CITY OF WEST DES MOINES
CITY COUNCIL MEETING COMMUNICATION

DATE: November 30, 2015

ITEM: Motion – Approval of Contract Agreement Renewal – Park Security Services

FINANCIAL IMPACT: Approximate expense of $74,600 annually based on services identified in the Request for Proposal dated October 2013. The amount includes a contractor-supplied vehicle. This is a contract renewal, and rates are being increased by 2% or an additional $1,500 annually at the request of the contractor. Staff feels that this increase is acceptable. This amount is budgeted in the Parks cost center of the operating budget for this purpose.

BACKGROUND: The Council is asked to approve the renewal of an agreement with American Security for Park Security Services. American Security has done an excellent job of providing security services over the last two years. They were originally selected in 2013 using a detailed Request for Proposal (RFP) process. The RFP was sent to all area security providers. A notice of the RFP was published. Through an evaluation of written proposals and interviews, American Security was chosen. The current agreement with them expires on December 31, 2015, but the terms of the agreement allow for renewal on an annual basis for an additional three years.

This agreement covers on-site security from April 1 through October 31 and mobile patrol from November 1 through March 31. The amount of coverage varies depending on the time of the year. Security officers are responsible for patrolling, locking and unlocking parks and facilities, checking permits at the dog park and archery facility, responding to alarms at the nature lodge and softball complex, and enforcing park rules.

OUTSTANDING ISSUES: None

RECOMMENDATION: That the Council approve the agreement renewal.

Lead Staff Member: Sally Ortgies

STAFF REVIEWS

Department Director	
Appropriations/Finance	
Legal	
Agenda Acceptance	RTJ

PUBLICATION(S) (if applicable)

Published In	
Dates(s) Published	

SUBCOMMITTEE REVIEW (if applicable)

Committee			
Date Reviewed			
Recommendation	Yes	No	Split

CITY OF WEST DES MOINES
4200 Mills Civic Parkway
PO Box 65320
West Des Moines, Iowa 50265-0320

CONTRACT NO. - **DATE:** 11/30/15
BUDGET CODE 0100.40.344.3.5308 (Security Services)

CONTRACT AGREEMENT

Contractor American Security & Investigations	Department Department of Parks & Recreation P.O. Box 65320 West Des Moines, Iowa 50265
Contract Period – Effective: January 1, 2016 Annual Cost: $74,600 (estimated)	Terminates: December 31, 2016 Payable: 30 Days

DESCRIPTION OF ITEMS CONTRACTED

See Attached Proposal for terms and conditions with 2% rate increase

Contractor Greg D. Willey	_____ Approved _____ Not Approved
Authorized Signature	
Company Name (Print) American Security & Investigations	City Manager
Address 2801 Bell Avenue, Des Moines, IA 50321	Department Director

WHITE – Department PINK – Finance YELLOW – Vendor

AMERICAN SECURITY & Investigations

2801 Bell Avenue
Des Moines, IA 50321
Phone: (515) 245-4370
Fax: (515) 245-4380

November 13, 2013

Ms. Sally Ortgies
Superintendent of Parks
West Des Moines Park & Recreation
4200 Mills Civic Parkway
West Des Moines, IA 50265

Dear Ms. Ortgies,

We are pleased to present our Proposal for Security Services for West Des Moines Parks and Recreation as listed in your Request for Proposal. We are excited to be given the opportunity to serve the City of West Des Moines.

The following pages contain responses to your Request for Proposal for the various park locations. Our proposal addresses all of your requirements in qualifying for the contract. It is not our intent to simply meet the minimum requirements, but to greatly exceed them.

We look forward to reestablishing our partnership and building our relationship with your staff and visitors to the West Des Moines Park system. You can count on our commitment to excellence and our ability to adapt to changing environments.

We would look forward to the opportunity to present our proposal orally, if you so desire. If you have any questions or comments, please feel free to contact me at your convenience at (515)-554-1958).

Sincerely,

American Security L.L.C.

Greg D. Willey
Regional Director of Operations

CONFIDENTIAL
This material contains confidential information and trade secrets and the release or duplication of this material is not permitted except by written authorization of AMERICAN SECURITY & INVESTIGATIONS.

INTRODUCTION

* **Over 50 years of security experience**

American Security was founded in 1959. In 2002, American Security became American Security, L.L.C. also d/b/a/ American Security & Investigations.

* **The highest standards of integrity and professionalism**

Through its Uniformed Security Guard Division in the Des Moines Area, American Security provides over 1,000 service hours per week.

* **Expertise in all areas of security**

American Security is well managed and fiscally sound. A member of the Des Moines business community for 23 years, American Security continues to grow and strengthen its ties to the community through sound, well-established management practices. They include: (a) excellent service, (b) support of the field officer staff by experienced, trained, highly motivated management staff, and (c) sound fiscal practices.

* **Commitment to client satisfaction**

Our local building houses the Administrative Offices, Operations Departments, Training Center, Human Resources Department, Central Supply Distribution, and Fleet Service Operations.

* **An essential element of American Security's quality control is effective communication**

We firmly believe in the importance of effective communications. It is a key element in any long-term relationship. There is an absolute and positive correlation between effective communications and our ability to meet your expectations. A combination of formal and informal meetings with you will assure that your objectives are met, and more importantly, any areas needing improvement are identified.

Our management group shall work with you to develop and implement specific plans to respond to and resolve any concerns. Responsiveness and effective follow-up are imperative to any quality control system. Corporate commitment to complete client satisfaction, based on a solid understanding of your needs, is the foundation for continued improvement of your security program.

* **A thorough understanding of your needs is vital to delivering first-rate customer service**

People are our most important resource! We treat this resource with respect. The combination of proper screening and recruiting with thorough initial and ongoing training enables AMERICAN SECURITY to provide you the best private security officers in the security industry.

Consistent inspection and motivation of assigned officers, along with effective communications between the client, security company management, and the on-site security staff enables us to guarantee delivery of first rate service.

EMPLOYMENT PRACTICES

American Security prides itself in having the most professional and progressive Human Resources Department in the industry. We have taken the time and energy to make sure our Human Resources Personnel are trained in the most current employment law as well as in human-relations techniques. The Human Resources Department has developed comprehensive employment practices and procedures throughout the Company, especially in the area of hiring.

The personal requirements/qualifications a Security Officer must possess include the following:

1. Must be a minimum of 18 years of age
2. High School Diploma or its equivalent
3. No Criminal History
4. Good background references
5. Meet our physical requirements analysis, which includes ability to walk, stand, sit, stoop/bend, kneel, climb stairs, and lift up to 50 pounds
6. Speak, write and read English
7. Conform to Company dress code
8. Remain calm and self controlled in a variety of situations, to include those which may be stressful or emergencies
9. Depending upon specific on-site or job requirements, applicant may need:
   A. Valid driver's license and meet our driving record requirements covered in our Vehicle Driving Policy
   B. Department of Defense security clearance
   C. Pass a drug test
   D. Meet qualifications to carry a firearm
10. Meet all state law requirements for Security Officers and receive Iowa Department of Public Safety certification to be a licensed Security Officer.

HIRING PROCESS

Upon the completion of the extensive application, the applicant proceeds through a thorough screening process. This step includes review by an Administrative Assistant to determine that the appearance, demeanor, and work history of the applicant is sufficient to warrant an interview. Our HR Manager then interviews the applicant. The HR Manager goes into detail about the individual's background, verifying work history and reason for leaving, lapses of employment, prior security experience and asking pointed questions about the existence of any pending or conviction records in any court having jurisdiction. The applicant's appearance, cooperation, and attitude are noted and closely considered.

If the applicant is successful in their first interview, they will then proceed to a second interview with the Manager of Operations. A description of the position as well as physical requirements is discussed with the applicant. After a successful interview has been completed, the applicant's references are checked and the individual is called in to attend mandatory in-house training before assignment to a position.

The prospective employee is fingerprinted and that data is given to the Iowa Department of public safety and the Federal Bureau of Investigation for a criminal record check. The new employee may be offered conditional employment pending the outcome of the record checks and the ability to obtain a permanent, state licensed, security ID badge.

Following completion of the initial training program, the new employee then meets with the Manager of Operations and the Area Manager for the location that they are being assigned to for on-site training. This training course is designed to introduce the individual(s) to the facility and the philosophy of our client as well as basic security policies and procedures.

Because American Security is voluntarily an Equal Opportunity Employer, all applicants are tracked according to their sex and race. Each year this information is analyzed to verify the recruitment of females and minorities. Recruitment goals are then set for the following year. The application form, as well as other Human Resources forms, is reviewed on a regular basis. Updates are made according to State and Federal laws or changes in Company Policy. We have the appropriate Affirmative Action Certificates of Compliance from both the State and County levels.

EMPLOYEE BENEFITS

The following minimum benefits are provided to all employees of American Security. Associates may receive additional benefits depending on their assignment and/or Client requirements.

- **Vacation:** Full time employees receive one week paid vacation after one year service; two weeks after two years of service; three weeks after eight years of service; four weeks after 15 years of service.
- **401K Plan**: All employees have the option of participating in the Plan after one year of service.
- **Health Insurance**: After 90 days of service, full-time employees may choose Blue Cross/Blue Shield as their health benefits provider. This Plan is based upon three different deductible levels for annual medical expenses. This is a Select Account Plan, which is a pretax benefit plan. Included also is an OPTUM Employee Assistance Program.
- **Life Insurance**: All American Security employees are given a $10,000 life insurance policy during their employment.
- **Dental Coverage**: After 90 days of service, all employees have the option of purchasing dental coverage offered through American Security, L.L.C.
- **Uniforms:** All uniforms and equipment are provided at no charge to the employee.
- **Overtime:** Time and one-half for all hours worked over 40 hours in a standard pay week. This benefit is available immediately after employment with the Company.
- **Paid Holidays:** All employees are eligible for Holiday pay. During the first six months of service, employees are paid one and one-half times their regular rates if they work on the holiday. After six months of service, the employee is paid eight (8) hours of holiday pay. The six recognized Holidays are:

New Years Day	**Memorial Day**	**Independence Day**
Labor Day	**Thanksgiving Day**	**Christmas Day**

- **Advancement Opportunities:** Each employee, based on their performance, has an opportunity for advancement within the Company.
- **Paid Funeral Leave:** For deaths of immediate family members, current in-laws, grandchildren, and grandparents.
- **Disability Pay:** Full time American Security personnel are eligible to receive disability pay after one year of employment. Benefits are $175.00 per week up to 13 weeks pay.
- **Paid Training:** All American Security personnel receive pay if attending our in-house training courses.

RETENTION OF VALUABLE ASSOCIATES

American Security recognizes the value of its most important resource. In our efforts to retain those individuals who have shown us their initiative and responsibility, American Security utilizes a combination of direct wage and non-wage incentives, as well as opportunities for advancement within the Company into supervisory and management positions.

American Security's plan regarding retention of valuable associates assigned to our client's accounts is based on performance and wages. Each associate shall have their performance evaluated by management 30 days after their assignment to the facility, re-evaluated again in 60 days, then once again in 90 days. There will be an opportunity for the officer to be rewarded with a significant increase in the base wage within the first six-(6) months of assignment to the facility. Additionally, the officer will then be able to expect an annual review of wages and benefits.

Our Excellence in Service program rewards officers on a continuous basis through recognition of efforts above and beyond.

American Security has a long established and highly successful Refer-A-Friend Bonus program to provide our Associates with a direct monetary reward. Other rewards include non-monetary recognition for excellent service or other achievements. Non-monetary recognition includes gifts, awards, and incentives from the Company Store. Other non-monetary recognition includes letters of recognition and commendation from our Clients and Company management group. This correspondence is placed into the employee's permanent personnel file. American Security's company newsletter is a valuable tool, used regularly, to recognize an employee for outstanding service or other achievement(s).

Regular evaluations of performance, with immediate rewards for excellent service, are key in retaining valuable associates over the long term!

ALCOHOL/DRUG USE, POSSESSION AND TESTING

CORPORATE POLICY

1. The use, possession, or transfer to others of alcohol or drugs while on duty or on American Security or client's premises (including American Security or client's parking facilities) is prohibited.

2. Reporting for duty or remaining on duty at American Security or client's premises (including American Security or client's parking facilities) while under the influence of or impaired by alcohol or drugs is prohibited. This includes having alcohol on the breath. If American Security representatives suspect drug or alcohol usage by one of our associates, we have the right to have the suspected person tested.

3. Drug and alcohol-related requirements and/or testing will be imposed on American Security associates who perform services for customers who insist on those requirements and/or testing. Any associate assigned to such a customer's facilities will be notified of any additional restrictions or testing requirements.

4. American Security's complete policy regarding alcohol/drug use and testing protocol is listed in the Employee Handbook, which is issued to and signed off by each American Security employee during Orientation Training.

TESTING PROCEDURES AND COSTS

American Security utilizes the services of Concentra Medical Centers for all drug-testing procedures. This comprehensive testing procedure includes collection, five-panel test at Concentra, and sign off by Medical Records Officer.

FIRM INFORMATION

American Security L.L.C.
2801 Bell Avenue
Des Moines, IA 50321

American Security is a Limited Liability Company, formed in Delaware.

For questions or additional information regarding the content of this proposal please feel free to call, e-mail, or send inquires to:

Greg Willey
Regional Director of Operations
American Security L.L.C.
Phone: (515) 362-3815
Fax: (515) 245-4380
E-mail: gwilley@americansecurityllc.com

UNDERSTANDING OF SCOPE

American Security L.L.C. testifies that it will be able to provide all services outlined in the "Scope of Services" section as outlined in the Request for Proposal. American Security will complete all services as follows:

RACCOON RIVER PARK

1. We shall provide full, continuous and consistent security coverage with one security officer on-site during these dates and scheduled times.

    - April 1 through October 31 (approx. dates) (everyday) 10am to 1:00am

2. We shall provide a second full, continuous and consistent security officer on-site during this dates and scheduled times.

    - May 15th through August 15th (approx. dates) (everyday) 12 noon to 7:00pm.

It is understood that the city reserves the right to adjust the schedule to meet changing security needs. It is also understood if a portion of time is not fully covered; the City's representative is to be immediately notified.

3. If we are not providing our own vehicle, then our officer will report to the Parks Maintenance Shop, at 1421 Maple Street, to pick up a city vehicle, keys and American Security cell phone. Officer will complete a vehicle inspection and proceed to the Raccoon River Park. At the end of their shift, the officer will return to the Parks Maintenance Shop to return the city vehicle, keys and cell phone.

DOG PARK PATROL

1. We shall provide a security officer for dedicated duty at the dog park a minimum of 2 hours per day. We understand that a detailed schedule will be determined upon award of the contract. Below is the list of the days and times.

- On site security-April 1 through October 31 (two hours per day)
- Mobile Patrol-November 1 through December 15th (3 stops/day), December 16 through February 28th (1 stop/day), March 1 through March 31st (3 stops/day).

We understand that the schedule may vary depending on use levels at the dog park and we will be flexible to those changing needs.

Duties of the officer will include, but not limited to:

1. Checking for permit tags and requesting users, without permit tags, to leave the dog park.
2. Will provide information to citizens on obtaining permits and enforcing all dog park rules as listed in the West Des Moines Dog Park rules document referenced in attachment C.
3. The on-site officer will complete a report on the dog park activity and submit them to the City daily. Our mobile patrol officer will also complete daily reports to verity that permit tags are being checked with reports submitted weekly. We understand that other special events may be scheduled, at the dog park, and we will supply additional security at the request of the City.

ARCHERY FACILITY

We understand that our on-site officer and mobile patrol officers will randomly check the archery facility. The days and times that will be generally followed is listed below, but we understand that a detailed schedule will be determined upon award of the contract.

- On-Site security-April 1 through October 31st (Randomly each day)
- Mobile Patrol-November 1 through December 15th (3 stops/day), December 16 through February 28th (1 stop/day), March 1 through March 31st (3 stops/day).

We understand that the on-site officer and mobile patrol will perform random checks for permits and request users without permits to leave the archery facility. They will also enforce all archery facility rules. The officers will also provide information to them and park visitors on how to obtain a permit. The on-site officers will complete reports and submit them to the City daily. The mobile patrol officers will also fill out reports to be submitted weekly.

GATES

1. The security officers will lock and unlock park gates located at both Grand Avenue and 11th street.

- Gates will be locked at 12:00am (midnight) and unlocked and opened at 6am daily. Gates will be securely fastened in the open position and inspected during

patrols. Prior to locking gates, security officers shall cover the entire park and give advance notice to park closing to any remaining visitors.

- On-site Security-April 1 through October 31 (Close Gates)
- Mobile Patrol-January 1 through March 31 (2 stops/day, open/close gates), April 1 through October 31st (1stop/day, open gates), November 1 through December 31st (2 stops/day, open/close gates)

FACILITY LOCKUP

1. Our security officer shall be responsible for locking the following facilities and will be checked by our mobile patrol to verify that the facilities are locked.

- Soccer Complex Restrooms (10:00pm)
- Playground Restrooms (10:00pm)

ALARM RESPONSE

1. We shall provide first response to alarm calls at the Raccoon River Park Nature Lodge and Softball Complex. We shall respond during our on-site security hours at no charge. Responses to alarms, outside of the on-site security hours, shall be billed separately (See fees schedule).

FOCUS AREAS

1. During patrol of the Raccoon River Park, our security officer will give specific attention to the following areas:

    - **Softball Complex**: We will escort concession stand workers and other staff, to their cars, at their request. We will enforce park rule prohibiting the consumption of alcohol in parking areas.
    - **Nature:** We will escort staff to their cars at their requests.
    - **Beach**: We will enforce park rules that include the prohibition of consumption of alcohol, the use of glass containers and pets in the beach area. The area will be patrolled by foot or bike patrol.
    - **Dog Park**: Our on-site security officer and mobile patrol will do random checks for permits and provide information to park visitors on how to obtain a pet permit. Users without permits will be asked to leave the park. They will also enforce all dog park rules.
    - **Playground**: We will patrol the playground, on foot, and look for any obvious safety issues, such as broken equipment or trash/glass in playground area.
    - **Lake**: We will make an attempt to enforce the lake's "No-Wake" rule by communicating, from the shore, the rule to the boater once they have remove their boat from the lake.

- **Trail**: We will provide patrol of the 3.2 mile trail around Blue Heron Lake. We will drive the trail route and provide response to alarms from emergency call boxes located along the trail. We will have a bicycle available for use by our security officer.
- **Miscellaneous**: Officer will pay special attention to rules that are often violated at the park (Dogs not on leash while outside fenced dog park, glass containers in park, and other alcohol beverages. Beer, in twelve ounce cans, is allowed.

OTHER PARKS-Park Patrol

- We shall patrol all parks identified in (table 2), in the RFP, a minimum of once per shift per night. This will be done during the times listed below.

    1. April 1 through October 31 (approximated days) 9:30pm to 11:30pm. Every night.

PARK LOCKUP

- We shall lock facilities in the parks identified in (table 2), in the RFP. The parks will be locked no earlier than 9:30pm and no later than 11:30pm.
- Park Patrol: It is our understanding that the City may occasionally request security services in other parks or at times separate from park lockup.

GENERAL SCOPE REQUIREMENTS

- **Holidays**: We shall provide all services 365 days a year, as agreed in this proposal and according to all schedules within, including all holidays. In addition, we will provide an extra on-site officer at the Raccoon River Park on Memorial day from 10am to 8pm and the Fourth of July we will provide 2 additional officers 10am to 10pm.
- **Special Events**: We understand that additional officers may be required for special events run by the City. We also understand that we may need to coordinate additional security coverage with a non-city organizer.
- **Enforcement**: We shall enforce park rules and regulations as listed in (attachment B) of the RFP. We shall notify the West Des Moines Police for law enforcement assistance when necessary.
- **Public Interaction**: We shall provide security personnel who positively interacts with park visitors and will conduct themselves in a highly professional manner. We will offer assistance and distribute information to the public upon request. We will walk in and around the park facilities to demonstrate a security presence and will be utilizing a bike patrol when appropriate.
- **Uniform**: We will provide our officers American Security uniforms that will provide a clear visual identification to park visitors. We understand that the City

will need to approve these uniforms. Our basic uniform is a black shirt with black pants. The shirt has an American Security patch on both shoulder sleeves and one on the front left chest. Depending on weather conditions, in the summer, officers can be provided black shorts, per the City's approval.

- **Training**: All on-site security officers will have current certification in First Aid and adult/infant CPR. Documentation of certification shall be made available to the City upon request. Officers will also be trained on dog behavior as it relates to the dog park.
- **Communication**: We shall provide our on-site officer with a cell phone which will allow them to communicate to our 24/7 dispatch. They will also be able to contact the West Des Moines Police and City contact person. A current phone number list shall be provided to the City and written reports will be filled out daily providing the City documentation of security activity.
- **Vehicles**: We understand if we use the City provided vehicle that it shall be picked up and dropped off at the Parks Maintenance Shop at 1421 Maple Street. We shall fill out a vehicle condition report daily by each officer driving the vehicle. We understand that the vehicles for the mobile patrols will be provides by us. If we provide all vehicles, the cost will include all fuel, insurance, maintenance and other incidentals. The vehicle will be in good working condition and the appearance will be to the satisfaction of the City and be clearly identified as a security vehicle. We are looking at a Ford Fusion or Jeep Patriot.
- **Contacts**: We shall provide the City with the name, address, e-mail and phone numbers for at least two American Security contacts the will be responsible for insuring response to the City's requests.
- **Authority/Direction**: We understand that all of our security personnel will be expected to be positive, courteous and on time. We also understand that the City reserves the right to reject any security personnel from continued or further service for any reason.
- **Damages**: We understand that we will be responsible for any and all damage to public property (including vehicles), private property, or personal injury due to our employees negligence or intentional or reckless conduct in the performance of the security service.

CONTRACT TERMS: It is our understanding that the contract shall start on January 1. 2014 and extend through December 31, 2015. We also understand that following this initial period, the contract may be renewed at the City's sole discretion on an annual basis for an additional three years. At the end of the initial or renewal period (whichever is applicable), the contract will be re-bid.

PRIOR EXPERIENCE

American Security L.L.C. has been providing professional security services to clients since 1959. Currently our company provides more than 128,000 hours of coverage each month to our clients.

As a result of our years of experience and the number of hours that we provide, you can be assured that American Security will be able to handle any situation that may come up at West Des Moines Park & Recreation.

The local management staff of American Security L.L.C. that is assigned to handle all occurrences at West Des Moines water works has well over 100 years of combined experience in the security field. Those management members are as follows:

- Ray Monson, Manager of Operations (9 years security experience)
- Michele Clemmons, Area Manager (5 years security experience)
- Gary Abshire, Operations Officer (25 years security experience)
- Greg Willey, Regional Director of Operations (36 years security experience)
- Jeff Allen, Manager of Human Resources (33 years in security field)
- Cory Krug, Vice President Quality Assurance (18 years of security experience)

In addition American Security employes two Certified Protection Professionals (C.P.P.) to aid in the evaluation of security needs as requested.

American Security L.L.C. had provided quality security services to West Des Moines Parks & Recreation, in the past for over 14 years and feels confident that we can again do so in the future. We are very qualified and trained on dealing with the specific needs that come from securing a public area.

In addition to having provided security to West Des Moines Parks & Recreation in the past, the following companies also experience quality service from American Security L.L.C.

- DART Central Station
  Keith Welch-Facility Manger
  620 Cherry, DM, Iowa 50309
  515-802-2087
  *Provide security for the central bus station. Enforce policies with customers waiting and riding the city's buses. Provide physical security for the facility.

- Hubbell Realty
  John Bergman-Director of Property Management

6900 Westtown Parkway, West Des Moines, Iowa 50266
515-280-2040
*Provide security for several of their properties. Provide physical security along with enforcing policies with visitors and clients.

- Methodist Plaza
  Toby George-Property Manager
  1212 Pleasant St. suite 100, DM, Iowa 50309
  515-241-5778
  *Provide physical security for the facility, along with enforcing policy and procedures with visitors and clients.

- Knapp Realty
  Amy Darr-Property Manager
  4949 Westtown Parkway, suite 200 DM, Iowa 50266
  515-802-4900
  * Provide security for several of their properties. Provide physical security along with enforcing policies with visitors and clients.

SUPERVISION

American Security L.L.C. utilizes an Area Manager that will oversee the account and will be in charge of scheduling and training of the security officers. They will ensure that officers are following policy and procedure by making random stops at the account during their shift. During their status, with the officer, a status sheet is filled out and signed by the officer. The Status sheet is an on the spot assessment of the officers appearance and an evaluation of their present performance. All officers are monitored by our 24/7 dispatch with a post watch to ensure they are at the location at the designated times.

The Area Manager will be trained, at your account, and will provide the follow up training to all new officers. Our Area Manager reports to the Manager of Operations with updated information after each contact with the client and officer.
The Manager of Operations will provide the Area Manager with updated account information in the form of daily briefings and written changes to the procedure manual for the account. This line of communication ensures that any concerns are dealt in a timely manner.

Our Manager of Operations then reports all account information to the Regional Director of Operations. All members of management have an ongoing commitment to provide West Des Moines Park & Recreation with highly trained and disciplined officers at all times.

TRAINING

American Security prides itself on our on going commitment to quality training. All of our training programs are interactive. We use the principles of adult learning, which emphasizes that adults learn best by doing. Group work, independent study and classroom participation are just some of the instructional methods used in all training programs.

American Security also has established online training for our officers so that all of the courses that we offer will have expiration dates and we use a compliance tracker system to aleart us when officers need additional training and this system will not allow officers to be scheduled for your account until they have completed this training.

BASIC SECURITY COURSE OUTLINE:

SUBJECT

American Security Orientation

- Policies/Procedures
- Uniform/ID/Fingerprints
- AMERICAN SECURITY History and Organization

Communications (General)

- Definition
- Listening Skills
- Barriers
- Nonverbal Communication
- Communicating With Different Cultures

Security Overview/Ethics

- Security Officer Roles and Responsibilities
- Industry Code of Ethics and Rules of Conduct
- Security Definitions

Communications

- Purpose of Reports
- Note taking and six (6) essential ingredients
- Security Reports
- Incident Reports Definition

Sexual Harassment Prevention

- Definitions, Procedures for Prevention

Legal Authority

- Security Officer's Legal Authority
- Criminal and Civil Laws
- Defamation, Assault and False Imprisonment
- Use of Force Continuum

Communications (Cultural Diversity)

- Define Culture
- How To Value Differences
- Increase Respect
- Decrease Judgmental Behavior

Emergency Responses

- Adult/Infant CPR
- First Aid
- AED (Automated External Defibrillator)

Park Specific training

American Security will develop custom training in cooperation with local experts, of the following items to ensure proper enforcement of all rules and regulations and to provide the necessary skills needed to help our officers identify dog behaviors that could cause problems at the dog park.

This training will be a requirement before assignment to West Des Moines Parks and also be provided for the officers to have within at all times for review.

- Park Rules and Regulations
- Dog behavior training

BASIC SECURITY COURSE-OFFICER EVALUATION

Security/Incident Report Writing Exercise: All participants must complete a security/incident report before completion of the course. This portion is Pass/Fail. The grade is based upon the individual's ability to properly fill in the report form's required entries, use of proper English, spelling, sentence structure, report content, and ability of the participant to communicate clearly and effectively. If the Instructor determines that a prospective Officer has failed the class, the Training Department and Human Resources Department staff will assist the individual in finding locations where English language and writing is taught. After successful completion of course work, the individual will have the opportunity to repeat the pre-assignment course.

Participation: During the entire orientation class, an individual's participation in group work will be evaluated by the instructor. This is a subjective evaluation based upon the participant's contribution to the class.

During the training course, the applicant fills out all pertinent company forms as well as other forms required by law, I-9, Confidential Medical History, W-4, Child Support questionnaire, & Iowa Security License Application. The prospective employee is then fingerprinted and that data is given to the Iowa Department of Public Safety for completion of the associate criminal background check to obtain their Iowa Security License.

During the training class, the applicant is still evaluated. Any inappropriate behavior could result in the individual not being placed on the job. If a prospective employee does not meet American Security's standards, the Training Director is empowered to remove the person from the training program. After successfully passing the training exam, the applicant is meets with the Director of Operations for an account assignment.

Once on the job, an Area Manager reinforces what the security Officer learned in the training class and then concentrates training the new employee on the site-specific procedural manual. All security Officers, before assuming full responsibility for their posts, will complete a training checklist. The checklist is site specific, and will be developed for your location with your approval. Area Managers will be responsible for on-site training of all Security Officers assigned to your account.

FEE

Raccoon River Park On-Site Security

Date	Schedule	Day of Week	Billable Rate	Hours/ Week	Cost per Week
SO #1 Apr 1 – Oct 31	10:00a to 1:00a	Everyday	$14.25	105	$1,522.50
SO #2 May15 – Aug 15	12:00p to 7:00p	Everyday	$14.25	49	$710.5

Mobile Patrol of Raccoon River Park

Date	Duties	Per Stop	Stops/ Week	Cost per Week
Nov 1 to Dec 15	Lock/Unlock, patrol Dog Park and Archery Facility	$15	35	$525
Dec 16 to Feb 28	Lock/Unlock, patrol Dog Park and Archery Facility	$15	21	$315
Mar 1 to Mar 31	Lock/Unlock, patrol Dog Park and Archery Facility	$15	35	$525

Vehicle Cost

Due to length of time the vehicle would be needed during the 7 months of service, a separate vehicle would be purchased for the service and would be marked and include a light bar. Vehicle cost would be spread out over the year and billed bi-weekly at the rate of $350 per bi-weekly period for a total of 26 billings per year.

Raccoon River Park Softball Complex / Nature Lodge Alarm Response

Per Response rate = $ 25.00

Holiday pay: The normal Bill Rate x 1.5 will be applied to all hours and patrol stops for the following holidays. New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas.

If additional hours are requested, outside the contract hours, the overtime rate of $21.37 per hour would be applied unless American Security is able to cover the hours without paying overtime to associates. In this case the billable rate of $14.25 per hour would apply.

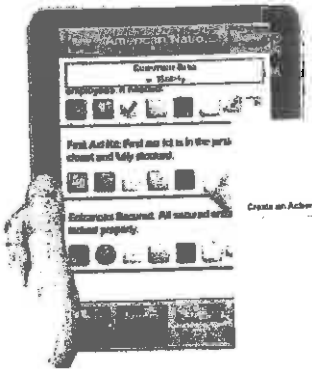
TECHNOLOGY

Included in the above listed pricing is the utilization of American Security's ASITRAC, Quality Assurance Manager, and Post Watch & Compliance Tracker. These tools are being put in place to provide better ensure high quality service at every level.

ASITRAC – This is a real time reporting system that allows the officer to take pictures, record audio and add notes to event's that occur on site during their shift.

This information is available to be viewed by you at any time. Both the officer at Raccoon River Park and the patrol officers will have this technology. This system also uses QR codes to verify stops and supports that with GPS tracking of those stops. This system will also allow for paperless reporting.

QUALITY ASSURANCE MANAGER – Through designed audits, our Quality Assurance Manager and Action Item system is set up for our management team to periodically audit the performance of the officers and site and identify deficiencies that may need addressed. It also provides a customer URL for you to submit concerns or other items that you need managers to address.



POST WATCH & COMPLIANCE TRACKER – These systems are designed to ensure that Officers are on post when scheduled and that they have received all of the required training needed to be assigned to the account. Our 24/7 disptach center monitors all shifts in post watch and our scheduling sytem locks out officers from being scheduled for your account unless they meet all minimum trainign requirements.

The following Compliance Code(s) were not met for this Employee.

07/09/2013 CPR/AED/FIRST AID
03/06/2012 DRUG TEST UA
03/06/2012 Optional Fit Test
03/06/2012 VERBAL JUDO (MN - CPA 224)

	Not Checked In									Not Checked Out				
Description	Before Time	Before Start	After Start	Before Time	Before Start	After Start	After Start	Checked In	Missed Check In	Before Time	Before End	After End	After End	Checked Out
10460 - Park Nicollet Clinic- Minneapolis														
10487 - MERCHANTS BUILDING										1				
10648 - Financial Center										1				
										1				

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REQUEST FOR PROPOSAL

For

PARK SECURITY SERVICES

October 2013

West Des Moines Parks & Recreation
4200 Mills Civic Parkway
P.O. Box 65320
West Des Moines, IA 50265
515-222-3447

Notice of Request for Proposal

Sealed proposals for Park Security Services will be received until 2:00 p.m. local time on Wednesday, November 13, 2013, in the City Clerk's Office, West Des Moines City Hall, P.O. Box 65320, 4200 Mills Civic Parkway, West Des Moines, IA 50265. Specifications and instructions to interested parties may be obtained from West Des Moines Parks and Recreation at the above location or by calling Sally Ortgies, Superintendent of Parks, at 515-222-3447.

Published in Des Moines Register, November 1, 2013.

I. *Statement of Intent*

The City of West Des Moines Parks and Recreation Department is requesting that interested private security firms submit proposals for providing on-site security services for City parks, including Raccoon River Park.

II. *Introduction*

The City of West Des Moines currently has thirty-nine parks and greenways encompassing 1,275 acres of land. Parks range in size from Railroad Park, which is 0.38 acres, to Raccoon River Park, which is over 630 acres. The City also has 58 miles of multi-purpose trails. The estimated population of West Des Moines is 59,296 residents.

On-site security service has been provided at Raccoon River Park since 1996. This Request for Proposal (RFP) addresses this service along with additional security needed at other West Des Moines parks.

Raccoon River Park

Raccoon River Park, located at 2500 Grand Avenue in West Des Moines, is a large urban park consisting of 632 total acres. The park is the City's largest single park and one of the largest municipal parks in the metro area. The park's main entrance is off Grand Avenue with a secondary entrance from S. 11th Street. Raccoon River Park is bounded by Jordan Creek, the Raccoon River, and Iowa Interstate Railroad. The park is home to the 232 acre Blue Heron Lake and acres of nature areas. The lake is used for fishing, boating (at no-wake speed), and swimming.

Developed areas of the park include the following facilities:

- Five-diamond adult softball complex
- Fenced 10 acre dog park
- Sand swimming beach
- Four reservable picnic shelters
- Large playground with water play areas
- Nature Lodge
- Accessible fishing pier
- Boat ramp
- Youth soccer complex
- 3.2 mile multipurpose trail
- Archery facility (coming in 2014)

Other Parks

The West Des Moines parks system includes thirty-eight additional parks and greenways located throughout the City. In addition to the one large urban park, Raccoon River Park, classifications of parks include mini-parks, neighborhood parks, community parks, special use facilities, and greenways. Each park is described in Table 1 below.

Table 1

Park	Address	Class	Size	Facilities
50th St. South Greenway	50th & Cody Dr.	GW	5.95	
American Legion	301 Vine St.	NP	9.93	Open play area, softball diamond, tennis court, basketball court, shuffleboard courts, horseshoe courts, half pipe skate facility, playground, shelter, restrooms, sprayground, parking
Ashawa	4431 Waterford Dr.	NP	7	Open play area, playground, shelter, restrooms, basketball court, trail
Ashawa Greenway	Mills Civic to 50th St.	GW	8.37	Trail
Beh Glen	1900 E.P.True Pkwy.	GW	5.18	Trail
Brookview	400 81st St.	NSP	6.3	Open play area, playground, parking, shelter, restroom, trail
Crossroads	5205 Ashworth Rd.	CSP	17.17	Open play area, softball diamond, soccer field, 6 tennis courts, trail, playground, 2 shelters, restrooms, parking
Fairmeadows	543 22nd St.	NP	8.13	Open play area, soccer field, sand volleyball courts, tennis court, basketball court, walks/trails, playground, shelter, restrooms, parking
Fairmeadows Greenway	1900 E.P.True Pkwy.	GW	3.96	Trail
Florer	1410 14th St.	SUF	1.45	Walks/trails, 16 horseshoe courts, shelter
Holiday	1701 Railroad Ave.	CP	58.35	Open play area, 16 ball diamonds, walks/trails, concession/restroom/storage buildings, parking, Holiday Aquatic Center
Huston Ridge	8455 Coachlight Dr.	MP	2.43	Open play area, playground, shelter basketball court (2014)
Jaycee	5608 Center St.	NP	7.06	Open play area, softball/soccer field, tennis court, basketball court, sand volleyball court, walks/trails, playground, shelter, restroom, parking
Jordan Creek Greenway	Raccoon River Park to Brookview School	GW	141.61	Trail
Jordan Creek Park	310 50th St.	GW	9.97	Open play area, walks/trails, parking, portable restroom
Kiwanis	3101 Maple St.	MP	1.73	Open play area, ½ basketball court, walks, playground, gazebo, portable restroom
Knolls	5150 Aspen Dr.	NP	2.06	Open play area, walks/trails, playground, portable restroom
Knolls Greenway	5150 Aspen Dr.	GW	3.18	Trail
Maple Grove	9350 Chalk St.	NP	10.37	Open play area, basketball court, tennis court, playground, shelter, restrooms, parking, trail
Meadowview	638 Prairie View Dr.	NP	6.96	Open play area, basketball court, playground, shelter, restrooms
Meadowview Greenway	638 Prairie View Dr.	GW	3.14	
Pearson	1256 19th St.	NP	8.49	Open play area, sand volleyball court, basketball court, walks/trails, playground, shelter, restrooms, parking

Park	Address	Class	Size	Facilities
Peony	1100 63rd St.	NP	7.8	Open play area, walks/trails, playground, shelter, restrooms, parking, basketball court
Quail Cove	1515 S. 52nd St.	NP	9.9	Open play area, walks/trails, playground, shelter, restrooms, parking, basketball court
Racccoon River	2500 Grand Ave.	LUP	631.61	Open play area, 5 softball diamonds/complex, walks/trails, playgrounds, 4 shelters, Nature Lodge, restrooms, concessions, boat ramp, beach, parking, soccer complex, fishing pier, dog park, archery facility (2014)
Railroad	425 Railroad Ave.	SUF	0.38	Walks, pavilion/stage, portable restrooms
Scenic Valley	1223 S. 24th Ct.	NP	8.27	Open play area, playground, walks/trails, shelter, restrooms, parking, basketball court
Southwoods	350 S. 35th St.	NRA	128.06	Disc golf course, walks/trails, nature trails, parking, portable restroom
Valley View	255 81st St.	CP	78.83	Valley View Aquatic Center, parking, open play area
Village of Ponderosa Greenway	Fairway Dr. to Willow Springs Park	GW	2.57	Trail
Western Hills	4115 Walnut St.	NSP	1.65	Open play area
Western Hills Greenway	Western Hills Creek (Locust to R.R. tracks)	GW	5.72	
Westridge Greenway	Ponderosa Creek (E.P.True to Wistful Vista Dr.)	GW	9.20	Trail
Wild Rose	6801 Cody Dr.	NP	8.01	Open play area, playground, parking, basketball court, shelter, restrooms, walks/trails
Willow Springs	5685 Wistful Vista Dr.	NP	7.97	Open play area, walks/trails, playground, shelter, restrooms, parking, basketball court, tennis court
Wilson	298 9th St.	NP	3.8	Open play area, basketball court, tennis court, walks/trails, playground, shelter, restrooms, parking
Woodland Hills	1200 S. 95th St.	NP	7.8	Open play area, playground, parking (coming 2014)
Woodland Hills Greenway	S. 95th St. to Cascade Ave.	GW	22.18	
Woodland West	Woodland Ave. & Valley West Drive	MP	.99	Open play area, basketball court, parking

Classification Key

MP	Mini-Park	SUF	Special Use Facility
NP	Neighborhood Park	GW	Greenway
NSP	Neighborhood School Park		
CP	Community Park		
CSP	Community School Park		
LUP	Large Urban Park		

III. Scope of Services

Required services include, but may not necessarily be limited to, the following:

On-Site Security

The contractor shall guarantee full, continuous, and consistent security coverage during scheduled times. A detailed schedule will be determined upon award of contract. The following is a general timeframe for coverage:

Security Officer 1
April 1 – October 31 (approximate dates)
10:00 a.m. to 1:00 a.m. Every Day

Security Officer 2
May 15 – August 15 (approximate dates)
12:00 p.m. to 7:00 p.m. Every Day

The City reserves the right to adjust the schedule to meet changing security needs. The City also reserves the right to deduct payment for lack of security coverage during the scheduled hours when security personnel is late, leaves early, or is absent. In all cases, if a portion of the time cannot be fully covered, the City's representative is to be immediately notified.

Mobile Patrol

In some cases, the contractor shall provide a mobile patrol that is intended for brief stops for service, such as gate unlocking & locking, dog park permit checks, and patrols of park sites. Details regarding each service area are provided in the Responsibilities section. The following is a general timeframe for coverage:

November 1 – December 15	5 stops / day
December 16 – February 28	3 stops / day
March 1 – March 31	5 stops / day

The mobile patrol is expected to be flexible, and the City reserves the right to adjust the schedule to meet changing security needs.

Responsibilities

A. Raccoon River Park

On-site security officers shall be stationed at Raccoon River Park during the above scheduled times unless patrolling or locking up other parks. Detailed duties in Raccoon River Park shall include the following:

1. <u>Dog Park</u>

An on-site security officer shall be at the dog park a minimum of 2 hours per day from approximately April 1 – October 31. Mobile patrols will be utilized the remainder of the year. A detailed schedule will be determined upon award of contract, but the days and times will generally be as follows:

On-Site Security	
April 1 – October 31	Minimum of 2 hours / day
Mobile Patrol	
November 1 – December 15	3 stops / day
December 16 – February 28	1 stop / day
March 1 – March 31	3 stops / day

The above schedule may vary depending on use levels at the dog park. The City reserves the right to adjust the schedule to meet changing security needs. The contractor must be responsive to schedule changes.

2. <u>Archery Facility</u>

On-site security officers and mobile patrol officers shall randomly check the archery facility. A detailed schedule will be determined upon award of contract, but the days and times will generally be as follows:

On-Site Security	
April 1 – October 31	Randomly each day
Mobile Patrol	
November 1 – December 15	3 stops / day
December 16 – February 28	1 stop / day
March 1 – March 31	3 stops / day

Since the archery facility is a new addition to Raccoon River Park, the above schedule may vary depending on use levels. The City reserves the right to adjust the schedule to meet changing security needs. The contractor must be responsive to schedule changes.

3. <u>Gates</u>

Locking and unlocking of park gates located at both the Grand Avenue and 11th Street entrances shall be scheduled as follows:

On-Site Security	
April 1 – October 31	Close Gates
Mobile Patrol	
January 1 – March 31	2 stops / day (Open/Close Gates)
April 1 – October 31	1 stop / day (Open Gates)
November 1 – December 31	2 stops / day (Open/Close Gates)

Gates shall be locked by the on-site security officer, mobile patrol officer, or other company personnel at 12:00 a.m. (midnight) and shall be unlocked and opened by 6:00 a.m. daily. Gates must be securely fastened in the open position and inspected during patrols. Prior to locking gates, security personnel shall cover the entire park and give advance notice of park closing to any remaining park visitors. Padlock keys will be provided by the City.

4. Facility Lockup
On-site security officers or other company personnel shall be responsible for locking the following facilities in Raccoon River Park: soccer complex restrooms (10:00 p.m.) and playground restrooms (10:00 p.m.). Facilities will be opened each morning by City staff. Keys will be provided by the City. The contractor will be required to develop and implement a method to verify that facilities are being locked.

5. Alarm Response
The contractor shall provide first response to alarm calls at the Raccoon River Park Nature Lodge and Softball Complex. Response to alarms during On-Site Security hours shall be made by the on-site security personnel and there shall be no additional charge for this service. Responses to alarms during times outside the On-Site Security hours shall be billed separately at a per response rate.

6. Focus Areas
Although all areas of Raccoon River Park are to be patrolled, there are certain areas that will require specific attention:

- Softball Complex
  Concession stand workers and other staff are to be escorted to their vehicles at their request. Security personnel shall have a visible presence within the complex during softball games. Security personnel shall enforce the park rule prohibiting the consumption of alcohol in parking areas.

- Nature Lodge
  Nature Lodge staff are to be escorted to their vehicles at their request.

- Beach
  Security personnel shall enforce park rules that include the prohibition of the consumption of alcohol, smoking, glass bottles, and pets on the beach. Since the beach is not visible from the parking lot or roadways, frequent foot or bike patrol of this area will be expected.

- Dog Park
  An annual or daily permit is required to use the fenced dog park. The on-site security officers and mobile patrol officers will be required to

perform random checks for permit tags, request users without permits to leave the dog park, provide information to park visitors on how to obtain a permit, and enforce all dog park rules (see Attachment C).

The on-site security officers will be expected to complete reports on dog park activity and submit them to the City daily. Mobile patrol officers will also be expected to complete daily reports to verify that permit tags are being checked with reports submitted weekly. Occasional special events at the dog park will require an additional security officer to be stationed there at the request of the City.

- Playground
  Although the playground is regularly inspected by City staff, security personnel shall patrol the playground on foot and look for any obvious safety issues, such as broken equipment or trash/glass in the playground area. Any broken equipment shall be reported to the City immediately.

- Lake
  There is a no-wake restriction on the lake. Although it is rarely possible to enforce this from shore, an attempt shall be made to inform the boater of the no-wake restriction once they have removed their boat or personal water craft from the lake.

- Trail
  Security personnel will be required to patrol the 3.2 mile trail around Blue Heron Lake. This will involve driving the trail route, but access by vehicle will be limited during wet conditions. Use of a bicycle by the security personnel is highly recommended. The West Des Moines Police Department may request security personnel to respond to alarms from emergency call boxes located along the trail.

- Archery Facility
  An annual or daily permit is required to use the archery facility. The on-site security officers and mobile patrol officers will be required to perform random checks for permits, request users without permits to leave the archery facility, provide information to park visitors on how to obtain a permit, and enforce all archery facility rules (currently being developed).

The on-site security officers will be expected to complete reports on archery facility activity and submit them to the City daily. Mobile patrol officers will also be expected to complete daily reports to verify that permits are being checked with reports submitted weekly.

- Miscellaneous
  Security personnel shall be aware of all park rules, but the following are some that are often violated at Raccoon River Park:
  Dogs are to be on-leash at all times except within the fenced dog park
  No glass bottles are allowed in any park
  No alcohol is allowed, other than beer in 12 ounce cans

B. Other Parks

1. Park Lockup

Facilities in identified parks (See Table 2) shall be locked up by security personnel on a nightly basis during the times shown below:

On-Site Security
April 1 – October 31 (approximate dates)
9:30 p.m. – 11:30 p.m. Every Night

All facilities shall be locked no earlier than 9:30 p.m. and no later than 11:30 p.m. Keys will be provided by the City. The contractor will be required to develop and implement a method to verify that facilities are being locked each night and provide daily reports to the City. A park map is included as Attachment A.

Table 2

Park / Site	Address	Lockup	Locked Facilities
American Legion	301 Vine St.	X	Restrooms
Ashawa	4431 Waterford Dr.	X	Restrooms
Brookview	400 81st St.	X	Restrooms
Crossroads	5205 Ashworth Rd.	X	Restrooms
Fairmeadows	543 22nd St.	X	Restrooms
Holiday	1701 Railroad Ave.	X	Restrooms 4 Restrooms @ Baseball / Softball
Jaycee	5608 Center St.	X	Restrooms
Maple Grove	9350 Chalk St.	X	Restrooms
Meadowview	638 Prairie View Dr.	X	Restrooms
Parks Maintenance Shop	1421 Maple St.	X	Building doors / gate
Pearson	1256 19th St.	X	Restrooms
Peony	1100 63rd St.	X	Restrooms
Quail Cove	1515 S. 52nd St.	X	Restrooms
Scenic Valley	1223 S. 24th Ct.	X	Restrooms
Wild Rose	6801 Cody Dr.	X	Restrooms
Willow Springs	5700 Wistful Vista Dr.	X	Restrooms
Wilson	298 9th St.	X	Restrooms

2. Park Patrol

Occasionally the City will request security services in other parks or at times separate from park lockup. This is typically in response to issues that arise on an irregular basis that could be improved with a security presence. The majority of the time, this is handled by requesting the scheduled on-site security officer to perform patrols outside Raccoon River Park in the problem areas. However, there are times where it may be necessary to utilize an additional on-site security officer or mobile patrol officer. The contractor will be expected to quickly respond to these types of requests from the City.

IV. General Scope & Performance Requirements

A. Holidays

All services that are part of this scope shall be provided 365 days per year or according to the agreed upon schedule, including all holidays. In addition, extra on-site security officers will be required at Raccoon River Park on Memorial Day (1 additional officer 10:00 a.m. – 8:00 p.m.) and the Fourth of July (2 additional officers 10:00 a.m. – 10:00 p.m.).

B. Special Events

Additional officers may be required for special events run by the City. The contractor shall also work directly with the organizers of non-City special events conducted in parks to cover special security needs. In the past, this has included contracting with event organizers to provide overnight security for the event site.

C. Enforcement

No law enforcement capability is required, however, security personnel will be required to enforce park rules and regulations (Attachment B). They shall also be responsible for notifying the West Des Moines Police for law enforcement assistance when necessary. Security personnel shall be fully knowledgeable of all park rules and regulations.

D. Public Interaction

Security personnel shall positively interact with park visitors and will be expected to conduct themselves in a highly professional manner. They shall offer assistance and distribute information to the public upon request. Security personnel will be expected to walk in and around park facilities to demonstrate a security presence and to make assistance easily available. They may also patrol Raccoon River Park by bicycle. Security vehicles shall not be driven off hard surfaces except in the case of an emergency.

E. Uniform

The contractor shall provide uniforms for all security personnel that provide clear visual identification to park visitors. The uniform shall be approved by the City.

F. Training

All on-site security personnel shall have current certification in First Aid and adult/infant CPR. Documentation of certification shall be made available to the City upon request. It is highly recommended to also provide security personnel with training on dog behavior as it relates to the dog park.

G. Communication

The contractor shall provide all on-site security personnel with a cell phone for communication purposes. In all cases the security personnel shall be accessible to City staff directly or through a dispatch system. Current phone numbers shall be provided to the City so that security needs can be addressed quickly and efficiently. Daily reports and incident reports shall be provided to the City that document security activity.

H. Vehicles

The City will be evaluating two different security vehicle options as described below. In either case, vehicles must be operated on hard surfaces only and be kept off grass areas.

Option A – City-Supplied Vehicle

The City shall supply a vehicle and fuel for use by the on-site security personnel at Raccoon River Park and for lock up of other parks. The vehicles shall be picked up and dropped off at the Parks Maintenance Shop (1421 Maple Street) on a daily basis. Vehicle condition reports shall be filled out daily by each person driving a vehicle. The contractor shall be responsible for all damage to City-supplied vehicles caused by security personnel. Under this option, vehicles for mobile patrols shall be supplied by the contractor.

Option B – Contractor-Supplied Vehicle

The contractor shall supply all vehicles for on-site security at Raccoon River Park and for lock up of other parks including all fuel, insurance, maintenance, and other incidentals. Vehicles must be in good working condition and vehicle appearance must be to the satisfaction of the City. They must be clearly identified as a security vehicle with the contractor's logo and contact information on them. Vehicles for mobile patrols shall also be supplied by the contractor.

I. Contacts

The contractor shall provide the City with the name, address, e-mail address and telephone number(s) for at least two designated contact persons responsible for insuring response to the City's requests.

J. Authority/Direction

The contractor and security personnel shall respond to requests made by the City in a positive, courteous and timely manner. The City reserves the right to reject any security personnel from continued or further service for any reason.

K. Damages

The contractor shall be responsible for any and all damage to public property (including vehicles), private property, or personal injury due to its own or its employees' negligence or intentional or reckless conduct in the performance of security services.

V. Proposal Content

The Parks and Recreation Department is requesting a brief written proposal from interested contractors which includes the following information at a minimum:

A. Firm Information

State the full name and address of the contractor. Indicate whether the contractor operates as an individual, partnership or corporation (include State in which incorporated). Name the contact person that can answer questions about the proposal, including full mailing address, telephone number, fax number, and e-mail address. The proposal shall be signed by an individual authorized to bind the contractor.

B. Understanding of Scope

State in concise terms the contractor's understanding of the scope of services, including any details on how the work will be accomplished. Confirm that the work can be completed as outlined in the Scope of Services section of this RFP. Confirm that the firm can meet the terms of the contract. Provide a description of the proposed uniform. Provide a description and photograph of the vehicle to be used under Option B – Contractor-Supplied Vehicle.

C. Prior Experience

Describe the experience of the firm in providing security services while giving special attention to any experience in park/outdoor settings. Focus on any prior experience involving significant interaction with the general public. A minimum of three references should be identified with their name, contact person, address, phone number, and type of work performed for them.

D. Supervision

Describe the organization of your firm and how on-site security personnel will be supervised.

E. Training

Discuss the firm's procedures for training of security personnel, including safety training, first aid, CPR, public relations, dog behavior training, and training on park rules and regulations.

F. Fee

Include a proposed hourly rate for the services as outlined in the Scope of Services. Indicate rates for the following general categories:

- On-Site Security (Raccoon River Park, Park Patrol, Park Lockup) – Hourly Rate
  - Option A – City-Supplied Vehicle
  - Option B – Contractor-Supplied Vehicle
- Mobile Patrol (Gate Lock/Unlock, Dog Park Check, Park Patrol) – Per Stop Rate
- Alarm Response (Softball Complex, Nature Lodge, Parks Maintenance Shop) – Per Response Rate

Include rates for overtime hours and holidays (indicate specific holidays). The City reserves the right to include any or all of the above services in the final contract.

VI. Proposal Evaluation

All proposals received by the time and date specified under Proposal Submission will be opened and checked for conformance with the requirements of this RFP. Absence of required information may render the proposal incomplete, and the proposal may be rejected. The City's determination of the proposal's completeness shall be final. Representatives from the Parks and Recreation Department and Police Department will evaluate all accepted proposals based on the following criteria.

Experience in Similar Park Setting with Significant Public Interaction	20 points
Business Experience / Staff Qualifications	20 points
Ability to Perform Services	20 points
References	15 points
Fee	15 points
Training Program	5 points
Quality of Proposal	5 points

A selection may be made based on the proposal itself. If additional information or interaction with the firm(s) is desired, interviews with all or some of the firms will be held during the week of November 18, 2013. It is anticipated that a contract will be awarded to the successful firm at the December 9, 2013 meeting of the West Des Moines City Council.

VII. Proposal Submission

Deliver three (3) copies of the proposal no later than **2:00 p.m.**, local time, **Wednesday, November 13, 2013**. Proposals should be addressed to:

Mailing Address: Park Security Services Proposal
West Des Moines City Clerk
P.O. Box 65320
West Des Moines, IA 50265

Delivery Address: Park Security Services Proposal
West Des Moines City Clerk
4200 Mills Civic Parkway, Ste. 1A
West Des Moines, IA 50265

No late proposals will be accepted. A representative of the City Clerk will stamp all proposals with the date and time of submittal.

No costs associated with the preparation of this proposal, or incurred in any manner by the proposer, may be charged to the City of West Des Moines. All materials submitted in response to this request will be considered the property of the City of West Des Moines.

VIII. Reserved Rights

The City of West Des Moines reserves the right to:

A. Reject any and/or all proposals and to waive any and/or all technicalities and informalities received in response to this RFP.

B. Select and award a contract to the contractor that best meets the City's needs.

IX. Form of Contract

A. The contract will include all terms and conditions, including the Scope of Services, as identified in this Request for Proposal and/or agreed upon following selection.

B. Contract Terms

The terms of the contract shall start on January 1, 2014 and extend through December 31, 2015. Following this initial period, the contract may be renewed at the City's sole discretion under the same terms and conditions on an annual basis for an additional three years. At the end of the initial or renewal period (whichever is applicable), the contract will be re-bid.

C. Payment

Contractor will be paid on a monthly basis in arrears. Invoices must contain detail on services provided, including dates of service and identification of personnel involved. Invoices shall be sent to: City of West Des Moines, Parks & Recreation Department, P.O. Box 65320, West Des Moines, IA 50265.

D. Insurance

1. General

a. The Contractor shall purchase and maintain insurance to protect the Contractor and City against all hazards enumerated herein. All policies shall be in the amounts, form and companies satisfactory to the City.

b. All certificates of insurance required herein shall state that thirty (30) days written notice will be given to the City before the policy is canceled or changed. All certificates of insurance shall be delivered to the City prior to the time that any operations under this Contract are started.

c. All of said Contractor's certificates of insurance shall be written by an insurance company authorized to do business in the State of Iowa.

2. The Contractor shall purchase and maintain such insurance as will protect the Contractor from claims set forth below which may arise out of or result from the Contractor's operations under the Contract, whether such operations be by the Contractor, or by anyone for whose acts any of them may be liable:

a. Claims under workers' compensation, disability benefit and other similar employee benefit acts;

b. Claims for damages because of bodily injury, occupational sickness or disease, or death of the Contractor's employees;

c. Claims for damages because of the Contractor's injury, sickness or disease, or death of any person other than the Contractor's employees;

d. Claims for damages insured by usual personal injury liability coverage which are sustained:

(1) By any person as a result of an offense directly related to the employment of such person by the Contractor, or

(2) By the other person;

e. Claims for damages, other than to the work itself, because of injury to or destruction of tangible property, including loss of use resulting therefrom; and,

f. Claims for damages because of bodily injury or death of any person or property damage arising out of the ownership, maintenance or use of any motor vehicle.

3. Limits of Liability

The insurance required by Paragraph IX.D. shall be written on an occurrence form of policy for not less than any limits of liability specified herein, or required by law, whichever is greater:

General Liability; contractually, Independent Contractors Broad Form Property Damage	$1,000,000 (including single limit per occurrence)
Personal Injury	$1,000,000 (Aggregate hazards)
Automobile Liability (including all owned, non-owned and hired autos) Single Limit	$500,000 Combined Single Limit
Workers Compensation	Statutory Benefits $100,000 Coverage B
(applying directly excess of above liability coverages)	$1,000,000 Aggregate

4. Contractual Liability Insurance

The insurance required by Paragraph IX.D. shall include contractual liability insurance applicable to the Contractor's obligations as follows:

a. To the fullest extent permitted by law, the Contractor shall indemnify and hold harmless the City and their agents, officers and employees from and against all claims, damages, losses and expenses, including, but not limited to attorney's fees, arising out of or resulting from the performance of the work, provided that any such claim, damage, loss or expense (a) is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the work itself)including the loss of use resulting therefrom, and (b) is caused in whole or in part by any negligent act or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party of person described in this Paragraph.

b. In any and all claims against the City or any of its agents, officers or employees by any employee of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts may be liable, the indemnification obligation under this Subparagraph D shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any Subcontractor under workers' compensation acts, disability benefit acts or other employee benefit acts.

5. Contractor's Insurance for other Losses for the consideration in this agreement heretofore stated, in addition to the Contractor's other obligations, the Contractor assumes full responsibility for all loss or damage from any cause whatsoever to any tools owned by the mechanics, any tool machinery, equipment, or motor vehicles owned or rented by the Contractor, the Contractor's agents, Subcontractors, materials owned or rented by the Contractor, the Contractor's agents, Subcontractors, material suppliers or their employees, tool sheds or other temporary structures, scaffolding and staging, protective fences, bridges and sidewalk hooks. The Contractor shall also assume responsibility for all loss or damage caused by, arising out of or incident to larceny, theft, or any cause whatsoever (except as hereinbefore provided) to the structure on which the work of this Contract, and any modifications, alterations, enlargement thereto, is to be done, and to the following items and labor connected or to be used as a part of the permanent materials, and supplies necessary to the work.

6. Notification in Event of Liability or Damage upon the occurrence of any event, the liability for which is herein assumed, the Contractor agrees to forthwith notify the City, in writing, such happening, which notice shall forthwith give the details as to the happening, the cause as far as can be ascertained, the estimate of loss or damage done, the names of witnesses, if any, and stating the amount of any claim.

E. Further Contract Requirements

1. The contractor, in performance of their service, shall not discriminate on the basis of disability.

2. All taxes which are incurred by the contractor in connection with the services are the responsibility of the contractor.

3. The contractor will certify that all of their employees who may perform safety sensitive functions for the City are included in a substance abuse program that meets the requirements of Federal Department of Transportation Drug and Alcohol Testing Regulations (Code of Federal Regulations, 49CFR, Part 382 and Part 40).

4. The contractor will certify that each employee assigned to this contract has a valid Iowa Driver's License.

5. The contractor will certify that it has done criminal background checks on each employee assigned to this contract and that all assigned employees have no felony convictions or misdemeanor convictions involving crimes of dishonesty, violence, or sexual misconduct.

6. The contractor will be required to indemnify the City of West Des Moines for any losses caused by the contractor or its employees.

7. The contractor certifies that, in accordance with the "Hazard Communication Rule", 29 CFR 1910.120 (the "Right-To-Know" Law) employees exposed to materials on the worksite will be trained for the materials in use by the successful contractor as part of the contract. Material Safety Data Sheets (MSDS) for City materials will be supplied to the successful contractor upon request.

8. Neither the contractor nor City shall assign its rights or obligations under the contract without the prior written consent of the other party.

9. The contract, including any attached schedules and exhibits, constitutes the entire contract and understanding between the parties hereto and is the final expression of their contract and no evidence of oral or other written promises shall be binding. This contract may not be supplemented, amended, modified, or otherwise altered except by written instrument executed by both parties hereto and no course of dealing or trade usage between the parties shall be effective to supplement, amend, modify, or alter the contract.

10. The failure to enforce or to require the performance at any time of any of the provisions of this contract herein shall in no way be construed to be a waiver of such provisions, and shall not affect either the validity of this contract or any part hereof or the right of either party there after to enforce each and every provision in accordance with the terms of this contract.

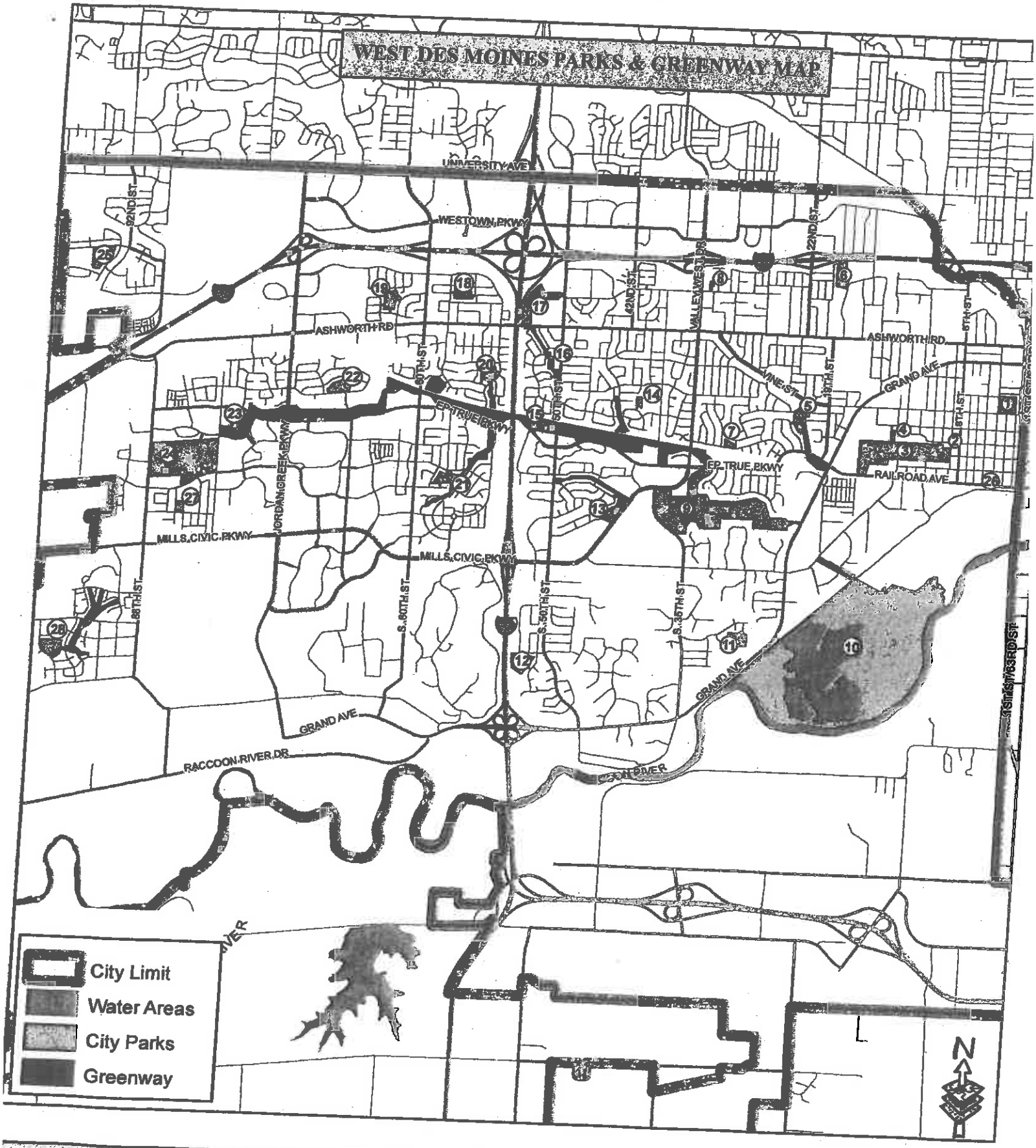
X. Additional Information

Questions regarding this Request for Proposal may be addressed to:

Sally Ortgies, Superintendent of Parks
sally.ortgies@wdm.iowa.gov
515-222-3447

Attachment A
Park Map

WEST DES MOINES PARKS & GREENWAY MAP



1. Legion Park
2. Wilson Park
3. Holiday Park
4. Florer Park
5. Fairmeadows Park
6. Pearson Park
7. Kiwanis Park
8. Woodland West Park
9. Southwoods Park
10. Raccoon River Park
11. Scenic Valley Park
12. Quail Cove Park
13. Ashawa Park
14. Western Hills Park
15. Jordan Creek Park
16. Knolls Park
17. CrossRoads Park
18. Jaycee Park
19. Peony Park
20. Meadowview Park
21. Willow Springs Park
22. Wild Rose Park
23. Brookview Park
24. Valley View Park
25. Maple Grove Park
26. Railroad Park
27. Huston Ridge Park
28. [illegible]

THE CITY OF WEST DES MOINES

Attachment B
Park Regulations

Chapter 11
PARK REGULATIONS

7-11-1: PURPOSE:

The city council has adopted certain park rules governing the use of and conduct in city parks. The term "city park(s)" as used herein refers to the city parks, park facilities, and trails within city parks located within or without the corporation limits of the city. (Ord. 1355, 3-22-1999)

7-11-2: RULES AND REGULATIONS:

The following rules and regulations are established concerning the conduct and use of city parks, also regulating traffic and parking automobiles and vehicles. Persons and vehicles authorized for activities related to public safety or maintenance are exempt from the regulations:

A. Use Of Roadways: No person shall ride or drive any automobile, motorcycle, moped, snowmobile or any other motorized vehicle in any public park except on the established roads or designated areas.

B. Speed: No person shall ride or drive any automobile or other vehicle in a public park at a speed in excess of fifteen (15) miles per hour[1].

C. Parking: Automobiles and vehicles shall park in designated parking lot areas only. No vehicle shall be parked upon the grass or along roadways where posted. The department may allow for overflow parking on grass where posted. No vehicle shall be parked or allowed to remain within or upon any park area or facility for a period in excess of twenty four (24) hours. No person(s) shall obstruct or impede the normal flow of traffic within a park.

D. Hitching Animals: No person shall ride a horse or other animal or operate any type of horse or animal drawn conveyance in a public park except by permission of the director of parks and recreation.

E. Destruction Of Natural Environment: No person shall in any manner deface, injure or remove any tree, shrub, or plant standing or growing in a public park or pick or destroy flowers or seeds growing therein, or remove nests or wildlife/wildfowl.

F. Fires: No fires shall be lighted or made in any public park except with the permission of the director of parks and recreation, provided that this subsection does not apply to fires in stoves, ovens, grills, fire rings or fireplaces provided in any facility in the city parks for use in picnic cooking. Fires may be prohibited entirely during posted periods.

G. Firearms, Weapons, Or Explosives: No person shall use firearms, explosives, weapons, firecrackers or fireworks in any public park except as otherwise provided by any other section of this code. Fireworks displays may be allowed by permission of the director of parks and recreation and the fire chief.

H. Litter: No person shall deposit upon or litter the ground with any form of waste material. All waste shall be deposited in receptacles provided for such purposes. (Ord. 1355, 3-22-1999)

I. Language: (Rep. by Ord. 1197, 9-9-1996)

J. Defacing Of Public Property: No person shall write, mark or draw characters on or deface, injure or destroy any building, or part thereof, or improvement, apparatus or fixture, wall or fence, drain or sewer located on or in any public park. (Ord. 1355, 3-22-1999)

K. Posted Notices: (Rep. by Ord. 1197, 9-9-1996)

L. Control Of Animals: All animals must be under the control of a person competent to restrain and control the animal, either by leash, cord, chain, or other similar restraint not more than ten feet (10') in length, or properly restrained within a motor vehicle. The owner or person in charge of an animal shall clean up and/or remove as soon as possible any excrement or droppings deposited by the animal on park property. (Ord. 1355, 3-22-1999)

The requirement of a restraint on an animal shall not apply to animals registered to use a designated off leash area of a park while in said off leashed area and while abiding by all the rules and regulations of such designated off leash area. (Ord. 1566, 1-5-2004)

M. Hours: No person shall be in any public park between the hours of ten thirty o'clock (10:30) P.M. to six o'clock (6:00) A.M. or at any time duly posted and designated by the director of parks and recreation. (Ord. 1355, 3-22-1999)

N. Safety: (Rep. by Ord. 1197, 9-9-1996)

O. Compliance With Rules: All persons shall abide by rules established by city ordinance or by the parks and recreation department and posted in park areas and facilities.

P. Posting: No person shall post, fasten, paint or affix any placard, bill, notice or sign upon any structure, tree, stone, directional sign, fence or enclosure along or within any park except by permission of the director of parks and recreation. (Ord. 1355, 3-22-1999)

Q. Moving Fixtures: (Rep. by Ord. 1197, 9-9-1996)

R. Grounds Alteration: No person shall cut or remove any wood, turf, grass, soil, rock, sand or gravel from any public park without written permission from the director of parks and recreation. (Ord. 1355, 3-22-1999)

S. Consumption In Public Parks: The department of parks and recreation may establish facility use policies regarding alcoholic beverage possession, consumption, and sales within park facilities. No person shall consume alcoholic liquor, beer, or wine while present upon Holiday pool premises, the designated beach and swimming area at Raccoon River Park, Crossroads Park, Western Hills Park, or in any parking lot, driveway, or road within a city park. However, beer may be possessed and consumed in any other public park owned or leased by the city, provided it is within individual cans not exceeding sixteen (16) ounces in size. Dispensing from kegs shall be permitted only with written permission of the director under the rules adopted by the department for the Raccoon River Park nature lodge, the Raccoon River softball complex, and during activities held pursuant to a city special event permit. Consumption of wine shall be permitted in the nature lodge in accordance with department established facility use policies. Signs prohibiting the consumption or possession of alcoholic liquors, wine, or beer shall be posted where appropriate. (Ord. 1360, 5-3-1999)

T. Responsibility Of Adults: (Rep. by Ord. 1197, 9-9-1996)

U. Park Roads: No park road shall be used as a through street by any vehicle where posted.

V. Golfing: No person shall play or practice golf in any city park, except during supervised activities approved by the director of parks and recreation.

W. Prohibited Activities: The following activities are specifically prohibited in any public park or greenbelt:

1. Disposing Of Material: No person shall place, store or dump any organic or inorganic materials including raked leaves, grass clippings, compost, construction material, firewood, paint, trash, debris, junk or any similar materials in park dumpsters or on park property.

2. Private Improvements: No person shall garden, mow or plant trees without written permission from the department of parks and recreation. No person shall install other private improvements such as fences, play equipment, irrigation systems, or similar encroachments on park land.

3. Miscellaneous: No person shall remove or deposit snow on park land. No person shall bury animals on park land.

The parks and recreation department is authorized to monitor and enforce such rules and regulations. Enforcement procedures shall follow city code procedures for either administrative abatement or municipal infraction as determined in the best interest of the city.

X. Swimming/Beach Use: Swimming shall be allowed in posted areas only, except for organized activities approved by the director of parks and recreation. No swimming shall be allowed from boats. Inner tubes, air mattresses, or other beach toy type items shall be allowed in posted areas only.

Y. Ice Skating: Ice skating shall be allowed in posted areas only. Ice skating shall only be allowed when posted as safe. (Ord. 1355, 3-22-1999)

Z. Boating: A boat equipped with any size motor may be operated at a no wake speed on Raccoon River Park Lake, except for in areas designated as "Non-Motorized And Electric Motors Only" zones. All other regulations under the code of Iowa, chapter 462A, shall apply. All sailboats with a mast height measuring thirty six feet (36') or greater above from the water surface are prohibited on the Raccoon River Park Lake. Additionally, all sailboats are prohibited on Raccoon River Park Lake when the lake water level reaches

an elevation of one foot (1') above the concrete dock at the boat ramp. (Ord. 1360, 5-3-1999)

AA. Fishing: Fishing activities in parks shall comply with the code of Iowa, chapter 481A.

BB. Sales In Parks: No sales activities or admissions shall be allowed in any park except with approval of the director of parks and recreation.

CC. Hunting: It shall be unlawful for any person to engage in any hunting activity on park property using a rifle, shotgun, bow and arrow or any other means on land or in the water unless approved by official action of the park and recreation advisory board and the city council.

DD. Trapping; Exceptions: It shall be unlawful for any person to place, locate, set, use or attempt to use on park property, any type of claw, spring or metal trap of any nature on land or in the water, or to set, use or maintain any snare, pitfall, deadfall, spring gun, set gun or device of similar character or purpose.

Exceptions: The city or its authorized agents are exempt from the above and may control or manage animals, birds, or insects pursuant to established policies that have been approved by the city council.

EE. Camping: All overnight camping is prohibited unless written authorization is received from the director of parks and recreation. (Ord. 1355, 3-22-1999)

7-11-3: PENALTY:

Violations of this chapter are declared to be municipal infractions and may be punished as provided in title 1, chapter 4 of this code. For violations of subsections 7-11-2S, "Consumption In Public Parks", and X, "Swimming/Beach Use", of this chapter, police officers or designees shall be authorized to issue citation complaints. A one hundred dollar ($100.00) civil penalty shall be imposed for each violation where a citation complaint has been issued. (Ord. 1955, 7-9-2012)

Attachment C
Dog Park Rules

Amenities

- 10 acres of fenced off leash space with dual gate access
- Biodegradable waste bags provided for on-site waste disposal system
- Drinking water fountains
- Separate small dog area
- Mowed and tall grass areas
- Walking paths
- Open 365 days a year (occasional closures for maintenance)

Fee Information

Resident Annual Permit (per dog)	$20
Non-Resident Annual Permit (per dog)	$40
Daily Pass (per dog)	$5
Lost Tag Replacement	$5

Permit Information

Annual Permits and Daily Passes can be purchased at the following locations:

West Des Moines Parks & Recreation Office
4200 Mills Civic Pkwy, Suite 1B, West Des Moines
Phone: 222-3444 Fax: 222-3459
Monday-Friday, 8:00am-5:00pm

Raccoon River Park Nature Lodge
2500 Grand Avenue, West Des Moines
Phone: 222-3424 Fax: 222-3658

Vaccination Information

Verification of rabies & distemper/parvo vaccinations is required. Bring a copy of your veterinarian receipt when purchasing a permit.

Questions???
(515) 222-3444 or ParkRec@wdm-ia.com

All dogs residing in the City of West Des Moines are required to have a City license. Your Dog Park permit will not cover this requirement. For your convenience, you may purchase a City license at the same time a Dog Park permit is purchased. For further information regarding City licenses, please call 222-3600.

Raccoon River Dog Park

Raccoon River Park
2500 Grand Avenue
West Des Moines, Iowa 50265

West Des Moines

WELCOME! or should we say WOOF!

The City of West Des Moines Parks & Recreation Department would like to welcome you and your dogs to the **Raccoon River Dog Park**, the city's only public leash-free area.

Please assist us in keeping the Raccoon River Dog Park safe and enjoyable for all visitors by doing the following:

- Please purchase an annual permit or daily pass for each dog. The funds raised help to offset the cost of operating the Dog Park. Permits also help to insure that dogs using the Dog Park have been vaccinated.
- Please help by cleaning up after your dog and using the provided biodegradable bags and waste container.
- Please abide by the rules regarding children. Although it may sound like fun, dog parks are not a place for small children.
- Please follow all of the rules in this brochure, as well as, those posted at the Dog Park.

Raccoon River Dog Park Rules

- Use of the Dog Park is at the owner/handler's own risk. Permit/pass holders and their guests agree to hold the City of West Des Moines harmless for any injury or damages to person or property by use of the Dog Park.
- An annual permit tag is required to be worn by all dogs inside the Dog Park. Raccoon River Park personnel will perform random checks of tags.
- No permits will be issued for puppies under 16 weeks old. All dogs in the Dog Park must be at least 16 weeks old.
- Do not bring any dog with a known history of aggression, fighting, or biting. Any dog exhibiting aggressive or unruly behavior is required to be removed by the handler immediately. If you intentionally bring a dog with known aggressive tendencies into the Dog Park your permit will be subject to revocation.
- Each handler may have only 2 dogs at any time within the Dog Park.
- For the protection of the natural environment and the safety of the dogs, no smoking is allowed in the Dog Park. No alcohol of any kind is allowed in the Dog Park.
- No children under 10 years of age are allowed within the Dog Park. Unfortunately, small children are at greater risk of being injured at a dog park than are older children or adults.
- Handlers of dogs must be over 16 years of age. Children under 16 years of age must be supervised by an adult at all times while within the Dog Park.
- Hours of the Dog Park are 6:30 a.m. to sunset (7:00 p.m. during winter). The gates will be locked after hours.
- No wheeled or motorized vehicles are allowed within the Dog Park. Exceptions to this are wheelchairs or other assistive equipment used by people with disabilities.
- Except for within the Dog Park, dogs must be on leash in all areas of the West Des Moines park system, including Raccoon River Park. You may unleash your dog only after entering the fenced Dog Park. Carry a leash for each dog at all times while in the Dog Park.
- Female dogs in heat are not allowed in the Dog Park.
- All owners/handlers must clean up after their dog in all areas of the Dog Park, including tall grass areas. Remember that this applies not only to the Dog Park, but to all public property. Please use the provided waste bag.
- Dogs shall be under visual contact and voice control of the handler at all times. You must stay within close range of your dog and must never leave your dog unattended.
- Permits, passes, and tags cannot be transferred to other dogs or dog owners.
- Dogs in the Small Dog Area of the Dog Park can be no taller than 13" at the shoulder and weigh no more than 25 pounds. Small dogs can use all areas of the Dog Park, but please keep in mind that it is possible for small dogs to be accidentally injured by larger dogs.
- No animal food is allowed within the Dog Park, other than small training treats.

The permit may be permanently revoked for any violation of these rules. It is important that the dog owner, as well as any other person bringing the dog to the Dog Park, be knowledgeable of the rules.