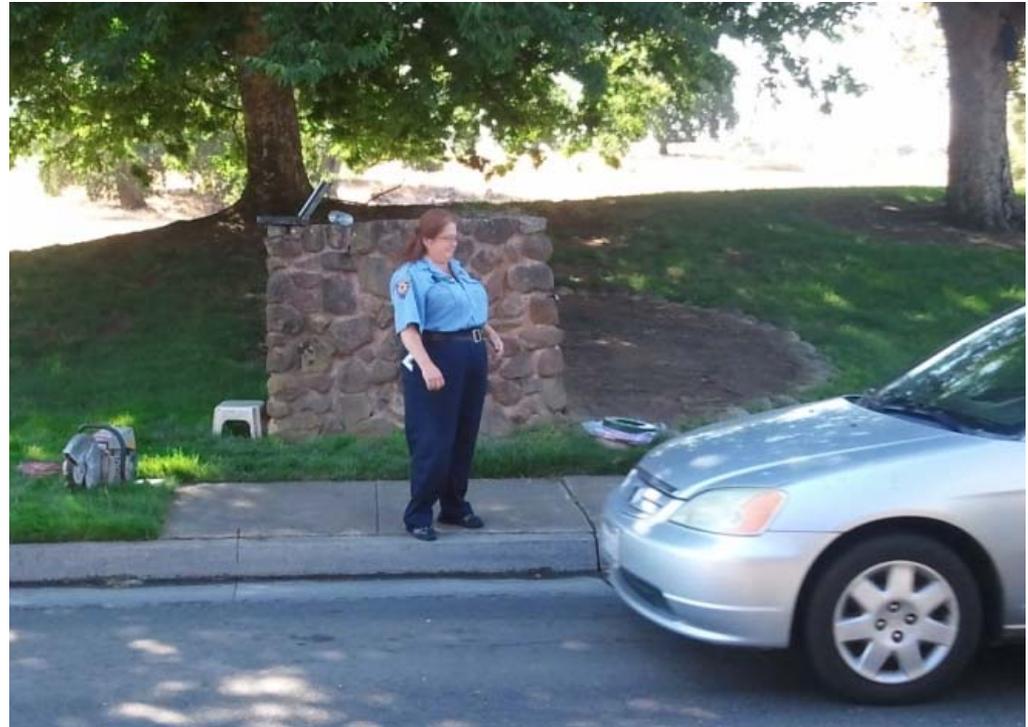


# Rancho Murieta Community Services District Security Department 2012 Year in Review





# **Welcome**

**The 2012 Year in Review for the Rancho Murieta Community Services District Security Department presents an overview of the major functions of the department and accomplishments during 2012.**

**The sixteen Gate and Patrol Officers appreciate the support of the community and will continue their commitment to provide the best service available. Please accept our appreciation for the support you have provided over the past year.**

**As always, please contact me if you have any questions, comments or concerns.**

**Greg Remson, 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.***

# 2012 Year in Review



- 2012 Updates/Accomplishments
- North & South Gate cameras & DVR's were replaced
  - License Plate Reader camera installed at North Gate
- Reviewed Patrol & Gate Operations procedures
- Replaced a patrol vehicle due to a non-injury, on-duty accident
- Continued the use of the patrol laptop computer & in-car video
- Hired two full time and one temporary Gate Officer
- Patrol Officers attended state required training
- Officers attended & assisted with community events, including
  - Easter Festivities at Stonehouse Park
  - Gave a security presentation to the Cub Scouts
  - Kiwanis Kid's Fishing Day at Lake Clementia
  - Provided traffic control for the Little League Parade
  - RMCC Golf Expo
  - Summerfest
  - "Take a Kid Mountain Biking Day" at Clementia Park

# 2012 Year in Review cont...



- Replaced a barcode reader transformer on the South Gate Resident Lane
- Speeding & stop sign enforcement with RMA has continued
- Cooperation & interaction with RMA Compliance has continued
- Sheriff's VIPS community patrol has continued
- Corresponded with and updated SSD & CHP on related community activities and needs
- Use of off-duty Sheriff's deputies continued-
  - 4<sup>th</sup> of July
  - Halloween
  - New Years Eve
  - To augment weekend staffing in summer months
  - Special events



# Gate Operations

A key element of Security is the two entrance gates leading into the residential areas. Gate Officers, with a staff of 8 full time, 1 part-time, and 1 Temporary officer man the gates 24 hours a day.

Their duties include-

- ✓ Following the RMA Gate Policy
- ✓ Checking in guests and vendors, along with recording their names and license plate numbers
- ✓ Dispatching Patrol Officers
- ✓ Answering the telephone
- ✓ Issuing barcodes
- ✓ Assisting walk-in customers
- ✓ Communicating with local law-enforcement and fire personnel
- ✓ Other projects as needed

# Gate Officers



Officer	Year Hired
Officer Rick Dias	1994
Officer Melissa Bennett	1999
Officer Jeremy Hawk	2002
Officer Henry McDaniel (PT)	2004
Officer Karen Hessler	2004
Officer Eric DuTemple	2004 (resigned August 2012)
Officer Debbie Corey	2006
Officer Brenda Murphy	2008
Officer Katherine Shelton	2010 (resigned July 2012)
Officer George Smith	2010 (Temp, resigned May 2012)
Officer Sharde' Taylor	2012
Officer Ray Lammlien (Temp)	2012
Officer Denise Bridges	2012

# Non-Resident Vehicles North & South Gates



120000

100000

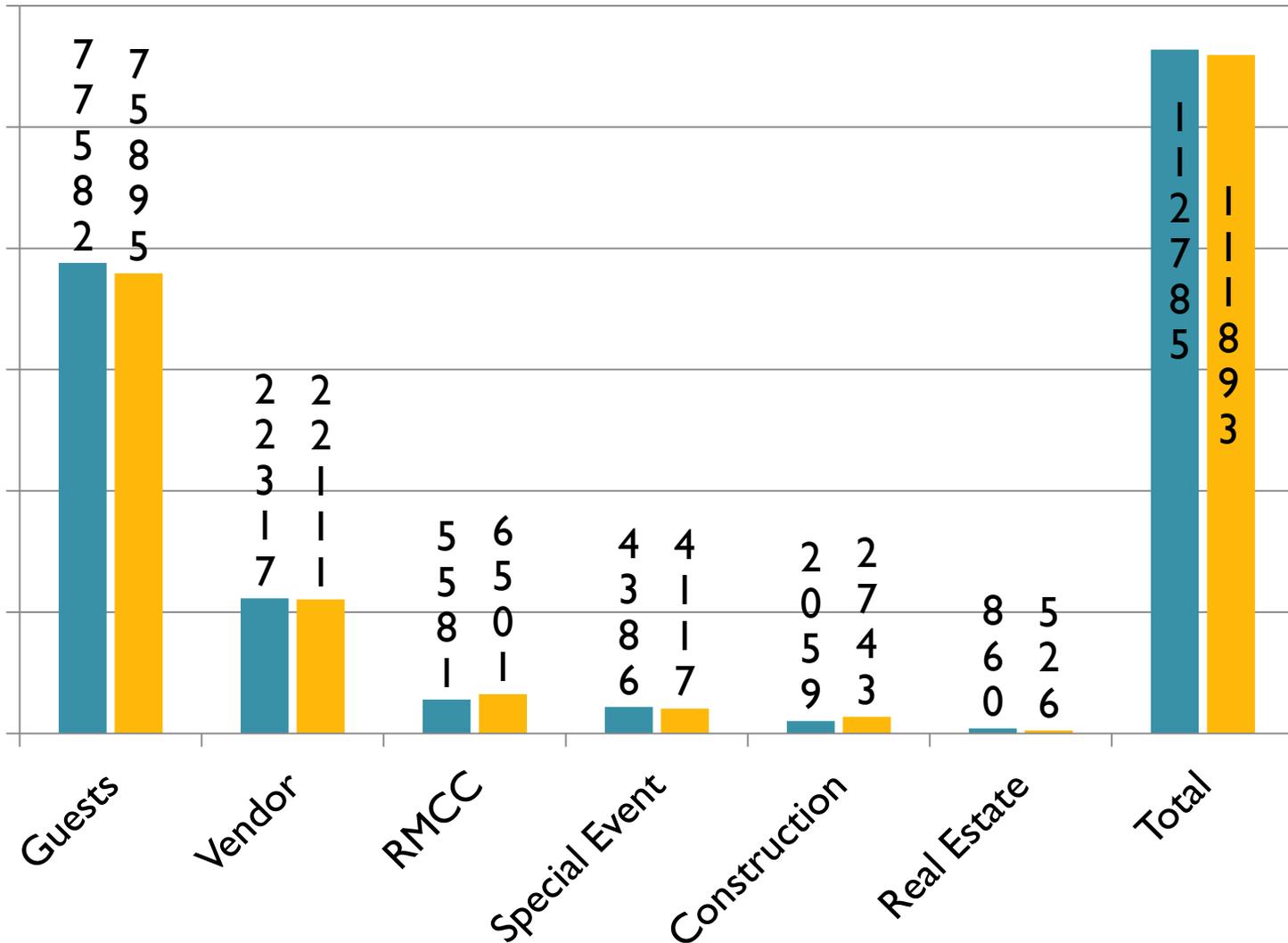
80000

60000

40000

20000

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2012

2011



# Patrol Operations

The Patrol Staff consists of a Seargeant and five Patrol Officers. The Officers provide vehicle and foot patrol throughout the District 24 hours a day, 7 days a week. They also provide breaks for Gate Officers. There are overlapping shifts on weekend days and each swing shift to provide additional coverage. The Patrol Officers goal is to deter rule violations and crime and to respond to calls for service.

Patrol Officers handle calls that include:

- ✓ Rancho Murieta Association (HOA) complaints
- ✓ Business Checks
- ✓ Suspicious Persons
- ✓ Vehicle Related Calls
- ✓ Animal Complaints
- ✓ Disturbances
- ✓ Fire and Medical Calls
- ✓ Provide assistance to Outside Agencies, including Sacramento Sheriff and CHP
- ✓ Provide Breaks for Gate Officers

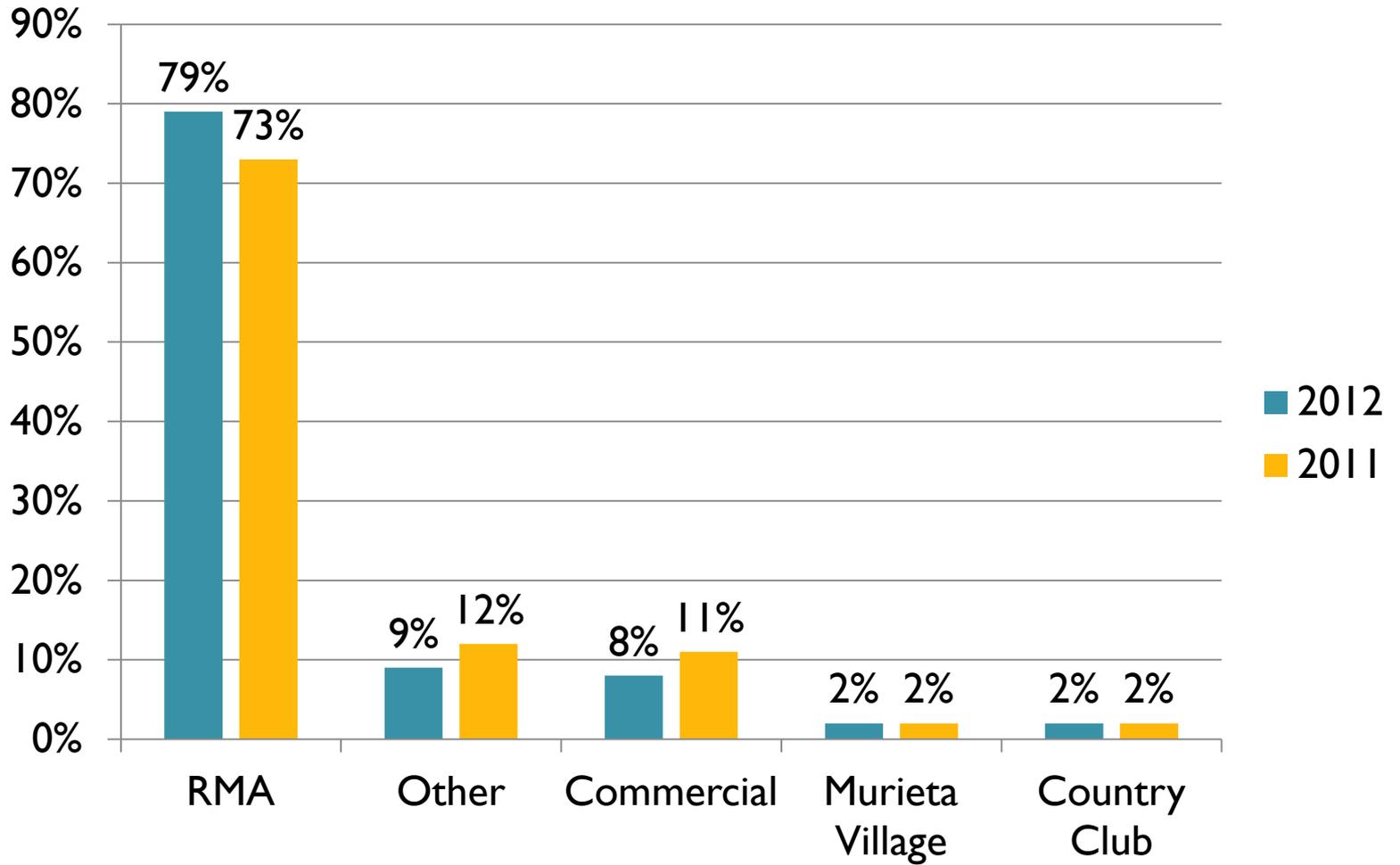
# Patrol Officers



Officer	Year Hired
Sergeant Jim Bieg	2000
Officer Tom Coyle	2003
Officer Rick Tompkins	2008
Officer Mike Fuentes	2008 (resigned Dec 2012)
Officer Mike Scarzella	2009
Officer Steve Talley	2011

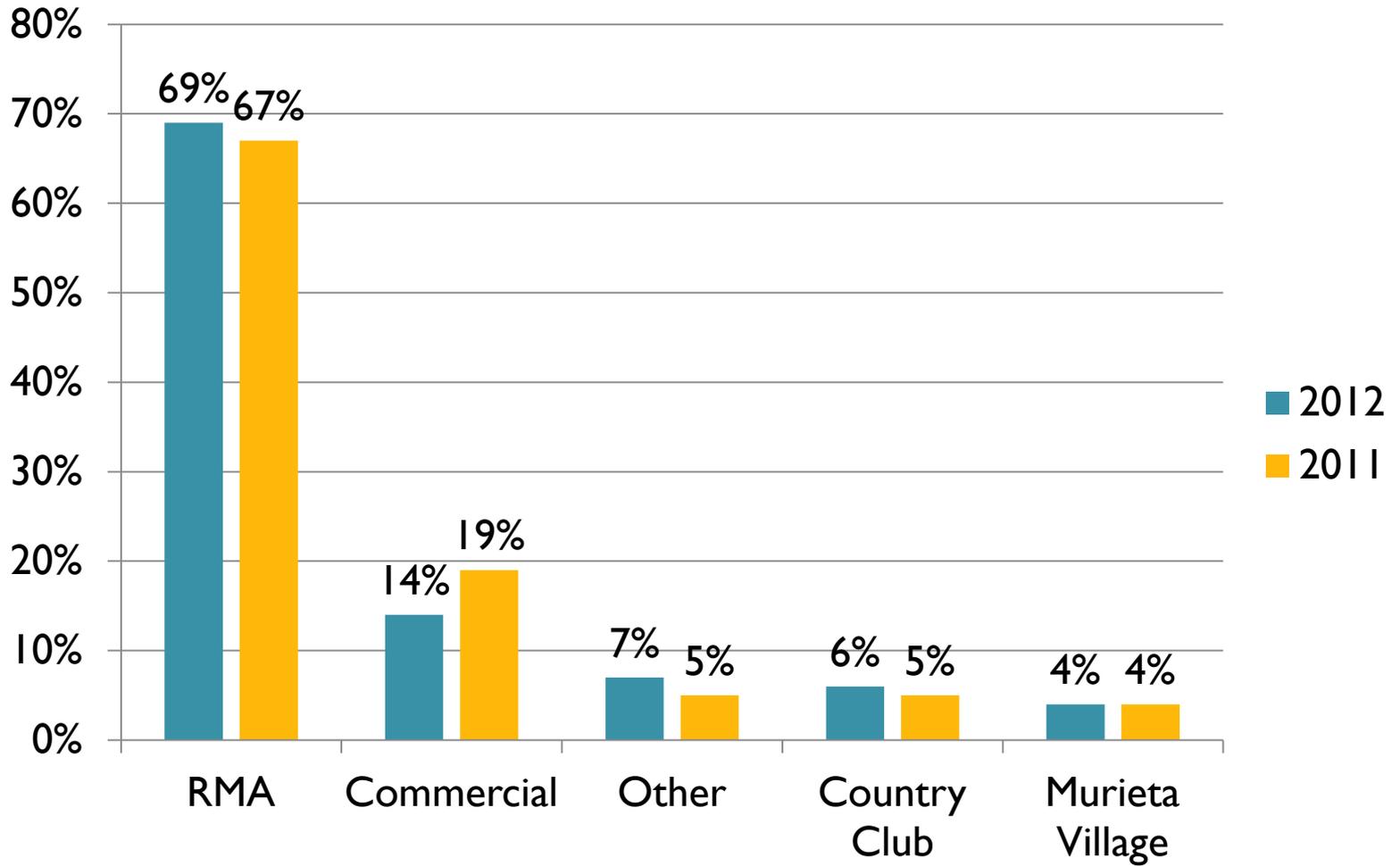


# Patrol Time-Area





# Calls for Service-Area



# Most Common Calls for Service



	<b>2012</b>	<b>2011</b>
Key Service	2,376	2,398
Business Checks	2,250	2,408
RMA Complaints/Violations	1,539	2,008
Vehicle Related	792	764
Public Assists	668	704
Loose/Barking Dogs	598	589
Crime Complaints	498	449
Alarms	370	296
Suspicious Circumstances	228	243
Malicious Mischief	148	141
Other	2,603	2,840
<b>Total</b>	<b>12,070</b>	<b>12,699</b>



# Vehicle Related Calls

	<b>2012</b>	<b>2011</b>
Suspicious	232	200
Parking	104	96
Abandoned/Disabled	107	89
Motorcycle Escort	100	91
Accident	84	80
Motorist Assist	41	68
Other	124	140
<b>Total</b>	<b>792</b>	<b>764</b>



# Crime Complaints

	<b>2012</b>	<b>2011</b>
Disturbance	167	170
Trespass	142	67
Petty/Grand Theft	61	67
Vandalism	44	49
Drugs/Alcohol	37	25
Burglary	10	9
Other	38	15
<b>Total</b>	<b>499</b>	<b>402</b>



# DUI Arrests



Date	Location	Violator	Why Contacted	Security Involvement
1-14-12	Jackson Road/Lone Pine	Resident	Collision	Assist CHP with locating resident
2-12-12	Reynosa Drive	Resident	Observed Driving	Turnover
2-14-12	Jackson Road/MSPky	Resident	No contact made	CHP Assist
5-21-12	Guadalupe Drive	Resident	Observed Driving-Collision	Turnover
8-9-12	North Gate	Non-Res	Observed Driving	Turnover
8-13-12	South Gate	Resident	Observed Driving	Turnover
9-11-12	Lago Drive	Resident	Observed Driving	Turnover
10-13-12	RMCC	Non-Res	Observed Driving	Turnover
10-31-12	Murieta Plaza	Resident	Collision	Off-Duty SSD
12-25-12	Country Store	Non-Res	Observed Driving	Turnover
<b>Total:</b> <b>10</b>	<b>6 inside gates</b>			

# Animal Calls

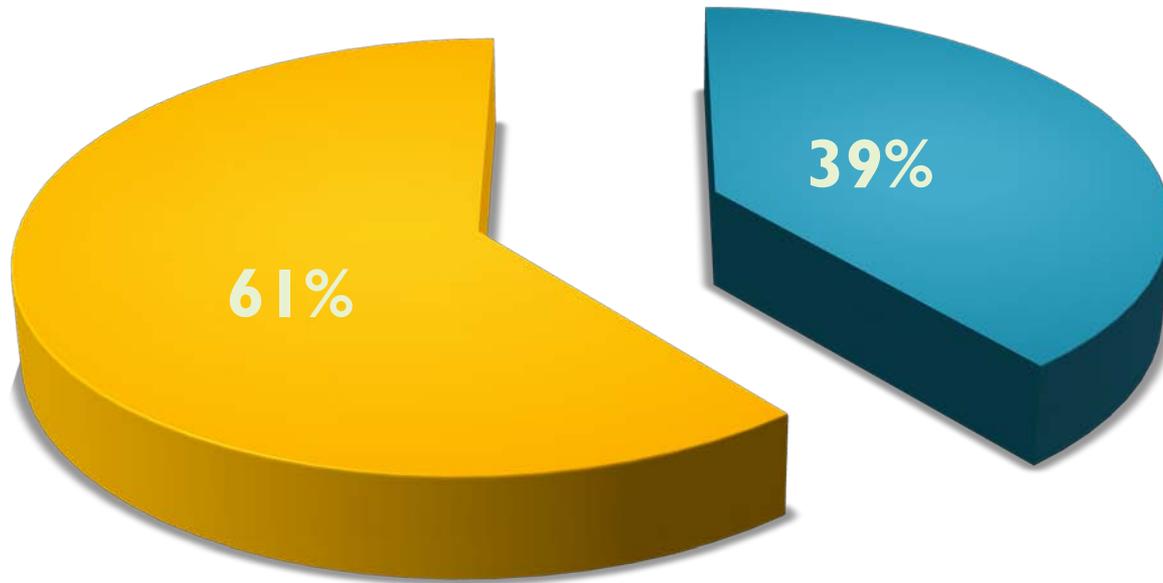


	<b>2012</b>	<b>2011</b>
Loose/Off Leash Dog	424	415
Barking Dog	174	174
Snake	92	81
Deer	62	85
Mountain Lion	8	11
Other	107	105
<b>Total</b>	<b>867</b>	<b>871</b>





# RMA Patrol Time



- South
- North



# RMA Calls for Service

	<b>2012</b>	<b>2011</b>
Rule Violations	17%	19%
Animal Calls	13%	11%
Key Service	12%	11%
Crime Calls	11%	10%
Other	10%	9%
Vehicle Code/Calls	9%	11%
Public Assists	7%	7%
Gate Assists	6%	7%
Business Checks	6%	6%
Outside Agency Assists	5%	5%
Persons	3%	3%
Alarms	1%	1%



# RMA Non-Arch Rule Citations

	<b>2012</b>	<b>2011</b>
Stop Sign	225	350
Speeding	186	353
Overnight Street Parking	68	82
Driveway Parking	48	111
Guest Parking	26	47
Other	75	124
<b>Total</b>	<b>628</b>	<b>1,067</b>

# RMA Non-Arch Rule Complaints/Admonishments



	<b>2012</b>	<b>2011</b>
Loose/Off Leash Dogs	416	399
Barking Dogs	177	168
Open Garage Door	174	207
Speeding	146	122
Unlicensed Driver	96	76
Stop Sign	88	122
Parking	69	47
Back Area w/o Resident	57	59
Park Hours	51	68
Other	191	174
<b>Total</b>	<b>1,465</b>	<b>1,442</b>

# James L. Noller Safety Center VIPS

## Volunteers In Partnership with the Sheriff

The James L. Noller Safety Center continues operation. Jacque Villa and Steve Lentz are the primary volunteers. They are available to assist in taking reports and also provide community patrol throughout the District.

The office is open Mondays and Wednesdays from 10:00 a.m. to 2:00 p.m. or by appointment.

The Safety Center is also open for use to emergency responders for report writing and any other needs.

Volunteers are always needed, so stop by or call 354-8509.





# Contact Us at 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)**

*The Security Department is staffed 24 hours a day and is ready to assist you.*



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