

Date: July 22, 2026

To: Board of Directors

From: Sam Desue, Jr.



Subject: **RESOLUTION NO. 26-07-22 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH UNIVERSAL PROTECTION SERVICES, LP, DBA ALLIED UNIVERSAL SECURITY SERVICES TO PROVIDE TRANSIT CUSTOMER SAFETY OFFICERS AND SAFETY RESPONSE TEAM SERVICES**

1. Purpose of Item

This Resolution requests authorization for the General Manager or his designee to execute a contract (Contract) with Universal Protection Services, LP, dba Allied Universal Security Services (Allied) to provide transit Customer Safety Officers and Safety Response Team services (Services).

2. Type of Agenda Item

- ☒ Initial Contract
- ☐ Contract Modification
- ☐ Other

3. Type of Contract Procurement

- ☐ Low Bid / Invitation to Bid (ITB)
- ☒ Request for Proposals (RFP) (inc. CM/GC)
- ☐ Request for Qualifications (RFQ) (Personal Services)
- ☐ Other:

4. Reason for Board Action

TriMet Board of Directors (Board) authorization is required for all contracts obligating TriMet to pay in excess of \$2,000,000.

5. Type of Action

- ☒ Resolution
- ☐ Ordinance 1st Reading
- ☐ Ordinance 2nd Reading

6. Background

It is essential for TriMet to provide a high level of security throughout the TriMet system for the benefit of our customers, employees and members of the general public. Since 1988, TriMet has used contracted transit security services to support the work of the Transit Police Division. In 2018, TriMet added Customer Safety Officers to support TriMet code and fare enforcement work performed by Customer Safety Supervisors. In 2021, TriMet added the Safety Response Team to support the Transit Police Division, Customer Safety Supervisors, and contracted security with ridership engagement and outreach. TriMet's use of these

unarmed teams has been an extremely effective and cost-efficient strategy for TriMet to provide a high visibility system security and outreach presence on the transit system and supplement its existing security services.

These contracted security and outreach teams are radio-equipped and deployed on MAX trains, buses and at transit stations throughout the District. They provide a uniformed presence to maintain order, deter crime, and encourage overall compliance with TriMet rules and regulations. They routinely ride trains, patrol transit centers and are stationed at specific locations to assist with employee and customer safety and ridership engagement. They provide outreach and support, both daily and during special events (such as the Rose Festival, major sporting events, concerts, and other large-scale community events within the District). Their actions help ensure the safe movement of the public around transit vehicles and compliance with TriMet codes of conduct, create a safe and welcoming environment for all, and provide high levels of ridership support and engagement. The Safety Response Team discourages inappropriate and illegal behavior while conducting social service outreach and providing referrals for housing, mental health and addiction services.

This Resolution would authorize a Contract in the amount of \$58,446,991.20. The proposed Contract with Allied will have an initial three-year term, with TriMet's unilateral option to extend the Contract for two additional one-year terms. TriMet will also retain the right, at its sole discretion, to terminate the Contract for convenience during the five-year period. The yearly amount cost of Services is provided below:

Year 1	\$10,726,729.87
Year 2	\$11,026,267.20
Year 3	\$11,747,084.27
Year 4	\$12,304,701.07
Year 5	\$12,642,208.80
Total	\$58,446,991.20

Demand for these services has continued due to ongoing efforts to improve safety and security, transit system improvement projects, ridership recovery efforts, and TriMet partnerships in support of large-scale community events. TriMet is currently budgeted to fund 75 Customer Safety Officers and 40 Safety Response Team members, totaling 115 positions, in addition to other existing uniformed security and Transit Police personnel.

7. Description of Procurement Process

Because the current security services contract expires on July 31, 2026, we issued a competitive Request for Proposal (RFP) on May 8, 2026. The RFP was advertised on TriMet's eProcurement System (TriP\$) where 220 vendors were notified. In response to the RFP, a total of six (6) proposals were received from Allied, Inter-Con Security Systems (Inter-Con), MetroWatch (Metro), PalAmerican Security (PA), Portland Patrol Inc. (PPI), and SafeGuard Security (Safe).

TriMet appointed a Source Evaluation Committee (SEC) consisting of staff from the Safety and Security and Transportation Operations divisions to evaluate and score the proposals. Evaluation criteria in the RFP included qualifications of the proposer, qualifications of staff, small business programs and past projects, business practices, understanding the work, and price. Initial scores for the six proposals received are listed below.

Possible Points	Allied	Intercon	Metro	PA	PPI	SafeGuard
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Evaluation Criteria

Qualifications of Proposer	10	9.33	7.67	5.00	7.67	9.67	7.00
Qualifications of Staff	20	18.00	16.67	10.00	15.00	17.67	14.67
Small Business/Past Projects	5	4.00	4.33	0.00	4.33	2.67	3.67
Business Practices	5	4.67	4.17	1.67	3.67	3.33	3.33
Understanding of the Work	30	25.67	23.33	12.67	20.33	25.00	21.00
Price	30	23.43	18.36	30.00	23.97	23.92	22.82
Proposal Totals . . .	100	85.10	74.53	59.33	74.97	82.26	72.48

After evaluating all proposals, the SEC determined that Allied and PPI were in the competitive range and should be invited in for interviews. These interviews took place on June 23 and 24, 2026. Following interviews, the SEC requested Best and Final Offers (BAFO) from both proposers, which were received by June 30, 2026. Final SEC scores for both proposers are listed below:

Possible Points	Allied	PPI
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Evaluation Criteria

Qualifications of Proposer	10	9.33	8.67
Qualifications of Staff	20	18.00	17.00
Small Business/Past Projects	5	4.00	2.67
Business Practices	5	4.67	3.33
Understanding of the Work	30	27.33	23.00
Price	30	29.45	30.00
Proposal Totals . . .	100	92.78	84.67

Allied's proposal was scored highest and the SEC found that it represented the overall best value to TriMet. Allied proposed a robust staff and has a company presence in the Portland metropolitan area. Allied has an excellent relationship with TriMet, and knows our system. The SEC also determined that Allied thoroughly demonstrated its ability to respond to TriMet's needs and would be able to effectively represent TriMet's interests. In addition, Allied's price proposal of \$58,446,991.20 was found to be fair and reasonable based on rates charged from its prior TriMet contracts for similar services, and in comparison with TriMet's Independent Cost Estimate (ICE) of \$68,000,000 and the other pricing proposals received. Accordingly, the SEC recommends award of the Contract to Allied.

Notice of the Intent to Award was sent to all proposers on July 7, 2026. One protest was received. The General Manager determined the protest was unfounded and denied the protest. A Request for Reconsideration was received on July 16, 2026, and is currently under advisement of the General Manager.

8. Financial/Budget Impact

The cost of these Services for the first year is included in the Safety & Security Division's FY 2027 Adopted Budget and Services for subsequent years will be requested in future year budgets over the term of the Contract. This Contract will be paid for by General Funds.

9. Impact if Not Approved

Continuing to fund these Services is necessary to support the safe movement of the public on and around TriMet's transit system. If the Resolution is not approved, TriMet will need to re-procure these services, but it is highly unlikely that re-soliciting will achieve better quality, price, or broader participation. Failure to approve this Resolution could result in diminished security on the transit system and create safety hazards to the public, staff, and TriMet facilities. Approval of this Resolution is strongly recommended.

RESOLUTION NO. 26-07-22

RESOLUTION NO. 26-07-22 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH UNIVERSAL PROTECTION SERVICES, LP, DBA ALLIED UNIVERSAL SECURITY SERVICES TO PROVIDE TRANSIT CUSTOMER SAFETY OFFICERS AND SAFETY RESPONSE TEAM SERVICES

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract with Universal Protection Services, LP, dba Allied Universal Security Services to provide transit customer safety officers and safety response team services (Contract); and

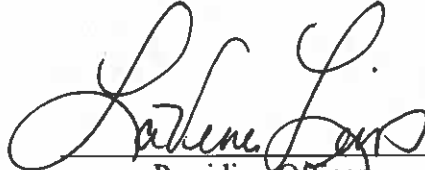
WHEREAS, by Resolution No. 25-06-29, dated June 25, 2025, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring it to authorize contracts obligating TriMet to pay in excess of \$2,000,000; and

WHEREAS, the total amount of the Contract exceeds \$2,000,000;

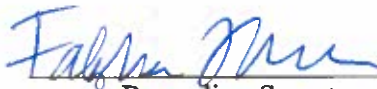
NOW, THEREFORE, BE IT RESOLVED:

1. That the Contract shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute the Contract in an amount of \$58,446,991.20, with the actual expenditure based on the cost of services provided over the Contract's potential five-year term.

Dated: July 22, 2026


Presiding Officer

Attest:


Recording Secretary

Approved as to Legal Sufficiency:


Legal Department