

## TAMS

The Training Academy Management System more commonly known as TAMS is now live across each MaxSent FPS contract. The TAMS system has been an FPS project for many years and was implemented at the contract level over the past year. This implementation has been a large undertaking for the Company. FPS has been very pleased with the Company's progress and efforts. MaxSent wants to thank the many management team members who assisted with the initial uploads, countless training hours, and now on-going maintenance. Your efforts are more than appreciated!

## LETTER FROM THE PRESIDENT

*Todd Pattison, President/CEO MaxSent*

Everyone;

As our lives begin to return to the “new” normal it is very important for us to all keep in mind that many of the individuals we will be interacting with will also have a “new” normal for their lives. We all need to remind ourselves to be more patient, better listeners, and considerate that everyone still has a certain level of anxiousness about visiting the many facilities, employees, and visitors our clients have entrusted us to protect. This still means that everyone must follow the established post orders and procedures for entry into any location we are providing services. I request that everyone please take the time to also be exceptional with the level of customer service we each provide to ensure that our client's visitors have an exceptional experience. At the same time, we all need to make sure we are just as mentally prepared to deal with an increased volume of visitors. For the past year, many locations have operated on reduced hours with very little interaction with visitors. This is going to slowly increase, and we all need to be prepared to deal with the vast variety of visitors, questions, and issues that are forthcoming. Thank you to everyone for all your hard work and efforts every day! It is very much appreciated by all of our wonderful clients! Thank you for always being “Exceptional Without Exception”!

## FEMA IN SOUTHERN NEW JERSEY

On February 22, 2021, MaxSent's FPS Southern New Jersey contract began a Temporary Additional Services (TAS) order for a local FEMA Vaccination site. There are now several vaccination sites as part of this order in Southern New Jersey that have security services staffed by MaxSent PSO's, to include locations in Somerset, Trenton, Camden, Vineland, and Pleasantville. Each location is open for two weeks for the initial shot, then opens back up for another two weeks for the second shot. The start times stagger, some sites opening early in the morning, and some in the afternoon. Shifts vary from four hours and up to 12. There were double shifts in Trenton since that site was open 13 hours daily for one week. Depending on the location there are between three and six PSO's scheduled daily. Supervisor Byron Hugee has been visiting and coordinating with FEMA at each location, opening up the facilities and supplying our PSO's with paperwork, sanitizer, and masks. Contract Manager Steve Fowles and his leadership team in Southern New Jersey consisting of Byron Hugee and Fred Jefferson, have continued to manage this FEMA operation seamlessly. This was a hot topic and publicized task for FPS and they have entrusted that service to MaxSent. Thank you to the many MaxSent PSO's that have provided FEMA services.



## MAXSENT RECOGNIZES DAN LIPSEY

Dan is MaxSent's Corporate Quality Control (QC) Manager as well as QC Manager for the FPS Maryland and FPS CMS contracts. He is one busy guy! Dan grew up in Laurel, Maryland and went to Laurel High School and then on to the University of Maryland. He has been married to his wife Kim for 26 years. Together they have two children, twins at that! Zac and Kasey were adopted from Russia in 1998 by Dan and his wife at seven months old, and they are now 23. Dan lives on Kent Island in Maryland and he enjoys golfing, boating, fishing, and crabbing. Dan is an avid Washington sports fan to include the Capitals and Washington Football Team. Dan also has three dogs: Yellow Lab, Dutch Shepherd and a Novia Scotia Duck Toller.



Dan began his first career as a Police Officer in Prince George's County Maryland 25 years ago. He served in patrol, worked as a SWAT Team member and the Firearms Training Unit. Dan moved through the ranks becoming a Lieutenant in the Patrol Division, Community Policing Unit, Intelligence Unit, and Narcotics Unit. Dan served as the Assistant Commander (Captain) of the Hyattsville Precinct with his final position being the Commander (Major) of the Homeland Security Division. Dan retired and began his second career with a security company as Regional Director in Washington, DC. There he oversaw eight FPS contracts and several commercial contracts. MaxSent was fortunate enough to secure Dan in the Corporate and Contract level Quality Control function in 2018. Dan's knowledge is invaluable to MaxSent and he is always a pleasure to work beside! Thank you for everything you do for our team, Dan!

## OPERATIONS CORNER

With summer quickly approaching, there will be an increased volume of Paid Time Off (PTO) and Vacation requests. There are still operational roadblocks that exist due to the pandemic. Please be sure to provide at least the contract specific minimum notice to request time off and even more when and if possible. It is important to be proactive during this time.

Exciting News! MaxSent has begun the process of implementing our electronic time keeping system for our Commercial employees. Human Resources and Payroll ask that our Security Officers, Supervisors, and Managers are patient with the process as this is new to all involved! Please watch your email and direction from Managers as this process progresses.

## ONE YEAR OF COVID

The one-year anniversary of the world-wide COVID-19 pandemic has now come and gone, with hopes that the three FDA-authorized vaccines will begin to mitigate transmission. The fall in COVID-19 cases across much of the world over the past ten weeks signals a new dawn in the fight against the disease. Vaccines are proving effective and rapidly scaling and bending the curve in many geographic areas. States are deciding how, when, and under what terms they will begin and maintain the reopening process. Please be cognizant that States all have their own independent mandates, but MaxSent employees in federal buildings must all follow all applicable Executive Orders. MaxSent management will continue to follow the direction of FPS on pandemic related orders and pass that on to affected employees in a timely manner! Stay Safe!

---

*Do you have a story or highlight for inclusion in MaxSent's newsletter? Email to [hr@maxsent.com](mailto:hr@maxsent.com) for consideration.*

---

**MaxSent**  
185 Admiral Cochrane Dr.  
Suite 220  
Annapolis, MD 21401  
443.221.2750  
[www.maxsent.com](http://www.maxsent.com)