

31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL

Weekly Activity Report

8/31/20 – 9/06/20

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: *William Jordan (Account Manager)*

INCIDENT REPORTS

- Monday Aug. 31, 2020 _ Fishing License Service Call at 11:21 AM – A service call was received reporting a fisherman, fishing at the North Ski dock while boats are docked. Patrol responded and did not locate the fisherman.
- Monday Aug. 31, 2020 _ Fishing License Service Call at 3:17 PM – A service call was received reporting multiple fishermen, fishing near the North Ski Causeway. Patrol responded and determined that all were underage residents. No violations were recorded.
- Monday Aug. 31, 2020 _ Fishing License Service Call at 5:00 PM – A service call was received reporting fishermen at Sierra Park. Patrol responded and determined that the fisherman was in violation. [REDACTED], guest of [REDACTED] was issued a citation for violation of GR.4.4c Guest Must be Accompanied by a Member.
- Tuesday Sept. 01, 2020 _ Fishing License Check (Patrol) at 8:29 AM – A fishing license check was performed at Harrelson Park during normal patrols. No violations were cited.
- Tuesday Sept. 01, 2020 _ Suspicious Person Service Call at 9:25 AM – A service call was received reporting a suspicious male in a white van, on Buttercup Pl. The vehicle was located and the driver was determined to be in possession of a valid pass for a residence on Buttercup Pl. No violation was cited.

- Tuesday Sept. 01, 2020 _ Suspicious Activity Service Call at 4:04 PM – A service call was received reporting suspicious activity at Emerald Park. The park was patrolled. No suspicious activity was found.
- Tuesday Sept. 01, 2020 _ Motor Vehicle Accident Report at 5:08 PM – A motor vehicle accident was reported. Located near 29201 Vacation Dr. No injuries were reported. Traffic control was not required.
- Wednesday Sept. 02, 2020 _ Suspicious Vehicle Service Call at 6:28 AM – A service call was received reporting a suspicious vehicle, parked near the North Causeway. Patrol responded and determined that the driver was a valid guest with a pass. However, a verbal warning was issued to [REDACTED] for violation of GR.5.3k No Parking on the wrong side of the street.
- Wednesday Sept. 02, 2020 _ Fishing License Check (Patrol) at 9:14 AM – A fishing license check was performed at Moonstone Beach during normal patrols. No violations were cited.
- Wednesday Sept. 02, 2020 _ Suspicious Activity Service Call at 1:40 PM – A service call was received reporting suspicious activity at [REDACTED] Whirlaway Ct. Patrol responded and found no suspicious activity in the area.
- Wednesday Sept. 02, 2020 _ Motor Vehicle Accident Report at 6:29 PM – A motor vehicle accident was reported. Located at the intersection of Railroad Canyon Road / CLDS. (Just outside of the Main Gate) No injuries were reported. Traffic control was required and provided by CP.
- Thursday Sept. 03, 2020 _ Fishing License Service Call at 4:18 PM – A service call was received reporting underage fisherman, fishing at the North Ski Causeway. Patrol responded and did not locate the fisherman.
- Friday Sept. 04, 2020 _ Fishing License Service Call at 7:13 AM – A service call was received reporting a fisherman at North Ski fishing from the dock. Patrol responded and did not locate the fisherman.
- Friday Sept. 04, 2020 _ Fishing License Check (Patrol) at 5:34 PM - A fishing license check was performed at the North Ski Causeway, during normal patrols. Two underage minors were asked not to fish from the restricted area. They were compliant.

- Friday Sept. 04, 2020 _ Suspicious Activity Service Call at 3:31 AM – A service call was received reporting suspicious activity at an address on Cove View St. The caller reported that the neighbors garage door was open and the light was on, inside the garage. Patrol responded and found no suspicious activity in the area. The resident was informed about the open garage door. They were unaware and grateful.
- Saturday Sept. 05, 2020 _ Trespassing Service Call at 4:43 PM – [REDACTED] of [REDACTED] reports that her daughter [REDACTED] is at her door without authorization. Patrol responded and did not locate [REDACTED]. Patrols of the area were increased for the night.
- Sunday Sept. 06, 2020 _ Motor Vehicle Accident Report at 8:23 PM – An unknown caller reports a vehicle accident near the corner of Steelhead Dr / CLDN. Patrol responded and determined that a hit and run took place, damaging an RV and a city speed limit sign. RSO was notified.
- Sunday Sept. 06, 2020 _ Suspicious Person Service Call at 11:00 PM – An unknown caller reports a DUI in the community. The vehicle was reported as a yellow Hummer with the license plate [REDACTED]. Patrol responded but did not locate the vehicle driving in the community. The vehicle was located at the residence of the owner on [REDACTED].

PATROL ACTIVITY

- **51** parking violations issued. **22** service calls received.
- **1** misc. traffic violations issued. (Unauthorized left turn) **1** service calls received.
- **2** noise violations issued. **26** service calls received.
- **1** golf cart related violations issued. **0** service calls received.
- **2** animal related violations issued. **8** service calls received.
- **5** gate runner violations issued.

SPEED ENFORCEMENT ACTIVITY

- **Monday:** No speed enforcement was performed.
- **Tuesday:** No speed enforcement was performed.
- **Wednesday:** 2 citations were issued. Stationary Enforcement on CLDS 9:15 AM – 10:00 AM; Stationary Enforcement on Vacation Dr. 11:50 AM – 1:00 PM; Mobile Enforcement 5:45 PM – 6:15 PM; Stationary Enforcement at the North Ski Parking Lot 6:15 PM – 6:25 PM.

- **Thursday:** 2 citations were issued. Stationary Enforcement at the North Ski Parking Lot 9:00 AM – 10:00 AM; Stationary Enforcement on CLDN between Sloop Dr / Smuggler’s Pt 9:45 AM – 10:25 AM; Mobile Enforcement 12:30 PM – 1:30 PM; Mobile Enforcement 4:30 pm – 5:00 PM; Stationary Enforcement at the north Ski Parking Lot 5:00 PM – 6:30 PM.
- **Friday:** 6 citations were issued. Mobile Enforcement 10:15 AM – 11:00 AM; Stationary Enforcement at the North Ski Parking Lot 11:30 AM – 2:30 PM; Mobile Enforcement 2:30 PM – 5:00 PM.
- **Saturday:** 2 citations issued. Mobile Enforcement 8:30 AM – 9:30 AM; Stationary Enforcement on CLDS 11:15 AM – 12:30 PM; Stationary Enforcement on Continental Dr 12:30 PM – 12:45 PM; Mobile Enforcement 12:45 PM – 2:00 PM; Stationary Enforcement 2:30 PM – 4:30 PM.
- **Sunday:** 1 citation issued. Mobile Enforcement 10:30 AM – 12:40 PM; Stationary Enforcement at the North Ski Parking Lot 12:40 PM – 1:45 PM; Mobile Enforcement 3:15 PM – 4:30 PM.

**“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 **36** citations were issued.

ADDITIONAL INFORMATION

| | |
|--|--------|
| Total Calls for Service | 141 |
| Calls for Service – Unable to Locate | 27 |
| Motor Vehicle Accidents | 3 |
| Vandalism of Amenities | 1 |
| Suspicious Person / Vehicle (Average Response Time) | 7/5.57 |
| Foot Patrols of Amenities and Parks | 1092 |

GATE ENTRY STATISTICS

| Total Guest Passes Issued by Gate | |
|-----------------------------------|--------|
| - Main Gate | 4,850 |
| - East Gate | 3,464 |
| - North Gate | 2,190 |
| Total Guest Entries by Gate | |
| - Main Gate | 9,388 |
| - East Gate | 6,379 |
| - North Gate | 3,833 |
| Total RFID Entries by Gate | |
| - Main Gate | 25,069 |
| - East Gate | 12,767 |
| - North Gate | 7,768 |
| Confiscated Guest Passes | 26 |

TWO GUEST LANE ENTRY PROTOCOL*

| Total time in minutes | |
|-----------------------|----|
| - Main Gate | 20 |
| - 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

9/7/20 – 9/13/20

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: *William Jordan (Account Manager)*

INCIDENT REPORTS

- Monday Sept 07, 2020 _ Trespassing Service Call at 10:24 AM – A service call was received reporting an unknown skateboarder, trespassing and riding at the Continental Cove Condos. Patrol responded, located the offender at Indian Beach and gave him a verbal warning. The rider was compliant.
- Tuesday Sept 08, 2020 _ Trespassing (Patrol) at 1:05 AM – The Dispatch Officer observed a suspicious looking person on surveillance cameras at East Port Park. Patrol was dispatched and made contact with a female that could not identify herself as a Guest or Resident. The suspect was escorted from the community and placed in the custody of RSO. At which time, she was arrested for prior warrants.
- Tuesday Sept 08, 2020 _ Fishing License Service Call at 11:12 AM – A service call was received reporting two men fishing at Harrelson Park. Patrol responded and did not find anyone fishing. But, did find two individuals matching the reported description, loading a backpack into their vehicle. The driver was identified as an "Insta-cart" delivery person with a valid pass. The pass was confiscated and the driver was issued a verbal warning not to use the amenities. He was then escorted from the community.
- Tuesday Sept 08, 2020 _ Suspicious Person Service Call at 5:49 PM – A Resident of address [REDACTED], reports that a male in a Gray Chevy, is parked outside and watching her house. Patrol responded and patrolled the area. No vehicle matching the description could be located.

- Wednesday Sept 09, 2020 _ Fishing License Check at 10:28 AM – During routine patrol, an unknown male was seen on the Main Causeway with his fishing gear out. He was approached by Patrol who apprised him of the fishing rules in Canyon Lake. He was unable or unwilling to identify himself and was therefore, escorted from the community.
- Wednesday Sept 09, 2020 _ Fishing License Service Call at 3:30 PM – A service call was received reporting fishermen at the North Causeway. Patrol responded and patrolled the area. No fishermen were found.
- Thursday Sept 10, 2020 _ Suspicious Person Service Call at 4:42 AM – A service call was received reporting that a vehicle was sitting on the driveway of address [REDACTED], for more than 1 hour with the engine running and no one in sight. Patrol responded and did find the vehicle, as described. Contact was made with the owner. He accidentally left the vehicle running while performing chores. He assured patrol that all was fine.
- Friday Sept 11, 2020 _ Fishing License Service Call at 1:07 PM – A service call was received reporting fishermen at the Treasure Island Causeway. Patrol responded and patrolled the area. No fishermen were found.
- Friday Sept 11, 2020 _ Fishing License Check at 2:38 PM – During routine patrol at Sierra Park, a fishing license check was conducted on a lone, male fisherman. He was unable to produce a fishing license or his host. He was verified as a valid guest in the community, with no prior fishing violations. Therefore, a warning citation for violation of GR.4.4b Fishing License Required and GR.4.4c Must be Accompanied by a Member, was issued to [REDACTED], guest of [REDACTED] ceased his activity.
- Friday Sept 11, 2020 _ Trespassing Service Call at 9:29 PM – A service call was received reporting teenagers inside the Lodge without authorization. Patrol responded and located the teenagers. The suspects ran away when they saw patrol and were not able to be apprehended. The Lodge was checked for damages. No damages or vandalism was found.
- Friday Sept 11, 2020 _ Suspicious Vehicle Service Call at 10:49 PM – A service call was received reporting a suspicious person in a golf cart near address [REDACTED] Vacation Dr. Patrol responded and patrolled the area. The golf cart could not be found.
- Saturday Sept 12, 2020 _ Trespassing Service Call at 4:54 PM – A service call was received reporting that kids were trespassing on a vacant lot on Emperor Dr. near Cinnamon Teal Dr. Patrol responded and patrolled the area. The children could not be found.

- Monday Sept 14, 2020 _ Suspicious Person Service Call at 12:19 AM – A service call was received reporting that an unknown male was passed out on the lawn of the Lodge. Patrol arrived and found an individual that appeared to be unconscious. The individual did not respond to the first attempt to rouse him. After a couple of minutes and more attempts, he responded. He stated that he fell asleep and his friends left him there. He claimed to be a resident and lives on [REDACTED] but, did not identify himself. He was picked up by friends at the corner of Country Club Dr / Lighthouse Dr., before he could be escorted out of the community.
-

PATROL ACTIVITY

- **46** parking violations issued. **7** service calls received.
 - **2** misc. traffic violations issued. Running a stop sign, Cell phone usage while driving. **0** service calls received.
 - **1** noise violations issued. **21** service calls received.
 - **4** golf cart related violations issued. **1** service calls received.
 - **2** animal related violations issued. **6** service calls received.
 - **0** solicitation violations issued. **1** service calls received.
 - **5** gate runner violations issued.
-

SPEED ENFORCEMENT ACTIVITY

- **Monday: 2 citations issued**
 - _ Mobile Enforcement conducted 10:30 AM – 12:00 PM
 - _ Stationary Enforcement conducted 2:45 PM – 3:15 PM at the North Ski Parking Lot
 - _ Mobile Enforcement conducted 3:15 PM – 4:30 PM
- **Tuesday: 0 citations issued**
 - _ Speed Enforcement was not conducted.
- **Wednesday: 1 citation issued**
 - _ Stationary Enforcement conducted 12:30 PM – 1:30 PM at Longhorn Dr / Hoofbeat Way
 - _ Mobile Enforcement conducted 6:00 PM – 7:30 PM
- **Thursday: 4 citations issued**
 - _ Mobile Enforcement conducted 10:30 AM – 12:30 PM
 - _ Mobile Enforcement conducted 12:40 PM – 1:30 PM
 - _ Stationary Enforcement conducted 12:40 – 1:10 PM at CLDS / Pheasant Dr

- _ Stationary Enforcement conducted 1:10 PM – 2:30 PM at CLDS / Early Round Dr
- _ Mobile Enforcement conducted 2:30 PM – 3:15 PM
- _ Mobile Enforcement conducted 4:10 PM – 4:30 PM
- _ Mobile Enforcement conducted 4:15 PM – 5:30 PM
- _ Stationary Enforcement conducted 4:30 PM – 5:00 PM at the North Ski Parking Lot

- **Friday: 2 citations issued**
 - _ Mobile Enforcement conducted 11:30 AM – 12:30 PM
 - _ Mobile Enforcement conducted 2:50 PM – 4:30 PM

- **Saturday: 8 citations issued**
 - _ Stationary Enforcement conducted 10:30 AM – 10:45 AM at Vacation Dr / Green Pine Dr
 - _ Stationary Enforcement conducted 10:30 AM – 11:30 AM at the North Ski Parking Lot
 - _ Mobile Enforcement conducted 11:00 AM – 11:30 AM
 - _ Stationary Enforcement conducted 11:30 AM – 12:00 PM at Vacation Dr / Snow Water Pl
 - _ Stationary Enforcement conducted 12:00 PM – 12:45 PM CLDN / Cross Hill Dr
 - _ Mobile Enforcement conducted 12:00 PM – 12:30 PM
 - _ Mobile Enforcement conducted 12:30 PM – 1:30 PM
 - _ Mobile Enforcement conducted 1:00 PM – 1:30 PM
 - _ Mobile Enforcement conducted 2:15 PM – 3:00 PM
 - _ Mobile Enforcement conducted 6:30 PM – 7: 45 PM

- **Sunday: 4 citations issued**
 - _ Mobile Enforcement conducted 10:30 AM – 12:15 PM
 - _ Stationary Enforcement conducted 12:15 PM – 12:30 PM at the North Ski Parking Lot
 - _ Mobile Enforcement conducted 1:00 PM – 3:00 PM
 - _ Stationary Enforcement conducted 3:45 PM – 5:15 PM at CLDN / Santa Maria Dr
 - _ Stationary Enforcement conducted 4:45 PM – 5:15 PM at CLDN / Fair Weather Dr
 - _ Mobile Enforcement conducted 5:15 PM – 6:15 PM
 - _ Mobile Enforcement conducted 5:15 PM – 6:20 PM
 - _ Mobile Enforcement conducted 8:00 PM – 8:30 PM
 - _ Stationary Enforcement conducted 8:30 PM – 8:45 PM

**“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 **77** citations were issued.

ADDITIONAL INFORMATION

| | |
|--|---------------------------|
| Total Calls for Service | 123 |
| Calls for Service – Unable to Locate | 31 |
| Motor Vehicle Accidents | 2 each. Both at Main Gate |
| Vandalism of Amenities | 1 at Indian Beach |
| Suspicious Person / Vehicle (Average Response Time) | 4/10.00 |
| Foot Patrols of Amenities and Parks | 1098 |

GATE ENTRY STATISTICS

| Total Guest Passes Issued by Gate | |
|-----------------------------------|--------|
| - Main Gate | 4,334 |
| - East Gate | 3,160 |
| - North Gate | 1,956 |
| Total Guest Entries by Gate | |
| - Main Gate | 8,809 |
| - East Gate | 5,854 |
| - North Gate | 3,588 |
| Total RFID Entries by Gate | |
| - Main Gate | 23,865 |
| - East Gate | 12,569 |
| - North Gate | 7,100 |
| Confiscated Guest Passes | 25 |

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

9/14/20 – 9/20/20

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

INCIDENT REPORTS

- Monday Sept 14, 2020 _ Suspicious Vehicle Service Call at 10:46 AM – A service call was received reporting a suspicious vehicle/people at Diamond point Park. Patrol was dispatched and found no vehicles in the park.
- Monday Sept 14, 2020 _ Suspicious Vehicle Service Call at 8:29 PM – A service call was received reporting a suspicious vehicle parked in front of address [REDACTED] White Wake Dr. Patrol was dispatched and found no vehicle parked in front of this address and no vehicle in the area matching the reported description.
- Tuesday Sept 15, 2020 _ Suspicious Activity Service Call at 11:14 PM – A service call was received reporting that a neighbor's garage door was open, in the area of Vacation Dr / Klamath Ct. The reporting party called back 4 min. later to report that the door was now closed. Therefore, Patrol did not respond. The area was patrolled for suspicious activity, throughout the shift. None was reported.
- Wednesday Sept 16, 2020 _ Security Alarm Report at 1:56 AM – ADT Security called to report that an alarm was tripped at the Lodge. Patrol responded, checked all exterior doors and cleared the building. No sign of break-in or suspicious activity was noted. The alarm panel displayed an error message. Therefore, the alarm was not re-set. Extra patrols were made in the area for the rest of the night.

- Wednesday Sept 16, 2020 _ Fishing License Service Call at 8:28 AM – A service call was received reporting a possible fishing violation at Sierra Park. Patrol responded and made contact with the reported fisherman. He was identified as [REDACTED], guest of address [REDACTED]. He was not accompanied by his host and could not produce a valid State Fishing License. A citation was issued for violation of GR.4.4b State Fishing License Required and GR.4.4c Guest must be accompanied by a Member.
- Wednesday Sept 16, 2020 _ Suspicious Person/Activity Service Call at 2:15 PM – A service call was received reporting that a male individual, wearing a white t-shirt and riding an orange bicycle, was taking packages from people’s homes in the area of Continental Dr / Golden Gate Dr. Patrol responded and patrolled the area. The individual was not initially located but was seen leaving the community approx. 10 min. later. RSO was contacted and later apprehended the individual on Railroad Canyon Road. Recovering the bicycle which was also reported stolen.
- Wednesday Sept 16, 2020 _ Suspicious Activity Service Call at 9:00 PM – A service call was received reporting suspicious activity in the area of Gray Fox Dr / Bluebird Dr. Patrol responded and patrolled the area. No suspicious activity was noted.
- Thursday Sept 17, 2020 _ Suspicious Person Service Call at 11:56 AM – A service call was received reporting a male, riding a bike and suspiciously looking at properties on Golden Gate Dr. Patrol responded and located the individual on Continental Dr. Before he could be stopped and questioned, the rider rode into the garage of address [REDACTED] and closed the door. No further contact was attempted.
- Thursday Sept 17, 2020 _ Suspicious Activity Service Call at 9:11 PM – A service call was received reporting underage drinking and the breaking of glass bottles in the Lodge parking lot. Patrol responded and located a number of individuals that appeared to be underage, as reported. None were witnessed to be drinking or in possession of glass bottles. Broken glass was found in the lot near their location. They were not identified but were asked to disburse. They were compliant. The operations Dept. was called for the broken glass.
- Friday Sept 18, 2020 _ Solicitation Service Call at 11:23 AM – A service call was received reporting solicitors in the Fairway Estates. Patrol responded and patrolled the Estates. No suspicious vehicles or pedestrians were noted.
- Saturday Sept 19, 2020 _ Suspicious Person Call at 7:07 PM – A service call was received reporting an Asian male, wearing a black shirt and jeans, bearing multiple tattoos, knocking on doors in the neighborhood of Continental Dr. Patrol responded and patrolled the area. The individual was not located.

- Saturday Sept 19, 2020 _ Suspicious Vehicle service Call at 7:25 PM – A service call was received reporting a suspicious vehicle, described as a White Honda, parked in front of address [REDACTED]. Patrol responded and patrolled the area. The vehicle was not located.
- Saturday Sept 19, 2020 _ Suspicious Person Service Call at 10:20 PM – A service call was received reporting a male lying on a lawn near the corner of CLDN / Smuggler’s Pt. Dr. Patrol responded to the area. The individual could not be found.
- Sunday Sept 20, 2020 _ Suspicious Vehicle Service Call at 10:33 PM – A service call was received reporting a suspicious Silver vehicle parked across the street from address [REDACTED]. Patrol responded, patrolled the area and the condos nearby. The vehicle was not located.

PATROL ACTIVITY

- **34** parking violations issued. **10** service calls received.
- **5** misc. traffic violations issued. [Failure to stop at a stop sign, Unlicensed driver, Passing in the center lane]. **1** service call received.
- **4** noise violations issued. **26** service calls received.
- **1** golf cart related violation issued. **0** service calls received.
- **4** animal related violations issued. **12** service calls received.
- **0** solicitation violations issued. **1** service call received.
- **1** verbal abuse violation issued.
- **5** gate runner violations issued.

SPEED ENFORCEMENT ACTIVITY

- **Monday: 1 citation issued**
 - _ Mobile Enforcement conducted 10:15 AM – 12:20 PM
 - _ Stationary Enforcement conducted 12:20 PM – 1:00 PM at CLDN / Fair Weather Dr
 - _ Stationary Enforcement conducted 1:00 PM – 1:30 PM at CLDN / Mayflower Dr
 - _ Mobile Enforcement conducted 1:30 PM – 3:00 PM
 - _ Mobile Enforcement conducted 4:45 PM – 5:30 PM
- **Tuesday: 2 citations issued**
 - _ Mobile Enforcement conducted 9:00 AM – 10:00 AM
 - _ Stationary Enforcement conducted 12:15 PM – 12:45 PM at CLDS / Pheasant Dr
 - _ Stationary Enforcement conducted 4:30 PM – 5:30 PM at CLDS / Pheasant Dr

- **Wednesday: 2 citations issued**
 - _ Mobile Enforcement conducted 2:15 PM – 3:10 PM
 - _ Stationary Enforcement conducted 3:10 PM – 4:00 PM at CLDS / Pheasant Dr
 - _ Mobile Enforcement conducted 4:00 PM – 4:30 PM
 - _ Stationary Enforcement conducted 4:30 PM – 5:30 PM at CLDS / Pheasant Dr
 - _ Mobile Enforcement conducted 6:15 PM – 6:45 PM

- **Thursday: 3 citations issued**
 - _ Stationary Enforcement conducted 10:00 AM – 10:30 AM at CLDN / Cross Hill Dr
 - _ Mobile Enforcement conducted 11:00 AM – 2:15 PM
 - _ Stationary Enforcement conducted 2:15 PM – 3:30 PM at CLDS / Calcutta Dr

- **Friday: 1 citation issued**
 - _ Mobile Enforcement conducted 10:30 AM - 3:30 PM

- **Saturday: 1 citation issued**
 - _ Mobile Enforcement conducted 1:00 PM – 3:30 PM

- **Sunday: 2 citations issued**
 - _ Mobile Enforcement conducted 10:15 AM – 3:15 PM

**“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 **53** citations were issued.

ADDITIONAL INFORMATION

| | |
|---|---------|
| Total Calls for Service | 139 |
| Calls for Service – Unable to Locate | 37 |
| Motor Vehicle Accidents | 0 |
| Vandalism of Amenities | 0 |
| Suspicious Person / Vehicle <i>(Average Response Time)</i> | 13/6.31 |
| Foot Patrols of Amenities and Parks | 1051 |

GATE ENTRY STATISTICS

| Total Guest Passes Issued by Gate | |
|-----------------------------------|--------|
| - Main Gate | 4,728 |
| - East Gate | 3,322 |
| - North Gate | 1,917 |
| Total Guest Entries by Gate | |
| - Main Gate | 9,321 |
| - East Gate | 6,348 |
| - North Gate | 3,560 |
| Total RFID Entries by Gate | |
| - Main Gate | 24,662 |
| - East Gate | 13,182 |
| - North Gate | 8,483 |
| Confiscated Guest Passes | 24 |

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

9/21/20 – 9/27/20

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

INCIDENT REPORTS

- Monday Sept 21, 2020 _ Fishing License Check (Patrol) at 4:35 PM – During routine patrols, a fishing license check was conducted at East Port Park. The fisherman was identified as a resident with a valid state fishing license.
- Monday Sept 21, 2020 _ Suspicious Activity Service Call at 6:34 PM – A service call was received reporting a house fire at the corner of CLDS / Village Way Dr. Patrol responded and determined that there was no fire. Station 60 also responded and determined that the residents were using a smoking Bar-B-Q.
- Tuesday Sept 22, 2020 _ Fishing License Check Service Call at 1:07 PM – A service call was received reporting possible unauthorized fishing from the North Ski Causeway. The report indicated that individual fishing, was driving a white pick-up truck with a guest pass in it. Patrol responded, patrolled the area and found no pick-up truck or anyone fishing in the area, at all.
- Tuesday Sept 22, 2020 _ Suspicious Person Service Call at 1:22 PM – A service call was received reporting a suspicious walking across the golf course, near Golden Gate Dr. Described as a male individual wearing a black shirt and black back pack. Patrol responded and patrolled the area. No one fitting the description was located.

- Wednesday Sept 23, 2020 _ Trespassing Report (Patrol) at 8:22 PM – During routine patrols of Sorrel Ln., patrol reports encountering possible trespassers. Contact was made with the individuals. They were not able to provide the appropriate credentials and were asked to vacate the area. They were compliant and left immediately. The street was patrolled again at 9:30 PM. No other trespassers or suspicious activity was noted.
 - Thursday Sept 24, 2020 _ Suspicious Person Service Call at 2:27 PM – A service call was received reporting that the driver of an unknown Maroon colored vehicle, was yelling and using profanity on White Cove Ct. Patrol responded and patrolled the area. No vehicle matching the reported description was located. No other suspicious activity was noted.
 - Friday Sept 25, 2020 _ Trespassing Service Call at 7:09 PM – A service call was received reporting minors on skateboards at the Continental Cove Condos. Patrol responded and patrolled the area. No trespassers were located.
 - Saturday Sept 26, 2020 _ Suspicious Person(s) Service Call at 9:47 AM – A service call was received reporting 3 suspicious looking men, walking near the Treasure Island Causeway. Described as shirtless and drinking. Patrol responded and patrolled the area. No one matching the provided description was located.
 - Saturday Sept 26, 2020 _ Fishing License Check Service Call at 5:55 PM – A service call was received reporting possible unauthorized fishing at Harrelson Park. Patrol responded and conducted a Fishing License check. The fisherman was identified as [REDACTED], Guest of [REDACTED]. He was able to provide a valid fishing license. Therefore, he was issued a verbal warning, not to fish without a Member present.
 - Saturday Sept 26, 2020 _ Suspicious Person/Activity Service Call at 11:03PM – A service call was received reporting minors driving a golf cart, on the golf course near Golden Gate Dr. Patrol responded and patrolled the area. No golf cart matching the reported description was located. No other suspicious activity in the area was noted.
 - Sunday Sept 27, 2020 _ Security Alarm at 8:38 PM – During routine patrol and lock up of the Country Club, Community Patrol triggered a security alarm. During door checks, it was discovered that one of the exterior doors to the Pro Shop was left armed but, unlocked. The building was cleared and secured. The Pro Shop could not be secured. Therefore, extra patrol was scheduled for the night.
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PATROL ACTIVITY

- **44** parking violations issued. **10** service calls received.
 - **2** misc. traffic violations issued. [Failure to Stop at a stop sign, Unauthorized left turn]. **2** service calls received.
 - **2** noise violations issued. **13** service calls received.
 - **3** animal related violations issued. **9** service calls received.
 - **1** verbal abuse violations issued.
 - **2** gate runner violations issued.
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SPEED ENFORCEMENT ACTIVITY

- **Monday: 1 Citation issued**
 - Mobile Enforcement conducted 11:45 AM – 2:15 PM
 - Stationary Enforcement conducted 5:00 PM – 5:45 PM at North Ski parking lot
- **Tuesday: 7 Citations issued**
 - Mobile Enforcement conducted 10:45 AM – 11:15 AM
 - Stationary Enforcement conducted 11:15 – 12:00 PM at North Ski parking lot
 - Mobile Enforcement conducted 12:00 PM – 12:20 PM
 - Stationary Enforcement conducted 12:20 PM – 1:00 PM at North Ski parking lot
 - Stationary Enforcement conducted 1:30 PM – 2:00 PM at CLDS / Pheasant
 - Mobile Enforcement conducted 2:00 PM – 2:30 PM
 - Stationary Enforcement conducted 2:45 PM – 4:45 PM
 - Mobile Enforcement conducted 6:15 PM – 7:45 PM
- **Wednesday: 10 Citations issued**
 - Mobile Enforcement conducted 11:30 PM – 12:00 PM
 - Stationary Enforcement conducted 12:00 PM – 1:45 PM at CLDN / Cross Hill Dr
 - Stationary Enforcement conducted 1:00 PM – 2:45 PM at CLDS / Pheasant Dr
 - Mobile Enforcement conducted 2:45 PM – 3:15 PM
 - Stationary Enforcement conducted 3:15 PM – 5:00 PM at CLDS / Pheasant
- **Thursday: 1 Citation issued**
 - Mobile Enforcement conducted 10:15 AM – 5:15 PM
- **Friday: 2 Citations issued**
 - Mobile Enforcement conducted 10:30 AM – 4:40 PM

- Stationary Enforcement conducted 5:00 PM – 6:00 Pm at North Ski parking lot
- **Saturday: 1 Citation issued**
 - Mobile Enforcement conducted 11:00 PM – 5:30 PM
 - Mobile Enforcement conducted 5:45 PM – 7:00 PM
- **Sunday: 1 Citation issued**
 - Stationary Enforcement conducted 8:30 AM – 9:00 AM at North Ski parking lot
 - Mobile Enforcement conducted 10:30 AM – 3:00 PM
 - Stationary Enforcement conducted 3:00 PM – 4:30 PM at CLDS / Pheasant Dr

**“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 **39** citations were issued.

ADDITIONAL INFORMATION

| | |
|---|--------------------------------|
| Total Calls for Service | 109 |
| Calls for Service – Unable to Locate | 23 |
| Motor Vehicle Accidents | 0 |
| Vandalism of Amenities | 1-Sierra Park/Women’s Restroom |
| Suspicious Person / Vehicle <i>(Average Response Time)</i> | 4/10.00 |
| Foot Patrols of Amenities and Parks | 1052 |

GATE ENTRY STATISTICS

| Total Guest Passes Issued by Gate | |
|-----------------------------------|-------|
| - Main Gate | 4,598 |
| - East Gate | 3,176 |
| - North Gate | 2,003 |
| Total Guest Entries by Gate | |
| - Main Gate | 9,074 |
| - East Gate | 6,083 |

| | |
|----------------------------|--------|
| - North Gate | 3,740 |
| Total RFID Entries by Gate | |
| - Main Gate | 25,026 |
| - East Gate | 13,412 |
| - North Gate | 8,526 |
| Confiscated Guest Passes | 34 |

TWO GUEST LANE ENTRY PROTOCOL*

| | |
|-----------------------|----|
| Total time in minutes | |
| - Main Gate | 14 |
| - 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.

31512 Railroad Canyon Road, Canyon Lake, CA 92587

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COMMUNITY PATROL

Weekly Activity Report

9/28/20 – 10/04/20

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: *William Jordan (Account Manager)*

INCIDENT REPORTS

- Monday Sept 28, 2020 _ Suspicious Person/Activity Service Call at 4:15 PM – A service call was received reporting that an unknown woman was harassing people at Sunset Beach. Patrol arrived and made contact. Initially, the suspect refused to identify herself or leave the beach. Therefore, RSO was called. Patrol was eventually able to identify her. [REDACTED], Guest of [REDACTED]. She then, agreed to leave the beach before RSO arrived. No citation was issued.
- Tuesday Sept 29, 2020 _ Suspicious Vehicle Service Call at 11:18 AM – An Ops. Dept employee reports what appears to be an abandoned vehicle. Located on the dirt road that leads to the Golf Course maintenance yard. Patrol responded and located the vehicle. While investigating, a Golf Course maintenance employee confirmed that the vehicle belongs to another employee and is not abandoned.
- Wednesday Sept 30, 2020 _ Suspicious Person/Vehicle Service Call at 10:46 AM – A service call was received reporting a suspicious vehicle with a male driver, near address [REDACTED] Cove View St. Patrol responded and did not find the vehicle in the area. Contact was made with the reporting party. He eventually recognized the vehicle as having a "Quest" logo on it. The Quest co. is a sub-contractor of SCE.
- Wednesday Sept 30, 2020 _ Suspicious Person/Vehicle Service Call at 3:18 PM – A service call was received reporting that an unknown person, driving a Gold Acura is asking people questions, in the area near [REDACTED] Red Lure Pl. Patrol responded and patrolled the area. No one fitting the description was located.

- Thursday Oct 01, 2020 _ Suspicious Activity Service Call at 5:26 AM – A service call was received reporting that a motion sensor was activated at private property address [REDACTED] Early Round Dr. the owner requested a check of the area by Patrol for suspicious activity. Patrol responded, checked the exterior perimeter of the home and the surrounding area. The home appeared to be secure and no suspicious activity was noted.
- Thursday Oct 01, 2020 _ Suspicious Person Service Call at 11:23 AM – A service call was received reporting a suspicious male, pushing a shopping cart in the Fairway Estates. Patrol responded and found the abandoned cart but, not the individual that was pushing it. Contact was made with a resident, that identified the cart pusher as a neighbor/resident of address [REDACTED]. No citation was issued.
- Thursday Oct 01, 2020 _ Suspicious Activity Service Call at 11:51 AM – A service call was received from a Male Resident, requesting help for a lost child inside the community. Patrol did respond but, the child was located and picked up by his father before patrol arrived. The parent was cooperative and waited for patrol before leaving the area. He was identified as [REDACTED] of [REDACTED]. Afterward, RSO was contacted and asked to make a follow-up welfare check at the residence.
- Thursday Oct 01, 2020 _ Suspicious Person Service Call at 5:09 PM – A service call was received reporting that an unknown male, walking his dog, entered the Fairway Estates, (on foot) without being properly verified. Patrol responded and patrolled the Estates. No suspicious person or activity was noted. Video surveillance of the entry gates was reviewed as well. The individual in question was seen in the video but, did not enter the Estates.
- Friday Oct 02, 2020 _ Suspicious Person Service Call at 5:37 PM – A service call was received reporting a suspicious male in the Fairway Estates. Patrol responded and made contact with the reporting party. The reporting party identified the suspicious person as his neighbor, from [REDACTED]. He admitted that he called because the neighbor was wielding a knife. Patrol remained in the area for another 5 min. The resident was seen exiting and re-entering his home but, he never left his property and no knife was noted.
- Saturday Oct 03, 2020 _ Suspicious Person Service Call at 7:06 PM – A service call was received reporting an intoxicated male on Golden Gate Dr. Patrol responded and patrolled the area. No suspicious person(s) was located.
- Sunday Oct 04, 2020 _ Suspicious Activity Service call at 3:27 PM – A service call was received reporting that possible, suspicious activity was recorded on a private security camera, at address [REDACTED] Longhorn Dr. The reporting party requested a patrol of the area. The area was patrolled. No suspicious activity was noted.

PATROL ACTIVITY

- **1** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **0** service calls received.
 - **2** parking violations issued for long term parking (GR.5.3e). **0** service calls received.
 - **1** parking violations issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
 - **20** other parking violations issued. **11** service calls received.
 - **0** noise violations issued. **15** service calls received.
 - **1** animal related violations issued. **10** service calls received.
 - **1** verbal abuse violations issued.
 - **3** gate runner violations issued.
-

SPEED ENFORCEMENT ACTIVITY

- **Monday: 0 Citations issued**
 - Mobile Enforcement conducted 10:45 AM – 1:30 PM
- **Tuesday: 1 Citation issued**
 - Mobile Enforcement conducted 3:30 PM – 4:15 PM
 - Stationary Enforcement conducted 4:15 PM – 5:45 PM at CLDS / Greenbriar Ct
- **Wednesday: 3 Citations issued**
 - Mobile Enforcement conducted 10:30 AM – 1:30 PM
 - Stationary Enforcement conducted 2:45 PM – 3:45 PM at CLDS / Greenbriar Ct
 - Stationary Enforcement conducted 4:00 PM – 4:30 PM at North Ski Parking Lot
 - Stationary Enforcement conducted 4:45 PM – 5:00 PM at CLDS / Pheasant
- **Thursday: 0 Citations issued**
 - Mobile Enforcement conducted 11:00 AM – 2:30 PM
 - Stationary Enforcement conducted 4:40 PM – 5:20 PM at CLDN / Clear Water Dr
 - Stationary Enforcement conducted 5:30 PM – 6:00 PM at CLDN / Santa Maria Dr
- **Friday: 1 Citation issued**
 - Mobile Enforcement conducted 10:15 AM – 4:50 PM
 - Stationary Enforcement conducted 5:00 PM – 6:00 PM at Indian Beach
- **Saturday: 0 Citations issued**
 - Mobile Enforcement conducted 10:00 AM – 3:15 PM
 - Stationary Enforcement conducted 5:15 PM – 6:00 PM at CLDN / Gulf Stream Dr

- **Sunday: 1 Citation issued**
 - Mobile Enforcement conducted 10:15 AM – 4:30 PM
 - Stationary Enforcement conducted 4:30 PM – 6:00 PM at CLDS / Pheasant Dr

**“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 **37** citations were issued.

ADDITIONAL INFORMATION

| | |
|---|---------|
| Total Calls for Service | 107 |
| Calls for Service – Unable to Locate | 21 |
| Motor Vehicle Accidents | 0 |
| Vandalism of Amenities | 0 |
| Suspicious Person / Vehicle <i>(Average Response Time)</i> | 9/10.22 |
| Foot Patrols of Amenities and Parks | 983 |

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 | 4,590 |
| - East Gate | 3,177 |
| - North Gate | 2,038 |
| Total Guest Entries by Gate | |
| - Main Gate | 8,896 |
| - East Gate | 5,994 |
| - North Gate | 3,746 |
| Total RFID Entries by Gate | |
| - Main Gate | 25,212 |
| - East Gate | 13,489 |
| - North Gate | 8,423 |
| Confiscated Guest Passes | 39 |

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

SEPTEMBER 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 | JULY | AUG | SEPT |
|---|------|-----|------|
| LM.2.5 Expired/ No Registration (State) | 16 | 0 | 0 |
| LM.2.6 Expired/ No Registration (POA) | 10 | 1 | 3 |
| LM.2.7 Expired / No Registration at a dock or lift | 65 | 0 | 0 |
| LM.7.3 Reckless behavior while operating a motorized boat | 0 | 0 | 0 |
| LM.9.11 Stay Within 100ft of the Centerline Buoys | 0 | 2 | 0 |
| GR.4.4 Fishing License | 6 | 9 | 3 |
| LM.6.7 Excessive Wake | 0 | 1 | 0 |

Warnings Issued

| Warning | JULY | AUG | SEPT |
|--|------|-----|------|
| LM.2.5 Expired/ No Registration (State) | 0 | 0 | 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 | 1 | 4 |
| LM.8.2 Lifejackets must be worn by all persons | 3 | 2 | 1 |
| LM.6.3 Non Compliance | 9 | 6 | 10 |
| LM.6.7 Excessive Wake | 7 | 12 | 7 |

Additional Information

| | JULY | AUGUST | SEPTEMBER |
|-----------------------------------|-------------|---------------|------------------|
| Total Calls for Service | 227 | 172 | 98 |
| Boat Safety Inspection | 116 | 69 | 33 |
| Boat Tow (Out of fuel/mechanical) | 27 | 15 | 17 |
| Boat Tow (Adrift) | 0 | 2 | 1 |
| Battery Assist | 1 | 4 | 2 |
| P&C Inspector Escort Hours | 12.12 | 12 | 10.25 |
| Fishing License Checks | 9 | 8 | 17 |
| Quagga Inspection | 49 | 65 | 36 |
| White Tag Applied | 19 | 13 | 9 |
| Quarantine Tag Applied | 0 | 0 | 0 |

Boat Operating Hours

| | JULY | AUGUST | SEPTEMBER |
|----------------------------------|-------------|---------------|------------------|
| Boat 1 START 7698.1 / END 7885.0 | 211.9 | 199.9 | 186.9 |
| Boat 2 START 7321.8 / END 7450.4 | 248.2 | 154.9 | 128.6 |
| Boat 3 START 960.6 / END 969.1 | 35.2 | 25.1 | 8.5 |
| Boat 4 START 1547.7/ END 1664.9 | 45.9 | 121 | 117.2 |

Boat Operating Hours by Location

| | JULY | AUGUST | SEPTEMBER |
|-----------|-------------|---------------|------------------|
| Main Lake | 303.6 | 258.8 | 222.7 |
| East Bay | 248.2 | 217 | 210 |
| North Ski | 35.2 | 25.1 | 8.5 |

Incident Report Summary

| | JULY | AUGUST | SEPTEMBER |
|--|-------------|---------------|------------------|
|--|-------------|---------------|------------------|

| | | | |
|------------|---|---|---|
| NO REPORTS | 0 | 0 | 0 |
|------------|---|---|---|

Incident Report Detail

| Incident Description | Location |
|-----------------------------|-----------------|
| | |

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