


Date: July 26, 2023

To: Board of Directors

From: Sam Desue, Jr. 

Subject: **RESOLUTION NO. 23-07-34 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH PORTLAND PATROL, INC. (PPI) TO PROVIDE THE SAFETY RESPONSE TEAM AND CUSTOMER SAFETY OFFICERS**

1. Purpose of Item

This Resolution requests that the TriMet Board of Directors (Board) authorize the General Manager or his designee to execute a contract (Contract) with Portland Patrol, Inc. (PPI) to provide TriMet with the Safety Response Team (SRT) and Customer Safety Officers (CSO).

Type of Agenda Item

- Initial Contract
- Contract Modification
- Other: Replacement Contract _____

2. Type of Contract Procurement

- Low Bid / Invitation to Bid (ITB)
- Request for Proposals (RFP) (inc. CM/GC)
- Request for Qualifications (RFQ) (Personal Services)
- Other: Sole Source

3. Reason for Board Action

Board authorization is required for all contracts obligating TriMet to pay more than \$1,000,000.

4. Type of Action

- Resolution
- Ordinance 1st Reading
- Ordinance 2nd Reading
- Other _____

5. Background

To help ensure the safety of customers and employees on TriMet vehicles, platforms and stations, TriMet seeks to maintain the visible presence on the transit system of unarmed security and outreach services personnel provided by Portland Patrol, Inc. (PPI). For over twenty years, PPI has been engaged by Portland Clean & Safe and the Portland Business Alliance to provide security and management services for the downtown Portland business improvement district. Since 2018, PPI also has worked with TriMet, and has been an integral part of TriMet’s Reimagining Public Safety & Security on Transit project since 2020.

At its January 2018 meeting, the Board authorized Resolution No. 18-01-13, approving a five-year, sole-source contract with PPI in the amount of \$7,630,534, to provide unarmed and uniformed safety and security personnel for the transit system. TriMet and PPI executed the contract on August 1, 2018.

Subsequently, in response to social justice and equity concerns as well as the need for increased safety and security on the transit system, TriMet initiated an agency-wide Reimagining Public Safety & Security on Transit project. TriMet's resulting Reimagined Security Program is rooted in that project and was built from our commitment to community building, dedication to intentional engagement and positive change, and investment in meaningful, community-driven security solutions.

TriMet's Reimagined Security Program utilizes a "community engagement first" approach. This has led to a multifaceted security team and creative, data-based deployment strategies that have maximized security presence on the system. This approach allows us to identify the best team or teams to respond and address issues, better utilize resources, resolve conflicts at the lowest punitive level, and avoid unnecessary escalation.

One of the key recommendations arising from our reimagining efforts was the desire to have a more visible presence of unarmed security on the transit system and to have outreach services personnel who could help those in need who are encountered on and near the system. With the help of PPI, TriMet established two support teams – the Safety Response Team (SRT) and the Customer Safety Officers (CSO) -- that have significantly increased the public outreach and unarmed security presence throughout the transit system.

Over the past three years, TriMet has provided SRT and CSO personnel with hundreds of hours of cultural competency, de-escalation, and leadership training to help them meet the challenges they regularly encounter. The success of these two teams is demonstrated by the overall decrease in the number of incidents on the system and the increase in the number of people in need who have been helped.

From its beginning as a pilot program in 2021, the SRT has expanded into a 60-member daily outreach program that assists transit-dependent riders, vulnerable populations, people who are homeless, and non-destination riders in need encountered on the transit system. SRT staff generally have backgrounds in education, other professional training and various lived experiences, and receive additional training from TriMet as recommended by the Reimagining Public Safety & Security on Transit project.

In 2022 alone, SRT made contact with nearly 33,000 people on and near our light rail system, checking on their welfare and providing water, nourishment, and first aid as needed. Among those contacts were 4,582 welfare checks and referrals of 1,372 people to social services, including emergency and long-term shelters, addiction and mental health services, and immigration and refugee services.

Approximately 50 unarmed and uniformed CSOs currently provide security support to TriMet staff, as our Customer Safety Supervisors issue verbal and written warnings, citations, and exclusions for violations of the TriMet Code. Since 2018, the CSOs have established an important collaborative working relationships with TriMet, Transit Police, and the various metropolitan area law enforcement agencies that respond to calls for police services.

Additional services provided by the SRT and CSO personnel include:

- Promoting the safe use of the system to riders, including visitors and those unfamiliar with TriMet and/or the Portland regions.
- Assisting chronic fare evaders with information to connect them to community and TriMet resources.
- Providing customer information and assistance with the Hop Fastpass electronic fare system.
- Providing information to customers about options for resolving TriMet citations.
- Responding to medical emergencies on TriMet vehicles and stations.
- Assisting in TriMet's incident response efforts.
- Responding to unscheduled service disruptions to assist customers.

Due to the success of the SRT and CSO personnel and the continuing safety, security and livability issues negatively affecting the transit system, TriMet determined that there was a need for additional SRTs and CSOs. Therefore, the Board passed Resolution No. 21-12-79, authorizing TriMet to expand PPI services and add SRT and CSO personnel, increasing the total value of the contract to \$16,680,534 through its July 31, 2023 expiration date.

Over the life of the current contract, the performance of the SRT and CSO personnel provided by PPI has been highly effective, and TriMet wishes to expand this program to meet the level of overall safety and security necessary to maintain and grow ridership. TriMet also wants to capitalize on the training investment it has made in the SRT and CSO personnel and continue the services they are providing to riders and those in need.

Therefore, this Resolution authorizes a new, replacement Contract with PPI to expand these essential and valuable SRT and CSO services. The Contract will be for an initial amount of \$64,800,000 for a three-year period, with two additional one-year options to renew, for a total not to exceed amount of \$108,000,000 over the five-year period. Under the Contract, TriMet would use the SRT and CSO services only as needed in response to safety and security conditions on the transit system, and would retain the right to terminate for convenience.

6. Description of Procurement Process

This is a new sole source Contract with PPI to continue its ongoing and expanding provision of the SRT and CSO personnel. The Contract was directly negotiated by TriMet's Executive Director for Safety & Security division and the principal officer of PPI.

7. Diversity

PPI's total workforce consists of 148 employees, of whom forty-one percent (41%) are minorities and twenty-seven percent (27%) are female. Of the total workforce, 107 are currently engaged on the TriMet Contract. Of those personnel, forty-four percent (44%) identify as minorities and twenty-eight percent (28%) are female. PPI does not subcontract under this Contract.

8. Financial/Budget Impact

The cost of the services to be provided by PPI under this Contract are included in the Board-approved FY2024 budget for Safety, Security and Environmental Services. Beginning in FY2024, eighty percent (80%) of the cost of the Safety Response Team (SRT) is paid for by the State of Oregon STIF funds.

9. Impact if Not Approved

Under TriMet's guidance, PPI helped develop and implement many of the recommendations made by the Reimagining Public Safety & Security on Transit Project. Based on its experience gained over the five years of the prior contract, PPI is uniquely qualified to perform the services required by this Contract, and its ongoing provision of the SRT and CSO personnel is critical to achieving TriMet's goal of a more flexible, equitable and compassionate approach to transit security. Approval of this Contract is strongly recommended.

RESOLUTION NO. 23-07-34

**RESOLUTION NO. 23-07-34 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A
CONTRACT WITH PORTLAND PATROL, INC. (PPI) TO PROVIDE
THE SAFETY RESPONSE TEAM AND CUSTOMER SAFETY OFFICERS**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract with Portland Patrol, Inc. for the provision of TriMet's Safety Response Team (SRT) and Customer Safety Officers (CSO) (Contract); and

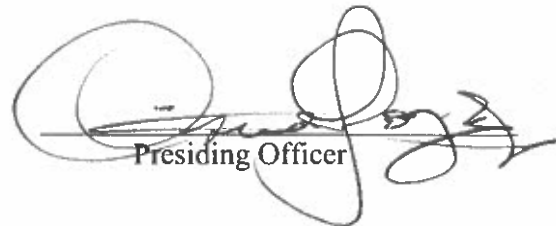
WHEREAS, by Resolution No. 22-05-35, dated May 25, 2022, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring the Board to approve contracts obligating TriMet to pay in excess of \$1,000,000; and

WHEREAS, the total amount of this Contract exceeds \$1,000,000;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Contract shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute a Contract with Portland Patrol, Inc. in an initial amount of \$64,800,000 over a three-year period, with two additional, one-year options to renew, for a total not to exceed amount of \$108,000,000, over the Contract's five-year term.

Dated: July 26, 2023


Presiding Officer

Attest:


Recording Secretary

Approved as to Legal Sufficiency:


Legal Department

