

**OPEN MEETING****REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
SECURITY AND COMMUNITY ACCESS COMMITTEE**

**Monday, August 27, 2018 – 1:30 p.m.  
Laguna Woods Village Community Center Board Room  
24351 El Toro Road**

**AGENDA**

- |  |               |
|--|---------------|
| 1. Call to Order                             | Annette Soule |
| 2. Acknowledgment of Media                   | Annette Soule |
| 3. Approval of the Agenda                    | Annette Soule |
| 4. Approval of Meeting Report                | Annette Soule |
| 5. Chair's Remarks                           | Annette Soule |
| 6. Member Comments (Items Not on the Agenda) | Annette Soule |

**Reports:**

- |  |         |
|--|---------|
| 7. Gate Access Update                      | Tim Moy |
| 8. Disaster Preparedness Task Force Report | Tim Moy |
| 9. RV Update                               | Tim Moy |
| 10. Noteworthy Incidents                   | Tim Moy |
| 11. Security Statistics                    | Tim Moy |

**Items for Discussion and Consideration:**

- |   |         |
|---|---------|
| 12. Fire Avert                                    | Tim Moy |
| 13. Parking Rules & Regulations Handout & Signage | Tim Moy |
| 14. Commercial Vehicle                            | Tim Moy |
| 15. Illegal Dumping                               | Tim Moy |

**Items for Future Agendas:**

None

**Concluding Business:**

- 16. Committee Member Comments
- 17. Date of Next Meeting – October 22, 2018 at 1:30 p.m.
- 18. Adjournment

Annette Soule, Chair  
Tim Moy, Staff Officer  
Telephone: 268-2356





REPORT OF THE REGULAR MEETING OF THE  
GOLDEN RAIN FOUNDATION OF LAGUNA WOODS  
SECURITY AND COMMUNITY ACCESS COMMITTEE

The Regular Meeting of the Security and Community Access Committee was held on Thursday, June 28, 2018 at 1:30 p.m. 24351 El Toro Road, Laguna Woods, California.

**MEMBERS PRESENT:** Annette Soule-Chair, Ray Gros, Jim Juhan, Don Tibbets, Pat English, Roy Bruninghaus, and John Frankel

**MEMBERS ABSENT:** None

**ADVISORS PRESENT:** None

**ADVISORS ABSENT:** Frank Tybor and Larry Cunningham

**OTHERS PRESENT:** Cush Bhada, Joan Milliman, and Burt Moldow

**STAFF PRESENT:** Tim Moy, Debbie Ballesteros, and Barbara Bridges

**CALL TO ORDER**

Annette Soule, Chair, called the meeting to order at 1:31 p.m. and stated that it was a regular meeting held pursuant to notice duly given.

**ACKNOWLEDGEMENT OF PRESS**

The Media was not present.

**APPROVAL OF AGENDA**

Director Tibbets made a motion to approve the agenda. Director Juhan seconded the motion.

By way of a unanimous vote the motion carried.

**APPROVAL OF MEETING REPORT**

Director Frankel made a motion to approve the April 26, 2018 meeting report as presented. Director Gros seconded the motion.

By way of a unanimous vote the motion carried.

**CHAIRMAN'S REMARKS**

Chair Soule explained due to conflict in the schedule, the Security and Community Access Committee meeting date has been changed to the fourth Monday of each even month at 1:30 p.m. in the Board Room of the Community Center. The next meeting will be on August 27, 2018. She also stated that she has been meeting monthly with Tim

Moy, Chief of Security, to discuss security related topics. Chair Soule encouraged Residents to register their guests through the dwellingLIVE (dL) application or web based version found on the Laguna Woods Village website. She also advised that guests need to know the manor and the specific unit number along with the name of the Resident when they arrive at the gatehouse. Chair Soule recommended Residents to go to the Laguna Woods Village YouTube channel to view a Dwelling Live demonstration/training video.

#### **MEMBER COMMENTS ON NON-AGENDA ITEMS**

Chief Moy introduced Barbara Bridges, Resident Services Supervisor. He explained that she will be attending the meetings as Resident Services works side by side with Security through the call center and Gate Access. Chief Moy explained that Resident Services cannot handle all the calls by themselves. They need the help of the Gate Ambassadors. When all the gates are equipped with gate arms, most of the gates will be manned by one Gate Ambassador. However, some gates will still continue to be manned by two Gate Ambassadors where they will answer gate clearance calls to assist the call center. Residents are strongly encouraged to download the dL application to input their own guests.

#### **REPORTS**

##### **Disaster Preparedness Task Force Report**

Chief Moy stated that there have been two fires in the last two weeks. One occurred in the kitchen, and the other in the living room caused by an electrical line that was duct taped. He will work with the Marketing Manager to educate the community on fire prevention tips. Chief Moy informed the Committee that he recently met with a vendor who presented a device called Fire Avert, which turns off the gas if a fire is detected. He will create a staff report and bring it to the next meeting.

Chief Moy informed the Committee that the Disaster Preparedness Task Force (DPTF) monthly meeting has been changed to the last Tuesday of every other odd month. The next meeting is scheduled for July 31, 2018 at 9:30 a.m. in the Cypress Room.

Chief Moy informed the Committee that on Tuesday, July 10, 2018, the DPTF will hold its first evening Good Neighbor Building/Block Captain (GNBC) training at 6:00 p.m. at Clubhouse Five. Chief Moy will be the presenter.

Chief Moy informed the Committee that he is in the process of planning a GNBC Appreciation BBQ in August. He wants to keep the GNBC's engaged and continue to recruit additional volunteers. The BBQ will also be a great way to get ready for the Great California Shakeout in October.

Chief Moy informed the Committee that the GNBC map is now on the Laguna Woods Village website. This map is a great tool to recruit more GNBC's since it shows the areas that lack a GNBC.



Pat English, Director of United, left the meeting at 1:55 p.m.

### **RV Update**

Chief Moy informed the Committee that RV Lot A is going to be under construction beginning on September 9, 2018 through October. The project will include: replacing the concrete drainage swale down the center of the lot, replacing the concrete draining swale on the west side of the lot, replacing asphalt curb on the upper area of the lot, new pavement, and new striping. Chief Moy explained that during the project, they will try to fit in as many RV's as they can into RV Lot B, however, there will also be designated streets to park within the Village.

### **Noteworthy Incidents**

Chief Moy stated he wanted to present three different noteworthy incidents where commendations were given out to Staff.

A Recognition of Excellence from Village Management Services was given to part-time Security Inspector Jim Lapierre, a retired lieutenant. He was recognized for dealing with an irate resident causing a disturbance. Security Inspector Lapierre kept his calm and defused the situation.

Two Gate Ambassadors, Darlene Crawford and Cathy Silverman received a commendation for stalling an angry person who was trying to gain access into the Community, but was not in the dL system. Gate Ambassador Crawford and Silverman remained calm and collected, working together as a team to contact Security without the individual knowing. The two Ambassadors were successful in keeping the individual occupied until Security Officers could arrive on scene.

Lastly, a distressed Resident called Security Dispatch and spoke to Dispatcher Tina Morkved. He was a suicide risk. Dispatcher Morkved kept the resident on the phone and obtained additional information while keeping calm and supportive of the caller. Help was able to get there on time. Her professional conduct and calm demeanor kept the situation from becoming worse.

### **Security Statistics**

Chief Moy explained that during the Summer, crime rates always increase. There are more people visiting the Village, which means more opportunity for petty crimes to occur. Security does their part to keep the Community safe by conducting directed patrols and increasing staffing in areas being targeted. .

The numbers of Contractor Violations have increased for the no parking violations as the Boards directed Staff to cite the vehicles parking inside the cul-de-sacs.

Chief Moy also explained that there is a lower amount of traffic accidents compared to last year and that could be due to the increase of Notice of Violations (NOV) for speeding and stop sign violations. Also, statistics for theft are about the same as they were this time last year.

Chief Moy commented on the Compliance Cases. Another Compliance Coordinator is going to be hired to help with the caseload as the number of compliance cases are increasing due to greater awareness of rules and enforcement on specific violations such as illegal occupancy, care giver policy, and illegal alterations.

Chief Moy also informed the Committee that a new Community Service Officer (CSO) has been hired and is being trained to be a liaison with Alterations. He will be trained to handle the contractor parking violations as well as basic Alteration Division protocols.

## **ITEMS FOR DISCUSSION AND CONSIDERATION**

### **Gate Access Update**

Chief Moy informed the Committee that the gate project to install new gate arms will begin in around August or September. He discussed a few recent complaints about the Gate Access system and provided clarification as to why certain protocols are followed.

Chief Moy also informed the Committee that computers are being installed in all Security Patrol Vehicles within the next week. This will keep the Officers out in the field. Eventually, the future plan is be paperless to make it more efficient.

Chief Moy explained that he is looking into body worn cameras, but as of right now, there are too many variables that still need to be investigated.

### **Golf Cart Safety**

Chief Moy informed the Committee that the June Quarterly update was about Golf Cart Safety. The back of the flyer contains a map of where golf carts have permission to go. Chief Moy stated that he and Director Gros are going to borrow a golf cart from the Pro-Shop and shoot a video about Golf Cart Safety within the next few weeks.

A reminder was given that all golf carts need to have their new golf cart decals by July 1, 2018. Non-Resident Owners need to advise their renters about the rules and regulations.

### **Crime Trends**

Chief Moy commented on the Garden Villa mailbox break-ins that recently occurred. He explained that the mailboxes are in the underground parking basement and are poorly constructed and can get easily get broken into. A task force was created to provide directed patrols, install cameras, and to address any unusual activity. No arrest has been made but the activity suddenly stopped.

Chief Moy again highlighted the concept of See Something, Say Something. Residents can take action by making a phone call to Security. Chief Moy reminded the board that even with these minor incidents, Laguna Woods Village is one of the safest communities in Orange County.



**ITEMS FOR FUTURE AGENDAS**

None

**CONCLUDING BUSINESS**

**Committee Member Comments**

Director Juhan wanted to know what is going to happen with the golf cart access for the maintenance yard. Chief Moy assured Director Juhan that golf carts would still have a pathway in the event the maintenance yard gets closed off.

**DATE OF THE NEXT MEETING**

The next meeting is scheduled for Monday, August 27, 2018, at 1:30 p.m. in the Laguna Woods Village Community Center, Board Room.

**ADJOURNMENT**

There being no further business to come before the Committee, Chair Soule adjourned the meeting at 3:12 p.m.

  
\_\_\_\_\_  
Annette Soule, Chair





SECTOR ORIENTED SECURITY

FOOT PATROLS 2016

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Monthly Avg
Fire Issues	15	5	71	8	2	1	2	1	7	12	2	1	127	10.6
Hazards	59	88	16	60	219	255	241	195	12	55	39	13	1252	104.3
Lights	128	129	96	50	76	83	75	100	89	92	116	107	1141	95.1
Maintenance	54	4	3	4	18	17	31	27	19	10	16	6	209	17.4
Perm. Fence	8	5	5	39	9	14	7	3	4	12	4	5	115	9.6
Pests	0	0	28	197	0	0	1	3	2	1	1	0	233	19.4
Signs	3	2	4	0	3	4	2	2	2	0	1	4	27	2.3
Miscellaneous	13	16	0	0	32	33	29	44	28	33	42	31	301	25.1
TOTAL	280	249	223	358	359	407	388	375	163	215	221	167	3405	

FOOT PATROLS 2017

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Monthly Avg
Fire Issues	0	4	8	3	2	3	5	7	7	2	5	6	52	4.3
Hazards	19	54	65	60	46	49	48	84	34	31	46	32	568	47.3
Lights	103	158	63	50	63	52	37	63	48	64	69	116	886	73.8
Maintenance	20	17	16	11	28	24	18	15	20	18	22	11	220	18.3
Perm. Fence	8	12	14	21	26	22	5	6	2	11	8	3	138	11.5
Pests	0	0	0	1	1	0	0	1	3	4	2	0	12	1.0
Signs	6	4	12	6	5	2	5	0	2	2	5	2	51	4.3
Miscellaneous	40	33	59	58	119	50	121	95	83	107	131	152	1048	87.3
TOTAL	196	282	237	210	290	202	239	271	199	239	288	322	2975	

FOOT PATROLS 2018

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Monthly Avg
Fire Issues	2	2	6	14	4	0	0	0	0	0	0	0	28	4.0
Hazards	19	26	19	60	60	73	58	0	0	0	0	0	315	45.0
Lights	100	42	67	92	40	24	23	0	0	0	0	0	388	55.4
Maintenance	3	7	8	19	11	6	21	0	0	0	0	0	75	10.7
Perm. Fence	2	6	1	8	13	4	0	0	0	0	0	0	34	4.9
Pests	0	1	0	0	0	1	3	0	0	0	0	0	5	0.7
Signs	3	1	0	1	1	0	0	0	0	0	0	0	6	0.9
Miscellaneous	146	33	79	208	75	146	171	0	0	0	0	0	858	122.6
TOTAL	275	118	180	402	204	254	276	0	0	0	0	0	1709	

LEGEND

Fire Issues	--	Clutter, flammable liquids, electrical wiring, etc
Hazards	--	Raised and cracked walkways, steps and curbs, any potential tripping hazards or safety hazards
Lights	--	Non-functioning Laguna Woods Village exterior lights and non-functioning Edison street lights
Maintenance	--	Failing sprinkler systems, railings, landscaping issues (i.e.fallen branches, etc.) and other maintenance failures
Perimeter Fence	--	All perimeter walls and associated barbed wire failures
Pests	--	Rodent and insect infestations
Signs	--	Traffic sign, CDS signs, Manor number signs, and all other miscellaneous signs
Miscellaneous	--	All areas not specifically addressed in the above categories



Social Services - YTD 2016/2017/2018

CHIEF COMPLAINTS ON SECURITY REPORTS

2016

MONTH	Falls Inside	Falls Outside	Death	Neighbor Dispute	Sheriff Matter	Safety Issues	Confusion	Medical	Non-Medical	TOTAL	% of Total
Jan.	25	27	21	33	14	13	3	1	9	146	9.9%
Feb.	34	25	25	37	6	9	4	0	14	154	10.5%
March	27	24	23	15	5	4	3	3	14	118	8.0%
April	25	19	12	11	5	9	9	1	18	109	7.4%
May	35	30	21	16	22	2	10	3	18	157	10.7%
June	23	19	20	31	4	10	4	2	15	128	8.7%
July	36	31	20	16	5	5	5	0	24	142	9.7%
Aug.	39	27	23	21	3	6	3	4	20	146	9.9%
Sept.	21	19	18	5	4	4	8	1	11	91	6.2%
Oct.	38	6	18	9	3	7	7	1	7	96	6.5%
Nov.	28	21	19	6	0	0	2	1	9	86	5.8%
Dec.	27	22	20	6	7	4	4	2	6	98	6.7%
Total	358	270	240	206	78	73	62	19	165	1471	
% of Total	24.3%	18.4%	16.3%	14.0%	5.3%	5.0%	4.2%	1.3%	11.2%		

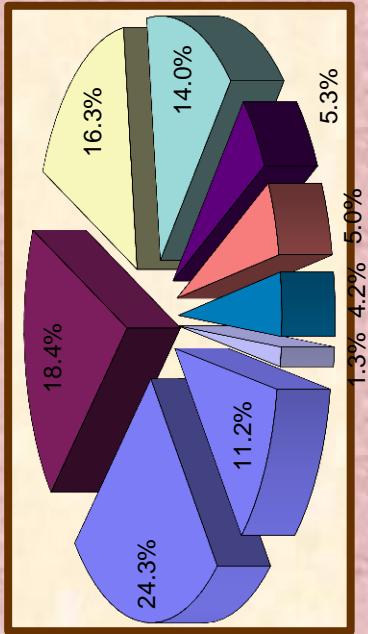
2017

MONTH	Falls Inside	Falls Outside	Death	Neighbor Dispute	Sheriff Matter	Safety Issues	Confusion	Medical	Non-Medical	TOTAL	% of Total
Jan.	15	29	22	9	4	10	5	1	2	97	7.3%
Feb.	30	24	23	19	2	6	7	4	12	127	9.6%
March	35	23	29	13	1	5	8	0	7	121	9.1%
April	39	26	20	15	2	2	10	0	12	126	9.5%
May	30	17	27	15	1	5	7	1	11	114	8.6%
June	32	17	29	12	9	3	6	4	15	127	9.6%
July	30	22	15	17	2	5	6	2	16	115	8.7%
Aug.	30	27	22	14	3	5	2	4	11	118	8.9%
Sept.	19	22	17	7	1	2	6	1	12	87	6.6%
Oct.	36	28	16	11	2	8	6	0	4	111	8.4%
Nov.	19	16	25	8	3	3	11	0	9	94	7.1%
Dec.	25	16	20	5	5	3	9	0	8	91	6.9%
Total	340	267	265	145	35	57	83	17	119	1328	
% of Total	25.6%	20.1%	20.0%	10.9%	2.6%	4.3%	6.3%	1.3%	9.0%		

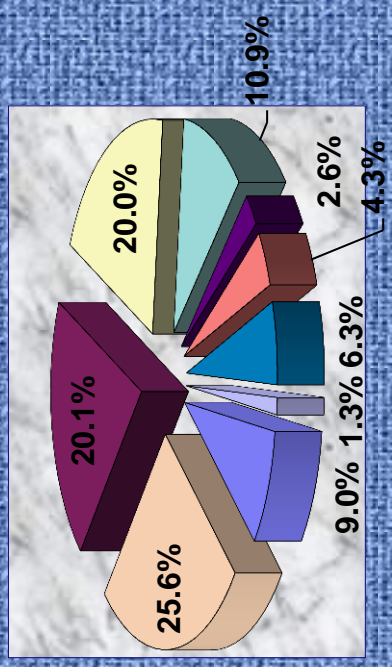
2018

MONTH	Falls Inside	Falls Outside	Death	Neighbor Dispute	Sheriff Matter	Safety Issues	Confusion	Medical	Non-Medical	TOTAL	% of Total
Jan.	32	19	24	13	2	5	10	1	14	120	12.9%
Feb.	24	21	26	7	3	6	8	2	8	105	11.3%
March	24	28	21	14	10	9	5	5	17	133	14.3%
April	31	19	18	24	0	4	11	2	29	138	14.9%
May	40	17	21	16	3	3	12	0	18	130	14.0%
June	46	29	26	15	3	8	10	2	15	154	16.6%
July	42	23	14	13	4	10	11	2	29	148	15.9%
Aug.										0	0.0%
Sept.										0	0.0%
Oct.										0	0.0%
Nov.										0	0.0%
Dec.										0	0.0%
Total	239	156	150	102	25	45	67	14	130	928	
% of Total	25.8%	16.8%	16.2%	11.0%	2.7%	4.8%	7.2%	1.5%	14.0%		

**SOCIAL SERVICES - 2016**  
CHIEF COMPLAINTS FROM SECURITY REPORTS

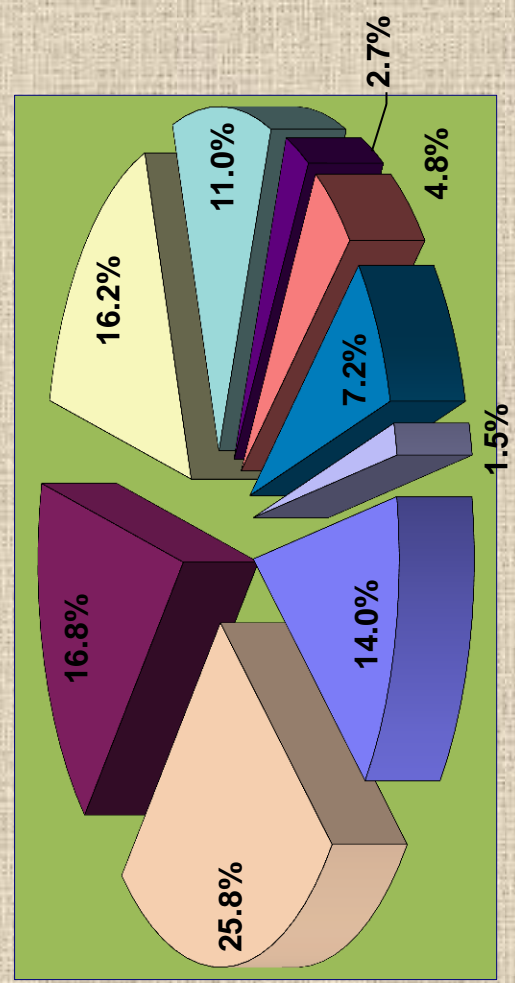


**SOCIAL SERVICES - 2017**  
CHIEF COMPLAINTS FROM SECURITY REPORTS



- ☐ Falls Inside
- ☐ Falls Outside
- ☐ Death
- ☐ Neighbor Dispute
- ☐ Sheriff Matter
- ☐ Safety Issues
- ☐ Confusion
- ☐ Medical

**SOCIAL SERVICES - 2018**  
CHIEF COMPLAINTS FROM SECURITY REPORTS





# NOTICE OF VIOLATIONS

## JULY 2018

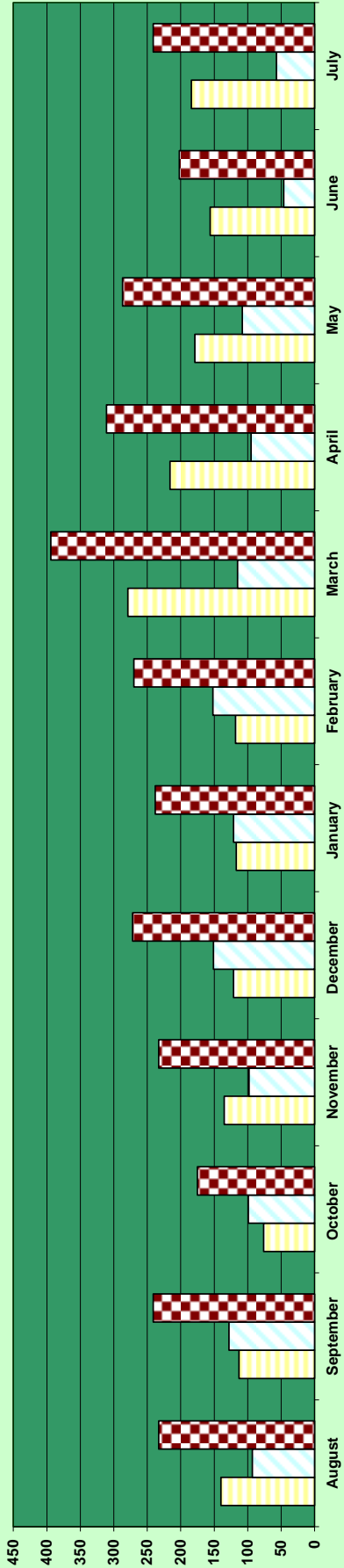
VIOLATIONS	Gates 1,2,3,4			Gates 5,6			Gates 7,8,9,10			Gate 14			Gate 11			GRF			TOTALS		
	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018
601 SPEED +11-15	88	3	122	43	0	2	83	11	164	0	0	0	1	0	0	0	0	0	215	14	288
602 SPEED 16+	13	0	11	0	0	0	18	25	70	0	0	0	0	0	0	0	0	0	31	25	81
610 STOP SIGN	92	10	72	29	2	50	103	0	149	1	2	9	3	0	0	0	0	1	228	14	281
660 UNLICENSED DRIV.	11	2	20	10	0	1	14	2	19	0	0	0	0	0	0	0	0	0	35	4	40
ALL OTHER MOVING*	3	0	2	4	0	1	2	0	1	0	0	0	0	0	0	0	0	0	9	0	4
700 NO PARKING	3	14	116	6	8	78	2	6	92	0	2	23	0	0	0	1	2	3	12	32	312
720 LIMITED PARKING	4	0	1	2	3	3	0	0	1	0	0	1	0	0	0	0	0	0	6	3	6
725 EXPIRED REG	100	17	161	70	14	96	64	10	97	16	8	20	1	0	2	2	0	0	253	49	376
727 NO DECAL/OPP	81	28	142	56	14	59	28	10	95	7	8	26	1	0	0	0	0	0	173	60	322
811 HANDICAPPED	13	2	8	11	1	3	15	3	6	0	0	0	0	0	0	2	0	2	41	6	19
ALL OTHER PARKING**	87	10	87	51	15	67	37	0	30	16	6	9	0	0	1	0	1	4	191	32	198
RV VIOLATIONS***	1	0	0	86	0	13	0	0	1	0	0	0	0	0	0	10	2	2	97	2	16
<b>TOTALS</b>	<b>496</b>	<b>86</b>	<b>742</b>	<b>368</b>	<b>57</b>	<b>373</b>	<b>366</b>	<b>67</b>	<b>725</b>	<b>40</b>	<b>26</b>	<b>88</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>15</b>	<b>5</b>	<b>12</b>	<b>1291</b>	<b>241</b>	<b>1943</b>

\* All other moving violations include S-Codes: 600, 620, 630, 640, 650, 680, 690, 691 and 695

\*\* All other parking violations include S-Codes: 0010, 721, 722, 723, 724, 726, 730 and 800

\*\*\* Recreational Vehicle (RV) violations include S-Codes: 820, 830, 840, 850, 860 and 870

NOTICE OF VIOLATIONS  
Twelve Month Rolling Trend Report



□ Parking / RV   □ Moving   ■ Total

Violation	August	September	October	November	December	January	February	March	April	May	June	July	Mth. Ave.
601	33	66	49	30	65	60	73	53	31	40	17	14	44.3
602	3	8	5	11	21	15	13	8	10	6	4	25	10.8
610	53	46	33	50	56	42	55	48	46	56	20	14	43.3
660	1	6	12	6	8	4	8	6	8	5	5	4	6.1
All Other	3	2	0	1	1	0	3	0	0	1	0	0	0.9
Sub-Total	93	128	99	98	151	121	152	115	95	108	46	57	105.3
700	6	5	5	1	3	3	5	67	87	70	48	32	27.7
720	4	2	1	2	1	1	0	0	2	0	0	3	1.3
725	69	60	28	34	76	64	41	62	49	52	59	49	53.6
727	18	15	13	11	9	14	49	105	51	21	22	60	32.3
811	2	3	2	2	1	3	1	1	2	2	4	6	2.4
All Other	33	23	17	27	22	28	20	36	25	34	23	32	26.7
RV Lot	8	5	10	58	9	4	2	8	0	0	0	2	8.8
Sub-Total	140	113	76	135	121	117	118	279	216	179	156	184	152.8
Total	233	241	175	233	272	238	270	394	311	287	202	241	258

Moving Violation & Parking Codes	601	Speed +11-15 MPH	700	No Parking	RV Lot	Hazardous Material, Wheel Block, Jack Support (R&R Section "W" Violation), Maintenance or Repair, Miscellaneous (Minor), Miscellaneous (Major)
	602	Speed 16 MPH+	720	Limited Parking		
	610	Stop Sign	725	Expired Registration		
	660	Unlicensed Driver	727	No Decal / OPP		
			811	Handicapped		
	All Other	Speeding + 6-10 MPH; Right of Way; Turn Signal; Left of Center; Hit & Run; Reckless; Headlight; Bicycle on Sidewalk	All Other	Abandoned Vehicle; RV over 6hr; Advertising; Storage; Parked sidewalk; Block Sidewalk; Fire Hydrant; All Other		

August 2017- July 2018

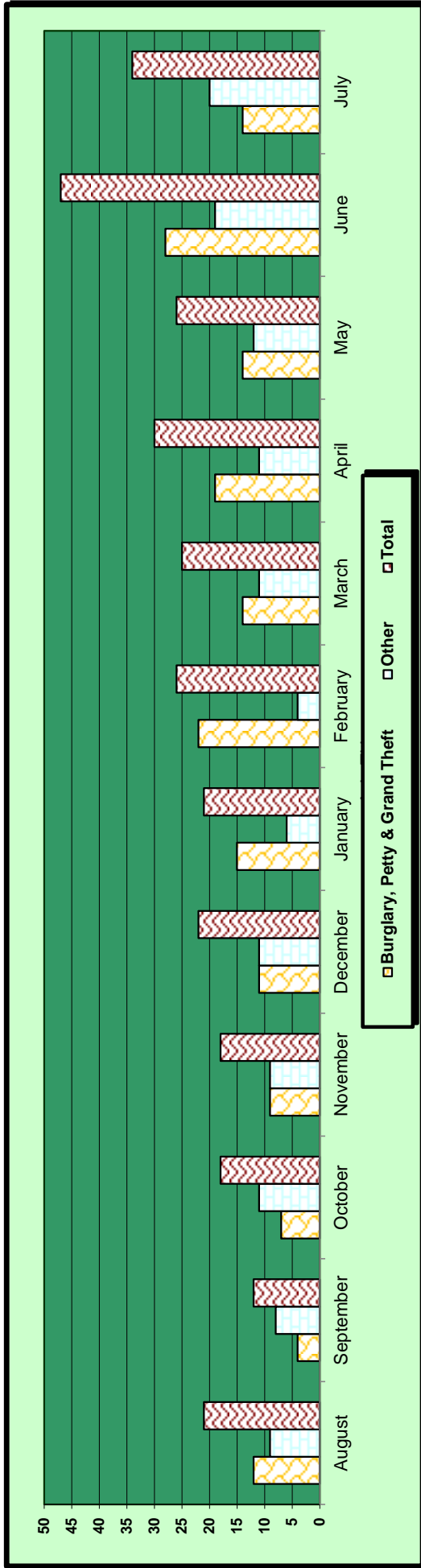
# CRIMES REPORT

## JULY 2018

	GATE 1,2,3,4			GATE 5,6			GATE 7,8,9,10			GATE 14			GATE 11			GRF			TOTALS		
	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018
VIOLATIONS																					
70 BURGLARY AUTO	0	0	1	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2	0	3
90 BURGLARY RESIDENCE	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
150 DISTURBANCE	5	6	21	4	1	5	1	0	4	1	0	2	0	0	0	2	2	7	13	9	39
260 FRAUD	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
370 MALICIOUS MISCHIEF	15	2	15	5	0	11	7	3	3	0	0	0	0	0	1	1	2	5	28	7	35
500 GRAND THEFT	6	1	6	1	2	7	3	0	2	1	0	0	0	0	0	0	0	0	11	3	15
505 AUTO THEFT	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	0	0
510 PETTY THEFT	47	5	59	24	5	23	24	1	12	5	0	4	2	0	0	4	0	8	106	11	106
520 TRESPASSING	6	2	5	2	2	2	3	0	0	0	0	0	2	0	0	7	0	1	20	4	8
TOTALS	82	16	109	38	10	50	39	4	22	7	0	6	4	0	1	14	4	21	184	34	209

# CRIMES REPORT

## Twelve Month Rolling Trend Report



CODE	August	September	October	November	December	January	February	March	April	May	June	July	Mth. Ave.
70	0	0	0	0	0	0	1	0	1	0	1	0	0.3
90	0	0	0	1	0	0	1	1	0	0	0	0	0.3
500	2	0	0	1	0	2	4	2	1	1	2	3	1.5
505	1	0	0	0	1	0	0	0	0	0	0	0	0.2
510	9	4	7	7	10	13	16	11	17	13	25	11	11.9
Sub-total	12	4	7	9	11	15	22	14	19	14	28	14	14.1
150	3	2	3	5	8	4	2	8	5	4	7	9	5.0
260	0	0	0	0	0	0	0	0	1	0	0	0	0.1
370	3	4	5	3	2	1	2	3	5	8	9	7	4.3
520	3	2	3	1	1	1	0	0	0	0	3	4	1.5
Sub-Total	9	8	11	9	11	6	4	11	11	12	19	20	10.9
Total	21	12	18	18	22	21	26	25	30	26	47	34	25.0

70	Burglary (auto)	505	Auto Theft	260	Fraud
90	Burglary (residence)	510	Petty Theft	370	Malicious Mischief
500	Grand Theft	150	Disturbance	520	Trespassing

August 2017 - July 2018



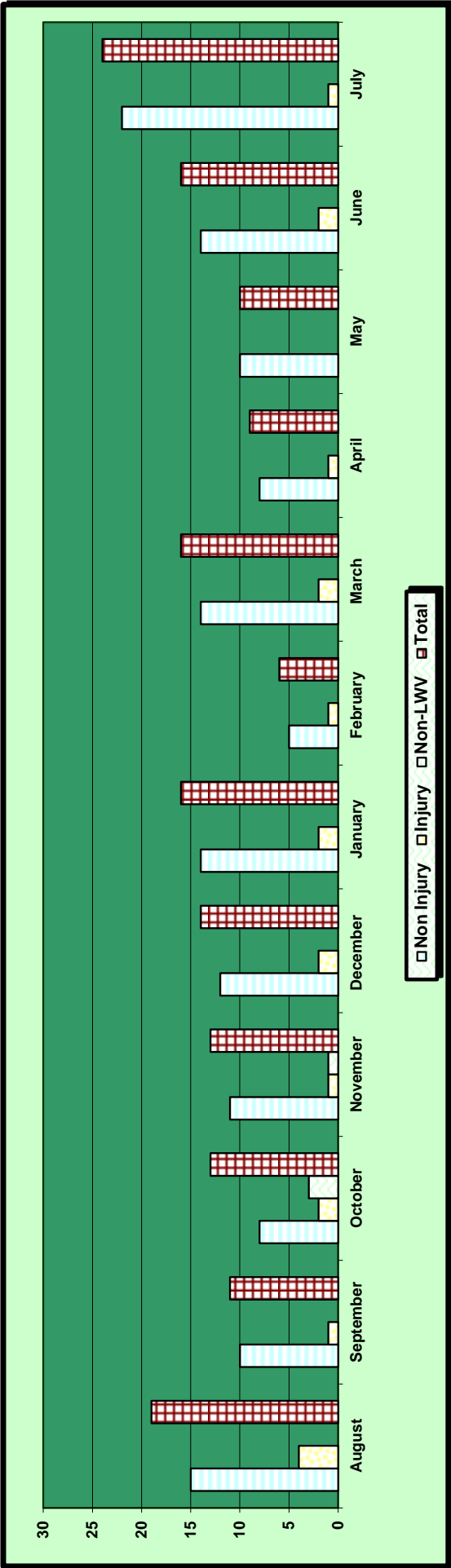
# TRAFFIC COLLISIONS

## JULY 2018

	GATE 1,2,3,4			GATE 5,6			GATE 7,8,9,10			GATE 14			GATE 11			GRF			TOTALS		
	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018	YTD 2017	JUL	YTD 2018
<b>VIOLATIONS</b>																					
<b>650</b>																					
HIT AND RUN	5	1	5	8	2	7	1	0	1	0	0	0	0	0	0	7	0	5	21	3	18
<b>1000</b>																					
NON-INJURY	24	5	19	13	4	17	24	4	16	2	0	1	1	0	3	21	6	13	85	19	69
<b>1010</b>																					
INJURY	6	1	4	4	0	1	3	0	4	0	0	0	0	0	0	2	0	0	15	1	9
<b>1020</b>																					
FATALITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>1030</b>																					
INJURY/FATALITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>1050</b>																					
COLLISION OUTSIDE LWV	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1
<b>TOTALS</b>	35	7	28	25	6	25	28	4	21	2	0	1	1	0	3	30	7	19	121	24	97

# TRAFFIC COLLISIONS

## Twelve Month Rolling Trend Report



CODE	August	September	October	November	December	January	February	March	April	May	June	July	Mth. Ave.
650	4	1	2	2	1	4	1	4	3	2	1	3	2.3
1000	11	9	6	6	11	10	4	10	5	8	13	19	9.6
Sub-total	15	10	8	11	12	14	5	14	8	10	14	22	11.9
1010	4	0	2	1	2	2	1	2	1	0	2	1	1.5
1020	0	0	0	0	0	0	0	0	0	0	0	0	0.0
1030	0	1	0	0	0	0	0	0	0	0	0	0	0.1
Sub-Total	4	1	2	1	2	2	1	2	1	0	2	1	1.6
1050	0	0	3	1	0	0	0	0	0	0	0	1	0.4
Sub-Total	0	0	3	1	0	0	0	0	0	0	0	1	0.4
Total	19	11	13	13	14	16	6	16	9	10	16	24	13.9

650	Hit & Run Accident	1020	Fatality Accident
1000	Non-Injury Accident	1030	Injury/Fatality Accident
1010	Injury Accident	1050	Outside Collision

# RECREATIONAL VEHICLE LOTS (A - B)

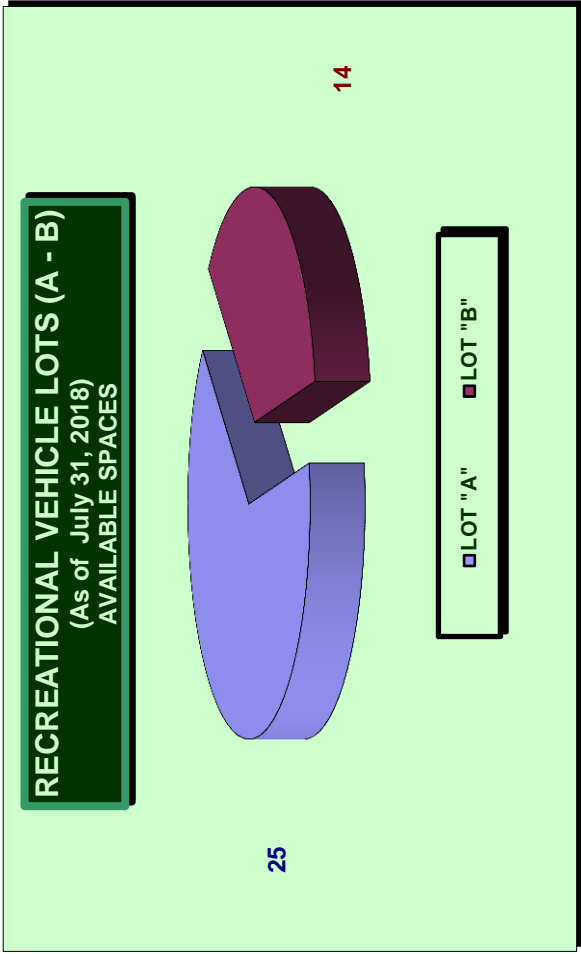
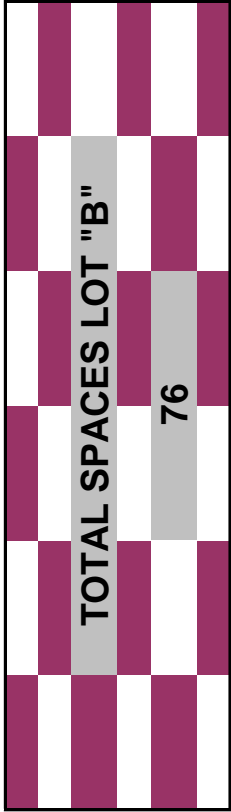
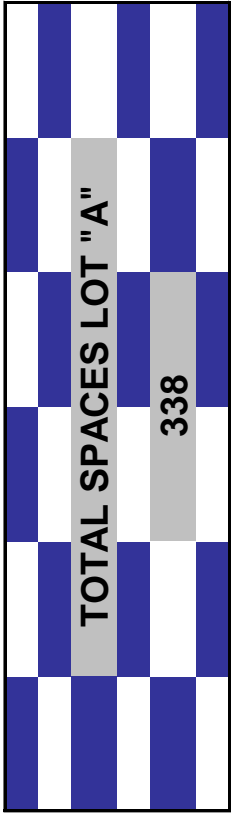
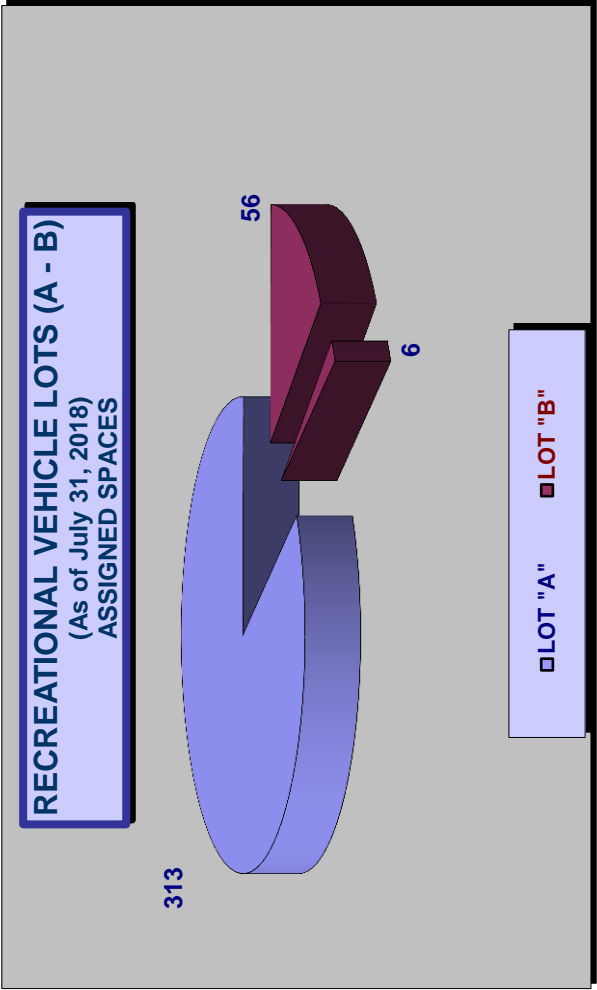
7/31/2018

SPACE AND VACANCIES			
	LOT "A"		LOT "B"
TOTAL SPACES	338		76
ASSIGNED RV SPACES	313		56
COMMERCIAL VEHICLES			6
VACANCIES	25		14

WAITING LIST			
SPACE SIZE	NUMBER	SPACE SIZE	NUMBER
13 Feet		26 Feet	
14 Feet		27 Feet	
15 Feet		28 Feet	1
16 Feet		30 Feet	1
17 Feet	1	31 Feet	
18 Feet		32 Feet	
19 Feet		33 Feet	
20 Feet		34 Feet	
21 Feet		35 Feet	
22 Feet		36 Feet	
23 Feet		37 Feet	
24 Feet		38 Feet	
25 Feet		NA	
	1		2
TOTAL			3

## SPACES AVAILABLE

LOT "A"		LOT "B"	
SPACE SIZE	NUMBER	SPACE SIZE	NUMBER
12 Feet		12 Feet	
13 Feet		13 Feet	
14 Feet		14 Feet	
16 Feet		16 Feet	
17 Feet	1	17 Feet	
18 Feet	1	18 Feet	
19 Feet	1	19 Feet	2
20 Feet		20 Feet	
21 Feet		21 Feet	
22 Feet	2	22 Feet	
23 Feet		23 Feet	1
24 Feet	1	24 Feet	
25 Feet	1	25 Feet	3
26 Feet	1	26 Feet	3
27 Feet	1	27 Feet	
28 Feet		28 Feet	
29 Feet		29 Feet	
30 Feet	2	30 Feet	
30.5 Feet	3	31 Feet	1
31 Feet	6	32 Feet	
32 Feet	1	33 Feet	3
33 Feet		34 Feet	
34 Feet	2	38 Feet	
35 Feet		40 Feet	
36 Feet	1	41 Feet	
37 Feet		48 Feet	
40 Feet	1	49 Feet	
49 Feet		57 Feet	1
25		14	





## Compliance Division

	May	June	July
Total Number of Cases:	968	985	978
New Cases:	177	250	262
Active Cases:	458	480	424
Cases Resolved:	333	255	292

### Allegations:

Illegal Occupancy:	128	130	121
Carport Clutter:	73	73	117
Unauthorized Alteration:	65	75	78
Caregiver Policy:	76	85	94
Delinquencies:	83	94	113
Common Area Clutter:	86	81	77
Patio Clutter:	66	55	49
Landscape:	56	57	44
Nuisance:	43	42	36
Breezeway Clutter:	44	52	46
Balcony Clutter:	39	46	38
Abandoned Vehicle:	47	40	29
Traffic Rules:	29	35	28
Animal Nuisance:	34	41	27
Alteration Maintenance:	19	18	22
Interior Clutter:	27	20	15
Smoking Policy:	14	9	7
Short Term Rentals:	18	13	10
RV Violation:	5	1	6
Gate Clearance:	3	5	4
Recreation Policy:	5	5	7
Garden Center Violations:	2	1	0
Maintenance:	2	4	2
Vehicle Oil:	1	0	0
Events:	3	2	5
Golf Course Violation:	0	1	1
Estate Sales:	0	0	2
Equestrian Center:	0	0	0
Illegal Business:	0	0	0
Other:	0	0	0



## STAFF REPORT

**DATE:** August 27, 2018  
**FOR:** Security & Community Access Committee  
**SUBJECT:** Fire Avert Devices

### RECOMMENDATION

Staff recommends approval of the Fire Avert Devices and recommends that Third Laguna Hills Mutual (Third) and United Laguna Woods Mutual (United) adopt a pilot program for the sale and installation of said devices.

### BACKGROUND

Since January 1, 2014, there have been 58 documented kitchen fires or kitchen related smoke incidents in the Village requiring a response by the Orange County Fire Authority. The below chart identifies the appliance, type of event, and location of resident when the incident occurred:

Mutual	Incidents	Stove	Oven	Fire	Smoke	Bad Alarm	Resident in Kitchen	Resident In Manor	Not Home
Third	35	28	7	14	21	2	7	16	12
United	19	16	3	7	12	2	2	9	8
50	4	3	1	1	3	1	1	2	1
Totals	58	47	11	22	36	5	10	27	21

Of the 58 kitchen incidents, 46% of the residents had left the stove unattended and 36% had left the residence with the stove or oven on. Only 17% of the residents were actually in the kitchen when the incident occurred. In review of each incident, the leading causes of fire/smoke were attributed to unattended foods cooking on the stove and/or placing perishable items (plastic, cardboard, towels, etc.) on a hot stove. Damage ranged from minor smoke to complete destruction of the kitchen and nearby rooms.

National statistics indicate that kitchen fires are the number one cause of fires in a residence. Stoves or cook-tops account for almost three of every five fires involving cooking equipment. Unattended cooking is a contributing factor in 33% of home fires related to cooking equipment, 49% of the associated deaths and 46% of the associated injuries. The most alarming statistic is that adults aged 65 or over face a higher risk of cooking fire death than any other age group.

### DISCUSSION

On May 10, 2018, members of the Disaster Preparedness Task Force and Staff met with the developer of a kitchen fire prevention device called FireAvert. This product is connected to the power cord of a kitchen stove and through smoke alarm sound detection, FireAvert turns off the power to the stove, immediately turning off the burner. FireAvert will only respond to the unique sound of the smoke detector inside the manor. After installation, it syncs with the sound signature of the smoke detector to ensure that there are no false alarms. In addition, FireAvert

has a 30-second delay in shut off to provide maximum reliability and minimal cooking disruptions due to burning food and/or smoke that may occur during normal cooking activities.

The benefit of FireAvert is that if a fire or smoke triggers the smoke detector, the device will turn off the stove. In the event a resident has left the kitchen or manor during this time, and this is often the case, the stove will automatically shut off. The early signs of any fire are smoke, and smoke sets off a smoke detector which in turn triggers FireAvert to shut off the power to the stove. If activated, the FireAvert and stove can be reset by flipping the breaker in the electric panel off and back on again. The device is maintenance free with no batteries.

One of the drawbacks of FireAvert is that it relies upon a functioning smoke detector. Since FireAvert is synced to the sound of the smoke detector, it will not trigger a shutoff without the sound of the alarm. If the smoke detector has become inoperable or the batteries are dead, the FireAvert will not operate as designed. A secondary drawback is that based upon the type and location of the stove, the FireAvert may prevent the stove from being positioned flush with the kitchen wall. The FireAvert device measures 7 ½ inches tall, 3 ½ inches wide, and 2 ¼ inches deep. However, FireAvert can be modified so the device can fit into the void space behind the stove to keep it flush with the wall.

Although the basic FireAvert device plugs into an outlet, nearly all mutual stoves are hardwired and would require an electrician to install them. The labor is estimated at \$35 for installation and could be performed by VMS electricians as a chargeable service.

The cost to purchase and install a FireAvert device may be well worth the investment. Village kitchen fire statistics are on par with the national figures and the fact that seniors are at a greater risk than any other age group is alarming. Although a smoke detector is the traditional method of alarming residents of a fire or smoke, FireAvert adds another layer of safety to a community already at risk. A pilot project consisting of the purchase and installation of multiple FireAvert devices will allow Staff to evaluate the ease of use, its functionality and whether it or a similar product is feasible for a larger roll out.

## **FINANCIAL ANALYSIS**

Each FireAvert device will cost \$99 per unit and \$35 for installation for a total cost of \$134 per unit. Bulk pricing is available for purchases of 30 or more units and would be in the range of \$70-80 per unit. The cost will be offset by the revenue generated from the sale and installation of each unit.

**Prepared By:** Tim Moy, Chief of Security

**Reviewed By:** Francis Rangel, Operations Manager  
Betty Parker, Chief Financial Officer



## STAFF REPORT

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**DATE:** August 27, 2018  
**FOR:** Security & Community Access Committee  
**SUBJECT:** Parking Rules & Regulations Handout & Signage

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### **RECOMMENDATION**

Review and provide direction.

### **BACKGROUND**

The Traffic Division enforces rules and regulations within the boundaries of Laguna Woods Village, and the officers are empowered to issue notices of violations. Anyone who receives a notice of violation may be subject to a fine and other disciplinary action.

The Laguna Woods Village Traffic Hearing Committee schedules enforcement hearings with respect to the notice of violation, and the imposition of the corresponding fines when the Committee considers the violation to have been committed as charged. The Committee is comprised of one Director from GRF and one from each housing mutual. The Committee imposes fines based on the Schedule of Traffic Monetary Penalties approved by the Board.

On January 2, 2018, the Board of Directors adopted a Construction Contractor Work Pass Policy to set forth guidelines for residents and vendors who provide services to residents in Laguna Woods Village (Resolution 90-18-06). The policy requires that all contractor vehicles obtain a Vendor Worker Gate Access Permit to perform work in the Village and adhere to the Laguna Woods Village Vehicle, Traffic, and Parking Rules.

On July 27, 2018, the Parking and Golf Cart Task Force directed Staff to review the possibility of providing a handout on parking rules to all vendors, as well as installing signs specifying the vendor parking requirements at Gates 5 & 6.

Directors expressed concern with the violations of the parking rules and regulations which continue to occur in the Village by both contractors working with permits as well as vendors brought in by residents for general repairs. Many residents are not aware of the parking requirements for vendors/contractors or that it is their responsibility to enforce these rules, for which they may be cited when violations occur.

Directors suggested cards, outlining the Village's parking requirement in cul-de-sacs (Attachment 1), be handed out along with the vendor's parking pass, by the ambassadors at Gates 5 & 6 to all vendors/contractors.

Additionally, the installation of a sign at each gatehouse to provide proper notification to residents and the contractors regarding the Village's parking rules was discussed. It was indicated that many of the residents who are summoned to hearings for parking violations,

claim they are not aware of the parking regulations. The sign at the gates is intended to provide additional notification to residents.

On August 8, 2018, the Maintenance and Construction Committee (M&C) discussed and considered this item. The Committee referred the matter to the Security and Community Access Committee (SCAC) for review and further discussion.

## **DISCUSSION**

The Security Department created a new position, Community Service Officer (CSO), which has provided a proactive role in issuing Notice of Violations to contractor vehicles, commercial vehicles, electrical vehicles, and golf carts that are in violation of the traffic rules and regulations. The CSO has received training from the Alterations Division and monitors the cul-de-sacs and issues notice of violations to Contractors parking in the cul-de-sacs or in violation of the Vehicle, Traffic, and Parking Rules. Approximately 312 Notice of Violations has been issued for the above referenced citations for 2018.

Additionally, handouts with the rules and regulations are issued by Resident Services, Alterations Division, and by Gate Ambassadors at the all the gates (Attachment 2).

## **FINANCIAL ANALYSIS**

An unknown amount of supplemental funding would be required to print handouts and fabricate and install the requested signage. The cost would depend on the size and style of the signage.

**Prepared By:** Laurie Chavarria, Executive Assistant  
Francis Rangel, Operations Manager

**Reviewed By:** Ernesto Munoz, P.E., Maintenance and Construction Director  
Tim Moy, Chief of Security

**Attachment(s):**  
Attachment 1 – Vehicle, Traffic and Parking Rules, Section 7.6  
Attachment 2 – Notice to Contractors and SubContractors

**Attachment 1**  
**Vehicle, Traffic and Parking Rules, Section 7.6**

**7.6 CONTRACTOR and SERVICE VEHICLE PARKING**

Contractor and service vehicles, including personal vehicles driven by workers, must be parked on named streets and are prohibited from parking within numbered cul-de-sacs or MANOR parking lots.

- Contractors may park on a SPONSORING RESIDENT'S driveway with the RESIDENT'S permission, but may not obstruct the sidewalk.

**EXCEPTIONS:**

- Vehicles, equipment and materials immediately and directly required for the performance of work.
- Vehicles immediately loading or unloading.

## Attachment 2

### Notice to Contractors and Subcontractors

Laguna Woods Village requires that all contractors and subcontractors doing business in the community adhere to the following rules:

#### Permits:

A Mutual permit may be required for alterations prior to beginning work. A City of Laguna Woods permit may be required.

#### Parking:

Parking is only allowed on named streets. You are not allowed to park within numbered cul-de-sacs and manor parking lots. This includes service and personal vehicles driven by workers. Vehicles may be parked in the sponsoring resident's driveway with the resident's permission, but may not obstruct the sidewalk. **Exceptions:** Vehicles, equipment and materials immediately and directly required for the performance of work; for loading or unloading; GRF owned vehicles and equipment.

#### Permitted Work Hours:

Below are the permitted work hours, however, **No work whatsoever shall be permitted on Sunday and observed VMS holidays.**

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
No Work	Quiet Work 7AM – 8AM Work Permitted 8AM – 5PM					Work Permitted 9AM – 3PM

#### Dumpsites:

The premises shall be kept free of accumulation of waste materials and/or rubbish caused by construction work. You are responsible for removal of debris and excess material and must leave work areas **"BROOM CLEAN"** daily. **USE OF COMMUNITY DUMPSITES FOR CONSTRUCTION RELATED DUMPING IS NOT PERMITTED.** Contractor's or Member's dumpsters, if required, must have location approved by the Manor Alterations Department.

#### Conduct:

Refrain at all times from using profanity, abusive or loud language, and must wear shirts at all times. Radio, MP3, CD or cassette players are not permitted on the project site. Contractor personnel will, at all times, extend and exhibit a courteous demeanor to residents.

Failure to comply may result in a Disciplinary Hearing before the Board of Directors who has the authority to impose monetary fines, suspend privileges, and/or bring forth legal action to you and the Member. This may also include restricting you and your company from working inside Laguna Woods Village. If you have any question please contact the Manor Alterations Department at (949) 597-4616.

Rev 6-30-17

## Aviso al Contratistas y Subcontratistas

Laguna Woods Village requiere que todos los contratistas y subcontratistas que trabajan en la comunidad cumplan con las siguientes reglas:

### Permisos De Construcción:

Un permiso de la asociación puede ser necesario para las alteraciones antes de iniciar el trabajo. También puede requerirse un permiso de la ciudad de Laguna Woods.

### Estacionamiento:

Sólo está permitido estacionarse en las calles con nombres. No se permite estacionar dentro de los callejones sin salidas numeradas y estacionamientos residenciales. Esto incluye vehículos de servicio y / o personales de los trabajadores. Los vehículos pueden ser estacionados en la entrada de coches con el permiso del residente patrocinador, pero no pueden obstruir la banqueta.

**Excepciones:** Vehículos, herramienta y materiales necesarios para el desempeño inmediato del trabajo; para carga o descarga; propiedad, vehículos y herramienta de GRF.

### Horas de trabajo permitidas:

A continuación se muestran las horas de trabajo permitidas, sin embargo, **No se permite en absoluto ningún trabajo los domingo ni tampoco días festivos observados por VMS.**

Dom	Lun	Mar	Mier	Jue	Vie	Sab
No trabajo	Trabajo "silencioso" 7AM – 8AM Trabajo es permitido de 8AM – 5PM					Trabajo es permitido 9AM – 3PM

### Vertederos/Basureros:

Los locales deberán estar libres de acumulación de desperdicios y / o desperdicios causados por obras de construcción. Usted es responsable de la eliminación de los desechos y el exceso de material y debe dejar las áreas de trabajo **limpias** diariamente. **NO SE PERMITE EL USO DE BASUREROS DE LA COMUNIDAD PARA EL DESECHO DE MATERIALES DE CONSTRUCCIÓN.** Los contenedores del contratista o de los Miembros, si es necesario, deben tener la ubicación aprobada por el Departamento de Alteraciones.

### Conducta:

Contratistas o subcontratistas deben abstenerse en todo momento de usar lenguaje inapropiado, abusivo o ruidoso, y debe usar camisas en todo momento. Radio, MP3, CD o reproductores de cassette no están permitidos en el sitio del proyecto. El personal del contratista, en todo momento, extenderá y mostrará un comportamiento cortés hacia los residentes.

Incumplimiento de las normas puede resultar en una junta Disciplinaria ante la Mesa Directiva la cual tiene la autoridad para imponer multas monetarias, suspender los privilegios, y / o presentar una acción legal a usted y al Miembro. Esto también puede incluir la restricción de usted y su empresa dentro de la comunidad de Laguna Woods Village. Si tiene alguna pregunta por favor comuníquese con el Departamento de Alteraciones al (949) 597-4616.





## STAFF REPORT

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**DATE:** August 27, 2018  
**FOR:** Security & Community Access Committee  
**SUBJECT:** Commercial Vehicles

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### **RECOMMENDATION**

Review and provide direction.

### **BACKGROUND**

The Security Department is responsible for the administration, governance and coordination of the Recreational Vehicle (RV) lots and monitors it on a daily basis. The RV lots have the capacity to accommodate 414 RV's, boats, and trailers. In June 2017, the Security Department removed commercial, personal, and secondary vehicles from the RV lots to accommodate residents who were on the waiting list as allowed in the RV Parking Rules and Regulations. The Security & Community Access Committee (SCAC) allowed six commercial vehicles to remain in the lot. At present, there are 39 spaces available and no waitlist.

On November 7, 2017, the Board of Directors increased the RV lot fee to \$320 per space per year, effective January 1, 2018.

### **DISCUSSION**

Staff has received requests from residents that commercial vehicles be allowed to be stored in the RV lots as they are not allowed in the Village. Additionally, residents have stated that they are still working and need access to the commercial vehicle. This is consistent with Staff observing that there has been an increase in residents that have moved into the Village and continue to work.

### **FINANCIAL ANALYSIS**

The RV lease revenue will increase as additional vehicles will be in the lots.

**Prepared By:** Francis Rangel, Operations Manager

**Reviewed By:** Debbie Ballesteros, Administrative Coordinator  
Tim Moy, Chief of Security