



The provision of security services at the Pasadena Community Health Center poses a unique challenge in comparison to typical security procurement by the City of Pasadena. Of primary concern is the presence of security personnel during hours of operation to protect employees and clients at PCHC. Of secondary concern is the protection of property and assets on the premises. A cost effective, capable security vendor is necessary in order for PPHD to conduct business in a safe, nonthreatening environment.

Security service requirements that have been professionally provided by ALLHealth include:

- A demonstration of directly related experience and sensitivity to the issues pertinent to PPHD services, clientele, location.
- Services designed to support the regulatory, legislative, and logistical requirements of a health care delivery agency and meet the needs of an organization operating within an increasingly complex health care environment.
- Ability to provide post coverage and interior and exterior patrols during the day shift and swing shift, utilizing standard security practices, including surveillance, escort service, and locking and opening of building.
- Coordinated security plan for the entire Pasadena Community Health Center complex that is responsive to the various providers' service needs and hours of operation.
- Sensitivity to diverse cultures and commitment to hiring qualified local residents.
- Ability to provide after-hours, weekend, and special event coverage and patrols as requested or necessitated by uncontrollable circumstances such as utility loss to the building or alarm system malfunction.
- Assessment and diffusion of threatening situations and behaviors.
- Documentation, investigation, and reporting of individuals, incidents, and hazards that pose a threat to the safety of employees, clientele, or the facility. Appropriate liaison with designated City staff, such as General Services, and Pasadena Police and Fire.
- Coordination of alarm test/fire drills and evacuation practice with designated City staff and trouble shooting of safety and surveillance equipment malfunction with vendors.

In addition, ALLHealth structures its services in a manner that represents PPHD quality assurance concerns, including:

- A strong screening program for personnel, which includes extensive background check on employment references, driving record, criminal records, residential history, drug testing, fitness screening, and evaluation of oral communication skills.
- Emphasis on training, which includes 20 hours of active IAHS Basic Security Training and completion of 40 hour IAHS Program manual, special training on infant abduction/prevention techniques, assaultive behavior response training, site training, and continuing education requirements.
- Management structure providing for site supervisors and lead officers who serve as shift supervisors and are the point of contact with designated City personnel. Clearly defined job descriptions for each position.
- Employee benefits that exceed the industry norm, a competitive wage, and opportunities for advancement.
- Commitment to hiring a local and diverse workforce.
- Provision of all appropriate equipment and uniforms necessary for job performance.
- Provision of security training and self-defense to PPHD staff.

While ALLHealth has maintained compliance with the City's Living Wage Ordinance, no provision for annual pay rate increases was made in the previous contract. Therefore, pay for security officers at PCHC has remained static and has fallen behind the industry average. The proposed contract amount represents a seventeen percent (17%) increase over the previous contract amount. The increase is a result of rising costs of labor (both hourly wage and benefits) and operating expenses (including training and uniforms) and is necessary to bring ALLHealth staff located at PCHC up to market.

ALLHealth maintains a commitment to diversity in its workforce at PCHC, employing five Latinos, one Asian-Pacific Islander, and one White. Currently, all the staff at PCHC are male. ALLHealth advertises in Pasadena and the San Gabriel Valley, for assignments at PCHC, and selects the most qualified candidates. The officers at PCHC currently reside in the cities of Arcadia, Alhambra, Glendora and Pico Rivera. Over the past four years, some of the officers have been residents of Pasadena.

Based on ALLHealth's excellent service to date, their reputation and experience in serving exclusively health care providers, their compatibility and adaptability to PPHD service needs and the importance of uninterrupted and coordinated professional on-site security, PPHD requests approval to enter into a one year contract with ALLHealth and to be exempted from competitive selection because it is in the best interest of the City [PMC 4.090(C)(2)].

CITY COUNCIL  
Approve Security Contract for Pasadena Community Health Center  
June 18, 2001

To assure continuing compliance with the City's procurement requirements, the Public Health Department will conduct a competitive selection process during the first half of fiscal 2002 to solicit bids for this contract.

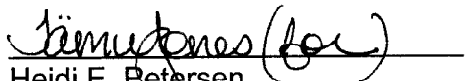
**FISCAL IMPACT:**

Funds for this program have been included in the Public Health Department's FY 2002 Administration Division budget account # 561100.

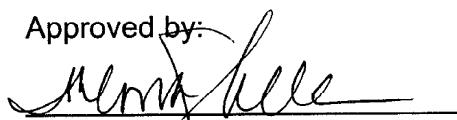
Respectfully submitted,

  
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