

DISCUSSION:

ACMS was awarded the contract based on their reported ability to maintain the same high levels of service to the community and ensuring that our Crossing Guard Program is always fully staffed, thus eliminating the need to use other police department resources to backfill behind crossing guard vacancies and absences. Additional benefits of contracting with ACMS include a significant reduction in the amount of staff time necessary to supervise the Crossing Guard Program and the elimination of workers compensation claims against the City. After working with ACMS for several months, staff is pleased to report that they have met or exceeded our expectations.

The transition to ACMS began in September just prior to the new 2007-08 school year. Police Department staff and ACMS representatives met with the Manhattan Beach crossing guards prior to the transition. ACMS used this opportunity to meet each of the members and provide an overview of their program and benefits. ACMS discussed company expectations, rules, and regulations that ACMS crossing guards are expected to follow. A question and answer period followed to allow the crossing guards an opportunity to inquire about the ACMS Crossing Guard Program. At the meeting, ACMS provided each Manhattan Beach crossing guard with new safety equipment.

As the transition progressed, ACMS hired all but one of our crossing guards. The individual not hired chose to leave the program after receiving a part-time position with Manhattan Beach Parks and Recreation Department. Early in 2008, a second Manhattan Beach crossing guard decided to retire after seventeen years of service at the age of eighty-three. Of the original twenty Manhattan Beach crossing guards, eighteen currently remain with the ACMS program. Additionally, ACMS has maintained their commitment to staff each location whenever a crossing guard is ill or off on an excused absence by backfilling with their reserve pool of employees. This occurs on average 15 (4%) of the 340 shifts a month.

Police Department staff and ACMS representatives have worked closely with the crossing guards to ensure that service levels and safety are maintained or enhanced. An ACMS field supervisor visited each work site and met with each of the crossing guards to establish an open line of communication, evaluate their duties at each location, provide training as needed, and review company rules and regulations. Additionally, the field supervisor took corrective steps whenever it was necessary to make sure that all the crossing guards were in compliance with ACMS safety procedures (safely crossing the children and stopping traffic) and by ensuring that all guards were wearing their safety uniforms while providing our residents with the highest level of service possible.

The field supervisor also conducted a work/time study at each of the school sites to determine the most optimum times for crossing guards to be present at each location. After conferring with Manhattan Beach staff, the number of hours and times worked at some crosswalk locations were reduced and modified to better reflect when children are present and the crossing guards are needed.

Additionally, ACMS supervisory personnel made contact with officials from each of the schools to assure them of their commitment to providing the same high level of crossing guard services that they have become accustomed. Shortly after the school year began, Police Department staff contacted officials from each school to inquire about the effectiveness of the ACMS crossing guard services so far this school year. Each of the school officials contacted stated that they were satisfied

with the crossing guard services and have not received any complaints from parents or the Parent Teacher Associations (PTA).

Police Department staff personally contacted each of the crossing guards to determine how they were doing since the transition to ACMS. Staff also inquired about the training they received from ACMS. Their responses indicated that they have received update training about the laws specific to crossing guard duties and have had frequent access to the ACMS field supervisor to address any questions they had during the course of their duties. Staff also confirmed that the crossing guards had been issued new safety vests and hand-held stop signs to perform their duties.

SUMMARY:

The primary goal of the Crossing Guard Program is to facilitate the safe movement of children around our schools. During the six months that the crossing guards have been performing their duties under the supervision of ACMS, there have not been any reported traffic collisions, incidents or complaints at any of the school sites. Manhattan Beach Police Traffic officers routinely respond to each crossing guard location to evaluate the flow of traffic and provide support for the crossing guards and have reported no problems. Staff continues to maintain positive relationships with the guards and works closely with ACMS representatives to determine how to maintain the safe flow of pedestrian and vehicle traffic around our school sites.

While we have not experienced a full year of service with ACMS, staff is confident that the current high levels of service will be maintained. Staff is recommending that ACMS continue to provide crossing guard services through the next 2008-09 fiscal year.