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SECURITY PROPOSAL

FOR



Professional Security Consultants, Inc.
11454 San Vicente Blvd. 2nd Floor
Los Angeles, CA 90049
Office: [310] 207-7729 Fax: [310] 207-6621
www.pscsite.com

FEIN Number: 95-4018179 | DUNNS Number: 556487445 | Security Agency B9800143

*Certified by Homeland Security through the Safety Act for Shopping Center Terrorist Response Training & Web- based Incident Management Software (Reporting-Tracking-Notifications)

*Certified WOB through ORCA (orca.bpn.gov)



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December 2, 2016

Delray Beach Downtown Development Authority
Attn: Laura Simon, Executive Director
85 SE 4th Avenue, Suite 108
Delray Beach, FL 33483

Dear Ms. Simon,

Professional Security Consultants, Inc. (PSC) is submitting this letter to you and Delray Beach Downtown Development Authority for our interest in Security Guard Services at your property. We are pleased to have the opportunity to provide you with a professional security proposal for Delray Beach Downtown Development Authority and are committed to offering the highest level of professional security service throughout the duration of our contract. We are looking forward to working with you side by side in keeping your property a safe and friendly environment for everyone.

The following persons are authorized to make representations for PSC and can be reached at the address and phone number below. Your primary contact person through the proposal evaluation period will be Shaul Maouda.

**Shaul Maouda, Senior Vice President, smaouda@pscsite.com
Cell Phone: (310) 901-1219**

**Willie Perez, Regional Director, wperez@pscsite.com
Cell Phone: (561) 402-2152**

It is our 31 years of service, training and experience that continues to prove our qualifications and integrity as a leader in the security guard industry. PSC is a corporate entity established in 1985. Since its inception, PSC's operations have grown from a California based company to one of national and international status. PSC currently operates throughout with a workforce of over 3000 employees.

Professional Security Consultants has been operating in the Florida area since 2006. Delray Beach Downtown Development Authority would be supported by our many accounts located throughout the state in which we provide security services for should you choose Professional Security Consultants as your security service provider.



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Included in our proposal is information on our world-renowned **CASE Global** Incident Management Software System. This web-based software system is owned and created by PSC and is certified through the **Safety Act by Homeland Security**.

We greatly appreciate the opportunity to submit our proposal on Security Services for Delray Beach Downtown Development Authority.

Upon review of this proposal, I would appreciate if you can contact me so that I may discuss our proposal and pricing structure in further detail with you.

Respectfully,

A handwritten signature in black ink that reads "Shaul Maouda". The signature is written in a cursive, flowing style.

Shaul Maouda
Senior Vice President
Professional Security Consultants, Inc.
Office: 310-207-7729 Ext. 131
Cell: 310-901-1219 | Fax: 310-207-5563
E-Mail: smaouda@pscsite.com
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Company Background and Project Approach

Professional Security Consultants, Inc. (PSC) was founded in 1985 by former Israeli Secret Service Agent, Moshe Alon. PSC began as a consulting firm to Fortune 500 companies that dealt with the threats of global terrorism. In the years following its conception, PSC expanded the scope of its operations to encompass executive protection, event planning and management. In 1995, PSC secured a major contract in the shopping center industry. PSC founded CASE Global (Computer Assisted Security Environment) in 1999 in order to develop computerized risk management solutions for the security industry.

PSC is headquartered in Los Angeles, California and employs over 3,000 people in the United States. Currently, PSC is licensed in 40 states with a presence in Europe and the Middle East. PSC currently provides security guard services to over 100 commercial buildings, malls, campuses, hotels, private communities, government municipalities, and other government facilities across the US. We have provided these services since 1991.

PSC has a regional office in Brandon, FL. This regional office is led by PSC's Regional Director Tim Mortara. PSC's Regional Director will support Delray Beach Downtown Development Authority account ensuring satisfactory performance of security duties and functions including frequent pre-scheduled client meetings to ensure clear communication, rapport and quality control of security services. PSC has many additional locations throughout the State of Florida that can be dispatched to assist as well.

One of PSC's distinguishing added values to your security environment is Case Global, a division of PSC. Case Global is a web-based reporting, tracking, notification, emergency planning, and risk management system, certified by Homeland Security through the SAFETY Act. Some of Case Global's notable features include:



Web-Based Incident Reporting – Both easy to use and fully customizable, the incident tracking system is at the core of CaseGlobal's computer assisted security environment. We work directly with you to determine what information is gathered and how it is reported. This



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flexible customization allows incident, task, and analysis reports to be designed to your organization's unique requirements. This streamlines the integration of CaseGlobal into your existing policies and procedures. We recognize that no two programs are alike, often within the same organization. Our approach allows you to capture the information you need in the format that suits your preferences.

Emergency Folders – These contain digital images of the structure, emergency contact information, and disaster management information, maps of evacuation routes and emergency response access paths, as well as schematic diagrams of fire safety, utility rooms and alarm controls, and written operating procedures with image-based tutorials. CaseGlobal's emergency folders ensure that your personnel and emergency responders have instant access to powerful tools enabling them to execute the fastest, most efficient response possible.

National Command Center – CaseGlobal's approach to the integration of security, safety and risk information is enhanced by our Always on Command Center. CaseGlobal personnel are standing by 24-hours a day to assist your organization in expediting the communication of important safety, security, and facility information.

Important features of the command center include:

- Live customer service and support
- Communication of general threat information to your security department
- Communicating threat information to any of your locations
- Assurance that significant events will be reported to key personnel within your organization
- Trend analysis of incident data.
- Monitoring incident reports for significant events and notifying your organization in a manner of your choosing.

PSC Human Resource Software System – The foundation of a sound security program is the training, licenses and certifications of security officers. This system monitors the expiration of officer state security licenses, driver's licenses, security training modules and certifications. The system automatically notifies us of upcoming expirations and a report of this can be generated for your organization at a moment's notice. This system gives you the ability to immediately check PSCs training, licenses and certifications of PSC's security officers.

Case Global is further enhanced by our **CaseMobile** smart phone application. Using an Android based device (a smart phone carried by security officers), security and facility personnel can access features including the following:

Security Tour Tracking – Allows for the accurate monitoring of patrol patterns, expediency of reporting, varying routes, and specialty tours, and GPS tracking of security officers. This increases efficiency in terms of a reduction of time spent off the floor filing



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reports, as the reporting is done while patrolling and the data is communicating with our computer server instantly, like your personal cell phone which is constantly giving and receiving data.

This tracking also keeps a history of patrol effortlessly. If litigation occurs and you need to prove a consistent security patrol, this officer tour tracking is a tremendous asset.

Incident Tracking/Reporting – Has a note-taking ability and speech-to-text ability that allows for faster, clear communication of incidents, allowing for faster response times. Camera phone allows for easy photo documentation.

Assistance Button – This allows users to activate an alarm that will notify PSC/first responders of a possible emergency situation and allow them to take appropriate action. This acts as a silent alarm in case of a disturbance.

The company website is hosted at ISWest (<http://www.iswest.com>) in Agoura Hills, one of the industry leaders in hosting services. Physical Access to P.S.C. servers is controlled by combination of access card and fingerprint, as well as locks on the server area. P.S.C website is secured by Cisco equipment and firewall that control and limit access to the different servers.

The public website is open to the public. All communication with the non-public servers and applications required authentication with at least username and password and in some cases limited to specific IP or Mac addresses. All non-public communication uses https protocol. In most cases each server call must provide a secure proprietary security key to prevent hacking attempts and tampering with the data.



Backup is automated using a set of Server jobs and scripts. P.S.C servers are backed up frequently. Databases and data files are backed up on a daily basis using third party applications. The integrity of the backups is checked periodically. The backup files are stored to either a backup server or a dedicated Network Attached Storage (NAS device). All backup jobs and scripts report success or failure at the end of each Job.

P.S.C customers own certain data on P.S.C systems. P.S.C put a lot of effort to protect its customer information. The systems can run on dedicated servers for each customer or shared



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hardware on different systems. We use virtual servers, different databases and other methods to ensure that each customer's data is protected.

PSC's expertise understands that a disaster recovery plan is a must for all of our clients. All of our accounts are covered by our Regional Emergency Response Team. The Florida region has a 20 man team of officers ready to respond in case of disaster/emergency at a client's site.

When one of our client's recently had an active shooter we activated our response team for that region. Within 90 minutes we had an additional 18 officers including 4 security directors to help plan for the continuity of business. Delray Beach Downtown Development Authority will have security officers from other close by PSC sites cross-trained to operate at Delray Beach Downtown Development Authority.

The need for an on-site Mobile-Command-Center is especially important for special events and emergency situations. This state-of-the-art nerve center can disseminate and relay communications to any position inside or outside the trailer, to a centralized location or corporate office around the world.

Every event, large or small has people and equipment that need to be protected. With **CASE Global Mobile-Command-Center** and PSC deploying our highly professional and experienced guards would be the first and only step you need.

This command center is equipped with a telescoping mast for closed-circuit video surveillance. It also features a satellite dish, internet access, 37 inch monitors for television local news reports, weather and external cameras. The external cameras include fixed and rotating PTZ to shoot any type of footage needed during an emergency or disaster. They also utilize IP wireless cameras for surveillance in the field; complete exterior lighting for night work. In addition, work stations are built into the side of the rig as it expands to enable more personnel to work inside the unit.

Our contingency plans for disaster cover:

Reporting:

During a crisis, PSC has the use of its 24/7 Emergency Command Center (ECC). This ECC, Case Global, gathers information from any location for remote access to anywhere at any time. Then we can communicate and report to any client, even if that client's site is under emergency conditions.

The ECC works with our regional response teams to ensure rapid deployment, informed officers, and knowledgeable response. Officers will know their duties when they arrive and can immediately report back to the ECC who will in return report to the client.



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As stated above, PSC has a Regional Emergency Response Team in Florida ready to respond to a client impacted by a hurricane. For the last 10 years, PSC has responded to clients impacted by hurricanes. These teams are knowledgeable and capable in the following areas:

- Emergency supply acquisition and deployment of supplies. (Food, water, first aid supplies)
- Boarding and weather proofing points of access and windows.
- Dangerous object identification and securing of objects that may cause destruction or injury during a hurricane.
- This Regional Emergency Response Team is available 24/7 for deployment once a client instructs us to deploy.

Other emergencies we have responded to include:

- Major fire at a site (50 officers responded in 90 minutes)
- Wild fires in a region.
- Region wide power outage. PSC responded with 20 officers equipped with generators, gasoline, and trucks.
- We drill consistently to respond to any emergency to include:
 - Active Shooter
 - Fire
 - Explosion
 - Earthquakes
 - Weather related emergencies.

PSCs philosophy and culture is in times of normal operations, prepare for disasters.

PSC's mission is to provide professional, well trained security forces, backed by superior technology and a management team dedicated to our clients.

We create synergistic partnerships with our clients by learning their unique needs and work with them to develop a comprehensive security solution that results in cost efficiency and improved productivity. Utilizing our advanced computer programs, mobile technology, CCTV automation system and decades of experience, we can provide our clients with a full security package.

We believe in complete transparency and provide our clients with full access to our programs to monitor officer attendance and payroll discrepancies, officer locations while on duty, officer training modules, and vehicle and equipment maintenance records.



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Additionally, we work with the client to perform a periodic analysis of their facility. Using the information gathered, we develop an action plan to meet their current needs and minimize risk. Our ability to provide a fully customized, comprehensive, and dynamic security service sets us above the competition.



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Safety Act Certification

U.S. Department of Homeland Security
Washington, DC 20528



**Homeland
Security**

December 5, 2013

SAFETY ACT CERTIFICATION

Mr. Michael Lambos
Professional Security Consultants, Inc.
11454 San Vicente Boulevard
Los Angeles, California 90049

Re: PSC Security Guard Services for Commercial Shopping Malls
Application ID #: (F-307-E) C-PSC1-11454A-3-REN2

Dear Mr. Lambos:

The Department of Homeland Security (the "Department") has completed its review and evaluation of your renewal application relating to PSC Security Guard Services for Commercial Shopping Malls, described in Exhibit A (the "Technology"), pursuant to the Support Anti-terrorism by Fostering Effective Technologies Act of 2002, 6 U.S.C. §§ 441–444, (the "SAFETY Act"), and the Regulations Implementing the Support Anti-terrorism by Fostering Effective Technologies Act of 2002, 6 C.F.R. Part 25, 71 Fed. Reg. 33147, 33159 (June 8, 2006) (the "Regulations"). Pursuant to Section 25.3 of the Regulations, the Secretary of the Department (the "Secretary") has delegated his responsibilities, powers, and functions under the SAFETY Act, except the authority to determine that an act is an Act of Terrorism for purposes of Section 444(2) of the SAFETY Act, to the "Under Secretary for Science and Technology of the Department of Homeland Security or the Under Secretary's designees."

After thoroughly reviewing the analysis of the Department's Office of SAFETY Act Implementation relating to this renewal application and the Technology, I have determined that the Technology satisfies the criteria set forth in Section 442(d)(2) of the SAFETY Act and in Section 25.8(a) of the Regulations. Accordingly, I hereby issue a Certification (as defined in Section 25.2 of the Regulations) of the Technology to Professional Security Consultants, Inc. (the "Seller"). Pursuant to Section 442(d)(3) of the SAFETY Act and Section 25.9(i) of the Regulations, also enclosed is a Certificate of Conformance for the Technology, and I have directed that the Technology be placed on the "Approved Products List for Homeland Security."

TERMS AND CONDITIONS

- Description of Technology. This Certification applies only to the Technology described in Exhibit A (attached).



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Professional Security Consultants, Inc. - PSC Security Guard Services for Commercial Shopping Malls
SAFETY Act Certification
Page 2 of 3

- Seller of the Technology. Professional Security Consultants, Inc., a California corporation, is the Seller of the Technology for purposes of the SAFETY Act, the Regulations (including Section 25.2 of the Regulations), and this Certification.
- Term of Certification. This Certification is effective on the date of this SAFETY Act Certification and will remain in effect for the same term as the SAFETY Act Designation for the Technology that I have issued to the Seller on the date hereof (the "Related Designation"). Accordingly, this Certification will terminate on the "Designation Termination Date" (as such term is defined in the Related Designation). The Seller may apply for renewal of this Certification in connection with an application for renewal of the Related Designation.
- Earliest Date of Sale. For purposes of Section 25.7(c) of the Regulations, the earliest date of sale of the Technology to which this Certification applies is June 1, 1995 (the "Earliest Date of Sale"). This Certification applies, and will apply, to all sales of the Technology by the Seller that were or are consummated at any time during the period commencing on the Earliest Date of Sale and ending on the Designation Termination Date (as defined above).
- Insurance. The Seller is required to adhere to the insurance requirements set forth in the Related Designation pursuant to Section 25.5 of the Regulations.
- Act of Terrorism. The SAFETY Act provides liability and risk management protections to Sellers of Qualified Anti-Terrorism Technologies that are or will be deployed in defense against or response to or recovery from Acts of Terrorism as defined in the SAFETY Act. Pursuant to 6 U.S.C. § 444(2), the Secretary has the authority to determine that an event constitutes an Act of Terrorism for purposes of triggering the SAFETY Act's protections. 6 U.S.C. § 444(2) defines an Act of Terrorism as an act that meets the three statutory requirements as further defined and specified by the Secretary. Pursuant to 6 U.S.C. § 444(2), the Secretary may determine that an event meets these requirements as further defined and specified by the Secretary based on the facts and circumstances of the event.
- Special Restrictions on Transfer and Assignment. None
- Special Restrictions on Licensing. None
- Other Conditions. None

Except for terms expressly defined in this Certification, all terms used in this Certification shall have the meanings ascribed to them in the SAFETY Act or the Regulations. This Certification is issued under the authorities set forth in, and in accordance with, the SAFETY Act and the Regulations. The SAFETY Act and the Regulations contain other requirements that are



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Professional Security Consultants, Inc. - PSC Security Guard Services for Commercial Shopping Malls
SAFETY Act Certification
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applicable to the Seller and the Technology. In the event of any conflict between this SAFETY Act Certification and the SAFETY Act or the Regulations, the SAFETY Act or the Regulations (as the case may be) shall take precedence and shall control. This issuance of Certification under the SAFETY Act does not constitute compliance with any statutory or regulatory requirements other than those imposed by the SAFETY Act and the Regulations, and does not relieve the Seller of any obligations it might have under any other Federal, State, or local statutes or regulations.

As an added benefit for obtaining SAFETY Act Certification, the Department can grant Professional Security Consultants, Inc. authorization to use the SAFETY Act Certified™ mark. The SAFETY Act Certified™ mark is only available for use by those Sellers of technologies that have obtained SAFETY Act Certification. The Department controls the use of the mark to ensure that its display by a Seller serves as an indication that the displaying Seller has obtained SAFETY Act Certification from the Department for a certain identifiable technology/product/service. At this time, the Department is requiring users to sign a usage agreement to use the mark. Your usage agreement will be provided in a separate communication from the Office of SAFETY Act Implementation. Please follow the instructions for signing and obtaining the SAFETY Act Certified™ mark.

Lastly, please note that it is currently against the Department's policy to allow the official Department of Homeland Security seal to be used in a manner that implies endorsement of any commercial product, service, or policy of a commercial entity. Although Professional Security Consultants, Inc. has obtained SAFETY Act Certification for a specific Anti-Terrorism Technology, the Department cannot endorse Professional Security Consultants, Inc.'s Technology over another. Therefore, the Department does not grant authorization to use the official Department of Homeland Security seal in conjunction with designations or certifications. However, the use and display of the SAFETY Act Certified™ mark is an additional benefit bestowed upon the Sellers that have obtained SAFETY Act Certification.

Any questions regarding this Certification should be directed to the SAFETY Act Help Desk by e-mail at SAFETYActHelpDesk@dhs.gov or by phone at 1-866-788-9318. Please reference application number (F-307-E) C-PSC1-11454A-3-REN2 in all correspondence.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel M. Gerstein".

Daniel M. Gerstein, Ph.D.
Under Secretary for Science and Technology (Acting)

Attachments:

1. Professional Security Consultants, Inc., Exhibit A
2. Certificate of Conformance



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EXHIBIT A

F-307-E

**PROFESSIONAL SECURITY CONSULTANTS, INC.
C-PSC1-11454A-3-REN2**

PSC SECURITY GUARD SERVICES FOR COMMERCIAL SHOPPING MALLS

Professional Security Consultants, Inc. ("PSC"), a California corporation, provides unarmed security personnel and security program management as PSC Security Guard Services for Commercial Shopping Malls. PSC provides enhanced protection, deterrence, and response to terrorist acts against shopping centers whether perpetrated by use of explosives or through active-shooter incidents through the use of its: Security Officer Operations and Program Management; CASE Global; CASE Global© Centralized Command Center; and Emergency Response (the "Technology"). The Technology includes the following:

Security Officer Operations and Program Management

This element incorporates program management of a client's overall security operation and of the Technology's unarmed Security Officers, Security Dispatchers, Security Supervisors, and Security Directors. In these roles, PSC personnel may provide some or all of the following: stationary and mobilized patrol; vehicle and bicycle patrol; monitoring electronic surveillance and detection equipment, including CCTV and/or other remote sensing technologies; access control; perimeter control; operating security screening equipment (including hand-held metal detectors and walkthrough metal detectors); alarm response; emergency response services; dispatch and monitoring of officers via a "Watch Tour Patrol Tracking Reporting System"; and PSC's personnel management. Baseline Pre-deployment Security Training consists of 40 hours of proprietary training. This includes any security officer training required by individual states in which the Technology is deployed. Training is supplemented by use of FEMA online Course AWR304-W, the International Council of Shopping Center's Inc., Shopping Center Security Terrorist Awareness Training Program. All PSC security personnel are required to pass both written and practical job knowledge testing after training and prior to assuming duties for the first time. On-the-job training includes 24 hours of anti-terrorism awareness and disaster preparedness as well as site-specific training. PSC officers are provided with post-deployment training on a quarterly and annual basis which includes Anti-Terrorism awareness and disaster preparedness. Bi-Annual drills and exercises are conducted in partnership with local law enforcement and fire departments. The Technology uses a multi-level quality control system that includes internal, annual Quality Control Audits, daily and weekly premises inspections, meetings with tenants, tenant security surveys, and meetings with local law enforcement.



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CASE Global©

CASE Global© is a proprietary, web-based reporting and emergency planning software program. In addition to internal use, the data and information collected on the CASE Global© system are offered to local law enforcement and fire authorities at the beginning of a PSC contract, so that they may familiarize themselves with the information and interface in advance of an emergency. This security information can be accessed 24 hours a day via the web-based, password-protected application. Live camera feeds (as available) can also be integrated into CASE Global© to allow real-time monitoring of an emergency.

CASE Global© Centralized Command Center

PSC personnel working at the Command Center, located in California, can communicate security issues and monitor incidents at each deployment location. Incidents are reported internally and to the client's administration based on criteria pre-set by each shopping center. The Command Center also assists in coordinating emergency response between PSC and local first responders or other emergency personnel. Command Center employees receive 40 hours of on-the-job training with an experienced command center officer.

Emergency Response

The Technology also uses a trained emergency response team based in each operating region, which consists of security personnel who can quickly deploy to any PSC location in the event of an emergency. Personnel may be supplemented with off-duty sworn law enforcement officers from local agencies, as available. Part of the Emergency Response function is the Mobile Command Center, a self-sustained vehicle with a generator, satellite TV, mobile internet access, water tank, CCTV system with four wireless Pan-tilt-zoom cameras with the additional capability to connect to a local CCTV system, and two wireless cameras. The camera feeds can be digitally recorded and the system can wirelessly connect to remote systems via the internet. The Mobile Command Center's three large screen TVs can view camera feeds, satellite television, DVDs, and computer output and also includes medical triage equipment and first-aid supplies. The command center is staffed by a CASE Global command center employee and is supplemented by PSC security officers once at the crisis site. The decision to stand up the command center is made at the vice presidential level when a client has a critical incident and a mobile command center is needed.

The Technology also includes policies and procedures for recruiting, screening, and hiring of employees.

The Technology does not include defense against or response to chemical, biological, or radiological incidents.



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Certificate of Conformance

This will certify that, on this date,
the United States Department of Homeland Security issued to

Professional Security Consultants, Inc.

a California Corporation

a Certification for its

Security Guard Services for Commercial Shopping Malls

as an 'Approved Product for Homeland Security' under the
Support Anti-terrorism by Fostering Effective Technologies Act of 2002 (the SAFETY Act).

Daniel M. Gerstein, Ph.D.

Under Secretary for Science and Technology (Acting)

12/5/2013

Date



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References

REFERENCE NO. 1	
Project Name:	West Palm Beach Downtown Development Authority
Address:	301 Clematis St, #200, West Palm Beach, FL 33401
Contact Name / Title:	Raphael Clemente, Executive Director
Contact Phone Number:	561.833.8873
Contact E-Mail Address	rclemente@westpalmbeachdda.com

REFERENCE NO. 2	
Project Name:	Fort Lauderdale Downtown Development Authority
Address:	305 S. Andrews Ave., #301, Fort Lauderdale, FL 33301
Contact Name / Title:	Mr. Chris Wren, Executive Director
Contact Phone Number:	954.463.6574
Contact E-Mail Address	chriswren@ddaftl.org

REFERENCE NO. 3	
Project Name:	Pompano Beach Community Redevelopment Agency
Address:	100 W. Atlantic Blvd., 2nd Flr., #276, Pompano Beach, FL 33060
Contact Name / Title:	Nguyen Tran, Northwest Director
Contact Phone Number:	954-545-7769
Contact E-Mail Address	Nguyen.tran@copbfl.com

REFERENCE NO. 4	
Project Name:	The Related Group
Address:	700 S. Rosemary Ave., #200, West Palm Beach, FL 33401
Contact Name / Title:	Ryan Hallihan, General Manager
Contact Phone Number:	561.209.6511
Contact E-Mail Address	rhallihan@related.com

REFERENCE NO. 5	
Project Name:	Fort Lauderdale Police Department
Address:	1300 W. Broward Blvd., Fort Lauderdale, FL 33312
Contact Name / Title:	Franklin Adderley, Chief
Contact Phone Number:	954-828-5590
Contact E-Mail Address	fadderley@fortlauderdale.gov



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Delray Beach DDA

COST ANALYSIS

Prepared 12/12/16

<u>Position and Hours</u>	<u>Pay-Rate</u>	<u>Billing Rate</u>	<u>Total</u>
Security Officer – (250 hrs. p/wk)	\$11.00	\$16.73	\$50,190.00
Weekly Hours: 250			
12 Weeks			\$50,190.00

Note: Cost does not include State Use/Sales Tax. PSC will bill additionally, based on state's current Use/Sales tax %.

- PSC charges Time and half the usual rate for guards working during (6) national holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving & Christmas Day) (This billing will be billed additional during the holiday months)
- PSC charges Time and half the usual rate for guards working during additional hours for emergency and special events.



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Cost per hour includes:

- 1. 24hr Command Center** – Dedicated staff to fully functional command center designed to assist your organization in expediting the communication of important safety, security, and facility information. **(24-hour toll free assistance number: 1-888-CASE-210 / 1-888-227-3210)**
 - High Speed Internet
 - Emergency Power Generator Back-Up
 - Notifications via phone, text message, or email.
 - Custom Notification Matrix
- 2. Uniforms** – Standard Security Uniform according to the customer's demands.
- 3. Guard Training (Certified by Homeland Security)** – Unique officer training program according to the state regulations, Using DVD's, Interactive Computer Presentations, Physical Instruction and Testing.
- 4. CPR/First Aid training**
- 5. (2) Patrol Bikes**
- 6. (2) Two Way Radios**
- 7. (1) Casemobile Cell Phone**
- 8. AED Training & Certification**
- 9. Background Screening & Drug Testing**
- 10. Additional Security Support provided by other Florida Accounts**
- 11. CASE Global Incident Management Tracking Software (at no cost)***
(Certified by Homeland Security), - Case Reports is a Web based Incident Reporting and analysis tools, which is fully customized to meet the needs of Delray Beach Downtown Development Authority. Case Global Incident Tracking System is a tool to capture incident and events of interest for its customers. The system has built-in support for multi-level hierarchy for incidents and events.

*Case Global Software is a software tool used and owned by Case Global. At no time is it assumed that Case Global property rights, source code or copyright will be given to the Client or contracting entity.

The Ambassador Program is an ongoing, innovative, community-oriented security program that had its origins in July of 2006. The overall goal of the program is to improve safety and security, as well as enhance the quality of life in a specified (typically "downtown") area.

- **Innovation:** The Ambassador Program is groundbreaking in several ways -
 - First, the program hinges upon close cooperation between the City's municipal police force and a private security provider, Professional Security Consultants (PSC). The commander of the Police Department's Entertainment District Unit (EDU) (or a similar unit) works hand in hand with PSC Regional Director to plan deployments for special events or to areas of critical concern. This allows the private security officers to function as the "eyes and ears" of the police department, freeing up valuable time for officers to tend to more serious issues.
 - Second, the program has been known to successfully utilize a radio communication system that integrates police dispatch, security office dispatch, nightclubs, and condominiums. For example's sake, the radio network, known as iWatch, was purchased in West Palm Beach with public funds for use in the Downtown Entertainment District. The radio network enables seamless communication between stakeholders and public safety staff.
 - Third, as an added component of services, Ambassadors function as guides, offering information, directions, and assistance; or, as safety escorts for those who feel uncomfortable walking to their car or condo alone. This has taken the Ambassador Program beyond simply providing eyes on the street, truly giving it the ambassadorial component that embodies the downtown client's overall goal of making their area a great place to live, work, and play.

- **Diversity:** The Ambassador Program employs a racially and ethnically diverse staff in the local area. This includes Caucasian, African American, Haitian, and Hispanic individuals (among others). South Florida is a place of great diversity and we have strived to ensure that our Ambassador Programs reflect the character of the communities it serves.

- **Replication:** The primary factors to consider while attempting to successfully replicate the program are ensuring a high level of cooperation + coordination with the municipal police force, and establishing clearly defined roles/protocols for private security personnel operating in the public realm. Unlike mall or shopping security programs, private security officers working in the public realm are not able to ask an individual or group to "leave the property". The support of the local police and the ability to have that support arrive quickly is critical to the success of such a program. The Downtown Ambassador Program was created to address specific problems and was done so with input from community stakeholders and the local police department. Duplicating this effort in other communities would require the same steps to establish an effective working relationship between all parties.

- **Representation:** With close working relationships that include the Police Department, the business and residential communities, City staff from the Parks and Public Works Departments, and cooperation/guidance from homeless outreach specialists, the Ambassador Program is able to gather inputs and share information with many partners. The resounding success of the program is largely attributable to the partnerships that have come together as stakeholders in the improvement of the Downtown area.
- **Outcome:** The positive impact of the Ambassador Program has been tremendous. As an example: since the inception of the WPB DDA Ambassador program in July of 2006, crime in the downtown area has decreased by well over 50%. The original goal of the program was to reduce nuisance crimes (such as aggressive panhandling, public intoxication/open container, graffiti and vandalism). However, the benefits of the program have far exceeded expectations. As a result of the reduction of less serious crimes, the overall crime rate, including more serious offenses, has dropped as well. This is attributed to the Ambassadors' management of nuisance issues thereby allowing police officers to deal with more serious public safety issues. The reduction in crime and the highly visible patrols throughout the district have combined to dramatically change the public's perception of Downtown West Palm Beach. This has been evident in favorable news media reports and positive feedback from stakeholders in the downtown residential and business community. This change in perception has contributed to increased pedestrian traffic throughout the district, business growth, and an overall drastically improved public image of Downtown West Palm Beach.

Now, with nearly ten years of success improving downtown areas, the Ambassador program has created an environment that is safe and comfortable for all in multiple downtown districts without being overbearing/heavy-handed in their approach to situations that require attention. With the majority of safety and security issues addressed, we have learned that it's possible and beneficial to transition the program to perform more outreach and community service in addition to providing security for the community.

In recent years, the program has shifted some of its focus on environmental and maintenance issues, such as CPTED items (damaged/inoperative lights, sidewalk hazards, code issues, broken infrastructure, etc.). We have also worked to provide a higher level of customer services to our retail and entertainment establishments through more frequent courtesy visits. This allows our Ambassadors to gather valuable information about the health of the downtown community, thereby providing valuable feedback on how the program can be continuously refined.