

SCOPE OF SERVICES

Unarmed Security Services for Xpress Park and Ride lots

1. Background Information

Xpress is a regional commuter bus service operated by the Atlanta-Region Transit Link Authority (The ATL) in the metropolitan Atlanta region. The Xpress bus service operates from a series of Park & Ride lots located throughout the metro-Atlanta area. A list of the ATL's existing Park and Ride Lots has been provided in Appendix A of this Scope of Services. Xpress generally boards passengers at the park & Ride lots on weekdays during the morning hours of 5:30 a.m. - 9:30 a.m. and returns passengers to the Park & Ride lots between the afternoon hours of 3:00 p.m. - 7:30 p.m. Xpress passengers leave their vehicles at the Park & Ride lots during the day.

The selected Contractor shall provide unarmed security guards to patrol designated Xpress Park & Ride lots to deter theft and vandalism of vehicles left at the lots during our service hours. The security guards shall patrol the Park & Ride lots for a total of eight (8) hours each weekday primarily during the midday hours.

2. Management, Training, and Supervision

Contractor shall provide all necessary training, management, and supervision for all security guards assigned to any Xpress Park and Ride Lot. Contractor shall develop a comprehensive list of standard operating procedures ("Post Orders"), documenting general procedures as well as site-specific procedures for Xpress service. Contractor shall submit a written copy of the post orders to the ATL's Project Manager for review and approval within 14 calendar days of the posting of the Final Notice of Award for this solicitation. Contractor shall ensure that all assigned security officers have read and fully understand the Post Orders. Post Orders shall be reviewed by Contractor on a regular basis for accuracy, reflecting any physical or procedural changes and is subject to approval by Xpress prior to implementation. Contractor modifications to Post Orders shall be submitted to Xpress for review and approval. The ATL shall notify the Contractor of any Xpress generated modifications. Xpress reserves the right to implement procedural changes based on emergency conditions without prior notification to the Contractor.

Contractor shall provide a sample of Post Orders that are currently in use or that have been used for a similar contract in the past 6 months.

Contractor shall appoint an Engagement / Operations Manager to serve as the primary contact between Xpress and Contractor for all issues related to the contract. The Engagement/ Operations Manager must be available by telephone between the hours of 6:00 a.m. and 7:30 p.m. on weekdays.

Contractor shall provide the security guards with either cell phones or radio equipment for communication while on duty. The selected Contractor shall provide adequate training to the security guards on proper operation of the radio system if a radio system is selected in lieu of cell phones.

Adequate and competent Contractor supervisory personnel shall make unscheduled inspections to ensure that security officer performance standards

are met. Supervisory personnel shall provide a written report on "spot" inspections. Contractor shall describe how and the frequency for these inspections.

All training costs and documentation are the responsibility of the Contractor.

3. Security Guard Minimum Qualifications

3.1 Background Checks

Contractor shall certify that all personnel have successfully passed a criminal background check prior to assignment to any the ATL's Park and Ride Lots.

3.2. Experience

Assigned security guards shall possess, at minimum, a high school diploma or a General Equivalency Diploma (G.E.D.). Assigned guards must have a minimum of two (2) years in security services or law enforcement.

3.3 Valid Driver's License

Assigned security guards shall possess a valid driver's license and be capable of operating a motor vehicle.

4. Work Sites

The selected Contractor shall perform services at various Park & Ride Lots or other locations to be designated by Xpress Operations Specialist. Xpress does not intend to station security guards at all its Park & Ride Lots and reserve the right to transfer security guards among different locations. Xpress will coordinate security schedules for each location with the selected Contractor. Xpress initially intends to station security guards at five (5) Park & Ride Lots. Xpress reserves the right to increase or decrease the number of Park & Ride Lots at which security guards will be stationed. The initial 5 lots for which services are being requested are:

- o Panola Road
- o Jonesboro Road
- o Riverdale
- o Union City
- o Stockbridge

Additional P&R lot information is available in Appendix A, attached hereto.

Xpress Park and Ride lots do not have restroom facilities, a break room, or any other amenities on site; therefore, Xpress will allow security guards to leave their designated Park & Ride lot for up to 30 minutes during each 4-hour period worked.

Thirty-minute breaks may not be combined to allow for early departure or late arrival. Thirty-minute breaks must be schedule with the Xpress Operations Specialist. The selected contractor shall have a separate security guard or supervisor to relieve the guard on duty at the sites for each 30-minute break. The ATL will not pay for non-active, non-continuous coverage at any of the assigned Park and Ride lots.

5. Firearms, Weapons, and Other Prohibited Items

Contractor and all Contractor personnel assigned to any Xpress Park and Ride Lot or Xpress facility are prohibited from carrying weapons of any kind while on site. This includes, but is not limited to, firearms, nightsticks, martial arts weapons or equipment, batons, or any harmful chemical or liquid.

6. Service Schedule

Basic Coverage: Weekdays 5:30am-7:30pm

- The selected Contractor shall provide one (1) security guard for each designated Park & Ride Lot for approximately eight (8) hours per day (Monday through Friday, excluding holidays observed by Xpress). There shall be a minimum of (1) supervisor assigned to perform guard breaks. The daily work schedule of the security guards shall be determined by the contractor and approved by the Building & Facilities Superintendent monthly. Security Guard personnel shall report for duty as scheduled. Work shifts for guards shall not fall outside the time frame stated above (5:30am-7:30pm) unless specifically requested and approved by the Building & Facilities Superintendent. The monthly schedule for each lot should ensure a varying shift each weekday. The daily work schedule should fluctuate as to not indicate a pattern of times guards will be present on the lot. The monthly schedule shall be provided to the Building & Facilities Superintendent in advance by the 20th of each month for the next month's service. If any adjustments are needed the Building & Facilities Superintendent will notify the Contractor by the 28th day of the month.

- Active and continuous Coverage: Active and continuous coverage for all scheduled shifts is required. A security guard shall be present for all scheduled hours; it is the responsibility of the contractor to provide coverage during each guard's scheduled breaks. It is also the responsibility of the Contractor to identify replacement or back-up security guards to address coverage gaps due to sick days, no-shows, scheduling conflicts, no-active and or non-continuous coverage, or any other reason that a scheduled security guard misses an assigned shift.

- Additional Coverage: There are times during the year that Xpress may need additional security coverage, outside the days and hours outlined above, precipitated by heightened security alert from the Department of Homeland Security (DHS), an emergency, an Xpress event, or construction that that may have eliminated or weakened other security measures that are in place at any Xpress facility. The ATL's Building & Facilities Superintendent will contact the Contractor at least 24 hours in advance, when feasible (in some cases this may not be possible).

- Xpress will not operate on weekends and per the following Calendar Year 2024 Holiday schedule.
 - New Year's Eve
 - New Year's Day
 - Dr. Martin Luther King Jr. Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Friday after Thanksgiving
 - Christmas Eve
 - Christmas Day

Xpress will provide a new holiday calendar each year to the contractor 30 days before the beginning of the year. Xpress also reserves the right to add or delete from the above referenced Holiday's list. If additional days are selected in which Xpress service will not operate, Xpress staff will notify the selected vendor with a minimum of 24-hour notice (when possible) that Security Services are not needed.

7. Uniforms and Appearance

- Security guard personnel shall report for duty in "full uniform" as scheduled. For this Scope of Work, "full uniform" is hereby defined as the designated service uniform with all required equipment and accouterments as described herein. Xpress reserves the right to determine what is considered an appropriate duty uniform. Security Guard personnel reporting for duty inappropriately attired shall be immediately reported to the Contractor's Engagement Operations Manager. The Engagement Operations Manager shall take immediate action to remedy the uniform problem. All security officers shall maintain a neat, clean, professional, and well-groomed appearance. Contractor will be required to supply uniforms for security officers that conform to the following minimum standards:
 - ▶ Professional in appearance.
 - ▶ Clean, neat, and pressed.
 - ▶ High visibility vest with logo.
 - ▶ No visible tearing or fraying.
 - ▶ Consistent in color (shirt, pants, socks).
 - ▶ Markings (patches or emblems) shall identify security contractor to the public or facility specialist.
 - ▶ A security badge to be worn on or above the shirt pocket.
 - ▶ Shoes (black) kept clean and polished.
 - ▶ All guards Security guards shall be dressed in a clearly identifiable uniform to be provided by the selected Contractor and approved by The ATL.

8. Patrol Vehicles

- Each site must have a clearly decalcd vehicle onsite for patrol during operational hours.
- The vehicle must not have any extensive body damage or broken windows.
- Routine maintenance and fueling of patrol vehicles must be scheduled outside of the hours the guards are required to be on site.
- The selected contractor must have a reliable fleet of vehicles as to not interrupt the requirement of a vehicle at each site during operational hours.
- No personal vehicles can be used for patrols at any time.
- Car magnets can not be used and will not be approved as proper decaling.
- Vehicle must have working visible yellow strobe lights on top or inside the vehicle, lights must be on and working during entire shift.

9. Security Guard Responsibilities

- Personal Attitude: At all times, security guards shall endeavor to maintain an attitude of professionalism and willingness to help. Assistance to Xpress customers and staff members is of prime importance. When firmness is required, it shall be exercised in a polite manner, keeping always in mind that security guard personnel are on public property and that their comments and actions represent the attitudes and policies of Xpress. Every reasonable effort to produce a pleasant, professional image will be required of each security officer given this assignment. Officers assigned this duty may encounter some resistance, or irrational behavior patterns. Consequently, the security officers assigned this duty must be confident in their abilities and remain composed in all situations they are required to manage.

- Security guard must know which Police department he/she must call in the event of an emergency or to report an issue with a vehicle parked at the Park and Ride lot.

Jonesboro: 8488 Tara Blvd, Jonesboro, GA 30236	Emergency: 911 Non-Emergency: 770-478-7407	1859 City Center Way Jonesboro, GA 30236
Panola: 5290 Minola Dr. Lithonia, GA 30038	Emergency: 911 Non-Emergency: 404-294-2911	1960 West Exchange Place Tucker, GA 30084
Riverdale: 6842 Lamar Hutcheson Pkwy Riverdale, GA 30274	Emergency: 911 Non-Emergency: 770-477-3550	6690 Church St. Riverdale, GA 30274
Stockbridge: 656 Highway 138 West Stockbridge, GA 30281	Emergency: 911 Non-Emergency: 770-288-7100	120 Henry Pkwy McDonough, GA 30253
Union City: 3772 Royal South Parkway Atlanta, GA 30449	Emergency: 911 Non-Emergency: 404-848-4900	2400 Piedmont Rd NE Atlanta, GA 30324

- Patrol: Security guards shall continuously patrol their assigned Park and Ride lots, covering the entire lot every 30 minutes during the 8-hour shift

10. Reporting Requirements

Contractor shall submit a Weekly Report for each site to the Xpress Operations Specialist no later than 9am the Monday following the week of service. All reports must be typed and submitted electronically. The Weekly Report shall include, at minimum, the following information:

- Dates of Service.
- First and Last Name of Person Submitting the Report.
- Guard Station Time (e.g., 7:30am-3:30pm).
- Guard Station Location (e.g., Panola Road Park and Ride Lot).
- Detailed accounting of any incidents/observations, and Police contact.
- Details of required lot patrols during the shift and explanation of any gaps in designated patrol areas.

The following incidents, in addition to be included on the Weekly Report, must be immediately reported to the Xpress Operations Specialist:

- Vandalism
- Property Damage
- Unauthorized Access
- Vehicles that appear to be abandoned or sitting on the lot in same space for more than one (1) week.
- Homeless occupation.

Xpress may elect to change this reporting structure or request additional reports during the terms of this agreement.

11. Tracking Technology and Services

- The selected Contractor shall install and maintain a security patrol tracking and reporting system. The system should provide proof of security guards arrival and departure times based on the provided schedule of service. The system should ensure that guards are performing continuous rounds throughout each contract site during their 8-hour shift. This system must be available for use by Xpress staff at any time to determine if a guard is on duty and performing continuous monitoring of the site location. This system must provide a monthly report by location of scheduled hours of service. The report shall clearly show proof of the hours of service provided by lot, with each date, and shift start and end times

along with continuous monitoring of the lot for coverage during the work shift. The report must be attached to the invoice as proof of service for any hours that contractor is seeking payment for. The invoice and tracking technology billable hours shall match. The ATL will not pay for services performed during unscheduled hours or for services allegedly provided that cannot be validated by the reports provided from the tracking system.

- If an Xpress staff person performs a site check at any lot during the time that a guard is scheduled to be on duty and no guard is present, The ATL will not pay for services not received. If a lot must be left unattended for any reason, the Xpress's Building & Facilities Superintendent must be notified in writing and given a reason prior to personnel departing their shift.
- The selected Contractor will be required to present a demo of their tracking technology software that is currently in use prior to Contract award. The Contractor must provide contact information for a minimum of one current client who is familiar with using the technology being presented. This client should have enough knowledge of the software to answer basic questions.
- Additional services may be requested at the discretion of the Xpress Operations Specialist.

Optional Service

The ATL may elect during the duration of this contract to have a security guard stationed at its South Operations and Maintenance Facility. This guard will be responsible for remotely viewing the camera system(s) at any Xpress Park and Ride lot. This position will work a varying 8-hour schedule during the weekdays. A decoyed patrol vehicle will not be required for the security guard stations at the South Operations and Maintenance Facility.