



Date: February 09, 2022
Current Meeting: February 17, 2022
Board Meeting: February 24, 2022

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Life Safety & Security Mark A Emmons
SUBJECT: Consideration and approval of second option year with Nolan Security for transit security services

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to exercise the second option year (with modifications in billable hour rates and contract language) on the current Nolan security contract for an amount not to exceed \$2,909,561 for security services that would expire on February 28, 2023.

BACKGROUND:

In 2018 the IPTC Board approved a security contract that allowed IPTC to deploy off-duty police officers and armed security guards into transit services. This contract aims to provide a notably and visibly professional armed police and security force in an efficient and cost-effective manner within the community we serve. This service is designed to assist the organization in maintaining and improving safety throughout the transit system, including bus stops, passenger shelters, buses, and at IPTC owned or controlled property.

The program continues to be a success. From January 2018 to December 2021, the officers assigned to IPTC have made 73,408 contacts with operators, performed 14,547 route checks, made 67,108 passenger contacts, and apprehended 125 individuals for criminal offenses while at the same time reducing crime statistics in every category from disturbances to damaged property.

DISCUSSION:

On December 6, 2018, the Board approved a do not exceed amount of \$3,945,481.56 for two years of security services with Nolan Security. It was also approved that IPTC would bring each option year to the Board for approval.

The base two-year contract expired on February 28, 2021 and the first option year will expire on February 28, 2022. As the security program continues to provide protection at the CTC and 1501, staff seeks to exercise the second option year. This would include the following items that will be changed from the original contract:

- An amendment to the contract's language to better explain the expectations for issues found during the first option year of the contract. This will include a No Cell Phone Policy, using QR codes at Red Line Stations, and using GPS in any security vehicles.
- An amendment to remove the security coverage at the East Campus. This work will be given to a separate security company for one year. The contract will then be added to the new RFP, which will come out later this year.

Staff is requesting the following:

- Allow Nolan Security to enter negotiations with IPTC to adjust their hourly billable rate to remain competitive and retain and hire new employees. This would be an additional \$357,618 for the remaining option year.

This would be for an option year amount not to exceed \$2,909,561.

ALTERNATIVES:

The Board of Directors could choose not to approve the second option year of this contract. If this alternative is selected, the implications of this decision are as follows:

- No armed security at any of the IPTC facilities
- No LEO or armed security coverage at the Julia M Carson Transit Center or on routes
- No Fare Inspection or LEO Service on the Red Line Route

FISCAL IMPACT:

This project is funded from the Operating budget out of the Security Department. The amount that was budgeted for 2022 was \$2,551,943. With changes in the billable hour rates that IPTC and Nolan would negotiate, the staff is asking for approval of \$2,909,561 or a change of \$357,618.

DBE/XBE DECLARATION:

Nolan committed roughly 3.5% utilization of XBE certified businesses in their proposal that was received in 2018. This participation was committed for the life of their contract (5 years). Under the discretion of leadership staff at the time, it was recommended that Nolan increase their participation to meet 8% utilization by the end of the second year of their contract to be considered for recommendation with the Board of Directors for their option years.

Due to the change of direction for a new facility and the impacts of the COVID-19 pandemic, Nolan could not meet the 8% goal. However, they maintain utilization well above the 3.5% original committed amount. Nolan staff, Life Safety & Security with IPTC, and Supplier Diversity have had consistent conversations during the last year and continue to discuss reasonable expectations moving forward.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on February 17, 2022.