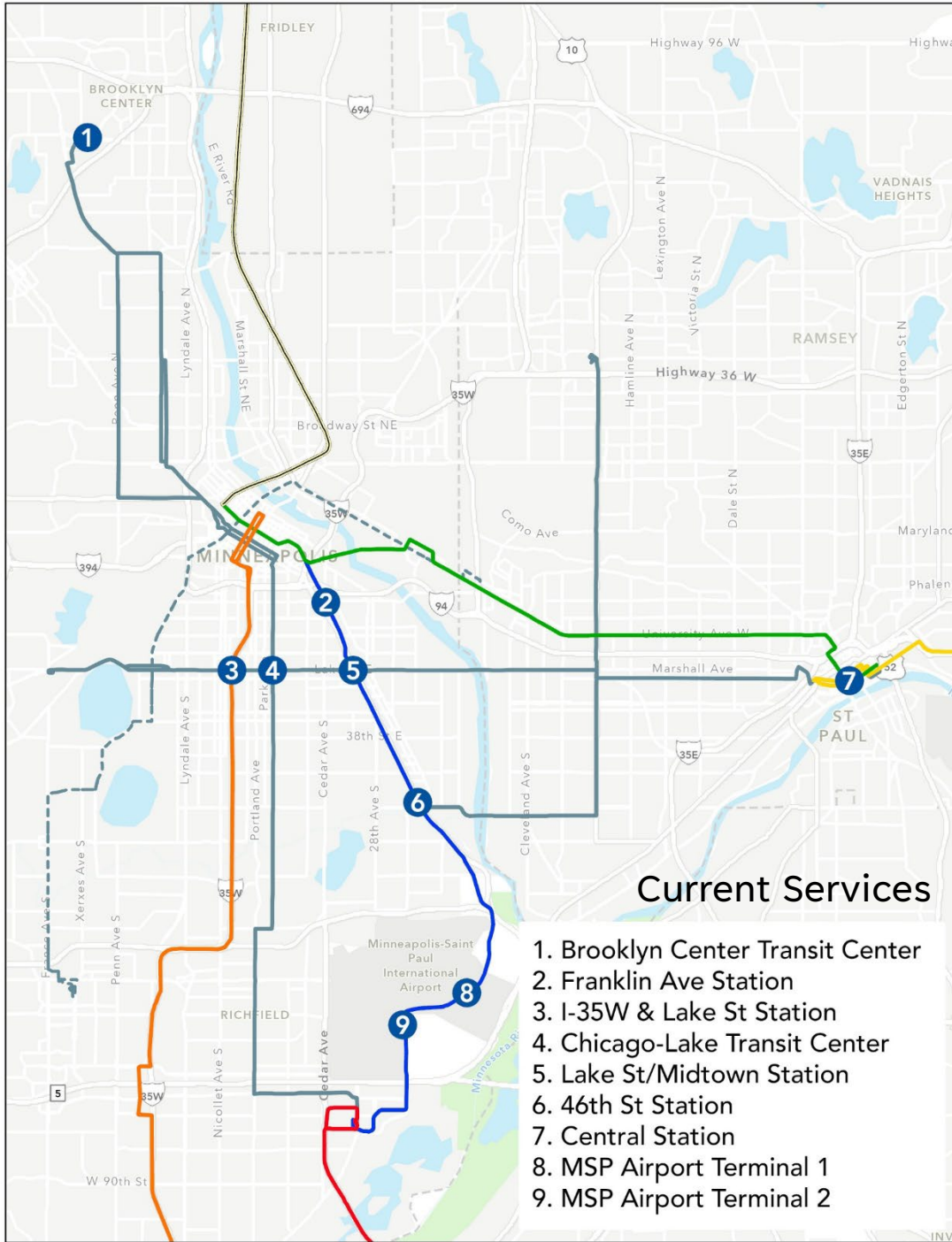
Improving Conditions on the System 🤝 Training & Supporting Employees 🤝 Engaging Customers & Partners

Contract 24P301 - Supplemental Security and TRIP Agent Services

- Supplemental security at light rail stations and transit facilities
- End-of-service roving patrol services at transit facilities
- Contracted Transit Rider Investment Program (TRIP) Agent support on buses and trains
- Request for proposals was for a two-year contract with a third-year option.
- Number of locations, baseline staffing levels, and staff hours may vary over the course of the contract depending on need.

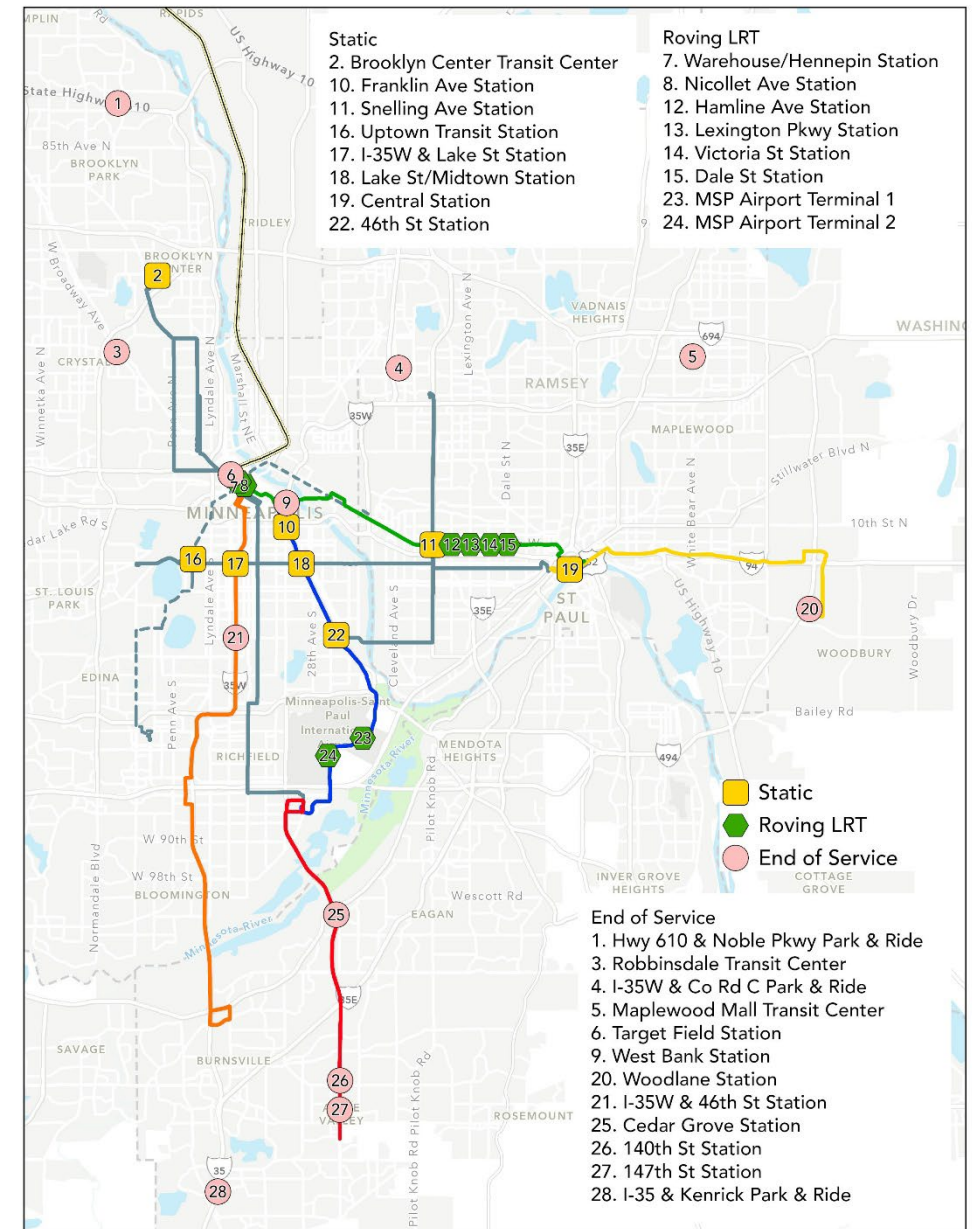
Supplemental Security at Light Rail Stations and Transit Facilities

- Supplemental security piloted at two stations in Fall 2022 as part of the Safety and Security Action Plan
- Currently provided at 9 locations
- Contract 24P301 will provide security at 16 locations
 - Number of personnel range from 2-4 security officers
 - Span of service ranges from 20-24 hours



End-of-Service Roving Patrol

- New initiative to visit selected transit facilities at the end of the service day before a facility closes.
- Will be provided at up to 12 locations with the flexibility to add or change locations if the demand for services change.



TRIP Agent Services

- TRIP Agents are primarily responsible for inspecting fares, assisting riders, and upholding rules for riding.
- They also provide first aid, administer Narcan and provide information about social services.
- TRIP Agents are a combination of full-time and contracted staff.
- Contract 24P301 will also provide security officer support for TRIP Agents.



Procurement Summary

- May 18, 2025: Request for Proposals released
- June 18, 2025: Proposals due
- Evaluation criteria: Proposal quality, qualifications of the proposer, qualifications of key personnel, service delivery plan, qualifications of the proposed sub-contractor, and price
- Proposal from Inter-Con Security was found to be the most advantageous to the Council.
- The Office of Equity and Equal Opportunity (OEEEO) assigned a Metropolitan Council Underutilized Business (MCUB) goal of 12% for this solicitation. OEEEO determined that the firm being recommended for award has met the MCUB requirements for this project.

Inter-Con Security Background

- Largest minority-owned and operated security company in the world
- Current clients include
 - Port Authority of New York and New Jersey (1,000+ staff)
 - San Diego Metropolitan Transit System (190+ staff)
 - Regional Transportation Commission of Southern Nevada (250+ staff)
 - Transit agency received 2025 American Public Transportation Association Bus Security Award
 - LA County Metropolitan Transportation Authority (200+ staff)
 - Sound Transit (150+ staff)

Proposed Action

- That the Metropolitan Council authorize the Regional Administrator to negotiate and execute contract 24P301 with Inter-Con Security for supplemental security officer and Transit Rider Investment Program (TRIP) Agent services in an amount not to exceed \$57,400,000.

Thank You!

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