

# STAFF REPORT

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**DATE:** May 9, 2022  
**TO:** Sacramento Regional Transit Board of Directors  
**FROM:** Lisa Hinz, VP, Security, Safety 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 SOC Lead Specialists, Antwan Pippins and Andrea Shaffer, and 6 SOC Specialists, Joel Troche, Daniel Cuevas, Maksim Kozlov, Devin Leach, Angelina Gamez, and Gabby Huntsinger. This includes amending the benefit term reimbursement of health coverage to monthly supplemental payment intended to purchase health care, dental, and/or vision insurance on the private market for above full time SOC Staff. Forty (40) hours of sick leave each calendar year, 48 hours of vacation will be front loaded in a time bank instead of on an accrual basis and the ability to accrue 40 hours of CTO (compensatory time off) for all SOC Staff.

Approving the First Amendment to the Personal Services Contract for 1 Security Operations Center Specialist, Madelyne Mckean. This includes extending the term date to June 30, 2023.

FISCAL IMPACT

FY22	\$ 43,925
FY23	\$731,294
Total	\$775,219

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 \$775,219 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 a monthly supplemental payment of \$400 for all **full time** SOC Staff. SacRT’s intention for this \$400 monthly supplemental payment is to provide financial assistance to purchase health, dental, and/or vision insurance on the private market. However, while SacRT intends for the supplemental payment to be used for health costs, to remain consistent with the Tax Code, employees may use the payment

for any purpose they see fit. Also included is a \$1,000 retention bonus for all SOC Staff. All SOC staff will be able to accrue up to 40 hours of comp time off (CTO), be provided with a time bank of 48 hours vacation, and provided 40 hours of sick leave for use each calendar year. The maximum total consideration 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 complete 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

On February 28, 2022, the Board approved (Resolution No. 2022-02-015 and Resolution No. 2022-02-016), one new PSC and the amended and restated PSCs for temporary employment for the SOC Staff increasing their hourly rates, authorizing the ability to accrue up to 40 hours of CTO, increasing their sick leave to 40 hours per calendar year, providing 48 hours of vacation, a retention bonus of \$1,000, and extending the term of their contracts to June 30, 2023. The \$400 monthly health insurance reimbursement was determined to be inconsistent with the Affordable Care Act (ACA) and would need to be restructured as an unrestricted supplemental pay of \$400 each month for full time SOC Staff. SacRT's intention for this monthly \$400 supplemental pay is to provide the full time SOC Staff with financial assistance to purchase healthcare, dental, and/or vision insurance on the private market and is being updated in the resolutions. Forty (40) hours of sick leave each calendar year and 48 hours of vacation will be front loaded in a time bank instead of provided on an accrual basis, which is also being updated in the resolutions for all SOC Staff and in the agreements themselves.

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 Manger/CEO has authority to sign contracts with new hires to fill vacant SOC PSC positions, as long as the contract term does not exceed 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 PSCs before the Board, all except Gamez and McKean 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 amending the sick leave provision to front load 40 hours of sick leave per calendar year, providing 48 hours of vacation front loaded in their vacation bank, authorize the ability to accrue up to 40 hours of CTO, and amending the benefit term reimbursement of health coverage to provide an unrestricted monthly supplemental payment, rather than a health reimbursement.

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 amending the sick leave to provide 40 hours per calendar year front loaded in their sick leave bank, providing 48 hours of vacation front loaded in their vacation bank, authorize them to accrue up to 40 hours of CTO, and amending the benefit term reimbursement of health coverage to provide an unrestricted monthly supplemental payment rather than a reimbursement payment.

Staff recommends entering into an Amended and Restated Contract for Personal Services with Andrea Shaffer as the SOC Lead Specialist amending the sick leave accrual to provide for 40 hours per calendar year to be front loaded onto their sick leave bank at the beginning of the contract term, providing 48 hours of vacation front loaded in their vacation bank, authorize the ability to accrue up to 40 hours of CTO, and amend the benefit term reimbursement of health coverage to grant them a monthly unrestricted supplemental payment, rather than a reimbursement payment each month.

SOC Specialists: Joel Troche, Gabby Huntsinger, Angelina Gamez, Madelyne Mckean, 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.

Staff recommends entering into an Amended and Restated Personal Services Contract with Gabby Huntsinger, as the SOC Specialist amending the sick leave to 40 hours per

calendar year, providing 48 hours of vacation front loaded in a time bank, ability to accrue up to 40 hours of CTO, and amending the benefit term reimbursement of health coverage to monthly supplement.

Staff recommends entering into an Amended and Restated Personal Services Contract with Angelina Gamez, as the SOC Specialist amending the sick leave provision to grant them 40 hours of sick leave to be front loaded in their sick leave bank each calendar year, providing 48 hours of vacation front loaded in their vacation bank at the beginning of the contract term, authorize the ability to accrue up to 40 hours of CTO, and amending the benefit term reimbursement of health coverage to a monthly unrestricted supplemental payment each month rather than a reimbursement payment.

Staff recommends entering into the First Amendment to the Personal Services Contract with Madelyne Mckean, as the SOC Specialist. Mckean was hired under the GM/CEO Authority on April 7, 2022 with a term date of April 6, 2023. The first amendment will extend the term to June 30, 2023 like the other SOC Staff.

Staff recommends entering into an Amended and Restated Contract for Personal Services Contract with Devin Leach as the SOC Specialist amending the agreement to grant 40 hours of sick leave per calendar year to be front loaded in a sick leave bank, providing 48 hours of vacation front loaded in a vacation bank, authorizing the ability to accrue up to 40 hours of CTO, and amending the benefit term reimbursement of health coverage to monthly unrestricted supplemental payment instead of a reimbursement payment.

Staff recommends entering into an Amended and Restated Contract for Personal Services Contract with Daniel Cuevas as the SOC Specialist amending the sick leave to front load 40 hours per calendar year in a sick leave bank, providing 48 hours of vacation front loaded in a vacation bank, and authorizing the ability to accrue up to 40 hours of CTO.

Staff recommends entering into an Amended and Restated Contract for Personal Services Contract with Maksim Kozlov as the SOC Specialist amending the sick leave to provide 40 hours of sick leave front loaded per calendar year in a sick leave bank, providing 48 hours of vacation front loaded in a vacation bank, and authorizing the ability to accrue up to 40 hours of CTO.

Staff recommends entering into an Amended and Restated Contract for Personal Services with Joel Troche as the SOC Specialist amending the sick leave to provide 40 hours front loaded in a sick leave bank per calendar year, providing 48 hours of vacation front loaded in a vacation bank, and authorizing the ability to accrue up to 40 hours of CTO .

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 First Amendment to the PSC with Madelyne Mckean described herein above, including providing 40 hours of sick leave each calendar year and 48 hours of vacation, which will be front loaded in a time bank instead of provided on an accrual basis for all SOC Staff. Also, amending the health

insurance reimbursement benefit, as authorized in Resolutions 2022-02-015 and 2022-02-016 for health coverage, to a monthly unrestricted supplemental payment intended to provide them with at least partial financial assistance so that they can purchase health insurance for full time SOC Staff. While it is SacRT's intention that the supplemental payment will be used for health costs, to ensure compliance with the Tax Code, the employees are free to use the supplemental payment for any purpose they choose.



RESOLUTION NO. 2022-05-051

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

May 9, 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. THIS INCLUDES AMENDING THE CONTRACTS TO UPDATE THE BENEFIT TERMS FOR 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 SacRT and Robert Kerr, whereby Robert Kerr is granted vacation, additional sick leave, compensatory time off, and a monthly supplemental payment, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Antwan Pippins, whereby Antwan Pippins is granted vacation, additional sick leave, compensatory time off, and a monthly supplemental payment, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Andrea Shaffer, whereby Andrea Shaffer is granted vacation, additional sick leave, compensatory time off, and a monthly supplemental payment, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Devin Leach, whereby Devin Leach is granted vacation, additional sick leave, compensatory time off, and a monthly supplemental payment, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Daniel Cuevas, whereby 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 whereby 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 Joel Troche is granted vacation, additional sick leave, and compensatory time off, is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Gabby Huntsinger, whereby Gabby Huntsinger is granted vacation, additional sick leave, compensatory time off, and a monthly supplemental payment , is hereby approved.

THAT, the Amended and Restated Contract between SacRT and Angelina Gamez, whereby Angelina Gamez is granted vacation, additional sick leave, compensatory time off, and a monthly supplemental payment, is hereby approved.

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

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STEVE MILLER, Chair

A T T E S T:

HENRY LI, Secretary

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

RESOLUTION NO. 2022-05-052

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

May 9, 2022

**APPROVING THE FIRST AMENDMENT TO 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 First Amendment to the Personal Services Contract between Sacramento Regional Transit District, therein referred to as "SacRT" and Madelyne Mckean, therein referred to as "Temporary Employee," whereby the term is set to end June 30, 2023, is hereby approved.

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

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

A T T E S T:

HENRY LI, Secretary

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