



RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

Office - 916-354-3700 * Fax - 916-354-2082

SECURITY COMMITTEE

Regular Meeting

February 2, 2017 at 4:00 p.m.







All persons present at District meetings will place their cellular devices in silent and/or vibrate mode (no ringing of any kind). During meetings, these devices will be used only for emergency purposes and, if used, the party called/calling will exit the meeting room for conversation. Other electronic and internet enabled devices are to be used in the "silent" mode. Under no circumstances will recording devices or problems associated with them be permitted to interrupt or delay District meetings.

AGENDA

1. Call to Order

2. Comments from the Public

3. Monthly Updates

-  Operations
-  Incidents of Note
-  RMA Citations/Admonishments
-  RMA Compliance/Grievance/Safety Committee
-  Incident Map
-  Security Department Assessment

4. Barcode Clarifications and Improvements

5. Directors & Staff Comments/Suggestions [no action]

6. Adjournment

In accordance with California Government Code Section 54957.5, any writing or document that is a public record, relates to an open session agenda item and is distributed less than 72 hours prior to a regular meeting will be made available for public inspection in the District offices during normal business hours. If, however, the document is not distributed until the regular meeting to which it relates, then the document or writing will be made available to the public at the location of the meeting.

Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is January 30, 2017. Posting locations are: 1) District Office; 2) Rancho Murieta Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

MEMORANDUM

Date: January 27, 2017
To: Security Committee
From: Paul Wagner, Security Chief
Subject: Security Report for the Month of January 2017

OPERATIONS

We are in the process of hiring a new Security Gate Officer for the recently retired Gate Officer Brenda Murphy.

January was "Levee & Flood" watch month during the winter storms. District Security staff worked in partnership with the Water Department staff to monitor specific areas of the levee and river to ensure resident and District safety.

INCIDENTS OF NOTE

January 4: Vehicle struck mailbox and drove up on a resident's lawn area. The driver was contacted by District Security at the scene and had obvious signs of intoxication. California Highway Patrol (CHP) was contacted and arrested the driver for DUI.

January 17: White male adult was reported standing on Yellow Bridge ledge. When contacted by District Security, he became hostile and erratic. He walked to Rancho Murieta Country Club (RMCC) and continued to be incoherent and aggressive with the Security Patrol Officer. Subject was contacted by Chief Wagner at the Retreats entrance. Subject stated he wanted to kill himself (former resident lived with parents and grandparents still live in the south). Medics and Sacramento County Sheriff Department (SSD) was contacted. Subject voluntarily self-committed with the medics to seek physiological evaluation.

RANCHO MURIETA ASSOCIATION COMPLIANCE/GRIEVANCE/SAFETY COMMITTEE MEETING

Meeting was scheduled for Monday the 9th. Two (2) cases were brought before the Committee for review.

INCIDENT MAP AND EMERGENCY EXIT MAP

Rough draft of the emergency map is available for review. I am planning on reviewing and potentially purchasing a reporting and incident mapping program in 2017 (ISC West for Networking and potential program).

SECURITY DEPARTMENT ASSESSMENT

The Services Agreement between the District and Burns & McDonnell Engineering Company, Inc., was signed on January 26, 2017. The goal is to have the Report in time for the April 2017 Board meeting.



**RMA Rule Violations
Admonishments/Complaints
January 2017**

Open Garage Door	8
Loose/Off Leash Dogs	9
Barking Dogs	4
Parking	5
Unlicensed Driver	1
Speeding	8
Stop Sign	5
Unsafe Driving	3
Park Hours	5
Gate Entrance	28
Total	76



RMA Rule Violations Citations January 2017

Stop Sign	7
Overnight Street Parking	4
Speeding	4
Unlicensed Driver	1
Park Hours	1
Total	17

Note: A *complaint* of a violation does NOT necessarily mean a violation occurred. The complaint may have been unfounded, officers were unable to locate the complaint, or the complaint was not actually a RMA Rule violation.

MEMORANDUM

Date: January 31, 2017
To: Security Committee
From: Paul Wagner, Security Chief
Subject: Barcode Clarifications and Improvements

RECOMMENDED ACTION

No action. Discussion only.

BACKGROUND

At the January 16, 2017 Special Board meeting, Board Goal Workshop, the Board directed the Security Committee to review and discuss ways to clarify and improve the current barcode policy and process.

Staff recommends that the barcode policy discussion be revitalized with the Rancho Murieta Association (RMA) and other community entities to clarify how barcodes should be issued and managed with multiple homeowner associations on the horizon. This discussion could take place through Joint Security Committee or through a Board authorized Ad Hoc Committee.

Currently, the policy that governs the issue of barcodes is owned and maintained by RMA. The current process is for a resident (or person requesting a barcode) to fill out the barcode request form and return it to RMA for approval. After RMA approves the form, the requesting person takes the form to the South Gate to get the barcode applied to their vehicle.

The District Security Gate Officer enters the barcode number and resident vehicle information into the ABDI system. This system monitors and tracks ingress and egress through the gates via the barcode lanes.

The same process is followed for new vehicles and replacing of damaged or non-working barcodes.

The District purchases and pays for the barcodes. Each property owner is provided 3 barcodes at no charge (their cost is covered through the property transfer fee). The District charges the resident \$10 per barcode for each one over the initial 3 to cover the cost of the barcode and staff time for entering the information into ABDI and billing systems.

RANCHO MURIETA ASSOCIATION GATE POLICY

Adopted by the Board of Directors: March 19, 2013

A) BAR CODE DECAL

- 1) Vehicles owned by residents of Rancho Murieta shall be registered with RMCS D and shall display the Rancho Murieta Association approved bar code decal on the designated area of the vehicle.
- 2) Residents who are unable to affix a bar code decal to their vehicle will use the visitor lane at all times. The resident may be required to show identification to the Gate Officer.
- 3) Rancho Murieta Association members will be issued a black colored bar code decal. All other RMA approved groups/associations that are granted access by RMA, shall be issued colored bar codes as illustrated below:

Rancho Murieta Country Club non-resident members —orange
Rancho Murieta Village—green

- 4) If an applicant requests a fifth bar code decal (and thereafter) for an authorized vehicle, CSD shall reference the California Department of Motor Vehicles (DMV) vehicle registry to ensure that bar codes are issued only to vehicles which are registered to RMA lot owners (or members of RMA approved groups/associations as outlined above). If CSD discovers that the applicant has vehicles registered to his/her lot which he/she no longer owns, RMA/CSD will delete the sold/transferred vehicles from the lot owner's car registry and deactivate the bar code.
- 5) Residents that arrive at the gate, in a rental borrowed or loaned vehicle or vehicles driven by their guests will be issued a guest pass. The resident must show identification to the Gate Officer if requested.

B). RESIDENT/PROPERTY OWNER GATE ACCESS

Rancho Murieta Association residents/property owners registered vehicles will be provided bar code decals for up to three vehicles for access through the resident lanes at the North and South Gates. Additional bar code decals will be available for a fee of \$10.00. If any additional decals are required the fee will be billed to the property owner's account by the Community Services District.

C). RESIDENT RENTER OR LESSOR GATE ACCESS

Residents who are renting or leasing homes inside the gated community will be permitted to purchase a bar code decal for each of their registered vehicles for a fee of \$10.00 each. This fee shall be paid by check or money order only. No cash will be accepted at any time.

D). BAR CODED VEHICLES

A registered vehicle with a bar code decal shall use the bar code reader lane(s) when entering the North or South gates. The use of the visitor lane will be used only for the following reasons:

- 1) To conduct business with the Gate Officer.
- 2) Resident/property owner is driving or is an occupant of a vehicle without a bar code decal.

E). GATE ACCESS ARMS

The resident access gate arms shall be operated twenty-four (24) hours a day. If a malfunction occurs with a resident's bar code decal the Gate Officer shall over ride the system only after he/she has determined that the person entering the gate is, in fact, a resident.

The following information will be obtained prior to opening the lane: resident's name, lot number or address. After verifying this information in the computer, the lane may be opened.

F). UNAUTHORIZED VEHICLES

All motor homes and/or trucks or cars that are pulling trailers, boats, horse trailers, etc. must enter through the visitor lane and will be issued one 24-hour pass. They will be allowed 3 passes per 30-day period, but each pass must be at least 24 hours apart. (Non-consecutive)

G). RESIDENTS' GUEST ACCESS

Guests of RMA members will be allowed access by entering thru the visitors' lane and obtaining a guest pass:

- 1) Residents **SHALL ALWAYS** call the gate in advance or provide a list (for larger groups) to the gate for entry using their PIN number.
- 2) Guests that are on the permanent guest list.
- 3) The resident may authorize guest(s) who are not on the permanent guest list by calling the gate officer.
- 4) Guest(s) driving an "unauthorized vehicle" will be issued one 24-hour pass if staying overnight. They will be allowed 3 passes per 30-day period, but each pass must be at least 24 hours apart. (Non-consecutive)
- 5) Approved non-RMA members and drivers of vehicles without bar codes shall be issued a Guest Pass when attending a community event. Guest Passes are subject to the limitations as outlined below (see Access System).
- 6) Guest(s) may be required to show identification to the Gate Officer.

- 7) Residents may maintain a permanent guest list with a maximum of 8 names.

- 8) A minor/dependant or adult living with a resident may authorize guest access if he/she provides the PIN to the Gate Officer

H.) ACCESS SYSTEM

The Gate Officer will record the following information into the access system:

- 1) The time and date that the pass was issued to the guest.
- 2) The pass number that is stamped on the pass.
- 3) Type of pass – Construction, vendor, general guest, real estate, etc.
- 4) Destination of the guest.
- 5) The license number of the vehicle.

I.) VISITOR ACCESS LANE

The visitor access arm shall be closed at all times. It will be opened only after an incoming vehicle has been processed and the proper pass issued. The gate arm may be left in the up position until all vehicles have been processed, but it will be closed immediately after the lane clears.

J.) COUNTRY CLUB ACCESS

Guests of Rancho Murieta Country Club members will be issued a one (1) day pass that will entitle them to drive to and park at the Country Club. The Country Club will notify the RMCS D Security Department at least one (1) week prior to any tournament or scheduled event. Anyone entering Rancho Murieta on a Country Club pass found to be at a location other than the Country Club, they will be asked to leave and may not re-enter the community until a determination has been made by the RMA that they can abide by this rule.

- 1) Non-resident Country Club members maybe allowed to purchase one (1) bar code decal per registered vehicle for a fee of \$10.00 for each decal. This bar code must be distinguishable from resident bar codes by color. Non-resident Country Club members will have access only during posted Country Club hours and club events, and access to the Country Club is via Alameda Drive.
- 2) Guests of non-resident club members must be accompanied by the member.

K.) CONSTRUCTION ACCESS

A Construction Pass will be issued each day (Monday thru Friday from 7:00 a.m. to 7:00 p.m. and Saturdays from 8:00 a.m. to 5:00 p.m.) to contractors and sub-contractors. This will allow access through the gate during construction hours only, and will permit parking at the job site specifically noted on the construction pass. If the person(s) entering Rancho Murieta on a construction pass is found to be at an unauthorized location, they will be required to leave and may not re-enter the community until a determination has been made by the RMA that they can abide by this rule.

Construction workers are not allowed to authorize guests or use any RMA or Country Club facility.

No Construction Passes are issued on Sunday or on those holidays recognized by the RMA.

L.) GENERAL ACCESS

This category includes all landscapers, vendors, deliveries, service calls, routine maintenance, household employees, etc. They will be allowed access through the visitor's gate between the hours of 7:00 a.m. and 7:00 p.m. Monday through Friday, and 8:00 a.m. to 5:00 p.m. Saturday and will permit parking at the residence where the service is performed. If a person or persons entering Rancho Murieta on a general access pass is found at a location not authorized, they will be asked to leave and may not re-enter the community until a determination has been made by the RMA that they can abide by this rule.

The access hours do not apply to caregivers, medical personal, house sitters or babysitters if arrangements have been made with the Gate Officer prior to entry.

M). REAL ESTATE ACCESS

Any licensed realtor will be given a real estate pass to show listed property. The realtor may be required to show identification to the Gate Officer.

For sale by owner will be allowed. The prospective buyer will then be given a real estate open house pass to that specific property only. Entry to see unspecified property will not be allowed.

Open Houses may only be held on Saturdays and Sundays from 1:00 p.m. to 5:00 p.m. Visitors to open houses will be permitted to enter without prior authorization. The Gate Officer will issue a real estate open house pass.

N). MURIETA VILLAGE

Murieta Village residents and non-resident property owners will be permitted to purchase up to three (3) green bar code decals for a fee of \$10.00 each. Guests must be accompanied by a Murieta Village resident or property owner.

O). POLICE AND FIRE PERSONNEL

All law enforcement officers and fire personnel will be allowed to enter the gate twenty four (24) hours a day, seven (7) days a week in the performance of their duty. No pass is required.

P). OFFICERS OF THE COURT

Process servers, those repossessing vehicles, bail agents, or other officers of the court will be given a guest pass to a specific location when they present the proper authorization and identification to the Gate Officer or present a court order to the Gate Officer. Service may occur at any time of day or night.

Q). DELIVERY VEHICLES DISPLAYING COMPANY NAME

Any delivery vehicles, excluding contractor or sub-contractor trucks that are identified by large markings on both sides of the vehicle will not require a pass. UPS, Sears, Federal Express, Operating Engineers, cement trucks, lumber trucks, etc.

R). SOLICITORS

Solicitors will not be permitted entrance at any time.

S). POLITICAL CANDIDATES

Political candidates with proper identification will be permitted to walk their precinct during the hours of daylight only.

T). EMPLOYEE ACCESS

RMA, CSD & RMCC will supply the Gate Officer with a list of their regular employees.

U). HAZARDS

If the Gate Officer notices a potential traffic hazard he/she may open the gate arms and let traffic pass until the hazard has been cleared. The vehicles shall be monitored for resident bar code decals.

V). POWER FAILURES

In case of a power outage, the Gate Officer will immediately start the backup generator to maintain gate control. If this is not possible the Gate Officer will open all gates manually, but as soon as the power is restored the gates will be closed.

APPLICATION FOR BAR CODE

Rancho Murieta Community Services District (916) 354-3700 15160 Jackson Road, Rancho Murieta, CA 95683	Rancho Murieta Association 7191 Murieta Parkway, Rancho Murieta, CA 95683 (916) 354-3500
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New Resident Current Resident Date: _____

Last Name: _____ First Name: _____ Spouse's Name: _____

Property Address: _____ Home Phone: _____

Email Address: _____

Driver's License: _____ Exp. Date: _____

Do you reside at the above address? Yes No Work Phone: _____

Lot #: _____ Owner () Tenant () Cell Phone: _____

Resident of: RMA () Murieta Village () RMCC non-resident member (# _____)

Mailing Address: (if different from above) _____

Emergency Notification (other than self)

Name: _____ Phone #: _____ Name: _____ Phone: _____

<u>Vehicle Information:</u>						Office Use
Make	Model	License	State	Year	Name of Main Driver	Bar Code #
Is this Bar Code request due to decal damage? YES _____ NO _____						
Vehicles to be deleted from this address:						
Make	Model	License	State	Year	Name of Main Driver	

Print Name: _____

Your Signature here: _____

RMA Authorization: _____ **Date:** _____

BAR CODE PAYMENT – For Office Use Only	
Amount Rec'd (No cash accepted) \$ _____	Check # _____
(Owner's only) – Initial issuance <input type="checkbox"/> <i>or</i>	
Bill owner's account \$ _____	Account # _____

CSD Staff Initials: _____ Input Date: _____

Instructions for Application for Bar Code Decal

1. Obtain the Bar Code Application Form from Rancho Murieta Association.
Applicants must either:
 - Own property in the Association (only owners listed on the deed may apply)
 - Rent / Lease property within the Association
 - Be non-resident members of the Rancho Murieta Country Club
 - Be a resident of Murieta Village

2. Documents needed for completing a Bar Code Application Form:
 - Driver's License, and
 - Grant deed, or current, signed Rental/ Lease agreement, or current Country Club billing statement dated within 30 days of application (if a non-resident), and
 - Vehicle Registration. A temporary bar code for 90 days will be issued for a vehicle without a license plate. Resident must supply proof of permanent license plate number to South Gate within 90 days to make the bar code permanent.

3. Take the application form with RMA approval and each vehicle to the South Gate to obtain each bar code. RMCSO Security Officers will place a bar code on each vehicle. The South Gate is open 24 hours a day, 7 days a week.
 - RMCSO may charge \$10 for the bar code. They will only accept check or money order (no cash).

RMA office hours are Monday thru Friday, 8:00 to 5:00
Questions: Call Rancho Murieta Association at 354-3500