

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
5	06/11/18	Open	Action	05/17/18

Subject: Approving the First and Second Amendments to the Personal Services Contracts for Temporary Employment with the Security Operations Center Staff.

ISSUE

A. Whether or not to approve the Second Amendment to the Personal Services Contracts for Temporary Employment with 1 Security Operations Center Director, 1 Security Operations Center Lead Sergeant and 1 Security Operations Center Sergeant; and

B. Whether or not to approve the First Amendment to the Personal Services Contracts for Temporary Employment with 9 Security Operations Center Officers.

RECOMMENDED ACTION

A. Adopt Resolution No. 18-06-_____, Approving the Second Amendment to the Personal Services Contracts for Temporary Employment with 1 Security Operations Center Director (Vitaliy Yakimchuk) and 1 Security Operations Center Lead Sergeant (Robert Kerr) and 1 Security Operations Center Sergeant (Daniel Cuevas); and

B. Adopt Resolution No. 18-06-_____, Approving the First Amendment to the Personal Services Contracts for Temporary Employment with 9 Security Operations Center Officers (Yelena Bychkov, Nathan Delgado, Tyler Ferrier, Julia Fuller, Maksim Kozlov, Antwan Pippins, Cassaundra Shaffer, Kim Staley, and Brendan Welsh).

FISCAL IMPACT

Budgeted:	Yes	FY2018:	\$	0
Budget Source:	Operating	FY2019:	\$	645,000
Funding Source:	Local	Annualized:	\$	0
Cost Cntr/GL Acct(s) or Capital Project #:	GL 510025 CC 36	Total Contract Amount for over 2 years:	\$	1,370,670

Total Amendments:\$ 645,000*

*The aggregate maximum total consideration for all personal services contracts before the Board is set at a combined \$645,000 to encompass additional hours due to emergencies, special events and/or crime series. Staff anticipates that SacRT will only spend approximately \$516,000 excluding FICA.

DISCUSSION

On March 13, 2017, the Board approved (Resolution No. 17-03-0029) the Personal Services Contracts (PSC) for the Security Operations Center (SOC) staff which includes 1 SOC Director, 2

Approved:

Presented:

Final 06/05/18

General Manager/CEO

Chief of Police Operations

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SOC Sergeants, and 11 SOC Officers. Their contracts are set to expire on June 30, 2018 and SacRT is still in need of their services.

The SOC is responsible for monitoring more than 1,500 cameras on SacRT buses, light rail trains and stations and recovering footage from any incident that occurs in the system. Other responsibilities include running identity checks on individuals without photo identification, and generating calls for service. The SOC receives calls from members of the public on the crime tip hotlines and the SacRT mobile reporting app. This provides patrons with a way of reporting incidents on SacRT's system. The SOC staff will soon be responsible for monitoring the fare vending machine burglar and service alarms. SOC staff are not sworn law enforcement officers, but must pass a Sacramento Police Department (SPD) background check and be accepted and maintain an active status in the SPD Volunteer Program. The SOC is housed in the Sacramento Real Time Crime Center on 300 Richards Blvd and operates 24 hours a day, 7 days a week. This is a high-tech center that features an array of surveillance cameras throughout the City of Sacramento.

With SacRT's strong emphasis on safety and security, SacRT needs the services of 1 SOC Director, 2 SOC Sergeants, and 12 full-time SOC Officers (3 Officer positions are currently vacant) for minimum staffing. Some of the SOC Officers will work full-time and some will work part-time to help fill in the gaps in service when full-time officers are unavailable. Due to emergencies, special events and/or crime series, overtime is likely. The General Manager/CEO has authority to sign for vacant SOC Personal Service Contracts, so long as the contract term does not exceed 12 months and the total consideration does not exceed \$50,000 in compliance with Article 5.03 B of SacRT's Personnel Rules and Procedures. If the contract exceeds those parameters, SacRT staff must bring such future contracts to the Board for approval. Funding for these amendments is provided through the operating budget.

The FY2019 hourly rates for SOC staff are as follows. SOC Director Vitaliy Yakimchuk is \$26 per hour. SOC Lead Sergeant Robert Kerr is \$24 per hour. SOC Sergeant Daniel Cuevas is \$22 per hour. SOC Officers Yelena Bychkov, Maksim Kozlov, Antwan Pippins and Kim Staley are \$21 each per hour. SOC Officer Nathan Delgado is \$20 per hour. SOC Officers Julia Ann Fuller, Brendan Welsh, Cassaundra Shaffer and Tyler Ferrier are \$18 each per hour.

Under the direction of SacRT's Chief of Police Operations, Lisa Hinz, the SOC staff positions are described below:

SOC Director: Vitaliy Yakimchuk

The former SOC Director, Miguel Delgado, resigned in January 2018. Police Services interviewed for the vacant SOC Director position and concluded that SOC Sergeant, Yakimchuk, was the most qualified candidate for the job. The First Amendment to the Personal Services Contract for Temporary Employment with Yakimchuk as the SOC Director was executed on January 23, 2018. His hourly rate increased from \$21.00 to \$25.00 effective February 1, 2018.

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The SOC Director job duties include, but are not limited to:

- Overseeing all of the assigned SOC Sergeants and Officers.
- Recruiting and training.
- Ensuring SOC staff are on-site, on time and performing their duties in a professional manner.
- Acting as a liaison between SOC staff and various SacRT departments.
- Handling complaints from SacRT staff and patrons regarding SOC staff conduct and job performance.
- Creating and updating SOC staff schedules.
- Completing payroll paperwork.
- Providing SacRT with a roster detailing SOC staff assignments, shifts, and weekly hours.
- Assigning equipment to SOC staff and ensuring proper maintenance and inventory of equipment and vehicles, including incidentals such as changing radio batteries.
- Providing proper written reports to RT when requested.
- Attending meetings with SacRT staff when requested.
- Performing independent and complex administrative work.
- Operating standard office equipment and computer software (including but not limited to Microsoft Word, Excel, and PowerPoint).
- Operating the Public Address (PA) system to make announcements related to public safety and security and for bus bridges in the system.
- Will soon be responsible for monitoring fare vending machine burglar and service alarms.
- Other duties as needed to ensure success of the SOC.

Staff recommends the approval of the Second Amendment to the Personal Services Contracts for Temporary Employment with Vitaliy Yakimchuk as the SOC Director, wherein the total consideration is increased by \$75,000 from \$66,667 to \$141,667, the hourly rate is increased from \$25 to \$26 an hour, the Scope of Work is modified to change the Temporary Employee's duties, and the term is extended to June 30, 2019.

SOC Sergeants: Daniel Cuevas and Robert Kerr

With Yakimchuk promoting to the SOC Director position, a SOC Sergeant position became vacant. Police Services interviewed for the vacant SOC Sergeant position and concluded that SOC Officer, Cuevas, was the most qualified candidate for the job. The First Amendment to the Personal Services Contract for Temporary Employment with Cuevas as the SOC Sergeant was executed on February 26, 2018. His hourly rate increased from \$20.00 to \$21.00 effective March 1, 2018.

The hourly rate for SOC Sergeant, Kerr, increased from \$21.00 to \$23.00 effective February 1, 2018 under a First Amendment due to his lead sergeant role at the SOC.

The SOC Sergeants job duties include but are not limited to:

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- Dispatch calls on incidents and violations of SacRT policy
- Research video requests and download footage on platforms, trains and buses
- Answer Phones – Internal and External customers. Calls over the Crime Tip Line
- Respond to crime tips and send out alerts via Elerts
- Create SacRT Facility Maintenance work orders to get stations, trains and buses cleaned
- Response and research records and warrant information (Code 12 Requests)
- Use of SPD System – WKPF, Versadex, CLETS
- Outside agency contact – Law Enforcement Agencies and Fire to respond to incidents
- Use SacRT Tracker to track and dispatch officers to incidents on buses
- Monitor and broadcast on SacPD Channels
- Monitor and broadcast on Bus Channels
- Monitor SacSheriff Channels
- Monitor and organize SOC bus bridge response
- Monitor light rail station cameras
- Create SOC staff work schedules
- Provide coverage for staff as needed, including overtime coverage
- Request and pick-up supplies
- Discuss and address staff issues and concerns
- Monitor and ensure SacRT Video Requests are completed promptly
- Troubleshoot SOC IT equipment, computers, monitors, phones, video wall
- Create SacRT-IT work orders for breakdown of equipment
- Track stats
- Interview potential new staff
- Maintain SOC Storage
- Operate the Public Address (PA) system to make announcements related to public safety and security and for bus bridges in the system
- Train new SOC staff
- Respond to miscellaneous customer requests
- Will soon be responsible for monitoring fare vending machine burglar and service alarms
- Other duties as deemed needed to support and maintain operational readiness of SOC operations.

In addition to the SOC Sergeant's job duties, the SOC Lead Sergeant will be responsible for the following:

- Update and maintain SOC's operations binders and SOPs

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- Create tools for SOC use such as bus bridge forms, daily report forms, cheat sheets, roster, infraction/misdemeanor court dates
- Ensure SOC staff is trained on SacRT’s Defensive Driving class and receives and maintains their California Law Enforcement Telecommunication System (CLETS) and is trained on SacPD’s Emergency Vehicle Operations Course (EVOC).
- Pick up and drop off SacRT police vehicles for maintenance and repairs
- Create SOC bulletins informing staff of upcoming events, outages, BOLOs

Staff recommends the approval of the Second Amendment to the Personal Services Contracts for Temporary Employment with Daniel Cuevas as a SOC Sergeant, wherein the total consideration is increased by \$60,000 from \$66,667 to \$126,667, the hourly rate is increased by \$1.00 from \$21 to \$22 an hour, the Scope of Work is modified to add duties to be performed, and the term is extended to June 30, 2019.

Staff recommends the approval of the Second Amendment to the Personal Services Contracts for Temporary Employment with Robert Kerr as a lead SOC Sergeant, wherein the total consideration is increased by \$60,000 from \$66,667 to \$126,667, the hourly rate is increased by \$1.00 from \$23 to \$24 an hour, the Temporary Employee’s title is changed to SOC Lead Sergeant, the Scope of Work is modified to impose the SOC Lead Sergeant job requirements on Temporary Employee, and the term is extended to June 30, 2019.

SOC Officers: Yelena Bychkov, Nathan Delgado, Tyler Ferrier, Julia Anne Fuller, Maksim Kozlov, Antwan Pippins, Cassaundra Shaffer, Kim Staley, and Brendan Welsh

The SOC Officer job duties include but are not limited to:

- Operating two-way radio to communicate with SacRT staff, law enforcement officers, Sacramento Police Department (SPD) volunteers and guards.
- Using sound judgment and good verbal skills during routine and emergency situations and effectively communicating with persons who may be irate, under stress and/or difficult to understand.
- Retaining information regarding specific SacRT, SPD and SSD radio codes, elements of criminal offenses and having a working knowledge of all field operations within SacRT and local law enforcement agencies.
- Handling and screening incoming telephone calls from the AlertSacRT mobile reporting app which includes speaking with potential crime victims, witnesses and other SacRT patrons reporting similar problems. Coordinating the required response, in a timely manner.
- Providing records, warrants and other related information using local and state law enforcement databases.
- Keeping track of the location and status of the Police Officers and other units in the field.
- Recording all activity in a daily report.

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- Using light rail station and train video surveillance equipment to search and identify system related problems, suspicious activity and/or terrorist threats.
- Coordinating and managing response efforts for high priority and emergency type of calls for service.
- Monitoring surveillance cameras.
- Coordinating the response of medical and other public safety units to emergencies or in progress calls for service.
- Entering calls for service, coordinating response of resources, maintaining status of personnel assigned to SacRT Police Services for safety and deployment purposes.
- Recording video from live train footage as requested and maintains accurate documentation of all recorded video.
- Responding to, and processes, requests for video footage via phone and email, and accurately documents all requests.
- Reviewing video footage from light rail station buses and light rail trains.
- Recording requested video from all appropriate sources and completes appropriate documentation.
- Ensuring and maintaining accurate chain of custody for all recorded video, especially those that are requested for evidentiary reasons, and all corresponding documentation.
- Providing training for other SOC staff in the use of video surveillance equipment and the proper recovery of video from hard drives, stations, and other surveillance equipment as required.
- Verifying that all relevant documentation for video recovery is up to date and accurate.
- Coordinating with SacRT's Information and Technology (IT) department for the repair and maintenance of all video and surveillance hardware and software.
- Operating the Public Address (PA) system to make announcements related to public safety and security and for bus bridges in the system.
- Will soon be responsible for monitoring fare vending machine burglar and service alarms.
- May perform any combination of the aforementioned duties and/or other related tasks at the same time.
- Other safety and security duties as required.

Under the General Manager/CEO's authority, SacRT entered into a PSC with Cassandra Shaffer on July 24, 2017 and Tyler Ferrier on November 13, 2017 as SOC Officers. The total consideration of each contract is \$30,000 and \$29,000 respectively, with the same contract expiration date of June 30, 2018 as the other SOC Officers.

Staff recommends the approval of the First Amendment to the Personal Services Contracts for Temporary Employment with Cassandra Shaffer as a SOC Officer, wherein the total consideration is increased by \$50,000 from \$30,000 to \$80,000, the hourly rate is increased by \$1.00 an hour from \$17 to \$18 an hour, the Scope of Work is modified to add duties to be performed, and the term is extended to June 30, 2019.

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Staff recommends the approval of the First Amendment to the Personal Services Contracts for Temporary Employment with Tyler Ferrier as a SOC Officer, wherein the total consideration is increased by \$50,000 from \$29,000 to \$79,000, the hourly rate is increased by \$1.00 an hour from \$17 to \$18 an hour, the Scope of Work is modified to add duties to be performed, and the term is extended to June 30, 2019.

Staff recommends the approval of the First Amendment to the Personal Services Contracts for Temporary Employment with Yelena Bychkov, Nathan Delgado, Julia Anne Fuller, Maksim Kozlov, Antwan Pippins, Kim Staley, and Brendan Welsh as SOC Officers, wherein the total consideration in each of their contracts is increased by \$50,000 from \$66,667 to \$116,667, their hourly rate is increased from \$1.00 an hour from \$20 to \$21 an hour for Yelena Bychkov, Maksim Kozlov, Antwan Pippins, and Kim Staley and from \$19 to \$20 an hour for Nathan Delgado, from \$17 to \$18 an hour for Julia Ann Fuller and Brendan Welsh, the Scope of Work is modified to add duties to be performed, and the term is extended to June 30, 2019.

Each SOC staff has unique experience with security in public transportation. Contracting these positions will help the Police Operations Division with their mission of providing for all aspects of security and safety.

RESOLUTION NO. 18-06-_____

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

June 11, 2018

APPROVING THE SECOND AMENDMENT TO THE PERSONAL SERVICE CONTRACTS FOR TEMPORARY EMPLOYMENT WITH 1 SECURITY OPERATIONS (SOC) DIRECTOR (VITALIY YAKIMCHUK), 1 SOC LEAD SERGEANT (ROBERT KERR), AND 1 SOC SERGEANT (DANIEL CUEVAS)

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Second Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Vitaliy Yakimchuk, therein referred to as "Contractor", whereby the total consideration is increased by \$75,000 from \$66,667 to \$141,667, the hourly rate is increased from \$25 to \$26 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved.

THAT, the Second Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Daniel Cuevas, therein referred to as "Contractor", whereby the total consideration is increased by \$60,000 from \$66,667 to \$126,667, the hourly rate is increased from \$21 to \$22 an hour, the Scope of Work is modified, and the term is extended to June 30, 2019, is hereby approved; and

THAT, the Second Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Robert Kerr, therein referred to as "Contractor", whereby the total consideration is increased by \$60,000 from \$66,667 to \$126,667, the hourly rate is increased from \$23 to \$24 an hour, the Temporary Employee's title is changed to SOC Lead Sergeant, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the Chair and General Manager/CEO are hereby authorized and directed to execute said Second Amendments.

PATRICK KENNEDY, Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Cindy Brooks, Assistant Secretary

RESOLUTION NO. 18-06-_____

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

June 11, 2018

APPROVING THE FIRST AMENDMENT TO THE PERSONAL SERVICE CONTRACTS FOR TEMPORARY EMPLOYMENT WITH 9 SOC OFFICERS (YELENA BYCHKOV, NATHAN DELGADO, TYLER FERRIER, JULIA ANNE FULLER, MAKSIM KOZLOV, ANTWAN PIPPINS, CASSAUNDR A SHAFFER, KIM STALEY AND BRENDAN WELSH)

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Yelena Bychkov, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$66,667 to \$116,667, the hourly rate is increased from \$20 to \$21 an hour, the Scope of Work is modified, and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Nathan Delgado, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$66,667 to \$116,667, the hourly rate is increased from \$19 to \$20 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Tyler Ferrier, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$29,000 to \$79,000, the hourly rate is increased from \$17 to \$18 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Julia Anne Fuller, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$66,667 to \$116,667, the hourly rate is increased from \$17 to \$18 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Maksim Kozlov, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$66,667 to \$116,667, the hourly rate is increased from \$20 to \$21 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Antwan Pippins, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$66,667 to

\$116,667, the hourly rate is increased from \$20 to \$21 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Cassaundra Shaffer, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$30,000 to \$80,000, the hourly rate is increased from \$17 to \$18 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Kim Staley, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$66,667 to \$116,667, the hourly rate is increased from \$20 to \$21, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the First Amendment to the Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Brendan Welsh, therein referred to as "Contractor", whereby the total consideration is increased by \$50,000 from \$66,667 to \$116,667, the hourly rate is increased from \$17 to \$18 an hour, the Scope of Work is modified and the term is extended to June 30, 2019, is hereby approved; and

THAT, the Chair and General Manager/CEO are hereby authorized and directed to execute said First Amendments.

PATRICK KENNEDY, Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Cindy Brooks, Assistant Secretary