

## MEMORANDUM

To: Our Membership

November 22, 2011

From: Your Board of Directors

Re: Repeat request for return of poll regarding change in manned guard hours.

Thefts and vandalism in our community have been diminished but still present a problem for our community. We have come a long way in improving security but feel more needs to be done, especially during the night time hours and our pedestrian gates. Our fees have neared a level where they can become a significant negative for prospective new owners. The continued remodeling and new construction continues to inundate us with workers and their vehicles by ignoring the working hours and speeding along Old Ranch Road and Morning Dove. The Board has researched means by which we can attain our conjoined goals of improving security and lowering monthly fees. Therefore, we are again asking our members to provide us with direction on proceeding with a means of accomplishing these objectives by modifying the hours our entry gates are manned.

At the meeting last week, the Board received the results of the first membership poll regarding the change in hours that our gates are manned. Although the poll showed overwhelming support for the change in guard hours, your board was reluctant to make such a significant modification based on the low return of only 49 members. Consequently, we are again polling our membership in the hope that we will receive a significantly higher number of responses.

### **BACKGROUND**

The security improvement project has been completed in the following ways:

1. License plate recognition system for all residents and those to whom residents have computer-indicated their license plate numbers.
2. Automated telephone-based entry system with residents provided a unique code.
3. Ability to capture by license plate number and video of entrants and exits 24/7.
4. Ability to monitor and recapture video of walk-ins from both the western and southern/eastern borders.

That there has been an elimination of home intrusions and a significant reduction in intrusion attempts is testimony to the security measures taken. However, problems remain and experts advise us that the most effective barrier to incursions is the institution of marked car driving patrols. We were further advised that patrols are the only way to prevent or ameliorate the recent problems of vandalism, car break-ins, and thefts from yards.

Figuring into this is the ability to pay for these nightly patrols. We recognize that there are a number of homes for sale and one of the negative factors buyers look at are the monthly association dues. True, we have some 20 acres of common grounds to maintain. This is accomplished but at a large yearly expense that we are constantly battling to keep under control. Another huge annual cost is that for gate security services. One would think that a payment of \$287,486/year would be sufficient to have a security company that was able to perform the duties required. Unfortunately, although the automation of the entry system removing 90% of the responsibility of the guards to monitor entrants and recent change in personnel has improved the service, we are still having too many instances of failure on the part of the security personnel to perform the simple task of recording guests and construction workers and to keep

their finger off of the arm raising button whenever a car approaches on the resident lane. In addition, these are gate guards who are not capable of monitoring activity inside the complex.

We have markedly reduced legal expenses (from a high of over \$200,000/year to one less than \$10,000).

To find the money to offset the additional costs of roving patrols, there are two areas we have explored. One is the sale of common property such as the upper basketball area or the vacant parcel at Morning Dove and Lime Orchard. This is a non-starter as the City of Laguna Niguel will not even hear a request to divest ourselves of common property nor has the membership indicated anything but an unwillingness to do so.

Consideration of closing the upper or lower gate all hours and rely solely on an automated entry system is also not a feasible area in which to reduce costs.

There is an area however where your Board feels that considerable savings can be made and services improved. By eliminating the need for guards between the hours of 11pm and 7am at the Camino gate and 7pm-7am at the Golden Lantern gate, we can reduce our costs by over \$110,000/year, obtain three nightly roving patrols at a cost of \$14,400/year, improve security, enforce overnight parking restrictions, and at a minimum inconvenience to the few non-residents at an overall savings of approximately \$95,000/year.

#### **QUANTIFICATION AND IDENTIFICATION OF LATE ENTRANTS**

To quantify the inconvenience that would occur from having non-manned gates during these late and early morning hours, we conducted a six-month study of non-resident entrants. As expected, there are only a few non-resident entrants at both gates during these late hours. The following chart shows the average number of non-residents entering during the indicated hours by gate, the hourly cost, and the cost to the Association per non-resident entrant.

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Gate	Hours	Average #/day Non-residents	Hourly cost	Assoc. cost per each Non-resident
Camino	11pm-7am	1.3	\$27.33	\$215*
Golden**	7pm-7am	.7	\$27.33	\$164**

The Golden gate is not presently manned after 9pm so modification at this gate would reduce the manned hours by 2 hours/day.

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In brief, the cost of maintaining the guard at the Camino gate for the 1.3 non-residents that seek entry each night is \$215/non-resident entrant; the cost of maintaining the guard at the Golden gate for the .7non-residents that seek entry each night is \$164/non-resident entrant. In brief, we are expending a large amount of money with minimal benefit and then for only a few non-residents.

The research shows that eliminating the guard service at the lower gate between 9pm and 7am would be of minimal inconvenience, primarily effecting newspaper deliveries. Eliminating the guard service at the upper gate between 9pm and 11pm would be of inconvenience to less than one person per night (mostly pizza delivery personnel who could be advised to use the Camino gate or allowed entry through the telephone-based system when they used the keypad and contacted the resident ordering the pizza).

The entry by newspaper delivery personnel can be aided by providing the known personnel with a special telephone-based code so that we can monitor their entry and prevent it during hours other than the early

morning hour. We have already identified those who utilize the guard for entry through the Camino gated during the hour of 6am – 7am.

What about weekends? The average number of non-resident entrants on weekends is also very low (7/Saturday, 2.5/Sunday Camino; 2.4/Saturday, .6/Sunday Golden). However, it is felt that the presence of a guard during the weekend is of benefit in deterring unwanted visitors.

## RECOMMENDATION

The Board is recommending that the hours during which the gates will be manned be established as follows:

Gate	Present	Proposed
Camino	24/7	7am-9pm daily (not manned 9pm-7am)
Golden	7am-11pm	7am-7pm daily (not manned 7pm-7am)

But how does this allow our membership to enter their own community should they have a rented car, return from the airport by limo, ride with a friend or someone else's car, or otherwise not being in a car that has had its license plate number entered into the system? What if they have a friend that arrives after 7pm at the upper gate or after 9pm at the lower gate? There are now 4 ways that we have established by which residents or their designated others can gain entry if the gate is unmanned.

1. License plate recognition system (LPR). By now, all members are thoroughly familiar with this means of unassisted entry.
2. Telephone entry system. In the instance of an entry desired by a resident during an unmanned hour, simply keying in their unique number will work the same way as the LPR should the LPR be non-functioning.
3. Select the name of a resident friend who can raise the arm and open the gate by simply hitting a key on their mobile or home phone.
4. If the above is not available, the resident or designated visitor can select the "emergency" extension on the telephone keypad and a human will respond, assure him/her self that the caller is indeed a resident or authorized entrant, and activate the arm and gate.

What about police, fire department, or the roving patrol? The two former have automated admissions equipment and can gain entry at any time. The latter will be provided with a special code so that we can monitor their entries and exit times.

What if I am returning from the airport via limousine or in a car that is not registered in the computer, can't remember my code for the telephone-based entry system, and I don't want to awaken my family members to open the gate? Answer: select the emergency button on the telephone entry pad and a human will respond and allow entry to the caller after verifying their identity and privilege to enter.

How does this improve our security? Answer: The problem we have presently in this are the "workers" staying in the community beyond quitting hour, cars being parked on our streets after dark, individuals roaming around the community in the evening hours – all better controlled by roving patrols.

What about a reduction in prestige as a gated community? Answer: We are advised that any prestige is increased by the institution of roving patrols. Bottom line, by improving security through roving patrols and eliminating manned guard services during the hours that are seldom used by non-residents but

providing them with a means of authorized entry, the Board will be able to reduce the monthly fees from its present \$654 to below \$600.

The Board does not want to initialize this change in manned gate hours without first obtaining a majority of opinions of the membership. On the enclosed form, we are asking you to again indicate your acceptance or rejection of this cost saving and improved security project which as the research shows is of no inconvenience to our members and of minimal inconvenience to the very few non-residents who will need to be admitted by the resident if they are home (assuring the resident that no one is allowed entry unless they {the resident} is home or entry is granted by your neighbor).

We have had many requests to put the security contract up to a competitive bid. We can't do this without first establishing the duties and times the gates are to be manned.

Should you have any questions, do not hesitate to ask by e-mail, at a meeting, or calling Progressive Community Management, Glenda Reid at (949) 582-7770 or e-mail, [glendar@progressivecm.com](mailto:glendar@progressivecm.com).

Please, please take a few minutes to return the form indicating your approval or disapproval. Somehow we need to overcome the apathy that has infected our association causing these unneeded repetitive mailings and increasing our costs. It takes only a few seconds to place a mark in the appropriate box and drop the form in the mail or at the guard station. A participatory democracy is effective only when its members take part.

A return by December 9, 2011 would be greatly appreciated.

The Board recommends approval.

Your Board of Directors

FORM

Should the Board institute the change in the times the gates are manned in order to improve security and reduce fees as outlined in the accompanying document?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Please place in accompanying self-addressed and stamped envelope with your identification only on the outside envelope (or dropped off at a guard station).

Thank you very much.

BEAR BRAND RANCH COMMUNITY ASSOCIATION  
BOARD OF DIRECTORS