

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

SECURITY DEPARTMENT

YEAR IN REVIEW



PRESENTATION

By

Jeff Werblun

Security Chief



2018 Year in Review

Rancho Murieta
Community
Services District

Security Department



Jeff Werblun, Security Chief



Mission Statement

The mission of the Rancho Murieta Community Services District Security Department is to protect life and property and to also provide prompt, courteous and professional service to the public within the Rancho Murieta Community Services District.

2018 in Review

- ❖ Hired full-time Gate Officers and Patrol Officers
- ❖ Promoted 2 Sergeants, Interim Chief, Acting Chief and Permanent Chief
- ❖ Officers have attended community events, including :
 - ❖ Summerfest
 - ❖ Easter Festivities
 - ❖ July 4th
 - ❖ Kiwanis Meetings
 - ❖ Provided traffic control for the Little League Parade
 - ❖ Murieta Village Board Meeting
 - ❖ Rancho Murieta Association Board Meetings
 - ❖ Security Town Hall Meetings
 - ❖ Law enforcement & Emergency Services Open House at Deer Creek Hills
 - ❖ Coffee with a Cop
- ❖ Off-Duty Sheriff's Deputies have been scheduled as necessary.
- ❖ The VIPS community patrol has continued. She is available for assistance with reports and other community needs.
- ❖ Patrol Officers have completed their state required training. Guard Card, Firearms Card, yearly Refresher Course.
- ❖ Continued in-house training with both Gate & Patrol Officers.
- ❖ Continued working with RMA compliance on speeding/stop sign/parking enforcement.
- ❖ Improved working relationship with RMA.

2018 Goals and Accomplishments



- ❖ Use of technology, including surveillance cameras, to monitor the public areas of the community for crime and rule violations.
- ❖ Additional cameras were installed at the South Gate
- ❖ Implemented the Gateaccess.net program.
- ❖ Continuing to work with local entities to address community security needs-both short term and long term.
- ❖ Completed repairs to the Safety Center.
- ❖ Purchase new two-way radios to bring us into compliance with Federal P-25 public agency frequencies on Sac County's network. We have better communication for interagency operability.
- ❖ Explore technology to increase work flow/productivity, reduce down time due to reports and paperwork.

- ❖ Employees:
 - ❖ Increase/update training.
 - ❖ Increase communication between staff.
 - ❖ Solicit feedback and suggestions.
 - ❖ Provide timely recognition and support.

2018 Goals and Accomplishments

- ❖ Installed custom window blinds and shades inside the Gate Houses for sun control and to reduce glare.
- ❖ Minimize redundancy in paperwork.
- ❖ Added printers to the North Gate and Patrol Office.
- ❖ Burns and McDonnell Assessment report completed and released to the public.

Gate Operations

8 full-time, 1 part-time, and 1 temporary Gate Officers staff the North and South Gates 24 hours a day, every day.

Their duties and responsibilities include:

- ❖ Enforcing the RMA Gate Policy.
- ❖ Checking in and recording names and license plate numbers for guests and vendors.
- ❖ Dispatching Patrol Officers.
- ❖ Answering telephones.
- ❖ Issuing barcodes.
- ❖ Assisting walk-in customers.
- ❖ Communicating with local law enforcement and fire personnel.
- ❖ South Gate is dispatch for Patrol. If you need Patrol, regardless of where you live in the District, call the South Gate
- ❖ Gate Officers processed **136,305** vehicles through the visitor lanes.

Officer	
Rick Dias	Training Officer
Karen Hessler	Training Officer
Shelby Gonzales	
David Labrado	Training Officer
Fernando Solis	
Matt Brennon	
Gamal Ansari	
Bill McCarver	
Craig Hutchinson	
Vacant	

Gate Officers

Patrol Operations

The primary responsibility of the Security Patrol Officer is to proactively deter crime and rule violations, and to respond to calls for service. 1 Patrol Sergeant and 5 Patrol Officers provide overlapping patrol coverage to the District, 24 hours a day, 7 days a week.

Security Patrol Officers respond to calls that include:

- ❖ RMA Homeowners Association violations
- ❖ Business checks/House checks
- ❖ Suspicious persons and vehicles
- ❖ Suspicious circumstances
- ❖ Disturbances
- ❖ Alarms
- ❖ Medical and fire calls
- ❖ Vehicle Accidents
- ❖ Key Services

Patrol Officers

Sergeant Rick Tompkins

- Officer Tom Coyle
- Officer Conner Tyer
- Officer Branden Owen
- Officer Brandon Arino
 - Vacant

Most Common Calls for Service

Key Service	1343
Business Checks	1430
RMA Complaints/Violations	504
Vehicle Related	447
Suspicious Vehicles	73
Public Assists	237
Loose/Barking Dogs	154
Alarms	156
Crime Complaints	280
Suspicious Circumstances/People	138
Malicious Mischief	4
Extra Patrol/House Checks	518
Outside Agency Assists (SSD/CHP/Fire)	161
Total Incidents Security Handled	6985

Crime Complaints

	2016	2018
DUI	7	3
Vehicle Theft	3	2
Burglary	2	10
Theft		10
Robbery		1
Assault & Battery	3	14
Weapon/Gun Shots	1	9
Trespassing		94
Alcohol/Drugs		5
Vandalism	3	14

RMA Non-Architectural Rule Observe & Report Citations

	2016	2018
Stop Sign	88	268
Driveway Parking	70	207
Speeding	29	563
Twice Limit/Use of Streets		12
Unlicensed Driver		3
Overnight Street Parking	89	215
Bonfires		6
Guest Without Resident		3
Guest Parking	26	20
Park Hours	39	14
Total	341	1304

RMA Non-Architectural Rules Complaints/Admonishments

	2016	2018
Loose/Off Leash Dogs	297	96
Speeding	97	43
Barking Dogs	125	148
Stop Sign	89	14
Parking	64	18
Unlicensed/Unsafe Driving	29	44
Gate Entrance/Denied Entry	135	375
Total	836	738



**James L. Noller
Safety Center
Volunteers In
Partnership with the
Sheriff**

**The Volunteers In
Partnership with the
Sheriff are available
to assist in taking
crime reports and
also provide
community patrol
throughout the
District.**

**Contact the VIPS
office at 354-8509.**

GATEACCESS.NET



ABDi GateAccess

For
Residents

Available on the
App Store

GET IT ON
Google play

➤ Can be used on any computer, tablet, smart phone

Gate Access. net

www.gateaccess.net

- **Allows residents to enter their guests on-line themselves.**
- **No need to call the gate.**
- **View their guest list.**
- **View their vehicle list.**
- **View their pets list.**

Rancho Murieta Security Department

15160 Jackson Road

Rancho Murieta, Ca. 95683

North Gate **916.354.3742** (Guest Registration)

South Gate **916.354.3743** (Guest Registration)

Security Assistance (Dispatch) **916.354.2273**
(CARE)

We are here to help you 24 hours a day.

Visit us at www.rmcsd.com

**Call or
stop by
anytime!**