



STAFF REPORT

DATE: June 14, 2021
TO: Sacramento Regional Transit Board of Directors
FROM: Lisa Hinz, VP, Safety, Security and Customer Satisfaction
SUBJ: APPROVING THE AMENDED AND RESTATED AGREEMENT WITH PERSONAL SERVICE CONTRACTOR ROBERT KERR

RECOMMENDATION

Adopt the Attached Resolution.

RESULT OF RECOMMENDED ACTION

Approving the Amended and Restated Agreement incorporating all previous amendments to the Personal Service Contract for Temporary Employment with 1 Security Operations Manager, Robert Kerr. This Includes Amending the Total Consideration in Resolution No. 21-05-0063 for Robert Kerr.

FISCAL IMPACT

The total cost of 1 Security Operations Center (SOC) Manager is set at \$75,000 and encompasses sufficient budget to cover additional hours that may be required due to emergencies, special events and/or crime series. Staff anticipates Robert Kerr will only earn approximately \$60,580 which includes a \$1,000 retention bonus and a 3% increase on Kerr's anniversary date. The total excludes FICA. Funding is provided through the operation budget.

DISCUSSION

On May 24, 2021, the Board approved (Resolution No. 21-05-0063), the amendments for all personal services contracts for temporary employment for the SOC staff increasing all their hourly rates by 3% on their anniversary date and extending the term of their Personal Service Contracts (PSCs) to the end of June 30, 2022. The total consideration for Robert Kerr was listed incorrectly on the Resolution and is in need of correction. Robert Kerr's total consideration was incorrectly listed as \$216,667 to \$291,667 and is being updated to \$256,667 to \$331,667.

The SOC is responsible for the 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 Hotline and the SacRT mobile reporting app. This provides patrons with a way of reporting incidents on SacRT's system. The SOC staff is also 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.

Under the direction of SacRT's VP of Security, Safety and Customer Satisfaction, Robert Kerr's job duties are described as below:

SOC Manager: Robert Kerr

Kerr's job duties include but are not limited to:

- Oversee all assigned SOC Supervisors and SOC Specialists.
- Recruit and interview potential new staff.
- Train new SOC staff.
- Discuss and address staff issues and concerns.
- Ensure SOC staff are on-site, on time and performing their roll in a professional manner.
- Act as a liaison between SOC staff and various SacRT departments.
- Handle complaints from SacRT staff and patrons regarding SOC staff conduct and job performance.
- Create and update SOC staff schedules.
- Complete payroll paperwork.
- Provide SacRT with a roster detailing the SOC staff assignments, shifts, and weekly hours.
- Assign equipment to SOC staff and ensuring proper maintenance and inventory of equipment and vehicles, including incidentals, such as changing radio batteries.
- Provide proper written reports to SacRT when requested.
- Attend meetings with SacRT staff.
- Perform independent and complex administrative work.
- Create SOC Bulletins informing staff of upcoming events, outages, BOLOs.
- Operate standard office equipment and computer software (including but not limited to Microsoft Word, Excel, and PowerPoint).
- Dispatch calls on incidents and violations of SacRT policies.
- Research video requests and download footage on platforms, trains and buses.
- Answer phone calls from the Crime Tip Line.
- Respond to crime tip 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).
- Provide records, warrants and other related information using local and state law enforcement agency databases.
- Contact Law Enforcement Agencies and Fire to respond to SacRT incidents.
- Use SacRT Tracker to track and dispatch officers to incidents on buses.
- Use SacRT LRV tracker to track and dispatch to incidents on trains.
- Monitor and broadcast on SacPD Channels.
- Monitor and broadcast on Bus Channels.
- Monitor Sacramento Sheriff's Department (SSD) Channels.
- Monitor and organize SOC bus bridge response.
- Monitor light rail station cameras.

- Provide coverage for staff as needed, including overtime coverage.
- Request and pick-up supplies.
- Monitor and ensure SacRT Video Requests are completed promptly.
- Create SacRT-IT work order for breakdown of equipment.
- Track stats.
- Maintain SOC storage.
- Operate the Public Address (PA) system to make announcements related to public safety and security and for Bus bridges as well as System delays.
- Respond to miscellaneous customer requests.
- Update and maintain SOC's operations binders and SOPs.
- Create tools for SOC use such as bus bridge forms, daily report forms, cheat sheets, SOC Rosters, infraction/misdemeanor court dates.
- Monitor fare vending machine burglar alarms.
- Other duties as assigned.

Staff recommends entering into a new amended and restated agreement incorporating 5 amendments to the Personal Services Contract for Temporary Employment with Robert Kerr as the SOC Manager, wherein the total consideration is increased by \$75,000 from \$256,667 to \$331,667, the hourly rate is increased by \$0.83 from \$27.81 to \$28.64 an hour effective March 16, 2022 and the term is extended to June 30, 2022.

Staff recommends that the Board approve Robert Kerr's Amended and Restated Agreement incorporating all previous amendments described herein above, including amending the total consideration of Robert Kerr in Resolution No. 21-05-0063 and authorize the Chair and General Manager/CEO to execute each amended and restated agreement incorporating all previous amendments.

RESOLUTION NO. 21-06-0068

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

June 14, 2021

APPROVING THE AMENDED AND RESTATED AGREEMENT INCORPORATING ALL PREVIOUS AMENDMENTS TO THE PERSONAL SERVICE CONTRACT FOR TEMPORARY EMPLOYMENT WITH 1 SECURITY OPERATIONS CENTER MANAGER, ROBERT KERR. THIS INCLUDES AMENDING RESOLUTION NO. 21-05-0063 TO UPDATE THE TOTAL CONSIDERATION FOR 1 SECURITY OPERATIONS CENTER MANAGER ROBERT KERR

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

THAT, Resolution No. 21-05-0063 is hereby modified to revise the financial terms of approval of SacRT's Personal Services Contract with Robert Kerr as set forth hereinbelow and that the clause describing the terms upon which Mr. Kerr's Contract is approved is hereby replaced in its entirety by the clause set forth hereinbelow.

THAT, the Board hereby approves the restated Agreement between Sacramento Regional Transit District, therein referred to as "SacRT", and Robert Kerr, therein referred to as "Temporary Employee," whereby the total consideration is increased by \$75,000 from \$256,667 to \$331,667, and the term is extended to June 30, 2022, is hereby approved.

STEVE MILLER , Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Tabetha Smith, Assistant Secretary