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## Security Services Proposal for St. Johns River Water Management District



**St. Johns River**  
Water Management District

PREPARED BY

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# Introduction

November 13, 2023

Wendy Cox

4049 Reid St Palatka, FL 31277

(888) 688-4332

Dear Wendy

Thank you for the opportunity to provide you with this proposal for security services.

The vision of Signal, also known as Signal 88 Security, since its founding in 2003, is to provide a full suite of world-class and industry-leading security services for our customers.

We believe we solve the increasing complexity of security needs today through the simplicity, professionalism, value and quality of what we promise, deliver and measure every day.

Our motto, "*We're Here*," speaks to our recognition of the trust, responsibility and accountability placed in us by our clients. We know that our reputation is built and measured not on what we say about ourselves but by the peace of mind we bring to our clients.

By submitting this proposal, Signal will, upon being awarded the contract, commit to providing uniform security guard services as discussed in our meeting.

Finally, Signal agrees to the terms and conditions of the contract should it be awarded to us.

Thank you for your consideration.

Sincerely,

Reginald Bruster

Owner/CEO, Signal of Ocala

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# I. About Us

## Our Vision

The vision of Signal, since its founding in 2003, is to provide a full suite of world-class and industry-leading security services for residential, commercial, retail, government, and industrial customers because, quite simply, safety is a basic human right and need.

The promise of Signal is to provide customized security services so that people, businesses, and communities can pursue their passions in life openly, freely, and joyfully.

We solve the increasing complexity of security needs today through the simplicity, professionalism, value, and quality of what we promise, deliver and measure every day. At Signal our tagline “We’re Here” speaks to the consciousness we have around the trust, responsibility and accountability placed in us by our clients. We know that our reputation is built and measured not on what we say about ourselves but by the peace of mind we bring to our clients.

Moreover, the slogan “We’re Here” is a reference to the local ownership of each Signal franchise. Operators are invested in the local community and devoted to superior service in the name of peace of mind.

This devotion is at the very core of the people who wear our uniform. For every single one of us at Signal, serving is the active ingredient in service. It is both what we do and who we are.



## What we do

Signal disrupted the security industry with mobile patrol security, our core competency. This model, in which a professional officer pilots a high-visibility patrol vehicle between many properties, delivers more coverage at a lower cost than traditional, dedicated security. We offer world-class service in more traditional security roles, like dedicated guards and concierge service, to meet the unique needs of every client.

Our services and brand experience are built around speed-to-action and transparency. We make it easy for our clients — and in turn, their own — to enjoy an environment where peace of mind is a reality; not a goal but a result where security has made life easier.

Signal brings the same spirit of innovation and transparency no matter the assignment. In every case, our mobile technology suite, Edge, enhances the client experience with real-time verification of service and searchable, digital reporting.

At Signal we call it “The Courage of Conscious Leadership.” Our goal is clear and straightforward. We understand that we acquire, retain and manage our customers’ trust in us because of the character of our people, the competence and skill to do what we say we can do, to communicate seamlessly and continually and to be totally aligned at the level of values.

## Why “WE’RE HERE”

We are called to serve and provide security because our brand is built on an ethic of humility, on our being the servants of decency, on our living the essential humanity of the Golden Rule and on the truth that people will never forget how we made them feel.

At Signal we are relentless in the singular pursuit of peace of mind through security. We navigate every day and every action by that star. It defines our behavior as pioneers and the footprint we are creating as a brand and company of meaning.





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## II. Our Guards

Signal takes pride in providing our clients with first-class security guards. Our vetting process, which includes a mandatory drug test, criminal background screening and online competency tests, leads the industry.

### Standards

- All Signal officers are easily identifiable and highly visible. The standard uniform shirt is a tactical-style polo with 3M reflective lettering in at least five locations on the shirt itself. Officers are outfitted with khaki tactical trousers and black shoes or boots. Signal 88 personnel have the option to wear black Signal ballcaps and/or climate-appropriate outerwear.

### Accountability

- Signal will outline a specific schedule, including break rotation, that managers and security guards will follow to cover all areas completely and adequately.
- Signal will have schedules outlined and communicated to all security guards. Management will have secondary options to ensure that all sites and posts are covered by qualified security staff.
- Officers stationed at designated locations will have communication devices that track their movements. This ensures accountability for each security guard, reviewable on any computer.



# Duties

- Officers will report any and all interaction, including criminal activity, to the necessary property management personnel and appropriate law enforcement agencies.
- Signal officers will enforce all standards for access by following the protocol as assigned by management. Additionally, all traffic of notes will be documented in our proprietary reporting software that is searchable and archived indefinitely. This provides easy access to any law enforcement or management personnel in the event of criminal misconduct on property.
- Depending on the contract, officers will perform regular foot patrols documenting any criminal activity as well as any maintenance concerns noted on property.
- As necessary, Signal officers agree to appear in court to be a witness or informant on any criminal matter related to their duties.
- Signal officers will report any incidents whether emergency or unusual in nature compliant with the Standard Operating Procedures - standards outlined by Signal with recommendations by Management.

# Supervision

- Signal officers are supervised by a management team who remain on duty during all office hours. Managers are responsible for maintaining uniform and work standards. To accomplish this goal, managers will perform periodic and randomized site inspections, documenting their findings for internal and external use.

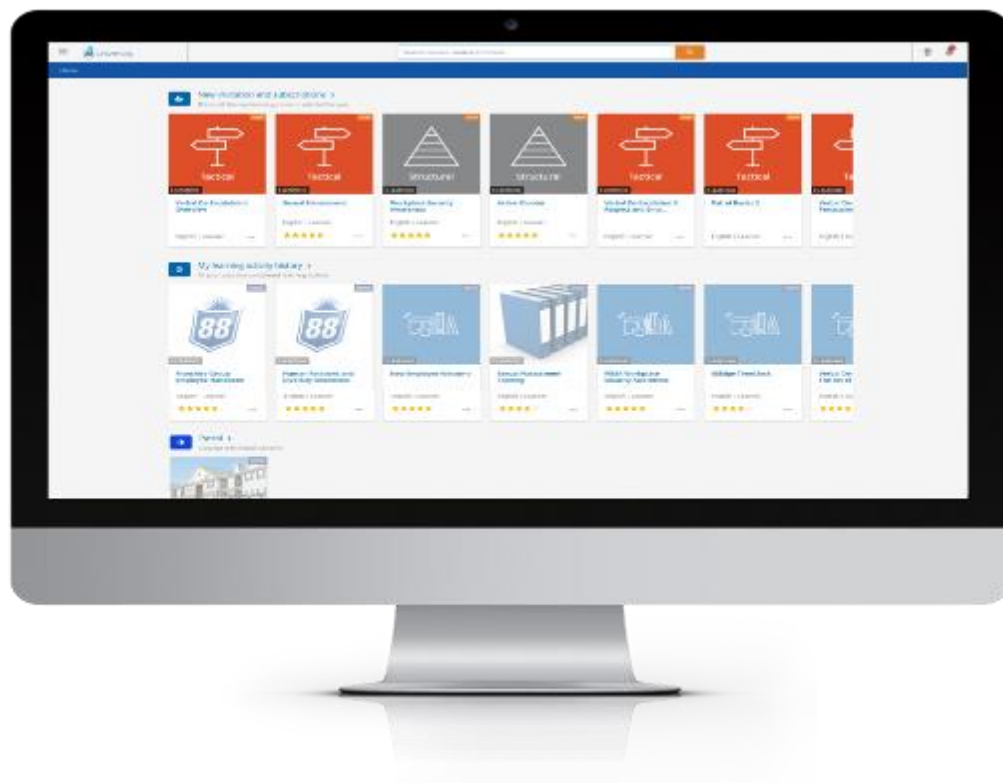


# III. Our Training

## Signal University

Signal provides online training and development courses for all officers, supervisors, and staff. Known as Signal University, our customized learning platform delivers appropriate training content for each team member's role and responsibility.

- ☀ Customizable for site-specific courses
  - ☀ Customizable to pull in FEMA or other third-party courses
  - ☀ Specific to the branch location and can be made specific to site employees
- Web-based and has a smartphone app.
  - Tracks logins, engagement, and course completions
  - Supported and administered by corporate training department.
  - Franchise locations have full ability of reporting and assignment of courses to their employees.



*Figure 1: Signal University offers interactive, engaging training modules for all Signal staff.*



# Selected Courses: First 90 Days

The following courses are highlights from the Signal University curriculum assigned to officers in their first 3 months with Signal. Progressive learning plans continue through the officer's employment.

- Our Core Values and Officer Behaviors
- Report Writing
- Patrol Basics
- Patrol Runsheets
- Scanning Checkpoints and Tokens
- Noise Complaints
- Crowd Control
- Verbal De-escalation I: Overview
- Verbal De-escalation II: Empathy
- Verbal De-escalation III: The Art of Communication
- Vehicle Maintenance
- Interacting with Persons with Special Needs
- Sexual Harassment Training
- Customer Service is Everyone's Job

As each course is completed the Officer engages in role-play situations as part of an examination to ensure that they have indeed learned and now understand the courses. Each Officer is then given a certificate of completion that is also kept on file in our offices for reference. We are able to verify at any time an Officer's progress as the courses are all carried out on our Signal University Software program. These additional qualifications are also updated onto their profile in our Edge Software enabling us to constantly track, assess, and target the progress of each of the officers.

# Advanced Training

## **Guard Card Course (8hrs)**

- This course is the first step required to getting a guard card. It consists of 4 hours of required Power-to-Arrest training and 4-hours of required Weapons of Mass Destruction training.

## **32 HR Basic Security Officer Training**

- Crowd Control (4HR)
- Arrest, Search and Seizure (4HR)
- Liability and Legal Aspects (4HR)
- Handling Difficult People (4HR)
- Communication and Its Significance (4HR)
- Public Relations Community & Customer (4HR)
- Reserving the Incident Scene (4HR)
- Observation and Documentation (4HR)

## **Pre-Assignment Training**

- CPR
- AED
- First Aid
- Active Shooter
- Conflict Resolution Training

## **Emergency Response Training**

- General Response Procedures
- Safety and Fire Prevention
- Terrorism, Anti-Terrorism and Weapons of Mass Destruction
- Bomb Threats and Incident
- Civil Disturbances
- Workplace Violence and Active Shooter
- Emergency Communication

# IV. Our technology

## Edge

Signal continues to transform the security industry by delivering superior service through technological innovations. "Edge" is Signal's all-in-one security operations platform. Officers find patrol routes and post orders using a smartphone, tablet, or laptop. They file reports, which are reviewed by a manager and accessed by clients on-demand — all within a single, integrated tool.



- ☀ Supports barcodes, QR codes, NFC, GPS checkpoints — Android, iOS, smartphone, tablet compatible
- ☀ Site dedicated emergency contacts, post and escalation order
- ☀ Ensure guard tour compliance with protocols and client requests

- Compliance with mandatory Lone Worker Safety checks
- Capture comprehensive footage of every intervention and easily accessible GPS data for audit, legal, or investigation purposes. Management can access devices remotely to confirm guard status. This protects from lawsuits and untrue claims, and ensures total transparency from Signal.
- Real-time notifications facilitate communication between employees and clients. Guards in distress can send real-time alerts and have direct access to emergency contacts.
- Total flexibility: create several geo-zones per site for easy coverage.



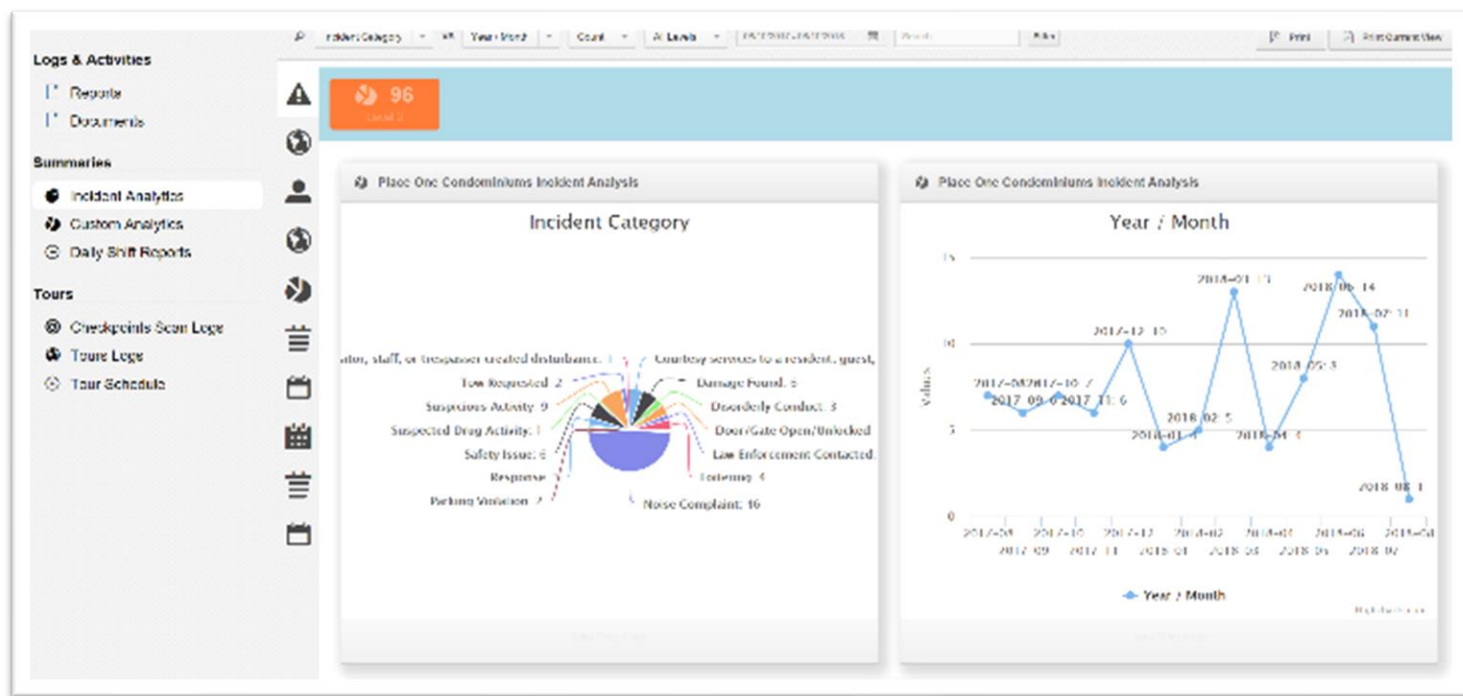


Figure 2: Clients can review and analyze report summaries and property trends

## Real-time GPS Tracking in Edge

- Geotagged guard location when a critical report is logged alerts you to problem areas and ensures accurate field staff supervision
- Limit liability, exposure, and risk by setting configurable areas for authorized and restricted zones. Real-time mapping and out-of-zone SMS or email notifications increase guard accountability.
- Gain insight into guard behavior with breadcrumb GPS history including detailed field activities
- All active accounts, zones, and users easily accessible
- Increase guard accountability and client visibility

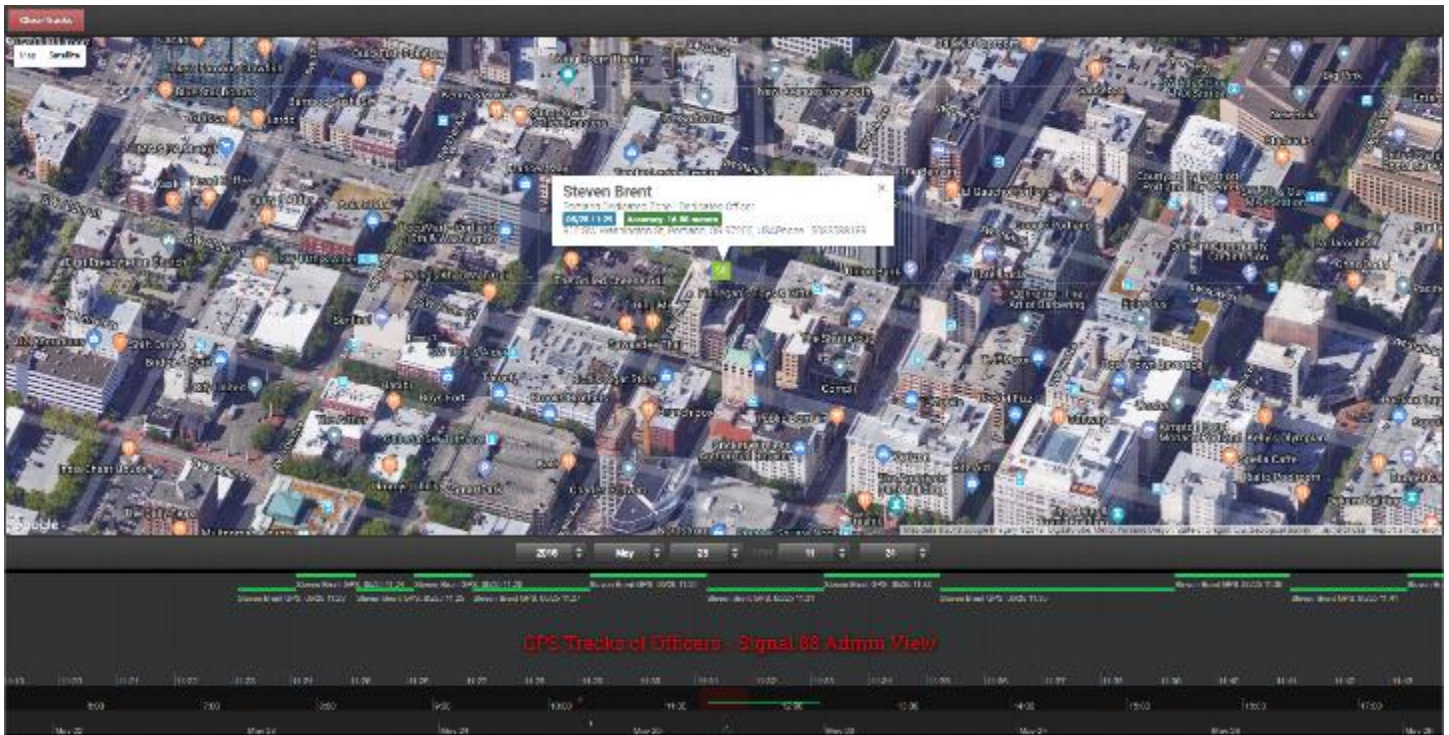


Figure 3: GPS tracks can be overlaid onto a map and reviewed for maximum transparency



# Reports

- ☀ Customizable report forms and fields: photos, signatures, diagrams, dropdown menus, and more
- ☀ Detailed incident reporting by site-specific locations
- ☀ Ensure vital information is tracked with mandatory fields

- Reporting based on incident category and incident level to ensure relevance and efficiency.
- Officers can build and complete reports using any connected device.
- Historical reporting data is always accessible.
- Clients stay up to date with automatic report notifications via email/SMS
- Extract and analyze report data with customized metric reports available for download.
- Increased transparency and verification of services through the client portal
- Backed up and searchable data; no more archiving paper reports.

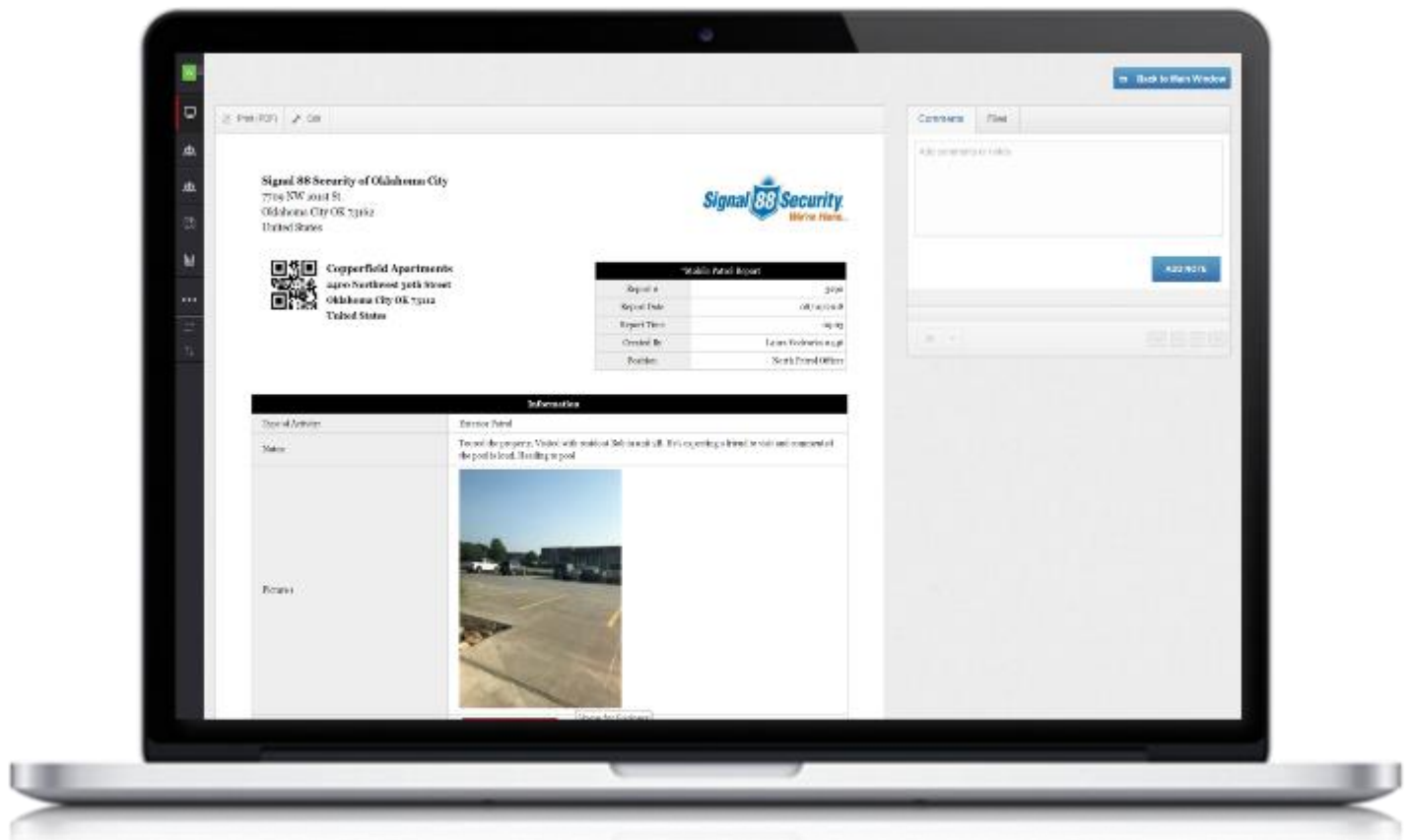


Figure 4: Digital, searchable reports are accessible from any computer.

# Vehicles

Signal vehicles are central to what we do. As a means of transportation, they must be sturdy, fast, and well-maintained. As a symbol of Peace of Mind, they must be highly visible to project a strong and proactive presence. They are beacons of our mission anytime, anywhere.

- ☀ Smartphone or tablet with Edge software
- ☀ LED Light Bar
- ☀ Raven Connected Car System / Rosco Dual Vision camera.
- ☀ Backup Battery / Surge Protector
- ☀ 3M reflective wrap



Every one of Signal's patrol SUVs is wrapped with reflective and highly-durable 3M graphics for optimal visibility. Each is equipped with a suite of technology and hardware enhancements to make it an effective tool on the journey to peace of mind.

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# VI. Our transition plan

Signal identifies the more notable events in the contract's transition, presented sequentially in 5-day increments. Events are identified as occurring so many Days After Contract Accepted (DACA). If required, the timeline presented can be compressed to some extent.

## **1. 0 - 5 DACA**

- Initiate review of on-going security guard operations
- Post notices of employment opportunities
- Hold contract-award telecom/meeting with the Franchise Group (FG)

## **2. 6 - 10 DACA**

- Begin Candidate screening (to include physical aptitude test)
- Begin review of Candidate records

## **3. 11 - 15 DACA**

- Submit Training Plan (for review)
- Submit Certificate of Insurance
- Receive facility policy and procedure requirements for creation of Post Orders

## **4. 16 - 20 DACA**

- Uniform/gear issue

## **5. 21 - 25 DACA**

- Complete all Candidate training records
- Submit Contingency Plan
- Submit Quality Control Plan
- Submit Safety Plan
- Submit Procedures Manual
- Complete post walk-through

## **6. 25 - 30 DACA**

- Hold security guard employee-wide kick-off meeting
- Obtain approval of Contingency Plan from client
- Obtain approval of Quality Control Plan from client
- Obtain approval of Safety Plan from client

- Obtain approval of Procedures Manual from client

### **E.10 Transition Risk/Contingency Planning**

As experience, has shown, transition risk is the single greatest threat to the continuation of mission support. Corporations expect security contractors to deliver the expertise required to ensure the mission. While positive change and performance efficiencies will result from Nucor Steel Seattle, Inc. partnering with Signal, the management of transition risk is a critical success factor in achieving success. As demonstrated in our past performance submissions, the Signal Team has the knowledge and experience to effectively manage transition risk and mitigate contingencies.

Successful transition requires the application of a disciplined risk management process to identify potential risks, assess the probability of occurrence and severity of impact, and deploy the appropriate resources to mitigate and manage the identified risk areas. To initially plan the Nucor Steel Seattle, Inc. transition, we applied the Risk Management process per our Quality Assurance Plan to identify, categorize and evaluate as many sources of transition risk as possible.

From this initial analysis, substantial risk elements were highlighted, the probability of occurrence was assessed, and the impact of the occurrence upon Nucor Steel Seattle, Inc. overall operation and its mission was analyzed, emphasizing consequences in terms of cost, schedule, and performance. Based on the results of this process, the Signal Team developed a mitigation plan for each validated risk and identified metrics to measure our progress in mitigating each risk element.

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# Summary

Signal understands the mission and requirements of St. John Ricer Water Management District. We understand that our approach must be flexible and responsive to changes in requirements and funding. Our management processes, team building approach, and staffing methodologies facilitate and optimize our ability to effectively respond to the solicitation.

Signal has the proven experience and existing capability to ensure success. We have substantially high confidence of success after an initial risk analysis was completed by our proposal team. As a team we can offer:

- 1) A wealth of directly relevant experience within all mission capability areas
- 2) Extensive resources are located throughout the state of Florida.
- 3) Long-term strategic partnership between Signal
- 4) The breadth of resources necessary to field a quality security workforce.

Your Signal team will mitigate the risk inherent in teams constructed with companies offering only niche or single capabilities or limited complex security guard experience. The Signal Team offers a complete solution.

We look forward to this partnership and being part of the team!