Public Safety Operations

April 2023

Public Safety

Cordillera Public Safety is a community service providing safety, security, and assistance to property owners and guests. Public Safety services include access control, traffic safety, alarm response, covenant violation awareness and education, monitoring and surveillance of community buildings, wildlife management, as well as helping emergency service providers. Public Safety also receives phone calls and provides aid with homeowner assistance services such as minor car trouble, finding lost pets, small critter rehoming, as well as providing peace of mind after a quick departure by double checking that doors and windows are locked, stoves and coffee makers are off.

The Public Safety team handles all community services from three locations; the divide gate house, the ranch gate house, and patrol vehicles. The team currently consists of 14 full-time and part-time public safety agents, including one manager.

Gate House Responsibilities

Control Access

Welcome Property Owners and Guests

Welcome & Direct Contractors

Welcome & Direct Service Providers

Restrict Public Access to Big Park through Cordillera

Enforce Bicycles Regulations

Provide Information Services

Provide directions

Handle property owner requests/complaints

Share and receive information 24/7

Inform of rules and regulations

Camera monitoring of all community buildings

Provide access to amenities, if needed

Newspaper distribution

Receive and Dispatch Calls

Property Owner Assistance

Fire and Intrusion Alarms

Covenant Compliance

Traffic Control

Vehicle Accidents

Parking

Wildlife Management

Community Patrol Responsibilities

Overnight **Dispatched Calls** Facilities/Grounds Compliance Roads Access Fire & Security Traffic Control Athletic Center Divide Gates Alarms Vehicle Trailhead Medical Ranch Gates **Accidents Emergencies** CPOA/Post **Answer Phones Property Owner Parking** Construction Office Assistance CMD Large Truck Trespassing & Administration **Escorts** Suspicious Open Garage Community Activity Snowplow **Operations** Call Out Vandalism Equestrian Lights/Dark Sky Center Wildlife **Trailer Parking** Lawn Care Dog Park **Short Course** Restrictions Fire Safety River and Ponds

Trash

Pets

DRB/

Noise

Doors

Rentals

Hunting

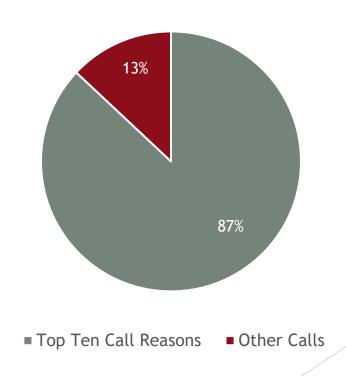
Click on the red links above to learn more about the calls public safety responds to in the community.

Public Safety Patrol Responded to 1433 Calls in 2022

► Top 10 Call Reasons

- 1. Trash Violations 464
- 2. Property Owner Alarm 173
- 3. Property Owner Open Garage Door 153
- 4. Parking Issues 126
- 5. Property Owner Assistance 95
- Cordillera DRB/Construction Site Violations 93
- 7. Wildlife Issue 60
- 8. Suspicious Activity 32
- 9. Property Owner/Amenity Property Damage 31
- 10. Animal Issue Pets (Non-Wildlife) 25

Patrol Response Call Reasons



A complete list of Public Safety patrol response calls and their descriptions can be found here.

Public Safety Coverage & Training Hours

Shift Description	Public Safety Coverage Hours		80	
	Shift Time	Hours Per Shift	Days Per Shift	Total Hours/Shift Per Week
AM - Ranch	05:00 - 15:00	10	7	70
AM - Divide	05:00 - 15:00	10	7	70
PM - Ranch	15:00 - 01:00	10	7	70
PM - Divide	15:00 - 01:00	10	7	70
Patrol 1	06:30 - 16:30	10	7	70
Patrol 2	11:30 - 21:30	10	7	70
Patrol 3	21:00 - 07:00	10	7	70
Management/Admin	7:00 - 4:00	8	5	40
		Total Hours/Week		530
		Full-Time Equivalent Minimum		13.25

Current Public Safety FTE (Full Time Equivalents)	14.75
Gates (54%)	8.00
Patrol (39%)	5.75
Admin/Patrol (7%)	1.0



Public Safety Costs





Public Safety Introduction Video