

**City of Appleton Crossing Guard Program
(Estimated) Implementation Schedule / Major Milestones**

| | |
|--|------------------|
| Contractor Notification | July 9, 2018 |
| Contract and Insurance complete (Final Terms agreed to) | Jul. 16 |
| City Council Approval | Jul. 30 |
| City of Appleton/ACMS Planning Meeting (City Representatives, ACMS Team) | Jul. 31 |
| Site Inspections complete | Jul. 30 – Aug. 6 |
| ACMS confirms contact data for current guards | Jul. 30 – Aug. 6 |
| Welcome Letters/ phone calls to existing guards (returning personnel determined) | Jul. 16 – Aug. 6 |
| Sourcing and Recruiting efforts begun for Supervisors, Guards and Substitutes (Unofficial sourcing begins July 9, 2018) | Jul. 30 |
| ACMS Transition Meetings with existing crossing guards, substitutes and new hires (Hiring completed Assignments / schedules confirmed Equipment delivered to guards) | Aug. 16 |
| Additional Training needs delivered | Aug. 17 - 23 |
| Guards re-contacted for assignment readiness | Aug. 27 - 31 |
| City designees identified and Monthly Status Meetings agreed to | Aug. 9 - 23 |
| Guards on site / Area Supervisors in field | Sept. 5 |
| 60 Day Review City of Appleton/ ACMS Team (next Review Meeting scheduled) | Nov. 5 |

Qualifications and Experience

All City Management Services, Inc. (ACMS) Serving over 250 cities, counties and school districts, we have successfully operated and managed both large and small Crossing Guard programs. ACMS currently employs over 5,000 Crossing Guards who are supported by over 150 locally assigned Area Supervisors.

While the size of our Company reflects our broad based knowledge and success in the industry, we understand that each agency, school district and community we serve comes with their own set of specific requirements and challenges. We are the only company that can legitimately claim extensive experience taking public service for Crossing Guards to a privately operated program.

Our understanding of the unique challenges presented by a crossing program; guard scheduling, geography, school locations and demographics, make us well qualified to meet the unique demands of your program. Our management team will meet with the City of Appleton personnel regularly to address needs and ensure all requirements are met.

Understanding that unexpected absences and tardiness can impact the safety of children we are charged with protecting. ACMS ensures that response of our Management Team through our Emergency Dispatch Hotline (available to employees 24/7); providing assurance that we will have adequate advance notice of potential absences (both planned and unplanned) to respond effectively.

Our ability to operate and manage the City of Appleton Crossing Guard program is supported by our success with the Sun Prairie program in Wisconsin and programs in neighboring states. Some of these programs include: Des Moines, IA; Bloomington, IL; Munster, IN; Cleveland Heights, OH, Grand Rapids, MI; Lansing, MI and Wyoming, MI.

Our many other clients include: Portland, ME; Wallingford, CT; Danbury, CT; Depew, NY; Clay, NY; Gloversville, NY; Rye, NY; Freeport, NY; Ridgewood, NJ; Pottstown, PA; York, PA; Easton, PA; Elizabethtown, PA; Swatara Township, PA; Cleveland Heights, OH; Palm Beach Sheriff's, FL; Key Biscayne, FL; Kissimmee, FL; Olathe, KS; Overland Park, KS; Lenexa, KS; Shawnee, KS, Westwood, KS, Mission, KS; Prairie Village, KS; Corpus Christi, TX; Carrollton, TX; Las Vegas, NV; County of Los Angeles, CA and many others.

Another defining component that distinguishes ACMS as the industry leader is our focus on providing School Crossing Guard services. We are not a security guard company with a few clients based upon a low cost offering. Our singular area of service; "School Children Safety" enables all of our resources to be devoted to the development and delivery of programs that provide exceptionally high safety standards and client satisfaction.

It should be noted that ACMS has never lost a client agency due to the level of service provided.



ALL CITY MANAGEMENT SERVICES

City of Appleton



Vice President of Operations
Pat Pohl
310 877 7045 cell

National Operations Manager
John Dotson
310 770 1956 cell



Regional Manager
Thomas King
317 506 3967 cell



Area Supervisors
TBD



Crossing Guards

Field Management Personnel

The most significant resources ACMS brings to any Crossing Guard program is the depth and scope of **management** provided by the years of experience brought by our operational management team. The community of Appleton will benefit from a team concept which consists of Area Supervisors, Regional Manager, National Operations Manager and our Vice President of Operations. Each Member of our management team is available 24 hours a day via cellular telephone. The following is a brief synopsis of the respective duties of each.

Area Supervisors (TBD): ACMS plans to deploy two (2) Area Supervisors for the City of Appleton program. They will handle all aspects of the daily supervision of the program of twenty seven (27) Crossing Guards and alternate pool. With support from the Regional Manager they will typically recruit, hire, train and provide personnel management for all the sites they oversee and will interface with school staff as needed. In addition to communicating with the City and School staff, they are responsible for ensuring each employee receives the proper number of Site Performance Evaluations and completed the Certification mandates. They will be available by telephone on all occasions for discussion with City staff and will be locally available for meetings in person upon 24-hour written or telephonic notice. Area Supervisors report directly to the Regional Manager.

Regional Manager (Thomas King): Thomas will serve as **Project Manager** and directly manage your Area Supervisors and provide training and support. He will also interface with the City of Appleton representative and School staff as needed. He will assist in the hiring of the Area Supervisors and Crossing Guards as well as the development and implementation of training programs and certification standards. Thomas has considerable experience as a Project Manager including programs in Wisconsin, Michigan, Indiana, Illinois and Ohio. He will ensure compliance with Company standards and City of Appleton expectations. Thomas King reports directly to National Operations Manager.

National Operations Manager (John Dotson): John has over 12 years in the industry providing field management and support for ACMS. He is responsible for the development and implementation of operational standards, training programs, safety instruction and compliance with all legal requirements and restrictions. Works Directly with Regional Manager to ensure all program standards are being met. John has extensive experience implementing and managing comparable and larger programs. He is responsible for initial training and orientation for all new client programs. John reports directly to Vice President of Operations.

Vice President of Operations (Pat Pohl): Pat has over 24 years of experience in this industry. Works with the General Manager on the development of training programs and implementation of safety standards. Coordinates the flow of information between operations and administrative staff. Reports directly to General Manager.