



# Citywide Security Personnel Services

Securitas Security Services USA, Inc.  
GENRL-202581341-04

Adrina Gibson, Executive Director (Nominee), Department of General Services  
Kami Johle, Director of Administration, Department of General Services  
Nicol Suddreth, Citywide Contracts Manager, Department of General Services

October 14, 2025

# Agenda

**Overview of Citywide Security  
Personnel Contract**

**2022-2025 Spend**

**Budget Reduction Changes,  
Impacts, Opportunities**

**Strategic Enhancements for Future  
Security Solicitations**

**Resolution Request Summary**

**Questions**



# Overview: Security Services

**Securitas Security Services USA, Inc.**

Current term: 1/1/22-12/31/25

Request to extend term through 12/31/26

Increase contract capacity from \$51.2M to \$71.2M

## What is provided?

Unarmed and armed security personnel services

Customer service/wayfinding

Screening at entrances (x-ray, magnetometers, wands)

Interior/exterior facility patrols (report damages, maintenance issues)

Respond to alarms and report fire safety violations, FIREWATCH patrols

Security monitoring and Security Operations Center staffing

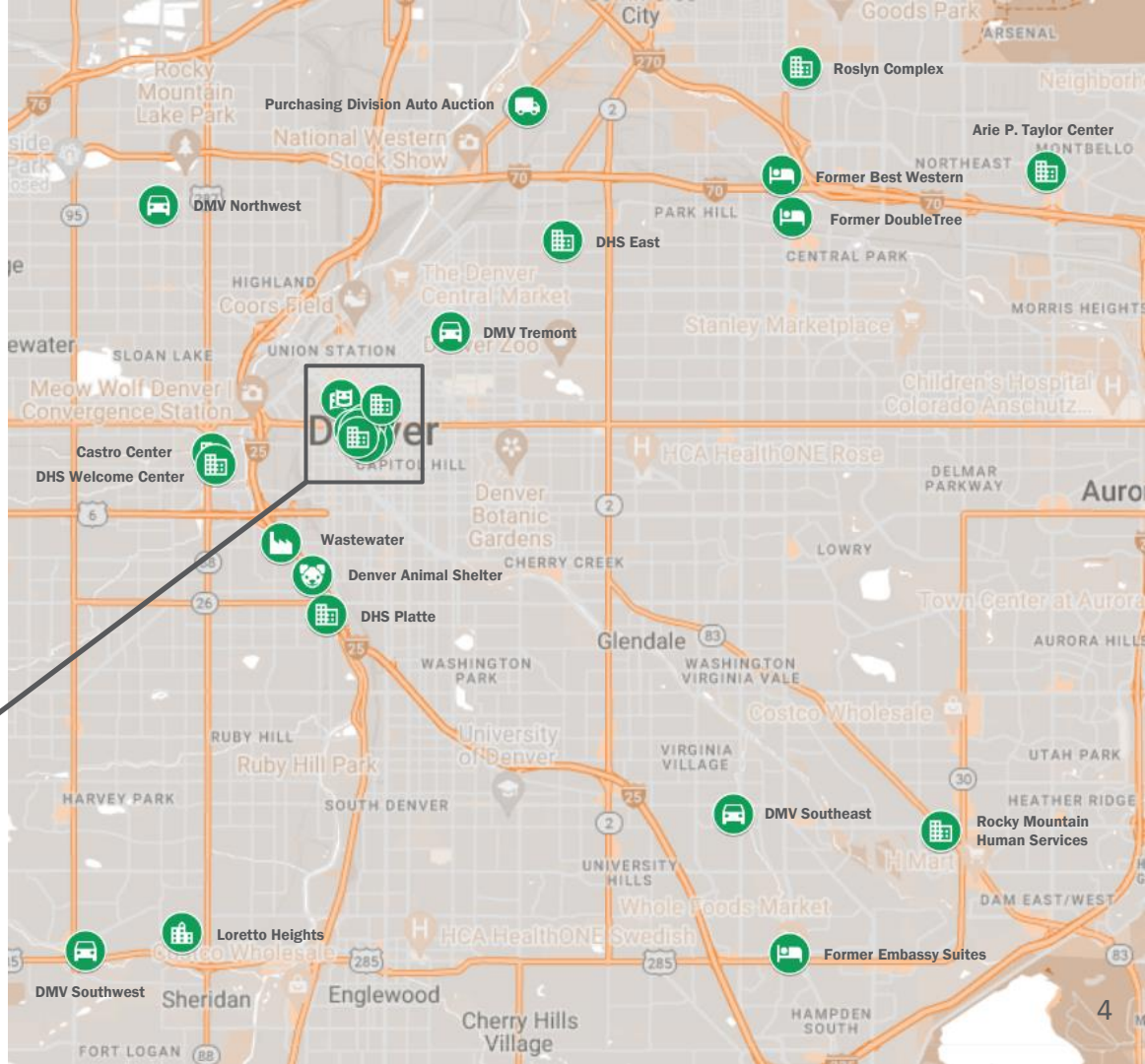
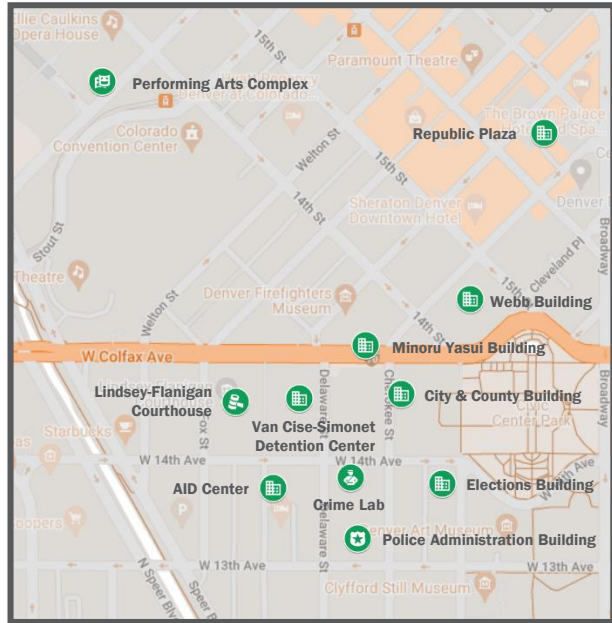
Safety escorts

Emergency/non-emergency evacuation assistance

Lockdown/secure assistance

# Overview: Citywide Location Map

30-plus city locations including municipal buildings and 24/7 shelters, both programmed and emergency (list in Appendix)





# Overview: Account Staffing

- **Dedicated account positions:**

- District manager
- Two account managers
- Field supervisor
- Trainer
- Firearms instructor
- EDI specialist
- Scheduler
- Payroll

- **Securitas and Subcontractor Guard Counts:**

- 2024 = 250
- 2025 = 253 (including 153\* union workers)  
FT:236 vs PT:17

- **Unarmed** do not carry firearms or restraints. OC spray (pepper spray) are determined by post.

- **Armed** assignments carry a firearm, OC spray and handcuffs. Currently, armed guards are only assigned to specific municipal facilities as determined through an assessment process.

- **Existing CBA** between Securitas and the SEIU Local 105 (term 1/1/22-12/31/24); under negotiation

\*Securitas only, no subcontractors



# Overview: Training

- **Minimum required training** is 40 hours prior to post assignment and 16 hours of orientation training
- **Training Chart** (on right) indicates the number of Securitas and subcontractor employees trained by category in 2024 and through Sept 30, 2025

| Type                                             | 2024 | Thru 9/30/2025 | Total To Date |
|--------------------------------------------------|------|----------------|---------------|
| Shelter In Place, Active Shooter, Anti-Terrorism | 476  | 185            | 661           |
| Basic Use of Force                               | 369  | 276            | 645           |
| CPR                                              | 268  | 175            | 443           |
| Professionalism                                  | 200  | 158            | 358           |
| Report Writing                                   | 237  | 97             | 334           |
| Screening, Firearms at Screening                 | 94   | 200            | 294           |
| Limits of Authority                              | 179  | 111            | 290           |
| De-escalation/Trauma Informed Care               | 200  | 86             | 286           |
| Calling 911 Dispatch                             | 0    | 177            | 177           |
| Service First                                    | 0    | 174            | 174           |
| Firearms                                         | 93   | 66             | 159           |
| On the Job Training                              | 103  | 52             | 155           |
| Baton, Handcuffing, OC (Pepper Spray)            | 84   | 63             | 147           |
| Cell Phone Use                                   | 0    | 128            | 128           |
| Complacency                                      | 0    | 104            | 104           |
| Patrols                                          | 102  | 0              | 102           |
| Handling Suspicious Packages                     | 87   | 0              | 87            |
| Being Observant                                  | 0    | 72             | 72            |
|                                                  | 2492 | 2124           | 4616          |



# Overview: Benefits

- **Benefits offered** by Securitas include a Kaiser Medical Plan at 80% cost covered for employee and family, Aetna dental, VSP vision, and enhanced benefit programs like health and weight management, diabetes management, smoking cessation, life insurance, financial wellness and education, Employee Assistance Program, and 401(k) retirement savings plan.
- **Enrollment: 53 out of 153 total employees,** Employee only - 41, Employee + 1 - 10, Employee + Family - 2
- **Potential reasons for low health plan enrollment are** that an employee may be covered under a spouse or family member plan, they may participate in a Colorado offered health care option or may choose no coverage. Employee must be employed for 60 days to opt in to coverage.



# Overview: Performance

**Quarterly Scorecard Review:** Performance review by the Chief Security Officer and customer agencies

**Weighted Categories:** 44 questions scored for emergency procedures, incident operations, security officer performance, appearance and conduct, training, management operations, back of office management

## Overall Annual Scores

2022: 71

2023: 72

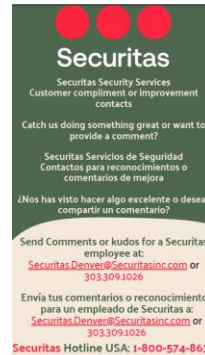
2024: 74

2025: 81 (thru Q2)

Performance improvement plans implemented for scores below performance thresholds

**Customer Feedback:** Signage is posted at all screening stations and management received feedback cards to hand out as needed. The Chief Security Officer receives feedback monthly and incorporates into the Quarterly Scorecard Review process.

**City Investigations:** The Chief Security Officer and Security Threat and Resiliency Coordinator investigate and keep a log of complaints elevated to the Denver Security Office for immediate action and incorporate into the Quarterly Scorecard Review process.



| AGENCY SPEND                                                                                     |           |            |            |                |                |                        |
|--------------------------------------------------------------------------------------------------|-----------|------------|------------|----------------|----------------|------------------------|
| Agency                                                                                           | 2022      | 2023       | 2024       | 2025 Estimated | 2026 Estimated | Estimated 5-Year Spend |
| General Services - 18 Facilities, Security Operations Center                                     | 6,387,089 | 6,896,351  | 6,561,002  | 7,292,000      | 6,790,635      | 33,927,077             |
| General Services - All In Mile High Sites                                                        | 0         | 0          | 2,977,985  | 4,678,000      | 1,150,000      | 8,805,985              |
| Denver Human Services - 5 Facilities, Security Operations Center                                 | 949,860   | 1,314,894  | 1,711,977  | 1,900,000      | 1,966,500      | 7,843,231              |
| Denver Arts & Venues - Arts Complex, parking garage, Security Operations Center                  | 1,199,302 | 1,310,970  | 1,751,910  | 1,400,000      | 1,449,000      | 7,111,182              |
| Department of Transportation and Infrastructure - Wastewater Facility                            | 661,736   | 612,794    | 642,225    | 650,000        | 672,750        | 3,239,505              |
| Denver Human Services - Newcomer Program                                                         | 0         | 637,568    | 2,386,351  | 0              | 0              | 3,023,919              |
| General Services - Emergency Operations (warming shelters, newcomer hotels, Rec Ctr activations) | 50,211    | 1,842,900  | 0          | 0              | 0              | 1,893,111              |
| Denver Arts & Venues - Loretto Heights                                                           | 0         | 0          | 0          | 350,000        | 362,250        | 712,250                |
| Denver Arts & Venues - Denver Colesium                                                           | 20,367    | 163,366    | 39,970     | 200,000        | 207,000        | 630,703                |
| Office of Housing Stability - COVID Sheltering at Coliseum                                       | 210,554   | 170,010    | 0          | 0              | 0              | 380,564                |
| Dept of Safety - AID Center                                                                      | 9,209     | 82,292     | 82,095     | 85,000         | 87,975         | 346,571                |
| District Attorneys Office - Republic Plaza                                                       | 0         | 0          | 70,279     | 102,851        | 106,451        | 279,581                |
| DEDO - Denver Workforce Service Center                                                           | 2,532     | 54,979     | 70,000     | 70,000         | 72,450         | 269,961                |
| Office of Housing Stability - Cold Weather Sheltering                                            | 0         | 208,139    | 0          | 0              | 0              | 208,139                |
| Clerk & Recorder - Elections Support                                                             | 26,916    | 7,750      | 30,272     | 32,000         | 33,120         | 130,058                |
| General Services - Vehicle Auction                                                               | 12,913    | 18,091     | 12,125     | 15,600         | 16,146         | 74,875                 |
| Denver Human Services - Newcomer Operations at Eastside Building                                 | 0         | 73,439     | 0          | 0              | 0              | 73,439                 |
| Technology Services - Aspen Project Support                                                      | 0         | 0          | 16,096     | 0              | 0              | 16,096                 |
| General Services - Facility Management Project                                                   | 0         | 0          | 1,145      | 0              | 0              | 1,145                  |
| Denver Public Health and Environment - Public meeting                                            | 0         | 0          | 0          | 106            | 0              | 106                    |
|                                                                                                  | 9,530,689 | 13,320,104 | 16,353,432 | 16,775,557     | 12,914,277     | 68,967,391             |

# 2022-2025 Spend

Actual 2025 spend through 9/2/25 + estimated

|                                        |                   |
|----------------------------------------|-------------------|
| Initial Contract Value                 | 25,000,000        |
| Amendment 1                            | 0                 |
| Amendment 2                            | 18,000,000        |
| Amendment 3                            | 8,200,000         |
| Amendment 4 (proposed)                 | 18,150,000        |
| 10% Contingency (proposed)             | 1,850,000         |
| <b>Estimated 5-year Contract Value</b> | <b>71,200,000</b> |

# Budget Reduction Changes, Impacts, Opportunities

**Goal:** Save up to \$1.1M in 2026 and optimize contracted security to better match facility needs, enhance efficiency, and support long-term sustainability.

## Changes

Consolidate Webb Building entrance

Close 2 of 4 Lindsey Flanigan Courthouse screening stations at 11am

Reallocate City and County Building existing guards and supervisors to patrols

Adapt security services and align with new All In Mile High onsite providers

## Impacts

May impact employment by city contractors

Unusually high traffic volumes may require alternate planning which could impact savings

May impact immediate parcel delivery into the Webb Building

May require multiple touchpoints to ensure good communication

## Opportunities

Streamline resources

Promote active engagement by existing guards

Maximizes resources to enhance safety and service delivery

Achieves greater cost efficiency

# Strategic Enhancements for Future Security Solicitations

- **Restructure RFP** to improve clarity, accountability, performance data-driven outcomes, and transparency (reporting, training, administrative requirements, site supervision needs, etc.).
- **Revisit training requirements** and cadence with agency partners to ensure relevancy.
- **Investigate master security officer (MSO) positions.** Provide increased/elevated knowledge, mentorship, guidance, and support.
- **Encourage subcontracts** with diverse (MWBES) and specialized security service providers to address city's varied needs (municipal, housing, sheltering).
- **Increase dedicated trainers** on city account: one general, one firearm instructor, and one *new* specialized trainer for trauma-informed care with mental health focus.
- **Encourage retention, reward, and recognition programs and benefits.**

# Timeline

Briefings Offered via Email:

(Executive Summary Provided)

September 30

Council Briefings:

September 30-October 10

Finance and Business Committee Presentation:

October 14

Mayor Council Meeting:

October 21

City Council Meeting:

October 27

# Resolution Request Summary

25-1477 Securitas Security Services USA, Inc. (GENRL-202581341-04):

- Extend term through 12/31/26
- Increase contract capacity from \$51.2M to \$71.2M

# Questions



# Appendix

# Buildings and Shelters List

| Building                               | Address                 |  | Building                           | Address                   |
|----------------------------------------|-------------------------|--|------------------------------------|---------------------------|
| Animal Shelter                         | 1241 Bayaud Ave Denver  |  | Elections Building                 | 200 W 14th Avenue         |
| Arie P Taylor                          | 4685 Peoria Street      |  | Lindsey-Flanigan Courthouse        | 520 W Colfax Avenue       |
| Arts Complex                           | 1345 Champa Street      |  | Loretto Heights                    | 3001 S. Federal Boulevard |
| Auto Auction                           | 5280 Brighton Boulevard |  | Minoru Yasui Building              | 303 W Colfax Avenue       |
| City and County Building               | 1437 Bannock Street     |  | Police Administration Building     | 1331 Cherokee Street      |
| Coliseum                               | 4600 Humboldt Street    |  | Richard T. Castro Building         | 1200 Federal Boulevard    |
| Crime Lab                              | 1371 Cherokee Street    |  | Roslyn Complex                     | 5440 Roslyn Street        |
| DEDO                                   | 4685 Peoria Street      |  | Sand and Sage and Westerner Motels | 8415 East Colfax Avenue   |
| DHS on the Platte/Family Crisis Center | 405 S Platte Street     |  | Steele Warehouse                   | 4650 Steele Street        |
| District Attorney Office               | 370 17th Street         |  | Stone Creek                        | 4595 Quebec Street        |
| DMV Northeast                          | 4685 Peoria Street      |  | Tamarac                            | 7525 East Hampden Avenue  |
| DMV Northwest                          | 3698 W 44th Avenue      |  | The Aspen                          | 4040 Quebec Street        |
| DMV Southeast                          | 2243 S Monaco Parkway   |  | Van Cise-Simonet Detention Center  | 490 W Colfax Avenue       |
| DMV Southwest                          | 3100 Sheridan Boulevard |  | Wastewater Management              | 2000 W 3rd Avenue         |
| DMV Tremont                            | 2855 Tremont Place      |  | Welcome Center                     | 2929 W 10th Avenue        |
| East Side                              | 3815 Steele Street      |  | Wellington Webb Building           | 201 W Colfax Avenue       |