

## **STAFF REPORT**

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**DATE:** May 22, 2023  
**TO:** Sacramento Regional Transit Board of Directors  
**FROM:** Lisa Hinz, VP, Security, Safety and Customer Satisfaction  
**SUBJ:** WAIVE THE APPLICATION OF §4.01B OF THE PERSONNEL POLICY MANUAL TO THE SECURITY OPERATIONS CENTER PERSONNEL CLASSIFICATION AND DELEGATING AUTHORITY TO THE GENERAL MANAGER/CEO TO APPROVE AND EXECUTE ALL PERSONAL SERVICES CONTRACTS WITH SECURITY OPERATIONS CENTER PERSONNEL SO LONG AS PAY AND BENEFITS ARE INCLUDED IN THE ANNUAL BOARD ADOPTED OPERATING BUDGET

### RECOMMENDATION

Adopt the Attached Resolution.

### RESULT OF RECOMMENDED ACTION

If the Board approves this action, the General Manager/CEO will be delegated the authority to establish the terms and conditions of employment for Security Operations Center Personnel (“SOC PSC”) and the authority to enter into Personal Services Contracts with each SOC PSC so long as the pay and benefits for those positions are included in the Board approved Operations Budget and the total pay does not exceed the maximum amount the employee could earn in a fiscal year, including overtime hours.

### FISCAL IMPACT

The total consideration for FY 2023-2024 for 1 SOC Manager, 2 SOC Lead Specialists, and 9 SOC Specialists is set at \$888,000 and encompasses sufficient budget to cover additional hours that may be required due to emergencies, special events, and/or crime series. Funding for the SOC staff is included in the FY 2024 operating budget.

### DISCUSSION

On May 9, 2022, the Board approved one First Amendment and the Amended and Restated PSCs for temporary employment for the SOC Staff. Their contracts are set to expire and SacRT is still in need of their services.

The SOC is responsible for the monitoring of more than 2,000 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. 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 currently needs and has budgeted for the services of 1 SOC Manager, 2 SOC Lead Specialists, and 5 full time and 3 part time SOC Specialists (4 full time Specialist positions are currently vacant). The part time Specialists work unfilled shifts when there are vacant full time Specialist positions. Staff intends to significantly minimize the use of part time SOC Specialist after all of the full-time vacancies are filled and training has been completed. The intention is to have a total 12 full time SOC Specialists, with zero to 3 part time SOC Specialists. The part time SOC Specialists will be reserved to cover work that would otherwise be overtime work for the full time SOC Specialists. Due to emergencies, special events, and/or crime series, overtime is likely.

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

#### SOC Manager:

- 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 role 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 ensure 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 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 alarms.
- Other duties as assigned.

#### SOC Lead Specialists:

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 people 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 Alert SacRT 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 an 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 alarms.
- Other safety and security duties as assigned.

#### SOC Specialists:

The SOC Specialists job duties include but are 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 people 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 Alert SacRT 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.
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- 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 an 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 alarms.
- Other safety and security duties as required.

Each temporary employee has unique experience with security in public transportation. Contracting these positions will help Police Services with its mission of providing for all aspects of security and safety. Pursuant to §4.01B of the Personnel Policy Manual, any Personal Services Contract for a temporary employee wherein the contract term exceeds 12 months and/or the total consideration exceeds \$100,000, must be brought before the Board for approval. Because the SOC PSCs have been employed under PSCs for

several years, every year, staff return to the Board to extend each SOC PSC's contract for another year. The process is cumbersome and requires significant administrative staff time to get the items to the Board for consideration and approval. Because these contract employees fill an on-going need and because their pay and benefits infrequently change, staff recommends that the Board waive the applicability of §4.01B of the Personnel Policy Manual in the limited case of the SOC PSC classification and that it delegate authority to the General Manager/CEO to approve and execute each PSC entered into with an SOC PSC, so long as the pay and benefits provided to the SOC PSC employees is included in the Board adopted Operating Budget and the total consideration in any fiscal year does not exceed the maximum amount the employee could earn plus overtime.

RESOLUTION NO. 2023-05-053

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

May 22, 2023

**WAIVE THE APPLICATION OF §4.01B OF THE PERSONNEL POLICY MANUAL TO THE SECURITY OPERATIONS CENTER PERSONNEL CLASSIFICATION AND DELEGATING AUTHORITY TO THE GENERAL MANAGER/CEO TO APPROVE AND EXECUTE ALL PERSONAL SERVICES CONTRACTS WITH SECURITY OPERATIONS CENTER PERSONNEL SO LONG AS PAY AND BENEFITS ARE INCLUDED IN THE ANNUAL BOARD ADOPTED OPERATING BUDGET**

WHEREAS, Sacramento Regional Transit District (SacRT) employs a number of employees to staff its Security Operations Center (SOC) through Personal Service Contracts (PSC); and

WHEREAS, pursuant to the Board adopted Personnel Policy Manual, any employee hired under a PSC must have their contract approved by the Board if the term exceeds 12 months and/or the total consideration exceeds \$100,000; and

WHEREAS, every year SacRT staff must bring multiple PSCs for the SOC personnel to the Board for approval, which creates a significant administrative burden.

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

THAT, in the limited instance of hiring and/or retaining Security Operations Center personnel through a Personal Services Contract, the Board hereby waives the application of §4.01B of the Personnel Policy Manual to hiring and retention of those temporary employees; and

THAT, the Board hereby delegates authority to the General Manager/CEO to enter into any Personal Services Contracts necessary to hire and/or retain temporary employees to staff the Security Operations Center, so long as the pay and benefits provided to the SOC PSCs is included in the annual Board approved Operating Budget, and the total contract consideration added to the contract in any fiscal year does not exceed the maximum pay, including overtime, that the employee can earn in the applicable fiscal year.

THAT, the Board hereby delegates authority to the General Manager/CEO to execute any such Personal Services Contract entered into under the authority established herein.

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PATRICK KENNEDY, Chair

A T T E S T:

HENRY LI, Secretary

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