

**CAPISTRANO BAY    ITEM 6a**

**DISTRICT**

**Monthly Report**



Integrity Vigilance Helpfulness

**August 2019**



August 2019 Capistrano Bay District

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Residents	462	526	699	673	570	620	589
Visitors	393	244	249	264	179	300	381
Services	46	629	753	928	786	776	294
Rnt/Guest	295	309	435	364	334	346	416
6:00 AM	2	6	0	5	4	3	4
7:00 AM	10	24	25	14	18	14	7
8:00 AM	21	230	251	208	230	218	28
9:00 AM	38	162	179	155	166	159	123
10:00 AM	84	166	178	112	121	118	97
11:00 AM	107	129	138	149	142	150	104
12:00 PM	160	183	205	138	126	144	142
1:00 PM	149	178	175	147	196	181	163
2:00 PM	117	169	204	151	140	155	171
3:00 PM	119	216	186	127	129	160	169
4:00 PM	127	192	168	110	134	113	124
5:00 PM	97	83	170	110	119	117	104
6:00 PM	104	125	126	96	73	154	117
7:00 PM	68	99	94	65	75	100	128
8:00 PM	59	103	103	64	79	67	82
9:00 PM	71	66	86	51	84	70	74
10:00 PM	42	33	30	17	46	32	42
11:00 PM	31	33	29	32	37	70	63
12:00 AM	18	11	14	8	11	27	27
1:00 AM	8	5	8	4	2	11	18
2:00 AM	3	0	0	1	3	9	3
3:00 AM	0	1	0	0	2	2	3
4:00 AM	1	0	0	1	1	0	2
5:00 AM	5	2	0	0	0	3	0

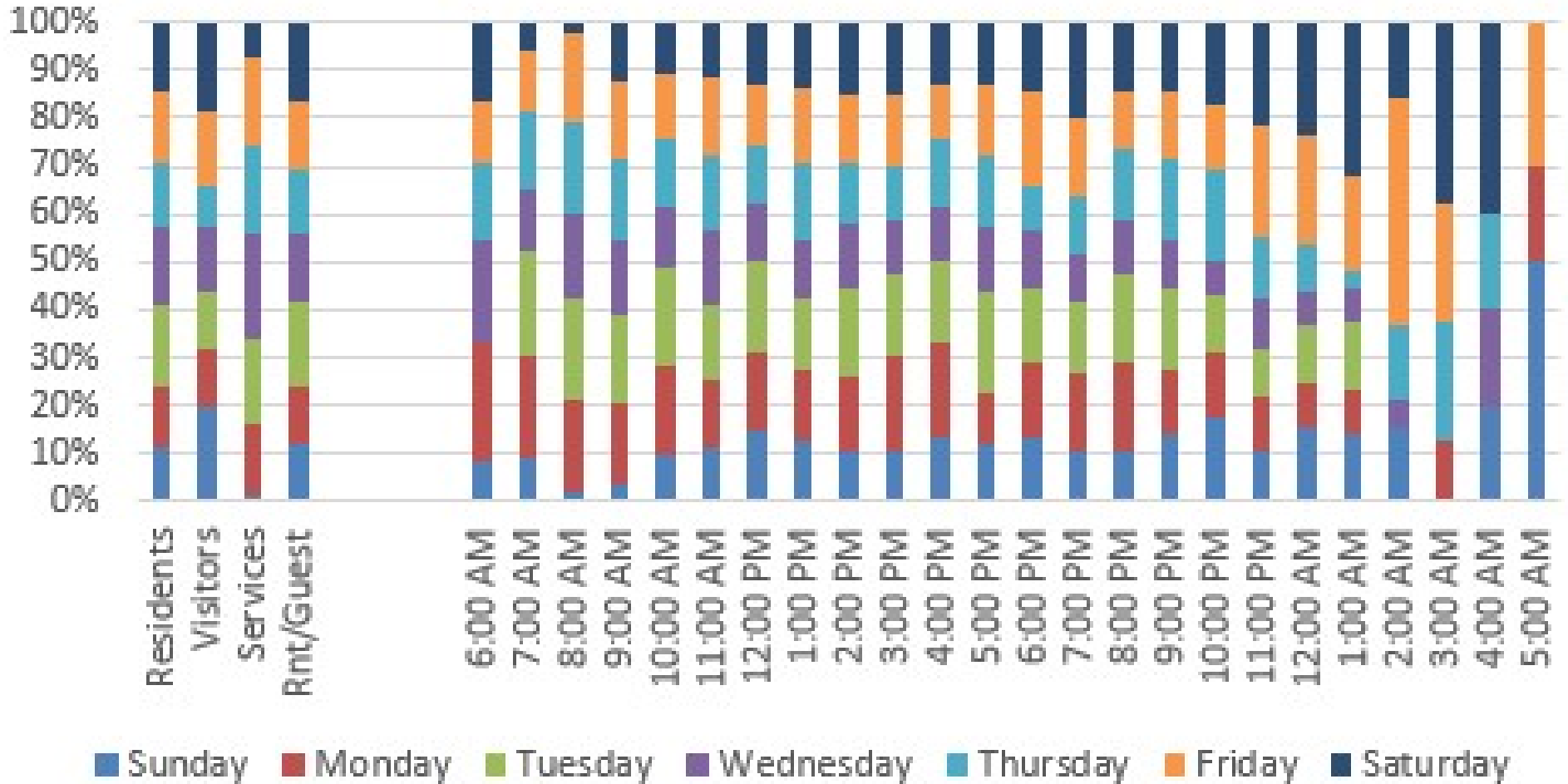


August 2019 Capistrano Bay District

DAY				SVING				GRAVE			
				<b>SUNDAY</b>							
23	14	7	5	69	35	2	31	5	8	1	2
57	50	5	13	61	39	1	18	9	2	0	0
49	38	18	25	62	58	5	35	4	1	1	3
65	55	3	6	60	32	5	27	14	2	2	2
91	66	14	41	95	68	4	52	14	12	2	2
<b>285</b>	<b>223</b>	<b>47</b>	<b>90</b>	<b>347</b>	<b>232</b>	<b>17</b>	<b>163</b>	<b>46</b>	<b>25</b>	<b>6</b>	<b>9</b>
				<b>MONDAY</b>							
76	16	170	15	90	34	26	36	1	2	4	8
55	21	169	17	95	39	33	31	2	6	0	3
57	13	184	19	94	34	34	34	0	5	0	3
58	16	153	18	79	27	21	29	4	5	0	4
67	66	25	26	61	66	9	45	5	4	0	2
<b>313</b>	<b>132</b>	<b>701</b>	<b>95</b>	<b>419</b>	<b>200</b>	<b>123</b>	<b>175</b>	<b>12</b>	<b>22</b>	<b>4</b>	<b>20</b>
				<b>TUESDAY</b>							
65	24	176	19	86	43	24	32	5	8	0	3
63	10	151	22	84	40	27	31	1	4	1	1
62	16	181	19	91	29	40	34	4	5	0	2
62	15	168	19	101	32	31	29	3	1	0	4
58	12	183	30	103	36	35	32	7	2	0	0
<b>310</b>	<b>77</b>	<b>859</b>	<b>109</b>	<b>465</b>	<b>180</b>	<b>157</b>	<b>158</b>	<b>20</b>	<b>20</b>	<b>1</b>	<b>10</b>
				<b>WEDNESDAY</b>							
54	17	166	18	49	22	11	17	1	3	1	0
63	19	187	15	67	58	36	32	6	5	2	3
51	18	187	23	71	36	28	35	9	2	1	4
65	13	161	17	97	38	26	17	6	3	1	4
<b>233</b>	<b>67</b>	<b>701</b>	<b>73</b>	<b>284</b>	<b>154</b>	<b>101</b>	<b>101</b>	<b>22</b>	<b>13</b>	<b>5</b>	<b>11</b>
				<b>THURSDAY</b>							
63	18	167	23	86	42	21	29	6	3	1	3
59	24	190	21	74	49	34	26	10	5	2	2
61	11	204	16	94	51	32	25	4	8	2	1
73	13	174	22	96	40	30	10	8	2	1	2
<b>256</b>	<b>66</b>	<b>735</b>	<b>82</b>	<b>350</b>	<b>182</b>	<b>117</b>	<b>90</b>	<b>28</b>	<b>18</b>	<b>6</b>	<b>8</b>
				<b>FRIDAY</b>							
78	25	149	21	79	30	22	41	4	5	1	5
59	26	186	16	80	50	24	37	12	10	2	6
56	16	207	17	83	65	27	46	13	15	3	7
66	12	178	27	108	51	31	57	17	11	3	10
<b>259</b>	<b>79</b>	<b>720</b>	<b>81</b>	<b>350</b>	<b>196</b>	<b>104</b>	<b>181</b>	<b>46</b>	<b>41</b>	<b>9</b>	<b>28</b>
				<b>SATURDAY</b>							
47	56	55	27	69	41	12	57	10	6	1	2
61	35	76	35	75	65	17	38	8	9	3	5
66	48	63	29	68	86	11	49	6	9	10	15
93	42	75	4	101	91	13	47	22	7	3	4
<b>267</b>	<b>181</b>	<b>269</b>	<b>95</b>	<b>313</b>	<b>283</b>	<b>53</b>	<b>191</b>	<b>46</b>	<b>31</b>	<b>17</b>	<b>26</b>



August 2019 Capistrano Bay District







# CAPISTRANO BAY DISTRICT

## Incident Summary Report August - 2019

REPORT DATE	TIME	CLASSIFICATION	LOCATION	PERSON(S) NOTIFIED	POLICE	COMMENTS
8/4/2019	22:45	RENTAL NOISE COMPLAINT	611	GATE / PATROL	N	RESIDENT 35-621 CALLED TO MAKE A NOISE COMPLAINT AGAINST 35-611. THE RESIDENT SAID 611 WAS BEING NOISY OUTSIDE. S/O HAUGLAND WAS DISPATCHED TO THE ADDRESS. NO NOISE OR PEOPLE WERE FOUND OUTSIDE THE AREA OF 611. 11:18PM 35-621 MADE A SECOND PHONE CALL AND SAID THE NOISE FROM 35-611 WAS STILL OCCURRING. THE NOISE WAS CLARIFIED TO BE COMING FROM THE BACKYARD OF 35-611 S/O HAUGLAND WAS DISPATCHED TO THE AREA. I, RODOLFO NAJERA MADE CONTACT VIA TELEPHONE WITH MAIN CONTACT 35-611 (NAEL GHAFURI). I INFORMED THE CONTACT/RENTER OF THE SITUATION. 35-611 COMPLIED IN KEEPING THE NOISE LEVEL DOWN AND INFORMED ME THAT THEIR GUEST WOULD BE RETURNING INSIDE. S/O HAUGLAND CONFIRMED THAT THERE WERE NO PEOPLE MAKING NOISE OUTSIDE OF 35-611 - 35-625.
8/5/2019	9:40	UPSET RENTER	000/087	GATE	N	INCIDENT WITH SEABREEZE PROPERTY 087 MAIN RENTER PULLED UP TO THE GATE WITH VALID PASS FOR HIS VEHICLE BUT INSISTED I LET IN HIS SON WITH AN UNAUTHORIZED VEHICLE. I EXPLAINED I COULD NOT LET IT IN IF IT'S NOT ON THE LIST, AND I CONFIRMED IT WASN'T. HE GOT VERY UPSET AND CALLED ME A NAZI AND INSISTED I BREAK THE RULES. I SAID I WOULD NOT DO THAT. HE THEN GOT VEBALLY UPSET AND ASKED TO SPEAK WITH WHOEVER IS IN CHARGE OF CITY ORDENENCES. THEY WENT TO THE OFFICE AND SPOKE TO KAREN
8/11/2019	17:06	STOLEN PACKAGES	177	GATE / PATROL	N	ON AUGUST 11, 2019, I WAS NOTIFIED BY A RESIDENT AT 177 THAT HIS AMAZON PACKAGES WERE MISSING. HE TOLD ME HE HAD VIDEO SURVEILLANCE OF THE PACKAGES BEING DROPPED OFF ALONG WITH THE CONFIRMATION PICTURE FROM THE AMAZON DRIVER. WHEN I ASKED HIM ABOUT THE SURVEILLANCE OF WHO TOOK THE PACKAGES HE SAID HE DID NOT KNOW. HE THEN STATED HE JUST WANTED TO NOTIFY SECURITY OF THE INCIDENT. HE THEN ENDES THE CALL. I NOTIFIED PATROL OF THE INCIDENT. AT APPROXIMATELY 1853 HOURS, THE RESIDENT CALLED THE GATE AGAIN REGARDING THE MISSING AMAZON PACKAGES. HE THEN STATED HE DID NOT WANT THE SECURITY OFFICERS TO INVESTIGATE, THAT THE PACKAGES WERE JUST STOLEN, NO INVESTIGATION WAS NEEDED. I THEN DOCUMENTED THE INCIDENT.
8/14/2019	20:21	FIRE NUISANCE	521/507	GATE / PATROL	N	At 8:21pm, I recieved a call from homeowner at 521 stating that he was "suffocating" and having discomfort because of smoke/fire on the beach. Situation was assessed and fire belonged to 507 and was put out. Recieved another call from 521, at 8:50pm. complaining still about the smoke in his house. And he was very upset about it. I explained that fire was put out but I assured him I would dispatch patrol officer to assess the situation. Patrol went to the location and saw that the fire was still put out and not creating smoke. Patrol also walked the beach ensuring no other fires where in the vecinity.





8/18/2019	11:59	UPSET RENTER	625	GATE / PC	N	<p>Guest for renters at 625, Randy Wells, drove up to the gate. His name was added to the list by Seabreeze. There was a discrepancy because according to Dwelling Live there was already 2 vehicles checked in currently and the vehicle limit for that property is 2 vehicles. The guest, Randy Wells, would be the third one. I explained politely to him that I couldn't let him into the community and explained the reasonings that are set in place. He cooperated and relocated his vehicle.</p> <p>He called the main renter, Karen Kaffko, and I opted in to talk to her and further explain the situation over the phone. She was very hostile and upset saying that I will let her guest in, that I'm not doing my job, that she was going to sue, and Seabreeze told her it was my responsibility to call Seabreeze on behalf of 625. Seabreeze also informed her that her third vehicle is authorized and that it will be allowed in either way and if I have an issue, the vehicle will still be allowed in and I can "take it up" with management. I told the main renter that that is not the case and that the third vehicle will not have access into the community under any circumstances based off of what Seabreeze says. I also informed her that Securitas is not affiliated whatsoever with Seabreeze Vacation Rentals.</p>
8/22/2019	18:10	UPSET RESIDENT	521	GATE	N	<p>I called the resident at 521 to authorize his guest, Phu Tran, through the gate. Phu Tran was not on the list. The resident got very upset and claimed that the guest was on the permanent list and demanded that I check again while on the phone with him which caused the line at the gate to back up. I printed a pass for the guest. Approximately, 5 minutes later I got a call from the same resident stating in a hostile manner that Phu Tran was on the list because he was looking at the list through the Dwelling Live app. I explained calmly to him that the guest was showing up because I just issued a pass to the guest, thus the entry showing up on the list. I also explained that that entry was made by me because of my initials and he stated that my initials were not on the entry and he demanded for me to give him my first name; which I did.</p>
8/26/2019	21:27	UPSET RESIDENT	301/295	GATE / PATROL	N	<p>THE RESIDENT FROM 301 CALLED THE GATE TO REPORT 295 CONTINUOUSLY TAKING HER "CHAIRS" FROM HER PROPERTY. SHE STATED THAT D. RUSSEL AND K. MORRIS ADVISED HER TO CALL THE GATE AND GET PATROL OVER THERE TO ASSESS THE SITUATION. SHE ALSO ASKED TO HAVE A CALL BACK CONFIRMING PATROL APPROACHED THE PREMISES TO POLITELY REQUEST 295 STOP TAKING HER PROPERTY. PATROL DID JUST THAT, HOWEVER NO ONE CAME TO THE DOOR; THIS PROMPTED ME TO GIVE THEM A CALL AND I RECEIVED NO ANSWER AS WELL. THE RESIDENT FROM 301 STATED THAT SHE WOULD EMAIL D. RUSSEL IN THE MORNING DISCLOSING THE INCIDENT IN FURTHER DETAIL.</p>
8/31/2019	18:17	RENTAL COMPLAINT	615/611	GATE / PATROL / PC	N	<p>I received a call from the resident at 615 complaining that 611 had too many people. She stated that the renters are a nice family, they were not causing any disturbance, or doing anything wrong. She just said she didn't want them violating the rules. In Dwelling Live it states that 611 is authorized for 12 people and she said there was well over 18 people. She took photo and video. I called P.C. Robert to find out what protocol was. Robert informed me that I would need to contact Seabreeze and have them send out a representative immediately to 611 to access the situation. I called Seabreeze and they said they would send someone out there. Two hours passed and no one came by so I called Seabreeze again because the resident from 615 said she was going to call the cops if no one came out. Peter Halaj with Seabreeze showed up at approximately 8:30pm.</p>