

31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL REPORT

December 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	October		November		December	
	Calls for Service	Cites	Calls for Service	Cites	Calls for Service	Cites
Speed (Patrol)	1	0	0	3	1	0
Speed (Trailer)	0	110	0	326	0	91
Misc. Traffic	4	1	9	0	6	3
Bus Stop	0	8	0	1	0	7
Parking	50	287	40	300	44	252
Golf Cart	2	5	2	0	1	3
Curfew	0	0	0	0	0	0
Noise	30	3	34	3	26	4
Gate Runner	0	6	0	9	0	13
Animal Related	53	2	56	10	58	8
Solicitation	3	1	0	0	2	0
Failure to Comply	0	12	1	11	0	4
Verbal Abuse to Staff	0	7	0	7	0	2

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Additional Information

	October	November	December
Total Calls for Service	320	295	283
Call for Service – Unable to Locate	66	80	60
Suspicious Person / Vehicle (Average Response Time)	43/8.40	42/7.98	46/9.59
Foot Patrols of Amenities and Parks	4146	3866	4068

Gate Entry Statistics

	October	November	December
Total Guest Passes issued by Gate	-	-	-
- Main Gate	17,356	17,025	18,323
- East Gate	11,585	11,244	11,805
- North Gate	8,223	7,731	8,552
Total Guest Entries by Gate	-	-	-
- Main Gate	38,049	35,041	37,016
- East Gate	23,077	22,389	24,105
- North Gate	15,965	15,636	16,576
Total RFID Entries by Gate	-	-	-
- Main Gate	82,987	62,762	71,118
- East Gate	28,024	20,881	24,943
- North Gate	40,558	33,221	35,734
Confiscated Guest Passes	237	328	369

Two Guest Lane Entry Protocol*

	October	November	December
Total time in minutes	-	-	-
- Main Gate	83	420**	127**
- East Gate	0	420**	115**

*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.



Incident Report Summary

	October	November	December
Motor Vehicle Accident	5	3	8
Vandalism	4	3	5

Incident Report Detail

Incident Description	Location
Motor Vehicle Accident	Early Round Dr
Motor Vehicle Accident	Main Gate
Motor Vehicle Accident	CLDN/Skipjack Dr
Motor Vehicle Accident	CLDN/Canyon Club Dr
Motor Vehicle Accident	Main Gate
Motor Vehicle Accident	Main Gate
Motor Vehicle Accident	Gray Fox Dr/Waterview Dr
Motor Vehicle Accident	Loch Lomond Dr
Vandalism	Lyons Park Port-a-Let
Vandalism	Sierra Park Men's Rest Room
Vandalism	Indian Beach Sign
Vandalism	Sierra Park Women's Rest Room
Vandalism	Sierra Park men's Rest Room

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

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Marine Patrol Report

December 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	OCT	NOV	DEC
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	5	2
LM.7.3 Reckless behavior while operating a motorized boat	0	0	0
GR.6.2c Failure to present valid ID	1	0	0
GR.4.4 Fishing License	4	4	4
LM.6.7 Excessive Wake	0	0	6

Warnings Issued

Warning	OCT	NOV	DEC
LM.2.5 Expired/ No Registration (State)	-	0	0
LM.2.6 Expired/ No Registration (POA)	-	0	0
LM.6.19 Secure Moored Boats Required at Docks	-	1	1
LM.6.13 Follow Counter-Clockwise Pattern	-	0	2
GR.6.2c Failure to present valid ID	-	0	0
GR.4.4 Fishing License	-	3	2
LM.6.7 Excessive Wake	-	2	1

Additional Information

	OCTOBER	NOVEMBER	DECEMBER
Total Calls for Service	45	56	31
Boat Safety Inspection	16	30	12
Boat Tow (Out of fuel/mechanical)	7	9	6
Boat Tow (Adrift)	0	2	2
Battery Assist	1	1	2
P&C Inspector Escort Hours	10.83	7.35	9.45
Fishing License Checks	12	15	4
Quagga Inspection	17	15	5
White Tag Applied	9	11	5
Quarantine Tag Applied	0	0	0

Boat Operating Hours

	OCTOBER	NOVEMBER	DECEMBER
Boat 1 START 6505.8 / END 6676.3	214.8	152.4	170.5
Boat 2 START 5952.2 / END 6072.5	215.2	197.4	120.3
Boat 3 START 863.6 / END 878.5	11.0	11.1	14.9

Boat Operating Hours by Location

	OCTOBER	NOVEMBER	DECEMBER
Main Lake	255	180.9	155.4
East Bay	186	180	150
North Ski	0	0	0

Incident Report Summary

	OCTOBER	NOVEMBER	DECEMBER
NO REPORTS	0	0	0

Incident Report Detail

Incident Description	Location

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