



SFMTA



# Security Contract

SFMTA Board, December 3, 2019

# Overview

- SFMTA Security: Enforcement Today
- Security Concerns & Operator Feedback
- Today's Item: Security Contract
- Capital Projects in the Pipeline
- Training Efforts Underway

# Enforcement Today

Currently, the SFMTA provides Security, Investigations, and Enforcement through multiple divisions:

- SFPD
- Proof of Payment
- Muni Transit Assistance Program
- Video Surveillance
- Emergency Preparedness
- **Contract Security**



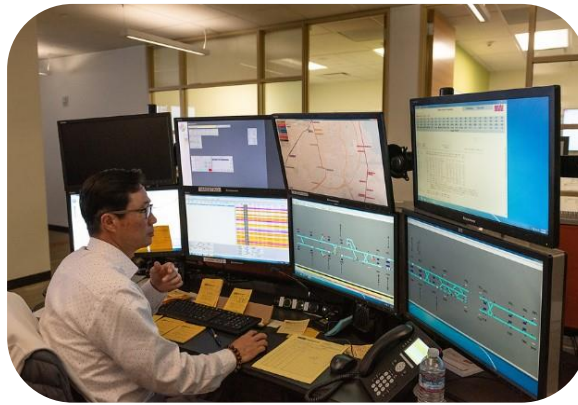
# SFMTA Security Concerns

- Personal safety of employees
  - Individuals trespassing inside of facilities (bathrooms, locker rooms, sleeping in stairwells)
  - Assaults on Subway Station Agents and Operators
  - Yard entrances are not always closed and secured
  - Need additional security to patrol while other remain at gates
- Homeless encampments around the Divisions
  - Health concerns (syringes, feces and garbage debris)
  - Confrontations with individuals with mental health issues
  - Defecating inside facilities and work vehicles
  - Unsafe walking to and from work locations
- Personal vehicle break-ins
- Subway delay caused by intruders on the trackway

# Security: Three Tiered Approach



Contract  
Security



Capital  
Improvements



Staff  
Training

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# Contract Overview

## Vendor

Universal Protection Service, LP dba Allied  
Universal Security Services

## Contract Amount

Not to exceed \$59,028,401

## Term

Three years, with three options to extend for  
one year each at the discretion of the Director  
of Transportation

## Funding Source

FY2021 and FY2022 Operating budget

# Security Assessment

## 12 SFMTA Facilities/Locations assessed:

- 9 Facilities/Locations had security issues
- Lack of 24/7 coverage
  - e.g., Gaps with no security personnel working
- Inadequate number of security personnel in relation to the size of the Facility/Location
  - e.g., 1 security guard for 9 subway platforms
- Some facilities have no security personnel at all
- Infrastructure improvements needed
  - e.g., Non-operating employee parking gate

# Increase of Security

## Current Security Personnel:

- 12 SFMTA Facilities/Locations assessed
  - Total weekly hours of security personnel (including Video Surveillance Program "VSP") = **1,976**

## Increased Security Personnel Needed:

- 9 SFMTA Facilities/Subway/Other Locations with security issues
  - Total weekly hours of additional security personnel (includes additional personnel for the VSP) = **888**
- Anticipated opening of the new Central Subway
  - Total weekly hours of additional security personnel = **232**
- Total weekly hours of additional personnel = **1,120**



# Proposed Contract in Detail

| Contract Year Totals       | Contract Year (April 1 - March 31) |                    |                    |                    |                    |                     | Totals              |
|----------------------------|------------------------------------|--------------------|--------------------|--------------------|--------------------|---------------------|---------------------|
|                            | Initial 1                          | Initial 2          | Initial 3          | Option 1           | Option 2           | Option 3            |                     |
| Unarmed Officer            | \$4,485,688                        | \$4,583,686        | \$4,708,417        | \$4,832,485        | \$4,956,717        | \$5,078,941         | \$28,645,934        |
| Video Surveillance         | \$1,131,274                        | \$1,154,941        | \$1,185,105        | \$1,215,108        | \$1,245,151        | \$1,274,981         | \$7,206,560         |
| Security Console           | \$320,496                          | \$327,201          | \$335,746          | \$344,246          | \$352,758          | \$361,209           | \$2,041,656         |
| Mobile Patrol              | \$1,083,582                        | \$1,445,876        | \$1,598,793        | \$1,639,269        | \$1,679,799        | \$1,720,042         | \$9,167,360         |
| Armed Officer              | \$1,123,676                        | \$1,145,487        | \$1,173,358        | \$1,201,078        | \$1,228,836        | \$1,256,856         | \$7,129,290         |
| ADA Observer               | \$148,651                          | \$152,047          | \$156,364          | \$160,658          | \$164,957          | \$169,148           | \$951,826           |
| Badging Clerk              | \$83,211                           | \$84,782           | \$86,790           | \$88,788           | \$90,789           | \$92,821            | \$527,181           |
| Armed Supervisor           | \$86,663                           | \$88,220           | \$90,216           | \$92,201           | \$94,188           | \$96,231            | \$547,718           |
| <b>Totals</b>              | <b>\$8,463,241</b>                 | <b>\$8,982,238</b> | <b>\$9,334,789</b> | <b>\$9,573,833</b> | <b>\$9,813,194</b> | <b>\$10,050,229</b> | <b>\$56,217,525</b> |
| Contingency @ 5%           |                                    |                    |                    |                    |                    |                     | <b>\$2,810,876</b>  |
| <b>Total Not to Exceed</b> |                                    |                    |                    |                    |                    |                     | <b>\$59,028,401</b> |

 = Increase of security hours by 45% (\$1.9M)

# Increased Security at Facilities

| Location                     | Current Staff Per Day | Additional Staff Per Day | Total Staff Per Day |
|------------------------------|-----------------------|--------------------------|---------------------|
| Flynn Division               | 1                     | 2                        | 3                   |
| Muni Metro East South Gate   | 3                     | 1                        | 4                   |
| Green Division               | 3                     | 1                        | 4                   |
| Subway Patrol                | 2                     | 6                        | 8                   |
| Subway Patrol Gap            | 0                     | 1                        | 1                   |
| Potrero Division Lower/Upper | 2                     | 2                        | 4                   |
| Presidio Division            | 2                     | 2                        | 4                   |
| Woods Division               | 2                     | 2                        | 4                   |
| Islais Creek                 | 3                     | 1                        | 4                   |
| Cameron Beach                | 1                     | 0                        | 1                   |
| Kirkland Division            | 2                     | 1                        | 3                   |
| Cable Car Division           | 3                     | 0                        | 3                   |
| Video Surveillance Program   | 3                     | 2                        | 5                   |
| Central Subway Patrol        | 0                     | 5                        | 5                   |
| <b>Total</b>                 | <b>27</b>             | <b>26</b>                | <b>53</b>           |

# Proposed Increase in Security

| Contract Services                  | Current Services | Proposed Services | % Increase |
|------------------------------------|------------------|-------------------|------------|
| Weekly Hours of Security Personnel | 3,643            | 4,486             | 30%        |
| Annual Cost of Personnel           | \$6.1M           | \$8.5M            | 39%        |

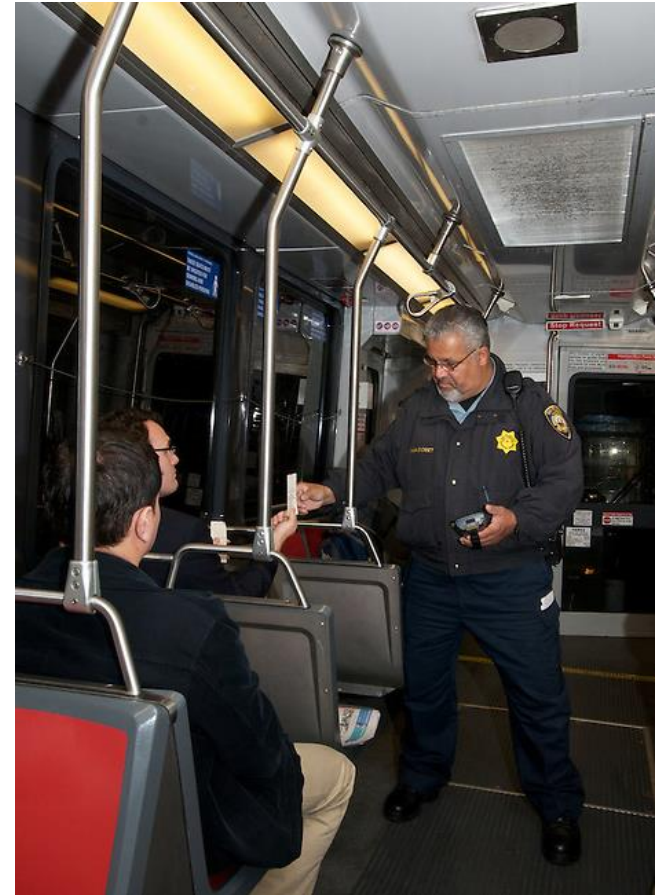


# Capital Projects in the Pipeline

- Site Hardening Video Analytics, Phase I
- Emergency Mobile Command Vehicles (2): Shelters, Communications, and Supplies
- Generators (18) for Facilities
- Facility Security Enhancement
- Threat and Vulnerability Assessment Study
- Traffic Signal Battery Backup System, Phase I & II

# Security Training for Staff

- Practical Communication Tools for Safety and Service (PaCT) (formerly called Customer Service/De-escalation)
- Active Shooter Training (SFPD)
- Transit Management Center Emergency Response Training
- Workplace Security Awareness
- Annual Joint Training Exercises for Critical Incidents in Transit System





# Thank you

