



**Contra
Costa
County**

To: Board of Supervisors
From: Alison McKee, County Librarian
Date: November 16, 2021

Subject: Contract Amendment/Extension with Universal Protection Services, LP: DBA Allied Universal Security Services

RECOMMENDATION(S):

APPROVE and AUTHORIZE the County Librarian, or designee, to execute a contract amendment with Universal Protection Services, LP: (dba Allied Universal Security Services), effective July 1, 2021, to extend the term from November 30, 2021 to June 30, 2022, and increase the payment limit by \$176,000 to a new payment limit of \$361,300, to provide security services at the Walnut Creek Library, the Concord Library and the San Pablo Library.

FISCAL IMPACT:

100% Library Fund

BACKGROUND:

The Contra Costa County Library currently has a contract with Universal Protection Services, LP: DBA Allied Universal Security Services to provide security services at the Walnut Creek Library, Concord Library, and the San Pablo Library. This contract amendment will increase the total contract dollar amount to \$361,300, update the open hours for each location, and extend the contract end date from November 30, 2021 to June

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **11/16/2021** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: November 16, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Walt Beveridge
925-608-7730

cc:

30, 2022. Contract total dollar amounts exceeding \$200,000 require Board of Supervisors approval

BACKGROUND: (CONT'D)

On June 22, 2021, the County Board of Supervisors approved changes, effective July 1, 2021, to the open hours at several library locations, including the Walnut Creek Library, the Concord Library, and the San Pablo Library. The security services provided by the contractor are structured around the open hours at these libraries. To accommodate the change in library open hours, the contract amendment updates the open hours for each location and the scheduled security services.

The Walnut Creek Library is a two-story, 42,000 square foot facility located in downtown Walnut Creek, adjacent to Civic Park. It is a very well-used library that is open to the public 6 days each week. On average, 140 people visit the library each hour it is open.

Walnut Creek Library patrons come from a broad cross section of community members. The Trinity Center, a non-residential program serving people who are homeless in Central Contra Costa County, is located four blocks from the Library. Many of the people served by the Trinity Center are regular library users. In addition to welcoming persons who are homeless into the library, staff provides services each day to patrons who exhibit behaviors consistent with mental illness and/or substance abuse.

Built in 1959, the Concord Library is one of the busiest branches in Contra Costa County. This is the only branch in the City of Concord which has a population of 129,273 (2021). Taking great pride in serving the community, the Library has a helpful staff and is housed in a one-story building that spans 12,500 square feet. The Concord Library is located in downtown Concord, right next to Concord's City Hall and Civic Center. It is a very well-used library that is open to the public 6 days each week. On a daily basis, the Concord Library sees up to 600 visitors per day. On an average close to 100 people access this library each hour the library is open.

Concord Library patrons come from a broad cross section of community members. The Concord Adult Homeless Shelter, a non-residential program serving people who are homeless in Central Contra Costa County, is located approximately three miles from the Library. There is also a local park one block away where there is a large homeless population, many of whom are regular library users. In addition to welcoming persons who are homeless into the library, staff provides services each day to patrons who exhibit behaviors consistent with mental illness and/or substance abuse.

The San Pablo Library opened in its new 20,000 square foot facility in August 2017. The previous location of 9,000 square feet was located in the shopping center at El Portal and San Pablo Avenues. A security guard was provided by the property manager and patrolled the library and other businesses. The San Pablo Library is open 6 days each week. Since moving to the new location the foot traffic has tripled from an average of 52 visitors per hour to 136 visitors per hour. Similar to Walnut Creek and Concord Library, the San Pablo

Library patrons come from a broad cross section of community members. At the new location, staff observed an increase in problem patron reports.

The Library entered into the original security services contract with Allied Universal Security Services to provide onsite security services at Walnut Creek Library in February 2017 and amended the contract in January 2018 to include the Concord Library and the San Pablo Library. Currently, security personnel work with Library staff to inspect and monitor the interior and exterior of the location for problematic behaviors (as defined in the Contra Costa County Library Patron Conduct Policy) that disturb the normal functioning of the location including: loud noises, eating, sexual activity, threatening or dangerous behaviors, illegal activities, vandalism or theft of County materials or equipment, and misuse of county spaces.

CONSEQUENCE OF NEGATIVE ACTION:

If not approved, the Walnut Creek Library, the Concord Library and the San Pablo Library would not obtain security services for the updated branch open hours to the public and would not enhance the patron library experience.