

**AGREEMENT WITH PATROL SOLUTIONS, LLC, TO PROVIDE SECURITY  
SERVICES TO THE CITY OF SANTA ANA**

THIS AGREEMENT is made and entered into this 15th day of March 2022, by and between Patrol Solutions, LLC, a California company (“Contractor”), and the City of Santa Ana, a charter city and municipal corporation organized and existing under the Constitution and laws of the State of California (“City”).

**RECITALS**

- A. On December 20, 2022, the City issued Request for Proposal No. 21-139, by which it sought a qualified contractor to provide security services for various events for the City’s Parks, Recreation, and Community Services Agency.
- B. Contractor submitted a responsive proposal that was selected by the City. Contractor represents that it is able and willing to provide the services described in the scope of work that was included in RFP 21-139.
- C. In undertaking the performance of this Agreement, Contractor represents that it is knowledgeable in its field and that any services performed by Contractor under this Agreement will be performed in compliance with such standards as may reasonably be expected from a professional contracting firm in the field.

**NOW THEREFORE**, in consideration of the mutual and respective promises, and subject to the terms and conditions hereinafter set forth, the parties agree as follows:

**1. SCOPE OF SERVICES**

On an on-call basis, and at the City’s sole discretion, Contractor shall perform the services described in the scope of work that was included in RFP No. 21-139, which is attached as **Exhibit A**, and as further described in Contractor’s proposal attached as **Exhibit B**. All Exhibits are incorporated by reference as though completely set forth herein.

**2. COMPENSATION**

- a. City neither warrants nor guarantees any minimum compensation to Contractor under this Agreement. Contractor shall be paid only for actual services performed under this Agreement at the rates and charges identified in **Exhibit B**. The total annual compensation for these services provided under RFP No. 21-139 shall not exceed One Hundred Fifty Thousand Dollars and Zero Cents (**\$150,000**) with a total Agreement aggregate amount not to exceed Four Hundred Fifty Thousand Dollars and Zero Cents (**\$450,000**).
- b. Payment by City shall be made within forty-five (45) days following receipt of proper invoice evidencing work performed, subject to City accounting procedures. Payment need not be made for work that fails to meet the standards of

performance set forth in the Recitals and Scope of Work, which may reasonably be expected by City.

### **3. TERM**

This Agreement shall commence on April 1, 2022 and terminate on March 31, 2025, unless terminated earlier in accordance with Section 17, below.

### **4. PREVAILING WAGES**

Contractor is aware of the requirements of California Labor Code Section 1720, et seq., and 1770, et seq., as well as California Code of Regulations, Title 8, Section 16000, et seq., (“Prevailing Wage Laws”), which require the payment of prevailing wage rates and the performance of other requirements on “public works” and “maintenance” projects. If the services being performed are part of an applicable “public works” or “maintenance” project, as defined by the Prevailing Wage Laws, and the total compensation is \$1,000 or more, Contractor agrees to fully comply with such Prevailing Wage Laws. Contractor shall defend, indemnify and hold the City, its elected officials, officers, employees and agents free and harmless from any claim or liability arising out of any failure or alleged failure to comply with the Prevailing Wage Laws.

### **5. INDEPENDENT CONTRACTOR**

Contractor shall, during the entire term of this Agreement, be construed to be an independent contractor and not an employee of the City. This Agreement is not intended nor shall it be construed to create an employer-employee relationship, a joint venture relationship, or to allow the City to exercise discretion or control over the professional manner in which Contractor performs the services which are the subject matter of this Agreement; however, the services to be provided by Contractor shall be provided in a manner consistent with all applicable standards and regulations governing such services. Contractor shall pay all salaries and wages, employer's social security taxes, unemployment insurance and similar taxes relating to employees and shall be responsible for all applicable withholding taxes.

### **6. OWNERSHIP OF MATERIALS**

This Agreement creates a non-exclusive and perpetual license for City to copy, use, modify, reuse, or sublicense any and all copyrights, designs, and other intellectual property embodied in plans, specifications, studies, drawings, estimates, and other documents or works of authorship fixed in any tangible medium of expression, including but not limited to, physical drawings or data magnetically or otherwise recorded on computer diskettes, which are prepared or caused to be prepared by Contractor under this Agreement (“Documents & Data”). Contractor shall require all subcontractors to agree in writing that City is granted a non-exclusive and perpetual license for any Documents & Data the subcontractor prepares under this Agreement. Contractor represents and warrants that Contractor has the legal right to license any and all Documents & Data. Contractor makes no such representation and warranty in regard to Documents & Data which were provided to Contractor by the City. City shall not be limited in any way in its use of the Documents and Data at any time, provided that any such use not within

the purposes intended by this Agreement shall be at City's sole risk.

## 7. INSURANCE

Prior to undertaking performance of work under this Agreement, Contractor shall maintain and shall require its subcontractors, if any, to obtain and maintain insurance as described below:

### a. Minimum Scope and Limit of Insurance

1. **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **\$2,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability:** ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with a limit no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers' Compensation:** as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.
4. **Professional Liability:** if Contractor is or employs a licensed professional such as an architect or engineer: Professional liability (errors and omissions) insurance, with a combined single limit of not less than **\$2,000,000** per claim with \$2,000,000 in the aggregate.
5. **Broader Coverage:** if the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

### b. Other Insurance Provisions

1. **Additional Insured Status:** The City, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such

work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 2037 if a later edition is used).

2. **Primary Coverage:** For any claims related to this contract, the Contractor's insurance coverage shall be primary coverage at least as broad as ISO CG 20 01 04 13 as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.
3. **Notice of Cancellation:** Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City.
4. **Waiver of Subrogation:** Contractor hereby grants to City a waiver of any right to subrogation that any insurer of said Contractor may acquire against the City by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.
5. **Self-Insured Retentions:** Self-insured retentions must be declared to and approved by the City. The City may require the Contractor to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or City.
6. **Acceptability of Insurers:** Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.
7. **Claims Made Policies (applicable only to professional liability):**
  - i. The Retroactive Date must be shown, and must be before the date of the contract or the beginning of contract work.

- ii. Insurance must be maintained and evidence of insurance must be provided *for at least five (5) years after completion of the contract of work.*
  - iii. If coverage is canceled or non-renewed, and not replaced *with another claims-made policy form with a Retroactive Date prior to* the contract effective date, the Contractor must purchase “extended reporting” coverage for a minimum of *five (5) years* after completion of work.
8. **Verification of Coverage:** Contractor shall furnish the City with original Certificates of Insurance including all required amendatory endorsements (or copies of the applicable policy language effecting coverage required by this clause) and a copy of the Declarations and Endorsement Page of the CGL policy listing all policy endorsements to City before work begins. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor’s obligation to provide them.
- The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.
9. **Subcontractors:** Contractor shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Contractor shall ensure that City is an additional insured on insurance required from subcontractors.
10. **Special Risks or Circumstances:** City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

## **8. INDEMNIFICATION**

Contractor agrees to defend, and shall indemnify and hold harmless the City, its officers, agents, employees, contractors, special counsel, and representatives from liability: (1) for personal injury, damages, just compensation, restitution, judicial or equitable relief arising out of claims for personal injury, including death, and claims for property damage, which may arise from the negligent operations of the Contractor or its subcontractors, agents, employees, or other persons acting on their behalf which relates to the services described in section 1 of this Agreement; and (2) from any claim that personal injury, damages, just compensation, restitution, judicial or equitable relief is due by reason of the terms of or effects arising from this Agreement. This indemnity and hold harmless agreement applies to all claims for damages, just compensation, restitution, judicial or equitable relief suffered, or alleged to have been suffered, by reason of the events referred to in this Section or by reason of the terms of, or effects, arising from this Agreement. The Contractor further agrees to indemnify, hold harmless, and pay all costs for the

defense of the City, including fees and costs for special counsel to be selected by the City, regarding any action by a third party challenging the validity of this Agreement, or asserting that personal injury, damages, just compensation, restitution, judicial or equitable relief due to personal or property rights arises by reason of the terms of, or effects arising from this Agreement. City may make all reasonable decisions with respect to its representation in any legal proceeding. Notwithstanding the foregoing, to the extent Contractor's services are subject to Civil Code Section 2782.8, the above indemnity shall be limited, to the extent required by Civil Code Section 2782.8, to claims that arise of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Contractor.

## **9. INTELLECTUAL PROPERTY INDEMNIFICATION**

Contractor shall defend, indemnify and hold harmless the City, its officers, agents, representatives, and employees against any and all liability, including costs, and attorney's fees, for infringement of any United States' letters patent, trademark, or copyright contained in the work product or documents provided by Contractor to the City pursuant to this Agreement.

## **10. RECORDS**

Contractor shall keep records and invoices in connection with the work to be performed under this Agreement. Contractor shall maintain complete and accurate records with respect to the costs incurred under this Agreement and any services, expenditures, and disbursements charged to the City for a minimum period of three (3) years, or for any longer period required by law, from the date of final payment to Contractor under this Agreement. All such records and invoices shall be clearly identifiable. Contractor shall allow a representative of the City to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement during regular business hours. Contractor shall allow inspection of all work, data, documents, proceedings, and activities related to this Agreement for a period of three (3) years from the date of final payment to Contractor under this Agreement.

## **11. CONFIDENTIALITY**

If Contractor receives from the City information which due to the nature of such information is reasonably understood to be confidential and/or proprietary, Contractor agrees that it shall not use or disclose such information except in the performance of this Agreement, and further agrees to exercise the same degree of care it uses to protect its own information of like importance, but in no event less than reasonable care. "Confidential Information" shall include all nonpublic information. Confidential information includes not only written information, but also information transferred orally, visually, electronically, or by other means. Confidential information disclosed to either party by any subsidiary and/or agent of the other party is covered by this Agreement. The foregoing obligations of non-use and nondisclosure shall not apply to any information that (a) has been disclosed in publicly available sources; (b) is, through no fault of the Contractor disclosed in a publicly available source; (c) is in rightful possession of the Contractor without an obligation of confidentiality; (d) is required to be disclosed by operation of law; or (e) is independently developed by the Contractor without reference to information disclosed by the City.

**12. CONFLICT OF INTEREST CLAUSE**

Contractor covenants that it presently has no interest and shall not have interests, direct or indirect, which would conflict in any manner with performance of services specified under this Agreement.

**13. NOTICE**

Any notice, tender, demand, delivery, or other communication pursuant to this Agreement shall be in writing and shall be deemed to be properly given if delivered in person or mailed by first class or certified mail, postage prepaid, or sent by fax or other telegraphic communication in the manner provided in this Section, to the following persons:

To City: Clerk of the City Council  
City of Santa Ana  
20 Civic Center Plaza (M-30)  
P.O. Box 1988  
Santa Ana, CA 92702-1988  
Fax 714- 647-6956

Executive Director  
Parks, Recreation, and Community Services Agency  
City of Santa Ana  
20 Civic Center Plaza (M-23)  
P.O. Box 1988  
Santa Ana, CA 92702

To Contractor: Patrol Solutions, LLC  
6060 Sunrise Vista Dr. Ste. 1500  
Citrus Heights, CA 95610-7062  
Attn: Carl Cunningham  
[carlcunningham@patrolsolutions.com](mailto:carlcunningham@patrolsolutions.com)

A party may change its address by giving notice in writing to the other party. Thereafter, any communication shall be addressed and transmitted to the new address. If sent by mail, communication shall be effective or deemed to have been given three (3) days after it has been deposited in the United States mail, duly registered or certified, with postage prepaid, and addressed as set forth above. If sent by fax, communication shall be effective or deemed to have been given twenty-four (24) hours after the time set forth on the transmission report issued by the transmitting facsimile machine, addressed as set forth above. For purposes of calculating these timeframes, weekends, federal, state, County or City holidays shall be excluded.

**14. EXCLUSIVITY AND AMENDMENT**

This Agreement represents the complete and exclusive statement between the City and

Contractor regarding the subject matter herein, and supersedes any and all other agreements, oral or written, between the parties. In the event of a conflict between the terms of this Agreement and any attachments hereto, the terms of this Agreement shall prevail. This Agreement may not be modified except by written instrument signed by the City and by an authorized representative of Contractor. The parties agree that any terms or conditions of any purchase order or other instrument that are inconsistent with, or in addition to, the terms and conditions hereof, shall not bind or obligate Contractor or the City. Each party to this Agreement acknowledges that no representations, inducements, promises or agreements, orally or otherwise, have been made by any party, or anyone acting on behalf of any party, which are not embodied herein.

## **15. ASSIGNMENT**

Inasmuch as this Agreement is intended to secure the specialized services of Contractor, Contractor may not assign, transfer, delegate, or subcontract any interest herein without the prior written consent of the City and any such assignment, transfer, delegation or subcontract without the City's prior written consent shall be considered null and void. Nothing in this Agreement shall be construed to limit the City's ability to have any of the services that are the subject to this Agreement performed by City personnel or by other contractors retained by City.

## **16. WAIVER**

No waiver of breach, failure of any condition, or any right or remedy contained in or granted by the provisions of this Agreement shall be effective unless it is in writing and signed by the party waiving the breach, failure, right or remedy. No waiver of any breach, failure or right, or remedy shall be deemed a waiver of any other breach, failure, right or remedy, whether or not similar, nor shall any waiver constitute a continuing waiver unless the writing so specifies.

## **17. TERMINATION**

This Agreement may be terminated by the City upon thirty (30) days written notice of termination. In such event, Contractor shall be entitled to receive and the City shall pay Contractor compensation for all services performed by Contractor prior to receipt of such notice of termination, subject to the following conditions:

- a. As a condition of such payment, the Executive Director may require Contractor to deliver to the City all work product completed as of such date, and in such case such work product shall be the property of the City unless prohibited by law, and Contractor consents to the City's use thereof for such purposes as the City deems appropriate.
- b. Payment need not be made for work that fails to meet the standard of performance specified in the Recitals of this Agreement.

## **18. NON-DISCRIMINATION**

Contractor shall not discriminate because of race, color, creed, religion, sex, marital



status, sexual orientation, gender identity, gender expression, gender, medical conditions, genetic information, or military and veteran status, age, national origin, ancestry, or disability, as defined and prohibited by applicable law, in the recruitment, selection, teaching, training, utilization, promotion, termination or other employment related activities or any services provided under this Agreement. Contractor affirms that it is an equal opportunity employer and shall comply with all applicable federal, state and local laws and regulations.

## **19. JURISDICTION-VENUE**

This Agreement has been executed and delivered in the State of California and the validity, interpretation, performance, and enforcement of any of the clauses of this Agreement shall be determined and governed by the laws of the State of California. Both parties further agree that Orange County, California, shall be the venue for any action or proceeding that may be brought or arise out of, in connection with or by reason of this Agreement.

## **20. PROFESSIONAL LICENSES**

Contractor shall, throughout the term of this Agreement, maintain all necessary licenses, permits, approvals, waivers, and exemptions necessary for the provision of the services hereunder and required by the laws and regulations of the United States, the State of California, the City of Santa Ana and all other governmental agencies. Contractor shall notify the City immediately and in writing of its inability to obtain or maintain such permits, licenses, approvals, waivers, and exemptions. Said inability shall be cause for termination of this Agreement.

## **21. MISCELLANEOUS PROVISIONS**

- a. Each undersigned represents and warrants that its signature herein below has the power, authority and right to bind their respective parties to each of the terms of this Agreement, and shall indemnify City fully, including reasonable costs and attorney's fees, for any injuries or damages to City in the event that such authority or power is not, in fact, held by the signatory or is withdrawn.
- b. All exhibits referenced herein and attached hereto shall be incorporated as if fully set forth in the body of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement the date and year first above written.

**ATTEST:**

**CITY OF SANTA ANA**

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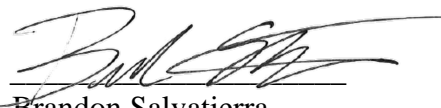
Daisy Gomez  
Clerk of the Council

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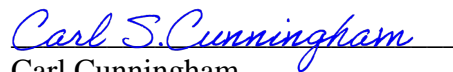
Kristine Ridge  
City Manager

*[signatures continued on next page]*

**APPROVED AS TO FORM**  
SONIA R. CARVALHO  
City Attorney

By:   
Brandon Salvatierra  
Deputy City Attorney

**PATROL SOLUTIONS, LLC**

  
Carl Cunningham  
General Manager

**RECOMMENDED FOR APPROVAL**

\_\_\_\_\_  
Lisa Rudloff  
Executive Director  
Parks, Recreation, and Community Services Agency

**EXHIBIT A**

**Appendix  
ATTACHMENT 1-D  
SCOPE OF WORK**

**SERVICE:  
SECURITY**

The City is seeking a company with the capacity to provide security services for various events. Below is a sample listing of security provided for previous large-scale events.

- 11 guards for street closures.-Maintain integrity of barricades and control traffic
  - Guards are to stay positioned at the locations all day
- 2 guards - south walkway, 1 at each end to keep pedestrians moving
- 2 guards - north walkway, 1 at each end to keep pedestrians moving
- 1 guard middle of street in area one
- 1 guard middle of street in area two to allow only Loft residents to park
- 5 guards - Beer Garden, 1 at each entry, 2 along fence, 1 rover
- 4 guards at stage. 2 front, 1 rear entry, 1 catwalk
  - Event Performance control - no impromptu autograph sessions, no tossing of items from stage
- Rovers: 1 Supervisor, 4 Rovers
  - Monitor booth activity, lines blocking pedestrian paths, amplified sound, and illegal vendors
  - Monitor alley barricades
  - Monitor once each hour adjacent parking garages
  - Monitor Carnival area
- Rovers, 1 stage guard. 1 Guard for the Beer Garden. 1 Guard at Carnival

Approximately 925 hours of service for an event from Friday evening to Sunday evening.

Security plans will be specific for individual events and the contractor is expected to work with various city departments, particularly the Santa Ana Police department. Proposers may be asked to come in for an interview session.

**EXHIBIT B**

## 1. COVER LETTER

Dear City of Santa Ana,

Patrol Solutions sincerely appreciates the opportunity to present this proposal for serving the unique security requirements of the City of Santa Ana. It is the goal of my company, Patrol Solutions, to protect your employees, patrons, and property in a responsive and responsible manner. I have partnered with industry-leading security professionals who share my vision of emphasizing customer service in our security. We comprise the leadership of this company, and we all understand how important it is to give each client our full attention and respond whenever things may come up.

We take great pride in adapting our security service in order to meet the specific needs of each and every client. Our entire management team, especially Director of Operations Felix Guerrero and the local team, will work to develop strong working relationships with City staff and local law enforcement in order to deliver processes and training requirements specific to this contract. We currently perform very similar services for other clients, such as the Arts District of Los Angeles Business Improvement District, and many of the best practices and protocols we've gleaned will be applied to the City of Santa Ana as well. Patrol Solutions constantly analyzes ways in which we can further enhance our services with software, technology, and management in order to support the dynamic needs of our clients. Our officers are trained to maximize safety and security procedures as well as customer service, which is important for positions in which they interact with the public. Our management team places an emphasis on communication and accountability to ensure that the security plan is implemented and executed as best as possible. Felix has great experience managing similar projects. He is also fluent in Spanish and we have officers who are fluent in Spanish, too.

Patrol Solutions, LLC (doing business as: Patrol Solutions), is headquartered in Citrus Heights, California, and has been providing armed and unarmed contract security services since 2010. Klinton Kehoe has owned the company since 2016. We are a limited liability company. Our clients include government agencies and municipalities as well as properties and entities in the private sector. PS operates out of six offices throughout California and employs about 140 security officers. PS is licensed as a qualified security patrol operator by the state of California/Bureau of Security and Investigative Services (license number PPO 119966).

We have read and reviewed the RFP and understand the nature of the work to be accomplished. Please let us know if we can provide you with any additional information.

Respectfully,

*Carl Cunningham*

Carl Cunningham, General Manager  
415-760-8116 | carlcunningham@patrolsolutions.com

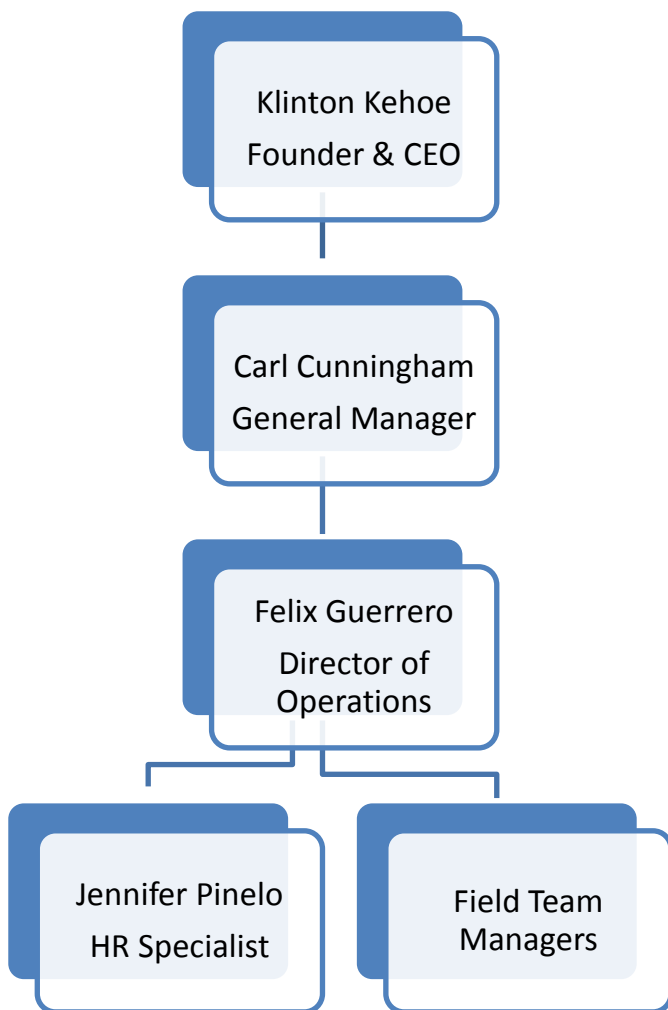
## 4. STATEMENT OF QUALIFICATIONS

### Attachment 3-6

#### 1. Firm and Team Experience

##### 1) Organizational Chart

Felix Guerrero will oversee this contract. He has over 20 years' worth of experience in the security industry, and has been serving in a managerial capacity since 2009. Currently, he is Patrol Solutions' director of operations. Klinton Kehoe and Carl Cunningham will assist during the transition and contract management. Felix will serve as the designated account manager for the project and will lead the local team in providing daily services. Jennifer Pinelo is the HR specialist who will assist with HR matters, hiring, and additional logistical functions.



**2) Profile of Firm Experience**

Patrol Solutions as a company was founded in 2010 under its original name of Tactical K-9 & Patrol Solutions in an effort to bridge the gap between law enforcement and security services by training officers to “police” an area in an engaged manner – meaning the regulation and control of a community, especially for the maintenance of public order, safety, and health. This is a level above the standard detect, deter, observe, and report protocols held by most private security companies. We accomplish this increased vigilance through officer support, training, supervision, individual professional development, and our emphasis on the employee pipeline. We have a train-your-replacement methodology that brings people together for a common cause – primarily the successful execution of objectives in a positive environment.

Patrol Solutions has benefitted from the recent acquisition of several security firms. We have hired several top performing security managers specifically to inject a customer-oriented experience for clients who are interested in a responsive, attentive, and accessible security management team that really puts the client at the forefront. Thus, our company is comprised of a management and leadership base of the business security professionals. Patrol Solutions works to provide responsive decision making to every individual client, and also strives to recognize each employee’s efforts and contributions while providing a road to successful career development. Patrol Solutions fosters a strong sense of accountability and ownership across the organization. The entire team performs as one body, conditioned to support one another. Together, we are focused on delivering outstanding customer service.

Patrol Solutions, LLC (doing business as: Patrol Solutions), is headquartered in Citrus Heights, California, and has been providing armed and unarmed contract security services to a wide variety of markets since 2010. We are a limited liability company. Our clients include government agencies and municipalities as well as properties and entities in the private sector. With a custom-tailored approach to each of our clients’ security needs, PS provides unmatched security solutions to meet the specific needs of different agencies and businesses.

Patrol Solutions specializes in customized security solutions at venues where the premium is on customer service, corporate integrity, access control, and emergency response. PS services include armed and unarmed guard services; patrols and inspections; vehicle patrols; museum and gallery officers; concierge and receptionist services; security console operation; dispatch services; bike and Segway patrols; alarm response; and specialized client-requested security. We serve a variety of government agencies as well as private entities. PS operates out of six offices throughout California and employs about 140 security officers. PS is licensed as a qualified security patrol operator by the state of California/Bureau of Security and Investigative Services (license number PPO 119966).

Patrol Solutions’ unique ability to combine financial strength, personnel development, disciplined execution, responsive management, and adaptive customer service has empowered us to meet the evolving needs of each and every client. Entities comparable to the City of Santa Ana find us to be the ideal security services partner.

We are accustomed to serving government clients who are dynamic in scope, magnitude, and complexity. Vast resources activated through well-defined management processes enable PS to meet the requirements of modern facilities and the demands of highly responsible and highly sophisticated clients. Our leadership team and management team are comprised of former Cypress Private Security managers, who have direct experience with serving clients such as the Arts District of Los Angeles, the LA County Department of Public Works, the City of Glendale, the City of Inglewood, the LA Police Department security contract, the Redondo Beach Transit Center, and the Housing Authority of the City of LA. In particular, Felix Guerrero, our director of operations who will oversee the City of Santa Ana security project, directly managed those projects.



### 3) Team Resumes

Patrol Solutions wants to provide the City with a direct channel of communication so we can provide the very best security services possible. To reflect this philosophy, our organizational structure is designed to minimize cumbersome layers of bureaucracy. Our goal is 100% customer satisfaction. Authority and responsibility is delegated appropriately so managers can resolve issues without having to sift through endless red tape. Instead, open lines of communication mean that management can be in contact with on-site and off-site staff quickly.

## Klinton Kehoe CEO & Founder



#### Expertise

Security Operations,  
Operations Management,  
Customer Service, Business  
Planning and Development,  
Workplace Injury Prevention,  
Security Program  
Development

#### Professional Affiliations

American Society of  
Industrial Security (ASIS)  
BSIS

Klinton Kehoe is the CEO and owner of Patrol Solutions. He entered the private security industry as a security officer for a regional security company. Less than half a year into his career, he found that he was clearly well-suited for the job and was promoted to be a training manager. He quickly earned numerous training certifications and became qualified to train security officers.

In addition to his capabilities as a trainer, he was also promoted to be a shift manager. In this role, Klinton managed a security program with 100 officers assigned to the project. He managed deployments, breaks, schedules, and performance reviews. As he continued progressing in his career, Klinton began taking on more operational, “big picture” roles and he eventually managed over seventy clients and properties.

Going to his sites also instilled in him the importance of great customer service. Seeing firsthand how much clients valued clear lines of communication, honesty, and personal accountability, Klinton knew that his responsiveness and responsibility as a manager would always have meaning and add value to the security program. It is precisely that attitude that helped him build Tactical K-9 & Patrol Solutions, the company that would eventually be known as simply Patrol Solutions.

## Carl Cunningham General Manager



### Expertise

Business Management,  
Business Development,  
Security Operations,  
Workplace Injury Prevention,  
Healthcare Security Program  
Development, High Rise and  
Commercial Building  
Certifications

### Professional Affiliations

American Society of  
Industrial Security (ASIS),  
Building Operators and  
Managers Association  
(BOMA), Institute of Real  
Estate Management (IREM),  
California Association of  
Community Managers  
(CACM), International  
Association for Healthcare  
Security & Safety (IAHSS),  
San Francisco Electronic  
Crimes Task Force (Secret  
Service), Northern California  
Regional Intelligence Center  
(Department of Homeland  
Security), InfraGard (FBI)

Carl Cunningham is partnering with Patrol Solutions, founded in 2011, after a ten-year stint as the primary business development manager at Cypress Private Security. After Cypress was bought out by one of the international security firms, the Patrol Solutions partnership was created specifically to provide a customer-oriented experience for clients who have been disillusioned with the inattention and lack of care from the so-called industry leaders.

Patrol Solutions is new to the local market, but comprised of a management and leadership base of the best former Cypress managers. Patrol Solutions works to provide responsive decision making to every individual client, and also strives to recognize each employee's efforts and contributions while providing a road to successful career development.

Carl enjoys the camaraderie, not only between employees, but between the company and clients. The personal consideration a client receives is something Carl truly values in his work and strives to provide.

One of his many talents is the ability to provide a great deal of attention to each individual client, as he builds each client's relationship with the Patrol Solutions management team. When meeting with clients, he accurately and helpfully applies his knowledge of the security industry to diagnose the specific services they need for their site. His clients have long appreciated the sincerity and thoughtfulness he provides as he addresses all of their security concerns.

With over 20 years of experience in operations, sales, and marketing, Carl has vast knowledge in the security and business management fields. He is responsible for all areas of business development and takes a long-term approach to cultivating business partnerships with clients, ensuring a customized security program that meets their needs.

## Felix Guerrero

### Director of Operations

**Expertise**

Security Operations, Security Training Plans, Leadership and Management, Firearms, High Risk Security Programs, Security Patrol Procedures, Loss Prevention Strategies, Security Operational Support and Oversight, Weapons of Mass Destruction, Public Relations, Public Safety, Premises Liability, Officer Safety

**Education**

Metropolitan High School, Rio Hondo College, Firearms Training Academy

**Certificates/Affiliations**

BSIS, FEMA, DSMA, CPI  
FEMA: Basic Workplace Security Awareness; FEMA: Workplace Violence Awareness; FEMA: Active Shooter; FEMA: Introduction to the Incident Command Center; Downtown Security Manager's Association; Certified Firearms Instructor

Felix Guerrero joined Patrol Solutions in 2020 after working in the security industry for over twenty-two years, spending most of his career as a project start-up manager, operations manager, and training administrator. Prior to partnering with Patrol Solutions, Felix worked at Cypress Private Security for ten years, until Cypress was bought out by Allied Universal. Thus, he joined Patrol Solutions, a company where every client would receive great personal attention and care. With an astute understanding of client needs, Felix prides himself on providing superb customer service and works tirelessly to address and remedy operational issues swiftly.

As a certified firearms instructor, Felix understands the gravity of responsibility. His years of experience have enabled him to oversee high risk security operations staffed by armed officers, and his expertise in defusing conflicts has allowed him to minimize the threat of incidents. During his time at Cypress, Mr. Guerrero managed over 40 armed guards in the Los Angeles area. In addition, Felix gained deep insight into the inner workings of managing, training, and developing staff. He has overseen relevant security projects in the retail and logistics industry at Technicolor Distribution Center, APL Logistics, and HP Logistics. Under his guidance, his teams consistently aided clients' loss prevention programs, reducing theft and recovering merchandise.

Felix is a firm believer in teamwork. He is a member of the Downtown Security Manager's Association, an organization of security and law enforcement professionals recognizing homeland security efforts in L.A. Together, members exchange information and share best practices for mutual benefit. Whether providing security services for government municipalities or private companies, his history clearly demonstrates a pattern of success. Felix's skills and experience make him a dependable and trusted frontline contact for all domestic security operations.

## Jennifer Pinelo HR Specialist

**Expertise**

Talent Acquisition,  
Security Recruitment,  
Staffing and Hiring  
Processes, Customer  
Service, Administration

**Education**

Santa Monica College  
El Camino College

Jennifer Pinelo is the HR specialist and recruiter for Patrol Solutions' Los Angeles region. In this role, she conducts the recruitment processes for all security accounts under her branch office's purview to ensure that high quality candidates are hired, trained, and assigned to our clients. She also assists with security officer orientation training, officer scheduling, and human resources matters. Jennifer also provides additional administrative support to the local management team.

Before joining Patrol Solutions, Jennifer performed the same functions for Cypress Private Security for several years. She has also worked at Allied Universal and Securitas as a security officer. Primarily, she specialized in access control, customer service as a lobby ambassador, report writing, badging, and camera surveillance. Her firsthand experience with field work makes her an excellent recruiter because she understands the qualities a candidate needs in order to be effective.

In addition to her work in the private security industry, Jennifer also has experience as a customer service specialist at Target. She also worked as a tax preparer for Benjamin Taxes Services.

All of her previous experience has prepared her well for her current role. In her previous work, she developed familiarity with administrative processes including data entry, handling confidential information, scheduling, inventory, assisting with office accounting, and detailed documentation.

Jennifer's willingness to engage clients, colleagues, and candidates, and her vested interest in seeking their best makes her an ideal recruiter and HR specialist for Patrol Solutions.

## 5. SCOPE OF WORK

### Attachment 3-7

Our upper management has direct experience serving clients with a variety of sites, including projects coverage for properties spread out over several city blocks. Patrol Solutions has been providing security services for public and private entities since 2010. Some of our current clients are the Arts District of Los Angeles, the City of San Francisco Human Services Agency, and the Contra Costa Water District.

Our upper management team, including our director of operations and our general manager, has direct experience with the management of major government contracts. Now that these managers are part of Patrol Solutions, they can apply all of their knowledge and expertise for the City of Santa Ana events security plan. Felix Guerrero, who would serve as the project manager for this contract, has direct experience managing the security contract for numerous government agencies in the LA region, including project that required special coverages and event security.

We will manage the security program and provide the City of Santa Ana with trained and qualified unarmed security officers for all of the requested service hours with an event-specific security focus. These officers will conduct all duties as described in the scope of work of the RFP and tailored to the specific event. Officers assigned to this contract will meet the requirements specified in the RFP as well, including having English and Spanish language skills. Patrol Solutions will provide officers with uniforms and all of their equipment, including communications devices and any other needed equipment.

### General Approach to the Scope of Work

It is the goal of Patrol Solutions that all of our security services will ensure the safety of patrons, vendors, and your employees. By providing a visible presence, our officers serve as a visual deterrence to crime and other unwanted activities. By performing their duties in an engaged, alert, and responsive manner, officers will create a safe environment for everyone. Whenever possible, officers will assist patrons, vendors, and City employees as long as doing so does not compromise their security duties.

Patrol Solutions will use our training and managerial resources in order to implement a site assessment and training program throughout the transition and delivery of the work plan. Led by Felix Guerrero, our local team will be able to focus on what matters most: officer development with the goal of customer service and asset protection. Felix will serve as the designated project manager. For the benefit of the City, our officers, managers, and client will be supported by our manned 24/7 watch commander station. Every shift, we have mobile field team managers who conduct on-site supervision and support. Delivery of service will not just be in the field. Jennifer Pinelo and the team at the local office are available to help officers with HR matters, uniforms, inquiries, and schedule changes if needed. We know the tasks required and are prepared to evaluate and improve wherever possible.

Our experienced and knowledgeable security management team begins by reviewing your stated needs. After assessing current security, our team then designs a security program customized to your requirements and tailored specifically for the designated events area.

In particular, PS pays special attention in addressing the following factors:

**24/7 Field Team Manager Program** – Field team managers are available 24/7 via phone, text, and email. They conduct proactive site checks and ensure that field officers are performing up to standards. They evaluate officers' uniforms and equipment, review daily activity reports, and assist with any patrol or protocol modifications. Their time of visit varies from day to day. FTMs are mobile (in marked security vehicles) and also respond to any emergencies or incidents. They not only supervise and manage the officers in the field, but also reward and discipline them. If necessary, FTMs can assist in cross-training officers. At PS, our FTMs personally take initiative to visit sites, thereby providing a visible



leadership presence to field officers and staying in touch with the client's management team.

**Unarmed Security** – Officers will be trained to master the ins and outs of their specific post. They will learn your general rules and regulations, gain familiarity with the area, and learn general information so that they will be capable of interacting with the public. Security officers will observe and report daily activities, and prepare accurate and legible daily activity reports and incident reports (as needed). They will conduct regular patrols and assist your personnel, police, and other law enforcement officials as necessary. They will provide a visible deterrence to unwanted activities, help maintain public safety, and can provide crowd control services.

**Roving Patrols** – Officers perform full patrols on a regular basis. These patrols include all areas of the site as designated by the post orders. A visible presence will serve as a deterrent to trespassers and crime, and increase general public safety. Officers will seek to prevent and minimize fire, theft, damage, graffiti, and other unwanted activities. As they make their rounds, they will also ensure that the facilities are secured (doors, windows, gates, locks, etc.) if appropriate. Any unusual incidents or hazardous conditions will be reported to the proper representative and logged. Officers will perform patrols on foot and/or bicycles.

**Customer Service** – All PS officers must undergo and complete customer service training. Officers will support City employees in any capacity as long as the officers can safely complete their post duties. Likewise, officers who work at posts where they will interact regularly with the public will be comfortable doing so. They will be able to provide public information to visitors and have basic knowledge of the general area and services. Officers will, at all times, be polite, courteous, respectful, and responsive to any person authorized to be at the site.

**Reporting and Documentation** – All PS officers are trained to write accurate and detailed reports. Officers will complete the appropriate reports for each shift. The reports are completed online and emailed directly to the client and are searchable. Reports include daily activity reports, conditions reports, incident reports, and others as assigned. Any officer who knowingly falsifies a report will be disciplined up to and including termination from employment. Officers are fluent in English and able to communicate verbally as well as via the report writing system. Officers will maintain a log of security violations and report occurrences to supervisors as quickly as possible. In the event of any maintenance requests, officers will forward such requests to the proper representative.

**Emergency Response** – PS will design and implement an emergency plan that will address all response to threats and potential emergencies at the various sites. The PS corporate emergency response plan is based on the nationally-recognized Incident Command System (ICS) for emergency response. PS understands that changing security needs in the case of an emergency or incident requires PS to respond with additional staff. PS is fully prepared to increase our security services in the event of an escalation in the security level (emergencies, civil unrest, fire, or special events). PS will work closely with your management to escalate and de-escalate the need for additional staffing at the site. In the event of an emergency, PS uses the following procedures to ensure that trained staff are on-hand to fill all shifts at the site, including scheduled absences as well as increases in staffing:

- **Cross-training** – PS cross-trains security officers, supervisors, and managers. PS will share an employee list of trained officers available to work at the site and will train more officers per request of client, if needed.
- **Back-up Staffing** – PS will, at all times, have a pool of qualified officers who have received full training and orientation, including post assignments, standards, and procedures. These officers will be able to fill any shift on a short notice.
- **Emergency Planning** – PS operates a corporate emergency response plan based on the nationally-recognized Incident Command System. This plan covers all aspects of emergency response. Our corporate guidelines are designed to help us maintain security services before,

during, and after an emergency. This includes situations such as earthquakes, major fires, major civil unrest, or major escalation of the security level. Because each client and each situation is unique, PS works with management to implement preventive measures such as training and emergency planning.

- **Emergency Response Vehicle** – PS operates an emergency response vehicle especially equipped for emergency situations and special events. Our emergency equipment is always at the ready, and includes power generators, indoor/outdoor lighting systems, light rescue equipment. All of the emergency equipment is checked monthly. This specially-equipped vehicle enables PS to respond during an emergency incident or scheduled special events.

### **Management Plan**

Every shift, we have at least one mobile field team manager on duty who is equipped to provide proactive site supervision and support. The field team manager provides oversight to officers in the field and has the authority to discipline and train officers as needed. In the event of any incidents, the FTM will arrive on the scene. An FTM can be reached 24-7 via phone. The FTMs will report to Felix Guerrero. He has full authority to address any problems and issues raised by the City, including (but not limited to) increases and decreases in staffing and disciplinary problems. He will manage the FTMs to ensure that every level of performance has accountability. Our management team will be available for regularly scheduled meetings with City security liaisons to ensure that all aspects of the security program are meeting expectations.

### **Supervision**

We maintain a 1 to 4 supervisor/lead officer to security officer ratio. In addition, we provide a 1 to 20 manager to officer ratio in order for our team to receive updated training and other important company news. Maintaining a positive connection between officers, the client, and our management is critical to reducing turnover.

Officers designated as supervisors help ensure that the other officers are carrying out their duties properly during their assigned shift. Supervisors are more seasoned, experienced, and capable than lower-level officers. Field Team Managers (FTMs) check in at every site daily in order to ensure that all of the officers are meeting client expectations and performing well.

**Random Site Inspections:** Patrol Solutions conducts unannounced site checks at *least* once per day. These site inspections are conducted by one of our managers, a group which includes the field team managers and higher (operations manager and regional manager).

**Proactive Field Support:** The Patrol Solutions field team manager (FTM) program is a critical aspect of our proactive quality control process, which distinguishes us from other security providers. At other security companies, managers tend to go on-site as a response to complaints, after a problem has arisen. At PS, our managers personally take initiative to visit sites, thereby providing a visible leadership presence to field officers and staying in touch with the client's management team.

**Leadership's Role:** Every day, each site receives an on-site inspection from a field team manager (FTM) who has the authority to review performance and perform corrective actions if necessary. These unannounced checks help motivate officers to remain alert.

**The FTM:** Our FTM program sets us apart from all other security providers. This position is staffed by an experienced leader who maintains daily contact with multiple sites and is duly qualified to evaluate field officer performance.

### **General Start-up Plan**

Our transition plan begins once we receive the awarded contract. The client immediately will begin to experience a more disciplined, thorough, and systematic approach to security service. PS will:

- Seek to understand and operate in harmony with current work-flow.
- Anticipate and assess the potential impact on various departments and constituencies.
- Learn all rules, policies, and procedures at the site and within the operation.
- Implement the most effective tools, materials, and technology.
- Execute a systematic and smooth transition of responsibility that instills confidence.

**Key Personnel Duties and Responsibilities:** Before the transition starts, PS will identify the key personnel who will be responsible for delivering services and define their duties during the transition.

**Documentation and Communication:** PS, together with the client, will establish ongoing communication methods and requirements needed to operate the security program.

## Transition Timeline

Task Assigned	Date Due	Responsibility
Award letter issued to PS	> 3 weeks prior to startup	Gen. Mgr.
PS transition team assigned and in place	> 3 weeks prior to startup	Proj. Mgr.
Meet with client to obtain site specific information	> 3 weeks prior to startup	Proj. Mgr.
Outline and adjust transition plan if needed	> 3 weeks prior to startup	Proj. Mgr.
Security and technology assessment	> 3 weeks prior to startup	Proj. Mgr.
Management/labor meeting	> 3 weeks prior to startup	Proj. Mgr.
Conduct site security survey	> 3 weeks prior to startup	Proj. Mgr.
Introduction letter, application, and drug screen forms	> 3 weeks prior to startup	Human Resources
Interview and select employees	> 3 weeks prior to startup	Human Resources
Prepare wage and benefits package	> 2 weeks prior to startup	Human Resources
On-site training for operations team	> 2 weeks prior to startup	Proj. Mgr.
Gather information about current staff at site	> 2 weeks prior to startup	Human Resources
Provide assessment, training of current staff at site	> 2 weeks prior to startup	Proj. Mgr.
Order all supplies and equipment	> 2 weeks prior to startup	Proj. Mgr.
Deadline for applications to be received	> 2 weeks prior to startup	Human Resources
Order uniforms and duty gear	> 2 weeks prior to startup	Proj. Mgr.
Prepare post orders	> 2 weeks prior to startup	Proj. Mgr.
Select security officers	> 2 weeks prior to startup	HR & Proj. Mgr.
Prepare site-specific training materials	> 1 week prior to startup	Proj. Mgr.
Meet with client to brief on transition progress	Continuous	Proj. Mgr.
Present post orders to client	> 1 week prior to startup	Proj. Mgr.



Deadline to complete drug screen for candidates	> 1 week prior to startup	Human Resources
Meet with client for feedback on first draft of post orders	> 1 week prior to startup	Proj. Mgr.
Ensure each post is fully equipped as specified	> 1 week prior to startup	Proj. Mgr.
Prepare master schedule	> 1 week prior to startup	Scheduling Manager
Fit uniforms and re-order as needed	> 1 week prior to startup	Proj. Mgr.
Retraining of incumbent personnel hired by PS	> 1 week prior to startup	Proj. Mgr.
Service start	TBD	Proj. Mgr.

## Evaluation Calendar

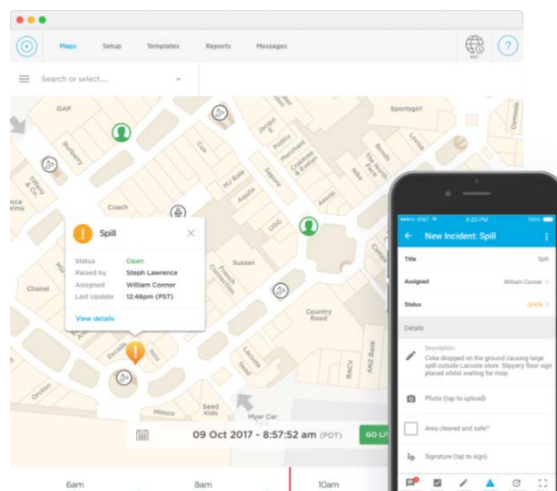
The evaluation calendar outlines key on-site elements related to performance after the project has begun. The tasks are divided according to department and corresponding manager.

Task Assigned	Date Due	Responsibility
One month evaluation of each officer's performance	30 days after startup	Proj. Mgr..
Training or re-assignment as needed (individual officers)	30 – 45 days after startup	Proj. Mgr..
Three-month evaluation of each officer's performance	< 90 days after startup	Proj. Mgr..
Training or re-assignment as needed (individual officers)	90 – 100 days after startup	Proj. Mgr..

## Lighthouse: Complete Workforce Visibility – The Patrol Solutions Guard Tour System

Lighthouse is a guard touring solution with real-time tracking of officers along with daily activity reports and incident reporting. Intelligent location and communication tools empower your distributed teams and give you peace of mind. Continuous tracking through GPS, QR codes, near-field communication (NFC), and Bluetooth beacons ensure guards are where they're supposed to be. Lighthouse provides you with proof of work to increase satisfaction.

We have a 24-hour dispatch center to handle communications and any special needs. Managers have smartphones and can be reached 24-7 via phone, text, and email. We can also provide officers with 2-way radios if needed.



**Uniforms**

Full-time officers receive, at a minimum, two pairs of pants, three shirts, and a jacket. Part-time officers receive, at a minimum, one pair of pants, two shirts, and one jacket. If officers are working in an environment that will regularly place them in the elements, we can provide additional gear for inclement weather and other conditions. We also provide personal protective equipment for officers who work at sites that require it. Officers are responsible for cleaning their own uniforms. The shirts and jackets are clearly marked with our insignia. However, we have a uniform provider we can work with if alternate uniform styles are desired.

Uniforms must be neatly pressed. Authorized uniforms must always be worn, with shirts tucked in. Hair must be neatly groomed. Facial hair must be neatly trimmed. Only post earrings are allowed for security professionals. Visible tattoos should always be covered. Fingernails must be clean and neatly trimmed. Smoking and gum chewing are not permitted while on site and on duty. Appearance also includes the way officers walk, stand, and talk to people. Officers are always to behave in a manner that is worthy of respect.

**Nearest Address and Headquarters Address**

The local address which will serve the City of Santa Ana is located at 10016 Pioneer Blvd. Suite 109 | Santa Fe Springs, CA 90670. The company headquarters is located at 6060 Sunrise Vista Dr. Suite 1500 | Citrus Heights, CA 95610.

**Project Manager**

Felix Guerrero will serve as the supervising project manager. He is based out of the Santa Fe Springs office and can be reached at 310-490-9804 and [felixguerrero@patrolsolutions.com](mailto:felixguerrero@patrolsolutions.com).

**Similar Experience**

Locally, one of the clients we serve that is similar in scope to this project is the Arts District of LA. We provide unarmed officers who conduct bicycle, foot, and vehicle patrols for the business improvement district. Officers provide visible deterrent to trespassing, vandalism, and illegal camping. They are also capable of community engagement, with customer service through active patrolling, and they respond to any calls for service. Felix Guerrero, our director of operations and local manager, began managing that project in 2017 while he was at his previous security company. In 2020, Patrol Solutions took over the contract and Felix was able to resume serving the contract.

**Projects that Make Patrol Solutions Stand Out**

Patrol Solutions is a California-based regional security company which has proven to be resourceful with large scale capacity. Recent successes include ramping up multiple emergency response security programs. These programs include an 85-officer deployment in 1 week (City of San Francisco Human Services Agency), 10 armed officers in the same day (LA), and a 10 officer, 10 site deployment in 24

hours (Inland Empire and LA). Our management team is also experienced serving major government agencies throughout California, and we strive to be responsive to the shifting needs of clients. The City of SF HSA project which had a one-week startup period took place early on during the pandemic. It is a project that we are proud of being able to service because it was an emergency services project brought about by the shelter-in-place order. The project involved providing unarmed services for five city-managed hotels in downtown San Francisco which were serving as COVID-relief sites. Due to the nature of the project, that client needed services to begin within a week of signing the contract, and we were able to hire and train qualified officers. Although it would be a stretch to claim that everything at the start was executed flawlessly within such a short timeframe, we can say that we have been able to take every corrective action in response to the client's needs, and that we still continue to serve that contract to this day, and that the client has been pleased with our services overall.

**Officer Training**

Patrol Solutions is committed to the professional growth of every employee within the company. At Patrol Solutions, training is an ongoing process that never stops. Each employee receives a career enhancement plan so they can focus on enhancing their strengths and eliminating their weaknesses. Patrol Solutions' objective is to deliver outstanding security services to each client. All of our active officers are AB2880 compliant and have completed mandatory BSIS training. They must successfully complete the 8-hour BSIS guard card course. In addition, there is a 32-hour BSIS continuing education series of courses. Armed officers are required to have completed the mandatory BSIS training for armed guards. Initial training for new employees is, at a minimum, 8 hours. This includes live training in the field. Depending on the complexity of the position, the field training could range from one full day to one full week, or possibly more. In addition, we can provide field training on an as-needed basis throughout the duration of the project. On-the-job training plans can be developed in the context of a full understanding of the site in order to help officers be more efficient in their duties.

**Outline of Training Manual**

The following is the items listed in the table of contents of our officer handbook.

- Introduction
- Primary Mission Statement
- Security Professional – Job Description
- Emergency Response
- Bomb Threats
- General Rules and Procedures
- Special Events
- Reports
- Handling of Complaints
- Liability Issues
- Laws
- Summary

We also strive to promote ongoing training and officer development. Our director of operations, Felix Guerrero, is a certified trainer in various disciplines including firearms training.

## Types of Training

**Scenario-based Training** – Scenario-based training involves real-life situations that are either role-played between the teacher and the student or video scenarios that are presented and discussed amongst the class. Scenario-based training is an integral part in developing an employee’s confidence level when being confronted with an incident.

**Client-specific Training** – PS will train all staff assigned to a client’s site in accordance with the expectations set forth by the security assessment and related security protocol provided by the company. PS develops an advanced training calendar for all sites. This training calendar highlights the training dates for the assigned security officers and the curriculum that will be taught each week. Officers use the calendar to stay on track in meeting pre- and post-assignment training for their work sites.

**Cross-training** – Each employee and officer is cross-trained on other locations in the case of emergency or need for additional officers at that location. The cross-training program allows PS to respond quickly to a potential emergency. Learning other sites’ procedures also allows officers a chance to further enhance their skill sets.

**CPR and First Aid Training** – If needed, security officers at PS will receive and pass CPR and first aid training for adults and infants. In-house certified trainers conduct these trainings in accordance with Red Cross standards. Each individual who passes Patrol Solutions’ CPR and first aid training will receive a Red Cross certification.

## A Note on Training

Our managers will be building and then training our officers based on the materials provided by the following organizations:



## Felix Guerrero’s Training Certifications

**Firearm Training Academy:** BSIS Guard Card firearm permit, BSIS PR24 baton, and any additional outside training.

**American Bike Patrol Services:** Bike training certification, bikes repairs, and uniforms.

Felix Guerrero is a certified instructor for the following:

- AVADE (workplace violence and hands-on tactical defense)
- American Red Cross: First Aid/CPR/AED and bloodborne pathogens

## Training Curriculum

To best prepare officers for their duties, Patrol Solutions’ training is tailored for each client and each post. Training is an ongoing process and is overseen by a dedicated training manager.

Available Training Courses		
Access Control	First Aid and CPR (Red Cross)	Parking and Traffic
Active Shooter	Handcuffing	Policies and Procedures

Advanced Criminal Law	Handling Difficult People	Port Safety
Advanced Search and Arrest	Illness and Injury Prevention Program	Post Orders and Assignments
Anti- Harassment	Investigation and Reports	Power to Arrest
Chemical Agents	Liability and Legal Aspects	Quality Control Manager
Communication	Loss Prevention	Radio Procedures
Crowd Control	Management Training	Safety Manual
Customer Service	Maritime Security Training Module	Sales Training
DHS Training	MOAB	Shelter Training
Driver Safety	Museum	Supervisor Training
Evacuation Procedures	Observation and Documentation	Time Management
Fire Life Safety	Officer Handbook	Weapons of Mass Destruction
Fire Safety Officer Course	Officer Survival	Workplace Violence

### De-escalation Training

Patrol Solutions maintains a staff of instructors certified in several disciplines of de-escalation training, including AVADE® and MOAB®. This training, provided to our security officers in the field, enables those officers to successfully de-escalate situations, and thus prevents the need for use of force or police intervention. The AVADE training program is an integral piece of an effective workplace violence plan. It teaches officers key topics, including:

- How to recognize the assault cycle
- How to legally defend yourself and others
- How to survive an active shooter situation
- How to create long lasting personal safety habits
- How to avoid being a victim of crime and violence
- How to create long lasting personal safety habits



MOAB training presents principles, techniques, and skills for recognizing, reducing, and managing violent and aggressive behavior. The program also provides humane and compassionate methods of dealing with aggressive people both in and out of the workplace. It teaches officers how to create a win-win situation in difficult confrontations and resolve conflicts decisively and diplomatically with verbal and non-verbal communication skills, as well as with personal defense and safety skills.

### Mental Health Training

Mental Health First Aid is an 8-hour course that gives people the skills to help someone who is developing a mental health problem or experiencing a mental health crisis. The evidence behind the program demonstrates that it does build mental health literacy, helping the public identify, understand, and respond to signs of mental illness. Our training manager is a certified trainer for this course. Just as CPR training helps a person with no clinical training assist an individual following a heart attack, Mental Health First Aid training helps a person assist someone experiencing a mental health crisis such as

contemplating suicide. In both situations, the goal is to help support an individual until appropriate professional help arrives. Mental Health First Aiders learn a single 5-step strategy that includes assessing risk, respectfully listening to and supporting the individual in crisis, and identifying appropriate professional help and other supports. Participants are also introduced to risk factors and warning signs for mental health or substance use problems, engage in experiential activities that build understanding of the impact of illness on individuals and families, and learn about evidence-supported treatment and self-help strategies. The National Council for Behavioral Health operates Mental Health First Aid USA in partnership with the Missouri Department of Mental Health. Patrol Solutions provides this training to all officers. As a value-added benefit, this training is also freely available to our clients, should you wish to participate.

Mental Health First Aid training covers the following topics:

- Introduction to Mental Health First Aid
- Mental Health Problems in the USA
- The Mental Health First Aid Action Plan
- Understanding Depression
- Understanding Anxiety Disorders
- Crisis First Aid for Suicidal Behavior & Depressive Symptoms
- What Is Non-Suicidal Self-Injury?
- Non-crisis First Aid for Depression and Anxiety
- Crisis First Aid for Panic Attacks
- Crisis First Aid for Traumatic Events
- Understanding Disorders in Which Psychosis May Occur
- Crisis First Aid for Acute Psychosis
- Understanding Substance Abuse Disorder
- Crisis First Aid for Overdose
- Crisis First Aid for Withdrawal
- Using Mental Health First Aid



## 6. FEE PROPOSAL

**Appendix  
ATTACHMENT 3-8-D  
SCOPE OF WORK**

**SERVICE:  
SECURITY**

City may request services during the term of the agreement at prices identified in the price listing. If a requested service is not listed on the price listing the city will negotiate a price with the company.

Equipment	Unit Price	Equipment	Unit Price
Security Guard (per hour)	\$27.18	Security Supervisor (per hour)	\$30.08
Security Guard Overtime (per hour)	\$40.77	Security Supervisor Overtime (per hour)	\$45.12
Security Guard Holiday (per hour)	\$40.77	Security Supervisor Holiday (per hour)	\$45.12

Certification - I certify that I have read, understand and agree to the terms and conditions of this Request for Proposals. I have examined the Scope of Services and am familiar with the scope of work locations. I am familiar with all the existing conditions and limitation that may impact work requests. I understand and agree that I am responsible for reporting any errors, omissions or discrepancies to the City for clarification prior to the submission of my proposal.

Proposal Item Price - The proposer warrants that the prices, terms and conditions quoted will be valid for a period of 120 days from the date the proposal is due, in order to allow time to award an agreement.

Carl Cunningham	General Manager
Printed Name of Authorized Agent	Title
<i>Carl Cunningham</i>	01/18/2022
Signature of Authorized Agent	Date