Citywide Security Personnel Services

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

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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

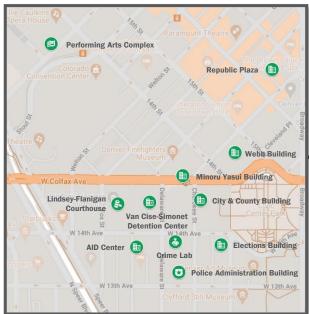
Emergency/non-emergency evacuation assistance

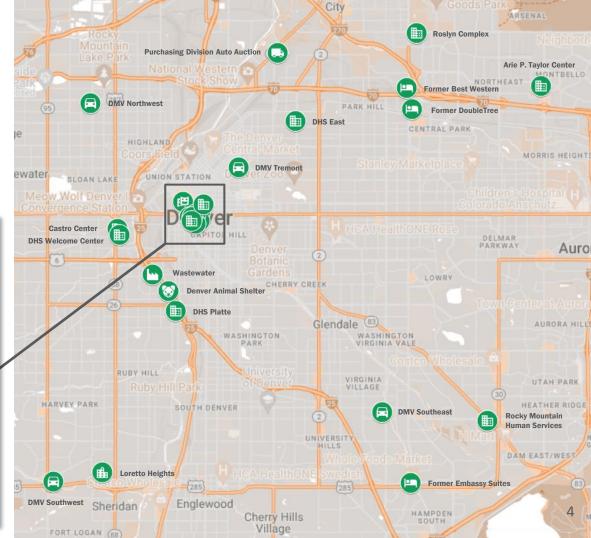
Lockdown/secure assistance



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
- o Field supervisor
- o Trainer
- o Firearms instructor
- EDI specialist
- Scheduler
- Payroll

Securitas and Subcontractor Guard Counts:

- 0 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

Туре	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						Estimated 5-Yea
Agency	2022	2023	2024	2025 Estimated	2026 Estimated	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 Mangagement			,,,,,,			,
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

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



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: September 30

(Executive Summary Provided)

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

