



MEMO

Date February 22, 2013

To NCTD Board of Directors

From Matthew O. Tucker, Executive Director

810 Mission Avenue
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RE Universal Protection Services

As follow-up to our previous memorandum, I wanted to share the steps that NCTD staff is taking to fully assess and address, if needed, any areas in need of improvement in the training plan of our security contractor, Universal Protection Services (UPS).

- On January 23, 2013, I met with UPS Vice President, Ken Moeller to discuss the concerns raised in the KPBS article.
- I have also had several discussions with NCTD's Chief of Security, Tom Zoll, and Chief of Safety, Tom Tulley, to discuss both the oversight and training for security contractors. There is unanimous agreement among NCTD staff that providing robust training is something that we support for all of our direct and contracted employees.
- I have tasked Mr. Zoll to review all of the training requirements specified at all regulatory levels (including best practices) and to conduct a gap analysis of the training that Universal Protection Services provides per the NCTD contract.
- Mr. Zoll and Mr. Tulley have agreed that UPS personnel will be included in our upcoming and future emergency drills.
- On February 20, 2013, Tom Zoll, Chief of Security and Robert Threatt, Compliance Officer, met with Capt. Frazier and Cpl. Tom Brewer from UPS and conducted a review of all personnel training files belonging to security guards assigned to NCTD's contract.
- On February 21, 2013, I met with NCTD's Contracts Manager, Larry Frum, and requested that he submit a formal request to UPS to provide a consolidated report validating the actual completion of the training provided to the individual employees UPS has assigned to NCTD's contract.
- On February 27, 2013, I, along with Mr. Zoll and Mr. Tulley, will meet with a UPS employee who has raised concerns related to training. A representative from NCTD's Board Chair's Office will attend this meeting.

At our March 21, 2013 meeting of the Board, NCTD staff will provide a formal report and presentation to ensure that the issues raised in the KPBS article are fully vetted and addressed to the extent areas of improvement are identified.

Should there be any questions or concerns related to this memorandum, feel free to contact me.