
31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL

Weekly Activity Report

2/01/21 – 2/07/21

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 (Account Manager)*

INCIDENT REPORTS

- Saturday, Feb 6, 2021 Incident Report (patrol) 9:27 AM – Officer was dispatched to Lands End and CLDS for reports of a cement spill at 30131 Channel Way. Robertson ready mix was aware of the spill and had a clean up crew on the way. Operations was on the scene to assist with containment. Officer retrieved two sandbags and placed them in front of the drains to prevent lake contamination. No other issues to report.
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PATROL ACTIVITY

- **1** parking violations issued for long term parking (GR.5.3e). **3** service calls received.
 - **1** parking violations issued for vehicles extending beyond the curb (GR.5.3f). **1** service call received.
 - **95** other parking violations issued. **9** service calls received.
 - **2** misc. traffic violations issued. **1** service call received.
 - **2** noise violations issued. **8** service calls received.
 - **1** golf cart related violations issued. **0** service calls received.
 - **1** fishing related violations issued. **0** service calls received.
 - **0** animal related violations issued. **9** service calls received.
 - **1** gate runner violation issued.
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SPEED ENFORCEMENT ACTIVITY

- **Monday: 2 Citations Issued**
 - Mobile Enforcement Conducted 11:11 AM – 2:40 PM

- **Tuesday: 4 Citations Issued**
 - Mobile Enforcement Conducted 10:33 AM – 11:42 AM
 - Stationary Enforcement Conducted 11:43 AM – 12:32 PM at CLDS and Pheasant
 - Mobile Enforcement Conducted 12:57 PM – 2:37 PM
 - Mobile Enforcement Conducted 3:10 PM – 4:21 PM
 - Mobile Enforcement Conducted 4:30 PM – 5:02 PM

- **Wednesday: 4 Citations Issued**
 - Mobile Enforcement Conducted 10:45 AM – 12:17 PM
 - Stationary Enforcement Conducted 12:28 PM – 1:50 PM at North Causeway
 - Mobile Enforcement Conducted 1:50 PM – 2:19 PM
 - Mobile Enforcement Conducted 2:54 PM – 4:00 PM
 - Stop Sign Enforcement Conducted 4:00 PM – 4:35 PM at Hoofbeat and Longhorn
 - Mobile Enforcement Conducted 4:48 PM – 4:58 PM
 - Mobile Enforcement Conducted 5:01 PM – 5:31 PM

- **Thursday: 1 Citation Issued**
 - Mobile Enforcement Conducted 11:31 AM – 12:17 PM

- **Friday: 0 Citations issued**
 - No Speed Enforcement Conducted

- **Saturday: 0 Citations Issued**
 - No Speed Enforcement Conducted

- **Sunday: 0 Citations Issued**
 - No Speed Enforcement Conducted

**“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. A total of **20** citations were issued.

ADDITIONAL INFORMATION

Total Calls for Service	50
Calls for Service – Unable to Locate	15
Motor Vehicle Accidents	0
Vandalism of Amenities	0
<i>(Average Response Time)</i>	3/9
Foot Patrols of Amenities and Parks	1187

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	3,750
- East Gate	2,579
- North Gate	1,741
Total Guest Entries by Gate	
- Main Gate	8,598
- East Gate	5,792
- North Gate	3,437
Total RFID Entries by Gate	
- Main Gate	25,309

- East Gate	13,300
- North Gate	8,202
Confiscated Guest Passes	

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	0
- 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

2/08/21 – 2/14/21

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Report presented by: *Ebony Debow (Account Manager)*

INCIDENT REPORTS

- Tuesday, Feb 9, 2021_ Incident Report (patrol) 10:32 PM- Officer was on patrol of Holiday Harbor and found the restrooms to be vandalized. The paper towel dispenser was broken and the paper towels had been shoved into the disabled stall. The area was patrolled further and no other signs of damage were noticed, no suspects found in the area. The operations department was notified.
 - Saturday, Feb 13_ Incident Report (patrol) 11:35 PM- Officer was on patrol of the tennis courts and found it to be vandalized. The line judge chair had been overturned and there was damage to the chair. The trash cans were thrown on the ground on courts 3,4, and 5. Courts 5 and 6 had shards of glass spread across a large area. The area was patrolled further and no other signs of damage were noticed and no suspects were found in the area. The operations department was notified.
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PATROL ACTIVITY

- 1 parking violations issued for unsightly / inoperable vehicles (GR.5.3d). 0 service calls received.
- 0 parking violations issued for long term parking (GR.5.3e). 10 service calls received.
- 4 parking violations issued for vehicles extending beyond the curb (GR.5.3f). 0 service calls received.

- **95** other parking violations issued. **9** service calls received.
 - **0** noise violations issued. **8** service calls received.
 - **1** animal related violations issued. **9** service calls received.
 - **1** gate runner violations issued.
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SPEED ENFORCEMENT ACTIVITY

- **Monday: 0 Citations Issued**
 - Mobile Enforcement Conducted 11:02 AM – 2:38 PM
 - Mobile Enforcement Conducted 3:15 PM- 3:28 PM
 - Stationary Enforcement Conducted 3:28 PM- 4:19 PM Hoofbeat and Long
- **Tuesday: 2 Citations Issued**
 - Mobile Enforcement Conducted 10:44 AM – 11:32 AM
 - Stationary Enforcement Conducted 11:30 AM – 12:08 PM at CLDS and Pheasant
 - Mobile Enforcement Conducted 12:20 PM – 1:12 PM
 - Mobile Enforcement Conducted 1:25 PM – 2:45 PM
 - Mobile Enforcement Conducted 3:25 PM – 5:00 PM
 - Mobile Enforcement Conducted 5:00 PM – 5:32 PM
- **Wednesday: 0 Citations Issued**
 - Mobile Enforcement Conducted 10:45 AM – 11:40 AM
 - Stationary Enforcement Conducted 11:40 AM – 12:30 PM at CLDS and Pheasant
 - Mobile Enforcement Conducted 12:43 PM – 1:02 PM
 - Mobile Enforcement Conducted 1:37 PM – 3:04 PM
 - Mobile Enforcement Conducted 4:48 PM- 4:58 PM
 - Mobile Enforcement Conducted 3:53 PM- 5:10 PM
 - Mobile Enforcement Conducted 5:21 PM- 5:40 PM
- **Thursday: 1 Citation Issued**
 - Mobile Enforcement Conducted 10:24 AM – 1:29 PM
- **Friday: 0 Citations issued**
 - Mobile Enforcement Conducted 10:23 AM- 1:49 PM
- **Saturday: 1 Citation Issued**
 - Mobile Enforcement Conducted 10:14 PM- 12:10 PM
 - Stationary Enforcement Conducted 3:34 PM- 4:15 PM North ski
- **Sunday: 0 Citations Issued**

- Mobile Enforcement Conducted 10:30 AM- 11:31 AM
- Mobile Enforcement Conducted 3:32 PM-5:13 PM

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

ADDITIONAL INFORMATION

Total Calls for Service	44
Calls for Service – Unable to Locate	17
Motor Vehicle Accidents	0
Vandalism of Amenities	2
<i>(Average Response Time)</i>	5/12
Foot Patrols of Amenities and Parks	1187

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	3,479
- East Gate	2,258

- North Gate	1,634
Total Guest Entries by Gate	
- Main Gate	7,838
- East Gate	5,255
- North Gate	3,338
Total RFID Entries by Gate	
- Main Gate	25,345
- East Gate	13,317
- North Gate	8,125
Confiscated Guest Passes	16

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	5
- 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

2/15/21 – 2/21/21

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Report presented by: *Ebony Debow*

INCIDENT REPORTS

- Thursday, Feb 18th_Incident Report (Patrol) 9:09 PM – Officer was on patrol of the Tennis Court restrooms for lock ups and found it to be vandalized. The officer noticed toilet paper hanging from the stalls, along with spit wads over the floor and ceiling. The area was patrolled further and no other signs of damage were noticed, no suspects found in the area. The operations department was notified.
- Friday, Feb 19th_Incident Report (Service Call) 7:19 PM – Officer responded to a call of vandalism that took place at the Tennis Courts near the restrooms. Upon their arrival, they found broken glass in the bench area near court 3. The area was patrolled further and no other signs of damage were noticed and no suspects were found in the area. The operations department was notified.
- Saturday, Feb 20th_Incident Report (Patrol) 10:47 PM – Officer was on patrol of the Tennis Court restrooms for lock ups and found it be inoperable. Upon their arrival, they found blood on the men's toilet, sink, and trash can with bloody tissue in the sink. The area was patrolled further, no other signs of damage were noticed and no suspects were found in the area. The operations department was notified.
- Sunday, Feb 21st_Incident Report (Service Call) 1:32 PM – Officer was dispatched to the Tennis Courts for a report of vandalism. Upon their arrival, they found paper towels stuffed in the toilet and wet wads of tissue thrown on the floor and walls. The area was

patrolled further, no other signs of damage were noticed and no suspects were found. The operations department was notified.

PATROL ACTIVITY

- **1** parking violation issued for unsightly / inoperable vehicles (GR.5.3d). **2** service calls received.
 - **0** parking violations issued for long term parking (GR.5.3e). **7** service calls received.
 - **77** other parking violations issued. **14** service calls received.
 - **4** noise violations issued. **11** service calls received.
 - **0** fishing related violations issued. **3** service calls received.
 - **4** animal related violations issued. **11** service calls received.
 - **0** solicitation violations issued. **1** service call received.
 - **1** gate runner violation issued.
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SPEED ENFORCEMENT ACTIVITY

- **Monday: 1 Citation Issued**
 - Mobile Enforcement Conducted 11:29 PM – 2:30 PM
 - Mobile Enforcement Conducted 4:36 PM – 5:33 PM
- **Tuesday: 3 Citations Issued**
 - Mobile Enforcement Conducted 11:09 AM – 12:16 PM
 - Mobile Enforcement Conducted 12:30 PM – 1:00 PM
 - Stationary Enforcement Conducted 1:00 PM – 1:38 PM CLDS and Pheasant
 - Mobile Enforcement Conducted 3:21 PM – 4:33 PM
 - Mobile Enforcement Conducted 5:22 PM – 5:42 PM
- **Wednesday: 3 Citations Issued**
 - Mobile Enforcement Conducted 10:33 AM – 12:06 PM
 - Mobile Enforcement Conducted 12:18 PM – 2:05 PM
 - Mobile Enforcement Conducted 3:10 PM – 3:45 PM
 - Stationary Enforcement Conducted 3:45 PM – 4:31 PM at CLDS and Pheasant
 - Mobile Enforcement Conducted 4:46 PM – 5:00 PM
- **Thursday: 1 Citation Issued**
 - No Traffic Enforcement Conducted

- **Friday: 1 Citation issued**
 - Mobile Enforcement Conducted 12:30 PM- 2:30 PM
 - Mobile Enforcement Conducted 3:16 PM- 4:30 PM

- **Saturday: 1 Citation Issued**
 - Mobile Enforcement Conducted 10:25 PM- 3:37 PM

- **Sunday: 0 Citations Issued**
 - No Traffic Enforcement Conducted

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

ADDITIONAL INFORMATION

Total Calls for Service	79
Calls for Service – Unable to Locate	30
Motor Vehicle Accidents	0
Vandalism of Amenities	4
<i>(Average Response Time)</i>	4/6.5
Foot Patrols of Amenities and Parks	1167

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	3,749
- East Gate	2,578
- North Gate	1,699
Total Guest Entries by Gate	
- Main Gate	8,521
- East Gate	5,765
- North Gate	3,462
Total RFID Entries by Gate	
- Main Gate	25,194
- East Gate	13,375
- North Gate	8,306
Confiscated Guest Passes	-

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	0
- 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

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

Warnings Issued

Warning	DEC	JAN	FEB
LM.2.5 Expired/ No Registration (State)	0	0	0
LM.2.6 Expired/ No Registration (POA)	1	0	0
FLC FISHING LICENSE	1	0	5
LM.6.13 Follow Counter-Clockwise Pattern	1	1	1
LM.8.2 Lifejackets must be worn by all persons	1	0	1
LM.6.3 Non Compliance	7	2	1
LM.6.7 Excessive Wake	1	2	2

Additional Information

	DECEMBER	JANUARY	FEBRUARY
Total Calls for Service	40	31	84
Boat Safety Inspection	17	14	44
Boat Tow (Out of fuel/mechanical)	8	3	8
Boat Tow (Adrift)	1	0	0
Battery Assist	2	1	3
P&C Inspector Escort Hours	3.3	7.1	6.9
Fishing License Checks	22	16	27
Quagga Inspection	12	19	10
White Tag Applied	5	7	18
Quarantine Tag Applied	0	0	0

Boat Operating Hours

	DECEMBER	JANUARY	FEBRUARY
Boat 1 START 8331.0 / END 8381.9	137.7	58.1	50.9
Boat 2 START 7850.2 / END 7962.0	57.9	137.9	111.8
Boat 3 START 988.0 / END 992.9	1.7	4.9	4.9
Boat 4 START 1992.2/ END 2053.0	123.0	39.8	60.8

Boat Operating Hours by Location

	DECEMBER	JANUARY	FEBRUARY
Main Lake	165.3	124.0	125.5
East Bay	155.0	116.7	98.0
North Ski	1.7	4.9	4.9

Incident Report Summary

	DECEMBER	JANUARY	FEBRUARY
NO REPORTS	0	0	0

Incident Report Detail

Incident Description	Location

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