

REGIONAL TRANSIT ISSUE PAPER

| Agenda Item No. | Board Meeting Date | Open/Closed Session | Information/Action Item | Issue Date |
|-----------------|--------------------|---------------------|-------------------------|------------|
| 13 | 03/13/17 | Open | Action | 03/06/17 |

Subject: Approving the Personal Services Contracts for Temporary Employment with 1 Security Operations Center Lieutenant, 2 SOC Sergeants and 11 SOC Officers

ISSUE

Whether or not to approve the Personal Services Contracts for Temporary Employment with 1 Security Operations Center (SOC) Lieutenant, 2 SOC Sergeants and 11 SOC Officers.

RECOMMENDED ACTION

Adopt Resolution No. 17-03-____, Approving the Personal Services Contracts for Temporary Employment with 1 SOC Lieutenant (Miguel Delgado), 2 SOC Sergeants (Robert Kerr and Vitaliy Yakimchuk) and 11 SOC Officers (Melissa Cobian, Yelena Bychkov, Daniel Cuevas, Antwan Pippins, Eric Kizzie, Kim Staley, Maksim Kozlov, Nathan Delgado, Brendan Welsh, Corey Louie and Julia Anne Fuller).

FISCAL IMPACT

| | | | | |
|---------------------------|-----------------|---------------|----|---------|
| Budgeted: | Yes | FY17: | \$ | 214,134 |
| Budget Source: | Operating | FY18: | \$ | 734,173 |
| Funding Source: | Local | Annualized: | \$ | |
| Cost Centro/GL Acct(s) or | GL 510025 CC 36 | Total Amount: | \$ | 948,307 |
| Capital Project #: | | | | |
| Total Budget: | \$ 948,307 | | | |

*Note: This cost included the maximum contract amount plus FICA, which represents the total cost for RT.

The above is a maximum contract amount, it is anticipated we will only spend a total of \$830,060.

DISCUSSION

The SOC is responsible for monitoring up to 2,000 cameras on RT buses, light rail trains and stations and recovering footage from any incident that occurs on 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 and text tip hotlines and the RT mobile reporting app. This provides patrons with a way of reporting incidents on RT'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 into the SPD Volunteer program. The SOC is housed in the Sacramento Real-Time Crime Center. This is a high-tech center that features an array of surveillance cameras throughout the City of Sacramento.

With RT's strong emphasis on safety and security, RT needs the services of 1 SOC Lieutenant, 2

Approved:

Presented:

Final 03/08/17

General Manager/CEO

Vice President of Security and Safety

J:\Board Meeting Documents\2017\04 March 13, 2017\2017-03-13 SOC PSCs Issue Paper.revised.oso.edits.2.3.6.17-2.doc

| Agenda Item No. | Board Meeting Date | Open/Closed Session | Information/Action Item | Issue Date |
|-----------------|--------------------|---------------------|-------------------------|------------|
| 13 | 03/13/17 | Open | Action | 03/06/17 |

Subject: Approving the Personal Services Contracts for Temporary Employment with 1 Security Operations Center Lieutenant, 2 SOC Sergeants and 11 Officers

SOC Sergeants and 11 SOC Officers as 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. A full time position may be broken into part time positions (so the total hours for any SOC Officer does not exceed 2,080). Due to emergencies, special events and crime series, overtime is likely. The General Manager/CEO will have 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 RT's Personnel Rules and Procedures. If the contract exceeds those parameters, RT Staff will bring such future contracts to the Board for approval. Funding will be through the operating budget.

The SOC staff are currently assigned to RT under the G4S Security Guard Contract. By transitioning SOC staff to Personal Services Contracts, RT could have a cost savings and staff's compensation will increase to be in line with dispatcher pay for smaller agencies. These new agreements will be effective March 16, 2017 through June 30, 2018, and then re-evaluated for the FY2019 fiscal year. An annualized (12 month) breakdown is listed below to illustrate cost analysis:

Annualized (12 Month) Breakdown*:

1 G4S SOC Lieutenant: \$58,074 vs.

1 Personal Service Contract SOC Lieutenant \$55,978 - \$61,361

2 G4S SOC Sergeants: \$107,468 vs.

2 Personal Service Contract SOC Sergeants \$94,043 - \$107,650

9 G4S SOC Officers: \$487,515 vs.

11 Personal Service Contract SOC Officers \$470,215 – \$565,163

It is anticipated we will only spend the minimum amount of this contract, which would result in a savings of \$32,830.

Under the direction of RT's Vice President, Safety and Security Norm Leong, the SOC staff positions are described below.

SOC Lieutenant: Miguel Delgado

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

- Overseeing all the assigned SOC Sergeants and Officers.
- Recruiting and training.
- Ensuring SOC staff are on-site, on time and performing their roll in a professional manner.
- Acting as a liaison between SOC staff and various RT departments.
- Handling complaints from RT staff and patrons regarding SOC staff conduct and job performance.
- Creating and updating SOC staff schedules.

| Agenda Item No. | Board Meeting Date | Open/Closed Session | Information/Action Item | Issue Date |
|-----------------|--------------------|---------------------|-------------------------|------------|
| 13 | 03/13/17 | Open | Action | 03/06/17 |

Subject: Approving the Personal Services Contracts for Temporary Employment with 1 Security Operations Center Lieutenant, 2 SOC Sergeants and 11 Officers

- Completing payroll paperwork.
- Providing RT with a roster detailing the 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 RT 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).
- Other duties as needed to assure success of the SOC.

Staff is recommending the approval of the Personal Services Contract for Temporary Employment with Miguel Delgado as the SOC Lieutenant, wherein the consideration is \$76,000 (March 16, 2017 through June 30, 2018).

SOC Sergeants: Robert Kerr and Vitaliy Yakimchuk

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

- Performing independent and complex administrative work.
- Maintaining shift schedules for all personnel assigned to the SOC.
- Scheduling appointments and meetings as needed.
- Creating, organizing, and maintaining confidential information, correspondence, reports, logs, training materials, and forms.
- Approving all daily activity reports and other related reports for accuracy, completeness, and compliance with SOC policies and procedures.
- Operating standard office equipment and computer software (including but not limited to Microsoft Word, Excel, and PowerPoint).
- Coordinating with RT and Sacramento Police Department (SPD) department Managers to schedule training and maintain proper access to restricted databases as required.
- Coordinating all applicable office responsibilities as necessary in the absence of the RT Police Services staff or Personal Service Contractors overseeing the SOC.
- Maintaining proficiency in the job functions and responsibilities of the radio communications and video retrieval.
- Responsible for training SOC employees.
- Other duties as deemed needed to support and maintain operational readiness of SOC operations.

Staff is recommending the approval of the Personal Services Contracts for Temporary Employment with Robert Kerr and Vitaliy Yakimchuk as the SOC Sergeants, wherein the consideration is \$66,667 each (March 16, 2017 through June 30, 2018).

| Agenda Item No. | Board Meeting Date | Open/Closed Session | Information/Action Item | Issue Date |
|-----------------|--------------------|---------------------|-------------------------|------------|
| 13 | 03/13/17 | Open | Action | 03/06/17 |

Subject: Approving the Personal Services Contracts for Temporary Employment with 1 Security Operations Center Lieutenant, 2 SOC Sergeants and 11 Officers

SOC Officers: Melissa Cobian, Yelena Bychkov, Daniel Cuevas, Antwan Pippins, Eric Kizzie, Kim Staley, Maksim Kozlov, Nathan Delgado, Brenden Welsh, Corey Louie and Julia Anne Fuller.

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

- Operating two-way radio to communicate with RT 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 RT, SPD and SSD radio codes, elements of criminal offenses and having a working knowledge of all field operations within RT 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 RT 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.
- 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 RTPS for safety and deployment purposes.
- May perform any combination of the aforementioned duties and/or other related tasks at the same time.
- 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.

| Agenda Item No. | Board Meeting Date | Open/Closed Session | Information/Action Item | Issue Date |
|-----------------|--------------------|---------------------|-------------------------|------------|
| 13 | 03/13/17 | Open | Action | 03/06/17 |

| |
|--|
| <p>Subject: Approving the Personal Services Contracts for Temporary Employment with 1 Security Operations Center Lieutenant, 2 SOC Sergeants and 11 Officers</p> |
|--|

- Verifying that all relevant documentation for video recovery is up to date and accurate.
- Coordinating with RT's Information and Technology (IT) department for the repair and maintenance of all video and surveillance hardware and software.

Staff is recommending the approval of the Personal Services Contracts for Temporary Employment with Melissa Cobian, Yelena Bychkov, Daniel Cuevas, Antwan Pippins, Eric Kizzie, Kim Staley, Maksim Kozlov, Nathan Delgado, Brenden Welsh, Corey Louie and Julia Anne Fuller as the SOC Officers, wherein the consideration to the individual is \$66,667 (March 16, 2017 through June 30, 2018).

Staff recommends the approval of the agreement to the Personal Services Contracts for Temporary Employment with 1 SOC Lieutenant, 2 SOC Sergeants and 11 SOC Officers, wherein the consideration to the individual will not exceed \$76,000 for the SOC Lieutenant, \$66,667 each for the SOC Sergeants and \$66,667 each for the SOC Officers for a total anticipated cost to RT (including FICA) of \$948,307. The maximum contract amount is \$876,000, but we do not anticipate using the maximum (March 16, 2017 through June 30, 2018).

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

RESOLUTION NO. 17-03-_____

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

March 13, 2017

APPROVING THE PERSONAL SERVICES CONTRACTS FOR TEMPORARY EMPLOYMENT WITH 1 SECURITY OPERATIONS CENTER (SOC) LIEUTENANT (MIGUEL DELGADO), 2 SOC SERGEANTS (ROBERT KERR AND VITALIY YAKIMCHUK) AND 11 SOC OFFICERS (MELISSA COBIAN, YELENA BYCHKOV, DANIEL CUEVAS, ANTWAN PIPPINS, ERIC KIZZIE, KIM STALEY, MAKSIM KOZLOV, NATHAN DELGADO, BRENDAN WELSH, COREY LOUIE AND JULIA ANNE FULLER)

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

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Miguel Delgado, therein referred to as "CONTRACTOR", whereby the CONTRACTOR agrees to temporarily perform security related services at the level of a Lieutenant in RT's SOC and wherein the total consideration may not exceed \$76,000, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Robert Kerr, therein referred to as "CONTRACTOR", whereby the CONTRACTOR agrees to temporarily perform security related services at the level of a Sergeant in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT," and Vitaliy Yakimchuk, therein referred to as "CONTRACTOR", whereby the CONTRACTOR agrees to temporarily perform security related services at the level of a Sergeant in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Melissa Cobian, therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Yelena Bychkov, therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Daniel Cuevas, therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Antwan Pippins, therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Eric Kizzie, therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Kim Staley, therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Maksim Kozlov, therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Nathan Delgado therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Brenden Welsh therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Corey Louie therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

THAT, the Agreement between Sacramento Regional Transit District, therein referred to as "RT", and Julia Anne Fuller therein referred to as "CONTRACTOR", whereby CONTRACTOR agrees to temporarily perform security related services at the level of an

Officer in RT's SOC and wherein the total consideration may not exceed \$66,667, is hereby approved; and

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

ANDREW J. MORIN, Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Cindy Brooks, Assistant Secretary