

Business Item

Transportation Committee



Committee meeting date: August 11, 2025

For the Metropolitan Council: August 27, 2025

Business Item: 2025-168

Metro Transit Supplemental Security and TRIP Agent Services, Contract 24P301

District(s), member(s):	All Districts
Policy/legal reference:	FM 14-2 Expenditures for the Procurement of Goods, Services, and Real Estate; Minn. Stat. § 473.4075
Staff prepared/presented:	Lesley Kandasas, General Manager, (612) 349-7513 Brian Funk, Deputy General Manager, COO, (612) 349-7574 Antoinette Brasson, Assistant Director, Field Ops, (612) 349-7309 Matt Broughton, Assistant Director Bus Admin (612) 349-7472
Division/department:	Metro Transit/Bus Transportation

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.

Background

In September 2022, Metro Transit launched a pilot program to provide unarmed security services at the Franklin Avenue light rail station. Based on the success of the pilot program, Metro Transit expanded security services to the following locations under contract 22P123: Lake Street Station, 46th Street Station, Terminal 1 Station, Terminal 2 Station, Central Station, Brooklyn Center Transit Center, I-35W & Lake Street Station, Uptown Transit Center, and Lake & Chicago Station. This contract was later amended to add TRIP Agent services.

This contract will provide supplemental security officer services at sixteen locations, TRIP Agent services on METRO routes, roving security officer services at twelve facilities, and the ability to add future sites as needed for all services.

A Request for Proposals was issued on May 18, 2025. A pre-proposal meeting was hosted by Council staff that outlined the solicitation requirements, discussed project specifications, and responded to plan holder inquiries. There were twenty-three registered plan holders, nineteen prime proposers, one subcontractor, three plan rooms, and twelve plan holders identified as minority, woman, veteran, small, or disadvantaged business enterprises. On June 18, 2025, the Council received seven proposals to be evaluated for the consideration of award and used the proposal quality, qualifications of the proposer, qualifications of key personnel, service delivery plan, qualifications of the proposed sub-contractor, and price. The evaluation panel reached consensus that the proposal submitted by Inter-Con Security is the most advantageous to the Council.

Rationale

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

Thrive lens analysis

On Feb. 12, 2025, the Council adopted Imagine 2050, which builds on policy direction in Thrive MSP 2040. Under the Thrive lens, this contract amendment supports the following outcomes:

1. Livability: Improving safety and security on the transit system that connects residents and visitors to their employment, schools, medical and social services, special events in the downtown cores, and other activities.
2. Equity: TRIP personnel provide assistance to all customers, including those that are disabled, elderly, and/or in need of social services such as housing, mental health, and addiction.

Funding

Funding for this amendment is available through local sources provided under Metro Transit's 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 for this project.

