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NO. LTC # 111-2008

LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: April 15, 2008

SUBJECT: **Security Alliance Performance Status**

This Letter To The Commission is to inform the Mayor and City Commission of Miami Beach of the performance of the City's security contract vendor, Security Alliance. Since May 1, 2007, the City of Miami Beach has contracted the unarmed uniformed security guard services from Security Alliance for twenty locations to include the Boardwalk, Beachwalk, Lincoln Road, City Hall, Flamingo Park and other key areas of the City. Tim O'Regan of the Miami Beach Police Department (MBPD) has been the Contract Security Vendor Administrator since the inception of the contract.

In his role as the Security Administrator, Tim O'Regan closely monitors the terms of the contract for compliance and conducts regular inspections of Security Alliance personnel. In his assessment, Mr. O'Regan advises that this company is meeting all the terms of the contract, and that the general security guard performance and appearance has been consistently professional. In addition, there is consistent supervisory staff available to support the security guards and ensure their productivity and quality of service. Further, Security Alliance has provided monthly reports that detail quality of life issues; conditions of City owned property as well as assistance to the MBPD and the public. These reports have proved helpful to identify deficiencies and facilitated corrective measures to alleviate a negative situation. Mr. O'Regan states that what sets Security Alliance from its competitors, is that they are extremely responsive to the needs of the City. To show their commitment to the City, they have hired a Quality Control Specialist who is unknown to the Security Alliance guards or supervisors and answers directly to Mr. O'Regan. The Quality Control Specialist conducts "secret shopper" transactions with Security Alliance guards and supervisors.

In essence, the MBPD is pleased with the performance of Security Alliance based on eleven months worth of history, and will continue the use of their services for the three year life of the contract which is due to expire April 30, 2010. The contract also provides for two additional one year renewal options. If Security Alliance's performance begins to decline, then concerned staff of the MBPD can exercise these options and reopen the contract for bid to other security vendors.

JMG/CN/RAM/MG

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