



# Administrative Report

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H.6., File # 21-2110

Meeting Date: 6/1/2021

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**To: MAYOR AND CITY COUNCIL**

**From: CAMERON HARDING, COMMUNITY SERVICES DIRECTOR**

## **TITLE**

APPROVE THE CITY OF REDONDO BEACH TRANSIT CENTER SECURITY SERVICES REQUEST FOR PROPOSALS FOR OPERATION OF SECURITY SERVICES AT THE NEW TRANSIT CENTER

## **EXECUTIVE SUMMARY**

The Request for Proposal (RFP) for Transit Center Security Services will enable the City to select a contractor to provide security services at the new Redondo Beach Transit Center.

The RFP includes the management and provision of security services daily between 6 AM to 12:30 AM. Transit Center security personnel are expected to implement measures that protect the transit customers, the community, and transportation employees, while keeping the transit center system operational. In addition, they will serve as transportation ambassadors representing the City to provide an essential first line of customer service assisting bus patrons and bus drivers with general information. The Transit Center security is funded solely by the Transit Fund and receives no support from the General Fund.

Staff recommends the approval of issuance of a Request for Proposal for the Transit Center Security Services. Subject to City Council approval, the RFP will be issued Thursday, June 3, 2021. A Transit Center Proposals Review Committee comprised of representatives with transit center operations and security expertise, from the City Transit and City Police Department staff and external representatives, will evaluate the proposals and interview the highest ranked contractors. Staff anticipates returning to the City Council on September 7, 2021, with a recommendation for a contract award to a selected proposer.

## **BACKGROUND**

The new location of the Redondo Beach Transit Center (RBTC) will require expanded security services to ensure the safety and security of transit operators and property. The RBTC is under construction, with the anticipated opening in early 2022. The new transit center is located at 1521 Kingsdale Avenue (directly south of the Target). The entire site is approximately 6.5 acres in size. The RBTC will serve 5 transit operators as an intermodal transit facility for the South Bay region, and may be a future Metro Rail station by 2028.

RBTC amenities include 12 bus bays, a passenger waiting area, a ticket vending machine, real-time

arrival monitors, a driver operator lounge, security offices, public and private restrooms, bicycle facilities, and public art. The facility includes a public parking lot with 320 parking spaces, EV charging, and a drop-off kiss and ride lot with 13 parking spaces. Blue phones and security cameras monitored by the Police Department are located at all areas of the facility.

Regional and Local transit operators serving the transit center are: Metro, Beach Cities Transit, Torrance Transit, GTrans, and the Lawndale Beat. Transit services will operate seven days a week, with Metro routes leaving and arriving between 5 a.m. and 12:30 a.m. Beach Cities Transit, Torrance Transit, GTrans, and the Lawndale Beat operate daily services between 6 a.m. and 9 p.m.

The City's primary goal for RBTC security is to ensure the safety of passengers, vehicles, and facilities. RBTC security will personnel are expected to represent the City and serve as transit ambassadors to provide an essential first line of customer service.

The main objectives of the RBTC security services are to:

- Provide uniformed and unarmed continuous security surveillance of the Redondo Beach Transit Center site during service hours; and
- Provide assistance and general information to bus patrons and bus drivers on-site on an as-needed basis.

The RFP services will consist of the implementation of measures that protect transit customers, the community, and transportation employees, while keeping the Transit Center operational. In addition to providing on-site security, the RFP requires the installation of an electronic barcode security system along the perimeter of the public lot, and other areas of the facility.

The security contractor will provide appropriate staffing and an operational plan to ensure they perform tasks that shall include but are not limited to:

- Safeguard employees, passengers, first responders, the community, and the environment, while keeping the Transit Center system operational;
- Monitor buses arriving at the Transit Center;
- Answer the public's questions regarding all transit operator bus service and schedules;
- Ensure that all transit users stay out of the path of buses and other vehicles;
- Reduce theft, the risk of vandalism and sabotage;
- Support effective crisis communications internally and with passengers;
- Assist City personnel, City Police Department law enforcement and City Fire Department personnel on City property as requested by providing perimeter access control, traffic direction or site liaison; and
- All field personnel receive transit safety/security training on topics including:  
Liaison and cooperation with local law enforcement, Bomb threats, Crowd Control, Traffic control, Threats to patrons and security awareness, and Anti-Discrimination and Harassment

The proposed base term of the agreement will be three years, with two one-year extension options, which will be effective from the start of operations at the new RBTC.

The RFP schedule is shown below:

Request for Proposals Issued      June 3, 2021

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Pre-proposal Conference	June 17, 2021
Proposals Due	July 26, 2021
City Council Award	September 7, 2021
Notice to Proceed	September 13, 2021
Start of Service	(Upon Completion of Construction)

### RFP Evaluation Process

A Transit Center Proposals Review Committee comprised of representatives with transit operations and security expertise from the City Transit and Police Department staff, and external representatives will evaluate the proposals in accordance with the evaluation criteria included in the RFP. The committee will select a proposer that will be recommended for City Council consideration and approval.

Consistent with Federal Transportation Administration best practices, the City is not obligated to accept the lowest priced proposal and will consider all factors in selecting a security company. The evaluation criteria will be based on the categories detailed below which include: Contractor's Experience, Qualifications, Technical Approach/Work Plan, Personnel Management, Cost Effectiveness, and Financial Viability. Proposals will be scored using the evaluation criteria and point system as shown in the following table:

Evaluation Criteria	Max Possible Points
Financial Viability	10
Experience and Technical Competence	15
Qualifications of Key Personnel	25
Technical Approach/Work Plan	25
Personnel Management Program	10
Cost/Cost Effectiveness	15
Total Possible Points	100

### **COORDINATION**

The Community Services Department coordinated with the Police Department to prepare the Transit Center Security Services Request for Proposals. The sample agreement has been approved as to form by the City Attorney's office.

### **FISCAL IMPACT**

The City transportation security services are funded by dedicated transportation funding under the Municipal Transit Operator Formula Allocation Procedure (FAP) and Local Return Proposition A funds. The City has \$150,000 in the Transit Fund annual budget for contracted security service, and in anticipation of increased costs for transit center security, additional funding is proposed to be transferred to line item account in the FY 2021-22 Budget. The Transportation Local Return Proposition A (dedicated transit funds) reserve can be used to increase the funding of security services, if necessary, when the contract is awarded. Transit Center Security services receive no

support from the General Fund.

**APPROVED BY:**

*Joe Hoefgen, City Manager*

**ATTACHMENTS**

RFP Redondo Beach Transit Center Security Services #2122-001