

2015 Year in Review

Rancho Murieta Community Services District Security Department



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.

2015 in Review

- ❖ The new North Gate was completed and opened in April.
- ❖ Hired a full-time gate officer and two full-time patrol officers.
- ❖ Officers have attended community events, including :
 - ❖ Summerfest
 - ❖ Easter Festivities
 - ❖ Kiwanis Kid's Fishing Day
 - ❖ Provided traffic control for the Little League Parade
 - ❖ Murieta Village Board Meeting
 - ❖ Rancho Murieta Fishing Club meeting
 - ❖ Law enforcement & Emergency Services Open House at Deer Creek Hills
- ❖ Off-Duty Sheriff's Deputies have been scheduled as necessary:
 - ❖ Primarily for holidays and special events
- ❖ The VIPS community patrol has continued. Although small in numbers they are available for assistance with reports and other community needs.
- ❖ 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.

2016 Goals

- ❖ Use technology, including surveillance cameras, to monitor the public areas of the community for crime and rule violations.
- ❖ Use crime and rule violation mapping to proactively deter crime and rule violations.
- ❖ Update resident information in the Security computer program.
- ❖ Work with local entities to address community security needs-both short term and long term.
- ❖ Complete long term maintenance plan and funding for repair and/or replacement-Safety Center, South Gate.
- ❖ Purchase new portable and stationary two-way radios.
- ❖ Purchase new patrol vehicles.

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

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.

Gate Officers

Officer	Date Hired
Rick Dias	May 1994
Melissa Bennett	August 1994
Henry McDaniel	January 2004
Karen Hessler	December 2004
Brenda Murphy	April 2008
Sharde' Taylor	June 2012
Ray Lammlein	July 2012
Zayda Quevedo	August 2013
Gamal Ansari	December 2014
Brandon Heberling	July 2015
Jeremy Hawk*	Resigned February 2015

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.

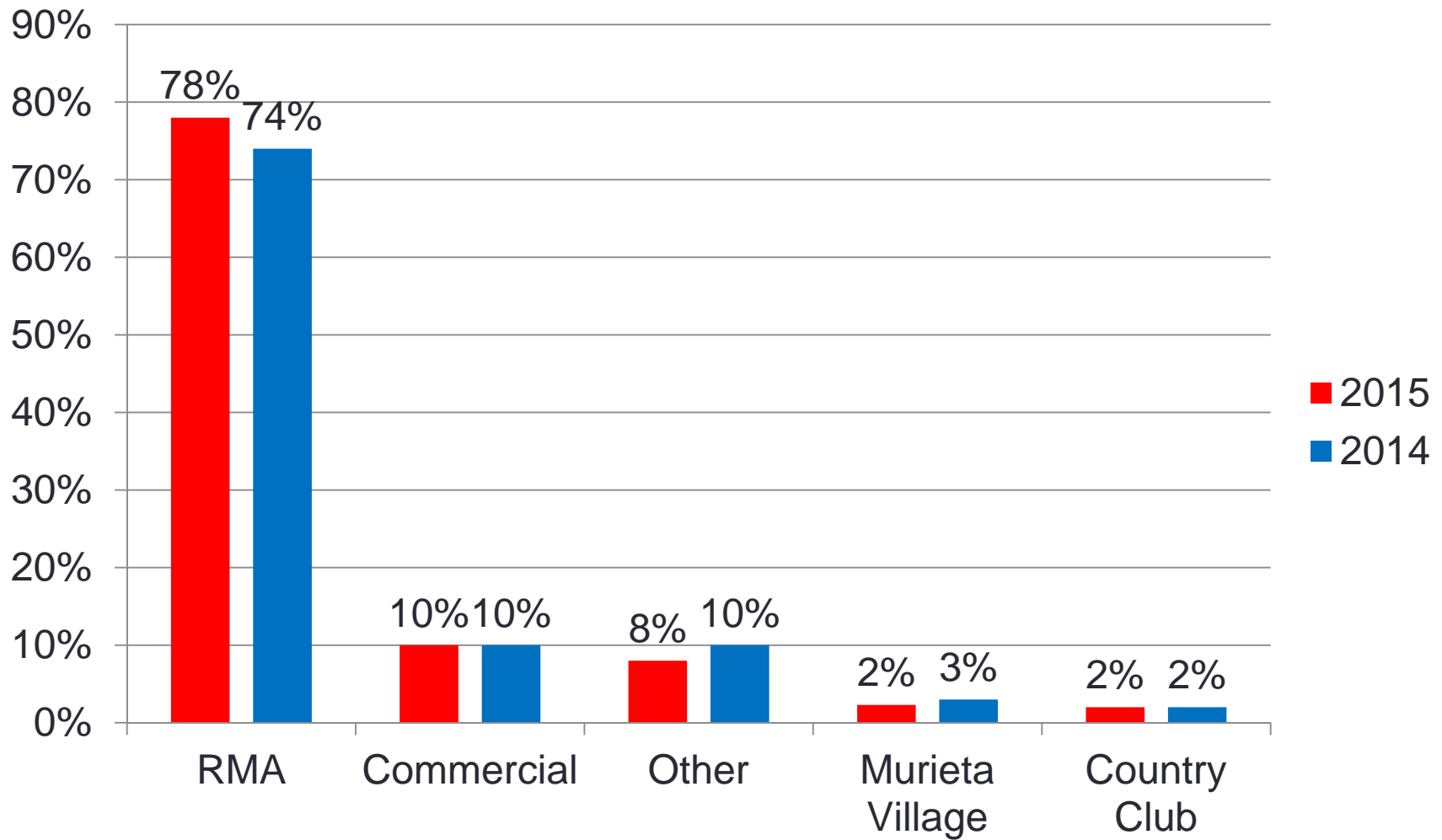
Security Patrol Officers respond to calls that include:

- ❖ RMA Homeowners Association violations
- ❖ Business checks
- ❖ Suspicious persons and vehicles
- ❖ Disturbances
- ❖ Medical and fire calls

Patrol Officers

Officer	Date Hired
Officer Tom Coyle	2003
Officer Rick Tompkins	2008
Officer Mike Scarzella	2009
Officer Steve Nunez	2013
Officer Kyle Karr	2015
Officer Brandon Arino	2015
Sergeant Jim Bieg*	*Retired April 2015
Officer Mike Fuentes*	*Resigned May 2015
Officer Jay Truelock*	*Resigned September 2015

Patrol Time-Area



Most Common Calls for Service

	2015	2014
Key Service	2,917	3,325
Business Checks	2,515	2,649
RMA Complaints/Violations	1,649	1,536
Vehicle Related	652	646
Public Assists	620	532
Loose/Barking Dogs	552	501
Alarms	469	399
Crime Complaints	368	374
Suspicious Circumstances	247	197
Malicious Mischief	88	62
Other	3,033	2,647
Total	13,110	12,868

Vehicle Related Calls

	2015	2014
Suspicious	203	200
Abandoned/Disabled	102	94
Parking	89	87
Motorist Assist	50	75
Motorcycle Escort	45	75
Accident	44	40
DUI Arrests	8	3
Other	144	117
Total	685	648

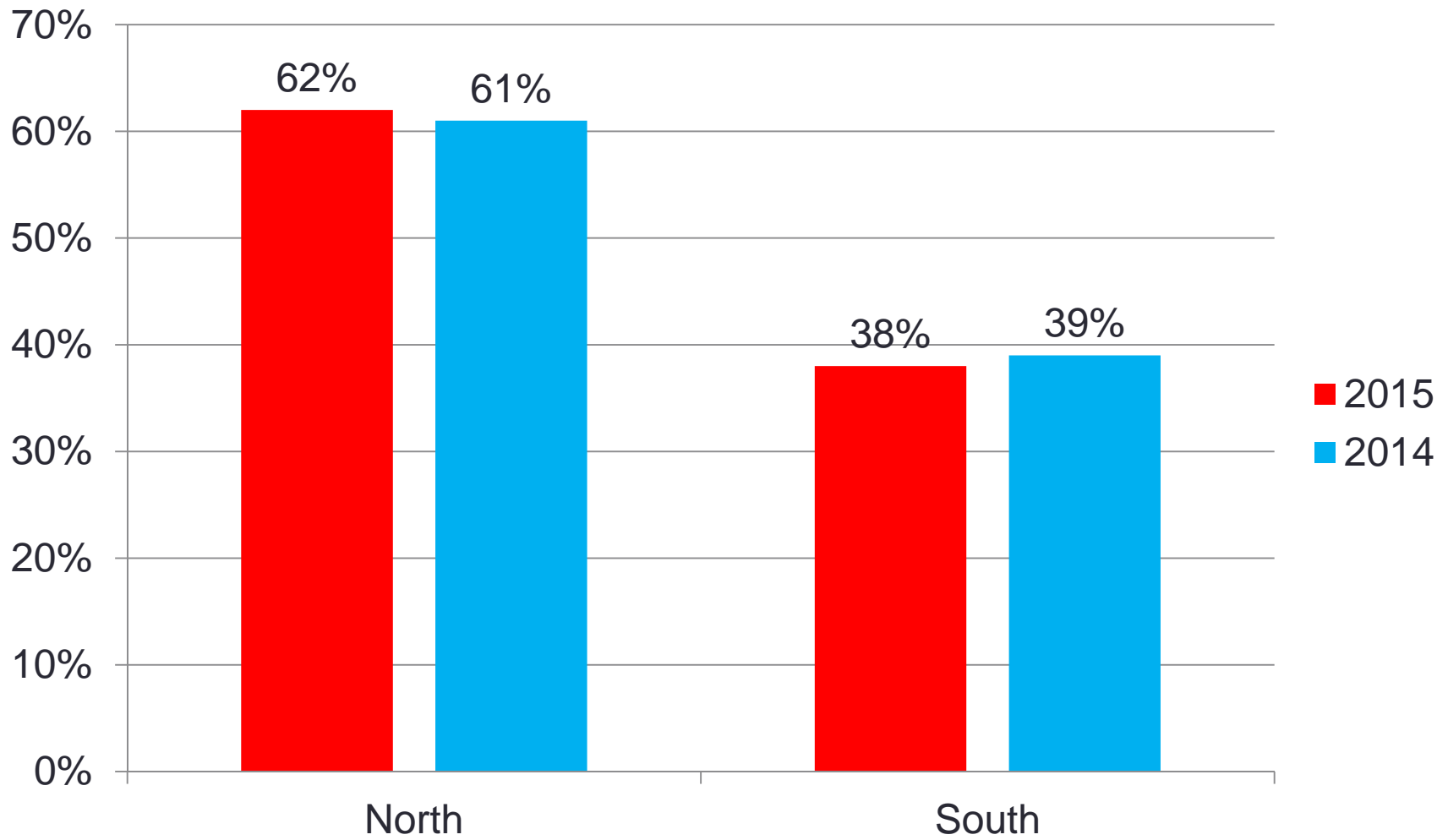
Crime Complaints

	2015	2014
Disturbance	137	146
Trespass	94	100
Theft	36	37
Vandalism	37	34
Drugs/Alcohol	34	25
Burglary	15	10
Other	15	34
Total	368	386

Animal Calls

	2015	2014
Loose/Off Leash Dogs	397	346
Barking Dog	155	156
Deer	91	76
Snake	54	73
Mountain Lion	6	3
Other	80	103
Total	783	757

RMA Patrol Time



RMA Calls for Service

	2015	2014
Rule Violations	19%	17%
Key Service	17%	19%
Animal Calls	11%	10%
Other	11%	11%
Crime Calls	8%	7%
Public Assists	8%	6%
Vehicle Code/Calls	6%	9%
Outside Agency Assists	6%	7%
Business Checks	6%	6%
Gate Assists	6%	5%
Persons	1%	2%
Alarms	1%	1%

RMA Non-Architectural Rule Observe & Report Citations

	2015	2014
Stop Sign	139	179
Driveway Parking	65	186
Speeding	51	143
Overnight Street Parking	40	100
Guest Parking	12	5
Other	106	64
Total	413	677

RMA Non-Architectural Rules Complaints/Admonishments

	2015	2014
Loose/Off Leash Dogs	393	359
Open Garage Door	323	334
Speeding	159	110
Barking Dogs	150	152
Park Hours	112	67
Stop Sign	101	64
Back Area w/o Resident	81	67
Parking	67	56
Unlicensed Driver	58	70
Skateboarders	6	15
Other	199	193
Total	1,649	1,487

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.



Call or stop by anytime!

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