ITEM NO. 6a

CAPISTRANO BAY DISTRICT

Monthly Report

SECURITAS

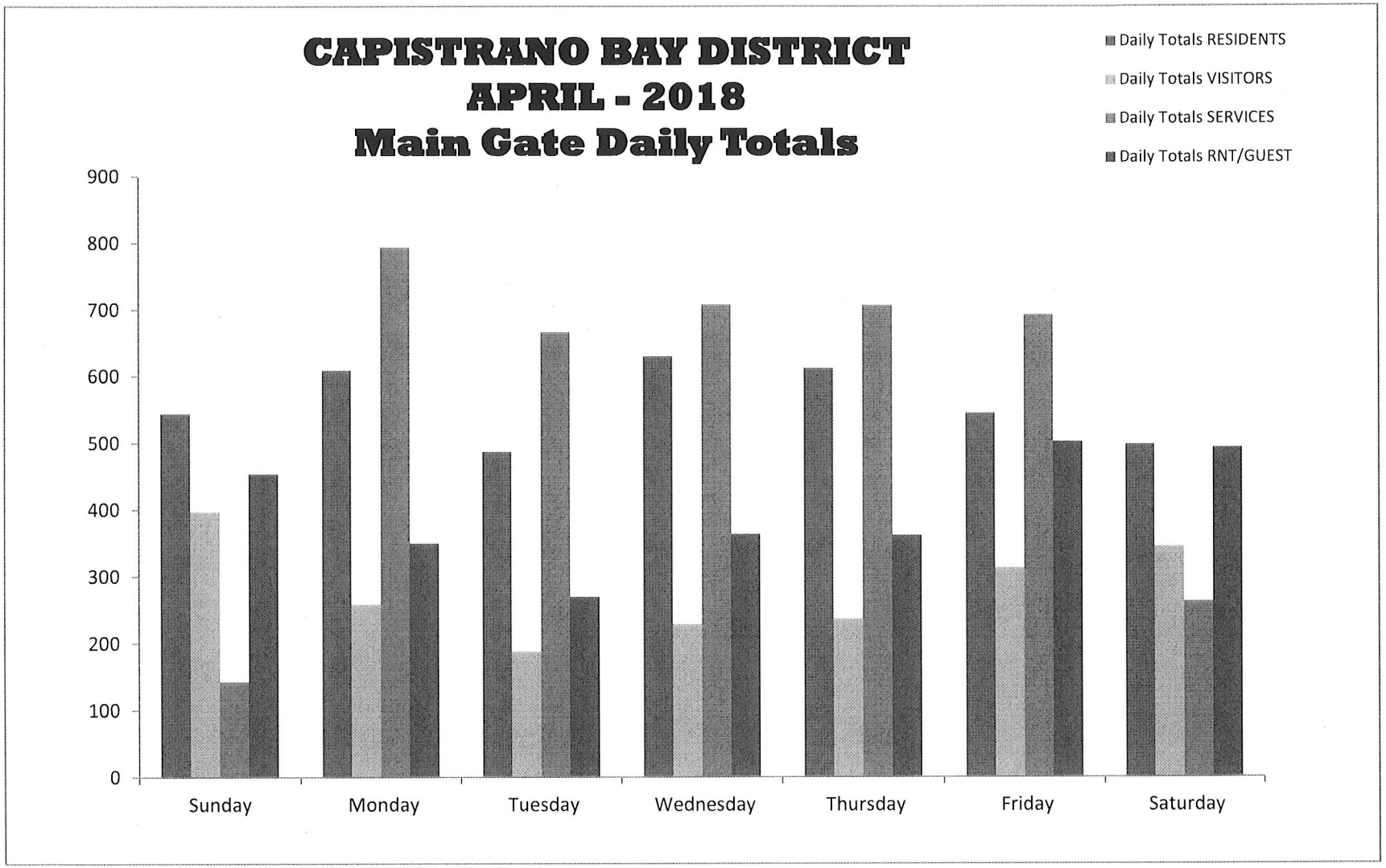
Integrity • Vigilance • Helpfulness

April 2018

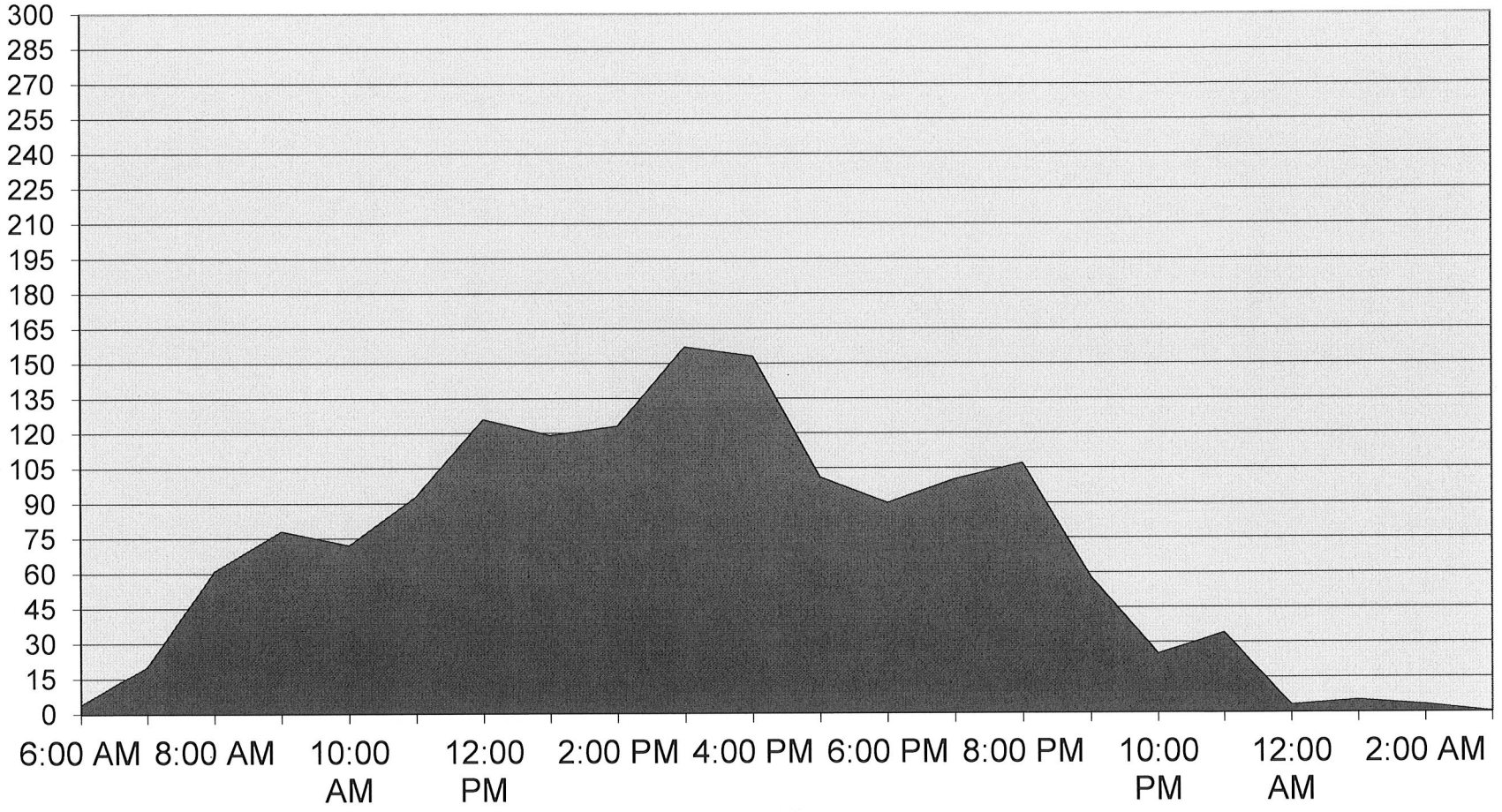
CAPISTRANO BAY DISTRICT
Gate Activity Report
April-2018

SECURITAS

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	Grand Totals
Day Shift - 0600 to 1400								
Residents	256	204	172	189	227	176	176	
Visitors	173	103	84	79	96	123	129	
Services	76	614	569	497	574	534	166	
Rnt/Guest	205	94	94	106	111	139	203	
Day Shift - Totals	**710**	**1015**	**919**	**871**	**1008**	**972**	**674**	**6169**
Swing Shift - 1400 to 2200								
Residents	273	382	304	417	368	333	293	
Visitors	210	147	99	142	132	173	199	
Services	57	174	90	207	119	147	76	
Rnt/Guest	234	244	162	239	215	323	261	
Swing Shift - Totals	**774**	**947**	**655**	**1005**	**834**	**976**	**829**	**6020**
Grave Shift - 2200 to 0600								
Residents	15	23	11	24	17	36	29	
Visitors	14	9	5	8	9	17	17	
Services	10	6	8	4	14	12	21	
Rnt/Guest	15	12	14	19	36	40	29	
Grave Shift - Totals	**54**	**50**	**38**	**55**	**76**	**105**	**96**	**448**
Daily Totals	**1538**	**2012**	**1612**	**1931**	**1918**	**2053**	**1599**	**12663**
Daily Totals RESIDENTS	**544**	**609**	**487**	**630**	**612**	**545**	**498**	**3925**
Daily Totals VISITORS	**397**	**259**	**188**	**229**	**237**	**313**	**345**	**1968**
Daily Totals SERVICES	**143**	**794**	**667**	**708**	**707**	**693**	**263**	**3975**
Daily Totals RNT/GUEST	**454**	**350**	**270**	**364**	**362**	**502**	**493**	**2795**


CAPISTRANO BAY DISTRICT
APRIL - 2018
Main Gate Daily Totals
Daily Totals RESIDENTS
Daily Totals VISITORS
Daily Totals SERVICES
Daily Totals RNT/GUEST
900
800
700
600
500
400
300
200
100
0
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday

CAPISTRANO BAY DISTRICT
APRIL-2018
Main Gate Hourly Traffic Flow



CAPISTRANO BAY DISTRICT

Incident Summary Report

APRIL - 2018

REPORT DATE	TIME	CLASSIFICATION	INCIDENT LOCATION	PERSON(S) NOTIFIED	POLICE	COMMENTS
4-6-18	10:03	COMPLAINT	675	GATE / PATROL	N	VEHICLE PARKED IN LONG TERM RENTERS SPACE.
4-18-18	21:53	MOTORCYCLE COMPLAINT	841	GATE / PATROL	N	RESIDENT JACK TARR CALLED GATEHOUSE AND COMPLAINED THAT RENTERS AT (#827) -AN INDIVIDUAL WAS RIDING A MOTORCYCLE ON THE BEACH - HIS 2 COMPLAINTS WAS THAT IT WAS TOO NOISY & AND ALSO ILLEGAL TO BE RIDING ON THE BEACH I APOLOGIZED AND STATED THAT IF HE WANTED ME TO NOTIFY PATROL AND SAID NO; DUE TO THE FACT THAT THE INDIVIDUAL WAS ALREADY INSIDE THE HOUSE
4-19-18	13:00	COMPLAINT / PROCESS SERVER	621	GATE / PATROL / PC / DM	N	RESIDENT MR. LURNER CALLED GATEHOUSE AT 12:35PM TO COMPLAIN ABOUT ME ALLOWING ENTRY TO PROCESS SERVER WHICH ARRIVED AT 12: 25. HE WAS ASKING WHO I LET IN ONTO PROPERTY BECAUSE THEY RANG HIS DOORBELL. I STATED THAT I LET IN A PROCESS SERVER HE THEN STATES AS TO WHY I DIDNT GIVE HIM A CALL AND I STATED THAT IT IS AGAINST THE LAW TO NOTIFY ANYONE ABOUT A PROCESS SERVER COMING ONTO PROPERTY WHO IS GETTING SERVED. HE WAS AWESTRUCK AT THE FACT THAT IT IS A STATE LAW AND THEN HE HUNG UP. TEN MINUTES LATER MR. LURNER CALLS AGAIN AND ASKS FOR PATROL TO GO DOWN TO HIS HOUSE -PERTAINS TO THE PROCESS SERVER. HE THEN WAS QUESTIONING ME ABOUT THE OWNER OF SECURITAS. MY RESPONSE: WAS THAT MY BRANCH MANAGER IS JORGE AND HIS BOSS IS KELLY. I THNE TOLD MR. LURNER THAT PATROL WOULD BE THERE SHORTLY. MR. LURNER CALLED A THIRD TIME AND WAS GETTING FRUSTRATED THAT PATROL DIDNT G TO HIS HOUSE YET. I STATED THE FACT THAT P/C ROBERT WAS DOING AN ERRAND FOR DON R. AND HE WILL BE THERE SHRTLY AFTERWARDS. WHEN P/C ROBERT CAME BACK TO GATE HOUSE AROUND 2:30PM HE DIFFUSED SITUATIOM WITH MR. LURNER AND TOLD ME THAT I DID MY JOB PROPERLY

4-26-18	14:40	TRESSPASSOR	55	GATE / PATROL / DM	N	DAUGHTER OF CONSUELO -CLEANING SERVICE CAME TO GATEHOUSE AND BROUGHT IT TO MY ATTENTION THAT SHE ENCOUNTERED SUSPICIOUS ACTIVITY AROUND RESIDENCE (#055) AND (#051) PERTAINING TO A MIDDLE-AGED CAUCASIAN HOMELESS PERSON. SHE STATED TO THE HOMELESS LADY THAT SHE WASNT ALLOOWED ON PROPERTY AND THAT SHE NEEDED TO LEAVE IMMEDIATELY THROUGH THE FRONT GATE. HOMELESS LADY DIDNT LISTEN AND EXITED PROPERTY THROUGH BEACHSIDE. THE DAUGHTER THAN TOLD ME THAT SHE SAW THE HOMELESS LADY ON PCH IN HER POSSESSION OF TWO BIKES-THE DAUGHTER STATED TO ME THAT WHEN SHE SAW HER THE FIRST TIME ON BEACH RD. SHE WASN'T IN POSSESSION OF THE BIKES. I THAN CALLED DON R. AND TOLD HIM THE SITUATION AND HE THEN TOLD ME TO NOTIFY PATROL TO CHECK ON THE RESIDENCES AND SEE IF THE BIKES WERE THERE OR IF THEY HAD GOTTEN STOLEN. AT 3:10 PATROL NOTIFED ME THAT NO ONE WAS AT HOME OF BOTH RESIDENCES AND THAT HE ALSO PASSED THAT ALONG TO DON R
4-1-18	11:57	DOG OFF LEASH	255	PATROL	N	at the above date and time i saw a female walking her dog. she had a leash on her hand but not leashed to the dog. i told her ma am the dog needs to be on the leash. she kept walking and said ok. i looked through my rear view mirror and she kept walking the dog with out the leash. so i did a u turn and i told her again , ma am the dog needs to be on the leash at all times. she replied in an angry tone , "i walk my dog up and down the street and the beach everyday and its fine , i live at 255." so i asked her for her name and she said haack. i didnt want to make things worse , so to defuse the situation i drove down to the turnaround area to do my report. and when she walked by me again the dog was now on the leash
4-19-18	7:43	PARKED OVER WHITE LINES	141	PC	N	vehicle parkedpastthe white lines at 141. talked with the driver. truck will be reparked. Blk Silverado lic #05006A2.
4-19-18	14:46	COMPLAINT / PROCESS SERVER	621	PC / DM	N	At 12:10 a process server pulled up to the gate and informed the guard who she was and where she was going. The gate officer then verified the Processors ID and gave her the Form we require them to fill out. The gate officer looked at the residents guest list and found a name that is permanent on the list that matches who the server is here for, so the gate officer allowed entry. I then received a complaint from the home owner Mr. Lurner who asked to meet with me. I arrived at the resistanceat at 13:20. Mr. Lurner came out calm and friendly. The main thing he was upset about was that we did not contact him when the process server was on her way to his home and that they did not have a complete escourt. Mr. Lurner also said that the person they were here for was his daughter and she is not a resident just a guest on occasions. I explained that we are not permitted to call ahead to warn the individuals as per our post orders. I also took the liberty and printed some information on the laws of process serving for reference to give to him. Mr. Lurner as well had printed out some information from his old law firm and gave it to me. I informed him I would discuss his concerns with both my direct superiors and the district manager Mr. Don Russell. Mr. Lurner then thanked me for my time and went back into his home

Manager's Monthly Summary for Capistrano Bay
April 2018

Resident Activity

Logged In:	152
Visitor Passes Printed:	3687
Visitor Entries:	4721
Resident Passes Printed:	50
Resident Entries:	61
Event RSVPs:	0

Vendor Activity

Logged In:	0

Facility Activity

Logged In:	0

Resident, and Visitor Activity

Guests Added by Attendants:	1752
Guests Added by Management:	10
Guests Added by Residents:	3621
Total Passes Printed:	3701
Total Entries:	4721
Guests Denied:	7

Staff Activity

Daily Activity Reports Completed:	90

Access Control

Location	Access Granted	Access Denied
Main Gate	5210	23