2017 Security Assessment and Survey

Action Plan

DRAFT

BACKGROUND

In 2005, a Security Security Strategic Plan was written. The intent was to use it as a foundation to improve services to the community. The plan recognized then, that the District would see changes and challenges in community growth and the ability to provide services in an efficient and cost-effective manner. Back then, the identified issues, and anticipated future issues are some of the same we are facing today; speeding/stop sign enforcements, limited funding for Security, working with RMA in rule enforcement etc. Residential Focus Groups were held to illicit help and ideas from the community. Since 2005, the community has grown, and the demographics have also changed, however some of the issues have not.

As you look through the strategic plan which was updated in 2010, some of the areas of concern such as staffing, maintaining a quality workforce, use of technology, patrol and gate duties, security authority and department funding, were also areas identified in the 2017 Burns and McDonnell Assessment. A survey of residents was conducted by Burns and McDonnell and some similar issues were identified as they were back in 2005. In looking at the Strategic Plan, most of the same issues apply today.

The original intent of the Burns and McDonnell Security Assessment was to study the Security Department operations and evaluate and make recommendations on how to best use the developer impact fees towards technology to enhance the operations of the Security Department, with the understanding that the current budget system has limited funding and technology could provide better coverage within the District. Burns and McDonnell went into other areas and did not really address the use of impact fees. They addressed the need for increased staffing now to improve services and additional staffing due to the growth of the community. What it does not do is go into the authority, scope, and how services are to be provided. This was not part of the scope because this was all done in 2008 when a series of open Board meetings, public hearings and input from the community was used, along with a Security Study and Survey that was commissioned by the Board. A District wide camera plan was done in 2010 and updated in 2012 by then Chief Remsen. The Burns and McDonnell assessment also has 3 camera plans they came up with, which mirrors Chief Remsen's plans.

The 2017 Burns and McDonnell Assessment includes a questionnaire that was distributed as a public survey. They also held public meetings on how the Security Department currently operates and if the community feels that security is adequate or not. If not, the residents were additionally asked about funding and paying an increase in security fees to increase the Security Department. This will be discussed later.

In April 2018, at the Security Committee meeting and the following Board meeting, we released our summary report of the Burns and McDonnell Assessment. The Assessment in its' entirety,

along with their summary of findings was released publicly except for some operational information that was redacted for safety and security reasons. We included our statement if we *agree* or *disagree* with their findings. These were the only staff comments added to the Assessment. We also released the public survey and its findings.

ROLE OF SECURITY STAFF

As defined in District Code, Chapter 21, Section 3.01 and pursuant to Section 61100(j) of the Government Code and authorization of the Local Agency Formation Commission, the District provides Security Services necessary to protect lives and property within the boundaries of the District. Security provides the following general services:

- Provide 24-hour, 7 day a week mobile patrols throughout the entire District.
- Serve as visible deterrent to crimes and unauthorized activities as defined by the Rancho Murieta Home Owners Association CC&R rules.
- Provide radio dispatched response to certain calls for service within the District.
- Enforce certain non-architectural rules under the RMA CC&Rs.
- Security Gate Officers are those individuals hired by the District to perform duties related to the 24-hour, 7 day a week control and monitoring of access to gated portions of the District.

Security Gate Officers and Security Patrol Officers are responsible for protecting lives and property by seeking to prevent an incident or offense from occurring in the District. In situations where prevention of an incident or offense is not possible, the function of Security Gate Officers or Security Patrol Officers is to observe and report the incident to a law enforcement agency, such as the Sacramento County Sheriff's Department.

Patrol Officer Duties

Patrol Officers provide mobile, uniformed, armed patrol, 24 hours a day, 7 days a week, throughout the entire District. Patrols provide a visible presence and deterrent to crime, malicious mischief and CC&R rule violations. Some of the main duties of the Patrol Officers are:

- Patrol
- Respond to calls for service such as:
    o Suspicious Circumstances, suspicious persons, suspicious vehicles
    o Disputes
    o Disturbing the peace
    o Juvenile problems
    o Alarms: burglary, fire, car
    o Vehicle accidents
    o Fire Assist: medical calls, fires, propane leaks
    o Vandalisms
    o Thefts
    o Burglaries

- o Trespassing
- o Water leaks
- o Civil issues
- o Traffic hazards
- o Dead animals
- o RMA rule violations such as:
    - Barking dogs
    - Loose dogs
    - Speeding
    - Stop sign violations
    - Unlicensed drivers
    - Golf cart violations
    - Parking complaints
    - Parking citations
    - Misc. Animal issues
    - Park rules and violations
    - Curfew
    - Loud music/noise
    - Open garage door checks
    - Working on cars
- o Routine area security checks
- o Routine building security checks
- o Routine park lock ups/unlocks
- o Routine building lock ups/unlocks
- o Misc. public assists
- Gate operations
- Prepare incident and crime reports
- Prepare daily shift logs
- Prepare daily patrol logs
- Train new personnel as required

Gate Officer Duties

Gate Officers provide 24-hour, 7 day a week coverage, maintaining surveillance and controlling main accesses to the gated entrances of the community. Gate officers follow policy on allowing persons into the community. They also process authorized visitor and vendor access request. Gate Officers maintain the residential database and process paperwork related to resident files. Gate Officers also perform the following duties:

- Answer calls for security service or inquiries
- Operate radio communications equipment
- Act as dispatcher for the Patrol Officers
- Process and check in visitors and vendors at the window
- Issue appropriate visitor and vendor passes to authorized persons

- Refuse to allow entry for unauthorized persons
- Act as a liaison for outside emergency services such as Sac Metro Fire Dept, SSD, CHP and Animal Control
- Handle walk in customer service requests
- Process barcode applications and issue barcode stickers
- Process paperwork for residential accounts and update ABDI database
- Process dispatch records
- Process dispatch and patrol reports and logs
- Perform data entry of dispatch and patrol logs
- Maintain "animal complaint" records
- Issue temporary parking passes
- Issue temporary boat passes
- Maintain lost and found
- Issue building keys
- Monitor surveillance camera systems

FUNDING

Security is funded through a Security Tax which is restricted to a 2% per year increase without going to a vote to the residents and businesses in the District. The Burns and McDonnel assessment discusses funding, limited budget, increasing costs for the Security Department, wages and job market competition, and possible impact on the budget with the mandated minimum wage increases and the Gate Officers current salary ranges. The survey that was distributed to the residents resulted in a majority response of not willing to pay an increase in taxes. They also felt Security was doing a sufficient job with what they had.

The District requires new developments and developers to pay one-time Security Impact fees. These fees are limited on how the money can be spent. It can only be spent on technology and equipment, not personnel. These Impact fees could be used to purchase camera equipment, but not fund the personnel to operate and monitor them or the maintenance of the equipment. The Security budget will not be able to support the personnel for full time monitoring or the maintenance of the equipment. The Burns and McDonnell assessment provided the District with 3 camera options; however, we determined the plans they provided were not feasible, mainly due to staffing and overall costs.

FOCUS: WHAT IS THE ACTUAL PROBLEM WE ARE TRYING TO SOLVE?

With the limited funding, Security will be faced with having to do more with less. Using technology can assist reducing workload to free up officer time, allow for more efficient work and cover geographic areas throughout the District that we cannot always be at all the time. Camera systems are one idea that we are exploring that will accomplish this.

Solutions: How can we cover the community now, and future growth with less?

Law Enforcement and Security uses Force Multipliers of many types to supplement personnel and provide coverage where the officers cannot see or physically be at. Technology as a force multiplier can work faster, more efficient and 24 hours a day when and where a human cannot. Cameras and drones are some of the current and emerging technologies in the field of Security and Law Enforcement that are gaining popularity in use with reasonable costs.

Camera Plans

We have already upgraded the camera system at the South Gate. We have added cameras inside the Gate houses and the CSD Admin building interior and exterior.

The camera plan we are currently exploring is the use of a self-contained portable camera system. The camera system is in a trailer and can be moved by towing it with our patrol vehicles and deploying it anywhere in the district where problems are occurring or protentional problems might occur. We can also deploy them as needed as a deterrent. The system is self-contained for power and security. It is wireless technology. The cameras will be day/night cameras with sound. The system records for video playback and can also be remotely viewed for live video. The system is motion activated which be linked to the South gate. When the cameras are activated, they will notify the South gate where upon the dispatcher can immediately view the live video. The patrol officers will also be able to access video, including live video by the lap top computer in the patrol cars and on their smart phones when they are away from their patrol cars.

This plan, we believe, is the best solution to achieve a force multiplier system at a cost we can afford to purchase, maintain and operate. It is just not feasible to attempt to mandate developers install camera systems and have them compatible to integrate into our system. Developers would have their own logistical and financial issues with this plan, not to mention the District's costs. We do not anticipate the proposed growth and the impact on Security Services will not be manageable. It will be slow paced growth.

We are also exploring placing cameras on street poles on key roadways and intersections that will be able to be accessed in the same manner. The cameras would be placed inside the residential areas and the commercial/business areas in the District.

COMMUNITY OUTREACH

What does the community want? Do they feel safe and think Security is adequate? Is the community willing to pay more in security taxes? Are the developers willing to pay more in impact fees and taxes? All of these are questions that were addressed in the Security Assessment and Survey. The majority of the respondents felt Security does an adequate job for what we can do and with the staffing we currently have. However, they are not willing to pay more for security services, more staffing or more authority. They felt we have enough. Understanding that, and faced with the challenges of a limited budget, Security is faced with how do we continue to provide the services and coverage of existing and new developed areas with what we currently have. Cameras are one solution, the other is community involvement. We need the community to

understand our constraints and engage them in being more security conscious. The community will need to help be our eyes and ears and report to us issues or concerns they are seeing so we can respond and address it; much like a neighborhood watch program. The same holds true for newly developed commercial areas. Security will develop a working relationship with the business community and encourage them to install camera systems and afford us or law enforcement access to the systems for review of video if need be.

Below is a list of what staff have identified as Community-based and external stakeholders:

Rancho Murieta Community Stakeholders

- Rancho Murieta Community Services District (CSD)* **
- Rancho Murieta Association (RMA) *
    - Engage residents with specific ideas to improve security
- Murieta Village *
- The Villas *
- The Retreats *
- The Townhomes *
- Commercial/Businesses **
- Airport **
- Hotel-Murieta Inn **
- Office Complex **
- OE 3 **
- Equestrian Center **
- Rancho Murieta Country Club (RMCC) **
    *Meetings can be held together as a group A
    **Meetings can be held together as a group B

External Stakeholders

- Sacramento County Sheriff (SSD)
- Sacramento Metro Fire Dept. (Station 59)
- Calif. Highway Patrol (CHP)
- Calif. Dep. Of Transportation (Cal-Trans)
- Sacramento County Supervisor

Engagement of External Stakeholders dependent on desired solutions

ACTION PLAN

Below is an Action Plan for Community Outreach and RMCSD Security Follow-up:

1. Meet with the various stakeholders in the community to establish working relationships and encourage their involvement.
2. Provide public education on the role of security and authority of security.

3. Define the role and responsibilities of RMA and CSD Security and how each entity works together on community issues. Explain that it is easier for RMA to change rules and address permanent and temporary solutions to address community concerns. They have the flexibility to fund these solutions as a private entity. (speed bumps, signs, rule changes, penalties and fines)
4. Comprehensive review of the Burns and McDonnell Assessment with the public.
5. Define the security tax and impact fees and the limitations of each. Explain the limitations of the Security budget and potential impacts on services security provides now and in the future.
6. Explain the challenges faced by the limited budget as it impacts services with future growth in the residential and commercial areas.
7. Explore possible funding solutions such as tax increase, use of impact fees to be a force multiplier. (cameras, drones, technology)
8. Explore a unified District wide policy on rules and enforcement.
9. Meet with the stakeholders and entities in group A to establish working relationships.
10. Listen to the concerns of group A regarding future development both residential and commercial and the impacts on Security services.
11. Discuss with group A the possibility of unified rules and enforcement. Currently there are separate HOAs in the community with different rules, but Security only has the authority and agreement to enforce RMA rules.
12. Meet with the stakeholders and entities in group B, to possibly establish a business group to form a board to adopt rules and enforcement options for CSD Security, similar to RMA. The owners of the entities in group B could establish authorized agent agreements with CSD security to allow more enforcement options and authority on their property as the commercial areas develop.
13. Meet with the entities in group B to listen to concerns as the commercial area develops more. Discuss problems that are common with commercial areas such as, theft, trespassing, vandalism and the role of Security and SSD in these concerns.
14. Encourage the entities in group B to install surveillance camera systems to assist Security.
15. Continue our relationship with RMA to address community issues and find common strategies to deal with issues that impact the community. Work with RMA to adjust their ideas and enforcement options of safety rules to reflect the desires of the community as it has changed. (Demographics have changed and desires by community to hold violators accountable through action and fines by RMA)
16. Hold discussions with RMA about increasing their compliance staff as the community continues to grow and Security's staffing is not.
17. Identify preferred options
18. Cost-out options
19. Implement Cost-effective options depending on available resources
20. Identify metrics to assess the success of implemented option(s)
21. Conduct follow-up review of the effectiveness of implemented options

<u>Outreach Presentation: Proposed Discussion Topics:</u>

1. Review Community's security history
2. What is the Role and Function of the Security Department currently
3. High-level overview of the Burns and McDonnell assessment
4. High-level review of the resident security survey
5. Review of CSD Fees
   a. Developer Impact Fees
   b. Security tax
6. Challenges facing the Security Department
   a. Funding at the current levels being able to keep the existing level of service in the future
   b. Increased demands on service
   c. Increased costs due to labor costs (Minimum wage and contract increases)
   d. How to Accomplish Growth Impacts
      i. Commercial Areas (with outside population utilizing)
      ii. Residential Areas
         1. Increased traffic at the gates, Escuela gate
         2. Patrol increased areas to patrol
   e. Stakeholders Expectations
      i. RMA Speeding and stop sign enforcement
      ii. Golf-cart enforcement policies
      iii. Parking enforcement (currently 5 hours a month)
      iv. Building and Park Lock ups/unlocks (Post Office, Village club house, RMA parks/bathrooms)
      v. Compliance meetings
      vi. What are the Compliance Officer's role/expectations
      vii. RMA follow through on Notice of Violations (citations)
      viii. Murieta Village Key service (lock up/unlocks)
      ix. Post Office Key service (lock up/unlocks)
      x. RMCC security Building checks, Enforcement of trespassing
      xi. CSD Security staffing and recruitment
      xii. Resident expectations (Rat removal, ride to the airport examples)
   f. The authority for CSD Security to properly perform its role (RMA area)

7. Technology implementation upgrade, trouble shooting, expert development, funding and resources
   a. ABDI
   b. Access data base
   c. Radios
   d. Cameras, recorders, network
      i. Cameras are a new program, funding is not in existing operation fees.
   e. Code Red program
   f. Gateaccess.net

8. Identify Solutions
    a. Focus on the problem we are trying to solve
    b. Fee adjustment
    c. Adjust vehicle rules/regulations
        i. Regular vehicles
        ii. Golf-carts
            1. Licensing?
    d. Force multiplier options (realistic options)
        i. Cameras
            1. Fixed
            2. Portable Trailers to target problem spots on a temporary basis
        ii. Drones
    e. Web-based incident reporting/mapping system
    f. Unified district wide policy enforcement
    g. Review role/ownership of Security
        i. RMA contract externally for expanded specialized services?
            1. Extra patrol
            2. Lakes/open space patrol
        ii. RMA full ownership of enforcement behind gates via compliance staff?
        iii. Commercial area – Private contract for additional security services beyond regular patrol?
    h. Phasing
    i. Existing tools for Residents to contribute to Community Security
        i. Neighborhood Watch
            1. National Night Out
        ii. Next Door app
        iii. Register home surveillance cameras with SSD S.E.E. Program (Sheriff's Electronic Eye)
        iv. Other Social Media
    j. Resident Ideas/Feedback