

# *Security Contracts*

*Rider Experience and Operations Committee*

*1/19/23*

# *Why we are here*

Today we are here to request authorization to enter into contracts with private security vendors to provide Sound Transit with safety and security services.

# *Contracted Security at Sound Transit*

Largest form of safety and security presence

- Platforms and Transit Facilities
- On-Board Rail Vehicles
- Patrolling Critical Infrastructure and Parking Facilities
- Security Operation Center
- Maintenance and Storage Facilities
- As-need Special Events

# *Current State*

## Staffing Challenges

- Estimated between 165-182 total available of the ~300 necessary for full staffing
- Approximately 75% of system-wide security posts covered daily
- Need to prepare for increased staffing needs with openings of expanded service and facilities in 2023 and beyond (2-3 times current needs)

## Most Significantly Impacted

- On-board Security – 6 of 22 filled
- Security Operation Center – 10 of 18 filled

# History

## Single Provider

- Single Vendor since beginning security services circa 2000
- Same Vendor since 2005

## Things Went Well, Until They Did Not

- 2005 – 2018: Staffing levels 85-90%; Daily Posts filled 95-100%; Low Turn over
- 2019 – Vendor challenges began
- 2020 – First of three emergency procurements
- 2021 – Began Procurement – Paused for Responsible Contractor Policy and Rethink of Procurement Strategy

# *Responsible Contractor Policy*

Effective June 8, 2022

“Sound Transit strives to protect its best interests and fulfill the public trust by engaging in business with contractors that are committed to and consistently engage in fair and responsible business practices. To that end, Sound Transit utilizes best practices to ensure, consistent with the features of each contract, that it awards contracts to responsible contractors”

# *Procurement*

## Four Vendors Recommended for Contract Award

- Allied Universal
- Pal American
- Inter-con Security
- Phoenix Protective Corp.

## All Vendors meet Responsible Contract Policy

- One SEIU union vendor
- One on SEIU Preferred Vendor List
- One new to area, history of union contracts, reaching out to SEIU
- One woman-owned DBE whose employees have elected to not form a Union to date

# *Distribution of Work*

All firms can perform all or part of the work

Initial distributions are being made based on:

- Firm's responses to the Request for Proposal
- Firm's stated preferences
- Preliminary contract negotiations

Future assignments will be based on:

- Service performance
- Ability to staff existing assignments

Initial assignments are not a guarantee for future or continued work.



# *Key benefits*

- Eliminates Single Point of Failure
- Addresses gaps in training and expectations
- Increases supervision
- Improves security officer pay
  - Average increase of \$3 to \$5 per hour in wage over current wage

# *Other Key Improvements*

Increase mobile security patrols from 9 to 17

Increases in rail vehicle on-board security

- End of 2023 increasing on-board security from 22 to 40 and to 52 by end of 2024
- Goal of 1 in 4 trains in service always having security on-board

Increase in Security Operation Center operators and supervisors from a total of 18 to 27

*Thank you.*



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