



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: OCTOBER 10, 2023

FROM: HOUSING AND HUMAN SERVICES DEPARTMENT
GENERAL SERVICES DEPARTMENT
POLICE DEPARTMENT WARDS: ALL

SUBJECT: RECEIVE A PROPOSAL ON THE SECURITY RESOURCE PILOT PROGRAM; AND APPROVE THE FIRST AMENDMENT TO THE AGREEMENT FOR UNARMED SECURITY SERVICES AT VARIOUS CITY FACILITIES WITH UNIVERSAL PROTECTION SERVICE, LP, DBA ALLIED UNIVERSAL SECURITY SERVICES, OF SANTA ANA, CALIFORNIA TO INCREASE CONTRACTED SECURITY SERVICES IN THE DOWNTOWN AND OTHER DESIGNATED AREAS OF THE CITY

ISSUES:

Receive a proposal on the Security Resource Pilot Program; and approve the First Amendment to the Agreement for Unarmed Security Services at various City facilities with Universal Protection Service, LP, dba Allied Universal Security Services, of Santa Ana, California to increase contracted security services in the downtown and other designated areas of the city.

RECOMMENDATIONS:

That the City Council:

1. Receive a proposal on the Security Resource Pilot Program;
2. Approve the First Amendment to the Agreement for Unarmed Security Services at Various City Facilities with Universal Protection Service, LP, dba Allied Universal Security Services, of Santa Ana, California in the amount of \$269,755.22 through June 30, 2024, for a total of \$4,380,623.94;
3. Authorize 20% change order authority in an additional amount of \$53,951 for a total amount of \$876,124.79 for unforeseen changes in service to include, but not limited to requests to increase service frequency, add new City facilities, or provide special or emergency security services; and
4. Authorize the City Manager, or designee, to execute the First Amendment to the Services Agreement, including making minor and non-substantive changes.

BACKGROUND:

On September 12, 2023, City Council authorized funding to support the Department of Housing and Human Services (Department). In addition to managing the Homeless Action Plan, the Department facilitates a multi-departmental approach to combat encampments and provides outreach services for those experiencing homelessness through the Public Safety Engagement Team.

The City of Riverside's diverse business economy includes a large business presence in the areas of the downtown, the auto center, mall, and plaza. These areas of influence include retail spaces, business offices, restaurants, hotels, and tourist attractions playing an important role in Riverside's regional economy and identity. Recent concerns from residents, businesses, visitors and staff have identified safety concerns in the downtown area and Magnolia corridor which have increased 16% year over year for the period of January – August with 107 service requests in 2022 and 124 service requests in 2023.

Legislation and limited resources restrict the City's ability to meet the influential business community needs resulting in the development of the proposed Security Resource Pilot Program (Pilot Program).

DISCUSSION

The Security Resource Pilot Program consists of a multi-phased, collaborative approach to assist businesses operating in the city. The program includes five key components including camera assessment, enhanced stakeholder engagement, security training for businesses, expanded outreach service hours, and expanded security guard service levels. The Pilot Program will begin by late October and will run through June 2024 at which time it will be evaluated for effectiveness.

1. Camera Assessment

In preparation of the Festival of Lights and in response to an increased report of incidents in the downtown area, the Innovation & Technology Department engaged the Riverside Police Department Crime Analyst Team to review placement, coverage, and prioritization of damaged camera repair. Initial materials were ordered to repair or replace 20 outdated or water damaged 90-degree cameras with 360-degree cameras increasing the visibility of the area. Teams continue to assess the remaining camera infrastructure needs and make recommendations for enhanced camera visibility. Staff are exploring funding strategies, including deferred maintenance funding, to meet project expense demands.

Costs associated with meeting the Pilot Program needs in the downtown area were previously met through a \$275,000 Measure Z appropriation that was approved for FY 2023/24.

2. Enhanced Stakeholder Engagement

Prior to the pandemic, the Riverside Police Department Downtown Entertainment District Team communicated with businesses in the downtown area. The communication method was effective but became difficult to manage. In an effort to bring back a similar communication tool, the City Manager's Office is reviewing resources and strategies to develop a communication network for businesses to effectively communicate with each other, as well as, with security guards in a

specific area. The resource will also serve as a platform to engage with stakeholders and provide notification to city sponsored events or activities in the business areas of influence.

The stakeholder areas selected to be included in the pilot program include businesses located in the downtown pedestrian mall, businesses surrounding the Riverside Plaza and Galleria at Tyler (Tyler Mall), Magnolia corridor, and businesses located in or around the Brockton Arcade. As part of the Pilot Program a communication network will be stood up for businesses in the pedestrian mall and surrounding downtown area with points of contact reviewed and updated on a quarterly basis. Upon establishing a successful communication network, the business model will be duplicated in other areas of influence.

3. Business Security Training

The Riverside Police Department offers a wide range of tools and resources for businesses to enhance their security. Through identifying and hosting workshops, businesses can actively reduce and prevent crime through cooperation and education. In addition to trainings, facilitated by the Riverside Chamber of Commerce and Riverside Downtown Partnership, businesses are afforded the opportunity to participate in the existing Business Watch Program. Participants are taught how to crime-proof properties through the Crime Prevention Through Environmental Design Program (CPTED), how to report suspicious activity, and gain an understanding between law enforcement and businesses.

In addition to the Business Watch Program, through the Pilot Program, both businesses and their contracted security service companies will be engaged to learn effective methods of resolving conflict, who to call for resources, and existing resources such as Trespass Applications, mental health resources, and outreach services to assist unhoused individuals.

4. Expanded Outreach

The establishment of the Department of Housing and Human Services afforded the City to centralize resources and partnerships related to engaging with homeless individuals that frequent key areas in Riverside. Through the Pilot Program, Outreach Worker teams will communicate with law enforcement and contracted security guards to identify hot concentration areas where engagement is needed. Designated areas identified in the Pilot Program to receive expanded outreach levels include the downtown area and Magnolia corridor. Outreach teams will operate seven days a week during daytime and evening hours, including one team that is currently scheduled Wednesdays to Saturdays from 12 p.m. to 11 p.m. The Department is completing the recruitment process for the additional team that will operate Sundays to Wednesdays from 12 p.m. to 11 p.m.

5. Increased Security Guard Services

The goal of the Police Department is to ensure public safety needs are met. To ensure officers are effectively assigned to meet community needs, the proposed Pilot Program will introduce contracted security services to engage the business community to assist in reducing incidents of vandalism, theft and trespassing. The security guards in the Pilot Program do not replace the role of the Police Department but will alleviating the service burden by serving as additional eyes and ears monitoring nuisance and other activity downtown, while Police resources are freed for deployment where needed.

The introduction of security guards will also assist in alleviating Police Department staffing demands while the Police Department continues to fill sixty-seven sworn vacancies. Recruitment efforts for the Police Department continue to move forward with twenty-four recruits enrolled in the academy. The timeline associated with completing both the academy and field training ranges from seven months to fifteen months depending on the experience and successful training. As a result, the twenty-four recruits currently in the hiring process are not anticipated to be on the streets until April 2024 – December 2024.

The Pilot Program term for increased security guard services will operate from late-October to June 2024. The services are intended to support the Police Department and will be re-evaluated in Spring 2024 to determine the program's effectiveness. Two proposed levels of service include downtown foot patrols and a hybrid vehicle/foot patrol in designated areas of the City.

5A. Downtown Security Foot Patrols

The Riverside Downtown Partnership was established by businesses and stakeholders in 1981 to advocate on important downtown issues. In 1985 the Riverside Downtown Parking & Business Improvement Area and Levying Assessments or (Downtown BID) was established by way of Ordinance No. 5303 to improve the downtown. By way of resolution, RDP receives funds to support the primary focuses of the Downtown Bid including promotion of business activities, public events, beautification, security, parking activities, and advocacy. On November 8, 2022, the City Council received an Annual Renewal Report from RDP identifying proposed expenditures including security defined as RDP Ambassadors patrol in the Downtown BID area 9 a.m. to 5 p.m. Monday through Saturday, and 10 a.m. to 5 p.m. on Sundays.

The Annual Renewal Report also identified additional safety patrols in the Downtown BID area provided by the external security company from 5 p.m. to 1:30 a.m. daily both on foot and by vehicle. The estimated costs of 2023 activities identified in the 2023 RDP Annual Renewal Report include a total of \$435,000, of which approximately \$225,000 was allocated for BID Security. The City Council received the Annual Renewal Report and adopted Resolution 23923. Unfortunately, due to ongoing cost concerns, external security company services provided through RDP in the downtown area ceased on June 30, 2023.

Therefore, to address the business safety concerns, the General Services Department obtained a quote with Allied Security Services to implement a two-person foot patrol service downtown. The service would occur primarily during daytime hours with an anticipated service occurring between late-October through late-November. The security contractor for the Festival of Lights will provide downtown security coverage from mid-November through early January, after which Allied Security will resume downtown foot patrol services through June 30, 2024.

The downtown area to be patrolled is 7 blocks long, from 12th Street to 5th Street, and 3 blocks wide, encompassing Lemon Street to Market Street. The patrol hours are expected to be 4 a.m. to 10 p.m. Monday through Friday, and 10 a.m. to 6 p.m. Saturday and Sunday. In addition to assisting residents, visitors and businesses within the specified downtown area, the security foot patrol will also be available to assist City staff, escorting them to and from their respective parking assignments to City Hall. The estimated cost associated with implementing downtown security foot patrol is \$167,655.04 through June 30, 2024. A 20% contingency is requested to overlap security services for the Festival of Lights if identified by the Police Chief.

5B. Hybrid Vehicle/Foot Security Patrols Designated Areas of the City

In tandem with the downtown security foot patrols, a hybrid vehicle and foot security patrol is proposed for a wider swath of the city along the Magnolia corridor. The hybrid patrol service will proactively patrol the public spaces of the proposed area focusing on camping and loitering and address problems as they are identified, utilizing all the resources available to them. The patrol hours are expected to occur 8 a.m. to 5 p.m., Tuesday through Saturday. Each patrol will concentrate on one area of the city for a five-day period and then move to another as directed. The proposed patrol area is loosely based on the Magnolia corridor from Jurupa Avenue to La Sierra Avenue; however, several other areas outside the corridor will also be included. Currently, some of the business areas being considered for patrol include Magnolia Center; businesses surrounding the Riverside Plaza; the Brockton Arcade; the Auto Center; University Center; the Michael's Plaza shopping center across from the Galleria at Tyler, and businesses surrounding the Canyon Crest Towne Center. The estimated cost associated with implementing a hybrid vehicle/foot security patrol is \$102,100.18 from late-October through June 30, 2024. The requested 20% contingency will ensure that staff can adjust service needs if required.

The use of contract security services in these designated areas of the city will help provide reassurance to residents, visitors and the business community that the City is committed to improving safety and will assist the Riverside Police Department by freeing resources to respond where needed.

The Police Chief supports the proposed initiative and welcomes this temporary pilot program.

The success of the Pilot Program will be reviewed within the first seven months and will identify any changes associated with 311 calls related to incidents and property damage in the designated program implementation area(s). Assessment of the Pilot Program will also include surveys from businesses located in the program implementation area(s).

Vendor Procurement

The General Services Department (General Services) is responsible for maintaining City facilities, including security services. On April 4, 2022, General Services issued Request for Proposals (RFP) No. 2174, soliciting qualified vendors to provide annual unarmed security services for various City facilities. A non-mandatory pre-proposal meeting was held on April 12, 2022, and final proposals were due on May 3, 2022.

On June 13, 2023, the City Council approved a Services Agreement for Unarmed Security Services at Various City Facilities with Universal Protection Services, LP, dba Allied Universal Security Services, of Santa Ana, California, in the amount of \$4,110,868.72 through June 30, 2025, plus 20% change order authority in the amount of \$822,173.74 for unforeseen changes in service to include, but not limited to request to increase service frequency, addition of new City facilities, or to provide special or emergency security services. The Service Agreement includes options to extend services for two additional two-year terms.

Current service levels provided by Allied Universal Security Services include unarmed daytime security guard service, 24/7 security service at predefined city locations, mobile parking garage patrol, and after-hours security.

An amendment to the existing security agreement with Allied Security Services is needed at this time in order to add the Security Services Pilot Program to the existing scope of services. Approval of the First Amendment will allow for quick deployment of the proposed downtown

security foot patrols and hybrid vehicle/foot patrol in the designated areas, at an estimated cost of \$269,755.22 through June 30, 2024. Allied has agreed to provide the additional services at the same hourly rates previously approved under the current Agreement. The foot patrol in the pedestrian mall is scheduled to go dark after a two-week overlap period with the onset of the Festival of Lights where security needs will be met through a private event security contract. In the event additional security services are needed, the 20% contingency is requested to meet security needs.

While the First Amendment will provide enhanced security patrol services through June 30, 2024, General Services will issue a Request for Qualifications (RFQ) within the next few months seeking to establish a panel of security vendors to provide future downtown foot patrol and hybrid vehicle and foot patrol services as needed. Depending on the timing of the award of the RFQ, it may be possible to reallocate unused funds from the First Amendment to the Agreement with Allied Security Services towards future downtown security services.

The Purchasing Manager concurs that the Amendment to the Agreement is compliant with Purchasing Resolution No. 23914.

STRATEGIC PLAN ALIGNMENT:

This item contributes to Strategic Priority No. 1 – *Community Well-Being* and specifically Goal No. 2.4 – Support programs and innovations that enhance community safety, encourage neighborhood engagement, and build public trust and Goal No. 2.5 – Foster relationships between community members, partner organizations, and public safety professionals to define, prioritize, and address community safety and social service needs.

This item aligns with each of the five Cross-Cutting threads, as follows:

1. **Community Trust** - The implementation of a Security Resource Pilot Program assists in building community trust for both the business community and residents of the City of Riverside.
2. **Equity** - Security services are provided equitably across City facilities, helping to ensure the safety of residents, staff, and visitors.
3. **Fiscal Responsibility** - Competitive procurement was used to secure the lowest cost for unarmed security services ensuring fiscal responsibility.
4. **Innovation** – Introducing downtown security foot patrols is an innovative solution to deter incidents of vandalism, theft and trespassing, and facilitate quick notification to emergency services when needed.
5. **Sustainability & Resiliency** – Through leveraging existing programming and developing communication channels, the Security Resource Pilot Program furthers the City's operational goals to provide a safe and resilient city to visit, shop, and reside.

FISCAL IMPACT:

The total fiscal impact of this action is \$269,755.22 plus a \$53,951 contingency to be funded by FY 2022/23 General Fund savings via the carryover process. Following City Council approval of carryovers with the FY 2022/23 Fourth Quarter Financial Report expected to be brought to Council in December 2023, the carryover amount will be recorded in the General Fund City Hall

Occupancy account number 7222100-421000 in the amount of \$323,706.22.

Prepared by: Megan Stoye, Principal Management Analyst
Certified as to
availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer
Approved by: Mike Futrell, City Manager
Approved as to form: Phaedra A. Norton, City Attorney

Attachment:

1. Amendment
2. Presentation