

**OPEN MEETING**

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

**Monday, December 28, 2020 – 1:30 p.m.  
Virtual Meeting**

**AGENDA**

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

**Reports:**

- |  |              |
|--|--------------|
| 7. Disaster Preparedness Task Force Report | Carlos Rojas |
| 8. RV Update                               | Carlos Rojas |
| 9. Noteworthy Incidents                    | Carlos Rojas |
| 10. Security Statistics                    | Carlos Rojas |

**Items for Discussion and Consideration:**

- |   |              |
|---|--------------|
| 11. Emergency Equipment Update                      | Carlos Rojas |
| 12. Mandatory Security Officers at Specialty Events | Carlos Rojas |

**Items for Future Agendas:**

13. To be determined

**Concluding Business:**

14. Committee Member Comments  
15. Date of Next Meeting – February 22, 2021 at 1:30 p.m.  
16. Adjournment





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 Monday, August 24, 2020 at 1:30 p.m. 24351 El Toro Road, Laguna Woods, California.

**MEMBERS PRESENT:** Don Tibbetts – Chair, Neda Ardani, Cash Achrekar, Cush Bhada, and John Dalis

**MEMBERS ABSENT:** None

**ADVISORS PRESENT:** Frank Tybor

**ADVISORS ABSENT:** Larry Cunningham

**OTHERS PRESENT:** John Frankel, Dick Rader, and Bunny Carpenter

**STAFF PRESENT:** Carlos Rojas, Brian Gruner, and Debbie Ballesteros

**CALL TO ORDER**

Don Tibbetts, Chair, called the meeting to order at 1:30 p.m.

**ACKNOWLEDGEMENT OF PRESS**

The Media was not present.

**APPROVAL OF AGENDA**

By way of consensus, the Committee approved the agenda as presented.

**APPROVAL OF MEETING REPORT**

By way of consensus, the Committee approved the February 24, 2020 meeting report as amended.

**CHAIRMAN'S REMARKS**

Chair Tibbetts welcomed everyone back since the last meeting was in February. He explained that it was Chief Moy's last meeting and Chief Rojas' first meeting.

**MEMBER COMMENTS ON NON-AGENDA ITEMS**

None

**RESPONSE TO MEMBER COMMENTS ON NON-AGENDA ITEMS**

None

## **REPORTS**

### **Gate Access Update**

Carlos Rojas, Chief of Security, updated the Committee on Gate Access Project. He informed them that Gate 11 has been completed. Chief Rojas stated that so far the gate arms have been working well in the Community. This gate was the final gate needed to be completed to conclude the Gate Access Project.

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

Chief Rojas explained that the Security Director serves as the Chair of the Disaster Preparedness Task Force (DPTF) per the Resolution. He stated that his emphasis will be on becoming brilliant at the basics, focusing on the fundamentals of disaster preparedness. He informed the Committee that he is working on the emergency supplies that are located in different areas of the Village. His project before the next DPTF meeting will be what supplies we have, what supplies we need, and get rid of the items that no longer are in working order.

### **RV Update**

Chief Rojas informed the Committee that right now, there are 11 spaces available for RV Lot A and none for RV Lot B. He explained that there have been no issues with the RV lots.

### **Noteworthy Incidents**

Chief Rojas presented noteworthy incidents. He explained that earlier this year, there were several vehicles that were stolen. Most of them were found to have had the keys left inside the vehicle. Marketing sent out a Community wide message regarding the break ins, since then there has not been any more stolen vehicles.

### **Security Statistics**

Chief Rojas reported on the statistics for the Security Department that includes foot patrols, notice of violations, crimes, traffic collisions, RV lots, Social Services and the Compliance Division. Reports are attached to the official minutes of this meeting.

Chief Rojas went through reports and explained certain statistics to the Committee. The Committee commented and asked questions.

## **ITEMS FOR DISCUSSION AND CONSIDERATION**

### **Emergency Equipment Update**

Chief Rojas updated the Committee on the Emergency Equipment. He explained that the items were ordered. However, at the moment we are waiting for the approval from the Towers to allow the receiver to be placed on there. The Committee commented and asked questions.

**Mandatory Security Officers at Specialty Events**

Chief Rojas presented the Mandatory Security Officers at Specialty Events. The Committee commented and asked questions.

Director Bhada made a motion to approve the Mandatory Security Officers at Specialty Events. The motion died for a lack of a second.

By consensus, the Committee directed Staff to update the Staff Report with additional information and bring back to the next meeting.

**ITEMS FOR FUTURE AGENDAS**

- To be determined

**CONCLUDING BUSINESS**

**Committee Member Comments**

Director Cash stated that he wanted to commend Brian Gruner, Recreation and Special Events Director, for a great job on the Drive In Movie they recently had.

**DATE OF THE NEXT MEETING**

The next meeting is scheduled for Monday, October 26, 2019, at 1:30 p.m. in a virtual meeting.

**ADJOURNMENT**

There being no further business to come before the Committee, Chair Tibbetts adjourned the meeting at 2:14 p.m.

*Don Tibbetts*

Don Tibbetts (Aug 25, 2020 22:25 PDT)

Don Tibbetts, Chair





### Chief Complaints from Incident Reports - November, 2020

DATE	Injury / Fall Common	Death	Neighbor Dispute	Sheriff Matter	Safety Issues	Confusion	Medical	All Others	TOTAL
11/2	2	3							7
11/3	1					1			2
11/4									0
11/5		2							2
11/6									0
11/9	2			1		1	1	2	9
11/10	1		2			1		1	6
11/12									0
11/13								1	2
11/16	3	2		4	1			2	14
11/17									0
11/18									0
11/19								1	8
11/20		5						1	1
11/23	1	3			1	1		2	9
11/24	2								2
11/25		1		1	1	1			8
11/30	1	4		1		1		1	14
<b>Total</b>	<b>13</b>	<b>21</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>11</b>	<b>84</b>

**Chief Complaints  
2020**

MONTH	Inj / Fall Common	Inj / Fall Manor	Death	Neighbor Dispute	Sheriff Matter	Safety Issues	Confusion	Medical	All Others	TOTAL
Jan	23	56	21	5	8	2	12	2	15	144
Feb	10	39	25	6	2	3	6	2	11	104
Mar	18	44	20	4	3	3	9	3	10	114
Apr	14	26	18	3	3	8	8	8	18	106
May	18	40	21	9	5	4	15	1	10	123
Jun	14	32	29	21	5	7	14	3	11	136
Jul	18	31	22	27	5	2	10	4	10	129
Aug	20	36	17	10	4	4	18	4	13	126
Sep	26	30	26	5	6	3	11	0	12	119
Oct	10	23	14	3	2	4	13	0	11	80
Nov	13	21	20	2	7	3	6	1	11	84
Dec										0
<b>Total</b>	<b>184</b>	<b>378</b>	<b>233</b>	<b>95</b>	<b>50</b>	<b>43</b>	<b>122</b>	<b>28</b>	<b>132</b>	<b>1265</b>
	14.5%	29.9%	18.4%	7.5%	4.0%	3.4%	9.6%	2.2%	10.4%	

Note: October 2020 - Malware attack.

## Data Report 2020

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Total Open Cases*	534	553	458	575	575	636	571	587	634	668	710		591.0
New Cases Opened	103	75	81	42	47	67	83	82	75	51	47		753
No. of Cases Closed	25	58	111	5	30	10	153	50	20	16	5	0	483
SW's HV/OV	170	161	88	11	7	10	4	0	0	22	25	0	498
SW's Phone Calls	1058	877	1506	1272	1087	1167	1154	986	936	846	941	0	11,830
Front Desk Phone Calls/Walk-Ins	754	635	668	581	399	553	655	415	628	480	343	0	6111

\*"Totals" represents the monthly average of all open cases.

<b>Client / Resident Attendance</b>	<b>83</b>	<b>293</b>	<b>54</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>325</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>756</b>
Outreach	60	198	16	0	0	0	0	325	1	0	0	0	600
Educational Seminars	0	70	38	0	0	0	0	0	0	0	0	0	108
Support Groups/Classes	23	25	0	0	0	0	0	0	0	0	0	0	48

<b>Resources &amp; Referrals</b>	<b>603</b>	<b>544</b>	<b>629</b>	<b>581</b>	<b>572</b>	<b>473</b>	<b>483</b>	<b>473</b>	<b>476</b>	<b>427</b>	<b>423</b>	<b>0</b>	<b>5684</b>
Abuse Services	9	7	11	11	11	18	11	14	14	12	7	0	125
Adult Day Centers	15	12	8	3	3	1	1	1	0	0	1	0	45
Behavioral Health	7	7	4	5	7	9	7	9	4	4	4	0	67
Caregiver Application	7	6	4	0	1	2	1	2	7	3	2	0	35
Cleaning /Organizing / Hoarding Services	15	14	9	6	12	18	5	13	16	11	16	0	135
Counseling Services	4	9	5	3	2	6	4	2	1	7	4	0	47
Death-Related Resources	5	4	2	3	3	4	3	0	2	0	1	0	27
Dementia-Related Resources	12	26	22	15	25	20	17	9	17	11	16	0	190
Disability Services	9	9	5	3	5	7	6	4	3	2	5	0	58
DMV / Driving Resources	3	3	3	1	6	2	1	1	3	3	2	0	28
Durable Medical Equip	7	5	1	8	9	1	6	1	2	2	6	0	48
Educational Information	44	53	62	38	41	42	36	36	37	32	22	0	443

## Data Report 2020

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Emergency Response Device	28	32	40	21	21	19	16	24	21	18	18	0	258
Employment	2	2	2	4	5	2	1	1	1	1	3	0	24
Entitlement Programs	8	14	4	14	12	3	8	5	5	5	6	0	84
Family Caregiver Services	17	5	5	7	2	4	6	3	2	11	11	0	73
Financial Services	15	9	7	13	11	9	11	18	6	5	3	0	107
Food & Nutrition Asst.	48	27	145	139	78	43	30	41	40	31	27	0	649
Foundation of Laguna Woods Village	24	14	20	28	17	23	32	28	26	15	35	0	262
Friendly Visitor Program	22	15	10	3	7	14	17	6	7	10	6	0	117
Handyman / Home Repair Services	7	9	8	8	3	9	4	7	5	8	8	0	76
Health Care Benefits	20	18	11	11	21	8	20	15	17	13	14	0	168
Health Care Services	17	23	18	42	16	12	17	13	21	16	13	0	208
Health Edu/Disease Prevention & Wellness	15	15	25	20	11	16	17	20	11	10	7	0	167
Home Care	38	36	37	25	31	36	36	35	37	43	31	0	385
Housing Resources & Advocacy	8	5	4	5	7	7	15	2	5	4	1	0	63
Legal Services	22	25	19	10	7	15	11	27	14	19	22	0	191
Long-Term Planning	12	14	13	9	8	7	10	10	8	10	9	0	110
Low Income Resource	12	5	10	14	9	5	5	7	9	4	6	0	86
Moving-Related Services	2	1	3	2	1	5	3	2	4	4	2	0	29
Personal Services	3	8	5	3	2	2	1	2	4	3	1	0	34
Pet Related	3	3	1	2	4	0	2	1	1	0	0	0	17
Placement / Facilities	20	15	22	13	17	17	15	17	19	18	15	0	188
Public Safety & Emerg Services	5	1	7	2	3	10	6	2	4	4	2	0	46
Recreation / Socialization Programs	7	28	25	5	8	8	15	9	9	8	6	0	128
Substance Abuse Services	5	4	0	1	2	3	2	0	2	0	3	0	22
Support Groups	8	7	7	2	5	3	10	5	7	2	8	0	64
Transportation	46	32	19	11	16	14	7	28	18	22	23	0	236



## Data Report 2020

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Veterans Services	18	3	8	4	1	4	6	4	4	3	6	0	61
VMS Departments	31	19	18	25	33	36	53	44	49	44	32	0	384
Other	3	0	0	42	89	9	9	5	14	9	19	0	199

Compliance Division

Allegations:	Sep	Oct	Nov
Abandoned Vehicle:	18	18	17
Alteration Maintenance:	18	12	15
Animal Nuisance:	30	30	29
Balcony Clutter:	20	28	27
Breezeway Clutter:	25	31	29
Caregiver Policy:	12	7	9
Carport Clutter:	36	37	37
Common Area Clutter:	24	33	28
Delinquencies:	95	99	99
Equestrian Center:	0	1	0
Estate Sales:	0	0	0
Events:	0	0	0
Garden Center Violations:	0	1	0
Gate Clearance:	0	5	3
Golf Course Violation:	0	0	0
Illegal Business:	0	0	0
Illegal Occupancy:	49	50	47
Interior Clutter:	7	12	9
Landscape:	41	35	39
Maintenance:	19	49	34
Nuisance:	93	60	71
Other:	10	1	4
Patio Clutter:	22	30	32
Real Estate Signage:	20	9	13
Recreation Policy:	0	0	0
RV Violation:	0	0	0
Short Term Rentals:	0	1	0
Smoking Policy:	6	11	8
Traffic Rules:	12	6	7
Unauthorized Alteration:	35	12	22
Vehicle Oil:	3	7	5
<b>Total:</b>	<b>595</b>	<b>585</b>	<b>584</b>

2021 Ford Edge Vehicle Graphics





## STAFF REPORT

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**DATE:** December 28, 2020  
**FOR:** Security & Community Access Committee  
**SUBJECT:** Mandatory Security Officers at Specialty Events

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### **RECOMMENDATION**

Staff recommends amendment to the Recreation and Special Events Department Policy requiring clubs/residents to obtain fee-based security services when hosting specialty events, as deemed necessary by recreation staff.

### **BACKGROUND**

The Recreation and Special Events Department is responsible for the planning and execution of comprehensive recreation programs and events for all residents of Laguna Woods Village. Its mission is to ensure that Laguna Woods Village residents receive unparalleled opportunities to enjoy the utmost in active living.

The Security Services Department provides continuous (24-hour) security operations for the Laguna Woods Village through the use of: field supervision; routine motor patrol; routine foot patrol operations; and a security dispatch center, receiving and dispatching appropriate response to calls on a 24-hour basis.

Laguna Woods Village offers seven different reservable facilities for club events, resident parties and general gatherings. Facilities are able to accommodate groups as small as two people in a conference room, dinner parties up to 400 guests, and large indoor/outdoor events up to 800 participants; such as the annual Baby Boomers Woodstock event, guest speakers of high profile (ie. ACT club event or political candidate under civil code 4515) and the Reform Temple Food Festival.

### **DISCUSSION**

The purpose of the amendment is to require select specialty club/resident events have Security Officers present for the safety of residents, guests, staff and property. Events requiring Security Officers will be determined by type, location, estimated attendance, serving of alcoholic beverages, high profile guest appearance(s) and/or events that draw attention from the news media.

Security requirements will be determined at time of booking. In addition, the Security Department will be notified in advance to determine event needs and the amount of personnel and hours required.

### **FINANCIAL ANALYSIS**

Fees will be based on the over-time bill rate for the Security Department including wage rate, burden and overhead; for 2021 the rate is approximately \$50.00/hour. The billable hours will be determined by the Security Department and included in the contract for the event. The

Recreation and Special Events Department will collect the fee at the conclusion of the event as per standard operating procedure.

**Prepared By:** Jennifer Murphy, Recreation Manager  
Francis Gomez, Operations Manager

**Reviewed By:** Tom Siviglia, Operations Manager  
Brian Gruner, Recreation and Special Events Director  
Carlos Rojas, Chief of Security Services  
Siobhan Foster, Chief Operating Officer  
Betty Parker, Chief Financial Officer

**ATTACHMENT(S)**

Attachment 1: Amended Recreation Department Policy: Room Reservations

## Attachment 1

### **Golden Rain Foundation Recreation and Special Events Department Policies and Procedures**

#### **Room Reservations**

##### **A. General**

1. Requestor must be a Laguna Woods Village resident and be prepared to show Laguna Woods Village ID card upon request in order to check availability or make/change/cancel reservation (with the exception of memorials).
2. Requestor must submit a facility application form prior to making payment for a room reservation.
3. Reservations by individuals may only be booked for private or social gatherings.
4. Rooms may not be used to conduct a business. Marketing or solicitation of third-party products is strictly prohibited. Caterers and entertainers are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF's facilities.
5. Individuals are prohibited from advertising events to the general public through media in general circulation outside of Laguna Woods Village. Staff works to assure that clubs/groups/organizations and individuals are placed in the appropriate-sized rooms for their event. Set minimum occupancy limits will be enforced.
6. Clubhouse rooms may be reserved between 8 a.m. and 10 p.m. seven days a week, except for New Year's Eve, which may be reserved until 1 a.m. Extended hours up to midnight may be scheduled with the facility supervisor three weeks in advance for Clubhouses 2 and 7; additional fees will apply for extended hours per the GRF fee list.
7. Reservations must be for a two-hour minimum room rental or four-hour minimum rental for the large ballrooms and main lounges. One-hour reservations may be made on a case-by-case basis with the approval of the facility supervisor; reservations for one hour may not request a room setup.
8. Length of reservation must include setup/decoration, caterer preparation and cleanup time.
9. The GRF pricing policies contain two rates: Resident rate and exception rate; (refer to the GRF fee list).
  - a. Resident rate applies to:
    - i. All Laguna Woods Village residents;
    - ii. Weddings and wedding receptions for residents and
    - iii. Private resident events such as birthdays, memorials and/or anniversary parties.
  - b. Exception rate applies to:

- i. Any non-Laguna Woods Village organization or group for which a resident makes a reservation;
  - ii. Weddings and/or wedding receptions for non-residents and are limited to only siblings, children, parents and grandchildren of residents; and
  - iii. All club/group/organization reservations that have more than 50 percent nonresidents in attendance and are charging admittance or accepting donations (club/group/organization-approved fundraisers are exempt).
10. It is prohibited to use any room/facility for anything but the stated purpose.
11. Reservations may be canceled or moved as necessary to accommodate government elections, GRF and mutual meetings, facility renovations, GRF-approved requests, Recreation-coordinated communitywide events, etc. The Performing Arts Center rehearsal room reservations may be canceled or moved if the auditorium is booked.
12. Every reservation must submit a Facility Checkout Form to the clubhouse staff at the conclusion of the event indicating the number of residents and nonresidents.
13. Cancellation of a paid reservation requires at least 14 days' notice to Recreation to qualify for a full refund.
14. Refunds will be credited to the requestor's credit card or via check, by request.
15. "No shows" and cancellations less than 14 days of the reservation date will result in the complete forfeiture of the room reservation fees.
16. Specialty club/resident events require security personnel; additional fees apply (refer to the GRF fee list).
  - a. Events requiring security personnel are determined by type, size and/or nature of event.
17. Bounce houses, tents, party rental equipment, mobile catering/salon trucks, outside caterers, etc. must be cleared by the insurance coordinator 60 days in advance (call 949-597-4202 for more information) and may require a permit by the City of Laguna Woods.