



ARMOUR HILLS HOMES ASSOCIATION MEETING
Committee Report
August 2017
Security Ad Hoc Committee

Speaker Guide

The second meeting of the Armour Hills Ad Hoc Committee evaluating neighborhood security strategies will include interviews with private security vendors currently providing services in the area. Additionally, a representative of Metro Patrol Division in the Kansas City Police Department will share information on the services currently in place and/or offered by PD.

At this meeting, the focus of the discussion will be on services, not cost. At a later time, some or all of the vendors may be asked to prepare fee proposals for the committee to review.

This list of topics is provided to ensure vendors provide consistent information and address specific topics of interest to the committee. Vendors may also present additional information (except cost and fees) they feel is relevant to their services or business model.

Vendors are also encouraged to bring examples of existing programs and records for committee members to reference. Client information can be redacted on sample documents.

- 1) Service delivery:
 - a) Describe a typical neighborhood program, i.e. patrol, vacation watch, alarm calls, etc.
 - i) Are field staff armed or unarmed?
 - ii) What process is followed if field staff encounters an incident or suspect?
 - iii) What process is followed if field staff encounters a suspicious person or activity?
 - b) How are the details of a program established and maintained, including schedule and duration of services?
 - c) Describe how a resident engages services for a time-sensitive issue and a scheduled event.
- 2) Record keeping and quality control:
 - a) How are staff deployed?
 - b) What records of service are kept by staff? What records are provided to the client?
 - c) What controls are in place to ensure services are executed consistently (shift-to-shift and from one staff person to another)?
 - d) How is the success of the program measured? Is there a feedback loop in the implementation process?

- 3) Account management:
 - a) Describe a typical client and how the relationship began
 - i) What specific goals are typical of a neighborhood client?
 - ii) Have you assisted in the development of a client organization or worked directly with a constituent group outside of an existing CID, NID, HOA, or business district?
 - b) Describe your organization chart as it relates to a specific client account, i.e. who interacts with the client in terms of schedule, reporting, billing, etc.
 - i) How many field staff are employed by your organization and what is the average level of experience/training?
 - ii) What types of ongoing training are required or available to field staff?
 - c) What are typical contract terms for services, i.e. annual contract, month-to-month? Does your contract have termination clauses for convenience or for cause?
 - d) Provide basic information on the insurance products in place for your organization and field staff.