

CAPISTRANO BAY DISTRICT
AGENDA REPORT
March Meeting held on April 2, 2019

Security Reports

ITEM 6b

Security Service Proposals

In 2005 the District contracted with Securitas Security Services to provide security services to the District. Prior to this time, the District had employed its own security personnel. For the entire time since 2005, the District has retained Securitas as our security provider.

Over the years there have been typical performance issues that have always been dealt with, mostly to the satisfaction of the community, some not so much but overall, the service has been good.

In the past two years, however, an issue has developed with retention of security staff. It has become a serious matter due to the need to continue training new people as they come and go. At face value, the job appears to be fairly straightforward, but there are many site-specific details that the officers must be familiar with and some of the knowledge takes time to absorb. With the continual transient nature of the staff, the officers are not here long enough to learn all the 'ropes'.

For those reasons, the District is seeking competitive proposals in an effort to improve on the quality of service. During research into competitive service providers, it is apparent that Securitas has been busy absorbing smaller security companies since a majority of the surrounding area here in south OC is primarily managed by Securitas:

Patrol Masters \$505,232.00 per year – includes vehicle plus maint/fuel

PM was referred to us by Compass Property Mgmt. Out of the seven references checked, two did not answer and five so far have confirmed that PM has worked with their communities, that PM has provided consistent good to excellent services for at least five years. No one was aware of turn-over issues. All confirmed they have properties of similar size to the Beach Road Community (200-250 homes).

Professional Protection \$1,233,120.00 per year – includes vehicle plus maint/fuel

References for this operation were not investigated. Their proposal of over \$1M puts them out of the competition. This operation typically provides exclusive security for VIP's and other high-visibility clients and would no doubt give us the best security any of us would ever see but just too expensive. They were an absolute pleasure to talk to and clearly know their business.

Securitas Security Svc \$564,343.00 per year – includes vehicle plus maint/fuel

Kelly Becker of Securitas has indicated that an increase in hourly wages paid will diminish the problem of officer turnover, although not completely, as there will always be some turnover no matter what the pay rate is.