

**TO:** Andrew P. Powers, City Manager

**FROM:** Jonathan Serret, Cultural Affairs Director

**DATE:** May 21, 2024

**SUBJECT:** Crowd Control Security Services for Bank of America Performing Arts Center

**RECOMMENDATION:**

1. Approve contract for Crowd Control Security Services to Allied Universal Event Services, based in Westminster, California, in an amount not to exceed \$2.5 million for event security services for the Bank of America Performing Arts Center (BAPAC) with an initial term running from July 1, 2024, through June 30, 2027, with two optional one-year extensions.
2. Approve budget appropriation in the amount of \$242,500 from A/C #681-0000-341-9900 (Theatres Fund Retained Earning/Undesignated) for FY 2024-25 as follows: \$150,000 to A/C #681-7710-682-5660 (Kavli Security) and \$92,500 to A/C #681-7810-682-5660 (Scherr Security).
3. Authorize expense in the amount of \$350,000 from A/C #681-7710-682-5660 (Kavli Security) and \$150,000 from A/C #681-7810-682-5660 (Scherr Security) for FY 2024-25.
4. Find that this action is not a project as defined under the California Environmental Quality Act.

**LEVINE ACT ITEM: Yes**

**FINANCIAL IMPACT:**

**\$242,500 Increase to Adopted FY 2024-25 Theatres Fund Budget.** \$242,500 increase to the Adopted FY 2024-25 Theatres Fund Budget is necessary to maintain yearly BAPAC security estimated at \$500,000 per fiscal year. \$257,500 is already included in the Adopted FY 2024-25 Theatres Fund Budget. Budget for the remaining contract term will be requested during the next biennial budget process.

**BACKGROUND:**

The City operates two venues, namely the Janet and Ray Scherr Forum Theatre and the Fred Kavli Theatre. These are collectively known as BAPAC. As the operator, the City is responsible for providing security and maintaining a safe environment for patrons. Starting in the Fall of 2016, in response to more stringent security requirements contained in contracts and riders for touring artists appearing at the BAPAC, the Cultural Affairs Department (CAD) began to implement enhanced security measures. These requirements primarily called for bag searches and magnetometer screenings of all patrons entering the venue, in addition to a larger security presence backstage and in the loading dock parking area.

Best practices among live performance venues recommend consistent, conspicuous security protocols for all events. This strategy aims to prevent potential perpetrators from targeting events they perceive will have a reduced security presence. The most vital and costly aspect of highly visible security measures is the security personnel. They are essential for managing entry checkpoints at the venue and providing additional coverage as required throughout the performing arts center. In June 2019, City Council approved several staff recommendations regarding BAPAC security protocols, including the adoption of a Patron Safety Policy and the purchase of security scanning equipment. Based on anticipated event levels, the estimated annual cost of security personnel for both BAPAC venues is approximately \$500,000. Ultimately these needs fluctuate depending on the days of use, production schedules, and anticipated attendance levels. Theatre use has increased since recovering from the pandemic. The growth in usage, coupled with increasing labor costs, has led to higher estimated security expenses. The approved Cultural Affairs user fees adopted as part of the biennial budget process include offsetting revenues. CAD staff will be evaluating those offsets in preparation for the upcoming FY 2025-26 and FY 2026-27 budgets.

Staff solicited a formal Request for Proposals/Qualifications (RFP/Q) for BAPAC Security Services in May 2019. Allied Universal Event Services was selected as the service provider based on their proposal and interview with the RFP/Q Review Committee. City Council approved the initial contract for a two-year period, with two optional one-year extensions. During the pandemic, while public gathering spaces were closed and without a clear date for reopening, the original contract lapsed. City Council authorized the City Manager to execute a Professional Services Agreement for Security Services with Allied Universal Event Services for a period of two years, through June 30, 2021, with two, one-year optional extensions. The current agreement with Allied Universal Event Services runs through June 30, 2024.

**DISCUSSION/ANALYSIS:**

In accordance with Thousand Oaks Municipal Code section 3-10.401, staff solicited a formal Request for Proposals/Qualifications (RFP/Q) for BAPAC Crowd Control Security Services on February 16, 2024. The RFP/Q was publicly advertised in the Thousand Oaks Acorn newspaper and on the City's procurement website. Unlike the low bid requirements of the Public Contract Code, contracts for professional, management, general, or special services should only be awarded to firms or persons who have demonstrated an adequate level of experience, competence, training, credentials, resources, staffing, and other professional qualifications necessary for more than a satisfactory performance of the services solicited. The award of an RFP/Q is based upon a variety of factors that demonstrate best value to the agency for the solicited scope of service. The cost of the service may be considered as one of those factors; however, the lowest cost is not the sole factor in deciding who will be awarded the contract.

The following vendors submitted proposals to the City for consideration:

Access Control Security, Inc	Chatsworth, CA
Allied Universal Event Services	Westminster, CA
American Global Security	Chatsworth, CA
Citiguard, Inc.	West Hills, CA
CBL Solutions	Laguna Niguel, CA
Cornerstone Protective Services	El Segundo, CA
SafeRock Inc.	Los Angeles, CA

After an extensive review of the proposals, two vendors, Allied Universal Event Services and Citiguard Inc. were invited to make presentations. The Review Committee was comprised of staff from the Cultural Affairs Department and Ventura County Sheriff's Department.

The Committee evaluated the proposals based upon the vendor's ability to:

Meet the functional requirements described in the RFP/Q:

- Provide a cost-effective solution for event security services
- Demonstrate expertise in crowd control event security and a superior level of customer service as evidenced by client references
- Train event staff in proper patron screening techniques and conflict resolution
- Provide responses that were clear, concise, and complete

Following a review of the proposals and meetings with the final two vendors, the Review Committee recommends that City Council approve the Agreement (Attachment #1) with Allied Universal Event Services.

Allied Universal Event Services is a nationally recognized industry leader in crowd management, event security, and guest services. They have provided consistent security services to BAPAC since 2019. AUES has worked with the venue leadership team to refine security presence and enhance training programs. They have fine-tuned security protocols and worked with BAPAC staff to address potential risks and make adjustments where necessary. Their commitment to enforcing the Patron Safety Policy has contributed to creating a secure environment for theatre patrons. Notably, AUES also serves esteemed clients such as the Greek Theatre in Los Angeles, Honda Center in Anaheim, the Long Beach Convention & Entertainment Center, and the Climate Pledge Arena in Seattle.

**LEVINE ACT (California Government Code § 84308):**

This item is subject to the Levine Act. City Councilmembers who have received a campaign contribution of more than \$250 (aggregated) within the preceding 12 months from a party or their agent/representative, or a financially interested participant involved in this proceeding may do either of the following: (1) disclose the contribution on the record and recuse themselves from this proceeding; or if applicable (2) return the portion of the contribution that exceeds \$250 within 30 days from the time the official knew or should have known about the contribution, and participate in the proceeding.

All parties and their agents/representatives must disclose on the record of this proceeding any aggregated contribution of more than \$250 made to any Councilmember within the preceding 12 months. Councilmembers are prohibited from accepting, soliciting, or directing a campaign contribution of more than \$250 (aggregated) from a party, their agent/representative, or a financially-interested participant during a proceeding and for 12 months following the date a final decision is made. In addition, a party, their agent/representative, or a financially interested participant is prohibited from contributing more than \$250 (aggregated) to a Councilmember during a proceeding and for 12 months following the date a final decision is made.

**COUNCIL GOAL COMPLIANCE:**

Meets the following City Council goals:

D. Maintain strong commitment to public safety (including Police, Fire, Emergency Medical Services, and Emergency Management) to ensure City remains one of the safest Cities in the United States with a population over 100,000.

G. Continue City's commitment to community and cultural programs and services

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(such as Performing Arts/Theatres, Libraries, TOTV, Visual Arts, Youth and Senior Programs).

**PREPARED BY:** Alina Savulescu, Office Supervisor

Attachments:

Attachment #1 – Allied Universal Event Services Agreement

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