

REC'D FEB 13 2013

**Don Russell**

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**From:** DIANE FERGUSON <fergusonrd@cox.net>  
**Sent:** Tuesday, February 12, 2013 11:00 PM  
**To:** Don Russell  
**Subject:** Fwd: Issues with our security team?

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Of course, we don't know what is going on because we have always been greeted graciously and treated very well by the guards. If someone is having a problem, maybe *they* are the problem. Bob and I agree that the security group presently working are just fine with us.  
Diane and Bob Ferguson

REC'D FEB 13 2013

**Don Russell**

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**From:** Jerome Wall <knedoc@aol.com>  
**Sent:** Tuesday, February 12, 2013 8:55 PM  
**To:** drussell@capobay.org  
**Subject:** Security Issues

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Don

I received an e-mail regarding issues with security As a " weekend" resident I am not aware of what transpires during the week but Diane and I are very satisfied with the services provided by security Is it perfect no but the intent has been appropriate Problems with renters and speeding are major issues in which a firm stand must be taken with appropriate penalties for violations and especially repeat violations Everyone should have a voice for whats best for everyone I would be happy to do whatever necessary to help resolve the issues We cannot put the blame on those who do not make the rules but only try to enforce them

With best wishes

Jerry and Diane Wall  
35615=

REC'D FEB 13 2013

**Don Russell**

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**From:** bootlegers@aol.com  
**Sent:** Tuesday, February 12, 2013 8:31 PM  
**To:** drussell@capobay.org  
**Subject:** Security company

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

To all that have any say or concerns as to the performance of our security staff. It has been my observations that ALL these people have been nothing but polite and dutiful in performing their jobs. I personally witnessed Bob being verbally abused by one of our own residents. Bob was nothing but respectful to this person and attempted to explain the rules in dispute. I myself respect Bob's professionalism. My wife and I live in a home about half way through our community. Many times I have witnessed certain individuals, young and old, repeatedly speed past our home with no concern to anyone's safety. I myself have yelled at them to slow down, only to have them speed faster just to show their contempt. We have many individuals who walk their pets, ride their bikes, some like myself with small grand children, or just walk expecting the safety of living in our little community. I for one wish that we could take action to restrict or even revoke the privilege of driving on our street to these repeat offenders. In my experience it is usually the people complaining that are the offenders and the ones creating the problem. I'm sure these same people have issues with laws and their enforcement no matter where they are. I for one wish more could be done to stop this speed problem. These people have proven contempt for our rules and laws by being repeat offenders. Changes in security personal will not solve this problem. This community should not be railroaded into making changes because of these individuals disrespect for the laws and safety of others.

REC'D FEB 13 2013

**Don Russell**

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**From:** Surfish465@aol.com  
**Sent:** Wednesday, February 13, 2013 9:05 AM  
**To:** drussell@capobay.org  
**Subject:** Jerry Southwick, Securitas

Don:  
I fully agree with Jerry on this issue. I think that the gate and patrol officers are, as a group, as good as we have had in a long time. It is their job to enforce traffic and entry rules in the community and if there is any problem, it may be that they are too forgiving.

Jim Wilson, 465

REC'D FEB 13 2013

**Don Russell**

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**From:** Joe Dunn <joe@dunnpropertygroup.com>  
**Sent:** Wednesday, February 13, 2013 7:54 AM  
**To:** drussell@capobay.org  
**Cc:** Ambrose Masto; Jerry & Diane Southwick  
**Subject:** FW: Issues with our security team?

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Don, I agree with Jerry's comments. As you know we live at the turn-around stop sign and the residents/property owners Jerry is referring to consistently run the stop sign and I have observed them speeding on the road as well as not yielding to out going traffic, namely me.

Joseph C. Dunn  
Dunn Property Group  
35527 Beach Road  
Capistrano Beach, CA 92624  
T: (949) 496-7899  
C: (949) 370-3971  
F: (949) 496-4853  
E: [joe@dunnpropertygroup.com](mailto:joe@dunnpropertygroup.com)

REC'D FEB 13 2013

**Don Russell**

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**From:** Paul Arranaga <paularranaga@yahoo.com>  
**Sent:** Wednesday, February 13, 2013 8:46 AM  
**To:** drussell@capobay.org

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good morning Don Just a quick email to give my support to the Security team that you currently have in place. Bob and Judy have been especially effective in keeping the Road welcoming and safe. Paul Arranaga

6:30 PM

REC'D FEB 13 2013

THANK YOU!

I will not be able to attend. I feel they do a good job. Pablo(35155)

Pablo Prietto 35155

REC'D FEB 13 2013

**Don Russell**

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**From:** Cathy Wilson <capobeachlady465@aol.com>  
**Sent:** Wednesday, February 13, 2013 10:21 AM  
**To:** drussell@capobay.org

Don,  
I agree with Jerry Southwick.. The security crew we have now are great. There is absolutely no reason to change the security company or any of the current employees.. We have been living next door to a construction project for almost two years. The guards have been very helpful keeping things "under control".  
Cathy Wilson =

REC'D FEB 13 2013

**Don Russell**

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**From:** Wendy Brown <wendellabella@cox.net>  
**Sent:** Wednesday, February 13, 2013 11:05 AM  
**To:** drussell@capobay.org  
**Subject:** Beach Road security

Dear Don,  
I am happy with our security and gate staff. I would be disappointed if we were to change companies when our contract is up for renewal. I understand that some people may have issues with our security but I believe that these feelings don't represent our community as a whole.  
Thank you, Wendy Brown (721)

**Don Russell**

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**From:** Michael Casey <mmichaelcasey@gmail.com>  
**Sent:** Thursday, February 14, 2013 9:13 AM  
**To:** Don Russell  
**Subject:** Re: Special Community Meeting February 26th

To the best of our knowledge the security services have been adequate.

Michael Casey  
35781 Beach Road

On Feb 13, 2013, at 11:22 AM, Don Russell wrote:

Dear Beach Road Homeowners,

The Board of Directors has requested that this upcoming Board meeting (February 26<sup>th</sup>) be dedicated primarily to security business within the community. Present at this meeting will be Securitas Management to hear your comments and suggestions (positive or negative) regarding the quality of their service.

You are encouraged to attend and participate in the open forum. However, if your personal schedule prevents you from attending, the Board would still like to hear from you. Please send a written letter or email so your comments can be heard:

Capistrano Bay District  
35000 Beach Road  
Capistrano Beach, CA 92624

OR respond with a reply to this email to: [drussell@capobay.org](mailto:drussell@capobay.org)

Location:

Palisades United Methodist Church  
27002 Camino de Estrella  
Capistrano Beach  
In the MISSION ROOM annex behind the main church bldg.  
6:30 PM

THANK YOU!

**Donal S. Russell, Manager**  
**Capistrano Bay Community Services District**  
35000 Beach Road  
Capistrano Beach, CA 92624  
949-496-6576 (office)  
949-487-9224 (fax)  
714-206-4331 (cell)  
[drussell@capobay.org](mailto:drussell@capobay.org)

REC'D FEB 14 2013

**Don Russell**

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**From:** David Alban <dalban25@msn.com>  
**Sent:** Thursday, February 14, 2013 11:40 AM  
**To:** drussell@capobay.org  
**Subject:** Security meeting -February 26

Atten; Board of Directors:

I will be out of the state during the Board Meeting so I would like to just make a comment. Having lived here for over 10 years and having other properties in gate-guarded communities I believe this group is doing a very good job on Beach Road. I find all friendly, attentive to their job, and very visible.

When asked to move my vehicle or a service vehicle from the fire lane, I comply. Stopping speeders, getting peoples vehicles out of the street, watching over our homes and properties are functions I feel we need security to be doing.

I have encountered only friendly staff and have nothing negative to say.

Sincerely,

David Alban

35451 Beach Road

REC'D FEB 15 2013

**Don Russell**

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**From:** Sandy Nassour <wsnassour@yahoo.com>  
**Sent:** Thursday, February 14, 2013 8:23 PM  
**To:** Don Russell  
**Subject:** Guards

**To the Beach Road Association:**

**My wife and I are in total support of our current security guards. We highly commend to all the rules and regulations pretailing to beach road, especially the speed limit.**

**Do not let a few disgrutented homeowners ruin our fine security system.**

**The Nassour's at 35777 Beach Road**

REC'D FEB 18 2013

**Don Russell**

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**From:** Jerry & Diane Southwick <capobeachrus@cox.net>  
**Sent:** Monday, February 18, 2013 10:29 AM  
**To:** Donal Russell  
**Subject:** Post commander and Securitas officers

Board members and district manager;

My personal opinion about our current security company and staff is that they are operating at optimum level and are a great asset to our community. There's not one officer that the overall community has any great issue with. The operative word here is "community" Some may wish the officers "waved" more frequently or "smiled" more often. The officers have been instructed to be more overtly friendly in their actions to accommodate those that need this acknowledgement. I somewhat agree that a casual wave is not asking too much. Should our officers be admonished for doing their job as directed by our board and manager? "I say "Absolutely Not". Please keep in mind that these officers are paid from \$12-15hr. After taxes and gas to get to work they perhaps clear in the range of \$8-9.00 hr. This pay scale is the industry standard and does not vary but nickels and dimes from company to company. Post 9-11 has made it many times more difficult to become a security officer. Stringent background checks and "at will" drug checks makes many who would like to be a security officer ineligible. With that being said I say we are extremely lucky to have the staff we do and should fight to keep them here and intact. Most of the credit for this efficient staff goes to the Post Commander who has recently come under fire. Along with our manager he has screened each candidate for this post and has dismissed many before even introducing them to Don. This "double screening" process has given us the officers many communities would wish to have. This Post Commander is the 4th we had to try from Securitas before finding someone who can screen and manage the officers to our expectations. We need to be good and fair employers and not so willing to sacrifice or humiliate any of them to unfounded innuendo.

Thank you,

Jerry Southwick

**Sheila Works Bullock  
35737 Beach Road  
Capistrano Beach, CA 92624**

REC'D FEB 19 2013

To: Board of Directors  
Capistrano Bay District  
Re: Securitas

February 18, 2013

I am aware there has been a negative comment pertaining to an action (or lack of action) by the Securitas Supervising Officer. I would like to go on record that he has always been very friendly and cordial with me and any time I have asked for assistance he has responded quickly and has taken care of the matter. In my opinion, he is one of the best security officers that we have ever had on Beach Road and it would be a great loss to our community if he were not here.

The serious problems that have arisen regarding Securitas in general, can be dramatically reduced by improving communication and public relations between Securitas and homeowners on Beach Road. To achieve this, I recommend that two separate actions be taken by the Board:

**1. Community Misunderstanding of Securitas Responsibilities**

Homeowners misunderstand the duties of Securitas patrol officers and expect much more from them than the District's contract calls for. Residents consider the Securitas patrol officers to be police officers and provide the services that would be done by a real police officer who carries a gun. It is my understanding that the duty of our patrol officers is limited to "to observe and report". If that is so, the community should be told it can not expect an unarmed officer to go into a situation where violence might take place. When I hear comments such as "He was useless when he responded to my call", I always think "what were you expecting". Our Securitas officers have not been trained to deal with violence.

I understand that Securitas Security Services can, upon our request, provide the District with armed officers who have real police training. We opted not to do that. I am not recommending that we go that route, but I strongly believe that the community should know that the Board chose not to use armed officers and the officers we do have today should not be expected to participate in actions for which they have not been trained.



I recommend that a "white paper" be mailed to every homeowner describing what a Securitas officers will do (what is provided in the contract between Securitas and the District) and what they will not do. Securitas officers will answer all calls and evaluate the situation. They will take care of non-threatening situations if possible, but if the situation is beyond their area of training, they will report the problem to the proper authority.

## **2 Interaction between Securitas and the Community**

Homeowners on Beach Road have no idea who the people are who drive around in a Securitas vehicle and/or who open the gate for resident's invitees. Some may know who Judy is, but most do not know any of the others by sight or by name. This can be fixed.

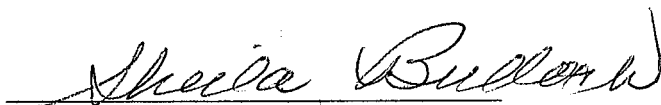
For those of you who have lived here for a while, do you remember how everyone knew Vern, Dan Buck, and before them Jim Gilloon and Col. Aaron Banks? They were our friends. We knew them and they knew us. We will probably never get back to that world again, but the current situation can be improved.

The District can improve public relations between homeowners and Securitas personnel by humanizing the Securitas officers who work here on a regular basis. How about telling our community a little bit about each officer? Information could include where they grew up, names of schools attended, military service (if any), family information, if applicable (such as names of spouse and children, age of children), special interests and any other information that would make each officer an individual and not just one of a pack. Residents of Beach Road might find they have something in common with some of the officers. A picture of each officer could accompany his or her statement. The days and hours of their shifts could also be included.

The District would have to get consent from Securitas (and each officer's consent) before doing this, but if it can be done, it would certainly help in improving the relationship between "us" and "them".

Thank you for your attention to my remarks on this vital subject.

Sincerely,



Sheila Works Bullock

REC'D FEB 22 2013

**Don Russell**

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**From:** john greenwood <johngreenwood44@hotmail.com>  
**Sent:** Thursday, February 21, 2013 5:48 PM  
**To:** drussell@capobay.org  
**Subject:** Site Staff

Dear Don,

I strongly support our guards and the entire staff of responsible individuals that we now have that are here with us looking out for our best interests. These individuals put out 100% on a daily basis for all residents in our community. They are here to do a job and they do it exceptionally well.

You have my full support in this matter.

Sincerely,  
John Greenwood

Sent from my iPhone=