
31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL

Weekly Activity Report

3/29/21 – 4/4/21

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 (Assistant Account Manager)*

INCIDENT REPORTS

- Tuesday, March 30, 2021_ Incident Report: Officer was dispatched to the Fairway Estates Skylink call box for reports of vandalism. Upon arrival the officer found what looked like spit to be on the call box. Operations was notified for the clean up and cameras were reviewed.

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). **4** service calls received.
 - **3** parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
 - **25** other parking violations issued. **9** service calls received.
 - **5** misc. traffic violations issued. **2** service calls received.
 - **0** noise violations issued. **12** service calls received.
 - **1** fishing related violations issued. **1** service calls received.
 - **0** animal related violations issued. **16** service calls received.
 - **2** gate runner violations issued.
-

SPEED ENFORCEMENT ACTIVITY

No Speed Enforcement conducted as radars were being installed in units.

Speed Trailers were not deployed due to the transition to the new patrol contractor.

ADDITIONAL INFORMATION

Total Calls for Service	74
Calls for Service – Unable to Locate	27
Motor Vehicle Accidents	2
Vandalism of Amenities	1-Sky Link Call Box
<i>(Average Response Time)</i>	4/8.75

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	4,438
- East Gate	2,997
- North Gate	1,990
Total Guest Entries by Gate	
- Main Gate	9,549
- East Gate	6,458
- North Gate	3,871
Total RFID Entries by Gate	
- Main Gate	25,950
- East Gate	13,913
- North Gate	9,318
Confiscated Guest Passes	18

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	56
- 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

4/05/21 – 4/11/21

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 (Assistant Account Manager)*

INCIDENT REPORTS

- Tuesday, April 6th, 2021_ Incident Report (Dispatched) Officer responded to the lodge parking lot for a loud noise call from Operations, and upon arrival the Officer found that the retaining wall along the side of Tennis Court 3 was damaged. Operations stated an unknown black Sedan was displaying an exhibition of speed when they made contact with the wall and then sped off at a high rate of speed. The area was patrolled and was unable to locate. Operations was already on site.
- Thursday, April 8th, 2021_ Incident Report (Patrol) While locking up the Tennis Courts restrooms the Officer found the restrooms to be Vandalized. The Officer reported that the mirror in the men's restroom was damaged, it had been hit multiple times with an object that caused dents in it. The area was patrolled further and no suspects were found. Operations was notified.
- Saturday, April 10th 2021_ Incident Report (Patrol) While locking up the Tennis Court men's restrooms the Officer found the restrooms to be vandalized. The Officer reported that the toilet seat was smashed on the ground and broken. The area was patrolled further and suspect were found. Operations was notified.

PATROL ACTIVITY

- **0** parking violation issued for long term parking (GR.5.3e). **10** service calls received.
- **1** parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.

- **28** other parking violations issued. **11** service calls received.
- **0** misc. traffic violations issued. **2** service calls received.
- **1** noise violation issued. **10** service calls received.
- **0** bus stop violations issued. **0** service calls received.
- **0** golf cart related violations issued. **0** service calls received.
- **2** fishing related violation issued. **10** service calls received.
- **2** animal related violations issued. **17** service calls received.
- **0** solicitation violations issued. **0** service calls received.
- **1** verbal abuse violations issued.
- **4** gate runner violations issued.

SPEED ENFORCEMENT ACTIVITY

No Speed Enforcement conducted as radars were being installed in units.

Operations assisted with the deployment of the speed trailer on Lighthouse Dr. 2 Citations issued.

ADDITIONAL INFORMATION

Total Calls for Service	101
Calls for Service – Unable to Locate	41
Motor Vehicle Accidents	1
Vandalism of Amenities	1-Retaining wall at lodge 2-Tennis Courts men’s restroom mirror 3-Tennis Courts men’s Restroom toilet.
<i>(Average Response Time)</i>	9/9

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	4,368
- East Gate	2,748
- North Gate	1,868
Total Guest Entries by Gate	
- Main Gate	9,572
- East Gate	6,164
- North Gate	3,859
Total RFID Entries by Gate	
- Main Gate	26,858
- East Gate	14,398
- North Gate	10,142
Confiscated Guest Passes	19

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	12
- 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

4/12/21 – 4/18/21

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 (Assistant Account Manager)*

INCIDENT REPORTS

- Monday, April 12th, 2021_ Incident Report (Patrol) While Officer was on patrol, he found the men's restroom at Holiday Harbor vandalized. The Officer reported that there was dirt and mud in the urinals and sinks. Dirt had been thrown on the walls as well. The area was patrolled further and no suspects were found. Operations was notified.
- Wednesday, April 14th, 2021_ Incident Report (Patrol) While Officer was on patrol, he found the men's restroom at the tennis courts to be vandalized. The Officer reported that a racially derogatory term was scratched/etched into the paint of the men's restroom door. The area was patrolled further and no suspect were found. Operations was notified.
- Sunday, April 17th 2021_ Incident Report (Dispatched) Officer was sent to East port park for reports of vandalism. Upon arrival the found both men's and women's restrooms to be vandalized the paper tower dispenser had been removed from the wall and was on the floor, in both the men and the woman's room. Trash has also been thrown on the floor of both restrooms. The area was patrolled but no suspected were found. Suspects were found via CCTV and information given to the POA. Operations was notified.

PATROL ACTIVITY

- **4** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **0** service calls received.
- **0** parking violation issued for long term parking (GR.5.3e). **6** service calls received.

- 1 parking violation issued for vehicles extending beyond the curb (GR.5.3f). 0 service calls received.
- 33 other parking violations issued. 17 service calls received.
- 0 misc. traffic violations issued. 3 service calls received.
- 3 noise violation issued. 13 service calls received.
- 0 golf cart related violations issued. 3 service calls received.
- 1 fishing related violation issued. 5 service calls received.1
- 2 animal related violations issued. 9 service calls received.
- 1 gate runner violations issued.1

SPEED ENFORCEMENT ACTIVITY

No Speed Enforcement conducted due to radars being installed in units.

No Speed Trailers were deployed this week.

ADDITIONAL INFORMATION

Total Calls for Service	108
Calls for Service – Unable to Locate	25
Motor Vehicle Accidents	2
Vandalism of Amenities	1-Holiday Harbor Restrooms 2-Tennis Courts men’s restroom/Door 3-Eastport Men’s and Women’s Restroom
<i>(Average Response Time)</i>	6/5.1

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	4,231
- East Gate	2,738
- North Gate	1,789
Total Guest Entries by Gate	
- Main Gate	9,277
- East Gate	6,083
- North Gate	3,776
Total RFID Entries by Gate	
- Main Gate	28,396
- East Gate	14,461
- North Gate	10,024
Confiscated Guest Passes	20

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	16
- 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

4/19/21 – 4/25/21

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 (Assistant Account Manager)*

INCIDENT REPORTS

- Saturday, April 24th, 2021_ Incident Report (Patrol) While on patrol of the tennis courts, the officer found the restrooms to be vandalized. The Officer reported that the lids to the back of the toilets for both men's and women's restrooms were smashed. The area was patrolled further and no suspected were found. Operations was notified.
- Saturday, April 24th, 2021_ Incident report (Patrol) While on patrol of East Port Park, the officer found the men's restrooms to be vandalized. The Officer reported Graffiti on the walls and the bathroom stalls. The area was patrolled further and no suspected were found. Operations was notified.

PATROL ACTIVITY

- **13** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **0** service calls received.
- **6** parking violations issued for long term parking (GR.5.3e). **11** service calls received.
- **0** parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
- **20** other parking violations issued. **14** service calls received.
- **1** misc. traffic violations issued. **4** service calls received.
- **1** noise violation issued. **11** service calls received.
- **0** bus stop violations issued. **0** service calls received.
- **0** golf cart related violations issued. **0** service calls received.
- **1** fishing related violation issued. **3** service calls received.

- 1 animal related violations issued. 5 service calls received.
 - 0 solicitation violations issued. 0 service calls received.
 - 0 verbal abuse violations issued.
 - 2 gate runner violations issued.
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SPEED ENFORCEMENT ACTIVITY

- Monday April 19th- 1:50 PM- (Mobile Enforcement) Citation issued for Traffic Violation (GR.5.1D) Dagraca
- Tuesday April 20th – 10:06 AM- (Mobile Enforcement) Citation Issued for Speeding (GR.5.1C) Tobin
- Tuesday April 20th- 11:29 AM- (Mobile Enforcement) Citation issued for Traffic Violation (GR.5.10) Tobin
- Tuesday April 20th- 3:16 PM-(Mobile Enforcement) Citation Issued for Speeding (Gr.5.1C) Tobin
- Tuesday April 20th- 3:27 PM-(Mobile Enforcement) Citation Issued for Speeding (Gr.5.1C) Tobin
- Tuesday April 20th- 4:52 PM- (Mobile Enforcement) Citation Issued for Speeding (Gr.5.1C) Tobin
- Wednesday April 21st- 11:55 AM- (Stationary Enforcement) Citation Issued for Speeding (Gr.5.1C) Tobin
- Wednesday April 21st- 3:45 PM- (Mobile Enforcement) Citation Issued for Speeding (Gr.5.1C) Tobin
- Wednesday April 21st- 5:45 PM- (Mobile Enforcement) Citation Issued for Speeding (Gr.5.1C) Tobin
- Thursday April 22nd -1:32 PM- (Stationary Enforcement) Citation issued for Speeding (Gr.5.1c) Dagraca
- Saturday April 24th- 12:33PM- Mobile Enforcement) Citation issued for Speeding (Gr.5.1c) Dagraca.
- Saturday April 24th -1:31 PM- (Stationary Enforcement) Citation Issued for speeding (Gr.5.1c) Dagraca
- Saturday April 24th -5:49 PM- (Mobile Enforcement) Citation Issued for speeding (Gr.5.1c) Dagraca

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

No Speed Trailers were deployed this week.

ADDITIONAL INFORMATION

Total Calls for Service	96
Calls for Service – Unable to Locate	28
Motor Vehicle Accidents	0
Vandalism of Amenities	1-Tennis Court restrooms 2-EastPort Men’s restroom
<i>(Average Response Time)</i>	10/6.1

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	4,126
- East Gate	2,695
- North Gate	1,902
Total Guest Entries by Gate	
- Main Gate	9,324
- East Gate	6,003
- North Gate	3,950
Total RFID Entries by Gate	
- Main Gate	28,188
- East Gate	14,499
- North Gate	9,758

Confiscated Guest Passes	25
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TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	18
- 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

APRIL 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	FEB	MAR	APRIL
LM.2.5 Expired/ No Registration (State)	0	0	0
LM.2.6 Expired/ No Registration (POA)	1	0	0
LM.2.7 Expired / No Registration at a dock or lift	1	0	1
LM.7.3 Reckless behavior while operating a motorized boat	2	0	0
LM.9.11 Stay Within 100ft of the Centerline Buoys	0	0	0
GR.4.4 Fishing License	1	0	7
LM.6.7 Excessive Wake	0	0	0

Warnings Issued

Warning	FEB	MAR	APRIL
LM.2.5 Expired/ No Registration (State)	0	0	0
LM.2.6 Expired/ No Registration (POA)	0	0	0
FLC FISHING LICENSE	5	0	0
LM.6.13 Follow Counter-Clockwise Pattern	1	0	2
LM.8.2 Lifejackets must be worn by all persons	1	0	15
LM.6.3 Non Compliance	1	3	30
LM.6.7 Excessive Wake	2	0	6

Additional Information

	FEBRUARY	MARCH	APRIL
Total Calls for Service	84	82	350
Boat Safety Inspection	44	65	130
Boat Tow (Out of fuel/mechanical)	8	9	8
Boat Tow (Adrift)	0	0	0
Battery Assist	3	1	6
P&C Inspector Escort Hours	6.9	10.2	12.0
Fishing License Checks	27	20	68
Quagga Inspection	10	36	50
White Tag Applied	18	18	25
Quarantine Tag Applied	0	1	2

Boat Operating Hours

	FEBRUARY	MARCH	APRIL
Boat 1 START 8477.7/ END 8588.9	50.9	95.8	111.2
Boat 2 START 8075.5 / END 8167.3	111.8	113.5	91.8
Boat 3 START 1004.3 / END 1017.0	4.9	11.4	12.6
Boat 4 START 2053.0/ END 2096.9	60.8	43.9	68.7

Boat Operating Hours by Location

	FEBRUARY	MARCH	APRIL
Main Lake	125.5	140.6	141.7
East Bay	98.0	124.0	130.0
North Ski	4.9	11.4	12.6

Incident Report Summary

	FEBRUARY	MARCH	APRIL
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NO REPORTS	0	0	1
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Incident Report Detail

Incident Description	Location
Deceased Person	NORTH SKI AREA

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