

**PROCUREMENT/CONTRACT/LEASE
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: <u>C23-3368-TDD</u>	Tracking Number: <u>4997-23</u>
Procurement/Contractor/Lessee Name: <u>Emerald Coast Security Agency</u>	Grant Funded: YES ___ NO <u>✓</u>
Purpose: <u>Security Services / Amendment #1</u>	
Date/Term: <u>8/31/2020 w/2 (1) yr renewals</u>	1. <input type="checkbox"/> GREATER THAN \$100,000
Department #: <u>1173</u>	2. <input type="checkbox"/> GREATER THAN \$50,000
Account #: <u>534200</u>	3. <input checked="" type="checkbox"/> \$50,000 OR LESS
Amount: <u>per hour</u>	
Department: <u>TDD</u>	Dept. Monitor Name: <u>Adams</u>

Purchasing Review

Procurement or Contract/Lease requirements are met: <u>[Signature]</u>	Date: <u>10/24/23</u>
Purchasing Manager or designee:	DeRita Mason, Erin Poole, Amber Hammonds

2CFR Compliance Review (if required)

Approved as written: <u>no federal funds</u>	Grant Name: _____
Grants Coordinator: <u>Suzanne Ulloa</u>	Date: _____

Risk Management Review

Approved as written: <u>See attached email</u>	Date: <u>10/25/23</u>
Risk Manager or designee:	

County Attorney Review

Approved as written: <u>See email attached</u>	Date: <u>10/25/23</u>
County Attorney: <u>Lynn Hoshihara, Kerry Parsons or Designee</u>	

Department Funding Review

Approved as written:	Date: _____

IT Review (if applicable)

Approved as written:	Date: _____

Erin Poole

From: Odessa Cooper-Pool
Sent: Wednesday, October 25, 2023 9:03 AM
To: Erin Poole
Subject: RE: C23-3368-TDD Amendment 1 Review/Approval
Attachments: C23-3368-TDD - AMENDMENT 1.docx

Hello Erin,

The 1st amendment for Emerald Coast Security Agency has been reviewed and is approved by Risk Management for insurance purposes.

Thank you,

Odessa Cooper-Pool

Public Records & Contracts Specialist | Risk Management
Okaloosa County BCC
302 N. Wilson Street, Crestview, FL 32536
Office: 1-850-689-4111



"And, when you want something, all the universe conspires in helping you to achieve it."— Paulo Coelho, *The Alchemist*

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

From: Erin Poole <epoole@myokaloosa.com>
Sent: Tuesday, October 24, 2023 1:20 PM
To: Odessa Cooper-Pool <ocooperpool@myokaloosa.com>
Subject: RE: C23-3368-TDD Amendment 1 Review/Approval

Please see updated for review/approval.

Thank you,

Erin Poole

Contracts & Lease Coordinator
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, FL 32536
Phone: 850.689.5960 ext 6972 Fax: 850.689.5970
Email: epoole@myokaloosa.com



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From: Odessa Cooper-Pool <ocooperpool@myokaloosa.com>
Sent: Tuesday, October 24, 2023 1:06 PM
To: Erin Poole <epoole@myokaloosa.com>
Subject: RE: C23-3368-TDD Amendment 1 Review/Approval

Hello Erin,

Can we please add the updated version of the General Service requirements? The language has changed, but the limits are the same.

Thank you,

Odessa Cooper-Pool
Public Records & Contracts Specialist | Risk Management
Okaloosa County BCC
302 N. Wilson Street, Crestview, FL 32536
Office: 1-850-689-4111



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From: Erin Poole <epoole@myokaloosa.com>
Sent: Friday, October 20, 2023 9:59 AM
To: Odessa Cooper-Pool <ocooperpool@myokaloosa.com>
Cc: Jacqueline Matichuk <jmatichuk@myokaloosa.com>
Subject: C23-3368-TDD Amendment 1 Review/Approval

Please see attached for review/approval.

Thank you,

Erin Poole
Contracts & Lease Coordinator

Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, FL 32536
Phone: 850.689.5960 ext 6972 Fax: 850.689.5970
Email: epoole@myokaloosa.com



SAVE THE DATE! Registration is now OPEN!
Pais for Procurement Golf Classic
CGCC Annual Pais for Procurement Golf Classic
November 17, 2023
Blackwater Golf Club
4727 Antioch Road
Crestview, FL 32536



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Erin Poole

From: Lynn Hoshihara
Sent: Wednesday, October 25, 2023 10:58 AM
To: Erin Poole
Cc: Kerry Parsons
Subject: Re: C23-3368-TDD Amendment 1
Attachments: C23-3368-TDD - AMENDMENT 1 10.25.23.docx

Erin,

The \$7/hour price increase is steep compared to what they are charging the TDD as of August, but if FM is okay with that, this is approved with the following change.

Lynn

Lynn M. Hoshihara
County Attorney
Okaloosa County, Florida

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From: Erin Poole
Sent: Friday, October 20, 2023 10:58 AM
To: Lynn Hoshihara
Cc: Kerry Parsons
Subject: C23-3368-TDD Amendment 1

Please see attached for review/approval.

Thank you,

Erin Poole
Contracts & Lease Coordinator
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, FL 32536
Phone: 850.689.5960 ext 6972 Fax: 850.689.5970
Email: epoole@myokaloosa.com

SAVE THE DATE! Registration is now OPEN!!
Pars for Procurement Golf Classic
GCCC Annual Pars for Procurement Golf Classic
November 17, 2023
Blackwater Golf Club
4927 Anloch Road
Crestview, FL 32536



Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

Amber Hammonds

From: Nathaniel Hooks
Sent: Monday, October 16, 2023 9:02 AM
To: Amber Hammonds; CeCelia VandenBroeck; Erin Poole
Subject: FW: Signature Authority

All,

This will need to be added to anything I sign. Thank you.

Regards,

Nathan Hooks
Okaloosa County Purchasing
Services Coordinator

From: DeRita Mason <dmason@myokaloosa.com>
Sent: Thursday, October 12, 2023 6:06 AM
To: Nathaniel Hooks <nhooks@myokaloosa.com>
Cc: Faye Douglas <fdouglas@myokaloosa.com>
Subject: Signature Authority

Good morning,
In absence, Nathan Hooks will have signature authority to sign all items that arise which are within Purchasing Manager Authority.
I will be out of the country from October 15-November 5.
Thank you,

DeRita Mason



SAVE THE DATE! Registration is now OPEN!
Fees for Procurement Golf Classic
CGCC Annual Fees for Procurement Golf Classic
November 17, 2023
Blackwater Golf Club
4927 Antioch Road
Crestview, FL 32536
 BLACKWATER
GOLF CLUB
REGISTER HERE

DeRita Mason, CPPO, CPPB, NIGP-CPP
Purchasing Manager
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, Florida 32536
Office:(850) 689-5960 Ext. 6966
Cell: (850) 826-8010
dmason@myokaloosa.com

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**FIRST AMENDMENT TO THE AGREEMENT
OKALOOSA COUNTY, FL
AND EMERALD COAST SECURITY AGENCY
CONTRACT NO. C23-3368-TDD**

This First Amendment to the Agreement between Okaloosa County, a political subdivision of the State of Florida (the "County"), and Emerald Coast Security Agency (the "Contractor") executed this 31 day of October, 2023, is made a part of the original Agreement, dated August 11, 2023, Contract No. C23-3368-TDD (the "original Agreement"), incorporated herein by reference. The County and Contractor hereby agree as follows:

- 1.e The County and Contractor wish to amend the original Agreement to add the Security Services Quote attached hereto as Exhibit "A"
- 2.e Except as specifically modified herein, all terms and conditions of the original Agreement between the parties, dated August 11, 2023 and any amendments thereto, shall remain in full force and effect.
- 3.e The terms, statements, requirements, or provisions contained in this Amendment shall prevail and be given superior effect and priority over any conflicting or inconsistent terms, statements, requirements or provisions contained in any other document or attachment.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment on the day and year first written above.



Signature

Title: Chief of Security _____

Steven L. Royce

OKALOOSA COUNTY, FLORIDA

BY: Nathaniel A Hooks
Digitally signed by Nathaniel A. Hooks
Date: 2023.10.31 07:06:47 -05'00'

GENERAL SERVICES INSURANCE REQUIREMENTS

CONTRACTORS INSURANCE

1. The Contractor shall not commence any work in connection with this Agreement until he has obtained all required insurance and the certificate of insurance has been approved by the Okaloosa County Risk Manager or designee.
2. All insurance policies shall be with insurers authorized to do business in the State of Florida and having a minimum rating of A, Class X in the Best Key Rating Guide published by A.M. Best & Co. Inc.
3. All insurance shall include the interest of all entities named and their respective officials, employees & volunteers of each and all other interests as may be reasonably required by Okaloosa County. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
4. With the exception of Workers' Compensation policies, the County shall be shown as an Additional Insured with Endorsement for each policy on the Certificate of Insurance.
5. The County shall retain the right to reject all insurance policies that do not meet the requirement of this Agreement. Further, the County reserves the right to change these insurance requirements with 60-day notice to the Contractor.
6. The County reserves the right at any time to require the Contractor to provide copies (redacted if necessary) of any insurance policies to document the insurance coverage specified in this Agreement.
7. Any subsidiaries used shall also be required to obtain and maintain the same insurance requirements as are being required herein of the Contractor
8. Any exclusions or provisions in the insurance maintained by the Contractor that excludes coverage for work contemplated in this agreement shall be deemed unacceptable and shall be considered breach of contract.

WORKERS' COMPENSATION INSURANCE

1. The Contractor shall secure and maintain during the life of this Agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management, of this project and in case any work is sublet, with the approval of the County, the Contractor shall require the Subcontractor similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished to the County not less than ten (10) days prior to the commencement of any and all sub-contractual Agreements which have been approved by the County.
2. Contractor must be in compliance with all applicable State and Federal workers' compensation laws,

including the U.S. Longshore Harbor Workers' Act or Jones Act, if applicable.

3. No class of employee, including the Contractor himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's Liability coverage and a Waiver of Subrogation in favor of the County on the Certificate of Insurance. If there is an existing approved State of Florida Exemption for Workers' Compensation it must be provided to Okaloosa County.

BUSINESS AUTOMOBILE LIABILITY

Coverage must be afforded for all Owned, Hired, Scheduled, and Non-Owned vehicles for Bodily Injury and Property Damage. If the contractor does not own vehicles, the contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Policy. Contractor must maintain this insurance coverage throughout the life of this Agreement.

COMMERCIAL GENERAL LIABILITY INSURANCE

1. The Contractor shall carry Commercial General Liability insurance against all claims for Bodily Injury, Property Damage and Personal and Advertising Injury liability caused by the Contractor.
2. Commercial General Liability coverage shall include the following:
 - 1.) Premises & Operations Liability
 - 2.) Bodily Injury and Property Damage Liability
 - 3.) Independent Contractors Liability
 - 4.) Contractual Liability
 - 5.) Products and Completed Operations Liability
3. Contractor shall agree to keep in continuous force Commercial General Liability coverage for the length of the contract.

INSURANCE LIMITS OF LIABILITY

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

LIMIT

1. Workers' Compensation
 - 1.) State Statutory
 - 2.) Employer's Liability \$500,000 each accident

- | | | |
|----|---------------------------------|--|
| 2. | Business Automobile | \$1M each accident
(A combined single limit) |
| 3. | Commercial General Liability | \$1M each occurrence

for Bodily Injury & Property Damage

\$1M each occurrence Products and
completed operations |
| 4. | Personal and Advertising Injury | \$1M each occurrence |

NOTICE OF CLAIMS OR LITIGATION

The Contractor agrees to report any incident or claim that results from performance of this Agreement. The County representative shall receive written notice in the form of a detailed written report describing the incident or claim within ten (10) days of the Contractor's knowledge. In the event such incident or claim involves injury and/or property damage to a third party, verbal notification shall be given the same day the Contractor becomes aware of the incident or claim followed by a written detailed report within ten (10) days of verbal notification.

INDEMNIFICATION & HOLD HARMLESS

To the fullest extent permitted by law, Contractor shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or wrongful conduct of the Contractor and other persons employed or utilized by the Contractor in the performance of this contract.

CERTIFICATE OF INSURANCE

1. Certificates of Insurance indicating the project name, number, and evidencing all required coverage and if applicable any State of Florida approved Workers' Compensation Exemption must be submitted not less than 10 days prior to the commencement of any of the work. The certificate holder(s) shall be as follows: Okaloosa County BCC, 5479A Old Bethel Road, Crestview, Florida, 32536.
2. The contractor shall provide a Certificate of Insurance to the County with a thirty (30) day prior written notice of cancellation; ten (10) days' prior written notice if cancellation is for nonpayment of premium).
3. In the event that the insurer is unable to accommodate the cancellation notice Requirement, it shall be the responsibility of the contractor to provide the proper notice. Such notification shall be in writing by registered mail, return receipt requested, and Addressed to the Okaloosa County Purchasing Department at 5479-A Old Bethel Road, Crestview, FL 32536.

4. In the event the contract term goes beyond the expiration date of the insurance policy, the contractor shall provide the County with an updated Certificate of insurance no later than ten (10) days prior to the expiration of the insurance currently in effect. The County reserves the right to suspend the contract until this requirement is met.
5. The certificate shall indicate if coverage is provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the certificate will show a retroactive date, which should be the same date of the initial contract or prior.
6. All certificates shall be subject to Okaloosa County's approval of adequacy of protection.
7. All deductibles or SIRs, whether approved by Okaloosa County or not, shall be the Contractor's full responsibility.
8. In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR.

GENERAL TERMS

Any type of insurance or increase of limits of liability not described above which, the Contractor required for its own protection or on account of statute shall be its own responsibility and at its own expense.

Any exclusions or provisions in the insurance maintained by the contractor that excludes coverage for work contemplated in this contract shall be deemed unacceptable and shall be considered breach of contract.

The carrying of the insurance described shall in no way be interpreted as relieving the Contractor of any responsibility under this contract.

Should the Contractor engage a subcontractor or sub-subcontractor, the same conditions will apply under this Agreement to each subcontractor and sub-subcontractor.

The Contractor hereby waives all rights of subrogation against Okaloosa County and its employees under all the foregoing policies of insurance.

EXCESS/UMBRELLA INSURANCE

The Contractor shall have the right to meet the liability insurance requirements with the purchase of an EXCESS/UMBRELLA insurance policy. In all instances, the combination of primary and EXCESS/UMBRELLA liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement.

Exhibit "A"



EMER★LD COAST
SECURITY AGENCY
"SAFEGUARDING FLORIDA'S EMERALD COAST"



SALES 850-888-6060

EmeraldCoastSA.com

UNIFORMED SECURITY SERVICE FOR

Okaloosa County – Facility and Parks

Crestview, Florida

PREPARED FOR:

Matt Davidson
Operations Manager

PREPARED BY:

Steven L. Royce
Chief of Security / CEO

SECURITY SERVICE
QUOTE

"SAFEGUARDING FLORIDA'S EMERALD COAST"



EMERALD COAST

SECURITY AGENCY

"SAFEGUARDING FLORIDA'S EMERALD COAST"

Online Client Portal
Real Time Reporting



Locally Owned
and Operated



Agency & Officers
are State Licensed



★ **TABLE OF CONTENTS**

Table of Contents _____ 1

Introduction Letter _____ 2

Executive Summary _____ 3

Cost Summary _____ 5

Services _____ 6

Training Plan _____ 7

Coordination _____ 8

Supervision _____ 10

Reports _____ 11

Background Check _____ 12

Location _____ 13

Qualifications _____ 14

Agency History _____ 15

Additional Services _____ 16



SECURITY SERVICE QUOTE



EMERALD COAST
SECURITY AGENCY
"SAFEGUARDING FLORIDA'S EMERALD COAST"

October 19, 2023

Matt Davidson
Operations Manager
Okaloosa County Facilities and Parks
5489 Old Bethel Rd.
Crestview, FL 32536

Tel: (850) 689-5790
MDavidson@myokaloosa.com

Dear Mr. Davidson,

Please find enclosed our proposal for providing uniformed security services for the Okaloosa County Facilities & Parks Department in Okaloosa County Florida. We have reviewed the requirements requested and are prepared to meet all conditions and abide by the terms set forth in the proposal for Uniformed Security Services.

We believe you will see that Emerald Coast Security Agency has the appropriate experience and can provide outstanding service for your department. If you have any questions about the content of this proposal, please call or email us for clarification or additional details. We hope to meet with you to sign the uniformed security services contract at your earliest convenience.

Sincerely,

Steven L. Royce
Chief of Security
Emerald Coast Security Agency
309 Richard Jackson Blvd. Suite 214
Panama City Beach, Florida 32407
Tel: (850) 888-6060
admin@EmeraldCoastSecurity.org

★ EXECUTIVE SUMMARY

Emerald Coast Security Agency is perfectly positioned to provide trained and state licensed security officer who can meet the needs and goals for Okaloosa County Facilities and Parks Department.

THE OBJECTIVE...

Okaloosa County Facilities and Parks Department, requires uniformed security services.



Need #1: Adequate number of security officers are needed to lock and unlock county facilities and parks.



Need #2: Additional security officers are needed on occasion to handle increase in occupancy, special events or increased threats of criminal activity.



Need #3: Because these locations are facilities and parks, Security officers should be able to communicate with visitors in a courteous manner.

THE OPPORTUNITY...

Contracting with Emerald Coast Security Agency to provide security services will meet the following goals of the Okaloosa County Facilities and Parks Department.



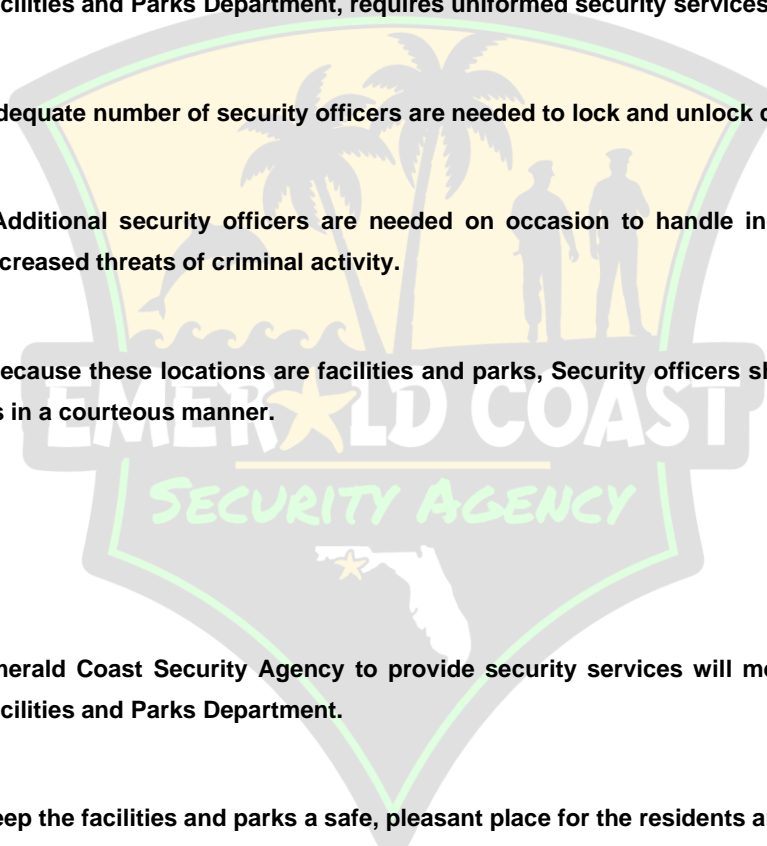
Goal #1: Keep the facilities and parks a safe, pleasant place for the residents and for visitors.



Goal #2: Protect the property and interest of the Okaloosa County Facilities and Parks Department.



Goal #3: Gain the flexibility to expand and contract security officers as needed to handle a variety of events and issues.



THE SOLUTION...

Emerald Coast Security Agency is a supplier of security services within the State of Florida. We have a well-established training program for security officers that can be customized to meet the needs of Okaloosa County. Emerald Coast Security Agency consistently maintains the search for qualified security officers, and so we possess the capability of scheduling security officers as needed to handle a variety of situations and events.



Recommendation #1: the Okaloosa County Facilities and Parks Department. Management should meet with Emerald Coast Security Agency to discuss scheduling and address special officer requirements the facilities and parks may have.



Recommendation #2: the Okaloosa County Facilities and Parks Department. should finalize the requirements for the officers to perform during each visit.



Recommendation #3: After acceptance, Emerald Coast Security Agency will immediately review available candidates, develop training materials as needed, and train and place officers on the property.

SUMMARY

Emerald Coast Security Agency is ready to fulfill all the needs and meet all the requirements described for the Okaloosa County Facilities and Parks Department.

★ COST SUMMARY

Hourly Cost for Security Officers

Price

Security Officer with Vehicle

\$29.99 / Hour Each

Holiday Cost for Security Officers

Security Officer with Vehicle

\$39.99 / Hour Each

List of Federal

Christmas Eve

Good Friday

Memorial Day

Christmas Day

Independence Day

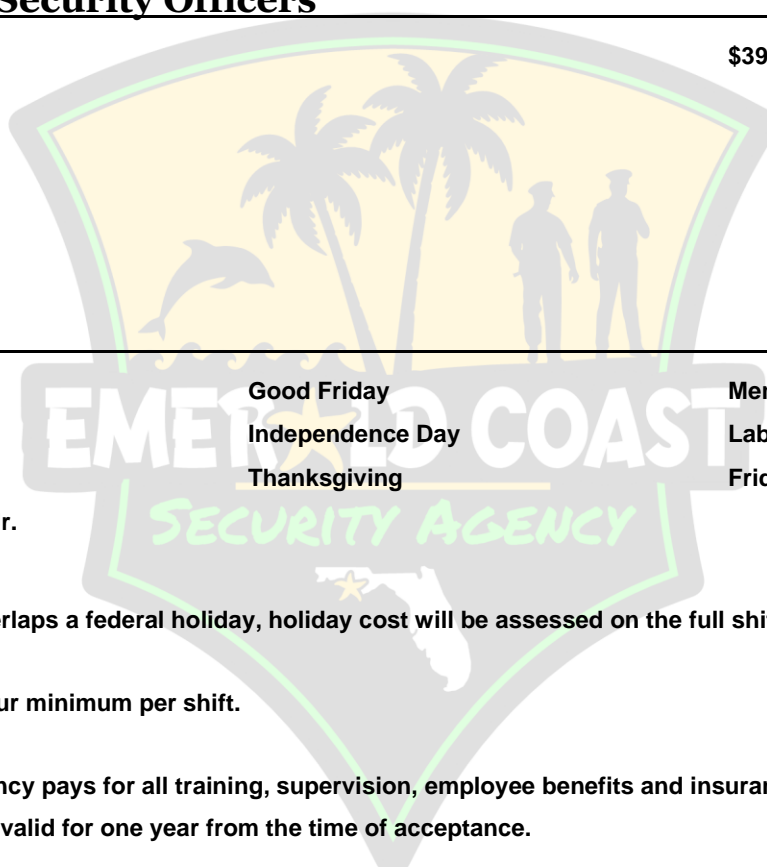
Labor Day

New Year's Day

Thanksgiving

Friday after Thanksgiving

Martin Luther King Jr.



If any portion of the shift overlaps a federal holiday, holiday cost will be assessed on the full shift.

Standard Disclaimer: 4 Hour minimum per shift.

Emerald Coast Security Agency pays for all training, supervision, employee benefits and insurance costs for its workforce. The prices shown above are valid for one year from the time of acceptance.

Emerald Coast Security Agency pays for all training, supervision, employee benefits and insurance costs for its workforce.

★ SERVICES

Emerald Coast Security Agency is licensed by the Florida Department of Agriculture and Consumer Services Division of Licensing to provide a variety of services.



RESIDENTIAL ASSOCIATIONS



HOSPITALITY BUSINESSES



SPECIAL EVENTS



COMMUNITY FACILITIES



★ TRAINING PLAN

After conferring with Facilities and Parks Management, our staff will develop and provide specialized training for our officers. We are staffed and equipped to handle a variety of training needs.



ON-SITE TRAINING

All officers will be thoroughly oriented on-site as to the specific locations and building layouts and potential security issues of the facility.



OFF-SITE TRAINING

All officers will be trained in proper procedures and expected behavior standards during the Emerald Coast Security Agency training session.



PRINTED MANUALS

With assistance from Facilities and Parks Management, Emerald Coast Security Agency will develop a training manual for all officers assigned to the property.



FAST TRACK TRAINING

Experienced Emerald Coast Security Agency officers will receive concentrated training and orientation so that they may assume their responsibilities at the Bridgewater Retreat Apartments. site as soon as possible.



ONGOING TRAINING

Emerald Coast Security Agency will provide ongoing training for its staff as needed to handle new situations and correct any deficiencies that may be noted during the course of our contract with Okaloosa County.

SUMMARY

Emerald Coast Security Agency can handle all the training needs for officers assigned to Okaloosa County services.

★ COORDINATION

Security officers cannot handle every situation on their own. Emerald Coast Security Agency will put in place procedures with other agencies and train all officers to coordinate with other city and county agencies as described below.

LAW ENFORCEMENT ISSUES



Upon observing criminal activity, Emerald Coast Security Agency officers will handle the situation and only call the local law enforcement agency if needed to reduce the amount of law enforcement activity.



If necessary, Emerald Coast Security Agency officers may stop and question a suspect that is suspected of violation rules, policies or committing a crime.



During a situation that requires local law enforcement to be present on the property Emerald Coast Security Agency officers will obey all instructions of the law enforcement authority.

MEDICAL ISSUES



All Emerald Coast Security Agency officers will be trained in First Aid, CPR and AED procedures to render emergency assistance as needed.



In the case of minor injury or illness (no broken bones, bleeding, unconsciousness, or breathing difficulties), Emerald Coast Security Agency officers will assess the situation to determine if Emergency Medical Technicians are needed.



In the case of major injury or severe illness (obvious broken bones, bleeding, periods of unconsciousness, or breathing difficulties), Emerald Coast Security Agency officers will call Emergency Medical Technicians.

VISITOR ISSUES



Because the Okaloosa County Community is comprised of a variety of ethnicities, there may be times when emergency translation services are needed. In case where an officer cannot communicate with a distressed visitor, the Emerald Coast Security Agency officer will call Law Enforcement and request translation services, which can generally be provided over the phone within a short period of time.

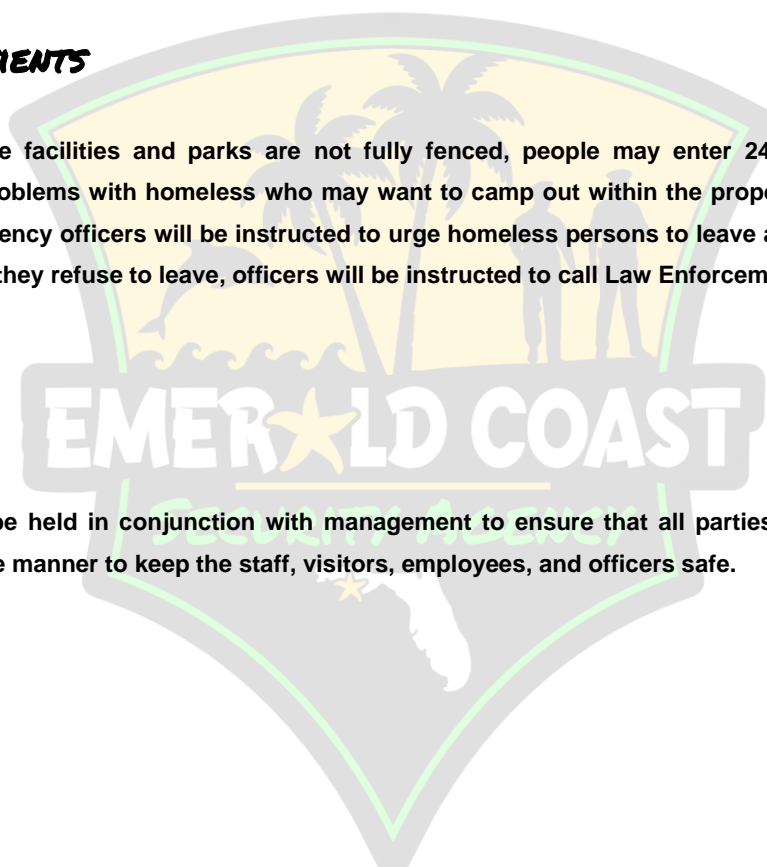
ISSUES WITH TRANSIENTS



Because the facilities and parks are not fully fenced, people may enter 24 hours a day. This presents potential problems with homeless who may want to camp out within the property after dark. Emerald Coast Security Agency officers will be instructed to urge homeless persons to leave and issue a Criminal Trespass Warning. If they refuse to leave, officers will be instructed to call Law Enforcement.

SUMMARY

Periodic drills will be held in conjunction with management to ensure that all parties know how to respond in an efficient, appropriate manner to keep the staff, visitors, employees, and officers safe.



SUPERVISION

Effective security service depends on adequate supervision and performance reviews for officer. Your contract with Emerald Coast Security Agency guarantees the following:



RANDOM CHECKS BY EPSA MANAGEMENT TO ENSURE THAT OUR OFFICERS ARE PERFORMING AS EXPECTED.

A surprise drop-in by our management staff can happen at any time and during the course of any event. During a check like this, all officers will be observed and evaluated.



AVAILABILITY AND WILLINGNESS OF SUPERVISORS TO TAKE COMMENTS AND COMPLAINTS ON OUR SERVICE.

In the event that any of our officers behave in an unsatisfactory manner, we want to hear about it immediately. Supervisors are available 24 hours a day, seven days a week.



IMMEDIATE CORRECTION OF ALL SERVICE PROBLEMS.

If an issue is determined to be a lack of training or a misunderstanding, officers will be instructed to correct behavior and put on probation. A repetition of problem behavior will result in immediately replacement of officer.



AVAILABILITY OF SUPERVISORS TO HANDLE SCHEDULING ISSUES, INCLUDING EMERGENCY SITUATIONS.

A supervisor from Emerald Coast Security Agency is on call 24 hours a day, seven days a week, to coordinate with Okaloosa County Management and to handle any situation.

SUMMARY

Emerald Coast Security Agency is dedicated to training and supervising our officers to provide superior service to our clients.

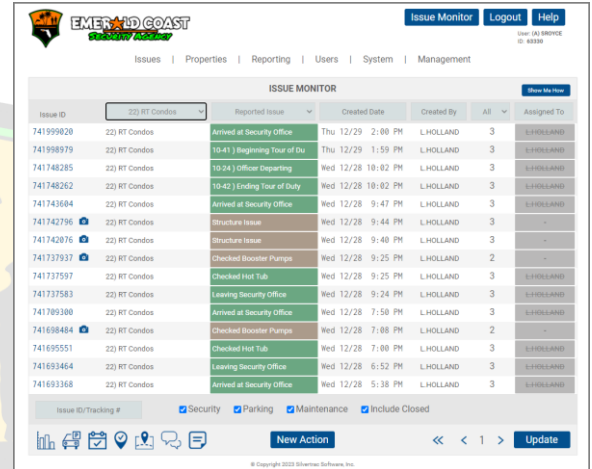
★ REPORTS

Emerald Coast Security Agency maintains additional accountability through the use of Real-Time Online Reporting. Offices will document all necessary and required tasks throughout the course of their shift. These tasks will document patrols of the premises, security risks, maintenance issues, parking violations and visitors & deliver access. This gives clients the ability to disperse information in a more efficient manner.

ISSUE MONITOR



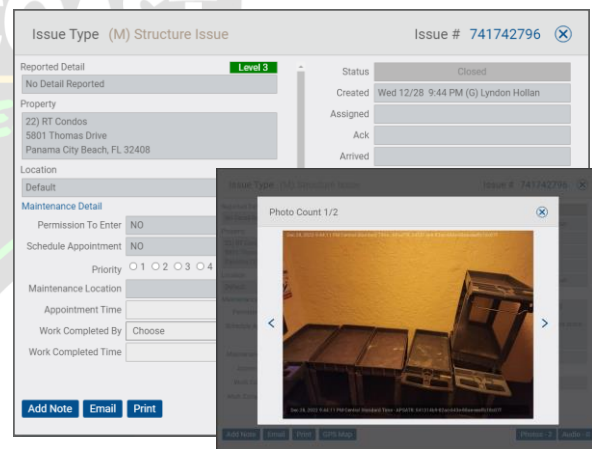
The Issue Monitor allows clients to view their property activity in real time from anywhere. Additionally, clients will be able to see if any issues have pictures attached.



ISSUE TYPE



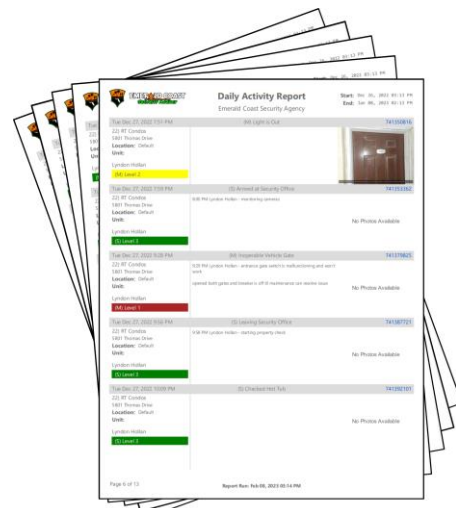
The Issue Type allows clients to view specific entries in more detail. Clients will be able to read notes that the officers as made, view pictures that were taken, add notes, and forward the issue to additional persons via email.



PHYSICAL REPORTS



Physical / Paper reports are available using the report feature in the client portal. This allows for a more professional and legible way to present reports for meetings or court proceedings.



★ BACKGROUND CHECKS

All Emerald Coast Security Agency Offices undergo a complete Emerald Coast Security Agency, Texas Department of Public Safety, and Federal Bureau of Investigation background check comprised of Name, Social Security Number, Date of Birth and Fingerprint check.

EMERALD COAST SECURITY AGENCY



Emerald Coast Security Agency conducts pre-employment background checks on all applicants before being selected for an initial interview. Our State Licensed Private Investigators check the applicants Open Criminal Record.

After the applicants has passed the pre-employment background check, they are invited to an initial interview conducted by the Agency Area Supervisor.

Applicants who have successfully passed the initial interview will undergo a secondary background check that will check Reference and past Employers.

Once all background checks are completed and the applicant meets all Emerald Coast Security Agency requirements, they will be invited to a second interview with Agency Area Supervisor. After completion of that interview the applicants will either be offered a position or declined a position.

Emerald Coast Security Agency disqualifications include but are not limited to all felonies, misdemeanors involving DWI, theft, fraud, or narcotics related charges.

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES



All security officers in the State of Florida are licensed by the Florida Department of Agriculture and Consumer Services who conduct a state-wide background check on all applicants for a Security Officers license. All individuals must have successfully completed and past a Florida Department of Agriculture and Consumer Services mandated 40 hour training program prior to the issuance of a license and subsequent employment.

FEDERAL BUREAU OF INVESTIGATIONS



All applicants undergo a Federal Bureau of Investigations Identity History Summary Check conducted using their information and fingerprints. The applicant's national criminal record for all 50 States and U.S. Territories will be checked.

SUMMARY

Emerald Coast Security Agency is dedicated to providing you the peace of mind that our officers undergo an extensive selection process to assure they are the best in the profession.

★ LOCATION



Port Dixie Ball Fields

77 4 th Ave., Shalimar

Meigs Park

45 A Meigs Dr., Shalimar

Ricky Avenue Boat Ramp

165 Ricky Ave., FWB

Don & Susan Stillwell Park

710 Essex Rd., FWB

Pocahontas Boat Ramp

565A Pocahontas Dr., FWB

Beach Access #7 (Emerald Promenade Beachwalk) HAS A SOLAR GATE OR WILL HAVE SOON

900 Santa Rosa Blvd, FWB

Beach Access #6 (Mike Mitchell Beachwalk) HAS A SOLAR GATE OR WILL HAVE SOON

820 Santa Rosa Blvd, FWB

Beach Access #5 (Doris Jordan Freeway Beachwalk) HAS A SOLAR GATE OR WILL HAVE SOON

700 Santa Rosa Blvd, FWB

Beach Access #4 (Jerry Melvin Beachwalk) HAS A SOLAR GATE OR WILL HAVE SOON

600 Santa Rosa Blvd, FWB

Beach Access #3 (Seashore Beachwalk) HAS A SOLAR GATE OR WILL HAVE SOON

530 Santa Rosa Blvd, FWB

Beach Access #2 (Emerald View Beachwalk)

399 Santa Rosa Blvd, FWB

Beach Access #1 (Blue Dolphin Beachwalk) HAS A SOLAR GATE OR WILL HAVE SOON

372 Santa Rosa Blvd, FWB

John Beasley Park HAS A SOLAR GATE OR WILL HAVE SOON

1550 Miracle Strip Pkwy., FWB

Ross Marler Park HAS A SOLAR GATE OR WILL HAVE SOON

1275 Santa Rosa Blvd., FWB

★ QUALIFICATIONS

Emerald Coast Security Agency is qualified to handle all your security needs. Our management team has the combined experience of:



OVER 125 YEARS OF LAW ENFORCEMENT AND SECURITY EXPERIENCE



OVE 50 YEARS OF PERSONAL PROTECTION EXPERIENCE



OVER 75 YEARS OF INVESTIGATIVE EXPERIENCE



OVER 75 YEARS OF PHYSICAL SECURITY EXPERIENCE



OVER 50 YEARS OF TRAFFIC MANAGEMENT EXPERIENCE



OVER 25 YEARS OF ANTI-TERRORISM EXPERIENCE

In addition to the experience qualifications, Emerald Coast Security Agency is additional qualified as followed:



**OFFICERS AND AGENCY LICENSED BY THE
FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**



GENERAL LIABILITY INSURANCE



WORKERS COMPENSATION INSURANCE

★ AGENCY HISTORY

Emerald Coast Security Agency is a security service provider that was formed in 2022 after several years of planning. Our management team is backed by more than 125 years of security, law enforcement, military, and firefighting experience who continue to operate a separate full-service security agency that offers services in Florida and Texas.

We have the expertise to meet your security needs. Our superior security service will add safety to your community, building, business, or events. Relying on comprehensive knowledge of security regulations, state laws and local ordinances and the area, all of our officers possess split-second problem-solving skills to prevent, deter and detect criminal activity.

Created with the goal of becoming a premier unarmed, professional security service provider specializing in Residential Associations, Hospitality Business and Special Events along Florida's Emerald Coast.

As a local Panama City Beach based security agency, every customer receives personalized security service and direct contact with management. The Royce and Vasquez family wanted to give back to the Emerald Coast community with the belief of neighbors helping neighbors.

Emerald Coast Security Agency has established a reputation for delivering exceptional security services. We have accomplished this by becoming more than just a vendor to our client; we believe we have become partners. Our Company Mission is to provide security services that our clients measure as superior to any other security provider.



"SAFEGUARDING FLORIDA'S EMERALD COAST"

★ ADDITIONAL SERVICES

Emerald Coast Security Agency is dedicated to providing the best service possible to our clients. In order to accomplish this goal, we must ensure that our officers are properly trained. All of our state required training in addition to self defense and occupational training is conducted by our sister agency American Paratus Security Agency. Those training classes include but are not limited to:



Security Training Academy



Civilian Firearms Training



Civilian Safety Courses

In addition to training American Paratus Security Agency provides a variety of services that we do not provide. Those services include:



Mobile Vehicle Patrol Service



Private Investigations



Security Consulting



Armed Courier Service



Security Guard Dog (K-9) Service

For more information about the above listed services, please visit the website below.



www.APSAUSA.org

A3000131, B3000233, BB3300011, DS3000076, DS3300002


"SAFEGUARDING FLORIDA'S EMERALD COAST"

Okaloosa County Facilities and Parks




EMERALD COAST
SECURITY AGENCY
"SAFEGUARDING FLORIDA'S EMERALD COAST"

LICENSES

 B3300007

SOCIAL MEDIA

 EmeraldCoastSA

 @EmeraldCoastSA