



POSITIVE

EXPERIENCES DRIVE ORGANIC GROWTH

SINCE 1994



SECURITY IS OUR BUSINESS
SERVICE IS OUR PASSION



Company Introduction

Setting The Industry Standard

We are a privately owned, large regional California security services partner who is committed to excellence in service in every aspect of our business. In business since 1994, PACWEST Security Services protects the people, property, assets, and image of California's most discerning clientele.

The business growth at PACWEST is organic. It's an expansion of our business from within rather than by external expansion, such as mergers and acquisitions. Organic growth is a smart, long-term strategy for our company. It allows PACWEST to gain more market share while maintaining control of our company. And, because of our service quality reputation, it immediately resorts in increased sales, revenue and profits.



Customer Service

100% Service Satisfaction, **10** years in a row

PACWEST has a reputation for providing outstanding customer service. Each year we conduct client service surveys. Capturing customer feedback regarding our company services, technology, and people provides the insights that help to create and improve the customer experience.

The PACWEST culture of service excellence starts at the top. Our people at all levels of the company are accessible, friendly, and genuinely invested in the customer experience. We care about our clients, and working swiftly and effectively on their behalf is how we continually exceed their service expectations. It's how we create the environment where satisfaction is high, and client advocates are plenty.

Our Services

What We Offer

Lobby Ambassadors

Our Lobby Ambassadors are individuals with out-going personalities who are motivated to provide outstanding customer service. They present a welcoming image, possess mastery of building systems, know disaster preparedness and response, fire/life safety, CPR and first aid, patrolling methods and surveillance, access control and reporting procedures.

Uniformed Officers

The security officer best suited to your needs patrols and protects assigned property, promotes and enforces safety and security, and acts as a visible deterrent against irregular activity.

Mobile Patrol

With our patrol services you will never miss a light out, water leakage, property damage or unsafe condition. Computerized reports are available online 24/7, or can be emailed in PDF format.



24/7 Field Supervision

Security personnel receive random "no-notice" assessments by field supervisors on their knowledge of their post assignment. Inspections offer the opportunity to provide continual hands-on training and supervisory support. During the inspection, officers must demonstrate proficiency in their post duties.

Privately Owned Regional
California Security Services
Provider

CA PPO LIC 120836

Additional Services



Fire Life Safety

Fire and Life Safety training, consultation and certification services are available to multi-tenant and single user buildings throughout California.

Fire/Life Safety training is conducted by our in-house trainers who are fire/life safety certified by the City of Los Angeles Fire Department. Their knowledge and experience helps you put together quality Fire/Life Safety & Emergency Procedures programs.

Services consist of, but are not limited to, fire drills, emergency procedure and floor response manuals, floor warden training, and CPR/First Aid.



Online Real Time Field Reporting

PACTrax, powered by TrackTik, is helping us realize our vision of value-driven security services that are fully aligned to our clients' needs. Connectivity, data insight, and automation enables us to do security differently and deliver greater impact for your investment in our service.



Robotics

By partnering with robotics firms we can offer cost effective solutions that enhance our security tasks. These intelligent automated robots provide security solutions that provide limitless possibilities in terms of their ability to interact with existing technology, and the surrounding human environment.

Security Pricing

Hourly Bill Rates

The average cost of hiring a security company in California varies sharply depending on the region, living wage ordinances, the officer's level of expertise, and job specific responsibilities.

Billing Rates Are A Combination Of Several Key Components.

1. Security Officer Wage Rate: Every billing rate starts with how much we pay the officer. That wage varies from site to site. Wage depends on the site type, location, weekly hours, and officer job requirements. At high end sites the pay will be higher.
2. Taxes & Insurance: This is the second most important factor in determining the security officer's billing rate. This out of pocket expense for the security company is built into the billing rate.

Clients Rate Their Service
Satisfaction At 100%, 10 Years
In A Row!



3. Uniform, Direct, Background Expenses: We know what we pay for uniforms, background checks, and drug screening and build this out of your pocket expense into the billing rate.
4. Profit: After labor, materials, and overhead expenses, most security firms usually average anywhere from a 2-5% profit margin.



Management

Building Effective Partnerships

PACWEST Security Services executive management teams are seasoned, experienced, and well-versed in security procedures and customer service. With backgrounds in law enforcement, security, building management, and Ritz-Carlton hotel management, our managers are capable of handling any situation professionally and competently.

Our experienced and talented group of managers work hard each and every day to ensure our clients are supported by proactive and responsive service throughout all levels of our company.

Check Us Out



THANK YOU FOR
YOUR TIME. WE
LOOK FORWARD TO
WORKING WITH
YOU.

For more than 30 years PACWEST Security Services has been the premier security provider to California's most diverse and discerning clientele.

We offer competitive pricing backed by an experienced and talented group of managers and field personnel. They work hard each and every day to ensure our clients are supported by proactive and responsive service throughout all levels of our company.

With our diverse experience, outstanding customer service reputation, and unequalled personnel, we will develop a security program that consistently meets or exceeds your service and protection objectives.

Customer satisfaction is our key differentiator!

**PACWEST Security
Services**

Corporate Office

3303 Harbor Blvd., Suite A-103
Costa Mesa, CA 92626
(714) 429-1300
Vickil@pacwestsecurity.com



Peace of Mind

Delivered By PACWEST Security Services

Branch Offices

Orange County

3303 Harbor Blvd.,
Suite A-103
Costa Mesa, CA
92626
(714) 429-1300

Los Angeles

1545 Wilshire Blvd.,
Suite 302
Los Angeles, CA
90017
(213) 413-3500

San Diego

7867 Convoy Court,
Suite 312
San Diego, CA
92111
(858) 279-5900

Ontario

2990 Inland Empire
Blvd., Suite 104
Ontario, CA
91764
(909) 948-1800

Hayward

24301 Southland
Drive, Suite 621
Hayward, CA
94545
(510) 728-7100