

# Public Safety Operations

April 2023

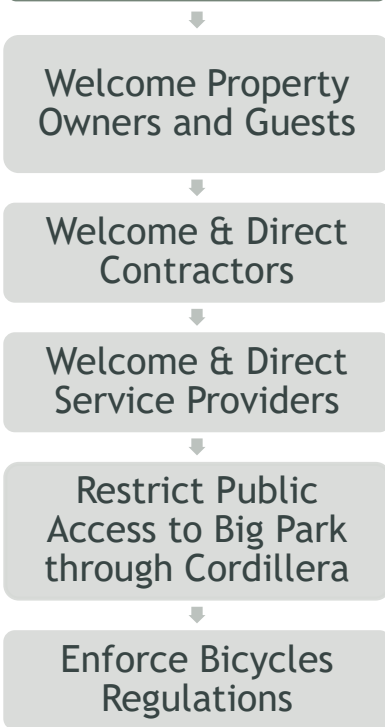
# Public Safety

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



## Provide Information Services



## Receive and Dispatch Calls



# Community Patrol Responsibilities



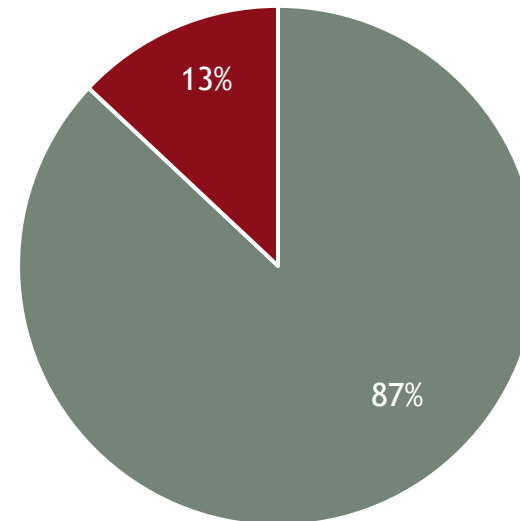
Click on the **red** links above to learn more about the calls public safety responds to in the community.

# 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
6. 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



■ Top Ten Call Reasons ■ Other Calls

A complete list of Public Safety patrol response calls and their descriptions can be found [here](#).

# Public Safety Coverage & Training Hours

| Public Safety Coverage Hours |               |                 |                |                            |
|------------------------------|---------------|-----------------|----------------|----------------------------|
| Shift Description            | 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<br>(Full Time Equivalents) | <b>14.75</b> |
| Gates (54%)  | 8.00         |
| Patrol (39%)   | 5.75         |
| Admin/Patrol (7%)                                    | 1.0          |

|                                  |                                 |
|----------------------------------|---------------------------------|
| <b>2022 Training Hours - 890</b> |                                 |
| 60<br>AED/First Aid              | 64<br>Winter Driving            |
| 30<br>Safe Driver                | <b>580</b><br>New Hire Training |
| 96<br>Verbal De-Escalation       | 60<br>Wildfire Prevention       |

# Public Safety Costs



**\$1,166,072**

2023 Projected Public Safety Costs

Cost of Public Safety 2022: \$1,010,436



**\$117.93**

2023 Cost/Month per Property Owner

Averaged Equally over 824 Lots

[Public Safety Introduction Video](#)