



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

CORRESPONDENCE RECEIVED

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
21.		Favor		
		Oppose	Monisha Parker	<p>Strengthening security services contracts in Los Angeles County requires a multi-faceted approach considering various aspects:</p> <p>1. Refining Contractual Language:</p> <p>Clear Service Standards: Clearly define specific and measurable service expectations in the contract, including: Response times to security incidents Patrol frequency and coverage areas Reporting requirements and procedures Staffing qualifications and training requirements</p> <p>Performance-Based Compensation: Consider incorporating performance-based incentives that reward exceeding expectations and meeting specific benchmarks for service quality.</p> <p>Technology Integration: Encourage the use of technology in security services, such as: Security cameras with real-time monitoring Access control systems Electronic reporting and data management</p> <p>Data Sharing and Security: Ensure clear provisions for secure data sharing and communication between the county and security service providers.</p> <p>Termination Clauses: Include clear and well-defined termination clauses under specific circumstances, such as repeated breaches of contract or unsatisfactory performance.</p> <p>2. Enhancing Procurement and Selection:</p> <p>Open and Competitive Bidding: Conduct a transparent and competitive bidding process to ensure fair selection and potentially secure the best value for the county.</p> <p>Pre-qualification Process: Implement a pre-qualification process to assess potential vendors' experience, qualifications, and past performance records.</p> <p>Community Input: Consider incorporating community input into the selection process through advisory boards or public forums, fostering trust and addressing specific community needs.</p>

As of: 2/29/2024 12:44:12 PM



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			<p>3. Ongoing Monitoring and Evaluation:</p> <p>Regular Performance Reviews: Conduct regular performance reviews to assess the contractor's adherence to the contract terms and identify areas for improvement.</p> <p>Data-Driven Decision Making: Utilize data and performance metrics like response times, incident reports, and client satisfaction surveys to inform contract adjustments and service improvements.</p> <p>Open Communication and Collaboration: Foster open communication and collaboration between the county, security service providers, and community stakeholders to address concerns, share best practices, and ensure effective service delivery.</p> <p>4. Additional Considerations:</p> <p>Living Wage and Benefits: Consider including provisions for fair wages and benefits for security personnel employed by the contracted companies, promoting economic justice and potentially improving service quality.</p> <p>Diversity and Inclusion: Encourage diversity and inclusion within security service providers, reflecting the makeup of the community being served.</p> <p>Training and Development: Support ongoing training and development opportunities for security personnel to enhance their skills, knowledge, and ability to de-escalate situations and handle diverse situations effectively.</p> <p>Focus on Community Policing: Promote a community policing approach where security personnel build relationships with community members, fostering trust and collaborative problem-solving.</p> <p>By implementing these recommendations, Los Angeles County can strengthen its security services contracts, ensuring a more effective, accountable, and equitable approach to security across the county.</p>
		Other	
		Item Total	1