

**William S. Hart Union High School District
2020-2022 Graduation Security
PARKING LOT/TRAFFIC FLOW MIGRATION**

**COC
26455 Rockwell Canyon Road
Santa Clarita, CA 91355**

We will need:

- Security officers ensure the rules governing the parking lot are followed, and report any suspicious activities when necessary to the local authorities
- Grant/deny access to vehicles coming in and out of the parking lot
- Save the first four rows of parking close to the stadium gate for handicap vehicles only
- Secure all 14 lots at COC
 - One guard at each lot (14 guards total)
- Guard shifts will start as follows
 - For 6:00 pm graduation
 - 2:00 pm – 9:00 pm
 - For 8:30 am graduation
 - 4:30 am – 10:30 am
 - For 7:00 pm graduation
 - 3:00 pm – 9:00 pm
 - Make sure the lot is empty before the guard shift ends
- **Your attendance at our Graduation Meeting On May 5TH, at 10:00 am**

We are soliciting quotes early so we ask that the bidder ensure that the rates quoted will be applicable during the time services are needed. Quotes will be good for 3 years. Please quote based on each year services are provided (The District reserves the right to reduce or increase the total number of hours needed).

Graduation Schedule:

<u>Friday, May 29</u>	Bowman	6:00 pm – 7:30 pm
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<u>Tuesday, June 2</u>	Golden Valley	8:30 am – 10:00 am
	Hart	7:00 pm – 8:30 pm

<u>Wednesday, June 3</u>	Canyon	8:30 am – 10:00 am
	West Ranch	7:00 pm – 8:30 pm

<u>Thursday, June 4</u>	Saugus	8:30 am – 10:00 am
	Valencia	7:00 pm – 8:30 pm

- **2020 Estimated Regular Hours - 602**
- **2020 Estimated Holiday Hours - 0**

2020

2021

2022

Regular Hourly Rate

22.50

23.50

24.50

Holiday Hourly Rate



Top Star Security Guard
6949 Lubao Avenue
Winnetka, CA 91306 Phone
Phone: (818) 802-5600 Fax : (747) 900-6031

Proposal

Top Star Security Guard, offers a wide range of individualized services to meet every client's specific needs. We have provided a brief overview of services offered, operations, supervision, clientele types, training and negotiable security quotes as follows:

UNIFORM/EQUIPMENT

Officer's attire will depend on the account type and client preference to include:

Hard profile uniform: Military pleated shirt with company identifying patches affixed to both sleeves, formal nylon security pants, tie, black shiny work shoes, gold toned name tag and badges,

Formal attire: Business style attire includes a 3 piece suit, tailored shirt with tie, dress shoes and a belt. Some clientele prefer a blazer, dress shirt, slacks with a tie and belt clipped badges.

Casual attire: polo shirts with company identifying patches affixed to both sleeves, cotton canvas pants or khakis, belt, work shoes and name tag.

Security Accessories available include:

Duty belt, handcuffs, flashlight, communication devices (two way radios or cell phones), name badge, and metal detectors. Officers certified in baton or chemical irritant agent will carry this equipment upon client's request. Armed officers will have their hand gun permit at all times, their weapon and a gun holster.

All security will maintain high visibility in an effort to deter crime, unless your account requests otherwise.

PATROL

INTERIOR AND EXTERIOR FOOT PATROL: Our foot patrol officers provide a coordinated effort to deter crime. Foot Patrol Officers generally patrol a small to medium area. By patrolling on foot, officers are able to check concealed areas and continually interacting with the public. Foot patrols allow a specific area to be heavily patrolled. We utilize foot patrols as a proactive approach to deter crime, increase safety, identify potential problems and enhance customer and community relation.

OFFICER DUTIES

The Officers primary responsibility is the protection of the client's interest, property, and facilities. This is accomplished through an alert, observant, responsible, and trained officer. Our professional officers will also provide information and aid in an efficient and courteous manner.

- A. Security Officers will conduct random patrol patterns throughout the premises, maintaining access control, surveillance of persons entering and exiting the property, to detect persons attempting to gain unauthorized access onto the property, monitor parked vehicles, parking lots, fence lines, common areas, buildings and storage areas within the established areas of responsibility. This is to prevent the loss of life, property, vandalism, graffiti, theft, and trespassing. The officers will report all crimes, discrepancies, facility safety issues and fire and safety hazards to the designated personnel and/or agencies.
- B. The Officers will tactfully and courteously issue verbal warnings to individuals violating property rules and safety regulations. Officers will also provide written documentation of such issues.
- C. The Officers will complete field interview cards and written log entries will be noted on any unauthorized persons on the property or persons who are in non-compliance with the property rules, regulation and/or State and Federal laws. All trespassers will be given a trespassing warning as dictated by the law and escorted off the property. If a **trespasser** fails to comply, they will be detained until the local law enforcement agency is notified. **Solicitors and loiter** will also be advised to leave the premises if they do not have legitimate business or are not properly sponsored onto the property.
- D. The Officers will make lawful arrests, within their scope of practice when criminal acts have been committed, and upon receipt of a subpoena, the officer will testify in court for prosecution.
- E. While conducting patrols, the Officers will record all fire and safety hazards, unsecured doors/buildings, broken windows and/or locks, burned out lights, graffiti, property damage or vandalism as well as trip hazards.
- F. The Officers will respond to any emergency calls from customers /employees and take appropriate and necessary action.
- G. The Officers will prepare and submit completed reports on observed and/or reported incidents or complaints. All statements will be accurate and complete as required.

Officers Duties Continued:

- H. The Officers will maintain a daily report of all activities listed in chronological order. A copy of the report will be left with a designated person or location at the end of each shift.
- I. The Officers will provide courteous directions, assistance, and escorts to all patrons and employees as required.

PRE-EMPLOYMENT SCREENING / TRAINING

TOP STAR SECURITY GUARD , personnel undergo a complete pre-employment selection screening process. This consists of a written application, oral interview, extensive background screening, verification of prior employment and ensuring current credentials and required licenses are up to date and meet state standards. This process assures that we hire only qualified and responsible personnel.

Each Officer has successfully completed the “Powers to Arrest” examination required by the State of California. Additionally, each Officer continuously participates in training and education to maintain and update their qualifications and tactics. The training consists of but is not limited to:

- a) Report Writing
- b) Customer Services/ Public Relations
- c) Arrest/Search Techniques
- d) Escalation and De-escalation of Force/ Crisis intervention
- e) Identification of Sexual Harassment
- f) Loss prevention techniques/shoplifting deterrent techniques
- g) Disability acts
- h) Emergency preparedness
- i) Fire Safety Control

OUR CLIENTS AND A BRIEF OVERVIEW OF SERVICES PROVIDED:

Gated community properties:

Customer service & relations

Access control

Traffic control

Parking enforcement

Concierge services
Emergency response and planning
Elderly and vacation spot checks
Random interior/exterior property patrols ensuring all perimeters are secure

Clients & Brief Overview Continued:

Retail properties

Customer Service
Store entrance & exit monitoring
Utilize loss prevention techniques & theft prevention
Observe & report shoplifters
Confrontation and de-escalation techniques
Detain shoplifters and make lawful arrests within security's scope of practice
Interior and exterior foot patrols.
Parking enforcement / Crowd control
Escort customer and store personnel after hours upon request.

Retail shopping centers/Mini malls

Customer service and public relations
Parking enforcement / traffic control
Prevent loitering / soliciting
Theft prevention / search / detain / respond to customer incidents and concerns
Exterior foot patrol

Distribution and industrial:

Customer Service
Access Control / gate house services
Asset protection & theft prevention
Truck and vehicle logging.
Traffic and pedestrian control
Dock monitoring
Interior and exterior foot patrol
Identification of unsafe circumstance
Emergency management, fire safety and building safety inspections.
Parking enforcement

Special entertainment events and the private sector:

We provide access control, as well as parking, traffic and crowd control. We service small company, corporate, private and community events. We partner with local law enforcement to ensure community safety. We provide private party and executive security escorts.

Concierge Services:

Greet customer

Building access control (monitor employees, contractors and visitors access)

Maintain visitor logs and issue visitors badges.

Accept packages

Respond to, follow up and resolve complaints (limited to scope of practice)

Answer phones for information purposes

Provide courteous directions and nearby community referrals / prevent soliciting.

Continued:

Note:

All accounts are provided with Daily Facility Inspection forms, Daily Activity Report forms and Incident Report forms as well as Interior and Exterior Foot Patrols check list.

SUPERVISION:

The **Director of Field Operations**, will negotiate all duty changes, consultations, and job related interest with the client or designated property supervisor.

A **Post Supervisor** will be assigned to the property if it is required by the contract and will conduct random inspections of the post and personnel. The supervisor will maintain all post equipment and be responsible for the accuracy and completeness of submitted daily logs and reports. The Director of Field Operations reviews all logs and reports on a daily basis.

Company Managers Conducts spot checks of all accounts and will be driving a company vehicle that is clearly marked with the company name. This vehicle will be equipped with the following:

- a. Cellular Telephone
- b. First aid kit / Site specific emergency manuals containing- fire extinguisher locations, fire exits, water and main gas shut offs pertain to each property serviced.
- c. Vehicle Spot Lights
- d. Customized post orders pertaining to each account being supervised, for site inspection purposes.

Policies and Procedures

Post procedures are individually designed for each protected property. A copy of the customized procedures are provided to the client, maintained on the property at the onsite

security post at all times and provided to the designated manager conducting the daily spot checks.

The post orders include site specific information relevant to the client, company operations and contains policies and procedures in which, each employee is required to learn and adhere too. **Top Star Security Guard** post orders consist of the following:

Employee Policies / Procedures / Requirements and Internal Operations

- a) **Site specific procedures:** customized to each account.
- b) **Personnel Procedures:** Payroll, Attendance, Probation Period and Industrial Accidents.
- c) **Conduct and Regulations:** Conduct and Regulations, Personal Appearance Standards, Public relations and Sexual Harassment.
- d) **Uniforms:** Regulations governing Uniforms and Inspections.
- e) **Weapons:** Escalation/De-escalation of force theory, Defensive Tactics, Chemical Irritant Control Device, Firearms, Use of Firearms Policy, Firearms Qualification Requirements, and Firearms Diagrams.
- f) **Company Equipment:** Use of Company Vehicles, Radio Procedures, Radio Operating Instructions, Equipment Loss/Damage Reports and Vehicular Accident Reports.
- g) **Training Bulletins:** Basic Arrest Procedures, General Report Writing, Handling Mental Illness/Substance Abuse and Fire Safety /Control.

Twenty-Four Hours (24) Dispatch Center

Top Star Security Guard maintains a twenty-four (24) hour Dispatch Center, 7 days per week. The company dispatch number will be made available to all management and employees. Management is encouraged to call in emergencies, complaints, and crimes in progress. The security Officer will then be dispatched via cell phone to the call.

With the Security Officers having direct communication to the Dispatch Center, Local Law Enforcement Agency, Fire Department, and Paramedics can be summoned immediately. Furthermore, the client may also call the Dispatch Center at any time to provide or receive information.

Top Star Security Guard gives first priority to all clients, should a civil arrest or emergency condition arise. This "PRIORITY" includes request for additional work hours, officers, and equipment.

Per the client's request, additional officers maybe called into work at times other than their normal schedule.

*****Please review service rates provided on the next page*****

START SECURITY :

2020 \$22.50

2021 \$23.50

2022 \$24.50

FOR ONLY PARKING LOT TRIFIC CONTROLS

14 GUARDS FLAT RAET IN COULD HOLIDAY

Service rates are as follows and negotiations can be discussed:

Unarmed Security Officer	

Our rates are very competitive; however we are willing to discuss negotiations to meet your budget needs.

HOLIDAY RATES:

We recognize six major holidays (New Year Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). Any of our employees

who work on these holidays will always get paid time and a half, so we charge our clients time and a half for these 6 holidays.