

31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL REPORT

November 2019

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 | September | | October | | November | |
|-----------------------|-------------------|-------|-------------------|-------|-------------------|-------|
| | Calls for Service | Cites | Calls for Service | Cites | Calls for Service | Cites |
| Speed (Patrol) | 0 | 0 | 1 | 0 | 0 | 3 |
| Speed (Trailer) | 0 | 164 | 0 | 110 | 0 | 326 |
| Misc. Traffic | 10 | 3 | 4 | 1 | 9 | 0 |
| Bus Stop | 0 | 8 | 0 | 8 | 0 | 1 |
| Parking | 29 | 291 | 50 | 287 | 40 | 300 |
| Golf Cart | 3 | 9 | 2 | 5 | 2 | 0 |
| Curfew | 0 | 0 | 0 | 0 | 0 | 0 |
| Noise | 31 | 2 | 30 | 3 | 34 | 3 |
| Gate Runner | 0 | 8 | 0 | 6 | 0 | 9 |
| Animal Related | 59 | 8 | 53 | 2 | 56 | 10 |
| Solicitation | 0 | 0 | 3 | 1 | 0 | 0 |
| Failure to Comply | 0 | 0 | 0 | 12 | 1 | 11 |
| Verbal Abuse to Staff | 0 | 7 | 0 | 7 | 0 | 7 |

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Additional Information

| | September | October | November |
|--|-----------|---------|----------|
| Total Calls for Service | 295 | 320 | 295 |
| Call for Service – Unable to Locate | 51 | 66 | 80 |
| Suspicious Person / Vehicle (Average Response Time) | 60/10.05 | 43/8.40 | 42/7.98 |
| Foot Patrols of Amenities and Parks | 4048 | 4146 | 3866 |

Gate Entry Statistics

| | September | October | November |
|-----------------------------------|-----------|---------|----------|
| Total Guest Passes issued by Gate | - | - | - |
| - Main Gate | 17,464 | 17,356 | 17,025 |
| - East Gate | 11,843 | 11,585 | 11,244 |
| - North Gate | 7,961 | 8,223 | 7,731 |
| Total Guest Entries by Gate | - | - | - |
| - Main Gate | 36,522 | 38,049 | 35,041 |
| - East Gate | 23,595 | 23,077 | 22,389 |
| - North Gate | 15,814 | 15,965 | 15,636 |
| Total RFID Entries by Gate | - | - | - |
| - Main Gate | 83,087 | 82,987 | 62,762 |
| - East Gate | 25,903 | 28,024 | 20,881 |
| - North Gate | 33,547 | 40,558 | 33,221 |
| Confiscated Guest Passes | 161 | 237 | 328 |

Two Guest Lane Entry Protocol*

| | September | October | November |
|-----------------------|-----------|---------|----------|
| Total time in minutes | - | - | - |
| - Main Gate | N/A | 83 | 420** |
| - East Gate | N/A | 0 | 420** |

*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.

**Holiday staffing for Thanksgiving Day.

Incident Report Summary

| | September | October | November |
|------------------------|-----------|---------|----------|
| Motor Vehicle Accident | 6 | 5 | 3 |
| Vandalism | 3 | 4 | 3 |

Incident Report Detail

| Incident Description | Location |
|------------------------|----------------------|
| Motor Vehicle Accident | CLDN |
| Motor Vehicle Accident | Vacation Dr |
| Motor Vehicle Accident | Yosemite Pl |
| Vandalism | Sierra Park Restroom |
| Vandalism | Trigger Gate Lock |
| Vandalism | Schooner Dr |

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

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Marine Patrol Report

November 2019

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 | SEPT | OCT | NOV |
|---|------|-----|-----|
| LM.2.5 Expired/ No Registration (State) | 1 | 0 | 0 |
| LM.2.6 Expired/ No Registration (POA) | 9 | 0 | 0 |
| LM.2.7 Expired / No Registration at a dock or lift | 0 | 1 | 5 |
| LM.7.3 Reckless behavior while operating a motorized boat | 1 | 0 | 0 |
| GR.6.2c Failure to present valid ID | 0 | 1 | 0 |
| GR.4.4 Fishing License | 1 | 4 | 4 |
| LM.6.7 Excessive Wake | 0 | 0 | 0 |

Additional Information

| | SEPTEMBER | OCTOBER | NOVEMBER |
|-----------------------------------|-----------|---------|----------|
| Total Calls for Service | 66 | 45 | 56 |
| Boat Safety Inspection | 29 | 16 | 30 |
| Boat Tow (Out of fuel/mechanical) | 14 | 7 | 9 |
| Boat Tow (Adrift) | 1 | 0 | 2 |
| Battery Assist | 1 | 1 | 1 |
| P&C Inspector Escort Hours | 9.35 | 10.83 | 7.35 |
| Fishing License Checks | 11 | 12 | 15 |
| Quagga Inspection | 27 | 17 | 15 |
| White Tag Applied | 10 | 9 | 11 |
| Quarantine Tag Applied | 0 | 0 | 0 |

Boat Operating Hours

| | SEPTEMBER | OCTOBER | NOVEMBER |
|----------------------------------|-----------|---------|----------|
| Boat 1 START 6353.4 / END 6505.8 | 313.2 | 214.8 | 152.4 |
| Boat 2 START 5744.8 / END 5952.2 | 296.4 | 215.2 | 197.4 |
| Boat 3 START 852.5 / END 863.6 | 82.3 | 11.0 | 11.1 |

Boat Operating Hours by Location

| | SEPTEMBER | OCTOBER | NOVEMBER |
|-----------|-----------|---------|----------|
| Main Lake | 421.9 | 255 | 180.9 |
| East Bay | 270.0 | 186 | 180 |
| North Ski | 0 | 0 | 0 |

Incident Report Summary

| | SEPTEMBER | OCTOBER | NOVEMBER |
|------------|-----------|---------|----------|
| NO REPORTS | 0 | 0 | 0 |

Incident Report Detail

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

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