



CANYON LAKE

PROPERTY OWNERS ASSOCIATION

Community Security Update

March 7, 2023

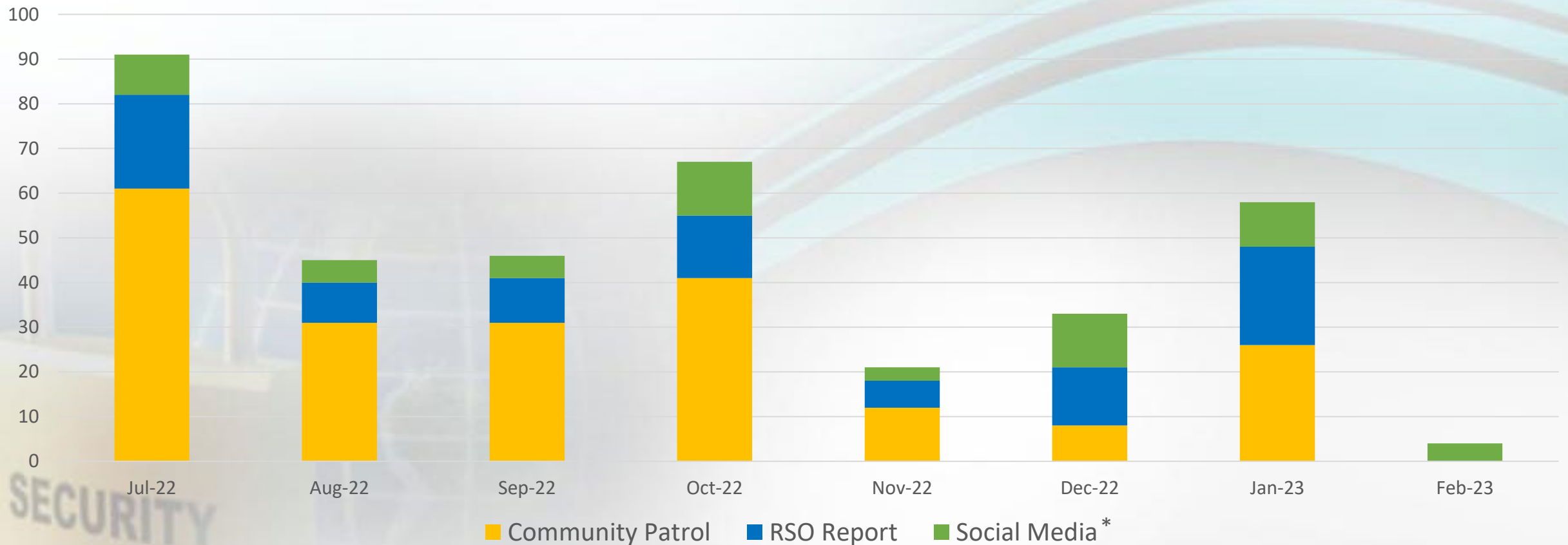
Agenda

- Security Incident Tracking
- See Something – Say Something
- Community Patrol Overview & Statistics
- Community Camera Improvements
- Security Advisory Committee
- Security Camera Program
- Results of Successful Community Collaboration
- POA-City Partnership Opportunities

SECURITY

Security Incident Tracking

Total Number of Security Incidents per Month (excluding traffic)



* Note: Social media reports may overlap with CP and RSO events and Community Patrol reporting reduced in November

See Something – Say Something: Who to Call?

Contact Community Patrol for:

- Speeding Traffic/Traffic Sign Violations
- Vandalism to Common Areas/Amenities
- Suspicious Person/Vehicle or Solicitation
- Parking Violations
- Motorcycle Riding in Community
- Underage Golf Cart Driving
- Loud Noise Complaints
- Barking/Loose Dogs
- Illegal Fishing

Call 951- 246-2721 (Direct number)
or email security@canyonlakepoa.com

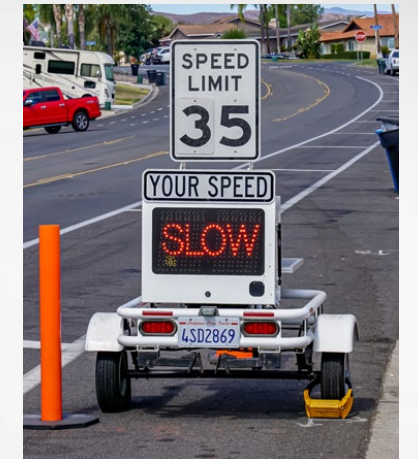
Contact Riverside Sheriff's Office for:

- Traffic Accidents/Hit & Run/DUI
- Vandalism to Private Property
- Homicide
- Rape
- Robbery/Theft/Attempted Break-in
- Aggravated Assault/Domestic Abuse
- Motor Vehicle Theft
- Arson
- Public Intoxication

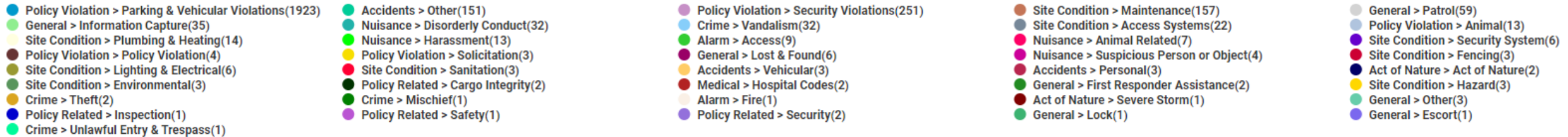
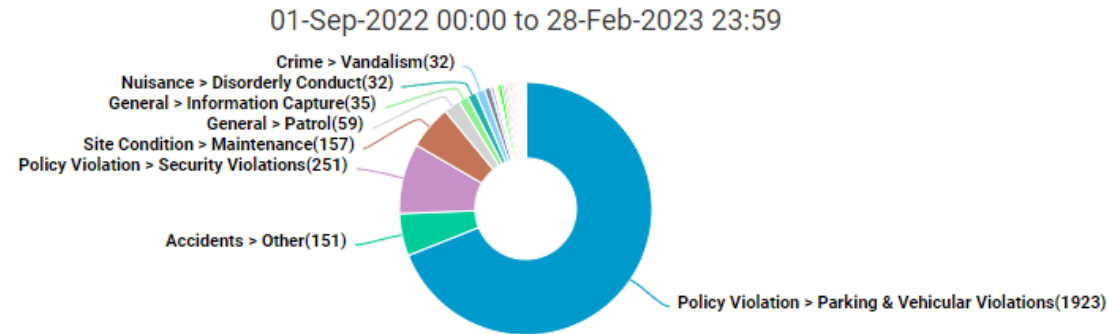
Dial 911 in an emergency or report incidents online
at RiversideSheriff.org to file a report

Community Patrol

- Primary Responsibilities
 - Access control to all community gates
 - Enforcement of CLPOA rules & regulations
 - Patrol & security checks of CLPOA amenities
 - Special event staffing & traffic control
 - Observation & reporting to the association
- Do not replace the services of our public safety agencies
 - Law enforcement
 - Fire services
 - Medical services



Over 2,700 Incidents Logged Over Last 6 Months

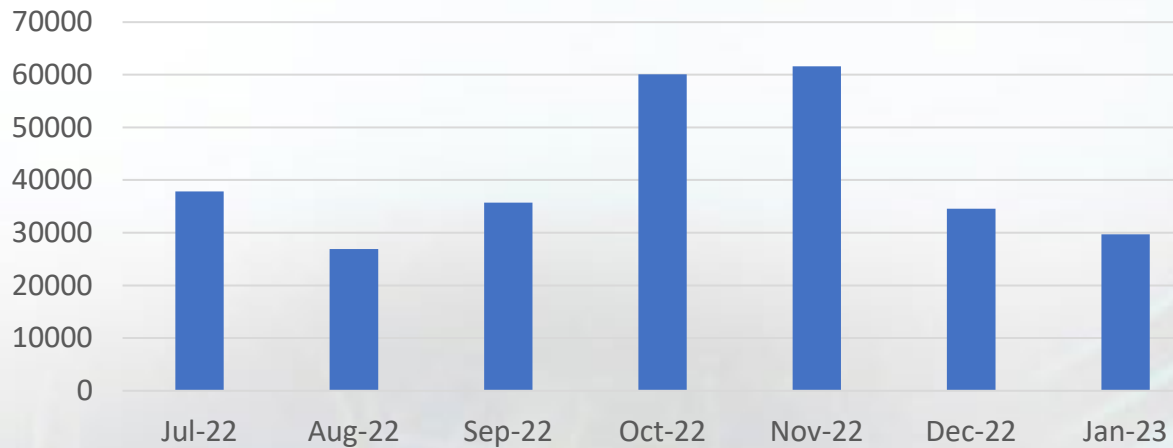


- Over 41,000 gate passes issued/month
- 2/3 are speeding & parking violations

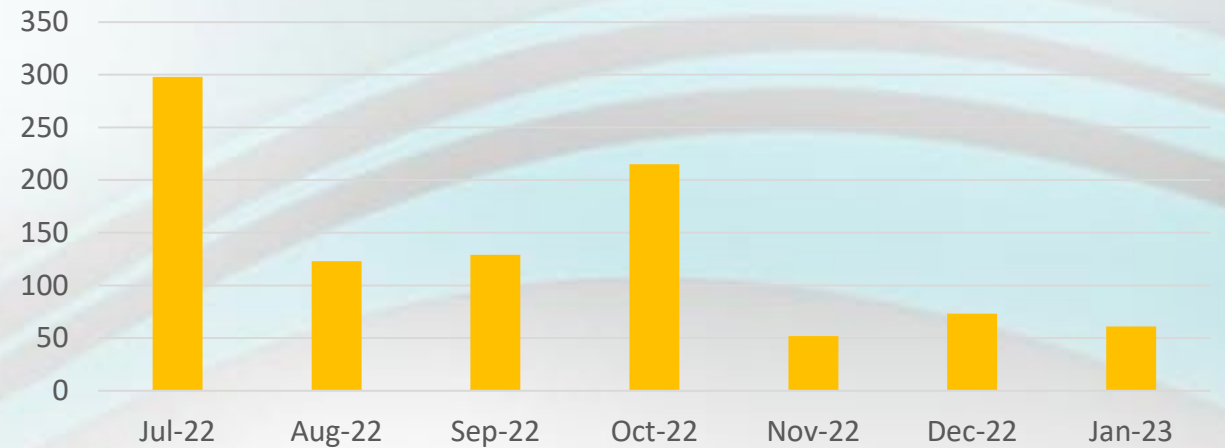
- Averaging over 450 incidents/month
- 50 security/vandalism incidents/month

Major Community Patrol Statistics by Month

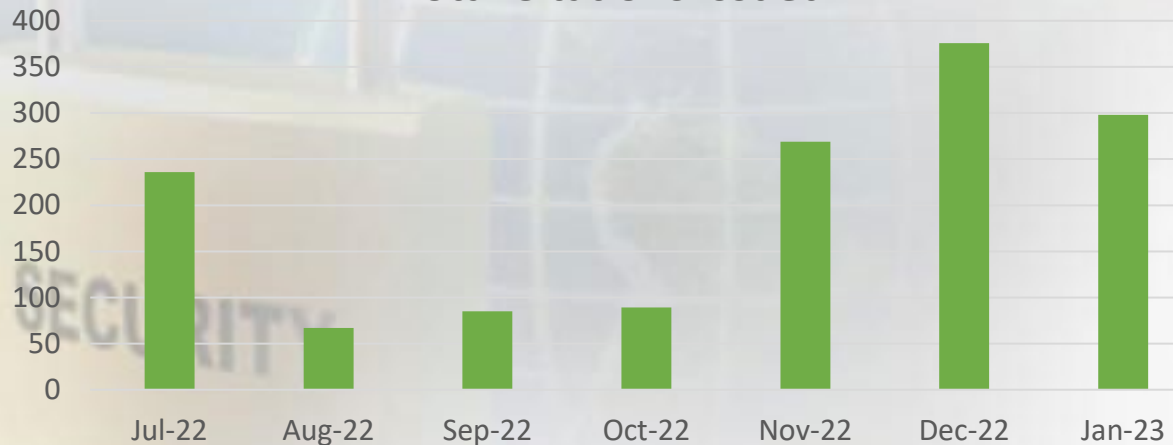
Total Guest Passes Issued



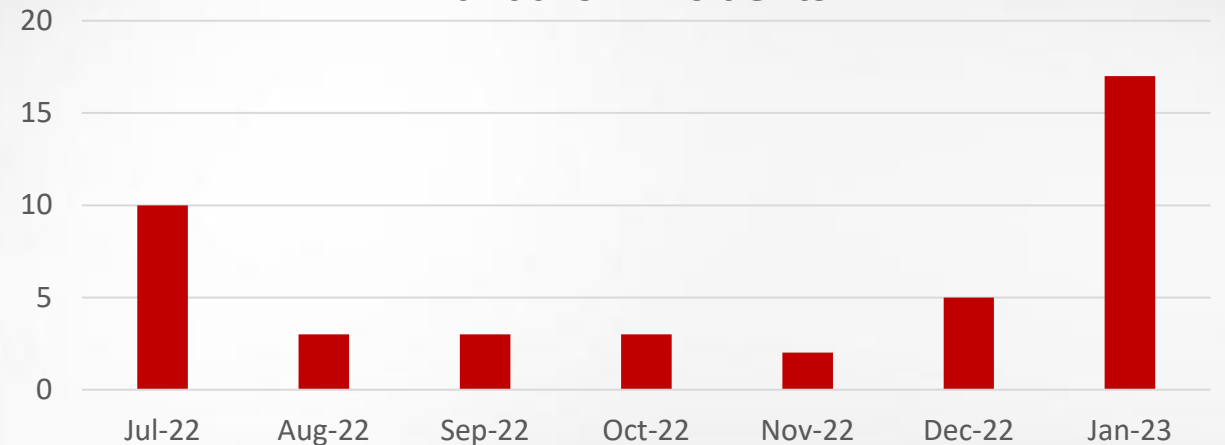
Total Calls for Service



Total Citations Issued



Vandalism Incidents



Allied Universal HeliAUS Software in Command Center

- Video surveillance management
- Automated tracking of activity and incidents
 - Community Patrol officer tracking
 - Incident tracking
 - Violation tracking
- Data is available to create “heat maps” showing areas of high occurrence for future resource allocation



Security Advisory Committee

- Commissioned in August 2022
- 7 members and 2 alternates
 - Professionals in law enforcement, facility security and security technology
- Provide feedback on security statistics
- Evaluate number/quality of CLPOA cameras
- Initiated Security Camera Program for community residents to aid law enforcement
- Conducting perimeter access audit
- Providing quarterly security tips to CL Living
- Investigating Neighborhood Watch program
- Assessing options for future technology enhancements & partnership with City



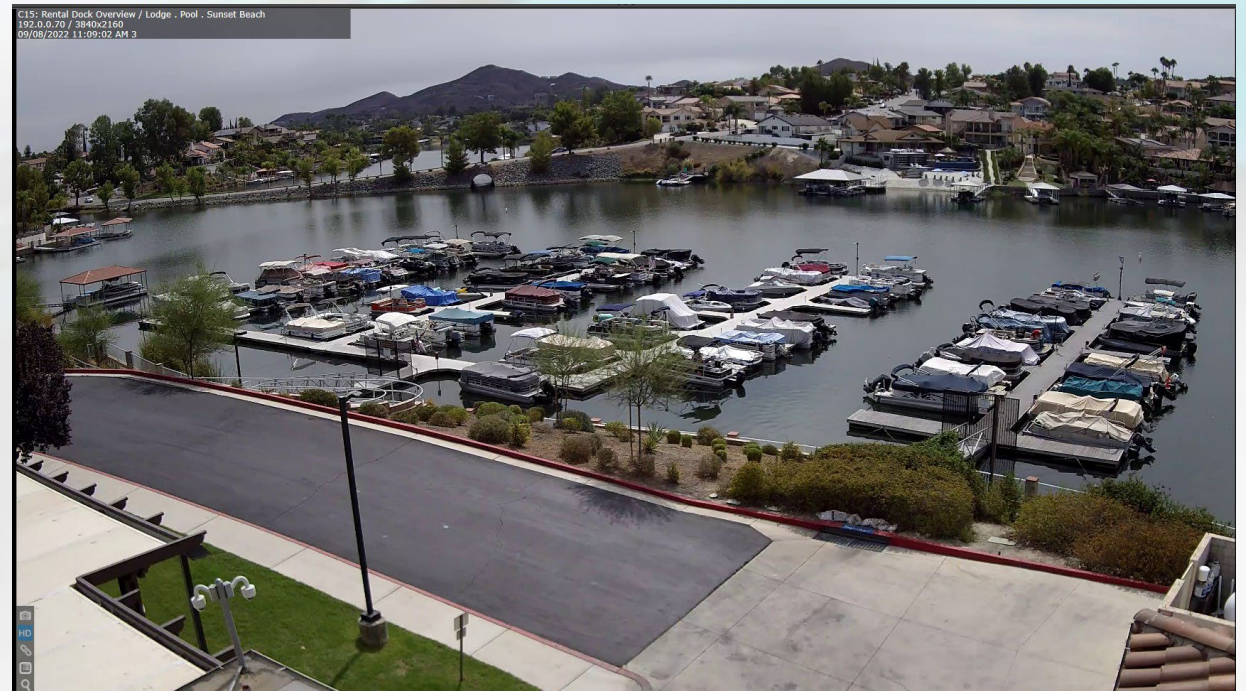
L to R: Darryl Jackson, Greg Castillo, Bill Van Vleet, Ken Ross, Tony Schwartzman, Amanda Moore, Jeff Bill and Kathy Lekawa. Not pictured, Rich Fransik, Rick Escobar & Chris Hickok

Community Camera Improvements

The high volume of activities in our community resulted in efforts to enhance and increase the quality, resolution and placement of cameras at our facilities



Before



After

Security Camera Program for Residents

- Residents can notify law enforcement of the presence of personal surveillance systems
 - Security cameras
 - Doorbell cameras (Ring, Google Nest, Arlo, etc.)
- Aids law enforcement in solving crimes
- You will be contacted if an incident occurs in your neighborhood and request permission to view video
- Completely voluntary & you always retain control
- Register your address and contact information by signing up at www.canyonlakepoa.com/cameras
- 56 residents registered to date



**CANYON LAKE
CAMERA PROGRAM**

SIGN UP FOR THE
CANYON LAKE
CAMERA PROGRAM
**HELP KEEP
OUR
COMMUNITY
SAFE**

HELP SOLVE CRIMES
Your video surveillance could help solve criminal incidents in our community.

SIGN UP
Sign up to inform the Canyon Lake POA and/or law enforcement that you have security cameras (including video doorbells).

SHARE FOOTAGE
The Canyon Lake POA and/or law enforcement may request to view your footage if a criminal incident occurs nearby. You choose if/what you want to share.

REGISTER TODAY
WWW.CLPOA.COM/CAMERAS

CANYON LAKE
PROPERTY OWNERS ASSOCIATION

f @canyonlakepoa

Video Evidence Aids in Solving Multiple Cases

- **Motorcycle Theft at Main Gate (5/10/22 – 5/11/22)** – Surveillance footage and Flock safety cameras identify the involved vehicle that stole two motorcycles.
- **East Bay Speeding Boat (7/24/22)** – Through the help of several witnesses and member surveillance, CLPOA identified the boat owner and responsible parties.
- **Roadrunner Restroom Damage (7/6/22)** – Surveillance camera footage and community feedback via Facebook enabled identification of the parties responsible for damage to the newly completed amenity.
- **Golf Course Bicycle Damage (10/25/22)** – The incident was reported by several residents and through surveillance footage & community feedback via Facebook, staff was able to identify all parties involved in riding e-bikes on the course.
- **Pump Track Landscape Damage (12/27/22)** – Surveillance footage and community feedback via Facebook, resulted in identification of all parties involved in damage to Vacation Park landscape.



POA-City Partnership Opportunities

- RSO Staff Augmentation for Special Events
 - 11 additional deputies present for July 4th activities
 - 102 additional hours provided in 2022
- City-POA Executive Committee on Community Security
 - Initiated in May 2022
 - Assessed options for improved security coverage & responsiveness
 - Identified ways to provide elastic policing needs when needed at a reduced cost
 - Opportunity to reengage as Public-Private Partnership to address City of Canyon Lake's top 2023 priority
 - Proactive community policing
 - Hybrid contract negotiations
 - Collaboration with Security Advisory Committee

Public-Private Partnership



Takeaway Messages

- Community security is the joint responsibility of the City, CLPOA & residents.
- See something, say something! Know who to call.
- Community Patrol actively addresses over 450 incidents/month on average.
- Our new Security Advisory Committee leverages the experience of residents with experience in law enforcement, facility security and security technology.
- CLPOA cameras are instrumental in addressing incidents at common areas.
- New security camera program is available for residents to aid law enforcement.
- CLPOA and City of Canyon Lake continue to look for ways to partner.