



## Board Report

File #: 2021-0665, File Type: Contract

Agenda Number: 24.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 18, 2021

**SUBJECT: INFRASTRUCTURE PROTECTION SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATIONS**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE scope modifications (Attachment A) to align with the move towards reimagining public safety;
- B. EXECUTE Contract Modification No. 9 to Contract No. PS560810024798 with RMI International, Inc. for a six (6) month (April -September 2022) extension to the period of performance inclusive of scope modifications, for an amount not-to-exceed \$19M, increasing the total contract price from \$120,453,758 to \$139,453,758; and extend the period of performance from April 1, 2022, to September 30, 2022; and
- C. EXERCISE one (1) six-month option (October 2022 - March 2023), for an additional amount not-to-exceed \$19M, increasing the total contract price from \$139,453,758 to \$158,453,758, only if necessary to complete the procurement process of a new contract award.

#### **ISSUE**

The current overall Metro Security Program consists of three main elements to support the safety strategy:

- Contract Security Guard (RMI International Inc.)
- In-House Metro Security (Transit Security)
- Contract Law Enforcement (LAPD, LASD, LBPD)

The contracted security guard component is designed and deployed as a fully integrated and mutually supportive part of the overall security program by providing dedicated fixed-post security protections to Metro properties, including employee parking facilities, Metro Rail and Metro Bus System parking lots, Metro support facilities, and for short-term assignments and special security operations, as necessary. Security guard services are deployed at Metro facilities and properties based on our analysis of overall risks, vulnerability assessments, area crime rates, the configuration

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of facilities, and special identified needs.

The existing contract will expire on March 31, 2022. An extension will allow Metro staff sufficient time to finalize the scope of work (SOW) that will incorporate Public Safety Advisory Committee (PSAC) input for the new solicitation, launch a new competitive solicitation process to procure infrastructure protection services and award a new contract.

## **BACKGROUND**

RMI provides infrastructure protection services at selected locations of the regional Metro system to protect Metro assets, staff, and prevent unlawful entry into secured areas.

Since the Metro Board approved the award of a five-year, firm-fixed unit price contract to RMI for security guard services in September 2016, additional costs have been incurred to provide additional coverage for special events and new services and to support the increasing demand for visible security presence, system-wide, to deter crime and address homelessness.

To support the increasing demand for a visible security presence, in April 2018 Metro increased security guard presence in the underground stations on the Red and Purple Rail Lines.

In February 2019 an increase in staffing levels was also required to support the opening of the Southwest Yard facility and Location 64, as well as an increase in 24-hour security guard presence at the following locations: Soto, Mariachi Plaza, and North Hollywood Stations, and the new Rosa Parks Customer Service area.

In addition, Contract No. PS560810024798 was impacted by the unforeseen higher living wage increases during the FY17/18 and FY18/19 budget cycles. These rates are subject to an annual increase every July 1. These rate increases have exceeded the originally anticipated annual rate of increase Metro advised proposing firms to use in determining their price proposals for multi-year contracts.

In October 2018, the Board approved the staff's recommendation to cap the annual living increases for both active and future contracts to 3% effective July 1, 2019. However, additional funding was required to cover the unanticipated living wage rate increases from prior years.

June 2021, Metro board approved a six (6) month extension to the allow time for System Security and Law Enforcement (SSLE) to conduct a comprehensive evaluation of Metro's existing infrastructure protection service requirements and consult with the newly formed Public Safety Advisory Committee (PSAC) in the development of a revised scope of services resulting in a new solicitation focused on reimaging safety for our ridership.

Contract Modification No. 9 is required in order to continue to provide preventative physical security at Metro stations, parking lots/structures, and critical infrastructures and increase visible protection presence at bus/rail maintenance facilities and systems. This modification will also allow continued

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engagement with PSAC regarding recommendations to future infrastructure protection services contract.

PSAC meetings commenced in April 2021, with the introduction of the IPS ad-hoc subcommittee in June. Since then, the ad-hoc subcommittee has held 10 meetings. Members have engaged in discussions regarding the existing contract, reviewed data on calls for service and use of force, and had an opportunity to hear directly from front-line RMI security staff.

Based on the hard work and feedback received through the ad-hoc subcommittee meetings, Metro staff developed the proposed recommendations to the existing contract SOW.

### **DISCUSSION**

Providing a visible security presence is an effective deterrent to crime and disorder and mitigating acts of terrorism. Toward that end, Metro's private sector security contract plays an important role in safeguarding patrons, employees, and facilities. This contracted function has been a key enhancement to existing staffing levels and assigning guards to areas previously understaffed.

The extension of the contract supports the following priorities:

1. Increasing physical security at stations and parking lots/structures;
2. Safeguarding critical infrastructure;
3. Improving security at bus/rail maintenance facilities.

Under this contract, RMI provides infrastructure protection services at selected locations of the regional Metro system including rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. It also provides preventative physical security by inspecting station ancillary structures and hatches, which deters damage to critical infrastructure. This contract also provides additional protection services on an as-needed basis for emergencies. The extra security visibility positively impacts the perception of security felt by customers and employees.

The \$19M funding request for each six (6) month extension is based on the following factors:

1. Year 5 Actual Service Hours: 390,500, (\$11.5M)
2. Planned restoration of temporally suspended hours during CY 2020 due to COVID: 91,500, (\$3.0M);
3. Expansion for CLAX which includes seven (7) rail stations: 90,000 Hours (\$3.0M);
4. New expansion of three (3) rail stations for the Regional Connector: 26,208 Hours (\$800K); and
5. Implementation of recommendations for reimagining public safety (\$300K)

It is important to recognize the direction from our Board of Directors and sentiments from the communities we serve to do a complete and thorough reenvisioning of public safety on the Metro

system ensuring an environment where everyone feels safe and respected. The following recommendations represent the first step forward in reimagining policing on the Metro system.

Metro staff's recommendations (Attachment A) are as follows:

- To align with the Public Safety Mission and Values Statement, Acknowledging Context, it is recommended that security contractors be required to exclude security guards that a law enforcement agency has previously terminated from working on the Metro contract and,
- Expand background checks to include psychological testing, and
- Utilize an early warning software system that flags multiple complaints and/or use of force incidences.
- To align with the Public Safety Mission and Values Statement, Emphasizing Compassion, it is recommended the contractor enhance training to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Persons Who are Unsheltered, and Excellence in Customer Service.
- To align with the Public Safety Mission and Values Statement, Implement a Community-Centered Approach, it is recommended contractors have new uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.
- To align with the Public Safety Mission and Values Statement, Transparency, it is recommended contractors utilize technology to provide for instant incident reporting and video recording.
- To align with the Public Safety Mission and Values Statement, Committing to Openness, it is recommended contractors be consistent with the principles of Campaign Zero "Eight Can't Wait".

As we reimagine our public safety efforts and continue to embrace the expansion of community engagement opportunities, this contract extension will provide immediate short-term actions through modifications to the existing contract that promotes safety, enhances and improves transparency,

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and strengthens accountability.

## **PSAC**

On October 5<sup>th</sup>, Metro staff issued a memo (see attachment E) to the ad-hoc subcommittee detailing staff recommendations in response to the ideas heard from members since June. The ad-hoc subcommittee met on October 12<sup>th</sup> to discuss the memo and provide feedback. Overall, there was alignment with most of the recommended categories. However, additional revisions were made based on the feedback received, and a supplemental memo (see attachment E) was provided to the full PSAC, with the concurrence of the ad hoc committee on October 20<sup>th</sup>.

On November 3<sup>rd</sup>, the committee was asked to consider staff's proposal to incorporate recommendations informed by the ad-hoc subcommittee, excluding staff's recommendation for a body-worn camera alternative. With 9 "no" votes, 3 "yes" votes, and 2 abstentions, the item did not pass (see attachment F).

## **DETERMINATION OF SAFETY IMPACT**

This Board action will not have any negative impact on safety.

## **FINANCIAL IMPACT**

The increase of up to \$19,000,000 will be added to the contract value in the System Security and Law Enforcement Department budget, in Cost Center 2612. The FY22 Budget includes \$23.7 million in Cost Center 2612, Account 50399 in multiple Bus and Rail projects. The Chief System Security and Law Enforcement Officer and the Project Manager will be responsible for the future budgets for exercising the option of an additional six (6) month extension of up to \$19,000,000 for a total additional contract value of up to \$38,000,000.

## **IMPACT TO BUDGET**

The source of funds for these Projects will be local operating funds including Proposition A, C, TDA, Measure R and Measure M taxes. These funds are eligible for Bus and Rail Operations.

## **EQUITY PLATFORM**

RMI made a 33.20% Disadvantaged Business Enterprise (DBE) commitment exceeding the established 30% goal for the solicitation. Based on payments reported, the contract is 82.19% complete and the current DBE participation is 30.42%, representing a 2.78% shortfall.

The RMI team includes four DBE subcontractors: Allied Protection Services, Inc., North American Security and Investigations, Inc. American Eagle Protective Services and Absolute International Security. Collectively, the DBE subcontractors provided 35.4 % of armed security personnel required by the contract. RMI is currently working with Metro staff to add three additional subcontractors to address the 2.78% DBE shortfall.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract modification, consistent with the PSAC recommendation. This alternative is not recommended because:

- the contract modification will increase accountability, transparency, and cultural sensitivity through the enhanced trainings and updated uniforms. These enhancements are all important factors in building trust and legitimacy with the public we serve; and
- Metro currently does not have internal resources to provide the necessary staffing level needed system-wide, to safeguard infrastructure, employees, and patrons.

Staff will continue to partner with the PSAC and seek their feedback on how to improve accountability and transparency in the new Infrastructure Protection Services contract.

### **NEXT STEPS**

Upon Board approval, staff will execute Modification No. 9 to Contract No. PS560810024798 with RMI International, Inc., to continue to provide infrastructure protection services to the end of the extended contract term.

### **ATTACHMENTS**

Attachment A - Infrastructure Protection Services Contract Recommendations

Attachment B - Procurement Summary

Attachment C - Contract Modification/Change Order Log

Attachment D - DEOD Summary

Attachment E - Staff Recommendations

Attachment F - PSAC November 3<sup>rd</sup> Meeting Votes

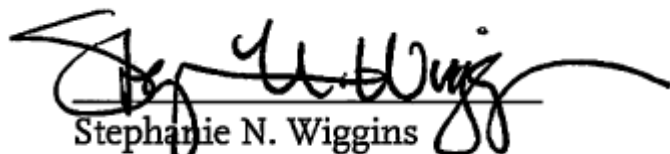
Prepared by: Cathryn Banuelos, Chief Administrative Analyst, System Security and Law Enforcement, (213) 922-7650

Jose Ortiz, Director, Transit Security, System Security and Law Enforcement, (213) 922-3631

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-4811

Debra Avila, Chief Vendor/ Contract Management Officer,

(213) 418-3051



Stephanie N. Wiggins  
Chief Executive Officer



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**September 29, 2021**

**TO: AD-HOC INFRASTRUCTURE PROTECTION SERVICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)**

**SUBJECT: INFRASTRUCTURE PROTECTION SERVICES  
CONTRACT RECOMMENDATIONS**

**ISSUE**

The purpose of this correspondence is to follow up on the status of the concepts discussed by the ad-hoc subcommittee related explicitly to the Infrastructure Protection Services (IPS) contract. Since the initial meeting on June 14, 2021, we have listened to your thoughtful and creative ideas for improving the service we provide under this contract. Metro's recommendations are grouped into general topics based on the IPS Ad-hoc Subcommittee's six categories.

Metro will ask its Board of Directors to extend the existing security contract by up to 12 months, from April 1, 2022 up until March 31, 2023. This extension will allow the PSAC and SSLE to finalize the next Scope of Work (SOW) and launch the procurement process for a new contract to be awarded.

**DISCUSSION**

After a thorough analysis of the discussions heard during the ad-hoc subcommittee, SSLE supports several amendments to the existing contract and proposes implementing them promptly through an agreement with the current contractor (RMI International). Other recommendations would need to be implemented in a new procurement due to time constraints and cost. The next steps would be to present to the full PSAC membership for review and approval, followed by submittal to Metro's CEO, Stephanie Wiggins.



The six (6) general categories being considered are:

1. Background checks
2. Training
3. Uniforms
4. Transparency
5. Accountability
6. Weapons/Firearms (pending)

## **1. Background Checks**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to exclude security guards that a law enforcement agency has previously terminated from working on the Metro contract.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the current contract and the SOW for the new contract.

**There is no increase in cost to implement this recommendation.**

**This recommendation supports the draft PSAC values of Committing to Openness and Transparency and Acknowledging Context**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to provide satisfactory proof that employees have passed all stages of the background process, including completed applications, background checks, live scan, drug testing, psychological testing, guard card and firearm permits from the Bureau of Security and Investigative Services (BSIS). Refer to Attachment A for Metro Transit Security and contract security's hiring processes.

**SSLE Response:** SSLE supports this recommendation in part. SSLE supports adding a psychological testing component as a final phase for security officers working on the Metro contract. However, SSLE does not recommend an expanded background check which would include vetting an applicant with relatives and neighbors due to legal concerns raised by our contractor.

Armed security officers are licensed by the state, including a background (criminal history) check and required training. See [Security Guard Registration - Bureau of Security and Investigative Services \(ca.gov\)](#) and [Firearms Permit FACT SHEET - Bureau of Security and Investigative Services \(ca.gov\)](#). The responsibility of the quality and associated risks of the applicant lies with the contractor. RMI utilizes a vendor to conduct background checks for them.

RMI's Legal Counsel has advised the contractor that expanding the background check by interviewing relatives and neighbors is not recommended for private

employers due to the potential legal implications of exposure to complaints and claims.

Based on a review of Metro's contract security officers' past performance, there were 31 use of force incidents during 22,936 calls for service from January 2018 through June 25, 2021. There were 67 complaints made from November 2018 until June 2021, and 15 of these had sustained misconduct allegations.

SSLE recommends that Applicants undergo and pass a standard psychological exam as an added safeguard to ensure sound judgment and decision making. The test would be performed in the final phase of the hiring process, limiting the number of psychological exams necessary. SSLE can implement this recommendation in the contract extension with modification to the current contract and the SOW for the new contract. Psychological testing will apply to any newly hired security officer assigned to the Metro contract.

**There is an increase in cost to implement this recommendation:** The approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant.

**This recommendation supports the draft PSAC values of Committing to Openness and Transparency and Acknowledging Context**

## **2. Training**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to ensure that all security officers working on Metro's contract have completed specific training classes. Security contractors shall be required to provide verified completion of the training from an approved source. The training classes are implicit bias, de-escalation, how to interact with those with disabilities, those in cognitive crisis, those who suffer from homelessness, customer service skills, constitutional policing, and racial profiling. Refer to Attachment C for a definition of each of the training categories.

**SSLE Response:** This recommendation is supported in part by SSLE. From the PSAC recommended training classes, SSLE believes the following four (4) classes are the most beneficial to Metro's contract security officers based on their SOW:

- Implicit Bias (4 hours)
- Response to Persons with Mental and Development Disabilities (4 hours)
- How to Interact with those Who Suffer from Homelessness (2 hours)
- Customer Service (2 hours)

The new training courses will supplement the existing training on use of force, firearms, and laws of arrest. This recommendation can be implemented in the contract extension with modification to the current contract and the SOW for the

new contract. Report of completion of training for contract employees would be required for all security personnel assigned to the Metro contract with renewal every two years. SSLE considers this additional training beneficial to the contracted employees on the system. See Attachment B for further information on each training.

**There is an increase in cost to implement this recommendation:**

The approximate cost of offering all the training recommended by PSAC is \$600,000. The approximate cost of providing the four courses recommended by SSLE is \$120,000.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, and Recognizing Diversity.**

### **3. Uniform**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to have uniforms consisting of a light grey polo shirt with an embroidered badge on the chest, wear a utility belt with a flashlight, and an outer safety vest with the Metro logo on the front and back. A name tag on the uniform shirt and the outer vest shall be considered.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the contract and the SOW for the new contract.

**There is an increase in cost to implement this recommendation:**

The approximate cost is \$100 per employee per year for a total annual cost of \$40,000.

**This recommendation supports the draft PSAC values of Emphasizing Compassion and Acknowledging Context.**

### **4. Transparency**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to utilize Body Worn Video (BWV) cameras while working on the Metro system. Policies, procedures, and training shall be developed to address activation/deactivation, storage and viewing of the BWV cameras, retention/access to recorded footage, and needs to address privacy and surveillance concerns.

**SSLE Response:** SSLE supports this recommendation. However, after a risk-benefit analysis, SSLE recommends an alternative to BWV cameras. Security contractors have limited public contact and there is no evidence to suggest the

need for this level of equipment. Instead, SSLE recommends working with the contractor to utilize an application similar to TrackTik, which allows instant incident reporting and video recording. This can be implemented in the contract extension with modification to the current contract and in the SOW for the new contract.

Metro would prepare the relevant policies and procedures relating to the use of an instant video recording system.

**There is an increase in cost to implement this recommendation:**

The approximate cost to implement BWV cameras as recommended by PSAC is estimated to be more than \$1 million annually.

The approximate cost to implement each mobile application license is estimated to be \$240 per year. Each post assignment/smartphone would need one license. Assuming there are 200 post assignments, the approximate cost would be \$48,000.

**This recommendation supports the draft PSAC value of Committing to Openness and Transparency.**

## **5. Accountability**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to be consistent with the principles of Campaign Zero “Eight Can’t Wait.”

**SSLE Response:** SSLE supports this recommendation. It can be implemented in the contract extension with modification to the contract and the SOW for the new contract. One exception is when a vehicle is utilized to cause mass casualties to pedestrians in a crowd, shooting at the driver to stop the threat is justifiable by law. This exception is consistent with law enforcement partners and supported by SSLE.

**There is no potential increase in cost to implement this recommendation.**

**This recommendation supports the draft PSAC value of Acknowledging Context and Committing to Openness and Transparency.**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to have an early warning software system that flags multiple complaints and/or use of force incidents by individual security officers.

**SSLE Response:** SSLE supports this recommendation. It can be implemented in the contract extension with modification to the contract and the SOW for the new contract. The software is a risk management tool used by many police agencies and provides tracking of training, traffic accidents, commendations,

awards, and equipment. Metro Transit Security is currently in the procurement process to obtain the software for internal use.

**There is an increase in cost to implement this recommendation:**

The approximate cost for this software would be \$20,000-\$30,000 annually.

**This recommendation supports the draft PSAC values of Acknowledging Context and Committing to Openness and Transparency.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Hiring Processes  
Attachment B – Training Descriptions  
Attachment C – Response Matrix

**ATTACHMENT B**

**PROCUREMENT SUMMARY  
SECURITY GUARD SERVICES/PS560810024798**

<b>1</b>	<b>Contract Number:</b> PS560810024798			
<b>2</b>	<b>Contractor:</b> RMI International, Inc.			
<b>3</b>	<b>Mod. Work Description:</b> Increase contract authority and up to 12-month extension			
<b>4</b>	<b>Contract Work Description:</b> Security Guard Services			
<b>5</b>	<b>The following data is current as of:</b> October 4, 2021			
<b>6</b>	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	9/27/2016	<b>Contract Award Amount:</b>	\$81,944,840
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b>	\$38,508,918
	<b>Original Complete Date:</b>	9/30/2021	<b>Pending Modifications (including this action):</b>	\$19,000,000
	<b>Current Est. Complete Date:</b>	3/31/23	<b>Current Contract Value (with this action):</b>	\$139,453,758
<b>7</b>	<b>Contract Administrator:</b> Aielyn Dumaua		<b>Telephone Number:</b> (213) 922-7320	
<b>8</b>	<b>Project Manager:</b> Jose Ortiz		<b>Telephone Number:</b> (213) 922-3631	

**A. Procurement Background**

This Board Action is to approve Modification No. 9 to Contract No. PS560810024798 to RMI International, Inc. for infrastructure protection services at selected locations of the regional Metro System which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions and maintenance facilities.

This contract modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

In September 2016, the Board approved a five-year contract to RMI International, Inc. to provide infrastructure protection services.

Refer to Attachment B –Contract Modification/Change Order Log for modifications issued to date.

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis and are subject to Metro's living wage rates.

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<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Modification Amount</b>
\$19,000,000	\$19,000,000	\$19,000,000

**ATTACHMENT C****CONTRACT MODIFICATION/CHANGE ORDER LOG  
SECURITY GUARD SERVICES/PS560810024798**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Clarified basis for payment of billable overtime work and holiday hours	Approved	9/27/2016	\$ 0
<b>2</b>	Increase contract value due to unanticipated living wage adjustment for FY17/18	Approved	7/1/2017	\$ 5,108,918
<b>3</b>	Revised fully burdened hourly labor as a result of unanticipated living wage rate adjustments for FY18/19	Approved	7/1/2018	\$ 0
<b>4</b>	Change in deployment	Approved	1/25/2019	\$ 0
<b>5</b>	Updated list of subcontractors and issued applicable living wage rates for FT 19/20	Approved	7/1/2019	\$ 0
<b>6</b>	Increased contract value to cover increased security guard presence and living wage rate adjustments	Approved	2/1/2020	\$ 18,400,000
<b>7</b>	Updated list of subcontractors	Approved	10/12/2020	\$ 0
<b>8</b>	Increase contract authority and extend period of performance by six months	Approved	8/16/21	\$ 15,000,000



<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>9</b>	Increase contract authority and extend period of performance by six months	<b>Pending</b>	<b>Pending</b>	<b>\$ 19,000,000</b>
	<b>Modification Total:</b>			<b>\$57,508,918</b>
	<b>Original Contract:</b>		<b>9/27/2016</b>	<b>\$ 81,944,840</b>
	<b>Total:</b>			<b>\$139,453,758</b>

## DEOD SUMMARY

## SECURITY GUARD SERVICES/PS560810024798

**A. Small Business Participation**

RMI International, Inc (RMI) made a 33.20% Disadvantaged Business Enterprise (DBE) commitment. Based on payments reported, the contract is 82.19% complete and the current DBE participation is 30.42%, representing a 2.78% shortfall, a slight 0.15%-point reduction from the June 2021 report to the Board.

DEOD staff participated in the July and September monthly project meetings with the Metro Project Manager and RMI staff. According to RMI, the Prime has worked diligently with DBE subcontractors to increase their subcontractors' deployment. RMI provided an update reflecting the actual weekly contract hours from June 2021 to date in October, and a 90-day projection through December 31, 2021, demonstrating incremental gains of 2.3% (to date) and 15.6% (projection). RMI further explained that DBE firms American Eagle and Absolute International Security will take over posts at Divisions 2, 3, and 4, effectively transferring 800 hours to these firms.

RMI reported declines in DBE participation for Allied Protection Services, Inc. (APSI) and North American Security Investigations, Inc. (NASI) since June 2021. While both firms faced business challenges including staff recruitment and COVID-related issues that prevented the addition of service hours in the past, APSI has made progress, accepting an additional 280 hours in August 2021, and continuing to work with RMI to increase capacity. An incremental uptick in the level of participation is anticipated once payments are reported for the additional service hours. RMI further contends that due to persistent business issues throughout 2021, NASI requested to forgo some service hours and not take on any new assignments, which RMI reasonably accommodated, working with NASI and Metro Operations.

Staff will continue to engage with RMI and the Metro project team monthly to discuss strategies to increase their level of staffing to meet their commitments.

Small Business Commitment		33.20% DBE	Small Business Participation	30.42% DBE
	DBE/SBE Subcontractors	Ethnicity (Only Applicable for DBE Contract)	% Committed	Current Participation <sup>1</sup>
1.	Allied Protection Services, Inc.	African American	13.44%	1.59%
2.	North American	Hispanic American	5.96%	16.35%

Security and Investigations, Inc. Security America, Inc. <i>(substituted due to voluntary withdrawal)</i>	Hispanic American	13.80%	8.22%
American Eagle Protective Services	African American Female	Added	3.76%
Absolute International Security, Inc.	Asian Pacific American Female	Added	0.50%
<b>Total</b>		<b>33.20%</b>	<b>30.42%</b>

<sup>1</sup>Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

#### **B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$22.67 per hour (\$17.00 base + \$5.67 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

#### **C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

#### **D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

**Metro****Los Angeles County  
Metropolitan Transportation Authority****One Gateway Plaza  
Los Angeles, CA 90012-2952****213.922.2000 Tel  
metro.net****October 5, 2021**

**TO: AD-HOC INFRASTRUCTURE PROTECTION SERVICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)**

**SUBJECT: INFRASTRUCTURE PROTECTION SERVICES  
CONTRACT RECOMMENDATIONS**

**ISSUE**

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Metro will ask its Board of Directors to extend the existing security contract by up to 12 months, from April 1, 2022 up until March 31, 2023. This extension will allow the PSAC and SSLE to finalize the next Scope of Work (SOW) and launch the procurement process for a new contract to be awarded.

**DISCUSSION**

After a thorough analysis of the discussions heard during the ad-hoc subcommittee, SSLE supports several amendments to the existing contract and proposes implementing them promptly through an agreement with the current contractor (RMI International). Other recommendations would need to be implemented in a new procurement due to time constraints and cost. The next steps would be to present to the full PSAC membership for review and approval, followed by submittal to Metro's CEO, Stephanie Wiggins.

The six (6) general categories being considered are:

1. Background checks
2. Training
3. Uniforms

4. Transparency
5. Accountability
6. Weapons/Firearms (pending)

## **1. Background Checks**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to exclude security guards that a law enforcement agency has previously terminated from working on the Metro contract.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the current contract and the SOW for the new contract.

**There is no increase in cost to implement this recommendation.**

**This recommendation supports the draft PSAC values of Committing to Openness and Transparency and Acknowledging Context**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to provide satisfactory proof that employees have passed all stages of the background process, including completed applications, background checks, live scan, drug testing, psychological testing, guard card and firearm permits from the Bureau of Security and Investigative Services (BSIS). Refer to Attachment A for Metro Transit Security and contract security's hiring processes.

**SSLE Response:** SSLE supports this recommendation in part. SSLE supports adding a psychological testing component as a final phase for security officers working on the Metro contract. However, SSLE does not recommend an expanded background check which would include vetting an applicant with relatives and neighbors due to legal concerns raised by our contractor.

Armed security officers are licensed by the state, including a background (criminal history) check and required training. See [Security Guard Registration - Bureau of Security and Investigative Services \(ca.gov\)](#) and [Firearms Permit FACT SHEET - Bureau of Security and Investigative Services \(ca.gov\)](#). The responsibility of the quality and associated risks of the applicant lies with the contractor. RMI utilizes a vendor to conduct background checks for them.

RMI's Legal Counsel has advised the contractor that expanding the background check by interviewing relatives and neighbors is not recommended for private employers due to the potential legal implications of exposure to complaints and claims.

Based on a review of Metro's contract security officers' past performance, there were 31 use of force incidents during 22,936 calls for service from January 2018

through June 25, 2021. There were 67 complaints made from November 2018 until June 2021, and 15 of these had sustained misconduct allegations.

SSLE recommends that Applicants undergo and pass a standard psychological exam as an added safeguard to ensure sound judgment and decision making. The test would be performed in the final phase of the hiring process, limiting the number of psychological exams necessary. SSLE can implement this recommendation in the contract extension with modification to the current contract and the SOW for the new contract. Psychological testing will apply to any newly hired security officer assigned to the Metro contract.

**There is an increase in cost to implement this recommendation:** The approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant.

**This recommendation supports the draft PSAC values of Committing to Openness and Transparency and Acknowledging Context**

## **2. Training**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to ensure that all security officers working on Metro's contract have completed specific training classes. Security contractors shall be required to provide verified completion of the training from an approved source. The training classes are implicit bias, de-escalation, how to interact with those with disabilities, those in cognitive crisis, those who suffer from homelessness, customer service skills, constitutional policing, and racial profiling. Refer to Attachment C for a definition of each of the training categories.

**SSLE Response:** This recommendation is supported in part by SSLE. From the PSAC recommended training classes, SSLE believes the following four (4) classes are the most beneficial to Metro's contract security officers based on their SOW:

- Implicit Bias (4 hours)
- Response to Persons with Mental and Development Disabilities (4 hours)
- How to Interact with those Who Suffer from Homelessness (2 hours)
- Customer Service (2 hours)

The new training courses will supplement the existing training on use of force, firearms, and laws of arrest. This recommendation can be implemented in the contract extension with modification to the current contract and the SOW for the new contract. Report of completion of training for contract employees would be required for all security personnel assigned to the Metro contract with renewal every two years. SSLE considers this additional training beneficial to the contracted employees on the system. See Attachment B for further information on each training.

**There is an increase in cost to implement this recommendation:**

The approximate cost of offering all the training recommended by PSAC is \$600,000. The approximate cost of providing the four courses recommended by SSLE is \$120,000.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, and Recognizing Diversity.**

### **3. Uniform**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to have uniforms consisting of a light grey polo shirt with an embroidered badge on the chest, wear a utility belt with a flashlight, and an outer safety vest with the Metro logo on the front and back. A name tag on the uniform shirt and the outer vest shall be considered.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the contract and the SOW for the new contract.

**There is an increase in cost to implement this recommendation:**

The approximate cost is \$100 per employee per year for a total annual cost of \$40,000.

**This recommendation supports the draft PSAC values of Emphasizing Compassion and Acknowledging Context.**

### **4. Transparency**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to utilize Body Worn Video (BWV) cameras while working on the Metro system. Policies, procedures, and training shall be developed to address activation/deactivation, storage and viewing of the BWV cameras, retention/access to recorded footage, and needs to address privacy and surveillance concerns.

**SSLE Response:** SSLE supports this recommendation. However, after a risk-benefit analysis, SSLE recommends an alternative to BWV cameras. Security contractors have limited public contact and there is no evidence to suggest the need for this level of equipment. Instead, SSLE recommends working with the contractor to utilize an application similar to TrackTik, which allows instant incident reporting and video recording. This can be implemented in the contract extension with modification to the current contract and in the SOW for the new contract.

Metro would prepare the relevant policies and procedures relating to the use of an instant video recording system.

**There is an increase in cost to implement this recommendation:**

The approximate cost to implement BWV cameras as recommended by PSAC is estimated to be more than \$1 million annually.

The approximate cost to implement each mobile application license is estimated to be \$240 per year. Each post assignment/smartphone would need one license. Assuming there are 200 post assignments, the approximate cost would be \$48,000.

**This recommendation supports the draft PSAC value of Committing to Openness and Transparency.**

## **5. Accountability**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to be consistent with the principles of Campaign Zero "Eight Can't Wait."

**SSLE Response:** SSLE supports this recommendation. It can be implemented in the contract extension with modification to the contract and the SOW for the new contract. One exception is when a vehicle is utilized to cause mass casualties to pedestrians in a crowd, shooting at the driver to stop the threat is justifiable by law. This exception is consistent with law enforcement partners and supported by SSLE.

**There is no potential increase in cost to implement this recommendation.**

**This recommendation supports the draft PSAC value of Acknowledging Context and Committing to Openness and Transparency.**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to have an early warning software system that flags multiple complaints and/or use of force incidents by individual security officers.

**SSLE Response:** SSLE supports this recommendation. It can be implemented in the contract extension with modification to the contract and the SOW for the new contract. The software is a risk management tool used by many police agencies and provides tracking of training, traffic accidents, commendations, awards, and equipment. Metro Transit Security is currently in the procurement process to obtain the software for internal use.

**There is an increase in cost to implement this recommendation:**

The approximate cost for this software would be \$20,000-\$30,000 annually.



**This recommendation supports the draft PSAC values of Acknowledging Context and Committing to Openness and Transparency.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Hiring Processes  
Attachment B – Training Descriptions  
Attachment C – Response Matrix



**Metro™**

# Interoffice Memo

<b>Date</b>	August 25, 2021
<b>To</b>	Jose Ortiz Transit Security Director
<b>From</b>	Lt. Cliff Ladage Admin/Training Division
<b>Subject</b>	MTS & RMI Hiring Processes

Attached are the hiring process Metro Transit Security and Contract Security (RMI & subcontractors)

## **METRO TRANSIT SECURITY HIRING PROCESS FLOWCHART**



- **RECRUITMENT**

Metro advertises open Transit Security positions which include job description, minimum qualifications, recruitment process.

- **HR Application Review**

HR Department analyst reviews submitted application to determine if minimum qualifications for the position are met. Once it is determined if minimum qualifications are met, applicants are invited to the written examination portion of the selection process.

- **Written Examination**

Applicants take a written examination which consists of spelling, grammar, sentence completion. Written test is a pass/fail. Applicant who receives a passing score shall be invited to participate in the Physical Agility Test.

- **Physical Agility Test**

Test includes 240-yard run and obstacle course. (pass/fail)

- 240-yard run male – Male – 60 seconds or less  
Female – 90 seconds or less
- Obstacle Course – 60 seconds or less

- **Interview**

Applicants who pass the Physical Agility Test shall be invited to participate in an oral interview panel consisting of department representative and HR representative. Questions include scenarios and critical thinking. Pass/Fail

- **Background Process**

Applicants who pass the interview process shall be invited to submit to the department background process which includes

- Live Scan fingerprint process (HR Dept)
- Personal history statement
  - Copies of CDL, BSIS Certifications, Military Records, Birth Certificate, Driving Record
  - Previous employers
  - Relatives & references
  - Once PHS is completed, background package is forwarded to Metro Transit Security contract background company for criminal checks, reference checks, neighbor checks and employment verification.
  - Completed background check is returned to Transit Security and screened for any disqualifying discrepancies.
  - Pass/Fail

- **Psychological Examination**

Applicants who pass the background portion of the selection process are sent to a Metro contracted physiological facility to complete a written and oral psychological evaluation to determine suitability for the position in Transit Security. Pass/Fail.

- **Medical Examination**

Applicants who successfully pass the psychological portion of the selection process are scheduled for a medical examination to determine if the applicant meets the physical standards for the Transit Security position. Applicants also submit to a drug screening process which includes breath and urine screening.

- **Job Offer**

Applicants who are successful in the selection process shall be placed on the Qualified Candidate Pool for the position. HR shall notify department of QCP and department will contact HR to offer position to applicants on the QCP.

## **RMI CONTRACT SECURITY & SUBCONTRACTOR HIRING PROCESS**

**Employee Selection:** Upon acceptance and subsequent confirmation that a prospective or current client will utilize and retain our services, we begin a process of identifying the appropriate officers for every assignment. RMI has experience in the types of employees who will be successful. Our current successful operation at client sites indicates our level of competence and support from different corporate and public communities.

- **Recruitment/Outreach**

We know the Armed Security Officer profile that will work for all our clients. We expect to recruit from a multitude of resources we have used in the past to supply this type of Armed Security Officer. These methods of sources include advertising on multiple social media platforms, billboards, and on our security vehicles. We advertise on job sites such as, Glassdoor, Zip Recruiter, Indeed, CareerBuilder, Monster, Veteran, and security specific just to name a few. Our job opening announcements are also placed in local newspapers in addition to us working closely with security training schools and colleges/universities. We also participate in multiple job fairs and have implemented an Employee Referral Program in which employees receive a monetary amount for referring those we hire. All applicants can apply for RMI jobs in person and/or online.

- **Initial Phone Screen/Interview**

Our dedicated Recruiter/Hiring Managers screen all resumes/online applications to ensure that applicants meet all requirements of the Armed Security Officer position in which they are applying for. Such requirements are consistent with those mentioned in the LA Metro Armed Security Services contract. Standards defined in our contract are minimum entry-level requirements for all Officers and are factored into the hiring decision. Once an applicant has been checked and cleared, our Recruiter contacts them and conducts an initial phone screening. If the applicant clears, they are invited to an in-person interview with the Hiring Manager.

- **In-Person Interview**

In this interview, our Hiring Managers attempt to devise the best potential match between a candidate's personality, qualifications, and the specifications of the job. Strong focus is placed on verbal, written skills and overall armed security experience. If the applicant clears, they are sent to a pre-employment drug screen and a criminal background request is submitted. Once the applicant clears both the drug screen and background process, they are invited to a new hire orientation.

- **Drug Screening**

RMI adheres to the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the United States Department of Transportation Federal Transit Authority. Every employee is required to pass a pre-employment drug screening and agree to provide random drug screen samples through a program administered under the guidelines like those of the Department of Transportation (DOT). Urine

samples are collected at designated clinics and are tested by certified laboratory personnel with results provided within 2 business days. Any candidate or employee testing positive for any controlled substance will NOT be allowed to enter or maintain a place of employment with RMI International.

- **Criminal History Background Checks**

For all state Armed Security Officer licensing and training standards, RMI follows the LA Metro Armed Security Services contract requirement to complete criminal history background checks. Applicant background information is taken from applicant application and forwarded to 3<sup>rd</sup> party background contractor who conducts criminal records are checked at the national, state, and local level. No Live Scan fingerprint completed.

***\*Applicants for armed security guards are required to have a BSIS Exposed Firearm and Guard Card. BSIS require Live Scan fingerprints of applicants prior to issuing Exposed Firearms Permit\****

- **New Hire Orientation**

The new hire orientation consists of several training modules which includes tests of RMI's employee handbook and other company and LA Metro policies, procedures, and practices in which the applicant would be required to know.

- **Onboarding**

Once new hires successfully complete their orientation, they are issued uniforms and equipment in addition to completing new hire paperwork. At this time, conditional job offer letters are presented to new hires. Once the letters are signed, new hires officially hired with RMI International.

## **Training Course Overview**

### **Implicit Bias**

#### **Los Angeles County Training Center 4 & 8 hours**

This course was developed to satisfy the mandated training for PAM 1081, Racial Profiling Part II Refresher Training. The format is facilitated discussions and student-centered learning activities that allow attendees to safely understand their own biases with a scientific approach. The curriculum design avoids an accusatory tone and focuses on objective facts revealed directly to each student by their own in-class discovery. Students learn in a safe environment with exercises that reveal deep personal preferences (biases) on things that are not at all controversial. It is an easier way to see things we prefer based on how we were socialized. Ultimately, students identify how racial profiling occurs. They discuss the legal background and how racial profiling affects all aspects of community and law enforcement. Students leave with the knowledge and skills learned to recognize their own implicit biases and how to mitigate them to eradicate racially based policing practices.

### **De-escalation**

#### **Handling Difficult People 4 Hours**

The course provides training skills in Communications, Conflict Management, Speaking Constructively, Valuing Diversity, Negotiating, and Verbal Diffusion.

#### **How to interact with those with disabilities 8 Hours**

#### **Response to Persons with Mental and Developmental Disabilities**

The curriculum is designed to provide law enforcement/security with an insight into recognizing different developmental and mental disabilities. It focuses on providing officers with valuable tools to safely managing critical incidents, as well as enhance positive interaction with persons who have these special needs.

#### **How to interact with those in cognitive crisis**

#### **Behavioral Observation Training 8 Hours**

Behavioral Observation Training is a scientifically based curriculum focused on characteristics of human behavior: what they are and how they are manifested, how to identify them.

Also, Cognitive Command (C2) training uses classroom learning paired with distance learning technology to increase officer and public safety, promote officer wellness, enhance procedural justice in police/security, citizen encounters, and improve the application of appropriate de-escalation measures. Students who successfully complete C2 training will be able to: 1) Differentiate and explain human conscious and subconscious thought and action. 2) Articulate,

with examples, how stress impacts thought, perceptions, and behaviors. 3) Model effective techniques of controlled breathing. 4) Demonstrate a method of tactical self-talk using code language. 5) Exhibit digital artifacts from the practical training exercises

### **How to interact with those who suffer from homelessness 2 Hours**

This course provides peace officers/Security with information on best practices for interacting with and assisting homeless civilians in their community by examining applicable laws regarding enforcement and regulation of our unhoused neighbors, including laws on trespassing, property rights, anti-camping ordinances, and encampments. This course will also examine how peace officers can interact with homeless civilians who could have mental health issues and the related services that can be used to help them.

### **Customer service skills**

#### **Public Relations (Community & Customer) 4 hours**

This course aids in recognizing Gender & Racial Harassment & Discrimination, respect, stereotyping, attitude, verbal skills / crisis intervention, introduction to diversity, substance abuse & mental illness, ethics & professionalism, appearance, command presence, proper conduct.

#### **Constitutional policing (Procedural Justice) for security guards 8 Hours**

The purpose of this course is to provide officers with the tools to respond safely and effectively to the community's needs by implementing the strategies of "Procedural Justice," "Implicit Bias," and "De-escalation" before, during, and after contacting members of the community they serve. This will increase officer safety, community support, and quality decision-making.

### **Racial Profiling**

#### **Racial Profiling: Issues and Impact 5 hours**

This training provides students with an understanding of the conceptual and legal definitions of racial profiling. The course also supports law enforcement / security's continued effort to maintain a relationship of trust and respect with the communities they serve.



	PSAC IPS Ad-Hoc Subcommittee Recommendations	SSLE Response	Current Contract Extension	Future Contract SOW	Preliminary Cost Impact
1	Security contractors shall be required to exclude security guards that have been previously terminated by a law enforcement agency from working on the Metro contract.	This recommendation is supported by SSLE.	X	X	No cost.
2	Security contractors shall be required to provide satisfactory proof that all security contractors have passed all stages of the background process.	This recommendation is supported in part by SSLE.		X	Approximate cost of performing the extensive background checks being described by the PSAC is approximately \$1,550 per applicant.  Approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant.
3	Security contractors shall be required to ensure that all security guards working on Metro's contract have completed specific training classes.	This recommendation is supported in part by SSLE.	X	X	Approximate cost of offering all the trainings recommended by PSAC is \$600,000.  The approximate cost of offering the four (4) trainings recommended by SSLE is \$120,000.
4	Security contractors shall be required to have uniforms consisting of a light grey polo shirt with an embroidered badge, wear a utility belt with a flashlight, and an outer safety vest with the Metro logo. A name tag on the uniform shirt and the outer vest shall be considered.	This recommendation is supported by SSLE.	X	X	Approximate cost is \$100 per employee per year for a total annual cost of \$40,000.
5	Security contractors shall be required to utilize Body Worn Video (BWV) cameras while working on the Metro system.	This recommendation is supported by SSLE, however, recommends an alternative such as	X	X	Approximate cost to implement BWV cameras as recommended by PSAC is estimated at

PSAC IPS Ad-Hoc Subcommittee Recommendations		SSLE Response	Current Contract Extension	Future Contract SOW	Preliminary Cost Impact
		an application similar to TrackTik.			more than \$1 million annually.  Approximate cost to implement each mobile application license is estimated at \$240 per year. One license would be required per post assignment/smartphone. Assuming there are 200 post assignments, the approximate cost would be \$48,000.
6	Security contractors shall be required to be consistent with the principles of Campaign Zero "Eight Can't Wait."	This recommendation is supported by SSLE.	X	X	No cost.
7	Security contractors shall be required to have an early warning software system that flags multiple complaints and/or use of force incidents by individual security officers.	This recommendation is supported by SSLE.	X	X	It is estimated the cost for this software would be \$20,000-\$30,000 annually.



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## **Supplemental Memorandum October 20, 2021**

During the October 12<sup>th</sup> IPS ad-hoc subcommittee meeting, Metro staff and members of the ad-hoc subcommittee discussed Metro's October 5<sup>th</sup> IPS contract modification recommendation memo.

Ad hoc members were in alignment with staff's recommendations on the background checks, uniforms, and accountability categories. When it came to the training, members provided feedback on reframing the training classes and revisions to the recommendation on trainings will be made as indicated below:

### **Original:**

- Implicit Bias (4 hours)
- Response to Persons with Mental and Development Disabilities (4 hours)
- How to Interact with those Who Suffer from Homelessness (2 hours)
- Customer Service (2 hours)

### **Revisions to training:**

- Implicit Bias (4 hours)
- How to Better Serve Persons with Disabilities, including Mental and Development Disabilities (4 hours)
- How to Assist Persons Who are Unsheltered (2 hours)
- Excellence in Customer Service (2 hours)

Additional feedback was provided for the transparency category, particularly on the TrackTik tool, which allows instant incident reporting and video recording. This tool would be used to supplement the CCTV camera system currently in place on Metro's properties. TrackTik was provided as an example as it's the software the current contractor has available, however, staff will commit to researching alternatives per the feedback received from the ad-hoc committee.

Attachment A – Training Conducted by RMI

Attachment B – BSIS 40-Hour an Annual Course Training

**Training Provided by Current Contractor (RMI)**

**Orientation (3 – 6 hrs)**

Heat-Related Illness  
Injury & Illness  
Conflict Resolution  
Bloodborne Pathogens  
Sexual Harassment  
Workplace Violence  
Fire Extinguisher  
Drug and Alcohol Policy

**New Hire Process w/ Managers (1 – 3 hrs)**

Metro 101  
Firearm Safety  
Use of Force

**Rail Safety Class (2 – 4 hrs)**

Required by Metro

**On the Job Training (1 -2 hrs)**

Site set-up  
Contact numbers for all managers/supervisors  
Access control  
Tag locations  
Proper notifications  
DARs and incident reports  
Post orders

**Continuous Training / BSIS (All Modules: B, C. & D) (minimum of 8 hrs)**

Refresher training throughout the year (customer relations, customer service, etc)  
Monthly bulletin on specific circumstantial training (i.e.- Summer-heat injury training)  
“What if?” Scenario Training

**Note:** BSIS requires that each officer received 8 hours of refresher training annually to maintain their guard card and to maintain/renew their exposed firearm permit each officer is required to conduct weapons requalification every 6 months (twice annually). This training can be conducted/obtained at any state approved BSIS training facility. Attached you will find the list of the training topics approved by BSIS that count towards the annual refresher and detail the states requirement for training.

**Supervisors/Managers (2 – 4 hrs)**

Sexual Harassment  
Discrimination  
Reasonable Suspicion  
Post-Accident Procedures

**UPDATED VERSION – MAY 9, 2007**

**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**  
**Title 16, Division 7 of the California Code of Regulations**

**ARTICLE 9. SKILLS TRAINING COURSE FOR SECURITY GUARDS**

**§643. SKILLS TRAINING COURSE FOR SECURITY GUARDS**

(a) The course of skills training for registered security guards shall follow the standards prescribed by section 7583.6(b) of the Business and Professions Code. The attached Appendix sets forth the subjects that shall be taught and the maximum number of hours that shall be allowed towards meeting required training.

(b) For each course, or series of courses, the institution or company providing the training shall issue a Certificate of Completion to the individual completing the course.

The certificate shall identify the course(s) taken, the number of hours of training provided, identification of the issuing entity, name of the individual and instructor and a date, and state that the course(s) comply with the Department of Consumer Affairs' Skills Training Course for Security Guards. The certificate shall be serially numbered for tracking.

Note: Authority cited: Section 7581, Business and Professions Code. Reference: Sections 7583.6 and 7583.7, Business and Professions Code.

**I. POWER TO ARREST COURSE OUTLINE**

The Power to Arrest Course consists of four (4) hours of training in both of the following two (2) subjects:

**A. Powers to Arrest**

**4 hours**

Objective: To familiarize and instruct the individual on the training topics delineated at Business and Professions Code section 7583.7, including, without limitation, legal aspects, techniques, liability, and company requirements relating to the arrest of an individual. The training will utilize the Department of Consumer Affairs' Power to Arrest Training Manual and may include lecture, discussion, exercises and role-playing.

1. Overview of Power to Arrest Manual and subject matter.
2. Definition of arrest and discussion on the implications to the subject, the guard and the company.
3. Lecture/discussion on escalation and de-escalation techniques in the use of force.
4. Lecture/discussion in the use of restraint techniques and their implications.
5. Discussion of trespass laws and implications of enforcement.
6. Completion of the Power to Arrest Training Manual Test with 100% score in accordance with the Manual's Administering Instructions.

## **B. Weapons of Mass Destruction (WMD) & Terrorism Awareness      4 hours**

Objective: To familiarize and instruct the individual on the subject matter and observation skills required to identify and report precursor activities to a terrorist event, react appropriately, report the occurrence of a terrorist event, and remain safe while helping control the scene after a terrorist event. The training will utilize the Department of Consumer Affairs' Weapons of Mass Destruction & Terrorism Awareness for Security Professionals course consisting of a Digital Video Disk (DVD), Student Workbook and Facilitator Manual.

1. Introduction and overview of the training.
2. The Role of a Security Officer.
3. The Nature of Terrorism.
4. Weapons of Mass Destruction.
5. Coordinating and Sharing of Critical Information.

## **II. MANDATORY COURSES OUTLINE OF COURSES**

Objective: To familiarize and instruct the individual in basic skills and provide a common body of knowledge in the performance of security guard work. All courses shall include information and subject matter pertaining to the outline provided. Additionally, all courses shall include written material, lecture or exercises to assure that the individual comprehends the subject matter presented. Every newly licensed or employed security guard shall complete two of the mandatory courses within thirty (30) days from the day the guard's registration card is issued (8 hours) or the day the guard begins employment. The remaining two mandatory courses each consisting of four (4) hours of instruction, shall be completed within the first six (6) months from the day the guard registration card is issued or the day the guard begins employment as a security guard. Pursuant to Business and Professions Code Section 7583.6 (b) the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed for completion of the Mandatory Courses.

### **A. Public Relations (Community & Customer)      4 hours**

1. Recognizing Gender & Racial Harassment & Discrimination
2. Respect:
  - Stereotyping
  - Attitude
3. Verbal Skills / Crisis Intervention
4. Introduction to Diversity
5. Substance Abuse & Mental Illness
6. Ethics & Professionalism
  - Appearance
  - Command Presence
  - Proper Conduct

**B. Observation & Documentation****4 hours**

1. Report Writing
2. English as a Second Language
3. Observation and Patrol Techniques
4. Asking Appropriate Questions
5. Observing Suspects / Suspicious Activity

**C. Communication and its Significance****4 hours**

1. Internal
  - Protocols Pursuant to Contract (Who to Contact & When)
  - Radio / Monitors
  - Other Technology
2. External
  - Emergency / First Responders
  - Medical Personnel
  - Police / Sheriff / Other Enforcement
  - City Services / Government Services

**D. Liability / Legal Aspects****4 hours**

1. Personal / Contractor / Employer
2. Criminal, Civil, Administrative
3. BSIS Code & Regulations
4. Role of a Security Guard

**III. ELECTIVE COURSE OUTLINES**

Objective: To familiarize and instruct the individual in basic employer requirements relating to the performance of guard duties. Additionally, to provide the employer and the individual with the opportunity to select additional course work to improve the skills and knowledge of the individual. The listed courses should include a mixture of written materials, lecture and exercises. The hours listed are the maximum number of hours that will be accepted as part of the 16 hours of elective training mandated by the Business and Professions Code section 7583.6. Every newly licensed security guard shall complete a minimum of eight (8) hours of elective courses within thirty (30) days from the day the security guard's registration card is issued or the day the guard begins employment. An additional eight (8) hours of elective courses shall be completed within the first six (6) months from the day the security guard's registration card is issued or the day the guard begins employment. Pursuant to Business and Professions Code Section 7583.6 (b), the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed for completion of the elective courses.

**A. Post Orders & Assignments****4 Hrs. Maximum**

1. Site Specific Training
2. Equipment
  - Monitoring
  - Communication
  - Alarms
  - Elevators, Etc.
3. Emergency Response Issues
4. Liability Implications
5. Lost / Found Articles

**B. Employer Policies / Orientation****4 Hrs. Maximum**

1. Employer Reports / Paperwork
2. Reporting Processes / Procedures
3. Tax Forms, Health Forms, Etc.
4. Uniforms
5. Work Schedules
6. Other Internal Policies, Processes or Procedures
7. Employer Use of Force Policy

**C. Evacuation Procedures****2 Hrs. Maximum**

1. Emergency Procedures Related to Life / Safety and Acts of Nature
2. Working Knowledge of Evacuation Routes
  - Stairs
  - Elevators
  - Doors
3. Power Outage
4. Specific Points of Contact

**D. Officer Safety****4 Hrs. Maximum**

1. Threat Assessment
2. Subject Contact
3. Safety Awareness
4. Blood Born Pathogens
5. Environmental /Hazardous Materials

**E. Arrests, Search & Seizure  
(more advanced than PTA course)****4 Hrs. Maximum**

1. PC 836, 837 & the Differences
2. US Constitution & Amendments Impacting Guard Responsibilities
3. Loss Prevention
4. Merchant Law
5. Use of Force



**F. Access Control****2 Hrs. Maximum**

1. Identification Procedures
2. Electronic Use/CCTV
3. Non-electronic procedures

**G. Trespass****4 Hrs. Maximum**

1. Open Land
2. Private Property
3. Private Building
4. Public Property
5. Places of Public Accommodation/Public Access

**H. Laws, Codes, Regulations and Ordinances****2 Hrs. Maximum**

1. Specific to Post Assignment

**I. First Aid / CPR****4 Hrs. Maximum**

1. American Red Cross Courses
2. American Heart Association Courses
3. Automatic Defibrillator Devices (AED's)

**J. Handling Difficult People****4 Hrs. Maximum**

1. Communications
2. Conflict Management
3. Speaking Constructively
4. Valuing Diversity
5. Negotiating
6. Verbal Diffusion

**K. Work Place Violence****4 Hrs. Maximum**

1. Detecting Unusual Behavior / Warning Signs
  - Worker to Worker
  - Client to Customer
  - Supervisor to Subordinate
2. Anger Management
3. Valuing Diversity
4. Personal Security
5. Reporting

<b>L. Chemical Agents</b>	<b>4 Hrs. Maximum</b>
1. Tear Gas Use and Effects 2. Pepper Spray Use and Effects 3. Air Borne Chemical Agents 4. Water Borne Chemical Agents	
<b>M. Preserving the Incident Scene</b>	<b>4 Hrs. Maximum</b>
1. Identifying Evidence 2. Care and Handling of Evidence 3. Securing the Immediate Area 4. Legal Issues to Evidence Tampering and/or Removal 5. Witness/Participant Identification	
<b>N. Crowd Control</b>	<b>4 Hrs. Maximum</b>
1. Controlling Boisterous Celebrations 2. Handling Disputes 3. Confronting Conflicts Constructively 4. Planning for Civil Disobedience / Disturbances 5. Labor Actions, Disputes, Workplace Stoppages	
<b>O. Driver Safety</b>	<b>4 Hrs. Maximum</b>
1. Cars 2. Bicycles 3. Golf Carts	
<b>P. Supervision</b>	<b>4 Hrs. Maximum</b>
1. Roles and Responsibilities 2. Legal Liability	
<b>Q. Courtroom Demeanor</b>	<b>4 Hrs. Maximum</b>
<b>R. Parking / Traffic Control</b>	<b>2 Hrs. Maximum</b>
<b>S. Radio Procedures</b>	<b>2 Hrs. Maximum</b>
<b>T. BSIS's Certified Course in Firearms Training</b>	<b>8 Hrs Maximum</b>
<b>U. BSIS's Certified Course in Baton Training</b>	<b>4 Hrs. Maximum</b>
<b>V. School Security Guard Training</b> (In compliance with Bureau developed Training Syllabus)	<b>8 Hrs. Maximum</b>

<b>W. Introduction to Executive Protection</b>	<b>4 Hrs. Maximum</b>
<b>X. Annual Firearms Requalification</b>	<b>4 Hrs. Maximum</b>
<b>Y. Fire Safety Course</b>	<b>4 Hrs. Maximum</b>
<b>Z. Course in the Use of a Stun Gun or Air Taser</b>	<b>4 Hrs. Maximum</b>

#### **IV. Continuing Education**

Objective: To provide additional or remedial instruction in private security subject matter. The continuing education requirement, of an additional 8 hours annually pursuant to Business and Professions Code Section 7583.6(f) (1), commenced on January 5, 2005.

The annual training may be provided by an independent training entity or may be provided by the employer. Employer provided training should be supported by evaluation of the licensed guards' skills. The annual training may repeat previous course(s), or may provide additional course(s) on topics applicable to private security work.

The Mandatory and Elective courses with 4 hour maximum time limitations for the initial Skills Training Course For Security Guards may be expanded in depth to 8 hour courses, with the exception of the WMD and Terrorism Awareness, to meet the annual training hours.

Additionally, training in use of specific types of batons or a four (4) hour refresher course every other year may also be utilized to meet the continuing education requirements.

For each course completed, the training entity or company providing the training shall issue a Certificate of Completion to the individual completing the course in compliance with the appearance requirements stated in Title 16, California Code of Regulations, section 643 (b).

## Public Safety Advisory Committee

Prepared by the PSAC Facilitator Team

# MEMO

**Date:** November 5, 2021

**To:** Metro Office of the Chief Executive Officer

**From:** Public Safety Advisory Committee (PSAC)

**Re:** Outcomes from the November 3, 2021 PSAC Meeting -- Infrastructure Protection Services Contract Extension Proposal


During the November 3, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body voted on a proposal to approve Metro staff recommendations for the Infrastructure Protection Services (IPS) contract extension.

Below is a summary of the committee's action:

- The committee did not approve Metro staff recommendations for the IPS contract extension. The vote was 3 "yes," 9 "no," and 2 "abstain." (Link: [Metro staff recommendations for the IPS contract extension: memo and attachments](#))

## Proposal to Approve Metro Staff Recommendations for the IPS Contract Extension

Committee members did not approve Metro staff recommendations related to the IPS contract extension. The committee was asked to consider staff's proposal to incorporate recommendations informed by PSAC's Infrastructure Protection Services ad-hoc committee, excluding staff's recommendation related to a body-worn camera alternative. With 9 "no" votes, 3 "yes" votes, and 2 abstentions, the item did not pass.



# Infrastructure Protection Services (IPS)

SYSTEM SECURITY & LAW ENFORCEMENT IS PURSUING IMMEDIATE SHORT-TERM ACTIONS THROUGH MODIFICATIONS TO OUR EXISTING IPS CONTRACT THAT PROMOTE SAFETY, COMPASSION AND RESPECT FOR OUR RIDERS AND EMPLOYEES.

# Security Contract Extension

- ▶ SSLE is requesting a six (6) month extension-(with a six (6) month extension option) for the time period of April 1, 2022, to March 31, 2023, for our current security contract with RMI.
- ▶ This extension will allow the implementation of SSLE recommendations. In addition, this extension will ensure sufficient time to finalize the scope of work for a new solicitation and launch a new competitive solicitation for Infrastructure Protection Services that are aligned with Metro's new model for public safety.
- ▶ The cost for the total twelve (12) month extension: \$38,000,000
  - ▶ Each six (6) month extension option: \$19,000,000

# Potential IPS Modifications

There are six general categories being considered for modification:

- ▶ Background Checks
- ▶ Training
- ▶ Uniforms
- ▶ Transparency
- ▶ Accountability
- ▶ Use of Force

# SSLE Recommended Modifications

Recommendations	Preliminary Cost Impact
<p>Background Checks</p> <ul style="list-style-type: none"><li>• Security contractors shall be required to exclude security guards that have been previously terminated by a law enforcement agency from working on the Metro contract.</li><li>• Expanded background checks to include psychological testing.</li></ul>	<ul style="list-style-type: none"><li>• There is no increase in cost to implement this recommendation.</li><li>• The approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant, approximately \$62,000 annually.</li></ul>
<p>Training</p> <ul style="list-style-type: none"><li>• Enhanced training to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Persons who are Unsheltered, and Customer Service.</li></ul>	<ul style="list-style-type: none"><li>• The approximate cost of providing the four courses recommended by SSLE is \$120,000.</li></ul>
<p>Uniforms</p> <ul style="list-style-type: none"><li>• New uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.</li></ul>	<ul style="list-style-type: none"><li>• The approximate cost per year for a total annual cost of \$40,000.</li></ul>



# SSLE Recommended Modifications

Recommendations	Preliminary Cost Impact
<p>Transparency</p> <ul style="list-style-type: none"><li>Utilization of technology to provide for instant incident reporting and video recording.</li></ul>	<ul style="list-style-type: none"><li>The approximate cost to implement a mobile application license is estimated to be \$48,000 annually.</li></ul>
<p>Accountability</p> <ul style="list-style-type: none"><li>Security contractors shall be required to be consistent with the principles of Campaign Zero "Eight Can't Wait".</li></ul>	<ul style="list-style-type: none"><li>There is no potential increase in cost to implement this recommendation.</li></ul>
<p>Complaints and Use of Force incidents</p> <ul style="list-style-type: none"><li>Use of early warning software system that flags multiple complaints and/or use of force incidents.</li></ul>	<ul style="list-style-type: none"><li>The approximate cost for this software would be \$30,000 annually.</li></ul>