

2010 Year in Review

Rancho Murieta Community Services District Security Department



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Welcome Message

Welcome to the Security Department's 2010 Year in Review.

Our goal is to keep the Rancho Murieta community a safe and comfortable place to live and work. The dedication and effort of the Gate and Patrol Officers help make this goal a reality.

Please contact me if you have any questions, comments or concerns.

Greg Remson
Security Chief

Mission Statement

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

2010 in Review

- The new Patrol Officer position was filled-
 - This has increased our patrol staffing to six officers. This increased our daytime patrol visibility and allowed for two officers on patrol on weekends on both dayshift and swingshift.
- Updated the Patrol & Gate Operations Manuals.
- Replaced a gate operator at the North & South Gates.
- Replaced a barcode reader at the North Gate.
- Began using new 800Mhz portable radios.
- Officers attended & assisted with community events, including-
 - Summerfest
 - Easter festivities
 - Fishing Day
 - Provided traffic control for the Little League Parade
- Used Off-Duty Sheriff's Deputies as needed-
 - Holidays and special events within the District
- VIPS community patrol has continued.



2010 in Review continued...

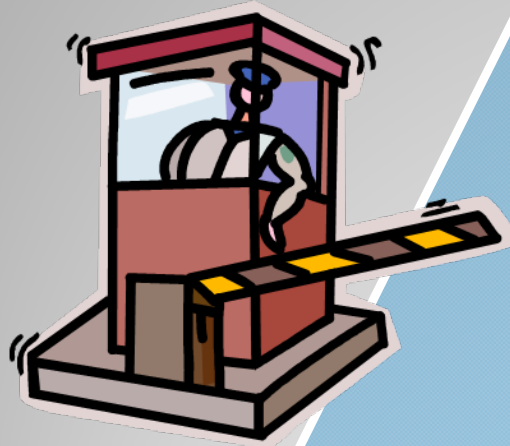
- Patrol Officers completed state required training-
 - Guard Card, Firearms Card, yearly Refresher Course.
- Chief attended various training seminars.
- Continued in-house training with both Gate & Patrol Officers.
- Continued speeding/stop sign/parking enforcement with RMA.
- Continued cooperation and interaction with RMA compliance.
- Continued the use of the patrol laptop, which has helped increase patrol time and visibility.



Gate Operations

- The Gate Operations staff consists of 8 full time, 1 part time and 1 temporary Gate Officer.
- The Gate Officers staff the two entrance gates 24 hours a day, 7 days a week, 365 days a year.
- Duties include-
 - Dispatching Patrol Officers
 - Checking in guests and vendors
 - Answering the telephone
 - Issuing barcodes
 - Assisting walk-in customers
 - Communicating with local law enforcement and fire personnel
 - Special projects, as assigned

Personnel-Gate Officers



Rick Dias

Melissa Bennett

Jeremy Hawk

Lucinda Neal *

Eric DuTemple

Karen Hessler

Debbie Corey

Brenda Murphy

Henry McDaniel (Part Time)

George Smith * (Temp)

North Gate

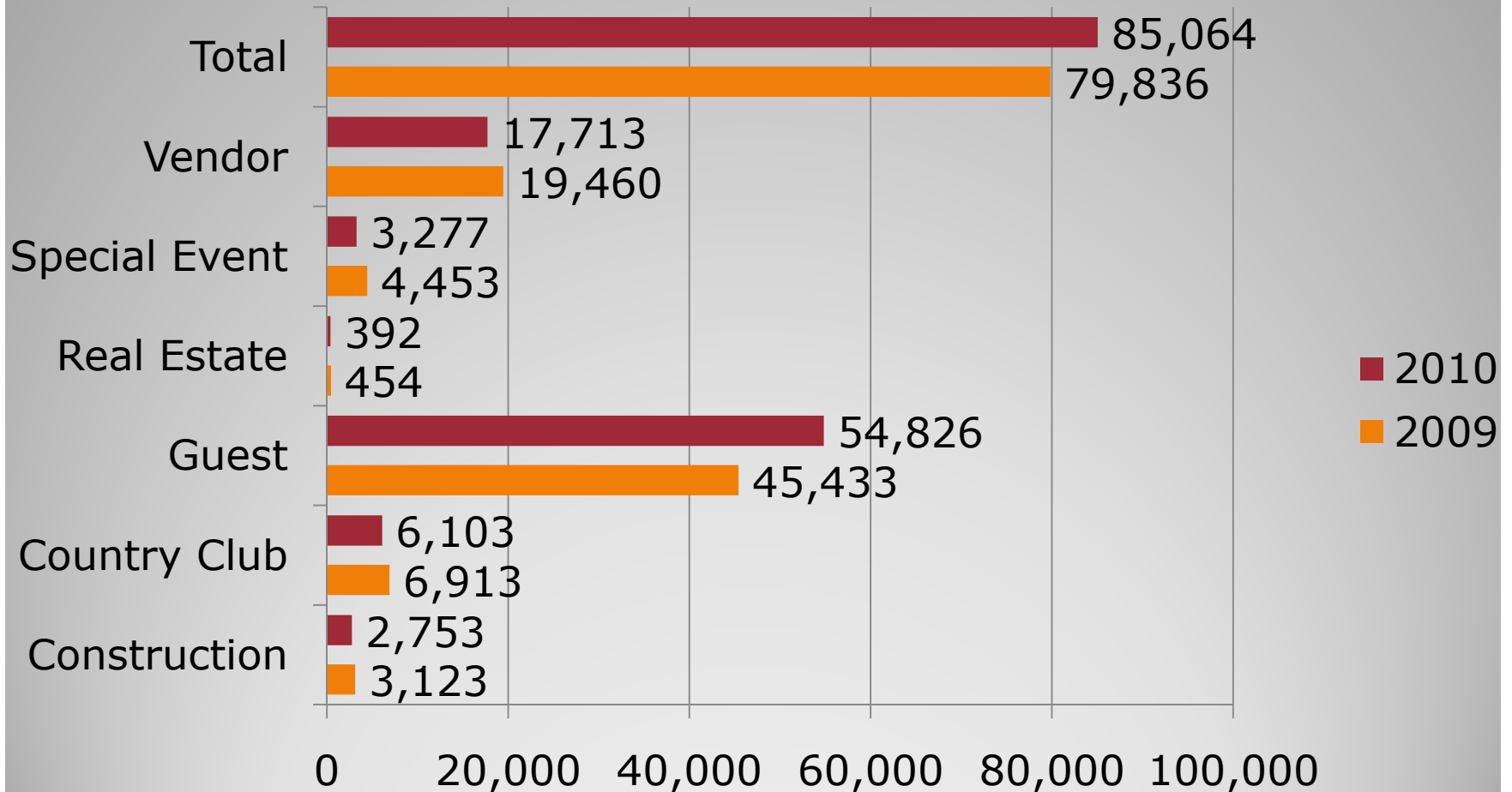


South Gate

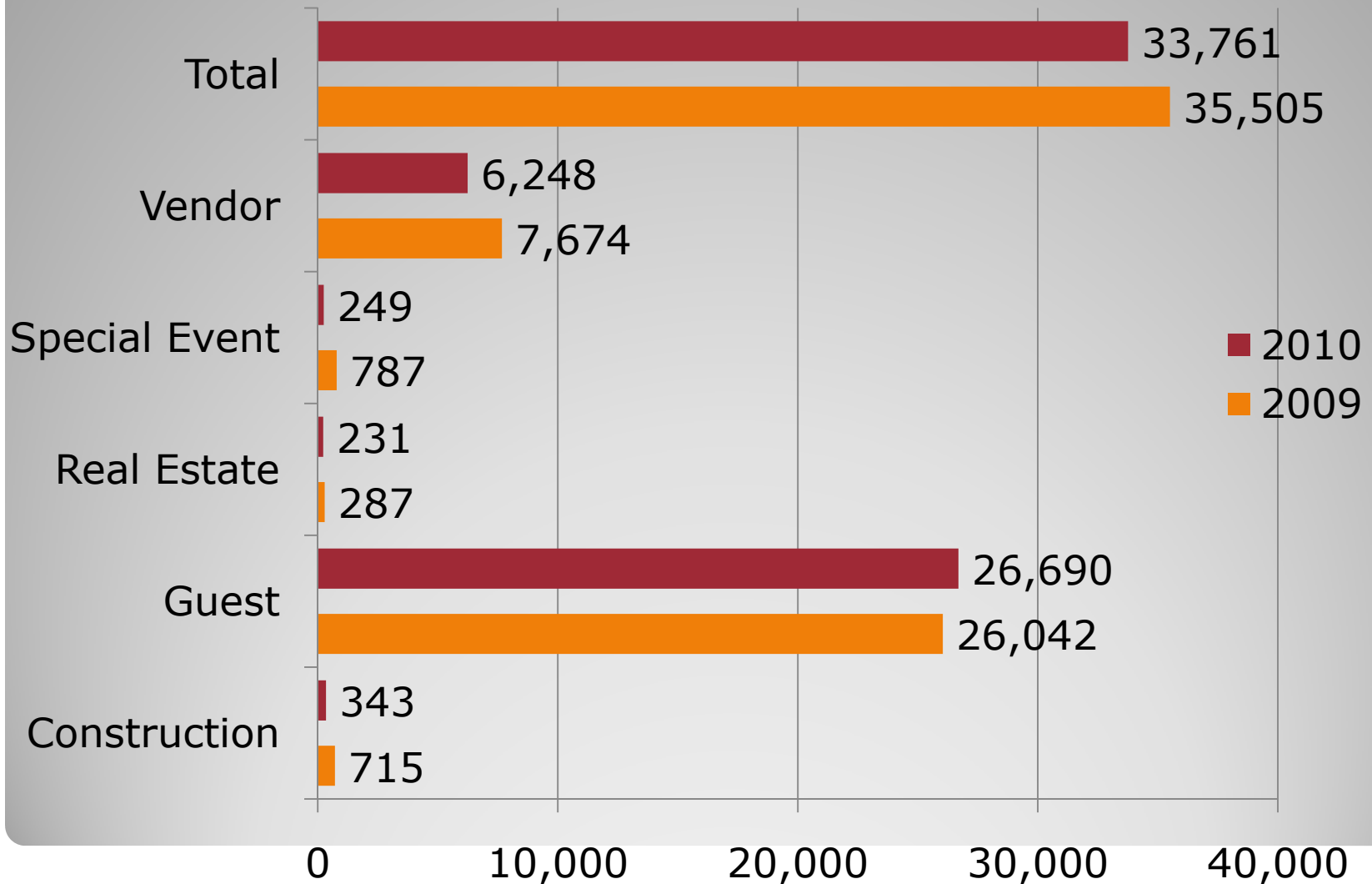


The gates are manned 24 hours a day.

North Non-Resident Vehicle Totals



South Non-Resident Vehicle Totals



Patrol Operations

Patrol Officers provide proactive vehicle patrol-

- Patrol Sergeant and five Patrol Officers
- Patrol community 24 hours a day, 7 days a week
- Overlapping coverage on swing shift and weekend dayshift

Patrol Officers respond to various calls for service. Calls include, but are not limited to-

- RMA HOA violations
- Business checks
- Alarms
- Suspicious persons & vehicles
- Animal complaints
- Disturbances
- Fire and medical calls
- Provide assistance with outside agencies



Personnel-Patrol Officers



Sergeant James Bieg

Officer Tom Coyle

Officer Rick Tompkins

Officer Mike Fuentes

Officer Mike Scarzella

Officer Kyle Roberson *



Ford Escape Patrol Vehicle



Most Common Calls

	2010	2009
Key Service	2,450	2,391
Business Checks	2,408	3,088
RMA Complaints and Violations	2,052	2,422
Loose & Barking Dogs	628	665
Public Assists	619	689
Vehicle Related	602	558
Penal Code Complaints	372	331
Alarms	341	245
Suspicious Circumstances	322	303
Other	<u>2,723</u>	<u>2,506</u>
TOTAL	12,515	13,198

Penal Code Complaints

	2010	2009
Disturbance	205	169
Trespass	73	62
Vandalism	50	52
Petty/Grand Theft	40	42
Burglary	<u>4</u>	<u>6</u>
Total	372	331



Vehicle Calls

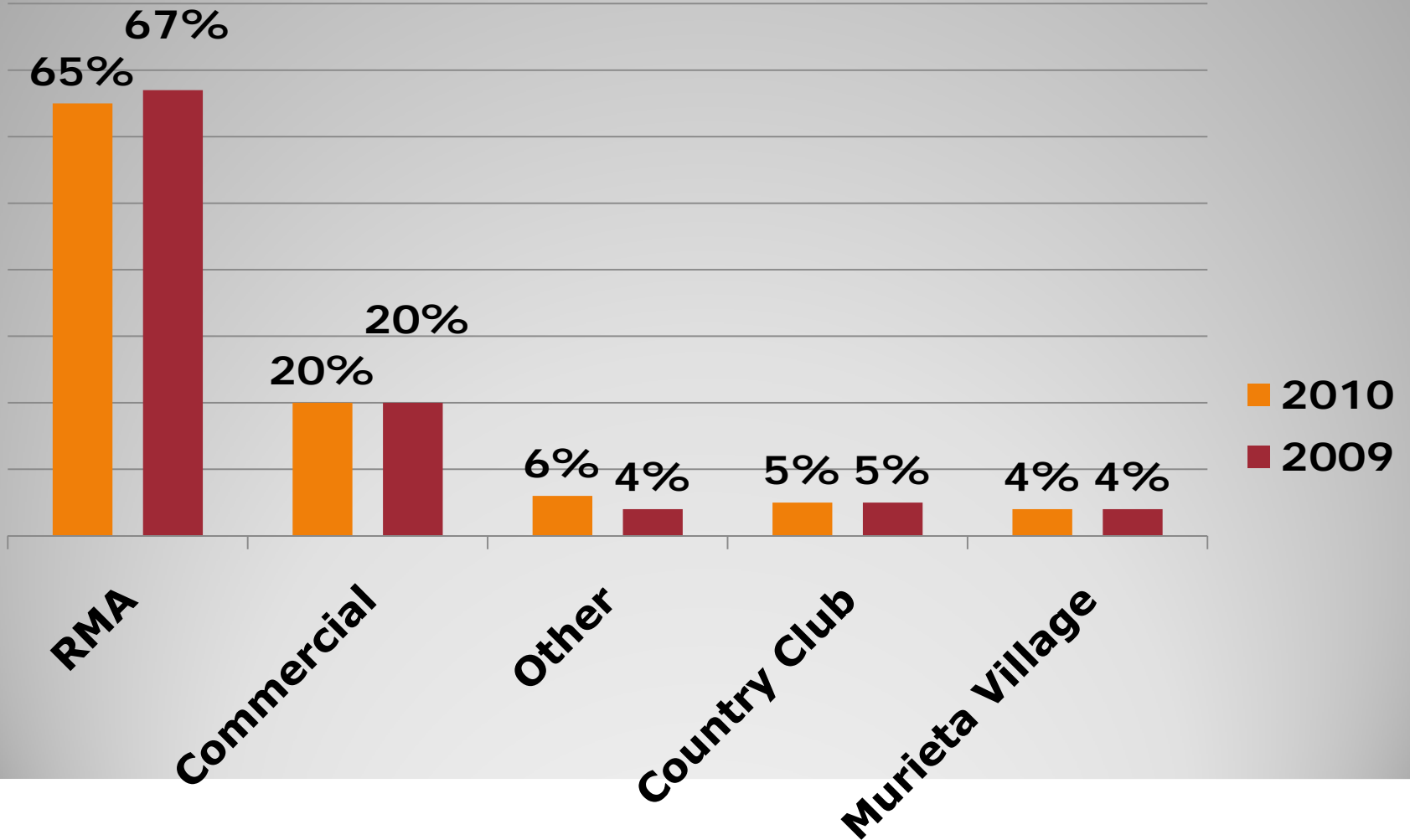
	2010	2009
Suspicious	130	136
Accident	84	58
Abandoned/Disabled	72	97
Parking	70	57
Motorist Assist	53	38
DUI Complaint	15	13
DUI Arrest	9	8
Skateboarders	<u>8</u>	<u>30</u>
Total	441	437

Animal Calls

	2010	2009
Loose Dog	430	405
Barking Dog	198	235
Deer	81	134
Snake	70	62
Other	<u>100</u>	<u>136</u>
Total	879	972

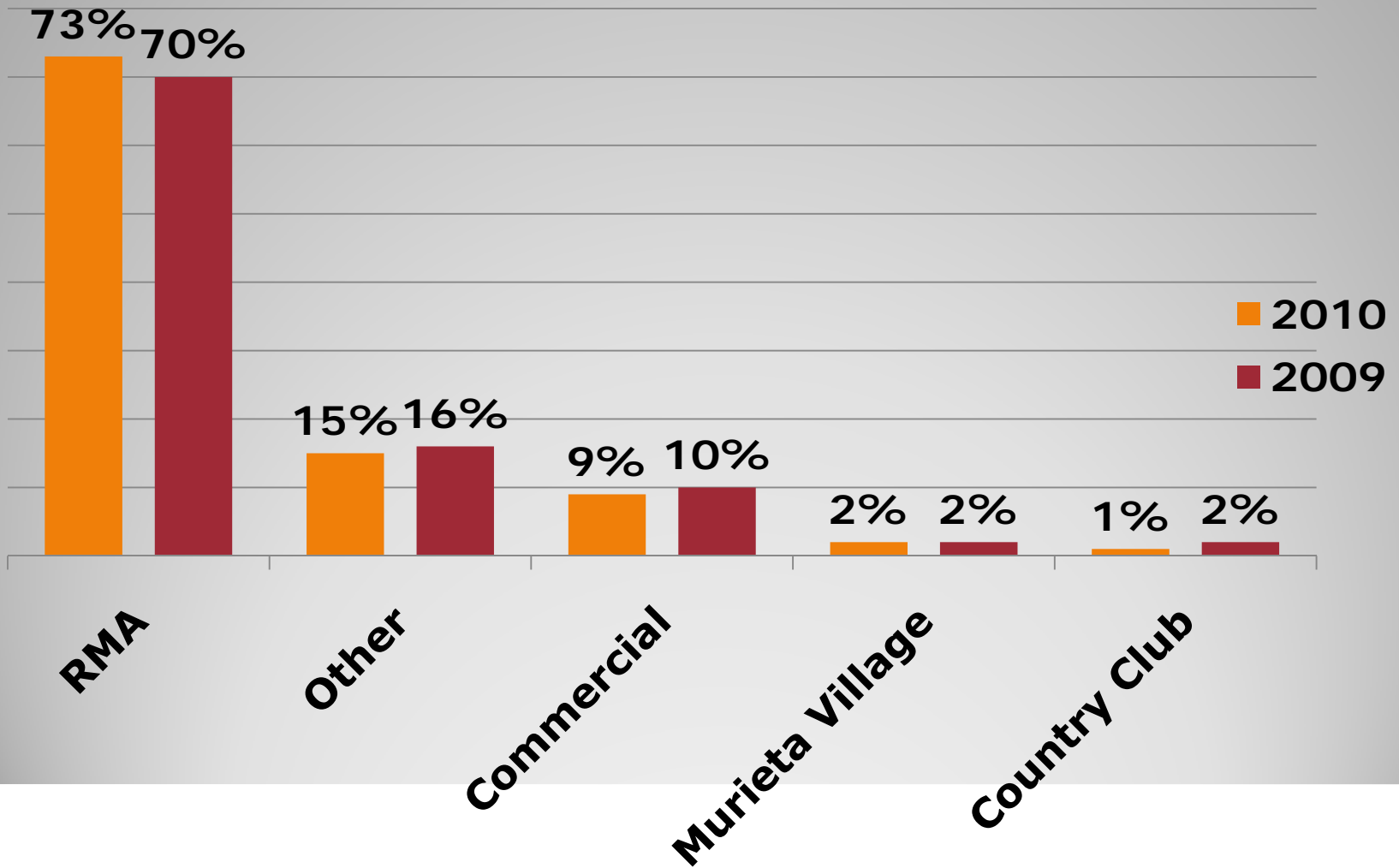


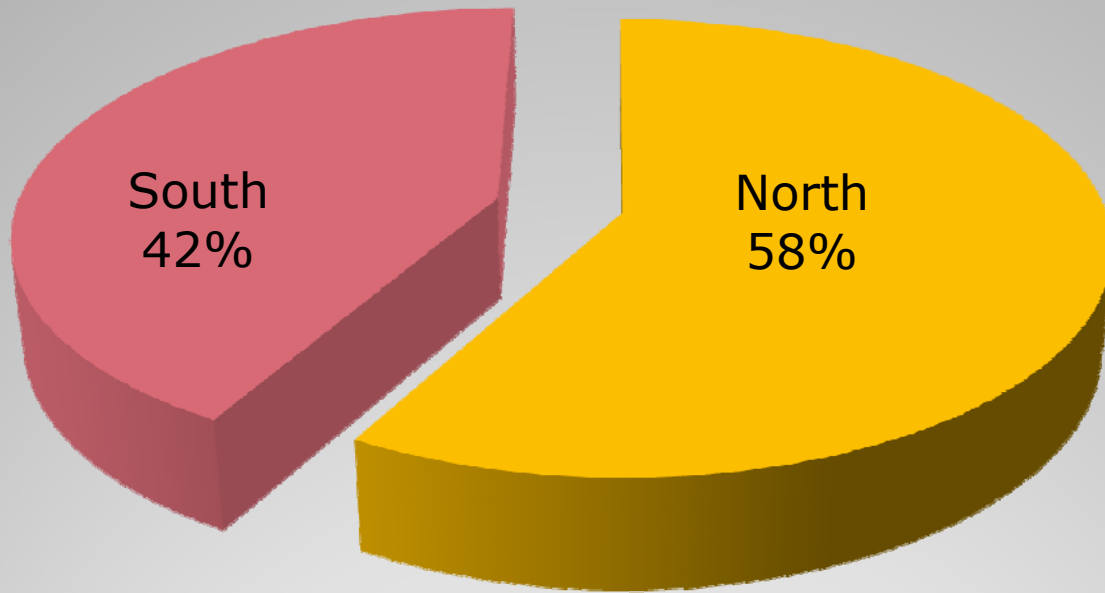
Calls For Service





Patrol Time





RMA Patrol Time

RMA Calls for Service

	2010	2009
Rule Violations	21%	24%
Animal Calls	13%	13%
Key Service	13%	13%
Vehicle Code/Calls	10%	7%
Other	9%	8%
Gate Assist	7%	9%
Public Assist	7%	8%
Business Checks	6%	6%
Penal Code	6%	6%
Outside Agency Assist	5%	4%
Persons	2%	2%
Alarms	1%	1%



RMA Observe & Report Citations

	2010	2009
Driveway Parking	429	619
Speeding	290	232
Stop Sign	135	152
Overnight Street Parking	72	154
Guest Parking	61	91
Other	<u>87</u>	<u>100</u>
Total	1,074	1,348

RMA Rule Complaints & Admonishments

	2010	2009
Loose Dogs	422	383
Open Garage Door	223	483
Stop Sign	197	55
Speeding	185	84
Barking Dogs	184	235
Back Area w/o Resident	70	53
Unlicensed Drivers	59	46
Park Hours	43	52
Other	<u>230</u>	<u>227</u>
Total	1,613	1,618

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





**The Security Department is available
24 hours a day to serve the community.**

Rancho Murieta Security Department
15160 Jackson Road
Rancho Murieta, Ca. 95683

North Gate Resident Guest Registration
916.354.3742

South Gate Resident Guest Registration
916.354.3743

Security Assistance (Dispatch) 916-354-2273 (CARE)

www.rmcsd.com