



i-Drive ORLANDO

Ambassador Series
2023



Ryan Leneweaver
General Manager

Taylor McDonald
Director Government

Andrew Daniels
Vice President

Hareton Tejada
Manager

AGENDA

- Overview of Allied Universal
- Allied Universal in Orlando
- Allied Universal at i-Drive ORLANDO
- i-Drive Ambassador Program Summary
- Communication & Data Collection
- Specialized Ambassador Training

About Allied Universal®

Seventh largest private employer in the world

Third largest private employer in North America

Serving 400+ of the Fortune 500

MORE THAN
1,400
LOCAL
OFFICES ACROSS THE GLOBE

Nearly one million unique U.S. job applicants in 2021

VALUE TO CLIENT

- Risk-based approach that delivers integrated solutions to **help mitigate risk, reduce costs and increase compliance**
- A unified, leading global security and facility services provider delivering **proactive services, cutting-edge technology, and tailored solutions** that **allow our Customers to focus on their core business**
- Ongoing investments in resources, people, technology, and process to be **There for you®**.

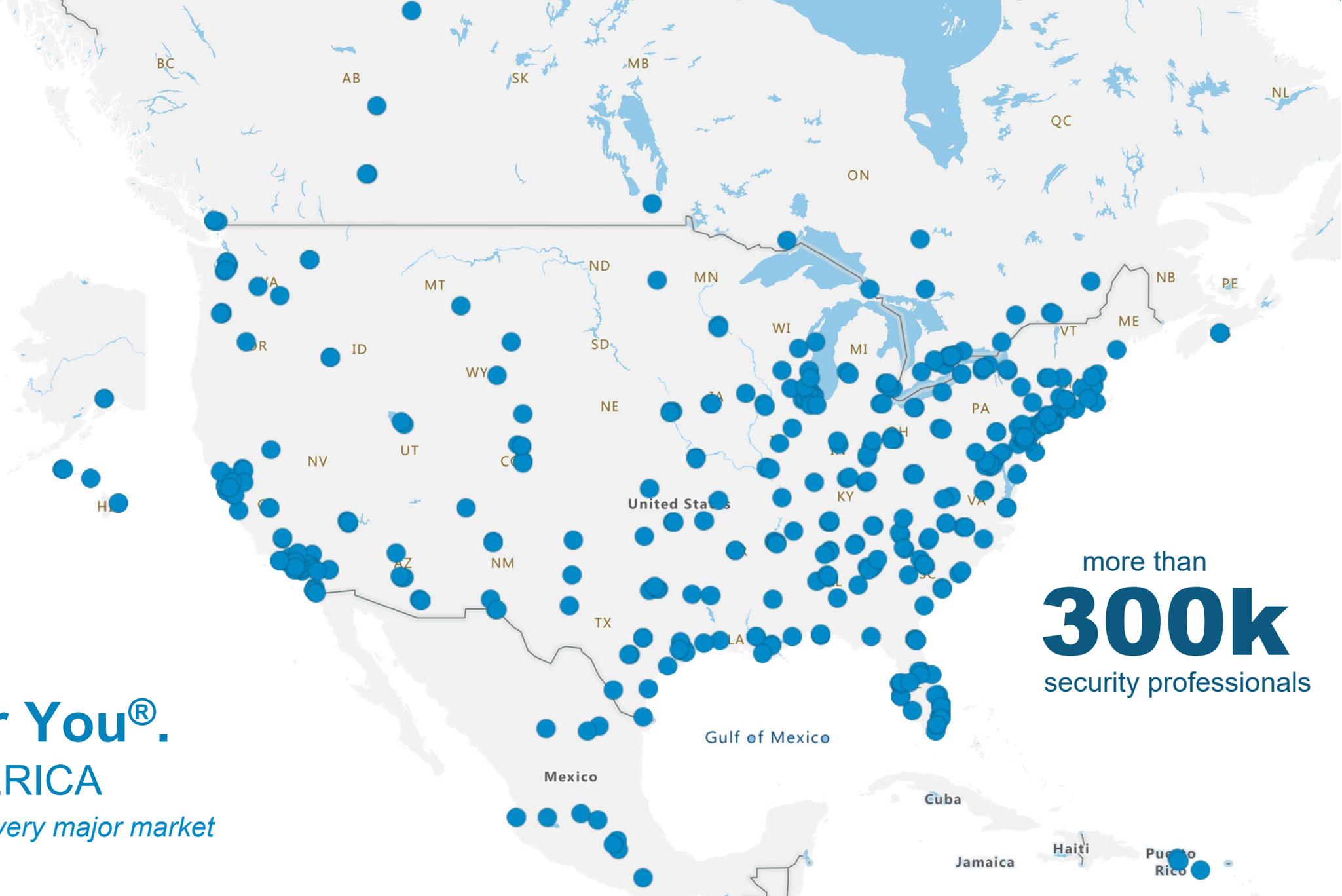
ALLIEDUNIVERSAL®
There for you.

400+

offices providing
our full array of
services

There For You[®]. NORTH AMERICA

Local expertise in every major market



more than
300k
security professionals



INSPIRED LEADERS
SHAPING CITIES

- | | | |
|--|--|--|
| 
Electronic
Realtime
Reporting | 
Parking
Access Control | 
Customer
Engagement
Experiences |
| 
Escorts to
Vehicles | 
CCTV
& Alarm
Monitoring | 
Liaison with
Law Enforcement |
| 
Roving
Patrols | 
Curb-side
Security &
Traffic Control | 
Bike & Foot
Patrols |



Allied Universal® in Orlando

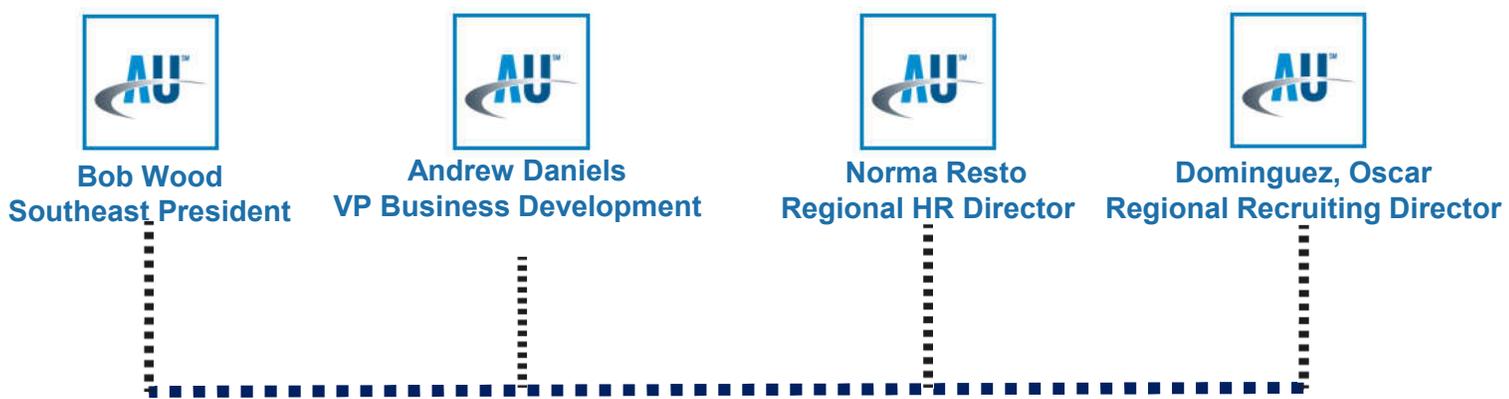
Allied Universal® is largest private provider of **security service** in Orlando. Serving Orlando since 1986.

ORLANDO OPERATIONS
Since 1986

- 2,500+** Security Professionals
- 200+** Clients in Orlando
- 100,000** Hours Per Week
- 1** Local Offices In Maitland

I-DRIVE DISTRICT
— INTERNATIONAL DRIVE —





Regional Support

TRAINING & DEVELOPMENT

Joshua Rich- Regional Training Manager
Mary Walsh- Orlando Trainer



*FLORIDA
STATEWIDE
SUPPORT*



*DEDICATED
SUPPORT*



DIRECT POINT OF CONTACT

Assigned Managers
Director of Operations
Jonathan Cabrera – Director of Operations

RECRUITING

Nicolette Lang/Cheryl Neale
Regional Recruiting Managers



**I-DRIVE
DISTRICT**

— INTERNATIONAL DRIVE —

LEADERSHIP TEAM

Ryan Leneweaver – General Manager
Eric Glasgow – Regional Vice President

STAFF SUPPORT

Sady Kelling- HR Director
Anjelika Roy- HR Representative



FIELD SUPERVISION

3 Dedicated Field Supervisors

HUMAN RESOURCES

Chrissenda Pierre-Louis – HR Manager
Cheryl Schopp – HR Representative



National Support



FINANCE



HEALTH CARE TEAM



HR



TRAINING



LEGAL

i-Drive Ambassador Program Summary



The i-Drive Ambassador program would serve to create a similar program to the City of Orlando Downtown Ambassador program to ensure a memorable and welcoming experience for everyone visiting i-Drive.

- Ambassadors would promote a positive i-Drive experience by providing enhanced hospitality and security functions throughout i-Drive.
- Ambassadors would often provide the first “person-to-person” interaction visitors have within the i-Drive area.
- Ambassadors would create positive, friendly, and helpful interactions with all members of the public, which may include families, residents, students, business owners, workers, concert goers, performers, shoppers, and tourists.

Ambassador Program Overview for Orlando

- Two shifts:
 - First shift: 7 am to 3:30 pm
 - Second shift: 2:30 pm to 11pm
- 22 Employees
- Estimated Cost \$1.3 Million
 - Plus, Training Billed Separately Est. \$19k/year
- Estimate Eponic Cost \$1000/month
- Safety outreach and homeless outreach
- Work in certain i-Drive focus areas



- Interface with businesses in the i-Drive Area, providing notification of important community information and events, and listening to and reporting any community related concerns
- Conduct public surveys and data collection
- Engage with receptive homeless individuals in order to provide general information regarding available services in the area and the locations of such services; such interactions should be documented, and such information should be made available to the specialized Outreach Ambassadors for follow up and additional outreach
- Promote a clean area by reporting significant items to District clean team. However, small issues that can be solved by picking up and disposing of litter incidental to their other Ambassador duties. Reporting of incidents of large item trash dumping in public rights of way.
- Patrols to include biking, walking and other types of transportation to provide coverage of applicable i-Drive areas.

Often encounter folks in the street, for instance one woman was not doing well, acting up and the Police was called

One of the Ambassadors, Ambassador Price, sat down with the person, listened, provided feedback and bought lunch

She refused services but calmed down and didn't get a trespassing warrant

Lesson: Taking time to listen make a difference!





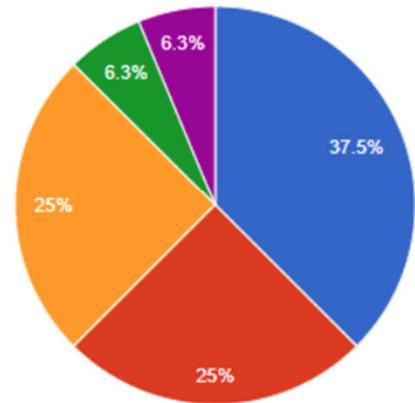
NORTHROP GRUMMAN



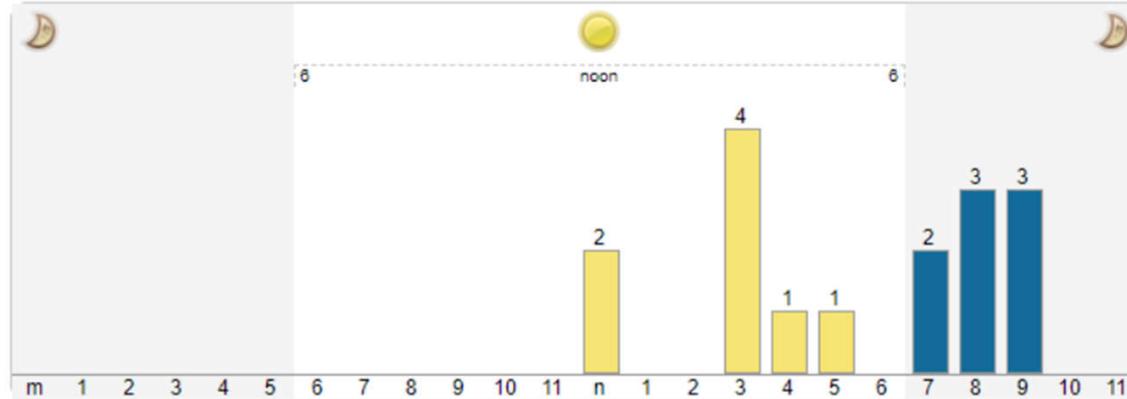
Sample Homeless Outreach

SAMPLING OF PARTNERS IN ORLANDO

Logs for May 2023



● Ambassa... ● Ambassa... ◀ 1/3 ▶



Saturday May 27

Saturday May 27 9:32 PM
 455 S Orange Ave (Zone: Zone 3 - Central Business District)
 Smith Petit
 24661181
 Outreach : Homeless Contact
 Safety ambassador checked with the street resident shared our card and helped him make a phone call for a doctor appointment

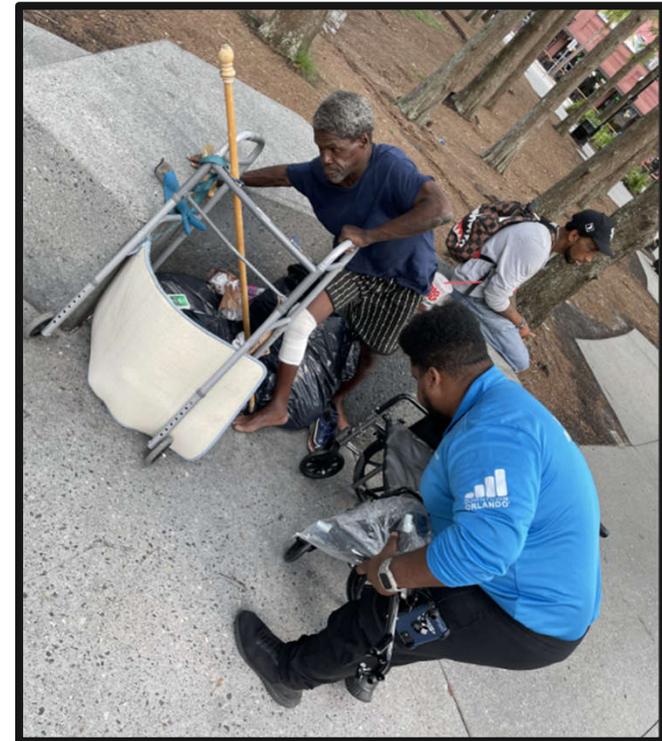


CHRISTIAN
SERVICE CENTER

Specialized Ambassador Training

The following training objectives are outlined below:

1. Ambassadors should have a general overview and history of the i-Drive District, its businesses, neighborhoods, and communities, including their cultural heritage and diversity;
2. Ambassadors should receive Training in pertinent i-Drive District Code provisions;
3. Ambassadors should receive Homeless services training, with more intensive education for the Outreach Ambassadors;
4. Ambassadors should be provided an overview of i-Drive destinations, including government offices, shopping areas, community venues, public parking garages; theme parks as well as popular restaurants, bars, and night clubs;
5. Ambassador should have an understanding and knowledge of i-Drive activities and events.
6. Ambassadors should receive training on and have a general knowledge of i-Drive operations, programs, and website, along with key staff and their functions.





Why Choose Allied Universal[®] for i-Drive ORLANDO?

Allied Universal has been improving the quality of life for Orlando visitors, workers and residents since 1986!



Jackson



LINK
7-11-18



ALLIEDUNIVERSAL[®]
There for you.

THANK YOU!