Contract Award
Security Guard Services

Committee-of-the-Whole
September 24, 2019

Edward N. Addison
Deputy Chief of Police
Overview

• DART's use of contracted security
  – Facilities and stations
  – Trains
• Contract advantages
• Challenges
• Walden/DART PD solutions
• Customer Perceptions of Presence - survey results
• Service area city UCR offenses
• Summary and recommendations
Use of Contracted Security

- Historically, security guards have been used to provide presence at facilities and key stations.
  - Walden has performed this function very well.

- New task order from October 2017 provided funding to add 30 security guards on trains.
**Contract Advantages**

- It allows us to have security presence at facilities and maintain 100% presence on trains without incurring significant overtime costs.
- It is less costly and quicker to employ security guards than FEOs or police officers to meet the immediate need for presence.
- DART purchases hours in lieu of actual posts allowing us to change their location, as necessary.
Challenges

- Over the past several months, Walden Security experienced challenges with employee attendance for their security guards who work on trains.
  - Averaged a 20% vacancy rate on AM shift.
  - Averaged a 17% vacancy rate on PM shift.
  - Continued to replace non-performers with new personnel, thus causing an extraordinarily high turnover rate.
- Experienced an additional challenge with the sub-contractor dissolving their company.
- DART PD's challenge was ensuring we could absorb up to 5 people per shift.
Walden/DART PD Solutions

• DART Police met with CEO Mike Walden on Aug 13th to discuss solutions.
  – Police offered more DART-specific training classes to security guards.
    o New train class completed on Sep 5th.
  – Walden identified extra personnel to act as "stand by" to fill in no-shows.
• After the meeting, the average vacancy rate dropped.
  – The AM shift went from 20% to 12%.
  – The PM shift went from 17% to just over 5%.
Is the security guard solution helping with customer perception?
Customers Perception of Presence - Survey Results


- The results showed a spike in overall safety perceptions in the 2018 survey.
- The survey indicated that the largest factor in perception of security remained the presence of police, FEOs, and security guards.
- Other factors included lighting at facilities, CCTV on trains, and the ability to contact DART via ELERTS.
## Service Area City UCR Offenses

<table>
<thead>
<tr>
<th>UCR Offenses</th>
<th>2017</th>
<th>2018</th>
<th>2019*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addison</td>
<td>868</td>
<td>655</td>
<td>379</td>
</tr>
<tr>
<td>Carrollton</td>
<td>2,546</td>
<td>1,390</td>
<td>800</td>
</tr>
<tr>
<td>Dallas</td>
<td>53,003</td>
<td>43,422</td>
<td>26,667</td>
</tr>
<tr>
<td>Farmers Branch</td>
<td>847</td>
<td>602</td>
<td>337</td>
</tr>
<tr>
<td>Garland</td>
<td>7,912</td>
<td>7,113</td>
<td>4,292</td>
</tr>
<tr>
<td>Irving</td>
<td>6,696</td>
<td>6,269</td>
<td>NA</td>
</tr>
<tr>
<td>Richardson</td>
<td>2,511</td>
<td>2,659</td>
<td>1,292</td>
</tr>
<tr>
<td>Rowlett</td>
<td>1,220</td>
<td>1,991</td>
<td>524</td>
</tr>
<tr>
<td>Plano</td>
<td>5,416</td>
<td>5,485</td>
<td>3,044</td>
</tr>
<tr>
<td>DART</td>
<td>800</td>
<td>722</td>
<td>461</td>
</tr>
<tr>
<td>Glenn Heights</td>
<td>288</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Cockrell Hill</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>
Summary & Recommendation

• Overall Walden's compliance is within acceptable limits.
• DART Police continues to monitor the contractor for compliance.
• Request approval to execute second-option year and consider re-bidding the contract in FY 2021.