

Memorandum

Public Works Department



To: City Manager
Subject: Motor Vehicle Parking System
Date: May 27, 2014
Number: 2014-118

The Motor Vehicle Parking System (MVPS) has been modified many times over the years due to changes in technology and desires of the business community. Changes included eliminating virtually all parking meters and establishing the current two to four hour time limits. The MVPS attempts to balance several competing customer demands and provide:

- 1) convenient, free, high-turnover parking for downtown business customers
- 2) low cost, all-day parking for downtown employees
- 3) convenient, low cost, long term parking for downtown residents

Two Parking Enforcement Attendants (PEAs), a PEA II and a PEA I, are assigned to parking enforcement. The PEA II devotes most of her time to MVPS administrative duties such as entering hand written tickets from the Police Department and the Augustana College security officers, answering parking ticket complaints and pursuing parking scofflaws. The PEA I patrols downtown and checks other areas such as the Hilltop Business Area when time allows. The PEA I recently accepted a promotion to the vacant Water Meter Reader position. The PEA I vacancy has presented a unique opportunity.

Per Mar Security and Research Corp. has submitted a proposal to provide parking enforcement services to the City. Under the proposal Per Mar personnel will cover all enforcement duties currently handled by the PEA I at an hourly rate of \$16.38 per hour. City personnel will still handle all administrative functions. Contracting with Per Mar will result in a reduction in General Fund personnel costs:

Current PEA I Salary and Benefits:	\$46,550
Per Mar Security Officer (\$16.38 x 2,080 hours)	<u>\$34,070</u>
Personnel cost savings to the General Fund:	\$12,480

In addition to the personnel savings there are other advantages to the Per-Mar proposal:

- **Guaranteed Staffing** – Currently there is no enforcement (other than Police) when the PEA I is on paid leave (sick, personnel, vacation, etc.) This averages over 276 hours per year in lost enforcement time. Per Mar is proposing to have multiple security officers trained in parking enforcement so there will be no time lost due to employee leave. The six holidays recognized by Per Mar are also City holidays when there is currently no parking enforcement.
- **Reduced Liability** – Employee liability will be the responsibility of Per Mar.
- **Extended Hours and Events Coverage** – The 8 hours/day, 40 hours/week that Per Mar will provide coverage does not have to be consecutive. Hours/days can easily be adjusted to accommodate special events on nights or weekends.
- **Additional Revenue** – The additional 276 hours of increased coverage is expected to increase revenue approximately \$11,498 to \$13,358 per year.

The personnel savings combined with the estimated revenue increase will provide a significant benefit to the General Fund:

Personnel Savings:	\$12,480
Increased Revenue:	\$11,498 - \$13,878
Total benefit to the General Fund:	\$23,978 - \$26,358

- Attachment 1: Per Mar Proposal
- Attachment 2: Per Mar Contract
- Attachment 3: Revenue Calculations

Recommendation:

The Public Works and Finance Departments recommend contracting with Per Mar Security and Research Corp. to provide parking enforcement services and authorize the City Manager to sign the contract documents.

Submitted by: Randall D. Tweet, Public Works Director
Cynthia Parchert, Finance Director

Approved by: Thomas Thomas, City Manager



SECURITY SERVICES

The Road Ahead



Proposal for Security Officer Solutions
Presented to

Rock Island, Public Works Department

“Guardians of People, Property, and Profits for Life”

PREFACE

Please find below Per Mar Security Services' single point of contact information. Your dedicated General Manager will remain with you throughout the duration of your relationship with us.

 <p>PER MAR SECURITY SERVICES</p> <p>www.PerMarSecurity.com</p> <p>Commercial & Residential Security Systems Physical Security & Special Event Services Access Control & CCTV Systems Professional Investigative Services Fire Alarms</p>	<p>Ken Ockerman General Manager</p> <p>kockerman@permarsecurity.com P: 563.468.6744 F: 563.326.5222 C: 563.650.7123</p> <p>5424 Tremont Avenue Davenport, IA 52807</p>
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Expiration of Proposal

This proposal for Security Officer Solutions is submitted to Rock Island, Public Works Department on May 6, 2014 and will remain valid for a period of 60 days from date of submission.

Statement of Confidentiality

All information contained in this document is proprietary to Per Mar Security Services and is submitted to Rock Island, Public Works Department with the understanding that it will be held in the strictest confidence and will not be disclosed, duplicated or used, in whole or in part, for any purpose other than the evaluation of the document by Rock Island, Public Works Department.

Equal Employment Opportunity Statement

Per Mar Security Services is an Equal Opportunity Employer pledged not to discriminate in employment on the basis of race, religion, sex, national origin, non-job related medical condition or handicap, marital or veteran status or age. Pronouns used in this proposal are gender neutral. Specifically, the pronouns he, she, him, and her are intended to describe both male and female applicants and employees.

EXECUTIVE SUMMARY

Per Mar Security Services is pleased to provide Rock Island, Public Works Department with the following proposal for permanent and temporary services, and is very eager to earn your business.

Per Mar's Organizational Strengths

Per Mar has grown to become a cost-effective provider of customized security solutions for a wide variety of industries – manufacturing, healthcare, K-12 schools, college campuses, distribution, financial, retail, insurance, transportation, sports and utility industries. Per Mar currently employs more than 3,000 professionals in every discipline of security. Solutions range from security officers to intrusion and fire alarms, access control, CCTV system monitoring, background and drug screenings, training/educational solutions, and investigative solutions. We have the most experienced, integrated teams available in the industry to design security solutions that meet your security requirements and budget.

Partnership Commitment

Per Mar is a trusted partner that provides ongoing security solutions. Rock Island, Public Works Department can count on Per Mar to have your best interests in mind, consulting with you on the latest integrated physical and electronic security technology available and best industry practices. We recognize opportunities to enhance security requirements, reduce security budgets, and leverage such awareness to garner long term customer loyalty.

DIFFERENTIATORS

Per Mar takes pride in the fact that its client retention rate continues to track between 95% and 99%, well above the industry average of 80%. Our success is a culmination of our employees, our commitment to operational excellence, and our quality assurance measures.

✓ Our Employees

- Employer of Choice: Per Mar pays a competitive wage rate, with 20% of new hires resulting from employee referrals.
- Selection: All Per Mar employees are thoroughly trained and qualified to perform the scope of work to which they are assigned and meet all qualifications and specifications of Rock Island, Public Works Department.
- Retention: Per Mar's officer retention rate has paced well above industry average over the past two years.
- Professional Development: Per Mar has made a significant investment in its training programs and the development of a career path for all employees. Per Mar has a dedicated training director who ensures consistency and compliance across the organization. In addition Per Mar provides paid, annual frontline development training to all site supervisors and account managers.

✓ Our Commitment to Operational Excellence

- Proactive Management: Per Mar managers do not wait to react to circumstances, we provide proactive solutions including impromptu field inspections, monthly meetings, quarterly client satisfaction surveys, post order reviews, and account status reports.
- Responsiveness: Per Mar provides clients with an operational single point of contact (our General Manager) whom is empowered to make decisions, provide solutions, and resolve client concerns timely.
- Transition Planning: Per Mar has a detailed transition plan that incorporates all aspects of recruitment, selection, training, supervision, and quality assurance to make a seamless switch.



- Transition Execution: Per Mar is committed to providing an on-site Human Resource Generalist for up to 5 business days, at no expense to clients, on new account transitions that are 168 hours per week or greater.
- Post Order Preparation: Per Mar has an extensive post order production which includes a review, procedural questionnaire, recommendations, development of the on-the-job training manual, as well as final approval.
- Contingency Planning: Per Mar has a structure in place to ensure the continuity of business operations at all times.
- Quality Assurance Program: Per Mar takes QA to another level with implemented key performance indicators, health and welfare checks, performance evaluations, post inspections, client surveys, employee satisfaction surveys, and an account annual service appraisal program.

RECRUITMENT



Per Mar's most important objective is to provide the highest quality service. As such, it is essential the individuals we employ are responsible, able to perform to our high standards, and be of solid character.

Per Mar screens all applicants to ensure they are the best fit to protect your people and property. Additionally, our competitive wages and comprehensive benefit package are reasons we have been more successful in attracting and keeping higher caliber applicants through an extensive network for recruitment sources.

The Per Mar Advantage

Per Mar's recruitment program utilizes several resources and programs to assist our local branch recruitment team locate and hire the best applicants.

Our recruitment program is outlined below.

HUMAN RESOURCE PROFESSIONALS

Recruitment efforts are driven by HR professionals who are responsible for managing the recruitment channels, as well as creating applicant job profiles necessary to place the right person in the right position.

EMPLOYEE REFERRAL REWARD PROGRAM

Per Mar currently has over 3,000 employees who understand the high standards required to be a Per Mar employee and the benefits that accompany such a position. Many of our applicants encourage relatives or friends to seek employment with us. Current employees are eligible for cash rewards for successful referrals.

DEVELOPED PARTNERSHIPS WITH GOVERNMENT & COMMUNITY AGENCIES

Per Mar has an extensive network of partnerships with government and community agencies in every geographic location in which we have operations.

Per Mar utilizes uses several tools that help ensure our recruitment efforts are successful.

- Training on the interview process is given to all branches and HR Professional's responsible for interviewing. A checklist is also utilized to ensure all applicants have a chance to respond to the same interview process so a balanced analysis can be made.
- Each office has a comprehensive and diverse listing of recruitment sources to ensure qualified applicants remain in the applicant flow.
- We participate in local Job Fairs to promote the Security Officer Career.
- We work with state Workforce Development centers in all communities.
- We advertise with local newspapers and shoppers, colleges and we post all job openings on over 120 Internet sites.

SCREENING / PLACEMENT

Imagine for a moment that Per Mar is a bus and our employees are the passengers. As we head down the road, we want to make sure we have the right people on our bus and in the right seats.



The screening and placement process is extremely important to Per Mar as it determines if a new applicant should be on the bus and helps identify where their ideal spot is on the bus.

Every location we provide security officer solutions for is inherently different, and therefore requires different skill sets, aptitudes, motivations, and people.

After we define the requirements a security officer must meet, we will utilize this plan to ensure the most qualified employees are in your seat on the bus. This process includes the following:

Step 1 Application / Resume Submission

An application for employment or resume submitted to Per Mar is the very first step in the process. Either of these documents is then evaluated for a snapshot of English literacy and used as a baseline to determine their potential.

Step 2 Standards of Employment

The application is compared against our standards of employment to ensure the candidate meets those expectations. Specifically this includes the following:

- Have a means of communications and have access to reliable transportation.
- Be a U.S. citizen or provide documentation allowing residency and authorization to work.
- Not have a disqualifying criminal record.
- Be able to successfully pass a drug and/or alcohol screen test.
- Present a positive appearance and reflect good grooming habits.
- Read, write, speak and comprehend English.
- Physically able to perform duties in compliance with the Americans with Disabilities Act.
- Be at least 18 years of age.
- Must be able to work a flexible work schedule.
- Regular and consistent attendance of designated schedule for all positions.

Step 3 Interview

Per Mar has well-trained staff who perform in-depth interviews. After careful review of the applicant's information, questions are asked to determine the best possible fit based on the applicant's skills, experience and potential. If this applicant meets the prerequisites and needs of Rock Island Public Works he or she will move on in the selection process.

Step 4 Background Investigation

Per Mar's comprehensive background investigation is designed to make sure applicants are who they say they are, are reliable and dependable, and do not have a criminal history. Per Mar's Investigative Division executes all components of the background check.

The components of our background investigation include:

- Federal Criminal Record Search
- Statewide Criminal Record Search
- County Criminal Record Search
- County Civil Record Search
- Social Security Trace
- Driver's License History
- Sex Offender Registry Search
- Employment Verification
- Education Verification
- Reference Verification

Step 5 Drug Screen Program

Per Mar Security has an established drug-screening program which includes pre-employment drug screening. All employees assigned to Rock Island, Public Works Department will have undergone a drug screen that tests for THC, Cocaine, Methamphetamines, and PCP with negative results.

We also have random drug testing in which approximately 10% of Per Mar Security employees working at a facility will be tested annually. In addition, we perform drug testing for reasonable suspicion and post accident situations.

Step 6 Pre-Assignment Training

As described in depth by your General Manager our pre-assignment training will take place to ensure the security officer is able to retain knowledge on general security practices and meets all state hiring standards prior to being assigned to the Rock Island, Public Works Department.

Step 7 Placement

The final step in the process is placement at the Rock Island, Public Works Department. This is only contingent on the Rock Island, Public Works Department approval of the security officer and the other steps of this process being complete with a successful result.

The employee is now ready to begin on-the-job training at the Rock Island, Public Works Department.

As mentioned at the beginning of this section we want to make sure we have the right people on our bus in the right seats. This process helps ensure Per Mar's employees will be ready for a long and prosperous trip.

REFERENCES

City of Davenport

226 W. 4th Street.

Davenport, IA 52801

Doug Roelfs

Environmental Services Supervisor

(563)326-7891

cad@ci.davenport.ia.us

Summary: Per Mar Officers provide Patrol checks to the parking ramps and the Sky Bridge.

Palmer College of Chiropractic

100 Brady Street

Davenport, IA 52803

Stan Carlson

Director of Facilities

(563)884-5684

Carlson_s@palmer.edu

Started: 2/7/1989

880 Hours per week

Summary: Per Mar Officers provide campus security through roving patrols on foot and in vehicles, conduct parking lot security as needed, and provide coverage during campus special events.

Nestle Purina

PO Box 3588

Davenport, IA 52808

Linda Dimauro

Director of Human Resources

(563) 328-6551

ldimauro@purina.com

Started: 11/1/2003

383 Hours per week

Summary: Per Mar Officers provide Gate House duties at both Nestle Purina gates, log-in and out all truck traffic, check I.D's sign in & out all visitor's, and issue contractor safety equipment & safety guidelines, Carry periodic Trailer Lot checks.

INVESTMENT SUMMARY

Per Mar is proposing to Rock Island, Public Works Department the following billing rate structure for the Security Officer Solutions contained in this proposal.

Please note the billing rates are all inclusive of the following items:

Position	Regular	Overtime/ Holiday
	Billing Rate	Billing Rate
Security Officer	\$16.38	\$24.58

- Regular Wages
- Statutory Costs
- General Liability Insurance
- Uniforms
- Field Supervision
- Standard Issued Equipment
- General & Administrative Overhead
- Pre-Tax Profit

Overtime Rate

The overtime rate only applies for additional hours of service when requested with less than 24 hours notice.

Holiday Rate

The holiday rate applies to Security Officers who work the following six holidays: New Year's Day, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, and Christmas Day.

THANK YOU!

Per Mar would like to thank you for your time and consideration of our proposal.

We are committed to providing the highest quality Security Officer Solutions in the industry, as illustrated by our operational roadmap presented in this proposal.

We are eager to earn your temporary business and hope Per Mar Security Services is selected as your security solutions destination of choice.





Physical Security Services Contract

This agreement is made and executed this 6 day of May, 2014, by and between Per Mar Security & Research Corp., an Iowa Corporation (hereinafter called "Per Mar") and City of Rock Island (hereinafter called "Client") for the term beginning 15th day of June, 2014, and a duration of one year. At the end of this term, this agreement will automatically renew for a like term.

Whereas, Client maintains and operates a Municipality in the City of Rock Island, State of Illinois.

Now, for the consideration hereinafter set forth, the following is agreed by and between the parties:

1. That Client engages Per Mar to furnish Security Officer service at the above Client location under the terms as set forth below.
2. Without limiting responsibility of Per Mar for the proper conduct of the Security Officers and the protection of the protected property, the conduct of the Security Officers is to be guided by policy and rules agreed upon between Client and Per Mar; and such other special written instructions applicable to the services as may be agreed upon by the parties from time to time.
3. Per Mar is responsible for the direct supervision of its Security Officers through its designated agent at the premises to which this contract relates and such agent will in turn be available at all reasonable times to report and confer with the designated agent of the Client with respect to the services.
4. Per Mar agrees that the protection services covered by this contract shall be performed by qualified employees in conformity with practices current in the security industry. Per Mar further agrees that, upon request from Client, Per Mar will remove from service hereunder any of its employees who, in Client's opinion, is guilty of improper conduct, as quickly as a qualified replacement can be made available.
5. All personnel required for the performance of this agreement shall be employees of Per Mar, and that Per Mar shall be responsible for the payment of compensation, payroll taxes (federal, state and local), worker's compensation and liability premiums. Where required, Per Mar shall be responsible for the furnishing of uniforms and identification badges.
6. Per Mar shall provide Security Officer service for a minimum of 40 hours per week unless a coverage change is specifically agreed to by both Per Mar and Client. The billing rates and equipment costs are based on this minimum; therefore, any permanent reduction in hours will automatically allow for a pricing re-opener to negotiate an increase in the hourly billing rates to adjust for the diminished hours.
7. For the services hereunder, Client will pay Per Mar as set forth in the following schedule of billing rates. Per Mar's invoices are payable upon presentation to Client, without deduction or offset of any kind or nature whatsoever. Client agrees to pay Per Mar interest at one and one-half percent per month or such maximum amount as permitted by law, whichever is less, on any invoice not paid within thirty days of invoice date. In the event Per Mar incurs costs associated with enforcing this or any other provision of this agreement, the costs, to include attorneys fees will be paid by the Client.

SCHEDULE OF BILLING RATES

Position	Hourly Rate	Overtime & Holiday Rate
Security Officer	\$16.38	\$24.58

The above billing rates shall apply during the term of this contract; however, if a change in state or federal minimum wage rates, or if any other legislation or regulation, whether federal, state or local, that adversely affects Per Mar's direct labor and/or payroll tax costs, Client agrees to pay the revised billing rates which will reimburse Per Mar for its added costs. Client also agrees to pay revised billing rates to reimburse Per Mar for added costs resulting from increases in Per Mar's insurance premiums. In addition to the schedule of billing rates provided herein, the Client shall pay any sales or service taxes which Per Mar is required to charge under applicable laws. Per Mar shall invoice Client for services weekly.

8. These billing rates are applicable without regard to any overtime pay which may be paid by Per Mar to its employees. It is further agreed that where conditions exist at the protected property that would require the assignment of Security Officers in excess of the number of hours as specified in Paragraph 6, Client shall pay Per Mar the overtime billing rate as incurred for those hours in excess of the minimum hours per week, as set forth in the schedule of billing rates.

9. Client shall pay the holiday billing rate as specified in the schedule of billing rates for service rendered on the six following holidays: New Year's Day, Independence Day (July 4th), Thanksgiving Day, Christmas Eve, Christmas Day and New Year's Eve.

10. It is understood and agreed that Per Mar is not an insurer and that insurance, if any, covering personal injury and property loss or damage on Client's premises shall be obtained by Client; that Per Mar is being paid for security services designed to augment Client's overall security program and the amounts being charged by Per Mar are not sufficient to warrant against loss; and Per Mar does not assume responsibilities for any losses which may occur unless due to Per Mar's sole negligence.

11. Client shall not employ an employee of Per Mar during the term of this contract and from one year after the date of termination thereof, and Per Mar shall not employ any employee of Client during the entire term of this contract or for one year after the termination thereof.

12. Either party may terminate this contract by serving the other party with written notice at least thirty days prior to the termination date. An unsatisfactory payment pattern by the Client shall constitute good cause, and service, at Per Mar's option, may be terminated immediately without penalty.

13. This contract may be reopened, upon the request of either party, one time in each consecutive twelve-month period during the term of this contract for the purpose of negotiating revised billing rates for the Security Officer service herein provided. These billing rate revisions are exclusive of those specified in Paragraph 7.

14. This agreement constitutes the entire agreement and understanding between the parties superseding all prior representations, understandings, discussions, negotiations, commitments, and agreements of any kind. The undersigned representatives have express authority to bind their companies with respect to all matters requiring approval or authorization of the above terms and conditions.

In witness whereof, the parties hereto have executed this agreement as of the day and year first above written.

Per Mar Security & Research Corp.
P.O. Box 4227
Davenport, Iowa 52808

City of Rock Island
1528 Third Ave.
Rock Island IL, 61201

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Attachment #3

Enforcement Hours	City	PerMar	Difference
Monday-Friday, 8 am to 5 pm	2,080.00	2,080.00	0.00
minus leave time (hours)	276.60	0.00	276.60
Holiday Hours	64.00	56.00	8.00
total hours	1,739.40	2,024.00	-284.60
total days	217.43	253.00	-35.58
total weeks	43.49	50.60	-7.12

Parking Tickets Issued	City	PerMar	Difference
(2013/2014) year	3,691	4,294.92	-603.92
month	307.58	357.91	-50.33
week	70.98	82.59	-11.61
day	14.20	16.52	-2.32
hour	2.12	2.18	-0.06

Revenue Per Ticket	City	PerMar	Difference
Avg Ticket (2009-2014) \$22.98	\$84,819.18	\$98,697.26	(\$13,878.08)
Avg Ticket (2013-2014) \$19.04	\$70,273.00	\$81,771.04	(\$11,498.04)