



# 2019 Year in Review

Rancho Murieta  
Community  
Services District

Security Department



Jeff Werblun, Security Chief



## **Mission Statement**

*The mission of the Rancho Murieta Community Services District Security Department is to protect life and property and to also provide prompt, courteous and professional service to the public within the Rancho Murieta Community Services District.*

## 2019 in Review

- ❖ Hired full-time Gate Officers and Patrol Officers
- ❖ Officers have attended community events, including :
  - ❖ Summerfest
  - ❖ Easter Festivities
  - ❖ July 4<sup>th</sup>
  - ❖ National Night Out
  - ❖ Provided traffic control for the Little League Parade
  - ❖ Rancho Murieta Association Board Meetings
  - ❖ Joint Security Committee Meeting
  - ❖ Town Hall Security Meeting
  - ❖ Law enforcement & Emergency Services Open House at Deer Creek Hills
  - ❖ Coffee with a Cop
- ❖ Off-Duty Sheriff's Deputies have been scheduled as necessary
- ❖ The VIPS community patrol has continued
- ❖ Officers have completed their state required training. Guard Card, Firearms Card, yearly Refresher Courses
- ❖ Continued in-house training with both Gate & Patrol Officers
- ❖ Continued working with RMA compliance on speeding/stop sign/parking enforcement

# 2019 Goals and Accomplishments



- ❖ Use technology, including surveillance cameras, to monitor the public areas of the community for crime and rule violations.
- ❖ Additional cameras were installed at the South Gate
- ❖ Implemented the Gateaccess.net program, Fastpass system
- ❖ Work with local entities to address community security needs-both short term and long term.
- ❖ Explore technology to increase work flow/productivity, reduce down time due to reports and paperwork
  
- ❖ Employees:
  - ❖ Increase/update training
  - ❖ Increase communication between staff
  - ❖ All hands meetings, first in at least 8 years
  - ❖ Solicit feedback & suggestions
  - ❖ Provide timely recognition and support

# 2019 Goals and Accomplishments

- ❖ Minimize redundancy in paperwork/paperless systems
- ❖ Added printers to the North Gate and Patrol Office
- ❖ Sit-Stand desk at the North Gate to improve work flow and ergonomics
- ❖ Started Code-Red enroll by text program
- ❖ New Body Cameras and updated Body Camera Policy
- ❖ Met with County O.E.S. to define our roll if any in emergencies and O.E.S responsibilities
- ❖ Met with RMA Emergency Preparedness Committee
- ❖ Increased Community Outreach through meetings, Facebook, Pipeline and the CSD Website
- ❖ Attend Stakeholder meetings with the Village, RMA and the Airport
- ❖ Attended Neighborhood Watch introduction meeting

# Gate Operations

8 full-time, 1 part-time, and 1 temporary Gate Officers staff the North and South Gates 24 hours a day, every day.

Their duties and responsibilities include:

- ❖ Enforcing the RMA Gate Policy.
- ❖ Checking in and recording names and license plate numbers for guests and vendors.
- ❖ Dispatching Patrol Officers.
- ❖ Answering telephones.
- ❖ Issuing barcodes.
- ❖ Assisting walk-in customers.
- ❖ Communicating with local law enforcement and fire personnel.
- ❖ South Gate is dispatch for Patrol. If you need Patrol, regardless of where you live in the District, call the South Gate at 916-354-2273
- ❖ Gate Officers processed **192, 078** vehicles through the visitor lanes.

Officer	
Rick Dias	Training Officer
Karen Hessler	Training Officer
Shelby Gonzales	
David Labrado	Training Officer
Fernando Solis	
Matt Brennen	
Jordan Huth	
Laurel Robbins	
Vacant	

# Gate Officers

# Patrol Operations

The primary responsibility of the Security Patrol Officer is to proactively deter crime and rule violations, and to respond to calls for service. 1 Patrol Sergeant and 5 Patrol Officers provide overlapping patrol coverage to the District, 24 hours a day, every day.

Security Patrol Officers respond to calls that include:

- ❖ Business checks/House checks
- ❖ Suspicious persons and vehicles
- ❖ Suspicious circumstances
- ❖ Disturbances
- ❖ Alarms
- ❖ Medical and fire calls
- ❖ Vehicle Accidents
- ❖ Key Services
- ❖ Animal Complaints
- ❖ RMA Homeowners Association violations



# Patrol Officers

## Sergeant Rick Tompkins

- Officer Brandon Arino
  - Officer Conner Tyer
- Officer Antonio Hernandez
- Officer Vitaliy Perepelka
  - Bill McCarver

# Most Common Calls for Service

	<b>2018</b>	<b>2019</b>
Key Service	1343	2559
Business Checks	1430	4512
RMA Complaints/Violations	504	914
Vehicle Related	447	525
Suspicious Vehicles	73	89
Public Assists	237	330
Loose/Barking Dogs	154	204
Alarms	156	149
Crime Complaints	280	204
Suspicious Circumstances/People	138	128
Malicious Mischief	4	19
Extra Patrol/House Checks	518	1474
Outside Agency Assists (SSD/CHP/Fire)	161	186
<b>Total Incidents Security Handled</b>	<b>6,985</b>	<b>12,025</b>

# Crime Complaints

	2018	2019
DUI	3	1
Vehicle Theft	2	1
Burglary	10	8
Theft	10	11
Robbery	1	1
Assault & Battery	14	4
Weapon/Gun Shots	9	14
Trespassing	94	53
Alcohol/Drugs	5	1
Vandalism	14	14

# RMA Non-Architectural Rule Citations

	<b>2018</b>	<b>2019</b>
Stop Sign	268	44
Driveway Parking	207	236
Speeding	563	157
Unlicensed Driver	3	2
Overnight Street Parking	215	114
Bonfires	6	5
Guest Without Resident	3	6
Guest Parking	20	1
Park Hours	14	45
<b>Total</b>	<b>1304</b>	<b>610</b>

# RMA Non-Architectural Rules Complaints/Admonishments

	<b>2018</b>	<b>2019</b>
Loose/Off Leash Dogs	96	80
Speeding	43	46
Barking Dogs	148	129
Stop Sign	14	6
Parking	18	5
Unlicensed/Unsafe Driving	44	35
Gate Entrance/Denied Entry	375	500
<b>Total</b>	<b>738</b>	<b>801</b>

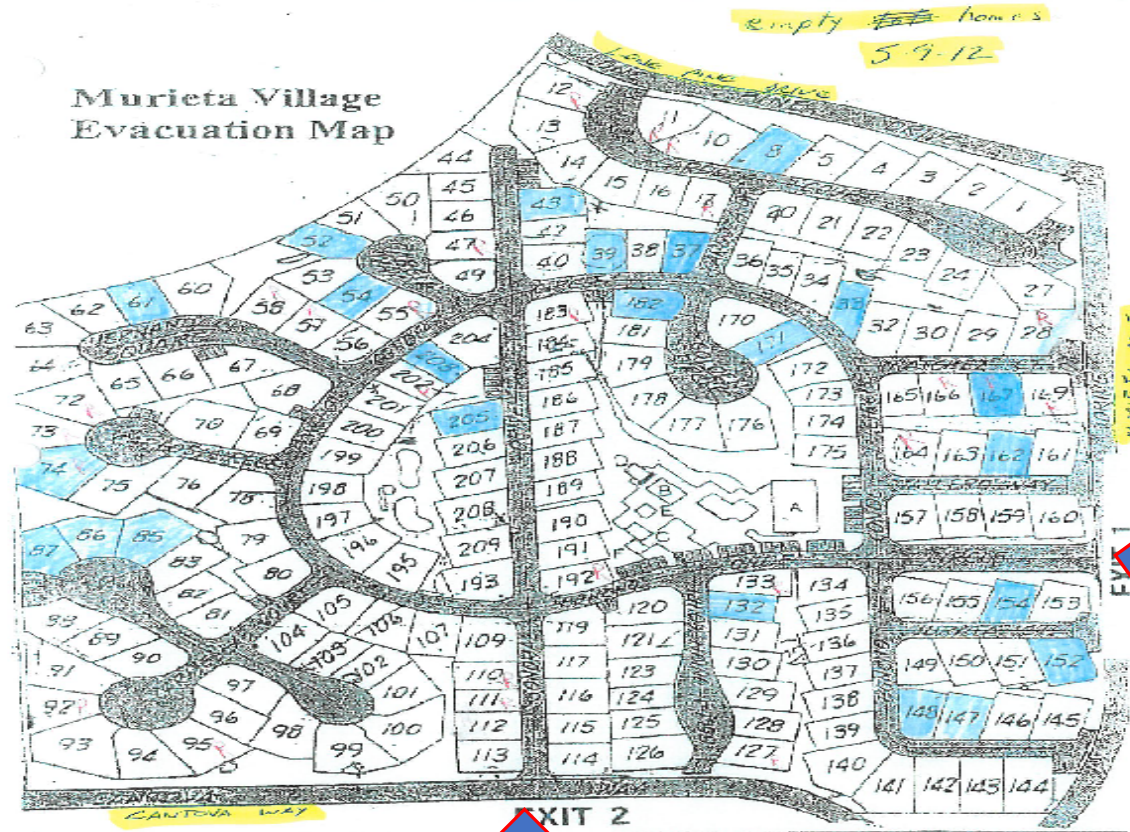
# SECURITY AREAS OF RESPONSIBILITY

RMA Designated  
Evacuation Points





# Murieta Village Evacuation Map



We have two exits, all units east of Sonora will exit out Exit (1) and units west of Sonora will exit out Exit (2).

Murieta Village Designated Evacuation Points





**James L. Noller  
Safety Center  
Volunteers In  
Partnership with the  
Sheriff**

**The Volunteers In  
Partnership with the  
Sheriff are available  
to assist in taking  
crime reports and  
also provide  
community patrol  
throughout the  
District.**

**Contact the VIPS  
office at 354-8509.**

# GATEACCESS.NET



**ABDi** GateAccess

For  
Residents



➤ Can be used on any computer, tablet, smart phone

The screenshot shows the GateAccess.net website interface. At the top, there is a navigation bar with the site logo and a 'Log off GateAccess.net' link. Below the navigation bar is a menu with options: Overview, Contact Info, Entry Logs, Guest List (FastAccess), Emergency Contacts, Vacation Notification, Pets Information, Vehicles, Login Information, and Community Documents. Two buttons are visible: 'Add a New FastAccess Pass' and 'Add an Event with Multiple Guests'. The main content area features a table with the following data:

#	Last Name/Company	First Name	Start Date	End Date	Notes	Vendor?	Emailed?	Sent	
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	martin	mark	7/2/2019	7/3/2019		<input checked="" type="checkbox"/>	Yes	7/2/2019 2:30:55 PM	<input type="button" value="View/Send Voucher"/>
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	WERBLUN	JEFF	7/2/2019	7/3/2019		<input checked="" type="checkbox"/>	Yes	7/2/2019 2:29:48 PM	<input type="button" value="View/Send Voucher"/>

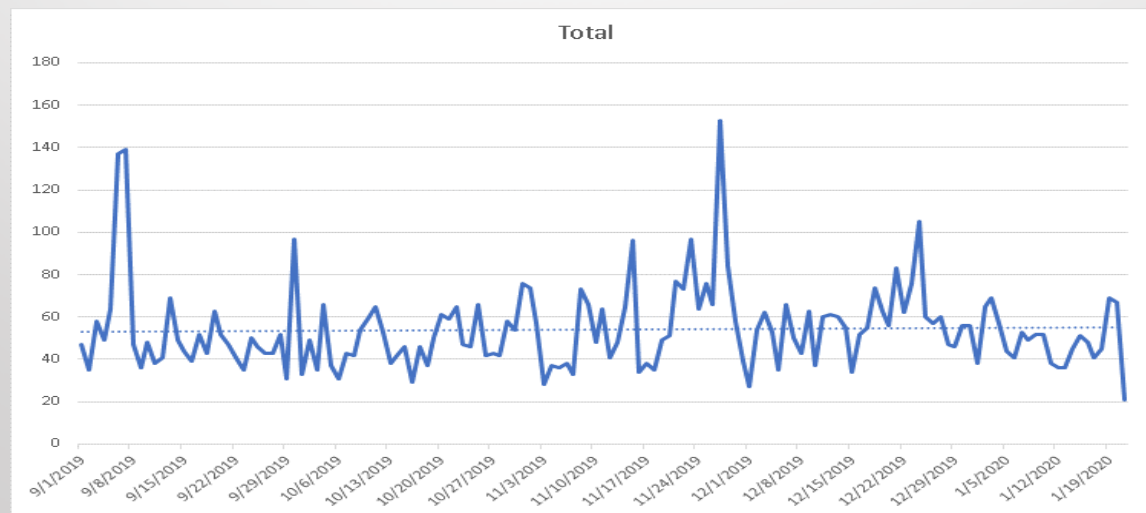
[www.gateaccess.net](http://www.gateaccess.net)

- Allows residents to enter their guests themselves
- No need to call the gate
- View their guest list
- View their vehicle list
- View their pets list
- Send guests electronic Fastpass

39,292 total guests for the period of 7/2018-7/2019, of which 9725 via GateAccess.net

40,244 total guests for the period of 7/2019-date, of which 11351 via GateAccess.net

Since 9/1/19, a total of 7,732 guests were entered into ABDI via GateAccess.net, for a daily average of 54 guests, maximum guests for one day of 153 and minimum of 27. The trend is slightly upwards.



got guests?



**AVOID LONG LINES**  
**ENJOY FAST CHECK-IN**

REGISTER YOUR GUESTS AT  
[WWW.GATEACCESS.NET](http://WWW.GATEACCESS.NET)



Call or  
stop by  
anytime!



*Rancho Murieta Security Department*



15160 Jackson Road



Rancho Murieta, Ca. 95683



North Gate 916.354.3742 (Guest Registration)



South Gate 916.354.3743 (Guest Registration)



Security Assistance (Dispatch) 916.354.2273 (CARE)



*We are here to help you 24 hours a day.*



*Visit us at [www.rmcsd.com](http://www.rmcsd.com)*