



TOWN OF SURFSIDE
Office of the Town Manager
MUNICIPAL BUILDING
9293 HARDING AVENUE
SURFSIDE, FLORIDA 33154-3009
Telephone (305) 861-4863

LETTER TO COMMISSION

No.: 06-2024

To: Mayor Charles W. Burkett, Vice Mayor Tina Paul, and
Members of the Town Commission

From: Mark Blumstein, Acting Town Manager *MB*

Date: December 16, 2024

Subject: **Surfside Police Service Changes**

The purpose of this Letter to Commission (LTC) is to inform you on the upcoming changes related to Town Police Patrol Operations and enhance the flow of communication and transparency.

1. **Effective 1/6/2025**, Police Patrol will be moving from three-12-hour shifts per week to four-10-hour shifts per week. This will increase overlap of police presence and provide increased coverage of the Town, as well as increased traffic details.

2. **Effective by no later than 1/6/2025**, Town Police will engage a private security force, with budgeted funds, to provide nightly patrols across the residential district to supplement the Town's overnight police patrol shift. Also, during peak day and afternoon shifts, a private security force will assist the Town with movement of traffic at 88 Street and 95 Street. This will be a 60-day trial without armed guards, as recommended by the private provider, unless directed otherwise by the Town Commission at a duly noticed hearing.

If you have any questions or need additional information, feel free to contact me.

Enclosed: Kent Proposal
Bid Shift January 2025

Day Shift

SQUAD A (0800-1800 hrs.)

SGT/OFC Days Off: S, M, T

Sergeant	Colonna, Frank	ID#: 0109	SPD 40
Police Officer	Arch, Loxley	ID#: 0102	SPD 11
Police Officer	Campbell, Tammy	ID#: 0021	SPD 12
Police Officer	Ruiz, Lesmes	ID#: 0018	SPD 41

SQUAD B (0800-1800 hrs.)

SGT/OFC Days Off: TH, F, S

Sergeant	Lorente, Alejandro	ID#: 0122	SPD 90
Police Officer	Cruz, Marian	ID#: 0111	SPD 77
Police Officer	Lage, Ariol	ID#: 0150	SPD 34
Police Officer	Rosario, Joshua	ID#: 0158	SPD 29

Afternoon Shift

SQUAD C (1400-0000 hrs.)

SGT/OFC Days Off: S, M, T

Police Officer/ A/S	Valino, Jose	ID#: 0036	SPD 31
Police Officer	Matthews, Joe	ID#: 0091	SPD 32
Police Officer	Luke, Bryant	ID#: 0015	SPD 16
Police Officer	Hernandez, Dianna	ID#: 0119	SPD 22

SQUAD D (1400-0000 hrs.)

SGT/OFC Days Off: TH, F, S

Police Officer/ A/S	Lovellette, Craig	ID#: 0103	SPD 13
Police Officer	Gabriel, Bobby	ID#: 0126	SPD 33
Police Officer	Saffo, Donovan	ID#: 0146	SPD 35
TBA	TBA	TBA	TBA

Night Shift

SQUAD E (2300-0900 hrs.)

SGT/OFC Days Off: S, M, T

Sergeant	Torres, Julio	ID#: 0019	SPD 20
Police Officer	Villegas, Samuel	ID#: 0164	SPD 26
Police Officer	Ravelo, Ruben	ID#: 0165	SPD 25
TBA	TBA	TBA	TBA

SQUAD F (2300-0900 hrs.)

SGT/OFC Days Off: TH, F, S

Sergeant	Leon, Diana	ID#: 0107	SPD 30
Police Officer	Knight, Alberto	ID#: 0108	SPD 17
Police Officer	Smith, Micah	ID#: 0076	SPD 43
TBA	TBA	TBA	TBA

Special Assignment

C.E.T./ADMIN/C.I.U.

Sergeant (CET)	Matelis, Jay	ID#: 0082	SPD 4
Administrative Police Officer	Gentile, John	ID#: 0090	SPD 21
Detective (CIU)	Gambirazio, Kemuel	ID#: 0135	SPD 38
Detective (CIU)	Donoso, Ronald	ID#: 0144	SPD 24

Sergeant J. Matelis:	Tuesday – Friday	7AM-5PM
Officer J. Gentile:	Monday – Thursday	7AM-5PM
Detective K. Gambirazio:	Monday – Thursday	7AM-5PM
Detective R. Donoso:	Tuesday – Friday	7AM-5PM

Communications

(0700-1900/1900-0700 hrs.)

Supervisor: Days off: SMT/SSMT	Sperbeck, Susie	ID#: 0154	SPD 50 (7A-7P)
Operator: Days off: WTF/WTFS	Dardon, Jose	ID#: 0155	SPD 50 (7A-7P)
Operator: Days off: SMT/SSMT	Chamorro, Ana Maria	ID#: 0166	SPD 50 (7P-7A)
Operator: Days off: WTF/WTFS	Sierra, Maria	ID#: 0169	SPD 50 (7P-7A)

PEO'S & CSA'S

PEO/CSA Days Off: SMT

Parking Enforcement Officer	Acosta, Cristhian 7-5:30PM	D#: 0152	SPD 62
Community Service Aide	Popoteur, Henry 7-5:30PM	D#: 0161	SPD 82
Community Service Aide	Laurent, Donald 7-5:30PM	D#: 0163	SPD 83

PEO/CSA Days Off: TFS

Parking Enforcement Officer	Perez, Willie 7-5:30PM	D#: 0004	SPD 67
Community Service Aide	Fermin, Felix 7-5:30PM	D#: 0159	SPD 81
Parking Enforcement Officer	Castro, Josue 11-9:30PM	D#: 0124	SPD 65



PROPOSAL

**Town of Surfside
9293 Harding Avenue,
Surfside, FL 33154**

December 09, 2024

WELCOME

Dear Mark,

Thank you for the opportunity to showcase Kent Services and the many ways we can positively impact Town of Surfside.

Kent Services has delivered over 42 years of personnel and technology solutions to our clients. We have a proven ability to deal with any situation and exceed expectations.

Kent Services currently provides security to the State of Florida in numerous counties throughout the state as well as providing security for the City of Miami and Miami Dade County. Additionally, Kent Services has been selected to provide security for five Super Bowls, including the 2021 Super Bowl in Tampa.

Today, we remain a family-owned and operated business. As an industry leader, we have nearly 2,000 of the best qualified and professional employees nationwide. We understand that success is achieved by providing our customers with genuine service and unprecedented quality. At Kent Services we do everything with the foundation of our core values. Our value system is built around the foundation of service, which includes:

Sincerity, Efficiency, Respect, Value, Integrity, Courtesy and Enthusiasm.

Included in this proposal is a brief synopsis of our corporate structure and capabilities. I am confident that you will find this information useful in your decision-making process. In the meantime, please do not hesitate to call me directly should you have any questions or require any additional information. Once again, thank you for the opportunity to earn your business.

Jasmen Rocha



THE TEAM

INTRODUCING



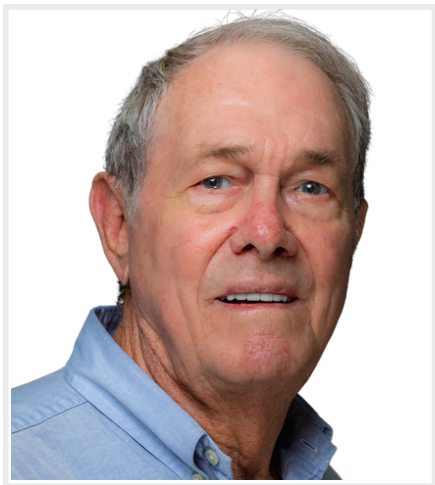
GIL NEUMAN
Chief Executive
Officer



NELSON BARBOSA
Director of Quality
Control & Training



GORDON LLEWELLYN
Vice President Special
Operations



JERRY TOLLEFSEN
Vice President of Government
Division



DAWN SOLE
Business Development
Manager



AIXANNE JIMENEZ
District Manager

ABOUT US

Kent Services was formed in 1982 as Kent Security. Today, we continue to proudly offer the industry's most formidable, functional and flexible security solutions.

In addition, our capabilities have also extended to other vital business areas. Today, we offer the most attentive and professional front desk service programs, as well as a full complement of janitorial and maintenance programs. We have grown into a leading company that delivers the industry's most accountable and highly responsive building services.

Founded in Florida, Kent Services has a national presence and offers in-market expertise throughout the northeast, southeast and southwest United States, which allows us to be poised and prepared for all of your prospective service needs.

As a family-owned operation, we do not answer to shareholders. We answer to our clients. Should we be fortunate enough to count Town of Surfside among them, we guarantee high-performance and measurable solutions.



COMPANY MISSION

Providing uncommon security excellence

COMPANY VISION

Transforming the world of security

COMPANY VALUES AND CULTURE

- Complete Client Satisfaction - Exceeding our clients expectations every day
- Individual Accountability - Taking pride is our personal contribution to our company success
- Strength Through Unity - Power derived from teamwork and shared goals
- Relationships - Constantly strengthening the bonds we form with our clients, our employees and our vendors
- Prosperity - Enjoying the reward of a job well done

What sets Kent Services apart is our unique ability to attract the best talent while providing them with the best tools and training. We also integrate advanced technology and reporting in order to track, monitor and report our talent's performance.



Our extensive 40-year experience has led us to develop some of the most advanced practices in the industry.

Two overlapping diagonal stripes in shades of blue, one lighter and one darker, extending from the bottom left towards the top right.

**SINCERITY
EFFICIENCY
RESPECT
VALUE
INTEGRITY
COURTESY
ENTHUSIASM**

OUR CORE OPERATING PRINCIPLES



01. ACTIVE SENIOR MANAGEMENT

No matter which services are entrusted to Kent Services; you will enjoy active supervision from senior management since we operate from the top down. Also, a visible commitment from management drives the daily dedication of your on-site staff.

02. CUSTOMIZED, VALUE-BASED SOLUTIONS:

We adapt our services to your specific business challenges to create the most cost-effective and operationally sound solutions. From the menu of services and products we deliver; to the uniforms our personnel wear; to any specialized equipment or training you might need, Kent Services will build you plan and make it work for Town of Surfside.

03. UNEQUALLED TRAINING

The Kent Academy trains our security personnel with military, law enforcement and anti-terrorism expertise in order to be friendly, yet formidable. All Kent Services personnel receive training and continuing education in customer service, leadership, professional presentation, situation management, policies and procedures. In addition, they also receive CPR/AED training certified by the American Heart Association.

One source, Infinite solutions

OUR SERVICES

KENT SECURITY



There is a genuine peace-of-mind that comes with knowing your home or business is as safe and secure as possible. Kent Security customers have enjoyed this luxury since 1982.

At Kent Services, we will prepare Hamptons West Condominium for every eventuality with customized solution that will be crafted with military precision, law enforcement sensibilities and anti-terrorism expertise.

Kent Security solutions are built around the most skillful trained personnel combined with the most advanced security and surveillance technology that is available today. Our preferred and often exclusive relationships with the industry's top technology providers ensure maximum results while maximizing costs.

Our services include:

- Armed and Unarmed Officers
- Roving Security Patrols
- Gated Community Security
- Alarm Monitoring
- CCTV Monitoring
- Temporary Guards
- Emergency Response
- Fire Watch Services
- Special Event Security

SCREENING PROCESS

- Identity Verification: Social Security Trace Report
- Criminal Check (7-10 years)
- Driver's License (DMV) Check
- I-9 Verification
- Drug Screen
- Trained and licensed in accordance with state and local requirements; must successfully complete all training required for the position

STAFFING AND DEVELOPMENT

We are meticulous about the personnel we bring you. All Kent Services staff are screened, drug tested, closely monitored and supervised, and regularly evaluated for performance.



ONE SOURCE, INFINITE SOLUTIONS

PRECISE TALENT ACQUISITION

We hold our company, and every individual who represents it, to the absolute highest standards. To this end, our people undergo the most exhaustive training and licensing program in the industry.

RECRUITMENT

We constantly advertise on multiple job boards to include Zip Recruiter, Career Builder, Indeed, Facebook, and also work with Career Source to recruit talent. Our HR department conducts Job Fairs through out the state to ensure we are attracting the best candidates for the job.

RETENTION

Once Kent finds the best candidate for the position we provide the following benefits to ensure a positive retention rate with the officer.

- **Health Insurance**

Fully compliant with ACA, Kent pays 60% of an employee's Health Insurance monthly premium providing full coverage for each employee. Major medical health insurance is offered, which includes prescription drugs, hospitalization and alcohol and mental riders.

- **Other Insurance**

Supplemental insurance plan, managed by UNUM. It includes benefits such as Hospital Indemnity policy, Critical Illness policy, Accident Policy.

- **Dental Insurance plan offered.**

- **Vacation**

After 1 year, employees earn one (1) week paid vacation. After 4 years, employees earn two (2) weeks paid vacation. After 8 years, employees earn three (3) weeks paid vacation.

- **Paid Holidays**

All employees are eligible to be paid for six (6) national holidays. Guards scheduled to work on these national holidays will be paid time and half. Holidays include: Labor Day, Memorial Day, New Year's Day, Thanksgiving, Christmas and Fourth of July.

- **Retirement Plan**

401(k) with 100% employee match after first 180-day employment.

MONITORING ACCOUNTABILITY

At no extra charge we will install technology to monitor our personnel. This may include IP cameras, GPS tracking, a Post Watch™ Quality Control System, and our state-of-the-art 24/7 dispatch command center. We hold our company and our staff accountable for the proper care and protection of your property.



WINTTEAM



WinTeam ERP solution is designed to provide janitorial and security contractors a holistic way to measure performance and automate daily financial, operations and workforce management.



EHUB



Reduce operations costs and administrative time while boosting efficiency and productivity in the field. Automate processes while strengthening transparency and accountability.



PROXY-LIVE



A guard tour system is an essential tool which enables to monitor if people assigned to a tour patrol task, are completing their duties on time and at their correct locations. In summary, the system makes it possible to know where and when the patrols were made.



**KENT 24/7
DISPATCH**

We are always staffed with a team of trained Kent representatives with access to customer data and after-hours contact information and the ability to dispatch individuals to respond to on-the-ground situations.

PATROL CONFIRMATION TOOL AND INCIDENT REPORTING



ProxiLive has five Reporting features:

- Basic Report
- Missed Scan Alert
- Daily Guard Duration Report
- Client Event Report
- Incident Report

Incident reports includes

- GPS Location stamp
- 1 Photo attachment
- 256 Character description
- Guard signature
- Email to clients automatically

Client Events Report

Client	Miami World Center
Sites	MWC Patrol
Type	MME, INCIDENT
Period	01/22/2018 00:00:00 - 02/01/2018 23:59:00
Total Events	153

01/22/2018					Events: 8
Type	Site	Time	Worker	Incident	Check Point
MME	MWC Patrol	08:35:33	MWC Rover	Director Wright began shift relieving supervisor Jackson. Performed vehicle inspection.	12150 - Group Site Office
MME	MWC Patrol	09:01:23	MWC Rover	One car parked in Paramount sales office parking lot.	84346 - Sales Office
MME	MWC Patrol	09:06:27	MWC Rover	Demolition crew on site at Venture Hive. Back gate open.	36545 - Venture Hive
MME	MWC Patrol	11:09:38	MWC Rover	The hangar nightclub on 11th Street active.	36147 - Rover 1404 Location
MME	MWC Patrol	15:46:30	MWC Rover	Exiting Miami World Center on route to FC background.	36147 - Rover 1404 Location

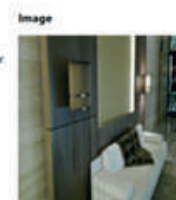
Incidents Report

Client	Show All
Sites	Show All
Workers	Show All
Period	02/01/2018 00:00:00 - 02/01/2018 23:59:00

Date: 02/01/2018 01:26:47
Client Fend:
Site: Chateau Ocean
Worker: 6f50000079

Description:
 S/o Garcia noticed on 2/1/2018 at 12:30 am that one of the lamps at the lobby was out. Reported to front desk for work order.

Incidents
 Incident / Misc.



Signature

Fully Transparent Reporting:

Kent Services will prepare and provide you with regular reports in all service areas. This includes cleanliness inspections, cost analysis, security evaluations, quality assurance reports, personnel reviews and more.

OPERATIONAL ORGANIZATION

OUR STRUCTURE

> 1. DISTRICT MANAGER (DM)

- Manages the Operations Manager and Road Supervisor
- Overall responsible for creating scope of work and security programs
- Responsible for interacting with clients on a regular basis
- Conducting well visits with clients to ensure transparent communications

> 2. OPERATIONS MANAGER (OM)

- Reports directly to District Manager
- Responsible for establishing and maintaining security programs
- Manages quality assurance of Officer performance
- Manages Site Supervisors
- Maintains payroll and scheduling

> 3. ROAD SUPERVISOR

- Tasked to assist OM and DM with quality assurance
- Conduct unannounced inspections and site visits
- On call to fill unexpected shift needs

> 4. SITE SUPERVISOR

- Day to day representative to the client
- Assists OM in creating and managing schedules
- Reports directly to OM
- Primary on responsibility for Officer retention, onsite training, and evaluations

> 5. 24/7 DISPATCH

- Works with entire Operations Team
- Monitors sites that have Kent cameras
- Conduct remote "tours" via camera to assist in quality assurance
- Coordinates with Operations team and Road Supervisors to cover all unscheduled shift vacancies



CUSTOMERS WHO TRUST KENT



CUSHMAN &
WAKEFIELD

CBRE



AMLI
RESIDENTIAL



THE
FOUR AMBASSADORS



JDS
DEVELOPMENT
GROUP



NATIONAL STRENGTH LOCAL SERVICE.

Headquartered In South Florida, Kent also operates full-service offices in New York City, Los Angeles, Seattle, and Washington, D.C. We are able to integrate comprehensive solutions nationwide, in full compliance with individual state laws and licensing requirements.

SUGGESTED SERVICE & PRICING

Proposed Contractual Post/Hours				
Post	Hours Per Week	Hourly Bill Rate	Annual Total	Monthly Total
Option 1: 3 Armed Officers 10PM-6AM	168	\$32.00	\$281,856.00	\$23,488.00
Option 1: 4 Armed Officers 2PM-8PM	168	\$32.00	\$281,856.00	\$23,488.00
			\$0.00	\$0.00
Option 2: 3 Un-armed Officers 10PM-6AM	168	\$28.00	\$246,624.00	\$20,552.00
Option 2: 4 Un-armed Officers 2PM-8PM	168	\$28.00	\$246,624.00	\$20,552.00

Additional Services	Monthly Rate	Annual Rate
Per Patrol Car (1)	\$1,500.00	\$18,000.00
Per Golf Cart (1)	\$400.00	\$4,800.00

- Annual Expense Includes Six Holidays (New Years Eve, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day).

“ We outsource nothing. We deliver everything It's
Our name our people, our technology, and our word
On the line.”



Your business is essential to us and you will never be treated as just a number; when you allow Kent Services to personally care for your business, we take pride and put a personal touch on all that we do.

Should you require additional information or a more detailed explanation of any of our service areas, please do not hesitate to contact us. Our senior management is always available to speak with you at your convenience.

Once again, thank you for the opportunity to earn your trust.

Jasmen Rocha

Kent Services



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North Miami Beach, FL 33181
www.kentservices.com