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“Our Experience is Your Security”

December 12, 2022

Lauren Fitch
Program Director
Assertive Community Treatment (ACT) Programs
City of New Orleans Shelter and Engagement Center

RE: 30 Day Notice to Terminate Services

Ms. Fitch,

We respectfully submit this Notice of Termination for security services that Pinnacle Security & Investigation Inc. is currently providing to the Low Barrier Shelter (2nd & 3rd Floors), that are managed by Start Corporation. We submit this notice after careful review by our management and leadership teams of the services and challenges to provide services for this facility.

Since the start of the service Pinnacle has made Start Corporation aware of numerous concerns related to high security risks at the facility. We brought these concerns to the attention of Start Corporation during several in person meetings, including as recent at October 26, 2022 and November 9, 2022. During the meeting on November 9th it was determined that additional security measures would be put in place by Start Corporation to enhance the safety for the guests of the shelter, the facility staff, and the Pinnacle Security Officers. These agreements were made in the aftermath of a shooting that occurred at the facility on November 5, 2022.

Since that date, there have been numerous incidents that have placed Pinnacle Security Officers and Start Corporation staff members in danger because of increased security measures recommended by Pinnacle that have been ignored. Here is a short list of some of those concerns and incidents since our last meeting (this list is not exhaustive and there are additional incidents):

- *On November 18th, while one of our supervisors were present the staff conducted a sweep of their lockers in which residents are allowed to house any personal belongings, various illegal contraband and weapons were discovered; also, we were told the search itself was lackadaisical again creating opportunity for those with ill intent.*
- *On November 26th, a resident assaulted one of our officers. While escorting someone off property the resident attacked our officer grabbing him by his throat and striking him repeatedly with a closed fist, while this was happening it created an opportunity for someone to penetrate the door and bypass the x-ray and hand-wands due to lack of physical controls.*



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- *On December 4th, I was informed that there was a verbal altercation between staff and a resident and threats were made. Our officers intervened and was able to escort the resident to the door. The resident went down the stairs then returned. Once he walked back in the officers could clearly make out the handle/grip of a gun in his waist. I am told they informed staff, but this resident was allowed to stay the night.*
- *On December 7th, a resident entered the facility and placed his belongings on the x-ray to be scanned, he can be seen quickly grabbing something off the machine so it couldn't be seen by the officers. The resident refused to comply and continued into the facility forcing our officers to pursue.*
- *While speaking with one of our field supervisors on December 9th, it was brought to my attention that she (who is a military veteran with extensive firearms training) was able to identify a firearm on one of the staff at the facility. Throughout the conversation it seemed to be general knowledge that the staff are armed and typically conceal carry in their “fanny packs” or cross-body bags worn.*
- *With high turnover it's becoming a challenge to place the right officers at this post. It appears that many of our officers who are asked to work this location refuse due to safety concerns.*

In addition to the above security risks, Pinnacle has experienced an extraordinary amount of turnover and staffing challenges for security personnel assigned to the Low Barrier Shelter facility. Many of these security officers that have resigned expressed concerns about the working conditions at the facility including sanitation, violence, open air drug use, amnesty for illegal activities, and no support from the facility staff. We brought these concerns to Start Corporation on numerous occasions and asked for assistance with improving these things but have met with negative results. This turnover has caused undo expenses while working to service this contract.

In closing, we would like to thank you for the opportunity to service this facility for the past 10 month. We are open to continuing to service the CRRC should that opportunity be there. Our last day of service for the Low Barrier Shelter (2nd & 3rd Floors) will be January 12, 2023 at 7:00am. We will work with your staff to assist with a smooth transition to a new provider.

Thank You,

Chad J Perez | CEO

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