

31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL

Weekly Activity Report

3/01/21 – 3/07/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow*

INCIDENT REPORTS

- No vandalism was reported this week.

PATROL ACTIVITY

- **0** parking violation issued for unsightly / inoperable vehicles (GR.5.3d). **5** service calls received.
- **0** parking violation issued for long term parking (GR.5.3e). **5** service calls received.
- **5** parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
- **88** other parking violations issued. **24** service calls received.
- **0** misc. traffic violations issued. **3** service calls received.
- **1** noise violations issued. **5** service calls received.
- **0** golf cart related violations issued. **1** service calls received.
- **4** animal related violations issued. **17** service calls received.
- **1** gate runner violations issued.

SPEED ENFORCEMENT ACTIVITY

- **Monday: 0 Citation Issued**

- Enforcement suspended due to radars being removed.
- **Tuesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Wednesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Thursday: 0 Citations Issued**
 - Enforcement Suspended due to radars being removed.
- **Friday: 0 Citations issued**
 - Enforcement suspended due to radars being removed.
- **Saturday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Sunday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The dash mounted radars were removed from the vehicles for re-certification.

The speed trailers were deployed at various locations throughout the week. 61 Citations issued

ADDITIONAL INFORMATION

Total Calls for Service	72
Calls for Service – Unable to Locate	27
Motor Vehicle Accidents	1
Vandalism of Amenities	0
<i>(Average Response Time)</i>	7/6.28
Foot Patrols of Amenities and Parks	1267

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing
 - d. Speeding
 - e. Gate Runners
2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)

- b. Noise complaint
 - c. Fishing
 - d. Pet violation
3. Other calls
- a. POA rule violations (Signs/Flags)
 - b. Parking

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	3,646
- East Gate	2,545
- North Gate	1,661
Total Guest Entries by Gate	
- Main Gate	8,405
- East Gate	5,803
- North Gate	3,393
Total RFID Entries by Gate	
- Main Gate	25,124
- East Gate	13,606
- North Gate	8,686

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	-
- East Gate	-

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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COMMUNITY PATROL

Weekly Activity Report

3/08/21 – 3/14/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow*

INCIDENT REPORTS

- Monday, March 8, 2021_ Incident report (Dispatched) Officer was dispatched to Holiday Harbor for reports of vandalism of the restrooms. Upon arrival the officer saw that the handicap restroom stall was partially hanging off the hinges. The area had already been taped off, and operations was notified. The area was patrolled further and no other signs of damage were noticed.
- Tuesday, March 9, 2021_ Incident report (patrol) While conducting routine patrol of Sierra Park and found the restrooms to be vandalized. There were wet paper towels thrown in the handicapped toilet section. The area was patrolled further and no other signs of damage were found. Operations was notified.

PATROL ACTIVITY

- **1** parking violation issued for unsightly / inoperable vehicles (GR.5.3d). **0** service calls received.
- **1** parking violation issued for long term parking (GR.5.3e). **11** service calls received.
- **2** parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
- **67** other parking violations issued. **14** service calls received.
- **0** noise violations issued. **5** service calls received.
- **0** fishing related violations issued. **1** service calls received.

- 1 animal related violations issued. 10 service calls received.
- 0 solicitation violations issued. 1 service calls received.
- 2 gate runner violations issued.

SPEED ENFORCEMENT ACTIVITY

- **Monday: 0 Citation Issued**
 - Enforcement suspended due to radars being removed.
- **Tuesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Wednesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Thursday: 0 Citations Issued**
 - Enforcement Suspended due to radars being removed.
- **Friday: 0 Citations issued**
 - Enforcement suspended due to radars being removed.
- **Saturday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Sunday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were deployed at various locations throughout the week. 61 Citations issued

ADDITIONAL INFORMATION

Total Calls for Service	72
Calls for Service – Unable to Locate	29
Motor Vehicle Accidents	0
Vandalism of Amenities	2
<i>(Average Response Time)</i>	4/4.5
Foot Patrols of Amenities and Parks	1260

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing
 - d. Speeding
 - e. Gate Runners
 2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint
 - c. Fishing
 - d. Pet violation
 3. Other calls
 - a. POA rule violations (Signs/Flags)
 - b. Parking
-

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	3,644
- East Gate	2,418
- North Gate	1,591
Total Guest Entries by Gate	
- Main Gate	8,418
- East Gate	5,603
- North Gate	3,310
Total RFID Entries by Gate	
- Main Gate	24,241
- East Gate	13,343
- North Gate	8,713

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	25
- East Gate	-

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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COMMUNITY PATROL

Weekly Activity Report

3/15/21 – 3/21/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow*

INCIDENT REPORTS

- Monday, March 15, 2021_ Incident report (patrol) Officer was on routine patrol and found the men's restrooms at the Tennis Courts to be vandalized. Operations was notified and the facility was locked until further notice.

PATROL ACTIVITY

- **0** parking violation issued for long term parking (GR.5.3e). **6** service calls received.
- **0** parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
- **2** other parking violations issued. **11** service calls received.
- **0** misc. traffic violations issued. **3** service calls received.
- **0** noise violations issued. **10** service calls received.
- **0** golf cart related violations issued. **1** service calls received.
- **4** fishing related violations issued. **4** service calls received.
- **0** animal related violations issued. **10** service calls received.
- **1** gate runner violations issued.

Citation volume low due to transition to our new patrol contractor.

SPEED ENFORCEMENT ACTIVITY

- **Monday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Tuesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Wednesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Thursday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Friday: 0 Citations issued**
 - Enforcement suspended due to radars being removed.
- **Saturday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Sunday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were not deployed due to the transition to our new patrol contractor.

ADDITIONAL INFORMATION

Total Calls for Service	89
Calls for Service – Unable to Locate	30
Motor Vehicle Accidents	0
Vandalism of Amenities	1
<i>(Average Response Time)</i>	4/7.5
Foot Patrols of Amenities and Parks	Not available

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing
 - d. Speeding
 - e. Gate Runners
2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint

- c. Fishing
- d. Pet violation
- 3. Other calls
 - a. POA rule violations (Signs/Flags)
 - b. Parking

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	3,950
- East Gate	2,688
- North Gate	1,796
Total Guest Entries by Gate	
- Main Gate	8,960
- East Gate	5,944
- North Gate	3,626
Total RFID Entries by Gate	
- Main Gate	26,869
- East Gate	13,808
- North Gate	9,149
Confiscated Guest Passes	-

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	32
- East Gate	0

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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COMMUNITY PATROL

Weekly Activity Report

3/22/21 – 3/28/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow*

INCIDENT REPORTS

- No major incident reports to report this week

PATROL ACTIVITY

- 2 parking violation issued for unsightly / inoperable vehicles (GR.5.3d). 0 service calls received.
- 0 parking violation issued for long term parking (GR.5.3e). 4 service calls received.
- 2 parking violation issued for vehicles extending beyond the curb (GR.5.3f). 0 service calls received.
- 63 other parking violations issued. 9 service calls received.
- 0 misc. traffic violations issued. 2 service calls received.
- 0 noise violations issued. 4 service calls received.
- 0 fishing related violations issued. 2 service calls received.
- 0 animal related violations issued. 25 service calls received.
- 1 verbal abuse violations issued.
- 3 gate runner violations issued.

SPEED ENFORCEMENT ACTIVITY

- **Monday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.

- **Tuesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Wednesday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Thursday: 0 Citations Issued**
 - Enforcement Suspended due to radars being removed.
- **Friday: 0 Citations issued**
 - Enforcement suspended due to radars being removed.
- **Saturday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.
- **Sunday: 0 Citations Issued**
 - Enforcement suspended due to radars being removed.

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were not deployed due to the transition to our new patrol contractor.

ADDITIONAL INFORMATION

Total Calls for Service	86
Calls for Service – Unable to Locate	30
Motor Vehicle Accidents	0
Vandalism of Amenities	0
<i>(Average Response Time)</i>	8/9
Foot Patrols of Amenities and Parks	Not available

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing
 - d. Speeding
 - e. Gate Runners
2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint
 - c. Fishing
 - d. Pet violation

3. Other calls
 - a. POA rule violations (Signs/Flags)
 - b. Parking
-

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	4,098
- East Gate	2,680
- North Gate	1,800
Total Guest Entries by Gate	
- Main Gate	8,984
- East Gate	5,863
- North Gate	3,781
Total RFID Entries by Gate	
- Main Gate	26,655
- East Gate	14,011
- North Gate	9,186

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	27
- East Gate	0

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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Marine Patrol Report

MARCH 2021

Marine Patrol’s primary functions are to provide the community with services that include Quagga Mussel and boat safety inspections, Rules and Regulations compliance, and incident observation and reporting to the Association. In the table below, the “Calls for Service” column reflects the number of calls made by community members based on the violation type.

Citations Issued

Citation	JAN	FEB	MAR
LM.2.5 Expired/ No Registration (State)	0	0	0
LM.2.6 Expired/ No Registration (POA)	0	1	0
LM.2.7 Expired / No Registration at a dock or lift	1	1	0
LM.7.3 Reckless behavior while operating a motorized boat	0	2	0
LM.9.11 Stay Within 100ft of the Centerline Buoys	0	0	0
GR.4.4 Fishing License	2	1	0
LM.6.7 Excessive Wake	0	0	0

Warnings Issued

Warning	JAN	FEB	MAR
LM.2.5 Expired/ No Registration (State)	0	0	0
LM.2.6 Expired/ No Registration (POA)	0	0	0
FLC FISHING LICENSE	0	5	0
LM.6.13 Follow Counter-Clockwise Pattern	1	1	0
LM.8.2 Lifejackets must be worn by all persons	0	1	0
LM.6.3 Non Compliance	2	1	3
LM.6.7 Excessive Wake	2	2	0

Additional Information

	JANUARY	FEBRUARY	MARCH
Total Calls for Service	31	84	82
Boat Safety Inspection	14	44	65
Boat Tow (Out of fuel/mechanical)	3	8	9
Boat Tow (Adrift)	0	0	0
Battery Assist	1	3	1
P&C Inspector Escort Hours	7.1	6.9	10.2
Fishing License Checks	16	27	20
Quagga Inspection	19	10	36
White Tag Applied	7	18	18
Quarantine Tag Applied	0	0	1

Boat Operating Hours

	JANUARY	FEBRUARY	MARCH
Boat 1 START 8381.9/ END 8477.7	58.1	50.9	95.8
Boat 2 START 7962.0 / END 8075.5	137.9	111.8	113.5
Boat 3 START 992.9 / END 1004.3	4.9	4.9	11.4
Boat 4 START 2053.0/ END 2096.9	39.8	60.8	43.9

Boat Operating Hours by Location

	JANUARY	FEBRUARY	MARCH
Main Lake	124.0	125.5	140.6
East Bay	116.7	98.0	124
North Ski	4.9	4.9	11.4

Incident Report Summary

	JANUARY	FEBRUARY	MARCH

NO REPORTS	0	0	0
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Incident Report Detail

Incident Description	Location

Report presented by: *Don Motteler (Marine Patrol Captain)*