

31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL REPORT

July 2020

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. 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

Violation	May		June		July	
	Calls for Service	Cites	Calls for Service	Cites	Calls for Service	Cites
Speed (Patrol)	2	4	0	1	3	5
Speed (Trailer)	0	85	0	90	0	77
Misc. Traffic	9	3	9	2	6	4
Bus Stop	0	3	0	0	0	0
Parking	53	147	49	208	62	177
Golf Cart	3	3	0	9	1	0
Curfew	0	0	0	1	0	0
Noise	130	6	120	22	117	16
Gate Runner	0	13	0	10	0	11
Animal Related	42	18	38	18	38	6
Solicitation	1	0	4	2	0	0
Failure to Comply	0	32	0	29	2	16
Verbal Abuse to Staff	0	4	0	10	0	2

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Additional Information

	May	June	July
Total Calls for Service	833	770	718
Call for Service – Unable to Locate	122	100	71
Suspicious Person / Vehicle (Average Response Time)	66/9.67	48/11.25	40/9.70
Foot Patrols of Amenities and Parks	4314	4250	4531

Gate Entry Statistics

	May	June	July
Total Guest Passes issued by Gate	-	-	-
- Main Gate	20,949	20,686	22,094
- East Gate	14,381	13,921	15,413
- North Gate	8,550	8,591	9,408
Total Guest Entries by Gate	-	-	-
- Main Gate	40,191	39,715	41,965
- East Gate	26,761	26,707	29,134
- North Gate	15,470	15,780	16,838
Total RFID Entries by Gate	-	-	-
- Main Gate	99,350	98,520	111,090
- East Gate	49,629	55,533	57,519
- North Gate	32,822	36,064	36,747
Confiscated Guest Passes	688	254	184

Two Guest Lane Entry Protocol*

	May	June	July
Total time in minutes	-	-	-
- Main Gate	151	106	395
- East Gate	0	0	0
- North Gate	0	0	48

*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.

Incident Report Summary

	May	June	July
Motor Vehicle Accident	5	7	4
Vandalism	5	3	6

Incident Report Detail

Incident Description	Location
Motor Vehicle Accident	Main Causeway
Motor Vehicle Accident	CLDN/Goetz Rd.
Motor Vehicle Accident	North Gate
Motor Vehicle Accident	Vacation Dr.
Vandalism	Sunset Beach Port-a-let
Vandalism	Rental Dock
Vandalism	Pickle Ball Court
Vandalism	East Port Park Men's Restroom
Vandalism	Steelhead Park sign
Vandalism	East Port Park Men's Restroom

Report presented by: *William Jordan (Account Manager)*

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Marine Patrol Report

JULY 2020

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	MAY	JUNE	JULY
LM.2.5 Expired/ No Registration (State)	1	2	16
LM.2.6 Expired/ No Registration (POA)	0	23	10
LM.2.7 Expired / No Registration at a dock or lift	0	0	65
LM.7.3 Reckless behavior while operating a motorized boat	0	0	0
GR.6.2c Failure to present valid ID	0	0	0
GR.4.4 Fishing License	1	2	6
LM.6.7 Excessive Wake	0	0	0

Warnings Issued

Warning	MAY	JUNE	JULY
LM.2.5 Expired/ No Registration (State)	5	1	0
LM.2.6 Expired/ No Registration (POA)	0	0	0
LM.6.19 Secure Moored Boats Required at Docks	0	0	0
LM.6.13 Follow Counter-Clockwise Pattern	2	2	2
LM.8.2 Lifejackets must be worn by all persons	1	4	3
LM.6.3 Non Compliance	9	21	9
LM.6.7 Excessive Wake	8	4	7

Additional Information

	MAY	JUNE	JULY
Total Calls for Service	440	329	227
Boat Safety Inspection	339	231	116
Boat Tow (Out of fuel/mechanical)	32	32	27
Boat Tow (Adrift)	0	0	0
Battery Assist	5	1	1
P&C Inspector Escort Hours	8	8.25	12.12
Fishing License Checks	32	21	9
Quagga Inspection	56	59	49
White Tag Applied	16	15	19
Quarantine Tag Applied	0	0	0

Boat Operating Hours

	MAY	JUNE	JULY
Boat 1 START 7286.3 / END 7498.2	61.5	72.8	211.9
Boat 2 START 6918.7 / END 7166.9	189.7	182.4	248.2
Boat 3 START 900.3 / END 935.5	0	21.8	35.2
Boat 4 START 1380.8/ END 1426.7	75.9	109.1	45.9

Boat Operating Hours by Location

	MAY	JUNE	JULY
Main Lake	171.8	204.3	303.6
East Bay	155	160	248.2
North Ski	0	21.8	35.2

Incident Report Summary

	MAY	JUNE	JULY
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NO REPORTS	1	0	0
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Incident Report Detail

Incident Description	Location
SUNK BOAT	3719-322 EAST BAY INCIDENT #644757

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