



Date: February 10, 2021  
Current Meeting: February 18, 2021  
Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Life Safety, Security & Training Mark A. Emmons  
**SUBJECT:** Consideration and Approval of First Option Year with Nolan Security for Transit Security Services

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**ACTION ITEM A – 11**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to exercise the first option year (with modifications in service hours and contract language) on the current Nolan security contract for an amount not to exceed \$2,541,360 for security services that would expire on February 28, 2022.

**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. The objective of this contract is 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 to maintain and improve safety throughout the transit system to include bus stops, passenger shelters, on buses and at IPTC owned or controlled property.

The program continues to be a great success. In the period from January 2018 to December 2020, the officers assigned to IPTC have made 53,371 contacts with operators, performed 9,174 route checks, made 50,471 passenger contacts and apprehended 113 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 expires on February 28, 2021. As the security program has proved itself very successful, staff seeks to exercise the first 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 two (2) years of the contract.
- An increase of \$201,664.80 to allow for the Fare Inspection Officers (FIO) to work as team of two (2) instead of one (1) person per shift. This to make it safer for them and for the company. This is an industry standard as most transit agencies have their FIOs work in teams of two.

Staff is requesting the following:

- 11,544 hours of Fare Inspection Officer (FIO) time starting approximately March 1, 2021, or when staff has been trained. This would allow for the FIOs to work in teams of two.
- For the Board of Directors to accept the original DBE goal of 3.5% until changes in security needs are available that can assist the contractor reach a recommended level of 5% for the first option year of the contract. Staff can report any changes in XBE utilization if the second-year option is brought to the Board of Directors in 2022.
- An additional \$200,000 of contingency funding for future security needs that may arise at the new IPTC East Campus until the building is occupied and the need for full time security exists.

This would be for an option year amount not to exceed \$2,541,360.

#### **ALTERNATIVES:**

The Board of Directors could choose not to approve the first 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 2021 was \$2,341,360. With the changes in hours and service requirements that IPTC has requested, staff is asking for approval of \$2,541,360 or a change of \$200,000.

#### **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 second year of their contract in order to be considered for recommendation with the Board of Directors for their first option year in 2021. When the increase was requested, IPTC staff had anticipated that the Red Line would be fully operational with the Ticket Vending Machines (TVM's) collecting fares so that Nolan could provide Fare Inspection Officers (FIO's) on the line. We also anticipated that the New Training Facility would be built and fully functional before the recommendation of the first option year as well. Allowing Nolan enough time to create meaningful relationships with XBE businesses, have more guaranteed hours to work with (8,736 just for the Training Facility alone), and provide enough time to meet the recommended 8%.

Due to project delays with TVM's, the change of direction for a new facility, and the impacts of the COVID-19 pandemic Nolan was unable to meet the 8% goal. However, they do maintain utilization well above the 3.5% original committed amount. Nolan staff, Life Safety/Security/Training with IPTC, and Supplier Diversity have had consistent conversations during the last two years and continue to discuss reasonable expectations moving forward.

#### **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee and Service Committee on February 18, 2021.