

Date: December 14, 2022

To: Board of Directors

From: Sam Desue, Jr.

Subject: RESOLUTION NO. 22-12-70 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT MODIFICATION WITH PORTLAND PATROL, INC. FOR SERVICES OF CUSTOMER SAFETY OFFICERS AND SAFETY RESPONSE TEAM MEMBERS

1. Purpose of Item

This Resolution requests that the TriMet Board of Directors (Board) authorize the General Manager or his designee to execute a contract modification (Modification) with Portland Patrol, Inc. (PPI) for services of unarmed Customer Safety Officers (CSO) and Safety Response Team (SRT) members.

2. Type of Agenda Item

- Initial Contract
- Contract Modification
- Other _____

3. Type of Contract Procurement

- Low Bid / Invitation to Bid (ITB)
- Request for Proposals (RFP) (inc. CM/GC)
- Request for Qualifications (RFQ) (Personal Services)
- Other (inc. sole source) Sole Source

4. Reason for Board Action

Board authorization is required for all contract modifications causing contract amounts to exceed amounts previously authorized by the Board.

5. Type of Action

- Resolution
- Ordinance 1st Reading
- Ordinance 2nd Reading

6. Background

PPI is an organization that provides safety and security services within the Portland metro area, and has a unique and close working relationship with law enforcement, the Multnomah County District Attorney, social service organizations, and other community members. PPI has been a key component of the security-related partnerships in the downtown central business district within which TriMet operates.

At its January 2018 meeting, the Board authorized Resolution No. 18-01-13, approving a

five-year, sole-source contract with PPI in the amount of \$7,630,534, to provide safety, security and code enforcement personnel for the transit system. TriMet and PPI subsequently entered into the contract for these services on August 1, 2018.

Under the contract, PPI personnel serve as unarmed Customer Safety Officers (CSO) and Safety Response Team (SRT) members on the transit system, presenting a visible, uniformed security presence and providing social service referrals under the direction of TriMet's Security Director.

The CSOs are engaged to carry out the following essential activities:

- Provide a high visibility, uniformed security and safety presence onboard TriMet vehicles, platforms, and other property.
- Offer security support for TriMet Customer Safety Supervisors and other staff responsible for enforcing TriMet code of conduct compliance.
- Help to maximize safety of customers and staff, and minimize service disruptions.
- Provide safety, security, and support services for special events.
- Provide customer information and assistance with the HOP Fastpass fare system.
- Provide information to customers about options for resolving citations.
- Assist with TriMet incident response efforts, as necessary.
- Respond to unscheduled service disruptions to support TriMet staff and customers.

The SRT's carry out the following functions:

- Assist chronic fare evaders with information to connect them to community and TriMet resources.
- Promote the safe use of the system to riders, including visitors and those unfamiliar with TriMet and/or the Portland region.
- Provide customer information and assistance with the HOP Fastpass fare system.
- Respond to medical emergencies on TriMet vehicles and at stations.
- Offer social service referrals to vulnerable persons on the transit system who may be suffering from mental health problems, substance abuse addiction, and/or homelessness.

The initial Resolution approved a contract in the amount of \$7,630,534. Since the contract's execution in 2018, TriMet has added more safety and security personnel in response to increasing and on-going safety, security and livability issues negatively affecting the transit system. Through the first three years of the contract, PPI provided approximately 20 personnel and TriMet expended approximately \$3.3 million of the authorized funds. In September of 2021, in response to recommendations of the Reimagine Public Safety initiative, TriMet began the SRT program and PPI began providing those personnel. To date, PPI provides approximately 40 CSOs (an additional 20 CSOs) and 48 SRTs. However, the contract's authorized \$7.6 million is nearly exhausted.

TriMet believes that the presence of its CSOs and SRTs have provided very significant benefits to the transit system, greatly increasing the level of safety and security for our riders, operators and other staff, and encouraging the public to use the system. TriMet intends to expand this safety and security initiative, and hopes to increase the number of CSOs from 40 to 80, and the SRTs from 48 to 60, over the period of January through July 2023. This expansion would include necessary supervisory and administrative staff.

The costs to retain the current CSOs and expand their ranks is projected to cost approximately \$4.5 million, and the cost to retain the current SRTs and expand their ranks also is projected to cost approximately \$4.5 million, from December 2022 through July of 2023. Therefore, additional funding of \$9,050,000 will be required to retain and expand PPI's services over the remaining eight (8) months of the contract. This Modification will increase the contract value from \$7,630,534 to \$16,680,534, through July 31, 2023.

During this period, TriMet expects to re-solicit a new safety and security services contract, and will subsequently present the Board with a Resolution requesting authorization of funding for the CSO / SRT safety and security program for future years.

7. Description of Procurement Process

This contract was awarded via a Sole Source process.

8. Diversity

PPI's workforce consists of 124 employees, of whom 40% are minorities and 29% are female. Approximately two-thirds of PPI's personnel serve as TriMet CSOs and SRTs, of whom 39% are minorities and 31% are female. PPI does not subcontract its work under this contract.

9. Financial/Budget Impact

Funding for the current and projected PPI services are included in the FY2023 Safety and Security Division Budget.

10. Impact if Not Approved

Failure to approve this Resolution and provide the increased funding would result in a significant lapse in security services on the system, while TriMet staff attempt to procure replacement services. This option is not recommended.

RESOLUTION NO. 22-12-70

RESOLUTION NO. 22-12-70 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT MODIFICATION WITH PORTLAND PATROL, INC. FOR SERVICES OF CUSTOMER SAFETY OFFICERS AND SAFETY RESPONSE TEAM MEMBERS

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract modification with Portland Patrol, Inc. (PPI) for Customer Safety Officers and Safety Response Team members (Modification); and

WHEREAS, by Resolution No. 22-05-35, dated May 22, 2022, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring the Board to authorize contracts obligating TriMet to pay in excess of \$1,000,000; and

WHEREAS, by Resolution No. 18-01-13, the Board approved a five-year contract with PPI totaling \$7,630,534, and the total amount of the Modification exceeds the contract amount authorized by the Board;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Modification shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute a Modification to the contract with PPI, increasing the contract amount from \$7,630,534 to \$16,680,534, through the contract's July 31, 2023 termination date.

Dated: December 14, 2022

Attest:

Presiding Officer

Recording Secretary

Approved as to Legal Sufficiency:

Gregory E. Skillman
Legal Department