

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

**Monday, April 26, 2021 – 1:30 p.m.
Virtual Meeting**

NOTICE OF MEETING AND 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 |
- Laguna Woods Village owner/residents are welcome to participate:
- a. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and manor number must be included.
 - b. By calling (949) 268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and manor number.
 - c. Join the Zoom meeting at: <https://zoom.us/j/98851177712>

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. Gate Access Control Systems (RFID) | Carlos Rojas |
| 13. Access Key Hardware Device (Amazon) | Carlos Rojas |
| 14. Gate 12 Upgrade | Carlos Rojas |

Items for Future Agendas:

15. To be determined

Concluding Business:

- 16. Committee Member Comments
- 17. Date of Next Meeting – June 28, 2021 at 1:30 p.m.
- 18. Adjournment

Don Tibbetts, Chair
Carlos Rojas, 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 Monday, February 22, 2021 at 1:30 p.m. 24351 El Toro Road, Laguna Woods, California.

MEMBERS PRESENT: Don Tibbetts – Chair, , Cush Bhada, Reza Bastani, Margaret Bennett, Maggie Blackwell, Manuel Armendariz, Craig Wayne (arrived at 1:38 P.M.), and Bert Moldow (arrived at 1:40 P.M.),

MEMBERS ABSENT: Andre Torng

ADVISORS PRESENT: Larry Cunningham and Frank Tybor (left at 1:43 P.M.)

ADVISORS ABSENT: None

OTHERS PRESENT: John Frankel and Bunny Carpeter

STAFF PRESENT: Carlos Rojas, and Jennifer Zion

CALL TO ORDER

Don Tibbetts, Chair, called the meeting to order at 1:32 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 December 28, 2020 meeting report.

CHAIRMAN'S REMARKS

Chair Tibbetts had no comments.

MEMBER COMMENTS ON NON-AGENDA ITEMS

Director Torng (389-Q) emailed regarding ongoing issue with neighbor with cars parked in open parking, with pass. He was told that this neighbor is not in violation of policy and that there was nothing that could be done.

Dick Radar (270-D) emailed and asked about re-instating criminal statistics.

RESPONSE TO MEMBER COMMENTS ON NON-AGENDA ITEMS

Carlos Rojas, Chief of Security, responded to Director Tornig that it is under review. Margaret Bennet wants to policy reviewed. Cunningham discussed the downside of the cost savings from the RFID, there is no visual to know a car belongs in the Village.

By consensus, the Committee directed staff to obtain information and cost for a one-time Laguna Woods Village decal.

REPORTS

Disaster Preparedness Task Force Report

Chief Rojas explained that there is a Good Neighbor Captin meeting tomorrow, February 23rd. He is also in the process of updating the Good Neighbor Captian list.

RV Update

Chief Rojas informed the Committee that right now, there are 1 space available for RV Lot A and 2 spaces for RV Lot B. He explained that they will probably be 100% full soon.

Noteworthy Incidents

Chief Rojas presented noteworthy incidents. There is a new Gate Ambassador Supervisor that started this week and will be hiring for a supporting scheduler role. Chief Rojas also informed the Committee updates with the vaccine clinic.

Security Statistics

Chief Rojas reported on the statistics for the Security Department that includes 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 questions from the last meeting. The Committee commented and asked questions.

Security Officers at Specialty Events

Chief Rojas informed the Committee that the Voluntary Security Officers at Specialty Events Resolution was approved by the Board.

Garden Center Security Update

Chief Rojas reported to the Committee that he and the Director of Recreation did a walkthrough in both Garden Centers. As of right now, Security will add Foot Patrol and Patrol Checks to save on costs. Also, when people terminate their plot, there will Security there to escort them out.

Gate Access System (RFID)

Chief Rojas reported to the Committee the cost of the RFID's. The Committee commented and asked questions.

Fire Avert Devices

Chief Rojas presented the Fire Avert Devices. Chief Rojas gave some back history. He proposed that a pilot program of (6) units, costing no more than \$930 be presented to the Board. The Committee commented and asked questions

Director Armendariz made a motion to approve the Fire Avert Devices pilot program. Director Bhada seconded the motion.

By a vote of (5-2-0), (Director Moldow and Advisor Cunningham), the motion passed

ITEMS FOR FUTURE AGENDAS

None

CONCLUDING BUSINESS

Committee Member Comments

Advisor Cunningham comments on the poor quality of audio on the meeting.

DATE OF THE NEXT MEETING

The next meeting is scheduled for Monday, April 26, 2021, 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 2:39 p.m.

Don Tibbetts

[Don Tibbetts \(Feb 25, 2021 09:44 PST\)](#)

Don Tibbetts, Chair



Laguna Woods Village®

SOCIAL SERVICES DEPARTMENT

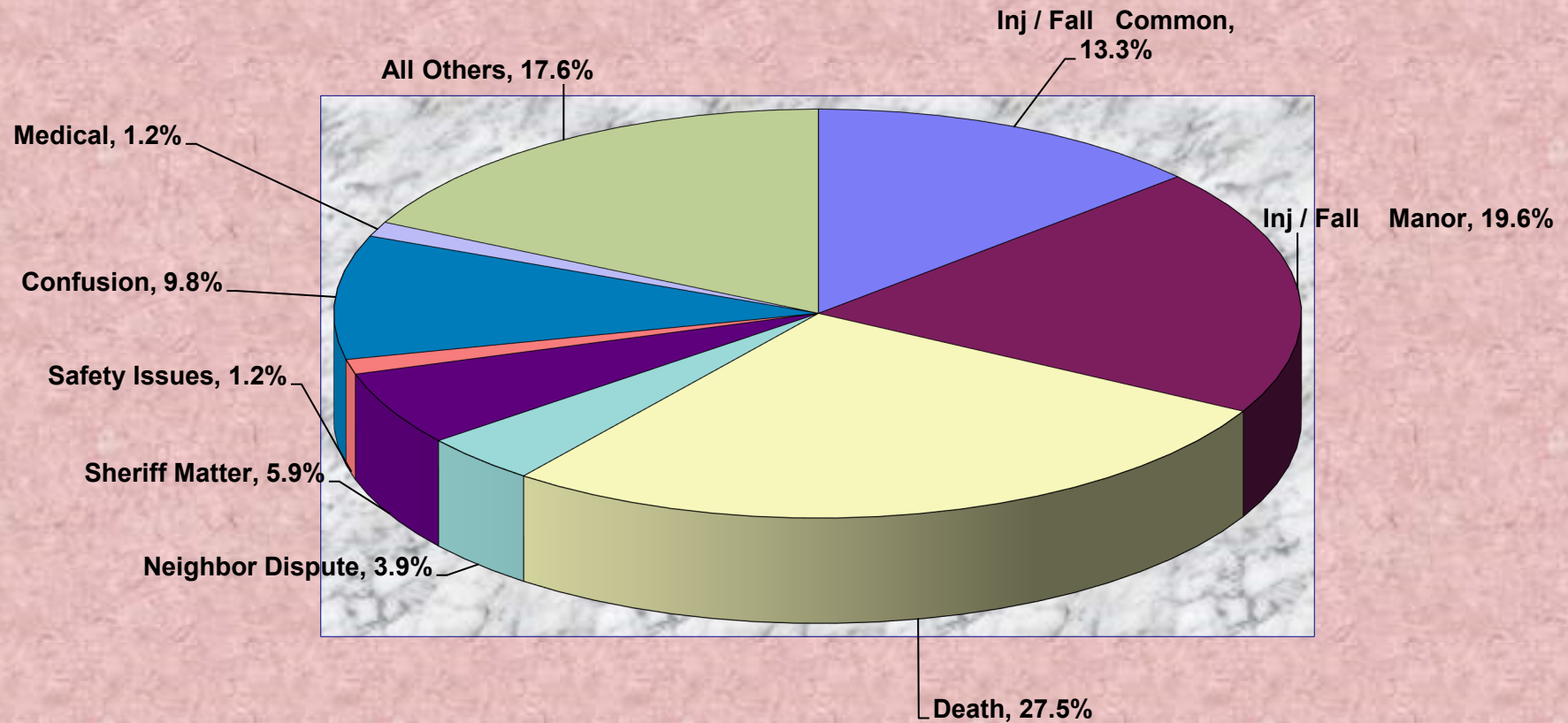
Chief Complaints 2021

MONTH	Inj / Fall Common	Inj / Fall Manor	Death	Neighbor Dispute	Sheriff Matter	Safety Issues	Confusion	Medical	All Others	TOTAL
Jan	7	18	29	5	2	2	7	1	12	83
Feb	11	12	19	3	6	0	9	2	16	78
Mar	16	20	22	2	7	1	9	0	17	94
Apr										0
May										0
Jun										0
Jul										0
Aug										0
Sep										0
Oct										0
Nov										0
Dec										0
Total	34	50	70	10	15	3	25	3	45	255
	13.3%	19.6%	27.5%	3.9%	5.9%	1.2%	9.8%	1.2%	17.6%	

Note: October 2020 - Malware attack.

SOCIAL SERVICES - 2021

CHIEF COMPLAINTS FROM SECURITY REPORTS



Compliance Division

Allegations	Jan	Feb	Mar
Abandoned Vehicle:	16	15	13
Alteration Maintenance:	18	16	9
Animal Nuisance:	41	50	52
Balcony Clutter:	25	26	26
Breezeway Clutter:	19	19	14
Caregiver Policy:	6	3	1
Carport Clutter:	42	43	47
Common Area Clutter:	21	22	27
Delinquencies:	77	73	69
Equestrian Center:	0	0	0
Estate Sales:	0	0	0
Events:	0	0	0
Garden Center Violations:	1	0	0
Gate Clearance:	3	0	0
Golf Course Violation:	0	0	0
Illegal Business:	0	0	0
Illegal Occupancy:	79	81	98
Interior Clutter:	5	3	8
Landscape:	57	45	41
Maintenance:	13	13	16
Nuisance:	133	155	149
Other:	34	27	30
Patio Clutter:	23	13	18
Real Estate Signage:	20	11	12
Recreation Policy:	0	0	0
RV Violation:	0	0	0
Short Term Rentals:	0	0	0
Smoking Policy:	18	19	19
Traffic Rules:	41	43	49
Unauthorized Alteration:	44	41	42
Vehicle Oil:	1	0	0
Total:	737	718	740

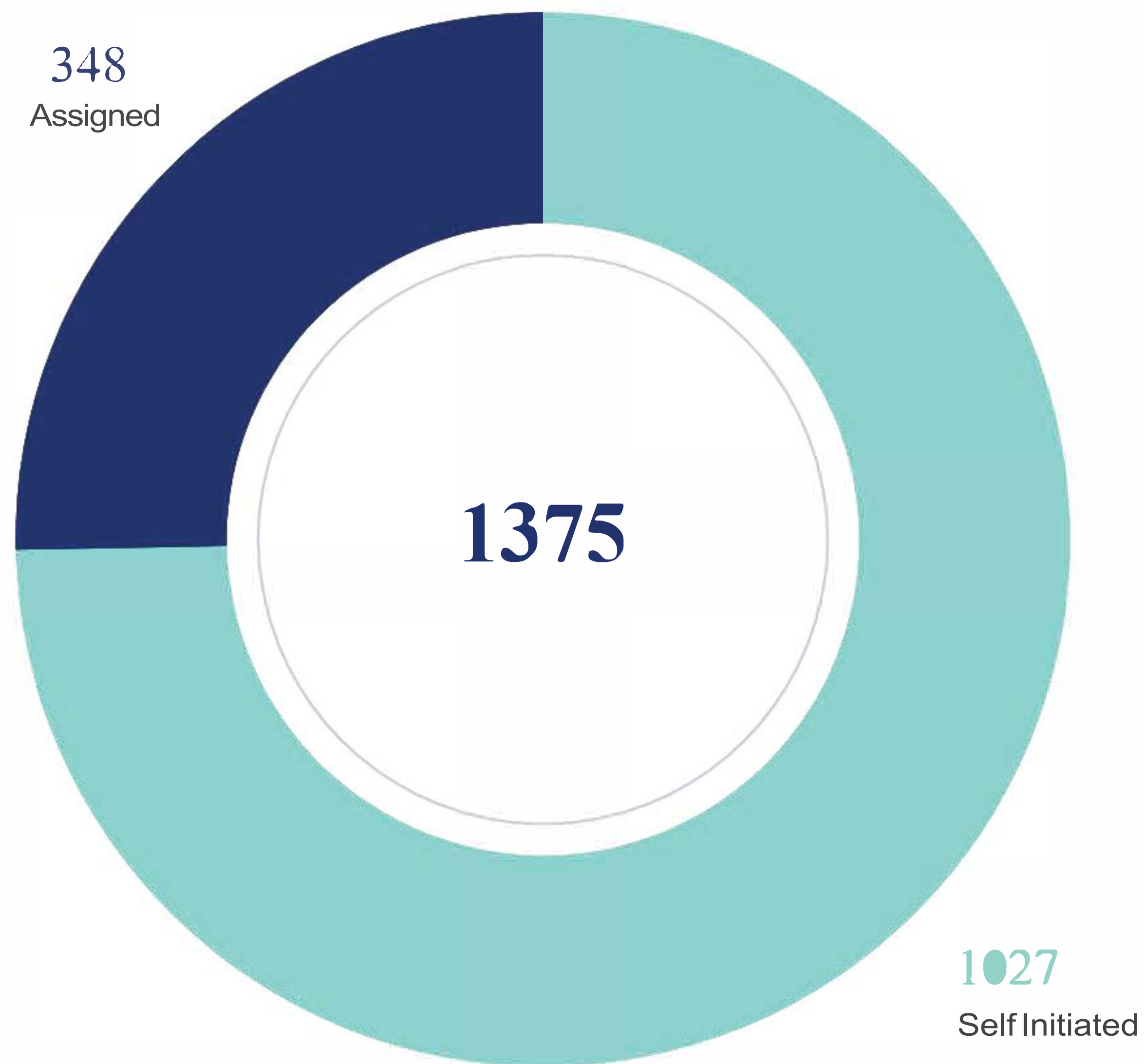
Activity Log Report - Security Patrol Officers - MARCH

VIOLATIONS	PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5	GRF	TOTALS
Call-Types							
Patrol Check	304	231	373	25	59	383	1375
Emergency Medical Assistance	83	49	79	9	3	2	225
Welfare Check	17	7	5	0	2	0	31
Resident Assist / Flag-Down	35	15	23	3	0	3	79
Suspicious Circumstances / Occupied Veh	14	9	7	0	0	2	32
Confused Resident	4	2	2	0	1	0	9
Resident Dispute / 415 / Res Complaint	47	13	19	2	0	1	82
Illegally Parked Vehicle	38	29	38	3	0	0	108
SUB-TOTAL	542	355	546	42	65	391	1941
Additional Duties After Hours							
Plumbing Evaluation	18	6	12	4	0	0	40
Landscape Related	2	2	4	0	0	0	8
Electrical Evaluation	3	2	5	0	0	0	10
SUB-TOTAL	23	10	21	4	0	0	58
TOTALS	565	365	567	46	65	391	1999

	PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5	GRF
PHASE LEGEND	GATES 1, 2, 3, 4	GATES 5, 6	GATES 7, 8, 9, 10	GATE 14	GATE 11	OTHER PROP.

Foot Patrols by Security Officers

March 2021



CRIME AND COLLISION REPORT

YTD 2021

VIOLATION#	PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5	GRF	TOTALS
CRIMES							
70 BURGLARY (AUTO)	2	0	0	0	0	0	2
90 BURGLARY (RESIDENCE)	0	0	0	0	0	0	0
150 DISTURBANCE	20	10	12	0	0	0	42
260 FRAUD	0	0	0	0	0	0	0
370 MALICIOUS MISCHIEF	3	4	0	0	0	5	12
500 GRAND THEFT	6	1	0	0	0	1	8
505 AUTO THEFT	0	1	0	0	0	1	2
510 PETTY THEFT	22	13	5	0	1	3	44
520 TRESPASSING	2	0	1	0	0	4	7
SUB-TOTAL	55	29	18	0	1	14	117
TRAFFIC COLLISIONS							
650 HIT AND RUN ACCIDENT	2	2	3	0	0	0	7
1000 NON-INJURY ACCIDENT	1	2	5	0	0	3	11
1010 INJURY ACCIDENT	1	0	0	0	0	0	1
1020 FATALITY ACCIDENT	0	0	0	0	0	0	0
1030 INJURY/FATALITY ACCIDENT	0	0	0	0	0	0	0
1050 OUTSIDE COLLISION	0	0	0	0	0	0	0
SUB-TOTAL	4	4	8	0	0	3	19
TOTALS	59	33	26	0	1	17	136

LEGEND

PHASE 1 Gates 1,2,3,4
 PHASE 2 Gates 5,6
 PHASE 3 Gates 7,8,9,10

PHASE 4 Gate 14
 PHASE 5 Gate 11
 PHASE 6 GRF Property

NOTICE OF VIOLATIONS

March 2021

	PHASE 1 GATES 1, 2, 3, 4			PHASE 2 GATES 5, 6			PHASE 3 GATES 7, 8, 9, 10			PHASE 4 GATE 14			PHASE 5 GATE 11			GRF OTHER PROPERTY			TOTALS		
VIOLATIONS	YTD 2020	YTD 2021	MAR	YTD 2020	YTD 2021	MAR	YTD 2020	YTD 2021	MAR	YTD 2020	YTD 2021	MAR	YTD 2020	YTD 2021	MAR	YTD 2020	YTD 2021	MAR	YTD 2020	YTD 2021	MAR
601 SPEED +11-15	57	2	0	25	0	0	73	1	0	0	0	0	0	0	0	0	0	0	0	155	0
602 SPEED 16+	2	1	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	12	12	0
610 STOP SIGN	91	1	0	40	3	0	87	3	0	4	0	0	0	0	0	0	0	0	222	222	0
660 UNLICENSED DRIV.	15	1	0	6		0	9	0	0	0	0	0	0	0	0	0	0	0	30	30	0
ALL OTHER MOVING*	6	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	8	8	0
700 NO PARKING	36	1	0	8	1	0	9	0	0	3	0	0	1	0	0	0	1	0	57	57	0
720 LIMITED PARKING	0	0	0	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	3	3	1
725 EXPIRED REG	69	1	0	47	1	1	32	5	4	3	0	0	1	0	0	0	0	0	152	152	5
727 DECAL/OPP NO	100	17	8	50	4	4	52	13	4	9	0	0	0	3	3	0	0	0	211	211	19
811 HANDICAPPED	5	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	9	9	0
ALL OTHER PARKING**	80	17	5	51	8	2	46	6	4	12	0	0	1	1	1	0	2	0	190	190	12
RV VIOLATIONS***	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3	0	2	2	0
TOTALS	461	41	13	230	17	8	326	28	12	31	0	0	3	4	4	0	6	0	896	1051	37

* 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

Speed-Minder Survey Summary

Survey Description

Survey Location	Avenida Sosiega	
GPS Coordinates		
Survey Dates	Start	Stop
	Saturday, 6/13/2020 1:23 PM	Wednesday, 4/7/2021 11:28 AM
Posted Speed Limit	25 (mph)	
Traffic Zone	Normal	

Survey Results

Total Vehicle Count		169056		
	Direction	Closing	Away	Combined
	Vehicle Count	82407	86649	169056
Speed Limit		25 (mph)		
	Vehicles Under the Speed Limit Count	46902	49115	96017
	Vehicles Under the Speed Limit Percentage	56.92%	56.68%	56.8%
	Vehicles Over the Speed Limit Count	35505	37534	73039
	Vehicles Over the Speed Limit Percentage	43.08%	43.32%	43.2%
Excessive Speed Threshold		36 (mph)		
	Vehicles Over the Excessive Speed Count	909	2426	3335
	Vehicles Over the Excessive Speed Percentage	1.1%	2.8%	1.97%
	Average Speed Over Limit	28.82 (mph)	29.66 (mph)	29.25 (mph)
Speed Profile				
	Average Vehicle Speed	24.17 (mph)	24.65 (mph)	24.41 (mph)
	Minimum Vehicle Speed	2 (mph)	3 (mph)	2 (mph)
	Maximum Vehicle Speed	64 (mph)	72 (mph)	72 (mph)
	85% Percentile Speed	29 (mph)	30 (mph)	30 (mph)
	Standard Deviation	5 (mph)	6 (mph)	5 (mph)
	10 MPH Pace	20-29 (mph)	20-29 (mph)	20-29 (mph)
	In Pace Count	52333	53651	105984

Laguna Woods Security

Survey Description

Survey Location Avenida Sosiega

GPS Coordinates

Survey Dates

Start

Saturday, 6/13/2020 1:23 PM

Stop

Wednesday, 4/7/2021 11:28 AM

Posted Speed Limit

25 (mph)

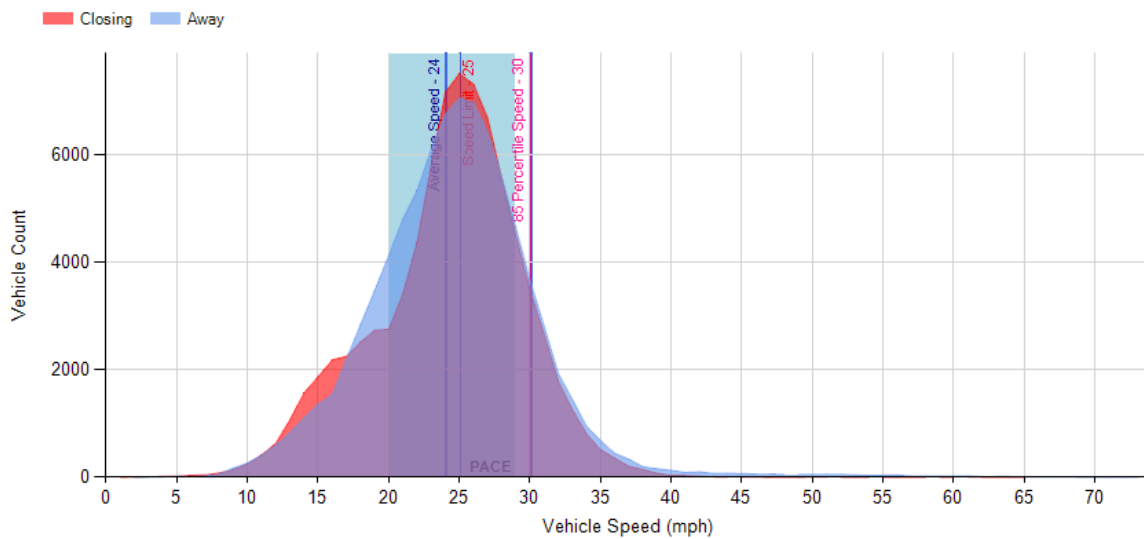
Traffic Zone

Normal

Count vs Speed Chart

Date Range: 2020-06-13 - 2021-04-07

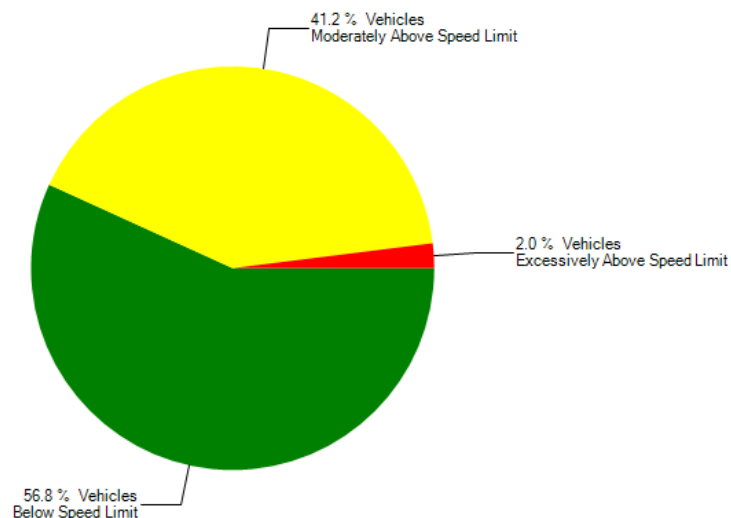
Direction: Both



Speed Pie Chart

Date Range: 2020-06-13 - 2021-04-07

Direction: Both



Laguna Woods Security

Enforcement Schedule

Date Range: 2020-06-13 - 2021-04-07

Direction: Both

	Best Speed Enforcement Time			
	Closing Traffic		Away Traffic	
	Start Time	Stop Time	Start Time	Stop Time
Monday	10:00:00	11:00:00	12:00:00	13:00:00
Tuesday	11:00:00	12:00:00	13:00:00	14:00:00
Wednesday	16:00:00	17:00:00	15:00:00	16:00:00
Thursday	14:00:00	15:00:00	14:00:00	15:00:00
Friday	13:00:00	14:00:00	12:00:00	13:00:00
Saturday	14:00:00	15:00:00	14:00:00	15:00:00
Sunday	11:00:00	12:00:00	16:00:00	17:00:00

	Direction	Closing	Away	Combined
Speed Limit		25 (mph)		
<i>Vehicles Under the Speed Limit Count</i>		46902	49115	96017
<i>Vehicles Under the Speed Limit Percentage</i>		56.92%	56.68%	56.8%
<i>Vehicles Over the Speed Limit Count</i>		35505	37534	73039
<i>Vehicles Over the Speed Limit Percentage</i>		43.08%	43.32%	43.2%
Excessive Speed Threshold		36 (mph)		
<i>Vehicles Over the Excessive Speed Count</i>		909	2426	3335
<i>Vehicles Over the Excessive Speed Percentage</i>		1.1%	2.8%	1.97%
<i>Average Speed Over Limit</i>		28.82 (mph)	29.66 (mph)	29.25 (mph)

RECREATIONAL VEHICLE LOTS (A - B)

4/8/2021

SPACE AND VACANCIES			
	LOT "A"		LOT "B"
TOTAL SPACES	343		76
ASSIGNED RV SPACES	326		69
GNED PASSENGER VEHICLES			
VACANCIES	17		7

WAITING LIST			
SPACE SIZE	NUMBER	SPACE SIZE	NUMBER
12 Feet	5	12 Feet	5
18 Feet	5	18 Feet	5
19 Feet	1	19 Feet	1
20 Feet	2	20 Feet	2
25 Feet	1	25 Feet	1
35 Feet	1	35 Feet	1
36 Feet	1	36 Feet	1
40 Feet	2	40 Feet	2
45 Feet	1	45 Feet	1
TOTAL		24	
SPACES AVAILABLE			

LOT "A"	
SPACE SIZE	NUMBER
10 Feet	1
13 Feet	2
14 Feet	1
15 Feet	4
16 Feet	8
17 Feet	7
18 Feet	6
19 Feet	14
20 Feet	13
21 Feet	8
22 Feet	12
23 Feet	14
24 Feet	24
25 Feet	26
26 Feet	18
27 Feet	20
28 Feet	9
29 Feet	12
30 Feet	25
31 Feet	15
32 Feet	20
33 Feet	7
34 Feet	11
35 Feet	12
36 Feet	9
37 Feet	2
38 Feet	8
39 Feet	7
40 Feet	7
42 Feet	1
323	

LOT "B"	
SPACE SIZE	NUMBER
11 Feet	2
15 Feet	1
16 Feet	2
17 Feet	1
18 Feet	3
19 Feet	5
20 Feet	4
21 Feet	2
22 Feet	2
23 Feet	1
24 Feet	2
24.5 Feet	1
25 Feet	8
26 Feet	2
27 Feet	1
28 Feet	1
29 Feet	2
30 Feet	4
31 Feet	1
33 Feet	3
34 Feet	1
36 Feet	1
37 Feet	1
51	

STAFF REPORT

DATE: April 26, 2021
FOR: Security and Community Access Committee
SUBJECT: Vehicle Decals

RECOMMENDATION

Receive and file. Due to the effectiveness of the radio frequency identification tags (RFID), license plate recognition (LPR), and PlateSmart technology, staff does not recommend implementing a multi-year vehicle decal.

BACKGROUND

On August 28, 1967, the vehicle decal program was approved and authorized to occur approximately every five years (Resolution 103). In 2012, the program was amended to require all resident-owned motor vehicles register with the Golden Rain Foundation (GRF) and display a community decal sticker, which is required to be updated annually (Resolution 90-12-114). A valid driver's license as well as current department of motor vehicles (DMV) registration is required to obtain a vehicle decal sticker. Each year residents receive a sticker with the current year affixed on top of the previous year.

In 2014, the Board approved a full gate system as a pilot program at Gates 5 and 6 which included using a single visitor management and access control system database utilizing vehicle radio frequency identification (RFID) tags, license plate recognition (LPR), and PlateSmart technology for automated entrances (Resolution 90-14-59 and 90-16-53). The pilot program was a success and in 2017, the Board approved funding for new Gate Access System Technology for Gates 1, 2, 3, 4, 7, 8, 9, and 14 (Resolution 90- 17-30 and 90-18-24). In 2018, the Board authorized and approved the addition of Gate 10 to the gatehouse renovation program (Resolution 90-18-40). Due to efforts and leadership of the Board as of 2020 the renovation program that includes the Gate Access System technology has been completed.

On December 3, 2019, the Board approved to eliminate the vehicle decal annual stickers as of January 1, 2021 and require the use of vehicle RFID tags.

On February 22, 2021, the Security and Community Access Committee (SCAC) requested that staff research the implementation of a vehicle decal program that would be on a multiple year cycle as opposed to annually in order to better identify whether a vehicle has authorization to be in the Laguna Woods Village.

The Security Services Department is responsible for monitoring access at the gatehouses and the Resident Services Department is responsible for the vehicle decal program.

DISCUSSION

As of present, approximately 87% of vehicles that are registered with GRF have an RFID tag. Only drivers that have registered vehicles and receive an RFID are capable of using the resident lanes. Drivers with an RFID must approach the gates slowly to allow the RFID on the vehicle to trigger the gate barrier arm to open. Residents without an RFID must go through the guest lane to be checked by staff from the Security Services Department.

Additionally, the LPRs and PlateSmart technology at each gatehouse capture every vehicle entering and leaving the community. This information is available to the Security Department to research vehicles in the field and take necessary enforcement action, as appropriate.

Currently a Security Patrol Officer can authenticate the authorized presence of a vehicle by making a database inquiry in the field which will provide information on the vehicle and owner whether the vehicle has RFID or not. If the vehicle is not in the database that would be the predicate for the Security Officer to further inquire to ascertain whether or not the vehicle is legitimately in the Village. This can include, checking for an overnight parking pass, checking for an RFID tag, enforcing Board approved traffic rules and regulations or requesting law enforcement assistance.

Furthermore, upon a resident moving out of the community or lease expiration RFID tags are automatically turned off.

Implementation of a common vehicle decal program, regardless of the issuance cycle, will increase cost and provide a false sense of security. While a benefit of a common vehicle decal serves as a visual cue on a vehicle's authorization to be in the Village it also leads to potential assumptions, human error, tampering, and weakens the security infrastructure that has been established.

The visual cue of a vehicle decal also identifies individuals as Village residents when outside the community. Individuals with nefarious intentions may use that information to target residents for victimization. With a visual cue of a common vehicle decal, Gate Ambassadors in the past have lifted the gate arm assuming the decal is legitimate and that there has been no resident status change of the resident associated with the vehicle entering the community. If procedures were to be modified to manually run each vehicle entering this would create significant inefficiencies, delays and traffic congestion. Conversely, the RFID allows for increased efficiency due to automated data entry and automatic triggering of the gate arm.

The electric vehicle decal and golf cart registration decal will remain as is.

FINANCIAL ANALYSIS

The implementation of common vehicle decals will result in an estimated cost of \$40,000 predicated on the year identified within the multiple year cycle concept. The financial cost is based on the purchasing and mailing cost of the vehicle decals. The funding would come from the Operations Fund.

Prepared By: Carlos Rojas, Security Director

Reviewed By: Francis Gomez, Operations Manager
Chuck Holland, Information Services Director
Betty Parker, Chief Financial Officer
Siobhan Foster, Chief Operating Officer

STAFF REPORT

DATE: April 26, 2021
FOR: Security & Community Access Committee
SUBJECT: Access Key Hardware Device

RECOMMENDATION

Staff recommends entering into an agreement with Amazon.com, Inc. and allowing installation of access key hardware devices at each gatehouse at no cost to GRF.

BACKGROUND

The Security Services Department provides continuous (24-hour) security operations for Laguna Woods Village using: 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. Additionally, the Security Services Department is responsible for monitoring access at each gatehouse.

At present, an Amazon.com, Inc. driver enters via the guest lane and yields to a Gate Ambassador for entry when making a delivery. The Gate Ambassador obtains the unit information for the delivery and opens the gate for the vehicle.

DISCUSSION

Amazon.com, Inc. offers an access key hardware device that communicates with the delivery driver via an app for entry without having to wait. The program, called Key for Business (KFB), is designed to increase accuracy, convenience, and consistency of deliveries.

How it Works

Amazon.com, Inc. will install a small 3 x 2.5 in. cellular device at each gatehouse out of the public's eye. The device connects to its delivery app that only allows access to authorized and authenticated drivers. The authentication is only given once per delivery, when located at the property, with the correct package. The KFB program monitors access to the Community by its drivers including who, when, and how long the driver was on-site.

FINANCIAL ANALYSIS

There is no cost or commitment. Liability for lost, stolen, or damaged devices and packages remain on Amazon.com, Inc.

Prepared By: Francis Gomez, Operations Manager
Reviewed By: Carlos Rojas, Chief of Security Services

STAFF REPORT

DATE: April 26, 2021
FOR: Security and Community Access Committee
SUBJECT: Gate 12 Upgrade

RECOMMENDATION

Staff recommends the Gate 12 Upgrade be included in the 2022 Capital Improvement Projects.

BACKGROUND

Since 2014, the Board has approved a full Gate Access System Technology at Gates 1-11. The full Gate Access System Technology includes CCTV cameras, a visitor management and access control system database that utilizes vehicle radio frequency identification (RFID) tags, license plate recognition (LPR), and PlateSmart technology for automated entrances (Resolutions 90-14-59, 90-16-53, 90-17-30, 90-18-24 and 90-48-40).

At present, Gate 12 is not equipped with the full gate system. Gate 12 includes access to activities such as golf, pool 2, pickleball, the 19th Restaurant and Bar, and Clubhouse 2. A large amount of vehicle and pedestrian traffic comes in and out of Gate 12 daily. The entrance, exit, and surrounding areas are not equipped with any type of cameras or surveillance systems to assist the Security Department and law enforcement when trying to limit, prevent, and investigate incidents that are committed within the area.

The main entrance/exit gates are heavy, not motorized or automated, and need to be opened and closed manually by Staff. Staff or emergency personnel have to exit their vehicle, unlock a padlock and chain, and manually open the main entrance or exit. Once personnel enter through the gate, they need to close the gate to prevent unauthorized vehicles or pedestrians from entering.

DISCUSSION

Approving the Gate 12 Upgrade to be included in the 2022 Capital Improvement Projects will provide the Security Department better capabilities to monitor the activity at the gate. The lack of equipment presently hinders the operations as it does not provide the Security Department with the ability to research and identify vehicles entering and exiting Gate 12.

The Gate Access System Technology will provide specific resident and vehicle information, which consist of license plates and video footage of the vehicle and driver's image. Additionally, it will allow for footage of foot traffic in and out of the Gate 12 area. Having these abilities will make Clubhouse 2 and the Village Greens facility's more safe and secure for residents and guest alike.

Equipping the main heavy entrance/exit gates with motorized automated gates, will provide them with the ability to open and close automatically at a specific time each morning and night to prevent unauthorized vehicles from entering through the gate. The gates will also be able to quickly open at any time (within seconds) for the Orange County Fire Authority, Orange County Sheriff's Department and/or GRF vehicle when needed.

Additionally, safety for the Gate Ambassadors will be enhanced due to the increased security capabilities of this project.

FINANCIAL ANALYSIS

The estimated capital cost will be determined as the project is evaluated and going through the approval process. Additionally, an estimated \$1,500 annually cost will be funded as part of the operating budget.

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