



Security, Bus and Traffic Committee

Agenda

Administration Conference Room

Wednesday, September 13, 2017 at 1:00 p.m.

1. Call to Order/Pledge of Allegiance
2. Roll Call/Notice of Quorum
3. Chair's Announcements
 - a. Introduction of Guests and Staff
 - b. Rules of Order
 - c. Chair's Report
4. Approval of Minutes of August 9, 2017
5. Shareholder/Member Comments – Agenda Items Only (*Limited to 3 minutes per person*)
6. Correspondence
 - a. H. Anderson re: reckless driving at Golden Rain Road
 - b. J. Blake re: parking enforcement
 - c. K. Gray re: vehicle blocking sidewalk (photos)
7. Old Business
 - a. Dwelling Live Presentation (1 hour) / Passes
8. New Business
 - a. Parking Policy Questions
9. Transportation Work Study Group Report
10. Policies - The Committee Charter will be considered at the next meeting.



Security, Bus and Traffic Committee

11. Staff Reports
 - a. Security Services Director
 - b. Fleet Manager
 - c. Executive Director
12. Shareholder/Member Comments – Any Item (*Limited to 3 minutes per person*)
13. President's Comments
14. Committee Member Comments
15. Next Meeting/Adjournment



SECURITY, BUS AND TRAFFIC COMMITTEE MINUTES

August 9, 2017

The regular scheduled meeting of the Security, Bus and Traffic Committee was called to order by Chair McGuigan at 1:00 p.m. and was held on Wednesday, August 9, 2017, in the Administration Conference Room, followed by the Pledge of Allegiance led by Mr. B.J. Hawke.

ROLL CALL

Present: Mr. S. McGuigan, Chair
Mrs. L. Perrotti, Vice Chair
Mr. T. Dodero
Mr. P. Pratt

Ms. I. Heinrichs
Ms. R. Winkler
Mr. P. Moore

Also Present: Mr. R. Ankeny, Executive Director
Ms. C. Miller, Director of Finance
Ms. L. Stone, GRF President
Mr. P. Bristow, Security Services Director
Mr. B.J. Hawke, Security Manager
Mr. G. Winford, Fleet Manager
Ms. F. Quirin, Recording Secretary
Mr. R. Stone, GRF Representative, Mutual One
Ms. P. Snowden, GRF Representative, Mutual Two
Mrs. J. Reed, GRF Representative, Mutual Four
Mrs. C. Damoci, GRF Representative, Mutual Twelve
Ten Shareholders/Foundation Members

There being no objections, Chair McGuigan declared the reading of the Quorum Notification be dispensed with by unanimous consent.

The Chair stated that in accordance with California Civil Code Section 4090, please be advised that a quorum of the GRF Board of Directors is present at today's posted meeting. The business of the **Security, Bus and Traffic Committee** will be conducted in accordance with the agenda. As a quorum of the Board is present, this meeting will be conducted as a committee meeting and a Board meeting. The agenda actions of the committee will be limited only to the members of the committee and will only constitute such actions in accordance with

stated committee policy and/or provide recommendations to the GRF Board of Directors at its regular Board meeting on the 4th Tuesday of the month. GRF Board members who are not committee members will be allowed to comment when recognized by the Chair and only during the proscribed Foundation member comment period, not to exceed three minutes, as set forth in Policy 5610, Participation by Foundation Members. The minutes of today's Committee meeting will be presented to the Board for approval following the approval of the Committee meeting minutes in September 2017.

CHAIR'S ANNOUNCEMENTS

The Chair welcomed Committee members, guests and staff, including GRF President Linda Stone; Executive Director Randy Ankeny; Director of Finance Carolyn Miller; Security Services Director Paul Bristow; Security Manager B.J. Hawke; and Fleet Manager Grant Winford. A request was made for all cell phones to be put on mute/vibrate.

PARKING ENFORCEMENT SPECIALISTS PRESENTATION

Traffic Enforcement Officers Breanna Beare and Duarte Nelson gave an in depth presentation explaining the procedures being utilized for the program from the moment a citation is issued to the downloading of photos taken and the inputting of data into Jenark to the Appeals process. All in attendance expressed appreciation for the presentation as well as the informative answers given to questions.

APPROVAL OF MINUTES

The minutes of the July 12, 2017, meeting were approved as presented.

SHAREHOLDER/MEMBER COMMENTS – Agenda Items Only

There were no Shareholder comments.

CORRESPONDENCE

A letter posing potential solutions to parking problems in Mutual One was partially read. More attention will be given to solving these issues in future meetings. Another letter, as well as photos taken of illegal parking in red zones, was considered. These violators will be cited when they are caught.

OLD BUSINESS

Carolyn Miller gave the 2018 Budget Report. The \$106,000 increase in salaries for Cost Center 37 is due to several more full time employees and benefits, as well as training for new employees. The Cost Center 38 Budget remains essentially the same.

Ms. Perrotti MOVED, Mr. Moore seconded the motion, and agreement was unanimous,

TO accept the proposed 2018 operating budgets for Cost Centers 37 and 38; and, forward to the Finance Committee for review.

NEW BUSINESS

Golf Cart and LSV Rules 19XX-37

The Committee MOVED

TO send the policy to the Policy Rewrite Committee with an amendment
To add windshield wipers.

Urban Crossroads Study

After discussion, the Committee decided to wait six months (March) to look at access control before changing traffic control at the Main Gate.

Passes for Guests, Contractors, Caregivers, etc.

The Committee concurred to request Security staff bring proposed procedures, costs and a draft policy for extra parking passes to the next Committee meeting (September).

TRANSPORTATION WORK STUDY GROUP

Paul Pratt reported the group's first meeting was just yesterday, August 8th. They are looking into electric as well as autonomous (no driver) vehicles, and a combination of sizes. There are a lot of questions to be answered. More information will be forthcoming at the next Committee meeting in September. Mr. Pratt reiterated how important it is to reduce the fear of a lack of mobility in our aging community; and what a project well worth the effort this is.

POLICIES

Security, Bus & Traffic Committee Charter

The Chair requested the Committee review this policy for discussion at the September Committee meeting.

STAFF REPORTS

Security Service Director

The Security Services Director presented the June Security Report to the Committee.

Accomplishments so far have been the training of two traffic enforcement officers, regular Watch Commander meetings to cover subjects such as efforts to bring staffing levels up to acceptable for the Department to function optimally. Hiring and training continue to be a main focus until we are at full staffing levels.

Fleet Manager

The Fleet Manager provided the June Transportation and Mini-Bus Reports. He mentioned demographics have changed as fifty percent who come to learn about how to use the bus systems are new residents. Mr. Winford also presented a nice poem written by a Shareholder about our retiring access bus driver John Neal.

EXECUTIVE DIRECTOR

The Executive Director spoke on items pertaining to the community.

PRESIDENT'S COMMENTS

The President was impressed by the traffic enforcement presentation and requested a quarterly update. Statistics are important. The high incoming car count for the gates reflects the need to address parking problems

SHAREHOLDER COMMENTS

Two shareholder/members spoke on various items pertaining to the Committee's area of purview.

COMMITTEE MEMBERS COMMENTS

Five Committee members spoke on the proceedings and accomplishments of the committee.

CHAIR'S COMMENTS

Chair McGuigan thanked the Committee members, shareholders, and staff present for attending and participating in today's meeting.

ADJOURNMENT

Chair McGuigan adjourned the meeting at 3:20 p.m.

RECAP OF MOTIONS AND ACTIONS TAKEN AT THE SECURITY, BUS AND TRAFFIC COMMITTEE MEETING

ACTIONS

- There being no objections, Chair McGuigan declared the reading of the Quorum Notification be dispensed with by unanimous consent,
- The minutes of the July 12, 2017, were approved, as presented,
- Security Services Director and Security Manager will look at access control before changing traffic control at the Main Gate; and, will bring proposed procedures, costs, and a draft policy for extra parking passes to the September meeting.
- Committee members will review the Security, Bus & Traffic Committee Charter For discussion at the September meeting.

MOTIONS

- **TO** accept the proposed 2018 operating budgets for Cost Centers 37 and 38, and forward to the Finance Committee for review,
- **TO** send to the Policy Rewrite Committee the Golf Cart & LSV Rules with an amendment to add windshield wipers.

8/4/17

Re: reckless driving at Golden Rain and St Andrews Dr. signal

Yesterday 8/3/17 I was ALMOST hit by a grey car turning left from St. Andrews Dr. to Golden Rain.

This is my 5th such encounter with the last, 2 being very close & scary. I am disabled so always have my walker or dog stroller that serves as a walker so I should be seen easily.

I am scared and want some action taken. If nothing else I will carry a flag like they have at crosswalks near catholic church area crossing.

Cars drive too fast here in LW & I fear many of the drivers don't see well.

I have written down one license plate & also a partial. The full plate is someone who doesn't live here so no go & nothing known about the partial.

I know of at least one fatal accident at this corner.

Harriet Anderson
13681 St. Andrews Drive, 27-D
562-594-4643
707-322-6787 cell

To the G.R.F. Board of Directors,

I have resided in Leisure World since 2003. I have been so impressed with the management of the community; how the property is kept up and all the necessary safety improvements that have been made over the years. But this new policy of ticketing the residents and guests is an inconvenience and burden, not an improvement for our quality of life

In a retirement community where memory is no longer a strong point it makes no sense to ticket people for forgetting to display a pass once their car has entered legally through the gates. Wouldn't it be more reasonable to deal with legitimate infractions as they arise?

There seems to be a new mentality that I have not seen or felt in past years. Honestly, I see Leisure World changing for the worse. My hope is that common sense will prevail and that this new policy will be rescinded.

Thank you for your time and attention,

A handwritten signature in cursive script that reads "Janis Blake". The signature is written in dark ink and is positioned below the "Thank you" text.

Janis Blake

Mut 3 Unit 036G

From: "gray ken" <harleyrider43@hotmail.com>

To: "Steven McGuigan" <smcguigan@lwsb.com>, "Paul Bristow" <paulb@lwsb.com>

Subject: Vehicle blocking sidewalk on alderwood

Attached will be pictures of a large moving on 8/13/2017 this vehicle parked on the sidewalk blocking the entire sidewalk from use on Alderwood next to building 78. forcing us on the sidewalk to walk into the grass or out into traffic around it. After coming home 15 minutes before from a walk I saw it. I came out of my unit and made a call to security at about 1 p.m. and ask if they have someone on staff who could address this behavior with a ticket. I was told no I then ask if someone could then come and remove this vehicle from the sidewalk at the very least. I was told they would send someone. Just by chance a security vehicle was already in the area on patrol while I was making the call and about one minute after the call. It comes out of skokie road. turns right on alderwood goes past the vehicle to the end of alderwood around the parking spots there and comes back past the vehicle when I stopped him. I ask can you address this vehicle clearly blocking the sidewalk next to you. His first reply was they are only blocking half the sidewalk and that is ok. I told him that is a [falsehood.it](#) is blocking the entire sidewalk and then some. It is not supposed to be on the sidewalk half way all the way or anyway at all. Next he tells me Alderwood is not a trust street and he can not address it. Again I told him this was a falsehood. Alderwood is a trust street and even if it was not mutual 4 has empowered security to address this behavior in the mutual with corrective action. Next he tells me that he has no tickets and can not address this. Call his supervisor and ask why this is going on and drives away. Now 10 minutes after my first call I make a second call to security and get transferred around until someone who knows the rules answers and again we go over the vehicle and the refusal of the officer to address this behavior with corrective action (having them leave the sidewalk). He tells me he will send him back and have him remove them from the sidewalk. He comes back its now 1:10 p.m. he talks to them from the car leaves with them still on the sidewalk. Now another 20 minutes it is now 1:30 and I make another call to security and ask to have this behavior addressed again. They have not left the sidewalk and continue to unload the truck. As I am talking to B.J. they are leaving now. I am quite sure it could not require 3 phone calls to address this behavior. If security encounters this behavior remove them from the sidewalk. If they will not leave you are empowered to tow them or call S.B.P.D. and have them removed.

Clearly you are not training the guards with the information (rules) in here. This is the second guard in 1 month who has responded to a call for service and did not know the rules. The reason I continue to encounter this behavior is because you are not addressing it with corrective action. Those responding to a call for service either do not know the rules or are unwilling to use them to address this repeated behavior. Or you are not responding at all to address these repeated behaviors. (this happened on 7/29/2017 when I made a call for service of a vehicle parked in the red next to the cross walk across the street from an event in clubhouse 2 and yes I can provide pictures of this as well). I would think at this late date you would be aware that you have talked these people to death and still have not solved this repeated behavior. At what point is someone going to start using the rules and C.V.C. to address these repeated offenders and put a stop to it. I am tired of constantly talking a walk and being denied access to sidewalks, crosswalks, bus stops etc. that I and others pay for by people who feel they are empowered to do as they wish. By your lack of enforcement to address these behaviors.

GOLDEN RAIN FOUNDATION
Security Department
Alderwood Lane
8-13-17



GOLDEN RAIN FOUNDATION
Security Department
Alderwood Lane
8-13-17





Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

MEMO

TO: SECURITY, BUS, AND TRAFFIC COMMITTEE
FROM: PARKING ENFORCEMENT
SUBJECT: PARKING POLICY QUESTIONS
DATE: SEPTEMBER 6, 2017

1. Are we to continue citing for parking on the curb?
2. We need a policy added to 1927-37 which allows us to cite for misuse of “cart only parking”, “library staff parking”, “emergency meals parking” at Clubhouse 2 by the woodshop, and “staff” spaces at Clubhouse 4.



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

MEMO

TO: SECURITY BUS & TRAFFIC COMMITTEE
FROM: PAUL BRISTOW, SECURITY SERVICES DIRECTOR
SUBJECT: MONTHLY DEPARTMENT REPORT
DATE: 09/6/17
CC: RANDY ANKENY, EXECUTIVE DIRECTOR & FILE

Accomplishments / Narrative – July 2017

- **Parking Enforcement**, Parking enforcement continues to be focus with five mutual's now following 1927.
- **Watch Commander Meetings**, watch commander meetings took place on 8/16/17 (core) and on 9/6/17, (full), topics covered were workplace violence, statistical analysis, report writing, community security patrols.
- **Patrols**, the security department is experimenting with new methods of patrol, based on community patrols, each shift will be patrolling through the pedestrian areas of the mutual's.
- **Training**, we have started one on one training with our officers. We are also formulating additional training alternatives working with the video producers club to produce specific training videos for leisure world security.
- **Research**, I visited Laguna Woods and observed their security program. They are currently utilizing dwelling live, their representative will be presenting to the SBT committee on the 13th.
- **Staffing Levels** – full staffing continues elude us, we are working diligently with Human Resources to bring us up to optimum levels. We have reviewed 200 resumes, interviewed 20 and hired 11, we are currently 4 positions short. We have also hired a watch commander to replace a watch Commander that recently resigned.
- **Staff parking** – new hanging passes have been developed and are on order.

Goals and Objectives (for upcoming months):

- **Employee Hours / Hiring** – This is continues to be a main focus, until we are at full staffing levels.
- **Community security program** – We intend to extend this program to an outreach to the community via LW weekly and attendance and various clubs and associations within Leisure World.
- **Video Management System** – We have completed a survey of the VMS and am formulating a report.
- **Passes** – We will be accessing the employee passes once deployed as a test of possible use for other groups.



TO: SECURITY, BUS & TRAFFIC COMMITTEE
 FROM: PAUL BRISTOW, SECURITY SERVICES DIRECTOR
 SUBJECT: SECURITY MONTHLY REPORT
 DATE: August 16, 2017

SECURITY MONTHLY COMMITTEE REPORT

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	2017 YTD
<u>Deaths Reported</u>	15	15	15	8	8	13	14	88
<u>Fires</u>	3	-	-	4	4	3	2	16
<u>Theft</u>	4	4	6	7	13	13	4	53
<u>Vandalism</u>	3	3	3	-	6	2	1	18
<u>Traffic Collisions</u>	5	7	8	12	6	8	6	52
<u>Lost Shareholder</u>	3	2	2	2	8	1	1	19
<u>Incident</u>	34	33	42	37	38	47	41	272
<u>Injury</u>	11	5	7	13	12	9	13	70
<u>Paramedics</u>	152	130	144	131	147	151	127	982
<u>Care</u>	22	17	20	15	15	10	12	111
<u>Shareholder Services</u>	2,058	1,780	1,918	2,046	2,043	1,884	2,047	13,776
<u>Decals Issued</u>	451	412	469	418	424	406	566	3,146
<u>Lock-Outs</u>	113	85	99	82	90	103	93	665
<u>Seal Beach Police Department</u>	105	113	133	96	111	100	94	752
<u>Citations: Residents, Parking (C1)</u>	120	72	59	98	104	50	107	610
<u>Citations: Residents, Moving (C2)</u>	6	7	3	1	3	-	-	20
<u>Citations: Non-Residents, Parking (C3)</u>	148	100	104	139	112	66	95	764
<u>Citations: Non-Residents, Moving (C4)</u>	1	3	1	1	-	-	-	6
<u>Citations: GRF Employee, Parking (C5)</u>	1	-	-	-	-	-	-	1
<u>Citations: GRF Employee, Moving (C6)</u>	-	-	-	-	-	-	-	-
<u>Citations: LWHCC, Parking (C7)</u>	2	1	-	-	-	-	-	3
<u>Citations: LWHCC, Moving (C8)</u>	-	-	-	-	-	-	-	-
<u>Citations: Contractors, Parking (C9)</u>	1	3	-	2	1	1	1	7
<u>Citations: Contractors, Moving (C10)</u>	-	-	-	-	-	-	-	-
<u>Incoming Calls</u>	21,705	20,184	21,302	19,631	19,884	20,107	21,147	122,813
<u>Incoming Vehicles Screened at Gates</u>	232,651	224,293	269,767	228,958	259,803	255,199	243,839	1,714,510



SECURITY, BUS & TRAFFIC COMMITTEE

TO: MARK WEAVER, COMMUNITY FACILITY DIRECTOR
FROM: GRANT WINFORD, FLEET MANAGER
SUBJECT: MINIBUS MONTHLY REPORT JULY 2017
DATE: SEPTEMBER 6, 2017
CC: CORINA MANCILLA

TOTAL PASSENGERS: 5275 (6683) INC. ACCESS, T.J.'s & EVENT
DAILY AVERAGE MON-FRI: 200
2017 YEAR TO DATE: 32842 (41741) INC. ACCESS, T.J.'s & EVENT

PASSENGER TOTALS FOR WEEKDAY ROUTES FOR THE MONTH

AM-BUS	A-BUS	B-BUS	C-BUS	D-BUS	PM-BUS	CALL INS
168	867	1192	769	674	115	86

PASSENGER AVERAGE FOR WEEKDAY ROUTES FOR THE MONTH

AM-BUS	A-BUS	B-BUS	C-BUS	D-BUS	PM-BUS	CALL-INS
8	43	60	38	34	6	4

PASSENGER TOTALS/AVERAGE FOR WEEKEND ROUTES FOR THE MONTH

D-BUS	PM-BUS
542 / 49	467 / 42

THE ACCESS W/C BUS MADE 511 ONE WAY TRIPS FOR A DAILY AVERAGE OF 18 TRIPS PER DAY. THE ACCESS BUS PICKED UP 729 PASSENGERS IN THE MONTH OF JULY.

THE MONDAY & WEDNESDAY BUS TO TRADER JOE'S PROVIDED RIDES FOR 464 PASSENGERS ON 5 MONDAYS AND 4 WEDNESDAYS IN THE MONTH OF JULY.

THE THURSDAY (& SATURDAY) EVENING AMPHITHEATER BUS & ACCESS BUS PROVIDED RIDES FOR 442 PASSENGERS FROM 4 SHOWS & 1 MOVIE DURING THE MONTH OF JULY. JULY 4TH EVENT & ID CARD RENEWAL PROVIDED RIDES FOR 168 PASSENGERS IN THE MONTH OF JULY.