

Residential Questionnaire Submitted to Intervention Group, Inc.

Mechanics of Patrol

1. What would be the minimum number of households required to start security patrols?

Intervention Group will determine patrol strategies for your area and the monthly cost for each option will be provided. There is no minimum number of households; however, the cost per household will be determined by the number of enrolled properties.

2. How many patrols do you think we would need? We understand the frequency of patrols, hours per day, and days per week, would depend on how much each household pays.

Specific information will be included with Proposal.

3. Will the patrol agents pay more attention to subscriber homes than other homes on the street being patrolled? Please explain.

Yes. Additionally, enrolled properties will benefit from IGI yard signs and, if elected, Vacation Watch and Alarm Response. IGI will respond to non-enrollee calls as any crime threat in the area could impact IGI clients and prevention is our goal. IGI will not enter any property not enrolled or offer site specific services such as alarm response, intervention, securing property, personal contact, etc.

4. What type of patrol do you recommend, and what would be your strategy for patrolling our neighborhood, keeping in mind that we have many entry/exit points?

Several options for services will be presented and discussed with interested groups. Of course we feel that a combination of static and roaming patrols will be most effective but we understand cost will also play a part in the mutual decision-making process. Even so, IGI will not compromise on level of what we determine to be *effective* patrol.

5. Will agents routinely stop at subscriber's homes to observe any activity? Will they go onto subscriber's property? Under what circumstances?

All enrolled homeowners will be in Contract with IGI. This also sets authorization to enter their property both for intervention, security prevention or investigation of suspicious persons.

6. What if only one or two houses on a block are subscribers, do they get less drive-by time than other blocks with more?

This will be dependent on whether or not your area is broken into grids for security patrol purposes. It may not be effective for IGI to accept some Contracts if, for example, two properties are at the opposite end of the majority of enrollees. Any accepted enrollee will never receive less in service levels or IGI commitment.

7. What would services be for multi-unit residential buildings (apartments and condos)?

All properties consisting of more than four units will need to be identified and they will be offered separate Proposals/Contracts. Four-plus units or condo complexes offer different challenges, require different patrol strategies and are more time-intensive to effectively patrol. There are also issues not normally associated with single family residences such as multiple families, large parties, evictions, etc.

Any options for walking home from BART, or escort-type service?

This is a possible option if your group opts for static patrol. However, that service would be on an as-available basis depending on existing neighborhood patrol activity/needs.

Contractual Issues

1. What is the length of the contract?

One year; payment will be required on semi-annual or annual basis.

2. What happens if a homeowner wants to cancel?

If IGI fails to perform, service can be cancelled with five-day written notice. There is a three-month cancellation penalty. It is mutually beneficial for

homeowners to be committed to this process. Not only will participation lower the cost per household, it is the goal of IGI to be successful as our future growth is dependent on how well we perform in all of our communities.

What would the fee per household be?

To be determined.

Actions Taken by Patrol Officers

1. What will agents do if they observe suspicious, criminal or potentially criminal activity on a subscriber's property?

Detect, Deter and Deny. Because IGI is often the first response agent for clients, it is paramount our officers have the sophistication to know the power of observation in preventing crime, understand the importance of approach and maintain an image that is very public friendly. IGI officers are also set apart in understanding at no time are they performing enforcement of the law, but controlling property and area based on laws and as bound by contract rules.

2. What will agents do when a burglar alarm is triggered? Will an agent respond to alarms of other alarm companies?

IGI will work with, and respond to, any alarm company system. The homeowner needs to opt for IGI Alarm Response and this service will be included in the cost included in our Proposal. Enrollees must contact the alarm company and list Intervention Group to be contacted in case of alarm and, if required by the alarm company, provide IG with a password.

3. If alarm of member residence is sounding, do they get out of vehicle to look around?

Absolutely! Our officers need to determine if the property is secure. In all cases, the homeowner will be contacted as will OPD if a break-in has occurred.

4. Will agents have arresting authority?

Yes.

5. Does your service offer patrolman time tracking (can we see when and where the patrol officer has been on shift?)

IGI management reviews where the patrol officer has been based on patrol logs and radio or in-person contact. We do not offer time-tracking to clients other than the form of providing effective deterrence. It is the criminal element we want to confuse in not providing patrols in an exact measure.

6. How long do they stay on site after calling in to OPD?

Situations will vary since IG cannot predict the availability of OPD response. In all cases, IG patrol officers will contact the homeowner, ensure the property is secure and stay on-site or return to meet the homeowner if that is what is requested by the homeowner.

Community Relations

1. Provide a general definition of “suspicious activity”. What will agents do if they observe suspicious activity, not criminal, in the neighborhood?

IGI officers rely on their training as well as instinct; there is a difference in your selection of hiring IGI Security Patrol vs a “security guard” service. In many cases, if someone is in the area to commit a crime, they will flee rather than be confronted by IGI officers and suspicious activity definitely stands out. Observations of persons not known to the area, someone not using a key to get in a car, “vendors” seen going into a backyard, individuals or groups of people knocking on doors are all reasons for officers to increase alertness. However, our officers also understand that these particular examples may also be residents or visitors and approaching in a professional and friendly manner is a procedure most effective in determining next actions.

2. Will agents stop people walking in the neighborhood at late hours? What if their dress and manner appears suspicious? What might the agent do?

IGI patrol officers will stop to speak with people walking in the neighborhood day or night. It is an opportunity to meet and greet as well as educate residents and non-residents alike that the community is now security-patrolled. IGI is not confrontational regardless of the time; the late hour will increase caution, however.

3. If agents observe several youths parked in a car on the street at night, what might the agent do if the suspects they might be up to no good?

Any person or groups of persons parked at night draw extra observation and officer may approach vehicle to inquire if they are lost or require assistance. This will also be another opportunity to educate residents and non-residents that the community is security-patrolled.

4. How will agents promote a friendly presence in the neighborhood and build community relations?

A friendly presence starts with the very first meeting we have the opportunity to hold with the community. It does take time for IGI patrol officers to integrate, meet residents, earn the trust and cooperation of the community, and generally understand the personality and traffic of the neighborhood. Positive community relations will be earned as IGI officers speak with the residents and effectively patrol as well as respond to them in time of need. Our officers in other communities are well-known and appreciated and we expect no less in your community.

5. Profiling is a big issue and concern especially after the Travon Martin incident. What training do agents receive of race relations?

Many of your questions and the response to each potential situation touch the issue of racial relations and profiling. This issue goes back to our training program in identifying a potential threat and employing our Detect, Deter, Deny and professional approach procedures. Intervention Group legal counsel is that of Law Office of John L. Burris so we are especially in tune with civil rights and training required on this subject.

All of these questions also reflect why it is so important that we maintain a confidential enrolled-resident roster. It is common for our officers to approach persons claiming to visit a specific residence. Our officers can make contact and confirm that these persons should be guided to their homes or confirm that they should be encouraged to leave the area.