

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE  
1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101

June 11, 2021

1. ROLL CALL

Vice Chair Aguirre called the meeting to order at 1:02 p.m. A roll call sheet listing Public Security Committee members' attendance is attached.

2. APPROVAL OF MINUTES

Ms. Galvez moved to approve the minutes of the March 11, 2021 Public Security Committee meeting. Vice Chair Aguirre seconded the motion, and the vote was 5 to 0 in favor, with Chair Montgomery-Steppe absent.

3. PUBLIC COMMENTS

There were no public comments.

4. Security Services – Contract Award (Sam Elmer, Al Stiehler and Larry Marinesi)

Al Stiehler, Director of Transit Security & Passenger Safety, started the presentation giving background information on the current security services contract. Sam Elmer, Manager of Procurement, continued the presentation providing information on the request for proposal, evaluation criteria and the initial scoring. Mr. Elmer stated three firms were invited to submit clarifications and participate in an on-site interview. The three firms were Allied Universal, Inter-Con Security and Securitas. Mr. Elmer then discussed the updated scoring and the strengths of Inter-Con's proposal leading into the best and final offer and negotiations with Inter-Con. Mr. Elmer also discussed the protest received from Allied Universal. Larry Marinesi, Chief Financial Officer, ended the presentation with details related to the total cost of the contract. Mr. Marinesi then introduced Henry Hernandez, President and CEO of Inter-Con Security.

Mr. Hernandez shared information on Inter-Con Security from how and when they got started to what makes his firm stand out. He discussed understanding the challenges that will come with this program and mentioned his firm has never had any use of force law suit or complaints in the fifty years they have been in business. Mr. Hernandez stated his firm is very focused on technology and has completely eliminated paper time sheets. He mentioned everything is done via the Inter-Con Security Application that is a real time, cloud based, time and attendance system with the ability to see who is on what post using their GPS tracker. With Inter-Con Security, MTS will have full access to their data and backend logins. He mentioned that officers would not be scheduled if they were not qualified and trained in the Inter-Con Learning Management System. Mr. Hernandez finished by stating that Inter-Con Security will employ an entirely dedicated account management and support program including a dedicated office, staff with dedicated recruiters, trainers, managers and administrators just for this program. Mr. Marinesi concluded with a recommendation asking MTS Public Security Committee recommend to the Board of Directors to authorize the CEO to execute the contract with Inter-Con Security.

PUBLIC COMMENTS

*John Brady* – Mr. Brady asked how training is done regarding homelessness. Mr. Hernandez

stated they have built in a very robust training program with de-escalation, customer service, zero tolerance and personnel are interviewing specifically for customer service ability.

#### COMMITTEE COMMENTS

Mr. Elo-Rivera asked about the budget in respect to the split between armed vs unarmed officers and if there was a shift in ratio, would that amount be increased profit for the provider or savings for MTS. Per Sharon Cooney, Chief Executive Officer, it would be savings for MTS. Mr. Hernandez then explained there is a contract clause in regards to significant changes which includes reopening the contract for negotiations. Ms. Cooney asked what the significant percentage was and Mr. Hernandez stated 10 percent. Mr. Marinesi added that MTS would be billed on actual work performed stating this is not a fixed priced contract but a variable priced contract and MTS would only pay the portion where the actual employees are in our system. Mr. Elo-Rivera mentioned increased awareness toward racial bias, systemic racism and what has the company done to grow in that direction and what does that mean on a per employee basis in terms of interaction with the community. Mr. Hernandez stated that customer service and de-escalation is now part of the entry level basic training curriculum for everyone and more hours are being dedicated per employee to training. Mr. Elo-Rivera asked about the recruitment practices to ensure there is a pipeline to the community for the jobs being provided. Mr. Hernandez stated the recruitment is largely being done online. He also mentioned operating a dedicated San Diego Metro office, staffed with San Diego Metro recruiters who will do all the interviews at that office. Mr. Hernandez stated that the manager and trainer will also occupy that same office and training will be done there as well. Mr. Hernandez stated that in terms of demographics, the preference is always to hire local as he feels it is the right thing to do. Mr. Hernandez commented they are an equal employment opportunity compliant company.

Ms. Galvez asked about the contract expiration date with Allied and if MTS Board finalizes the contract with Inter-Con Security, what will the transition be like. Mr. Stiehler stated that this would give MTS the opportunity to start from scratch to develop a cohesive unit with a lot of teamwork. He commented that Inter-Con Security has personnel prepared for transitions and that they have done transitions like this before. Ms. Galvez asked about the timeline between today and December 31<sup>st</sup>. Mr. Stiehler stated that recruitment will start as soon as the contract is approved and starting January 1, 2022 all the staff will be in place and ready to go.

Mr. Hall asked about continuous training and follow up training after the initial 40 hour training. Mr. Stiehler stated all personnel for MTS go through the original training, annual training for recertification and that every day is a training day during roll call/briefings where MTS and contract employees are in attendance. At those briefings specific topics are picked and discussed before the officers are given their daily assignments. Per Mr. Stiehler, every day is a day to train, every day is a day to learn, every day is a way to roll model what we expect from our employees and MTS takes that opportunity very serious.

Mr. Whitburn commented that one of the criteria explored was references and asked if a connection was made with other transit agencies that have used this service and what was learned. Mr. Elmer stated that two agencies were contacted, Big Blue Bus in Santa Monica and the other was Houston Metro. Houston Metro was under the transition process and they are very satisfied with the work performed in transitioning from their current provider to Inter-Con Security. Big Blue Bus is using the service now and is satisfied with the performance from Inter-Con Security. Mr. Whitburn asked Mr. Hernandez, in regards to their operations in Santa Monica and Houston how has your experience been with handling those riders who are experiencing homelessness. Mr. Hernandez stated it is a very difficult challenge but that his company has

zero complaints or incidents regarding inappropriate use of force complaints of personnel acting inappropriately and has never had any incidents result in injury to personnel or customers to those metros. Mr. Whitburn asked if there has ever been any judgements against the company related to discrimination or human rights in which Mr. Hernandez stated there has not. Mr. Whitburn asked if the information could be shared regarding the basis of Allied Universal's appeal. Karen Landers, General Counsel, stated Allied Universal was not happy that they were not the successful bidder. She stated that in the protest process it had to be characterized what law or regulation that MTS violated and Allied Universal challenged that in the first scoring bunch they were the highest scored so why did MTS change the score midway to rank someone else higher. Ms. Landers stated the process MTS staff went through was very thorough, gave everyone a fair and equal chance to complete and the selection committee ultimately decided that Inter-Con Security was the best proposal.

Vice Chair Aguirre was very impressed with Inter-Con not having any law suits against them for unlawful or unnecessary use of force and that MTS's ridership could benefit from the integrity it takes to maintain that record. Vice Chair Aguirre looks forward to the conversation of how MTS can continue to improve interactions with members of the community who are unsheltered.

#### Action Taken

Vice Chair Aguirre made a motion to forward a recommendation to the MTS Board of Directors to authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G2359.0-20 with Inter-Con Security Services, for the provision of Security Services for three (3) base years with an option to extend for an additional two (2) years in the amount of \$66,004,286. Ms. Galvez seconded the motion, and the vote was 5 to 0 in favor, with Chair Montgomery-Steppe absent.

#### 5. Security and Passenger Safety Community Advisory Group Guidelines (Julia Tuer)

Julia Tuer, Manager of Government Affairs, provided a presentation on the draft guidelines for the Security and Passenger Safety Community Advisory Group (CAG). Ms. Tuer discussed the duties, the membership and term, Chair and Vice Chair appointments, meetings and agendas, quorum, attendance policy, resignations and approval of the CAG Guidelines. She stated MTS staff is looking to receive feedback on the draft CAG Guidelines and Application and then will forward to the MTS Board of Directors for final approval. Ms. Tuer mentioned once approved, CAG Guidelines and Application will be posted for forty-five days for the members of the public to apply. She stated the CEO and Chair of Public Security Committee will make appointments to the CAG.

#### PUBLIC COMMENTS

*John Brady* – Mr. Brady would like to recommend compensation for member participation.

*Michelle Krug* – Ms. Krug would like to recommend more meetings per year than the suggested three times per year.

#### COMMITTEE COMMENTS

Mr. Elo-Rivera asked if the previous members of the Steering Committee will be asked if they would like to participate in the CAG and Ms. Cooney stated they would be. Mr. Elo-Rivera would like to have youths added as members. Mr. Elo-Rivera stated it would be a good investment to compensate members of the CAG for their expertise and experience.

Ms. Galvez agrees compensation for the members of the CAG is a good idea to ensure a quorum and suggests MTS provide transit passes to all the CAG.

Mr. Hall asked if East County will have a suggestion box for member selection or will they just be informed once the selection has been made. Ms. Cooney stated the list of applicants could be vetted to the Board Members.

Mr. Whitburn commented that it is tough to select committee members and hopes to welcome a variety of different and diverse perspectives.

Vice Chair Aguirre thanked the staff for following APTA Panel recommendations to institute a community advisory group and feels compensation for the group is important. Vice Chair Aguirre believes it will strengthen MTS's relationship with the community and how to better serve them.

#### Action Taken

Ms. Aguirre stated, with no official action needed, she would like to see this item moved to the MTS Board of Directors for full Board approval.

#### 6. Director's Security Update (Al Stiehler)

Mr. Stiehler, Director of Transit Security & Passenger Safety, provided a presentation with updates on initiatives currently underway and new projects to be implemented that will enhance the transportation environment for MTS customers and employees. He mentioned the comparison of crime data from 2019 to 2020 and discussed strategy changes to deployment. Mr. Stiehler gave an update on training, on the Bus Enforcement Support Team and the Mid-Coast Expansion. He discussed partnership developments and ended his presentation with a thank you to MTS dispatch officers for National Public Safety Telecommunicators Week.

#### PUBLIC COMMENT

*John Brady* – Mr. Brady gave thanks for all the changes regarding public safety and the unsheltered population.

#### COMMITTEE COMMENTS

Mr. Elo-Rivera stated he appreciates the Narcan program and is encouraged by the outreach pilot. Mr. Elo-Rivera stated finding trusted partners to go out and do the outreach work is critical and will undoubtedly make a safer transit system and a better community.

Ms. Galvez commented that she enjoyed the day she spent at MTS from the roll call to the ride along and encouraged her counterparts to participate as well. She appreciates the de-escalation program and the principles of the five core values of truth.

Mr. Whitburn is pleased to hear about the partnership development and the joint outreach pilot.

Vice Chair Aguirre stated in regards to the homeless population, she hopes MTS will continue to make strides towards making a safe environment for everyone and likes the de-escalation tactics centering on respect and dignity.

Action Taken

No action taken. Informational item only.

7. Fare Evasion Diversion Program Update (Samantha Leslie)

Samantha Leslie, Staff Attorney – Regulatory Compliance, provided a presentation on the Fare Evasion Diversion Program. She gave an overview of fare enforcement and discussed the results of the fare violation contact – by month showing comparisons on citations issued, who bought a fare after being contacted and those who refused to cooperate. Ms. Leslie discussed contacts in fare paid zones, frequency of citations, diversion program participation, survey responses received, expansion of existing pilot and late completion of diversion and post-conviction relief. Ms. Leslie reviewed individualized plans for multiple citations, pending projects and extension of the pilot. Ms. Leslie asked that the Public Security Committee forward a recommendation to the Board of Directors to extend the Fare Evasion Diversion Program Pilot by twelve (12) months, until August 31, 2022.

COMMITTEE COMMENTS

Mr. Elo-Rivera feels an extension to the program makes sense and would like more data on the demographics including age. He feels that with the data collected maybe there would be a way to find community partners to sponsor passes for targeted groups in the community.

Ms. Galvez supports extending the Fare Evasion Diversion Program Pilot. Ms. Galvez asked about data collection in reference to the time the citations are being issued. Ms. Leslie mentioned the time of day is already being captured and she would look into providing that information.

Mr. Whitburn appreciates the flexibility MTS has put into this program with individualized solutions. He asked when providing individuals with diversion program options, if there was an option for those dealing with homelessness if they interface with coordinated entry system or a social services provider in that intake. Ms. Landers stated that it has been discussed internally and MTS would need to do more research to find service providers who would be willing to have MTS match up with.

Vice Chair Aguirre supports the extension of the Fare Evasion Diversion Program Pilot. She recommends looking further into the data collected on contacts with multiple citations to better understand the demographics and how MTS can continue to make the system more affordable for them.

Action Taken

Mr. Elo-Rivera made a motion to forward a recommendation to the Board of Directors to extend the Fare Evasion Diversion Program Pilot by twelve (12) months, until August 31, 2022. Mr. Whitburn seconded the motion, and the vote was 5 to 0 in favor, with Chair Montgomery-Steppe absent.

8. COMMITTEE MEMBER COMMUNICATIONS AND OTHER BUSINESS

No committee comments.

9. NEXT MEETING DATE

The next meeting date is scheduled for Thursday, July 22, 2021 at 2:00 p.m. [Clerk's Note: this meeting was subsequently cancelled. The next scheduled meeting will be Thursday, September 23<sup>rd</sup> at 2:00 pm.]

10. ADJOURNMENT

The meeting was adjourned at 2:58 p.m.



Chairperson

Attachment: A. Roll Call Sheet