SECURITY RESOURCE PILOT PROGRAM
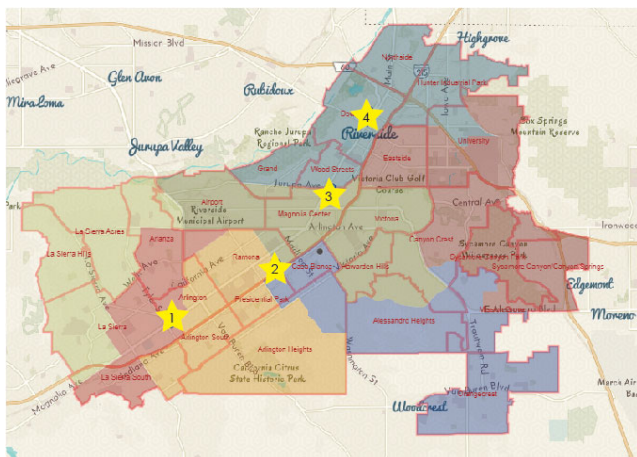
Department of Housing and Human Services
General Services Department
Riverside Police Department

City Council
October 10, 2023

RiversideCA.gov

1

BACKGROUND

1. Galleria at Tyler

2. Riverside Auto Mall

3. Riverside Plaza

4. Downtown Area

2

RiversideCA.gov

2

BACKGROUND

311

Service Requests

16% INCREASE IN REQUESTS

107 January 2022 – August 2022
124 January 2023 – August 2023

Maintenance • Outreach • Debris • Loitering
Parking Lot Maintenance • Hazardous Waste Matter

3

RiversideCA.gov

3

DISCUSSION

Camera Assessment

Enhanced Stakeholder Engagement

Business Security Training

Expanded Outreach

Increased Security Guard Services

4

RiversideCA.gov

4

CAMERA ASSESSMENT

- Infrastructure assessment
- Replacement of 20 cameras
- Increased technology

$275,000 in repairs to cameras in the downtown area funded through previous Measure Z appropriations.

5

RiversideCA.gov

5

ENHANCED STAKEHOLDER ENGAGEMENT

- Identification of business area point of contacts
- Coordinated messaging system implementation
- Communication associated with available City resources.

6

RiversideCA.gov

6

BUSINESS SECURITY TRAINING

- Crime Prevention Though Environmental Design assessments
- Suspicious Activity Resources
- Unhoused Individuals & other resources

7

RiversideCA.gov

7

EXPANDED OUTREACH

- Housing and Human Services Department
- Identification of engagement areas
- Outreach services 7 days a week

8

RiversideCA.gov

8

INCREASED SECURITY GUARD SERVICES

- Alleviate service burden
- Introduction of foot patrols and hybrid patrols
- Festival of Lights collaboration
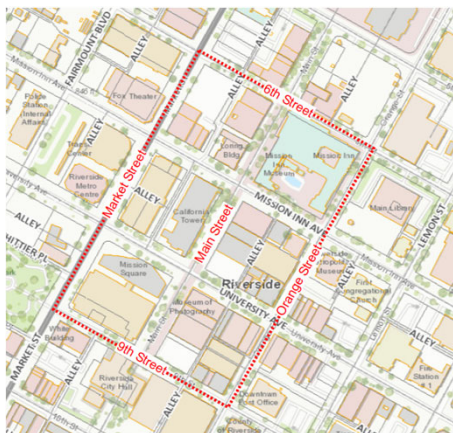- Service period mid-November through June 30, 2024

9

RiversideCA.gov

9

INCREASED SECURITY GUARD SERVICES

Foot Patrol
- 7 blocks long by 3 blocks wide with initial focus between Market/Orange to 6th/9th
- Monday through Friday 4 a.m. to 10 p.m.
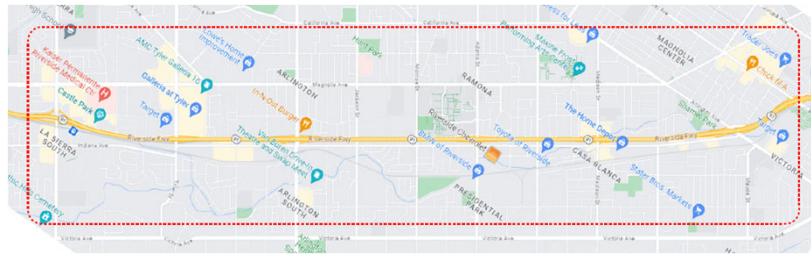- Sunday and Saturday 10 a.m. to 6 p.m.
- Fiscal impact $167,655.04

10

RiversideCA.gov

10

INCREASED SECURITY GUARD SERVICES

Hybrid Vehicle/Foot Patrol
- Magnolia Corridor
- Tuesday through Saturday 8 a.m. to 5 p.m.
- 5-day rotation

- Implementation late-October through June 30, 2024
- Fiscal impact $102,100.18

11

RiversideCA.gov

11

SERVICE PROCUREMENT

$

- Amendment to existing agreement
- Estimated cost of $269,755.22
- 20% contingency ($53,951)
- Future services – Request for Qualifications (RFQ)

12

RiversideCA.gov

12

METRICS

311 Reports

Incident & Property Reports

Business Satisfaction Surveys

13

RiversideCA.gov

13

STRATEGIC PLAN ALIGNMENT

Strategic Priority No. 2 – Community Well-Being

Goal No. 2.4 – Support programs and innovations that enhance community safety, encourage neighborhood engagement, and build public trust

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.

Cross-Cutting Threads

Community Trust

Fiscal Responsibility

Sustainability & Resiliency

Equity

Innovation

14

RiversideCA.gov

14

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.

15

RiversideCA.gov