



## STAFF REPORT

---

**DATE:** February 28, 2022  
**TO:** Sacramento Regional Transit Board of Directors  
**FROM:** Lisa Hinz, VP, Safety, Security and Customer Satisfaction  
**SUBJ:** SECURITY OPERATIONS CENTER PERSONAL SERVICES  
CONTRACT EMPLOYEES

### RECOMMENDATION

Adopt the Attached Resolutions.

### RESULT OF RECOMMENDED ACTION

Approving Amended and Restated Contracts for Personal Services Contracts (PSC) incorporating all previous amendments for Temporary Employment with 1 Security Operations Center (SOC) Manager, Robert Kerr, 2 Security Operations Center Lead Specialists, Antwan Pippins and Andrea Shaffer, and 6 Security Operations Center Specialists, Joel Troche, Heather Schaller, Daniel Cuevas, Maksim Kozlov, Devin Leach and Gabby Huntsinger.

Approving the Personal Services Contract with 1 Security Operations Center Specialist, Angelina Gamez.

### FISCAL IMPACT

FY22	\$ 35,569
FY23	\$731,650
Total	\$767,219*

\*Total does not include additional hours that may be required for emergencies.

The total consideration for 1 SOC Manager, 2 SOC Lead Specialists, and 7 SOC Specialists (4 full-time and 3 part-time) is set at \$79,000 and encompasses sufficient budget to cover additional hours that may be required due to emergencies, special events, and/or crime series. Effective March 1, 2022, this amount also includes an hourly rate increase for all SOC staff and up to \$400 monthly reimbursement for medical, dental, and/or vision care for full-time SOC staff and a \$1,000 retention bonus for all SOC Staff. SOC staff will be able to accrue up to 40 hours of comp time off (CTO), 48 hours of vacation, and 40 hours of sick leave. The maximum excludes FICA. There are currently 5 vacant full time SOC Specialist positions. Staff intends to discontinue the 3 part-time

SOC Specialists once all the full-time vacancies have been filled and completed training, bringing the total number of SOC Staff to 12. Funding for the SOC staff is included in the FY 2022 operating budget. Funding for FY 2023 will be included in the budgeting process.

## DISCUSSION

In June 2021 the Board approved the amendments for all personal services contracts for temporary employment for the SOC staff increasing all their hourly rates by 3%, and extending the term of their PSCs to end June 30, 2022.

The SOC is responsible for the monitoring of 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 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.

With SacRT's strong emphasis on security and safety, SacRT needs the services for 1 SOC Manager, 2 SOC Lead Specialists, and 4 full-time and 3 part-time SOC Specialists (5 full-time Specialist positions are currently vacant). The part-time specialists work unfilled shifts when there are vacant full-time specialist positions. Due to emergencies, special events, and/or crime series overtime is likely. The General Manager/CEO has authority to sign vacant SOC Personal Services Contracts, as long as the contract term does not extend 12 months and the total consideration does not exceed \$100,000, in compliance with Article 4.01 B of SacRT's Personnel Policy Manual. If the contract exceeds those parameters, SacRT staff must bring such future contracts to the Board for approval. In the case of the PSC's before the Board, all have exceeded the \$100,000 threshold as well as the 12-month term.

Under the direction of SacRT's VP of Security, Safety and Customer Satisfaction, the SOC staff positions are described as below:

SOC Manager: Robert Kerr

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

- Oversee all assigned SOC Lead Specialists 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 an Amended and Restated Contract for Personal Services with Robert Kerr as the SOC Manager wherein the total consideration is increased by \$88,000 from \$331,667 to \$419,667, the hourly rate is increased by \$3.36

from \$28.64 to \$32.00 effective March 1, 2022, and the term is extended to June 30, 2023.

SOC Lead Specialists: Antwan Pippins and Andrea Shaffer

The SOC Lead Specialist job duties included but not limited to:

- Responds and assists with complex situations and other challenging circumstances.
- Provides suggestions and guidance to SOC Specialists to facilitate excellent customer services and promote a positive image for SacRT.
- Consults with management regarding the best strategies for addressing customer complaints, SOC Specialists effectiveness and meeting goals.
- Assists with necessary on the job training, coaching and mentoring.
- Operate a two-way radio to communicate with SacRT staff, law enforcement officers, Sacramento Police Department (SPD) volunteers and security guards.
- Answer phone calls from the Crime Tip Line
- Use sound judgment and good verbal skills during routine and emergency situations and effectively communicate with persons who may be irate, under stress and/or difficult to understand.
- Retain information regarding specific SacRT, SPD and Sacramento Sheriff Department (SSD) radio codes, elements of criminal offenses and have a working knowledge of all field operations within SacRT and local law enforcement agencies.
- Handle and screen incoming phone calls from the AlertSacRT mobile reporting app which includes speaking with potential crime victims, witnesses and other SacRT patrons.
- Provide records, warrants and other related information using local and state law enforcement agency databases.
- Keep track of the location and status of the Police Officers and other units in the field.
- Record all activity in a daily report.
- Use light rail station and train video surveillance equipment to search and identify system related problems, suspicious activity and/or terrorist threats.
- Coordinate and manage response efforts for high priority and emergency type of calls for service.
- Monitor surveillance cameras.
- Coordinate the response of medical and other public safety units to emergencies or in progress calls for service.
- Enter calls for service, coordinate response of resources, and maintain status of personnel assigned to RTPS for safety and deployment purposes.
- Record video from live train footage as requested and maintain accurate documentation of all recorded video.
- Process requests for video footage and accurately document all requests.
- Review video footage from light rail station buses and light rail trains.
- Ensure and maintain accurate chain of custody for all recorded video, especially those that are requested for evidentiary reasons, and all corresponding documentation.
- Provide training for other SOC staff on the use of video surveillance equipment and the proper recovery of video from hard drives, stations, and other surveillance equipment as required.
- Verify that all relevant documentation for video recovery is up to date and accurate.

- Coordinate with SacRT's Information Technology (IT) department for the repair and maintenance of all video and surveillance hardware and software.
- Operate the Public Address (PA) system to make announcements related to public safety and security and for bus bridges in the system.
- Monitor fare vending machine burglar and service alarms.
- Other safety and security duties as assigned.

Staff recommends entering into an Amended and Restated Contract for Personal Services with Antwan Pippins as the SOC Lead Specialist wherein the total consideration is increased by \$76,000 from \$268,667 to \$344,667, the hourly rate is increased by \$4.97 from \$22.81 to \$27.78 effective March 1, 2022, and the term is extended to June 30, 2023.

Staff recommends entering into an Amended and Restated Contract for Personal Services with Andrea Shaffer as the SOC Lead Specialist wherein, the total consideration is increased by \$70,000 from \$152,000 to \$222,000, the hourly rate is increased by \$6.10 from \$18.57 to \$24.67 effective March 1, 2022, and the term is extended to June 30, 2023.

SOC Specialists: Joel Troche, Gabby Huntsinger, Angelina Gamez, Heather Schaller, Daniel Cuevas, Devin Leach, and Maksim Kozlov.

The SOC Specialists job duties included but not limited to:

- Operate a two-way radio to communicate with SacRT staff, law enforcement officers, Sacramento Police Department (SPD) volunteers and security guards.
- Answer phone calls from the Crime Tip Line
- Use sound judgment and good verbal skills during routine and emergency situations and effectively communicate with persons who may be irate, under stress and/or difficult to understand.
- Retain information regarding specific SacRT, SPD and Sacramento Sheriff Department (SSD) radio codes, elements of criminal offenses and have a working knowledge of all field operations within SacRT and local law enforcement agencies.
- Handle and screen incoming phone calls from the AlertSacRT mobile reporting app which includes speaking with potential crime victims, witnesses and other SacRT patrons.
- Provide records, warrants and other related information using local and state law enforcement agency databases.
- Keep track of the location and status of the Police Officers and other units in the field.
- Record all activity in a daily report.
- Use light rail station and train video surveillance equipment to search and identify system related problems, suspicious activity and/or terrorist threats.
- Coordinate and manage response efforts for high priority and emergency type of calls for service.
- Monitor surveillance cameras.
- Coordinate the response of medical and other public safety units to emergencies or in progress calls for service.

- Enter calls for service, coordinate response of resources, and maintain status of personnel assigned to RTPS for safety and deployment purposes.
- Record video from live train footage as requested and maintain accurate documentation of all recorded video.
- Process requests for video footage and accurately document all requests.
- Review video footage from light rail station buses and light rail trains.
- Ensure and maintain accurate chain of custody for all recorded video, especially those that are requested for evidentiary reasons, and all corresponding documentation.
- Provide training for other SOC staff on the use of video surveillance equipment and the proper recovery of video from hard drives, stations, and other surveillance equipment as required.
- Verify that all relevant documentation for video recovery is up to date and accurate.
- Coordinate with SacRT's Information Technology (IT) department for the repair and maintenance of all video and surveillance hardware and software.
- Operate the Public Address (PA) system to make announcements related to public safety and security and for bus bridges in the system.
- Monitor fare vending machine burglar and service alarms.
- Other safety and security duties are required.

Under the General Manager/CEO's authority, SacRT entered into a PSC with SOC Specialist, Gabby Huntsinger. Huntsinger started on November 16, 2021 and the total consideration is \$26,000. Staff recommends entering into an Amended and Restated Personal Services Contract with Gabby Huntsinger, as the SOC Specialist, wherein the total consideration is increased by \$58,000 from \$26,000 to \$84,000, the hourly rate is increased by \$2.96 from \$18.04 to \$21.00 effective March 1, 2022, and the term is extended to June 30, 2023.

Staff recommends entering into a Personal Services Contract with Angelina Gamez, as the SOC Specialist, wherein the total consideration is \$72,000, the hourly rate is \$21.00 an hour, and the term will end June 30, 2023.

Staff recommends entering into an Amended and Restated Contract for Personal Services Contract with Heather Schaller as the SOC Specialist wherein the total consideration is increased by \$58,000 from \$112,000 to \$170,000, the hourly rate is increased by \$2.96 from \$18.04 to \$21.00 effective March 1, 2022, and the term is extended to June 30, 2023.

Staff recommends entering into an Amended and Restated Contract for Personal Services Contract with Devin Leach as the SOC Specialist wherein the total consideration is increased by \$65,000 from \$157,000 to \$222,000, the hourly rate is increased by \$4.93 from \$18.57 to \$23.50 effective March 1, 2022, and the term is extended to June 30, 2023.

Staff recommends entering into an Amended and Restated Contract for Personal Services Contract with Daniel Cuevas as the SOC Specialist wherein the total consideration is increased by \$32,000 from \$96,000 to \$128,000, the hourly rate is increased by \$2.69 from \$22.81 to \$25.50 effective March 1, 2022, and the term is extended to June 30, 2023.

Staff recommends entering into an Amended and Restated Contract for Personal Services Contract with Maksim Kozlov as the SOC Specialist wherein the total consideration is increased by \$32,000 from \$252,667 to \$284,667, the hourly rate is increased by \$2.69 from \$22.81 to \$25.50 effective March 1, 2022, and the term is extended to June 30, 2023.

Staff recommends entering into an Amended and Restated Contract for Personal Services with Joel Troche as the SOC Specialist wherein the total consideration is increased by \$28,000 from \$51,000 to \$79,000, the hourly rate is increased by \$3.49 from \$17.51 to \$21.00 effective March 1, 2022, and the term is extended to June 30, 2023.

Each temporary employee has unique experience with security in public transportation. Contracting these positions will help the Security and Safety Division with its mission of providing for all aspects of security and safety. Staff recommends that the Board approve each of the Amended and Restated Contracts, and the Personal Service Contract with Angelina Gamez described herein above and authorize the Chair and General Manager/CEO to execute each amended and restated agreement incorporating all previous amendments, and the Personal Service Contract with Angelina Gamez for SOC staff.

RESOLUTION NO. 2022-02-015

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

February 28, 2022

**APPROVING THE AMENDED AND RESTATED PERSONAL SERVICE CONTRACTS FOR TEMPORARY EMPLOYMENT WITH 1 SECURITY OPERATIONS CENTER MANAGER, 2 SECURITY OPERATIONS CENTER LEAD SPECIALISTS AND 6 SECURITY OPERATIONS CENTER SPECIALISTS**

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

THAT, the Amended and Restated Contract between Sacramento Regional Transit District, therein referred to as "SacRT", and Robert Kerr, whereby the total consideration is increased by \$88,000 from \$331,667 to \$419,667, the term is extended to June 30, 2023, and Robert Kerr is granted vacation, additional sick leave, compensatory time off, and reimbursement for health coverage, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Antwan Pippins, whereby the total consideration is increased by \$76,000 from \$268,667 to \$344,667, the term is extended to June 30, 2023, and Antwan Pippins is granted vacation, additional sick leave, compensatory time off, and reimbursement for health coverage, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Andrea Shaffer, whereby the total consideration is increased by \$70,000 from \$152,000 to \$222,000, the term is extended to June 30, 2023, and Andrea Shaffer is granted vacation, additional sick leave, compensatory time off, and reimbursement for health coverage, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Heather Schaller, whereby the total consideration is increased by \$58,000,000 from \$112,000 to \$170,000, the term is extended to June 30, 2023, and Heather Schaller is granted vacation, additional sick leave, compensatory time off, and reimbursement for health coverage, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Devin Leach, whereby the total consideration is increased by \$65,000 from \$157,000 to \$222,000, the term is extended to June 30, 2023, and Devin Leach is granted vacation, additional sick leave, compensatory time off, and reimbursement for health coverage, is hereby approved.



THAT, the Amended and Restated Contract between SacRT and Daniel Cuevas, whereby the total consideration is increased by \$32,000 from \$96,000 to \$128,000, the term is extended to June 30, 2023, and Daniel Cuevas is granted vacation, additional sick leave, and compensatory time off, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Maksim Kozlov, therein referred to as "Temporary Employee," whereby the total consideration is increased by \$32,000 from \$252,667 to \$284,667, the term is extended to June 30, 2023, and Maksim Kozlov is granted vacation, additional sick leave, and compensatory time off, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Joel Troche, whereby the total consideration is increased by \$28,000 from \$51,000 to \$79,000, the term is extended to June 30, 2023, and Joel Troche is granted vacation, additional sick leave, and compensatory time off, is hereby approved.

THAT, the Amended and Restated Personal Services SacRT and Gabby Huntsinger, whereby the total consideration is increased by \$58,000 from \$26,000 to \$84,000, the term is extended to June 30, 2023, and Gabby Huntsinger is granted vacation, additional sick leave, compensatory time off, and reimbursement for health coverage, is hereby approved.

THAT, the General Manager/CEO and Board Chair are hereby authorized and directed to execute each of the Agreements herein approved.

---

STEVE MILLER, Chair

A T T E S T:

HENRY LI, Secretary

By: \_\_\_\_\_  
Tabetha Smith, Assistant Secretary

RESOLUTION NO. 2022-02-016

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

February 28, 2022

**APPROVING THE PERSONAL SERVICES CONTRACT FOR TEMPORARY EMPLOYMENT WITH 1 SECURITY OPERATIONS CENTER SPECIALIST**

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

THAT, the Personal Services Contract between Sacramento Regional Transit District and Angelina Gamez, therein referred to as "Temporary Employee," whereby the total consideration is \$72,000, the term is set to end June 30, 2023, and the Temporary Employee is granted vacation, additional sick leave, compensatory time off, and reimbursement for health coverage, is hereby approved.

\_\_\_\_\_  
STEVE MILLER, Chair

A T T E S T:

HENRY LI, Secretary

By: \_\_\_\_\_  
Tabetha Smith, Assistant Secretary