

Item 24-0066: Approve the award of single source contract with Star Protection and Patrol for 2024 Parking Ramp Security Services in an amount not to exceed \$57,000.00

Municipal Services Committee

Mon, Jan 22, 2024 4:30PM

Aldersperson Katie Van Zeeland (District 5) 19:47

Our next item is 24-0066 approve the award of the single source contract with Star protection and patrol for 2024 parking ramp security services in an amount not to exceed \$57,000. Do we have a motion?

Aldersperson William Siebers (District 1) 20:06

Move for approval.

Aldersperson Kristin Alfheim (District 11) 20:07

Second.

Aldersperson Katie Van Zeeland (District 5) 20:08

We have a motion to approve and a second. Any discussion? Alder Doran.

Aldersperson Chad Doran (District 15) 20:14

Thank you. Just a couple of questions for staff. I guess you touched a little bit in the memo as to the perceived sort of need here being vandalism and some other sort of behavior, I guess. Can you just sort of elaborate, I guess, what is what it is the real issues are? And, I guess, have they gotten worse over time that we've we felt the need to bring this forward?

Aldersperson Katie Van Zeeland (District 5) 20:37

Director Block? Did you want to take this one?

Director Danielle Block (Department Of Public Works) 20:40

Yeah, I can touch on it, and Deputy Director Neuberger can add in more context in case I miss anything. But I would say, you're correct. We referenced the incident of vandalism and other unauthorized behavior, whether that be staying in the parking ramp for an extended period of time without being, I guess, quote, unquote, "authorized," you know, not actively parking a car or going to a car. That would be one form. And I think the longer the stay, perhaps the increase in, you know, the behavior of vandalism, or other inappropriate behavior. So, Star patrol really assists in effectively sweeping, you know, each floor stairwells and keeping patrons in the public, you know, completing parking ramp business within the parking ramp.

Aldersperson Chad Doran (District 15) 21:36

And I—sorry, Deputy Director, do you have anything you wanted to add there first? Okay. As far as the cost goes, I'm not necessarily asking that we're putting a dollar figure on whether or not we could do this cheaper ourselves, I guess. But—because I'm supposing the idea here isn't necessarily, we're trying to—that this is saving us money. We're trying to just alleviate some problems that we're seeing that are sort of increasing in in their frequency?

Director Danielle Block (Department Of Public Works) 22:03

Yeah, that's a correct statement. This was inserted in the budget as a request that we haven't had any year before for this dollar amount. So, it certainly is an increase, yes.

Alderson Chad Doran (District 15) 22:15

And then sort of specific to the contract itself, I guess, you've negotiated sort of a sole source contract with Star Protection and Patrol, because they're already doing work for Valley Transit. Was there any thought given to taking a look at adding the Public Works component and then and then opening up a bidding process for both to perhaps more services? Or are there more services than just Star Protection and Patrol that could do this work for us?

Alderson Katie Van Zeeland (District 5) 22:47

Which microphone do you have? Deputy director one? Go ahead.

Deputy Director Pete Neuberger (Public Works) 22:51

Thank you, Chair. So there already—so Star patrol is currently performing limited services for DPW at our parking ramps by tacking those services on to the to the original Valley Transit contract. I think Valley Transit's contract, I think, started in like 2019 or 2020. And I think we've been—we've tacked on Star Patrol services, limited hours, I think it's about an hour and a half or so per day at that. So, we've already tacked those on. Basically, at this point, my understanding is that Valley Transit's contract with Star Patrol runs through 2024. So, there's—we know there's going to be at least one RFP probably going out for these services, and we haven't had specific discussions with Valley Transit yet, but we would certainly look for opportunities when the next RFP goes out to tag team with those types of services. But certainly, with a larger scope at the ramps than what's going on right now.

Alderson Chad Doran (District 15) 24:03

Okay, so the—we're essentially just asking to sole source for this year, assuming then that in—at the end of 2024 both Valley Transit and Public Works could look to combine for a contract.

Alderson Katie Van Zeeland (District 5) 24:13

I'll just intercede because I have the memo from the last contract discussion for Star Patrol. It looks like that happens in July—that it was effective July of 2023. So just not the end of the year. Is that correct, Director McDonald? I'm looking at a memo from June 19, 2023.

[Somebody said something off microphone.]

Alderson Katie Van Zeeland (District 5) 24:32

I'll just—here, I'll just show it to you.

Alderson Chad Doran (District 15) 24:41

That's fine. So, this—the contract that the Public Works is requesting though goes through the end of 2024? Right?

Deputy Director Pete Neuberger (Public Works) 24:49

That's correct. That's what we're requesting for through this authorization and public works is anticipating that we would use an RFP process after that.

Alderson Chad Doran (District 15) 24:57

Okay. And then I guess if we—if the Valley Transit contract ends—does in fact end before the end of the year, Public Works could still work with them on that? Or could we not?

Deputy Director Pete Neuberger (Public Works) 25:13

I think we would look for an opportunity to talk to them about what their next RFP would look like. And if they're going to have to do something before our initial authorization is done, we might see if there are opportunities to include language in their RFP that's better suited to our services that we didn't have the opportunity to do the last time that they did an RFP. So, we would we would look for those opportunities, but if there's going to be a staggered a staggered timeframe, then I can't I can't guarantee that their timeframe is going to work best with what works best for public works.

Alderman Chad Doran (District 15) 25:52

But I guess I'm wondering if if—is there is there a rush for us to approve this now that we might maybe want to look at figuring out what the timeframe is and see if—just wondering, let's say if that contract ends in July, could we, would we look at shortening the DPW contract to match that timeframe so that there is opportunity for both to go together? Does that make more sense for the city and for potential savings down the road?

Deputy Director Pete Neuberger (Public Works) 26:21

Well, I'm not going to deny that there's potential for economy of scale if we do if we do coordinate on the RFPs. So, with that being the case, I would say that there really is an immediate need for increased services from what we're getting right now. Our staff is—frankly, they're somewhat stressed out based on some of the activities that are going on in the ramps. It makes it makes it very difficult for staff to do the job that they're trained to do, and Star Patrol is trained to do some of the things that we're asking them to do through this contract. And so long is that—as that failure to fit very well under the current circumstances go on, we feel like we're on borrowed time here with some of our staff. They're—they really are asked to do an awful lot. And so, we're very interested in trying to expedite this to try to provide some relief for our staff in the in the immediate term and look for opportunities in the future to take advantage of economies of scale that may present themselves, but also with the understanding that as this contract is envisioned right now, we've got a 40 hour per week. That's a full-time job, and we feel like that's a that's a pretty good fit. Even if we cannot tag team with what's going on over at Valley Transit after this year, it's still a pretty good-sized contract.

Alderman Katie Van Zeeland (District 5) 27:52

It looks like there's a slight difference in the hourly rate between the Transit rate and between the Public Works rate, but understanding that this is something that we need to get moving on, could you just address some of the extra costs for dealing with the activities going on in the ramp? I know that we approved at one time, I believe it was some cleaning—extra cleaning? I know that there's been vandalism. Could someone address some of those items because in the short term, I guess I see this saving us money until we figure out what to do.

Deputy Director Pete Neuberger (Public Works) 28:37

Right. I'll take I'll take a crack at that question, then I'll see if Director Block wants to wants to add on to this. So, in terms of cost involved, so in addition to the \$57,000 that was budgeted for security services, the 2024 budget request also envisioned contracted cleaning services. And again, the idea there is our staff are set up for particular types of services. And then the cleaning services that are envisioned to be contracted later this year, which we are anticipating to go out for an RFP later this year are really have to do with—

Alderman Katie Van Zeeland (District 5) 29:22

I know we're being delicate, but let's not be delicate because this is what we need people to hear.

Deputy Director Pete Neuberger (Public Works) 29:28

Some of the stairwells get used as bathrooms. That that's not exactly what our staff signed up for who whose job it is to clean the ramps. So those types of things, currently, they have to be cleaned, and the only option we

have right now is to have our staff do it. It's—in the interest of providing conditions that promote staff retention, we are anticipating coming back for a contracted cleaning service to try to try to take some of those, the pressure, off of staff. So that would tie into this contract a little bit too.

Deputy Director Pete Neuberger (Public Works) 30:06

You notice that the hours that are envisioned in this contract—we're hoping that a more common occurrence would be something along the lines of Star patrol identifies an issue, perhaps an issue that's related to what we were just talking about, it could contact cleaning services, a cleaning service directly, and have it taken care of before our staff even get there to have to deal with themselves or the public start coming in in the morning to have to deal with that.

Aldersperson Katie Van Zeeland (District 5) 30:37

And hopefully prevent the mess from occurring in the first place

Deputy Director Pete Neuberger (Public Works) 30:41

Abs—absolutely.

Deputy Director Pete Neuberger (Public Works) 30:42

So, prevention is a big step toward developing a cure, and we're certainly hoping that this is going to go a long way toward that.

Aldersperson Katie Van Zeeland (District 5) 30:52

Also, I recall there being an issue—the reason the elevator needed to be dealt with was there was a fire, correct? You know, this is something that we think now having more security in place would stop something like that from occurring in the future?

Deputy Director Pete Neuberger (Public Works) 31:10

Yes.

Aldersperson Katie Van Zeeland (District 5) 31:11

Okay. Any other questions? Discussion? Alder Doran?

Aldersperson Chad Doran (District 15) 31:15

I guess, I just want to sort of go back to the understanding we're asking more of our staff currently than what they really are—is in their job description, and we want to alleviate some of that and that's part of where this contract comes from. But I guess I'm just I'm sort of stuck on what we could be missing out on if we aren't lining up this contract with Valley Transit in that we're looking at potentially a bigger contract where, if possible, other vendors might be interested where we could get better savings down the road. I'm not—you know, I know that there's a timeliness to this that you want to address. I'm not sure if two weeks—you know, maybe holding this for two weeks to try and get an answer to clear that up is, is asking too much? Or, you know, having a conversation with Star Protection and Patrol and see if they'd be willing to, you know, cut the contract and have to meet that deadline for the future. Just looking for a little thought there, I guess.

Aldersperson Katie Van Zeeland (District 5) 32:13

Attorney Behrens I see you. D 15? There you go.

Attorney Christopher Behrens 32:20

So in thinking about it, understanding the concern, I think my office could work with staff as we negotiate with Star to consider some kind of provision that would allow for us to work with Valley Transit if we want to—if that makes sense to try to get a contract in place that includes services to Valley Transit and the ramps all in one, and include a provision within our agreement that's up for approval right now either allowing that to be wrapped into a broader contract, or we fulfill the service with this but then we pick up under that other contract for DPW services when that one resumes. There's a number of different ways that can be approached, but I think knowing that, my office can work with DPW to try to address that, allow some flexibility. Because I think your point is you just don't want to see a situation where we have two contracts with Star patrol overlapping, providing same service that we're basically double paying for. I think we can come up with something to work through that situation if that would come up.

Aldersperson Katie Van Zeeland (District 5) 33:31

Yeah, I think, you know, I—that's why I tried to pull the contract information. So, if this is correct, that's actually giving us an opportunity before renewal to try to align those so that's why I would be okay with this in the meantime.

Aldersperson Katie Van Zeeland (District 5) 33:47

I think something that's missing a little bit here is just the understanding of why the activity in the ramp has increased, and I—it's my understanding that there has been a very large increase in activity in the ramp. Could someone just address that briefly? Who'd? Okay.

Director Danielle Block (Department Of Public Works) 34:15

Thank you, Chair. I don't think any one of us has an answer for why. I think that's a multifaceted problem or issue. We're focused on providing the tools necessary to the parking utility so customers, users have the best experience possible, which kind of folds into all the initiatives we want to roll into the parking utility in improving that experience, bringing people to the parking ramps, and we have to make it, number one, first a place that people do want to utilize 24/7.

Aldersperson Katie Van Zeeland (District 5) 34:53

Thank you. Alder Alfheim.

Aldersperson Kristin Alfheim (District 11) 34:56

Just one thing to clarify. Alder Doran, just to be sure, were you double checking that there wasn't a duplication or doubling up? Or were you trying to coordinate the new contract so we're all on the same calendar.

Aldersperson Katie Van Zeeland (District 5) 35:10

Alder Doran, did you want to take that?

Aldersperson Chad Doran (District 15) 35:12

I think it's both really.

Aldersperson Kristin Alfheim (District 11) 35:14

Okay.

Aldersperson Chad Doran (District 15) 35:15

And in making sure that we that we have all those bases covered.

Aldersperson Kristin Alfheim (District 11) 35:19

I hear and I validate and maybe Attorney Behrens has already validated it, but if we're going to negotiate—does it make more sense to sign our first contract, which is necessary, I don't think anybody's questioning that. Is it better to sign a contract that lasts until July and then both of you go to bat at the same time for the next contract? Is there value in doing that? Or should we be wording it separately?

Aldersperson Katie Van Zeeland (District 5) 35:44

And that's where I felt more comfortable with the latter—

Aldersperson Kristin Alfheim (District 11) 35:45

Rather than—

Aldersperson Katie Van Zeeland (District 5) 35:46

Who would like to address that? Are you three?

Director Danielle Block (Department Of Public Works) 35:49

Director three. Yeah, thank you, Chair. I think the compensation rate noted at the bottom here was for a full year. So, I like attorney Behren's idea where we fold in language into the contract discussing what options may be available to us mid-year. I can assure you this is not a duplication of services that are already occurring under the Valley Transit contract. That's not the case. But if we were to say to Star Patrol "It ends in July," I don't believe that negotiated rate would perhaps hold true; it might be higher. Let's put it that way. So, I think adding in language, that gives us more flexibility, that works for both us and Star patrol, recognizing that they would likely be a contractor that submits a proposal.

Aldersperson Katie Van Zeeland (District 5) 36:40

So, if I'm hearing you correctly, what you're saying is that the rate for a six-month proposal would likely be much higher than a year proposal.

Director Danielle Block (Department Of Public Works) 36:50

That would be my guess.

Aldersperson Katie Van Zeeland (District 5) 36:51

Okay. I think that makes sense. Alder Doran?

Aldersperson Chad Doran (District 15) 36:55

If we would approve this contract, even with the language that Attorney Behrens is talking about as far as options, would that preclude Public Works and Valley Transit, I guess, from looking at other vendors, if they go out for bids, say mid-year, or whenever the Valley Transit contract is up? Or are we looking at just one bid from Star Protection and patrol then?

Attorney Christopher Behrens 37:22

I think the idea with Star is it gives the both departments flexibility to consider other vendors. This would be a contract running through the end of the year with Star. So, something that would have to be weighed is if you find another vendor who can provide the same or better service at a lower cost, then we may have to look at some sort of negotiation that maybe their service is scaled back through the balance of this year for what Star's already covering and picks up in full next year. We would just have to pivot a little bit on that future contract. If it would end up being Star taking everything on, then the contract you're talking about now could potentially go away and everything just gets folded into a new contract later this year. It just depends on what the

circumstances are, and then we pivot depending on who the vendor ends up being. But I don't think this curtails our flexibility at all to look at other vendors in the process.

Aldersperson Katie Van Zeeland (District 5) 38:30

I think this is actually one of the first contracts that I ever voted on as an alder. So, I do recall a lot of the discussion at that time, because this also does include the library uses the uses Star protection. And at that time, I recall there being a memo with extensive issues with the provider that they were using and the inability to find a provider willing to work with the library patrons in a certain way. So, I think we should also take that into account. Any other questions, comments, discussion? Alder Hartzheim?

Aldersperson Sheri Hartzheim (District 13) 39:11

Thank you, Chair. I'm just curious whether the discussion regarding what the intention of the legal department working with DPW, all of that stuff, whether that needs to be included in a motion for today or if that's just something that will be an aim of the departments to work together.

Aldersperson Katie Van Zeeland (District 5) 39:29

Attorney Behrens.

Attorney Christopher Behrens 39:32

My preference would just be to let the department have a flexibility and do what we need to do that's in the best interest of all the departments in the city.

Aldersperson Katie Van Zeeland (District 5) 39:41

Does that answer your question?

Aldersperson Sheri Hartzheim (District 13) 39:42

It does.

Aldersperson Katie Van Zeeland (District 5) 39:42

Thank you. Yeah, I wouldn't want to limit them either being that I'm not a legal expert. Any other questions or discussion on this item? Hearing none, we'll vote. All those in favor say aye.

Alderspersons Siebers, Meltzer, Van Zeeland, Alfheim, and Doran 39:56

Aye.

Aldersperson Katie Van Zeeland (District 5) 39:57

Any opposed? That motion passes five zero.