



SECURITY, BUS & TRAFFIC COMMITTEE

Agenda

Administration Conference Room
Wednesday, December 11, 2019
1:00 p.m.

- 1. Call to Order/Pledge of Allegiance**
- 2. Roll Call/Notice of Quorum**
- 3. Chairs Announcements**
 - a. Introduction of Guests and Staff
 - Linda Stone, GRF President
 - Randy Ankeny, Executive Director
 - Victor Rocha, Security Services Director
 - Grant Winford, Fleet Manager
 - Corina Mancilla, Recording Secretary
 - b. Rules of Order
 - c. Chairs Report
- 4. Shareholder/Member Comments** (*Limited to 3 minutes per person*)
- 5. Approval of Minutes**
 - a. Minutes of Regular Meeting, November 13, 2019 (pp. 1-3)
- 6. Correspondence**
 - a. One Item – Off Property Bus Service (pp. 4-6)
- 7. Staff Reports**
 - a. Security Services Director (pp. 7-15)
 - b. Fleet Manager (pp. 16-18)
 - c. Executive Director
- 8. Subcommittee Reports (N/A)**
- 9. Unfinished Business**
 - a. Gate Access System – Update
 - i. Entry Pass (pp. 19-20)
 - b. SBPD – Update
 - c. Parking Tickets
 - d. Animal Control

10. New Business

- a. Bus Markings – Medical Center
- b. Review of Security Services to the Mutuals, as identified by the Mutual Services Review Ad Hoc Committee (pp. 21-22)

11. Governing Documents

- a. Adopt
- b. Amend
 - i. 80-5538-1, Bus Safety Rules (pp. 23-24)
 - ii. 50-5536.01-1, Guest Passes (pp. 25-28)
- c. Rescind
- d. Review

12. Future agenda items**13. President's Comments****14. Next Meeting**

Wednesday, January 8, 2020 – 1:00 p.m.
Administration Conference Room

15. Adjournment



SECURITY, BUS AND TRAFFIC COMMITTEE MINUTES

November 13, 2019

The meeting of the Security, Bus and Traffic Committee was held on Wednesday, October 9, 2019 and was called to order at 1:00 p.m. by Vice-Chair Gerber, in the Administration Conference Room, followed by the Pledge of Allegiance.

Present:	Ms. M. Gerber, Vice-Chair	Ms. J. Isom
	Mr. T. Dodero	Mr. N. Massetti
	Ms. L. Findlay	Mr. W. Thompson
		Ms. L. Stone, Ex-Officio

Absent: Mr. P. Pratt, Chair

Staff and Guests: Mr. R. Ankeny, Executive Director
Mr. V. Rocha, Security Services Director
Mr. G. Winford, Fleet Manager
Mrs. C. Mancilla, Recording Secretary
Ms. S. Massa-Lavitt, City Council
Ms. S. Hopewell, GRF Representative, Mutual Six
Ten Shareholders/Members

Vice-Chair Gerber greeted and welcomed everyone to the Security, Bus and Traffic Committee meeting and introduced Foundation members, guests and staff.

By unanimous consent, the Vice-Chair declared the reading of the quorum notification be dispensed with.

CHAIR'S ANNOUNCEMENTS

Vice-Chair Gerber welcomed the Committee members, guests and staff, including GRF President, Linda Stone; Executive Director, Randy Ankeny; Security Services Director, Victor Rocha; Fleet Manager, Grant Winford and Recording Secretary, Corina Mancilla.

Vice-Chair Gerber provided information on the work study scheduled November 4, 2019, regarding Security governing documents.

SHAREHOLDER COMMENTS

Two Shareholders/Members spoke at the time of the meeting.

APPROVAL OF MINUTES

The minutes of the October 9, 2019, regular meeting, were approved, as amended.

CORRESPONDENCE

The Committee reviewed three pieces of correspondence as presented.

STAFF REPORTS**Security Services Director**

The Security Services Director provided the July Security Report.

Fleet Manager

The Fleet Manager provided the July Transportation and Mini-Bus Report.

Executive Director

The Executive Director provided information and updates throughout the meeting.

SUBCOMMITTEE REPORTS (N/A)**UNFINISHED BUSINESS****Gate Access System – Update**

The Security Services Director provided updated information on the gate access system.

Off Property Bus Service - Update

The Fleet Manager provided updated information on the off property bus service.

Fleet Assessment

The Fleet Manager provided updated information on the fleet assessment.

SDPD - Update

The Security Services Director provided updated information on the Seal Beach Police Department.

NEW BUSINESS**Animal Control**

The Fleet Manager provided updated information on animal control and was requested to review governing document 80-5538-1, Bus Safety Rules, at the next scheduled meeting.

GOVERNING DOCUMENTS – N/A**PRESIDENT'S COMMENTS**

The President commented on the items pertaining to the Committee's area of purview throughout the meeting.

FUTURE AGENDA ITEMS

The Committee concurred to add as future agenda items:

- 80-5538-1, Bus Safety Rules (to amend animal control)
- Parking Tickets

ADJOURNMENT

Vice-Chair Gerber adjourned the meeting at 2:10 p.m.

Marsha Gerber, Vice-Chair
SECURITY, BUS AND TRAFFIC

cm 11.13.19

November 7, 2019

GOLDEN RAIN FOUNDATION
Attn: Mr. Randy L. Ankeny, Executive Director



Dear Sir:

Let me preface this by saying that I believe all the directors are trying to satisfy many needs and/or demands of our Leisure World residents.

However, there is constructive criticism that I hope will be received not as an attack, but an opportunity for improvement.

There are several policies or issues that are not being addressed—there seems to be a focus on maintenance (required) and beautification (optional) when the first priority should be the welfare of the Leisure World shareholders.

Cases in point: The meridian expenditures that could have been reduced by at least one third—by simply installing hardscape that requires no maintenance, upkeep or labor such as stamped or embedded cobble stones and using only a third of the decorative plants, trees and outsized rocks as focal points. The effect would be virtually the same with future cost savings.

Another policy decision that has a negative effect is the current requirements for new shareholders that wish to purchase here. The financial criteria exceed even most comfortably well-off retirees who are living on reduced incomes. The outcome is that the pool of prospective buyers who can qualify is greatly reduced which impacts current residents who need to sell for various reasons. Vacant units do not generate revenue required to maintain LW and all its obligations. This decision needs to be revisited and adjusted to realistic levels.

Finally, we need to address internal transportation. I have never used the golf course, the swimming pool, and the clubhouses only on very rare occasions. However, I utilize the mini-busses seven days a week. There is a population in LW that will continue to age that will need to give up driving for their safety and others.

Presently, we have riders that are visually impaired, have other mobility issues, or in my case, have never been licensed. We need the buses to access outside transportation, shopping and banking at nearby center, attending church services, keeping medical appointments, etc.

This is an amenity and service that should never be discontinued. I've enclosed a recent article by the Head of Security, Victor Rocha, that cites statistics that elderly are outliving their ability to drive—and your clientele is the elderly.

That brings us to the condition of the mini-buses which are being held together by duct tape and cannibalizing parts from each other. The heat that emanates from the engine to the driver can be dangerously high---and, on hot days even the passengers suffer when the air conditioning doesn't work.

Decisions to embellish Leisure World with flowering plants and shrubs at the Amphitheater Hub should be of no priority over the safety and comfort of your employees and resident rider-ship.

Please give these suggestions thoughtful consideration.

Sincerely,
Mitzi E. Kunks
Mutual 5, Bldg 102-I

SECURITY CORNER

A difficult topic – When to give up driving

by Victor Rocha
security services director

As you know, we have worked diligently to provide safer streets inside the community. One topic that is difficult to discuss is when to finally give up the car keys for your safety and the safety of others.



The question of when to limit or stop driving is *not* about age. It is about the ability of the driver. Driving ability goes beyond the simple ability to physically operate a vehicle. Everyone must make an honest self-assessment of their driving, especially when you have had a few "close calls." A few warning signs of unsafe driving include:

- Delayed response to unexpected situations.
- Decrease in your own confidence to drive safely.
- Denting or scraping other cars or carport poles and walls.

AAA reports that although Americans are healthier and living longer than ever before, seniors are outliving their ability to drive safely by an average of seven to 10 years.

It is understood that this is an emotionally charged discussion to give up driving when many value the independence and mobility that driving provides. However, for those residents that want to stop driving there are other transportation options available both inside and outside of Leisure World.

If you have any questions or want more information regarding transportation options, please contact me at 431-6586, ext. 371.



November 27, 2019

**Security Department Staff Report to the
Security, Bus, and Traffic Committee**

Report Completed by: Victor Rocha, Security Services Director

Visitor Vehicle Access Control

The equipment has been installed. Daniel from I/T is working with the vendor to ensure download of information to the new system runs smoothly. There has been a delay on how to retrieve our information and place it all on the new system. The vendor and I/T are working together to get a temporary fix in place so we can at least test and dry run the new system in the next 2-3 weeks.

The News Department assisted me in developing a new look for the entry passes. These examples are in this packet for your review.

Parking Enforcement

I have been working with the vendor on how we want our parking citations to look. The vendor stated she will have examples for me within 2 weeks.

Security Department Statistics

As requested, the department statistics now include information regarding all activity inside the community:

FIRE

10-18-19 Mutual 12 8:32 a.m.

Smoke activated an alarm which alerted Security to unattended food left burning on a stove top. The absent Resident was counseled by telephone.

THEFT

10-4-19 Mutual 11 5:45 p.m.

A Resident reported her golf cart missing from her carport, then said her ex-husband has the spare key.

10-12-19 Mutual 9 12:51 p.m.

A tricycle was reported missing from a carport space.

10-20-19 Mutual 4 3:30 p.m.

An unsecured bicycle was taken from a carport space.

10-21-19 Mutual 9 12:04 p.m.

An unsecured tricycle was taken from a carport space.

10-24-19 Mutual 12 1:53 p.m.

An unsecured man's black bicycle with a brown seat, black basket, and bell on the right handlebar was taken from a carport space.

10-27-19 Mutual 11 2:20 p.m.

A Resident reported her 2019 brown Hyundai Tucson sport utility vehicle missing from the carport space. *On 10-31-19, the vehicle was reported returned to the carport space.*

VANDALISM

10-3-19 Mutual 3 10:39 a.m.

Screws were taken out of a flag holder and cushions on a golf cart were flipped over.

10-16-19 Mutual 4 2:48 p.m.

Locks were cut off carport storage cabinets. No theft involved.

10-21-19 R.V. Lot 11:21 a.m.

Steel bars were bent in an opening in the stone wall.

TRAFFIC

10-8-19 Mutual 14 7:38 a.m.

A Hit and Run Driver knocked off the driver's side view mirror on a car parked southbound on Del Monte Drive.

10-9-19 Mutual 2 1:40 p.m.

A Resident reported damage on the rear quarter panel of his car parked in a carport space.

10-31-19

Oakmont Road

8:17 a.m.

A Pedestrian was hit by a truck just east of El Dorado Drive.

INJURIES

10-4-19

Mutual 14

4:23 p.m.

A Resident walking her dog tripped and fell when the dog pulled on the leash.

10-20-19

Mutual 7

11:11 a.m.

A Resident slipped and fell on a wet floor in a laundry room.

10-20-19

Mutual 15

7:47 p.m.

A Resident lost her balance while exiting a vehicle and fell on the sidewalk.

10-23-19

Mutual 11

1:00 p.m.

A Resident fell while working in his garden.

10-29-19

Mutual 11

2:12 p.m.

A Resident lost her grip on the handrail while getting on a bus and fell backwards.

INCIDENTS

10-2-19

Mutual 2

12:00 p.m.

Neighbors talking outside a unit at 7:30 p.m. were chastised by another Resident who said she was sleeping.

10-3-19

Mutual 1

10:51 a.m.

A Resident was counseled not to park his golf cart on his porch and advised of the need for a pad.

10-3-19

Mutual 1

11:17 a.m.

A Security Officer assisted a Resident whose car stalled in the street by calling the Auto Club and putting cones around her car.

10-5-19

Mutual 2

8:10 p.m.

Absorbent was put under a car leaking gasoline in a carport until the Owner can be found (no decal or pass) or the car is towed.

10-6-19 Mutual 15 2:00 p.m.

A Resident was attempting to evict her Tenant. This is a violation of the Mutual Occupancy Agreement.

10-7-19 Mutual 2 3:31 p.m.

A Contractor's truck was observed to be parked in a loading zone for most of the day, however, it was not at the scene when Security went to issue a citation.

10-9-19 Mutual 2 3:03 a.m.

A Resident reported a man in her unit who left his dirty shoes. She added that earlier she had observed a man across the street in a blue pick-up truck with a goat in the back and that she heard a man on the roof coming through her skylight.

10-11-19 Mutual 10 4:42 p.m.

A Resident reported her scooter tipped over at the curb on Interlachen Road near St. Andrews Drive; she was assisted up by a passer-by; and, rode home.

10-12-19 Mutual 3 2:25 p.m.

A Resident reported a rock hit her unit's window.

10-12-19 Clubhouse 2 8:25 p.m.

A Custodian reported a Resident turned off the air conditioning after she was advised not to do so (the floor had just been mopped and the A/C helps to dry it, thus preventing slip hazards).

10-14-19 Pool 9:05 a.m.

A Resident reported losing a gold chain link bracelet at the pool.

10-14-19 North Gate 10:30 a.m.

A Security Officer confiscated an old GRF ID card from Visitors who said the Resident gave it to them to get in and out the Pedestrian Gate.

10-15-19 Clubhouse 1 1:10 a.m.

A Patrol Officer noticed the electric box was open exposing wires.

10-15-19 Clubhouse 5 1:26 p.m.

The Son of a Resident yelled at a Contractor whom he thought almost hit his Mother's car, then apologized.

10-16-19 Mutual 1 4:05 p.m.

A Resident called Paramedics for her husband who refused to be transported to the hospital.

10-21-19 Mutual 2 9:59 a.m.

A Resident alleged a Neighbor (who earlier) took the rocks out of her garden threatened her.

10-21-19 North Gate 12:37 p.m.

S.B.P.D. responded to assist a Resident in a Wheelchair back into the community.

10-21-19 North Gate 2:15 p.m.

S.B.P.D. responded to a Non-Resident who walked in and refused to leave. He was discovered to be a missing person.

10-21-19 Mutual 6 3:45 p.m.

A Resident reported someone left a rude note on his car.

10-21-19 Mutual 10 6:21 p.m.

Security turned off the lights and locked the door on a unit staged for sale.

10-22-19 Mutual 11 12:01 a.m.

A Resident complained of noise in her attic.

10-22-19 Mutual 11 1:23 p.m.

S.B.P.D. and Security responded to a Resident who reported a man in her attic.

10-23-19 Mutual 2 1:23 a.m.

A Resident complained there was someone in her unit who moved her couch and drapes and was turning her A/C on and off from the attic.

10-23-19 Mutual 6 6:46 p.m.

A Contractor truck parked in a loading zone was leaking oil and spilled cement.

10-24-19 Mutual 1 12:40 p.m.

A spike strip on top of the wall near Jim's Pedestrian Gate was bent.

10-25-19 North Gate 8:30 a.m.

A Resident reported a broken tree branch fell damaged his windshield.

10-26-19 Mutual 2 4:17 a.m.

A Resident reported a man in her unit who came through a secret passage in the walls.

10-26-19 Mutual 2 12:24 p.m.

The same Resident reported a man in her bedroom, and people in her attic all day and all night.

10-27-19 Mutual 14 11:59 a.m.

The Mutual President released a squirrel from a trap at a Resident's unit.

10-28-19 Mutual 1 10:05 a.m.

An outside air conditioning unit was damaged.

10-28-19 Mutual 1 5:47 p.m.

A Resident reported lost was found conversing with a Neighbor.

10-28-19 Mutual 2 6:11 p.m.

A family dispute was reported by a Neighbor. The Son was contacted to interpret for the S.B.P.D.

10-28-19 Mutual 1 9:10 p.m.

A Neighbor reported sounds of verbal abuse. Two men were watching television. One said there was no problem.

10-28-19 Mutual 4 4:53 p.m.

A Co-Occupant was afraid to enter his unit because he said there was a man with a knife inside. After the Patrol Officer went in and checked there was no man there, the Co-Occupant entered the unit.

10-28-19 Main Gate 9:39 p.m.

A Son, who showed up possibly inebriated and verbally abusive, was not granted access. S.B.P.D. responded.

10-28-19 R.V. Lot 1:33 a.m.

A Patrol Officer noticed the dump station area was flooded and turned off a hose that had been left on.

DOG INCIDENTS

10-1-19 Mutual 5 4:57 a.m.

A Resident was awakened by the sound of a coyote attack and believed she saw a coyote running away. A Neighbor later said the coyote captured her cat which had ran away from her unit the night before.

10-4-19 Mutual 5 9:04 a.m.

A Non-Resident was living in a unit while the Resident was not present; and not taking care of the dog. There were dog feces on the floor and the dog's water and food dishes were empty.

Budget Variance Report

With 10 full months complete, the Security Department continues to have a positive budget variance of just over \$19,000.



TO: SECURITY, BUS & TRAFFIC COMMITTEE
FROM: VICTOR ROCHA, SECURITY SERVICES DIRECTOR
SUBJECT: MONTHLY SECURITY REPORT
DATE: November 18, 2019

ANNUAL SECURITY COMMITTEE REPORT

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	2019 YTD
<u>Deaths Reported</u>	19	11	9	8	9	10	4	7	19	13	109
<u>Fires</u>	6	2	2	-	6	4	2	2	3	1	28
<u>Theft</u>	8	5	17	10	11	4	9	8	9	6	87
<u>Vandalism</u>	2	3	2	3	-	-	2	4	1	3	20
<u>Traffic Collisions</u>	4	11	7	8	6	6	8	9	7	3	69
<u>Lost Shareholder</u>	3	6	2	3	-	7	3	3	3	3	33
<u>Incident</u>	42	55	53	59	57	46	60	41	45	38	496
<u>Injury</u>	11	12	16	16	9	14	21	20	13	5	137
<u>Paramedics</u>	142	132	147	159	137	125	155	151	131	141	1,420
<u>Care</u>	12	11	14	13	19	10	3	12	12	7	113
<u>Shareholder Services</u>	1,883	1,725	1,911	1,866	1,922	1,896	1,971	1,948	1,759	1,715	18,596
<u>Decals Issued</u>	405	301	396	411	497	416	438	489	452	485	4,350
<u>Lock-Outs</u>	97	83	80	93	74	78	79	81	75	93	733
<u>Seal Beach Police Department</u>	83	87	84	80	72	63	90	86	93	87	825
<u>Citations: Residents, Parking (C1)</u>	6	10	25	13	9	17	30	40	27	33	210
<u>Citations: Non-Residents, Parking (C3)</u>	6	10	20	10	8	17	30	39	27	32	199
<u>Citations: GRF Employee, Parking (C5)</u>	-	-	-	-	-	-	-	-	-	-	-
<u>Citations: LWHCC, Parking (C7)</u>	-	-	-	-	-	-	-	-	-	-	-
<u>Citations: Contractors, Parking (C9)</u>	-	1	-	-	-	-	-	-	-	-	1
<u>Incoming Calls</u>	20,245	17,555	18,702	18,621	19,026	16,785	19,612	21,134	18,947	18,653	170,627
<u>Incoming Vehicles Screened at Gates</u>	142,036	137,894	180,021	177,935	214,342	231,231	219,465	170,851	209,357	214,821	1,897,953

Budget Variance Report - October, 2019

Security - CC 837

GL Code	Account Description	Variance	Explanation
6100000	Salaries & Wages	(22,007)	Unfavorable: Overtime hours due to vacations, significant increase in hours due to Amphitheater shows.
6143000	Group Insurance	15,464	Favorable: due to low participation at present
6410015	Computer Supplies	3,375	Favorable: Minimum purchases
6144000	401K Match	4,927	Favorable: due to low participation at present
6217000	Uniforms and Laundry	2,725	Unfavorable: still unfavorable, but moving in the right direction.
6482000	Dues & Memberships	4,695	Favorable: Limiting expenses in this area
Total Explained Variances		\$ <u>9,179.00</u>	of \$19,349

Budget Variance Report - October 2019

Security Bus & Traffic - CC ## 838

For Cost Center 838 there is a favorable variance of \$60,893 through the month of October 2019 The major variance is due to the following:

<u>CC</u>	<u>GL Code</u>	<u>Account Description</u>	<u>Variance</u>	<u>Explanation</u>
838	6100000	Salaries & Wages	9,069	Favorable-Hours used less than budgeted due to outside bus routes
838	6140000	Employment Taxes	3,543	Favorable-Hours used less than budgeted
838	6142000	Workers Compensation	2,464	Favorable- Cost less than budget
838	6143000	Group Insurance-Medical	3,079	Favorable- Cost less than budget
838	6144000	401(k) Match	2,036	Favorable- Cost less than budget
838	6211000	Continuing Education	1,475	Favorable-Events scheduled at the end of the year
838	6247000	Uniforms & Laundry	1,144	Favorable- Cost less than budget
838	6472000	Equipment Repair & Maintenance Transpo	1,040	Favorable- Repairs to fleet less than expected
838	6472100	Equipment Repair & Maintenance Bus	30,025	Favorable- Repairs to buses less than expected
838	6478000	Service Contracts	1,402	Favorable-Parts cleaning not billed
838	6483100	Propane-Bus	(7,122)	Unfavorable-Greater than expected cost
838	6483105	Gasoline-Transportation	7,335	Favorable- Cost less than budget
838	6491000	Miscellaneous Write-offs	(4,303)	Unfavorable-Damage to property
838	6911500	Inventory Over/Short	5,889	Favorable-Adjustment to inventory
		Total Explained Variances	57,076	of \$60,893

Acct #	Description	Y-T-D Actual	Y-T-D Budget	Budget Variance
Expenses - Transportation				
6100000 838	Salaries & Wages - Transportation	343,039	352,108	9,069
6140000 838	Employment Taxes - Transportation	30,123	33,666	3,543
6142000 838	Workers' Compensation - Transportation	18,568	21,032	2,464
6143000 838	Group Insurance - Medical - Transportation	11,641	14,720	3,079
6143300 838	Group Insurance - Dental - Transportation	823	500	(323)
6143500 838	Group Insurance - Vision - Transportation	341	330	(11)
6144000 838	401(k) Match - Transportation	3,704	5,740	2,036
6145000 838	Group Insurance - Life - Transportation	856	800	(56)
6146000 838	Long Term Disability Insurance - Transportation	684	940	257
6211000 838	Continuing Education - Transportation	925	2,400	1,475
6212000 838	Employee Exams - Transportation	1,260	2,600	1,340
6214000 838	Meals & Special Events - Transportation	0	100	100
6215000 838	Mileage - Transportation	0	100	100
6217000 838	Uniforms & Laundry - Transportation	4,106	5,250	1,144
6410000 838	Office Supplies - Transportation	5,970	5,420	(550)
6410005 838	Building Supplies - Transportation	328	100	(228)
6410010 838	Hospitality - Transportation	349	400	51
6410015 838	Computer Supplies - Transportation	0	100	100
6410022 838	Tool Expense - Transportation	665	1,250	585
6410030 838	Printer / Copier Supplies - Transportation	90	100	10
6472000 838	Equipment Repair & Maintenance - Transportation	5,056	5,832	776
6472100 838	Equipment Repair & Maint - Minibus - Transportation	18,186	48,211	30,025
6478000 838	Service Contracts - Transportation	1,228	2,630	1,402
6482000 838	Dues, Memberships & Books - Transportation	0	100	100
6483000 838	Propane - Transportation	0	1,670	1,670
6483100 838	Propane - Minibus - Transportation	25,012	17,890	(7,122)
6483105 838	Gasoline - Transportation	51,665	59,000	7,335
6484000 838	Permits & Licenses - Transportation	288	1,225	937
6491000 838	Miscellaneous Writeoffs - Transportation	4,303	0	(4,303)
6911500 838	Inventory Over / Short - Transportation	(5,889)	0	5,889
Total Expenses		523,321	584,214	60,893
5330000 838	Income / Refund from Mutuals - Transportation	573,590	573,590	0
Total Cost Recovery		573,590	573,590	0
Off Budget Items				
Net Income / (Expense)		50,269	(10,624)	60,893



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

SECURITY, BUS & TRAFFIC COMMITTEE

TO: MARK WEAVER, COMMUNITY FACILITY DIRECTOR
FROM: GRANT WINFORD, FLEET MANAGER
SUBJECT: MINIBUS MONTHLY REPORT OCT 2019
DATE: NOV. 07, 2019
CC: FILE

OCT. 2019 TOTAL PASSENGERS: 5827

2019 CALENDAR YEAR TO DATE: 56884

OCT. 2018 TOTAL PASSENGERS: 6186

PASSENGER TOTALS FOR WEEKDAY ROUTES FOR THE MONTH

A-BUS	B-BUS	C-BUS	D-BUS	E-BUS	CALL INS
988	1056	939	998	230	52

PASSENGER AVERAGE FOR WEEKDAY ROUTES FOR THE MONTH

A-BUS	B-BUS	C-BUS	D-BUS	E-BUS	CALL-INS
43	46	41	43	10	2

PASSENGER TOTALS/AVERAGE FOR WEEKEND ROUTES FOR THE MONTH

D-BUS	E-BUS
374 / 47	276 / 35

THE ACCESS W/C BUS MADE 484 ONE WAY TRIPS FOR A DAILY AVERAGE OF 17 TRIPS PER DAY. THE ACCESS BUS PICKED UP 728 PASSENGERS IN THE MONTH OF OCTOBER.

THE SPECIAL EVENT BUS ON OCTOBER 19 (MEMORIAL) & OCTOBER 26 (FALL FESTIVAL) PROVEIDED RIDES FOR 185 PASSENGERS.

Option 1

**MUTUAL
12**

Entry Pass Issued:

MAY 22, 2020



Entry Pass Expires:

MAY 23, 2020, AT NOON

Mutual 12, 123B

**SPEED
LIMIT
25**

Display this entry pass on the dashboard at all times when inside the community.

This is an entry pass only - entry pass does not grant access to any community amenities.

LEISURE WORLD SPEED LIMIT - 25 MPH

Option 2



Entry Pass Issued:

MAY 22, 2020

MUTUAL

12

Entry Pass Expires:

MAY 23, 2020, AT NOON

Mutual 12, 123B

Display this entry pass on the dashboard at all times when inside the community.

This is an entry pass only - entry pass does not grant access to any community amenities.

**SPEED
LIMIT
25**

LEISURE WORLD SPEED LIMIT - 25 MPH

Back

Leisure World, Seal Beach

Streets and Mutual Boundaries



- **DON'T FORGET TO DISPLAY THIS ENTRY PASS ON A DASHBOARD AT ALL TIMES WHEN INSIDE THE COMMUNITY.**
- Please obey all traffic laws as the Seal Beach Police Department issue citations for traffic violations (speeding and not stopping at stop signs).
- The parking is strictly enforced by Security Patrol.
- The Main Gate is open 24 hours a day.
- The North Gate is open from 6:00 a.m. to 9:00 p.m.
- St. Andrews Gate is open from 6:00 a.m. to 10:00 p.m.
- Non-emergency contacts for Leisure World Security Department:
(562) 594-4754
Seal Beach Police Department:
(562) 799-4100.

* North Gate and St. Andrews Gate Entrances only for guests with passes.

#	Item	GRF Security Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Incident Reports - daily review and dissimilate reports to each mutual president	Director	Yes	GRF/Mutual	Each Morning, including weekends review reports and forward to mutual presidents as draft, answer and possibly research any enquiries that are generated from those reports.	SA
2	Incident Reports - requirements of mutuals	Director	Yes	Mutual	Reports are changed to reflect needs of the mutuals, such as adding areas to DOA reports.	SSD
3	Document member vs Mutual disputes		Yes	Mutual		SSD
4	Patrol Officer/Coin counting 3 officers two days per month	Patrol officers also collect coin laundry money, count and delivery to Finance Department.	Pending	GRF/Mutual	Per Mutual Per # of machines	Security Officers (SO)
5	Standby duty for Admin/Mutual meetings		Yes	GRF/Mutual		SO
6	Patrol Officer	Meet Mutual Director for vehicle tow's, take picture and write reports.	Yes	GRF/Mutual		SO
7	Paramedic report	Security / patrol officer	Yes	GRF/Mutual	Between 15 min and 1 hour to complete report.	SO
8	Door openings	Security / patrol officer	Yes	GRF/Mutual	Typically 10 min	SO
9	Accidents	Security / Patrol officer	Yes	GRF/Mutual	30 min to one hour	SO
10	Injuries	Security / patrol office	Yes	GRF/Mutual	30 to one hour	SO
11	Officers or Watch Commanders as available and assigned	THEFT REPORT: Patrol Officer completes Theft Report anytime Owner/Guest reports property taken.	Yes	Mutual	In completing the theft report the officer obtains the approximate time the theft occurred and if the property was locked up and if anyone saw or has more information as to a suspect. Also, the owner is encouraged to call and make a Police Report. If the stolen property is a bike, car or golf cart start a search of the surrounding area to see if item was misplaced or just taken for a joy ride.	SSD

12	Officers or Watch Commanders as available and assigned	TRAFFIC REPORT: All Traffic Accidents in Leisure World must be reported. Damage is accessed and documented. If GRF/Mutual property is damage the appropriate Building Inspector will be notified to evaluate the Safety situation. In the event a GRF employee is involved the employee will be taken tested, also the Safety supervisor will be notified.	Yes	GRF/Mutual	The Traffic Accident Report documents the accident and records witness information and tells how the accident occurred. In the event a Golden Rain employee is involved no personnel information will be displayed. Car A is the hitter and the report will be forwarded along with pictures to the Transportation Department. Copies of the report may be obtained by filling out a Request form in Accounting.	SSD
13	Officers or Watch Commanders as available and assigned	Occupancy Agreement Form: This form is utilized by Mutual Administration mostly to verify who is living in a unit illegally.	Yes	GRF/Mutual	The Patrol Officer visits the requested address and ID's. the person in the unit against their drivers license and completes the form. In most cases it takes several visits at different times of the day and night to verify who is in the unit.	SSD
14	Officers or Watch Commanders as available and assigned	VANDALISM REPORT: Vandalism is considered a crime and the Police Department will investigate if reported. The main problem is that it is difficult to determine where the damage really happened in the case of a vehicle, bike or motorcycle.	Yes	GRF/Mutual	The Patrol Officer completes the form and takes pictures of the damage and interviews neighbors as to any suspicious people in the area. In talking to the owners of the damaged property encourage them to file a police report..	SSD
15	Pet Check		Yes	GRF/Mutual	Added at meeting 10/22/18	SO
16	DOA		Yes	GRF/Mutual		
17	Noise Check		Yes	GRF/Mutual		
18	Resident Check		Yes	GRF/Mutual		

BUS

Bus Safety Rules

Safety is a major factor in the operation of the minibus service in Leisure World and it is advisable to set forth rules for the protection of the residents who use the buses.

1. **MINIBUS RIDING RULES**

For their safety, passengers are required to observe the following rules while riding on the minibuses:

- 10 1.1. Passengers will remain seated until the bus comes to a complete stop.
- 11 1.2. Riders will not change seats while the bus is in motion.
- 12 1.3. Large non-collapsible hHand-pulled grocery carts are not allowed on the buses.
- 13 1.4. No smoking will be permitted on the buses at any time.
- 14 1.5. Due to space limitations, passengers are only allowed two grocery bags each.
- 15 1.6. Canes and walkers will be placed between the passengers' legs and will not be allowed to protrude into the aisle.
- 16 1.7. Unnecessary conversation with the driver is prohibited.
- 17 1.8. Non-emergency use of cell phones on the buses is prohibited.
- 18 1.9. Pets, except for registered service animals are forbidden on buses, per GRF 50-1023-1, GRF Pet Ownership Rules.
- 19 1.8.1.10. Pets may be transported on minibuses on GRF approved pet event days. On approved pet event days, pets must be in an appropriate container or cage that has a secure latch. Pets must not be able to extend any leg or other body part outside of container or cage. Pet owner will be responsible for carrying the pet container or cage on to and off of the minibus. Drivers will not assist in any way with the loading or unloading of pet containers or cages. Pet owner will be responsible for maintaining the pets' demeanor. Noisy or aggressive pets will not be allowed on to the minibus. Pet owners will be responsible for all cleanup of any related mess created by their pet.

2. **DRIVERS' RESPONSIBILITIES**

The drivers will be responsible to assure that:

- 41 2.1. Safety rules are enforced to the best of their ability.

BUS

Bus Safety Rules

- 45
46 **2.2.** If a passenger will not comply with a safety request and the driver
47 operator deems the situation serious, the driver may stop the bus and
48 call the Security and Transportation Manager or the Administrator to
49 resolve the problem.
50 **2.3.** Safety rules will be conspicuously posted in each bus.
51
52

Document History

Adopted: 21 Jan 86 Amended: 21 May 02 Amended: 23 Jul 19

Keywords:

53



STOCK TRANSFER

Guest Passes

1
2 **1. PURPOSE**

3
4
5
6
7 **2. GATE PASSES**

8
9
10 The Executive Director or Mutual Administration Director is authorized to make annual
11 guest passes, quarterly service passes, and semiannual caregiver passes available.
12

13 **3. ANNUAL GUEST PASSES**

14
15 The Executive Director or Mutual Administration Director is authorized to make four
16 (4) annual guest passes available per unit per Mutual Board resolution*. The
17 annual guest passes are valid for one year and will be mailed with the yearly
18 payment coupon package in December to addresses within Leisure World.
19 Stockholders/condominium owners with outside addresses may obtain their four
20 annual guest passes throughout the year from the Stock Transfer.
21

22 **By December 15th of each year, Mutual Boards will provide to the Executive
23 Director and/or Mutual Administration Direction a resolution on the number of
24 additional Guest passes which may be issued by the Executive Director or
25 Mutual Administration Director. Such number of approved additional guest
26 passes shall not exceed four (4). If no resolution is received from any mutual by
27 December 15, the previous year's resolution will stand.*
28

29 The Executive Director or Mutual Administration Director is authorized to issue up to
30 four (4) additional annual guest passes per unit per *Mutual Board resolution, which
31 may be obtained from the Stock Transfer Office if the following conditions are met:
32

- 33 **3.1.** The stockholder/condominium owner must appear *in person* and show
34 valid identification.
35
36 **3.2.** A \$10.00 fee will be charged for each additional pass, or when a
37 replacement guest pass is requested.
38
39 **3.3.** The Mutual and apartment number shall be written on the front of the
40 additional annual guest passes and a record of these annual guest
41 passes will be maintained in the Stock Transfer Office.
42

STOCK TRANSFER

Guest Passes

43 **4. GATE PASSES**

44

45 The Executive Director and Mutual Administration Director are further authorized to
 46 issue additional annual guest passes, as needed, for immediate family members of
 47 stockholders/condominium owners. The request must be in writing and shall be
 48 reviewed on a case-by-case basis.

49

50 **5. QUARTERLY SERVICE PASSES**

51

52 The Executive Director or Mutual Administration Director is authorized to make quarterly
 53 service passes available. The quarterly service passes shall be produced, each in a
 54 different color, and shall expire in March, June, September and December of the year
 55 in which they are issued.

56

57 The Physical Property and Recreation departments shall issue quarterly service passes
 58 to contractors and vendors only after they have provided the required licensing,
 59 insurance and valid driver's license, as well as a request in writing containing the names
 60 of the persons receiving the passes.

61

62 The Stock Transfer department shall issue quarterly service passes to legal
 63 representatives of shareholders, staff of the Leisure World Health Care Center on
 64 Golden Rain Road and Orange County Supportive Services departments, only after they
 65 have provided the legal documentation of their authority to act on behalf of a shareholder
 66 and a photo ID.

67

68 The Stock Transfer department shall issue quarterly service passes with their photo to
 69 realtors for a fee of \$10.00, and escrow companies only after they have provided a
 70 proper photo ID, as well as a request in writing containing the name of the person
 71 receiving the pass.

72

73 Realtors passes may obtain a replacement pass by going to the Stock Transfer Office in
 74 person with a photo ID. A \$25.00 fee is charged for a replacement pass and \$50.00 if lost
 75 a second time.

76

A record of these passes will be maintained in the offices from which they were issued.

77

78 **6. CAREGIVER PASSES**

79

80 The Executive Director or Mutual Administration Director is authorized to make
 81 semiannual caregiver passes available to those caregivers who have applied for the
 82 caregiver pass in compliance with Mutual Policy 7557, Caregivers.

83

The semiannual caregiver passes shall be produced in two different colors, with a

STOCK TRANSFER

Guest Passes

84 designation as to the caregiver being a part-time or full-time care provider. Caregiver
 85 passes will expire in June and December in the year in which they were issued. Some
 86 caregiver passes are issued on a yearly basis, in compliance with a specific mutual's
 87 policy.

88
 89 The caregiver's name and the mutual and apartment number shall be written on the
 90 front of the pass. The Stock Transfer Department shall issue all caregiver passes and
 91 prepare a monthly report of passes issued.

92
 93 Caregivers shall wear issued badges and passes at all times while in the
 94 community.

95
 96 For loss of Caregiver passes, Shareholders may obtain a replacement pass by
 97 going to the Stock Transfer Office in person with a photo ID. A \$20.00 fee is
 98 charged for a replacement pass, per occurrence. The Mutual Board of Directors will
 99 be notified when a Caregiver pass is lost a second within 24 months of the first loss.

7. USES OF PASSES

100
 101 Photocopying of passes is prohibited.

102
 103 The Executive Committee shall review fees for caregiver and guest passes on an
 104 annual basis during the fourth quarter of the year.

105
 106 Stockholders/condominium owners can notify the Main Gate to admit a guest
 107 without an annual guest pass.

108 Administration is authorized to print annual guest passes and quarterly service
 109 passes in the same wallet size as the plastic key cards, with different colors for each
 110 succeeding year so that current passes can be easily identified. Caregiver passes shall
 111 be printed and formatted to fit the accompanying badge holder.

112 After January 31 of each year, staff members are authorized to collect prior year guest
 113 passes when presented by guests at the gate.

114
 115 Photocopying or duplicating annual guest passes, quarterly service passes, or caregiver
 116 passes by members or guests is prohibited. Staff members are authorized to collect any
 117 counterfeit passes and direct the guest to the Main Gate office to be phoned in by the
 118 stockholder/condominium owner. Residents found in violation may lose their privilege to
 119 obtain additional passes at the discretion of the Executive Director or Mutual
 120 Administration Director.



STOCK TRANSFER

Guest Passes

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125