



Golden Rain Foundation Public Safety Deep Dive

May 28, 2020





History



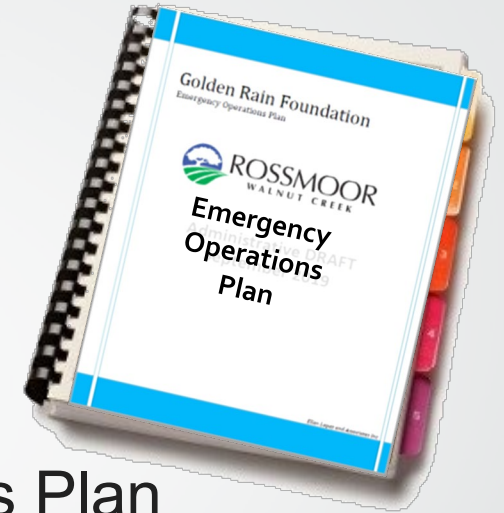
- Prior to October 2006 GRF Public Safety Department
- October 2006 Securitas contract was awarded
- October 2006- March 2009 HR/General Counsel managed Public Safety
- 2009 the Public Safety Coordinator position added to GRF
 - Confidential Services Department
 - March 2009 Public Safety Coordinator hired
 - 2011 position upgraded to manager
 - 2018 Residential Services Department

Public Safety Manager Responsibilities

- Overall GRF public safety management
- Securitas contract administration
 - Contract oversight
 - Meet with Securitas Management
 - Contract negotiations
- Community relations/programs and outreach
- Support Mutuals
- Special projects/other duties as assigned
- Liaison with outside public safety agencies
- Liaison with Red Cross

Responsibilities

- Emergency/disaster preparedness
 - GRF
 - Responsible for the GRF Emergency Operations Plan
 - Updated January 2020
 - Collaboration with City, County and Rossmoor Residents
- Community
 - Work closely with resident groups
 - Emergency Preparedness Organization
 - CERT



Responsibilities

- OSHA compliance, oversight and training
 - Provide training support
 - Track training
 - 150 separate trainings in 2019
- Injury Illness and Prevention Program
 - Required by the State
 - Part of OSHA
- DOT Drug and Alcohol Program
 - Bus Drivers
 - DMV
 - Driver's records
 - Medical certificates
- Drug program
 - Enrollment
 - Quarterly random testing
- Federal Motor Carrier Safety Administration Clearinghouse
- DOT Annual Inspections





SECURITAS OVERVIEW



SECURITAS



- Securitas was founded in 1934, based in Stockholm, Sweden.
- The company has 300,000 employees in 53 countries worldwide.
- In 1999, Securitas branched out to the US with the acquisition of Pinkerton.
- Securitas' core values of Integrity, Vigilance, and Helpfulness are a foundation for its employees. The three dots in our logo represent these three core values.
- One of the few providing Emergency Medical Technicians
- Contract with Rossmoor since October 2006
- Currently in year one of a three-year contract extension through 2022



1,040 CONTRACTED HOURS PER WEEK

Shift Supervisors

24/7 (168 hours per week)
Shifts: 6AM-2PM, 2PM to 10PM, 10PM to 6AM
Also fills dispatch position from 6PM to 10PM

Emergency Medical Technicians

24/7 (168 hours per week)
Shifts: 6AM to 6PM, 6PM to 6AM

Patrol Officers

24/7 (168 hours per week)
Shifts: 6AM-2PM, 2PM to 10PM, 10PM to 6AM

Stair Trac Officers

Seven days (56 hours per week)
Shift: 8AM to 5PM

Day Dispatchers

Seven Days (56 hours per week)
Shift: 9AM- 5PM

Night Dispatchers (also covers Gate Officer duties)

Seven Days (56 hours per week)
Shift: 10PM to 6AM

Gate Officers

24/7 (240 hours per week)
Shifts: 6AM-2PM, 6:30AM-2:30PM, 10AM-6PM, 2PM-10PM

Office Administrative Clerk and Administrative Office Supervisor

Days (80 hours per week)
Shifts: 8AM-4PM, 8:30AM-4:30 P.M.

Securitas Site Manager (Account Manager)

Days 40 hours per week, and on-call 24/7 (no additional cost)





Securitas Site Manager

- Manages Securitas Account for Rossmoor Site
- Staff leadership, including recruitment, development, training and counseling of 35 Security Officers
- Enforcement of Policies, Procedures, and Post Orders
- Primary Liaison between Securitas and GRF
- Community outreach & public forum speaking for Securitas services and Emergency Preparedness
- Assists GRF with security related projects
- Liaison between Walnut Creek Police and County Fire



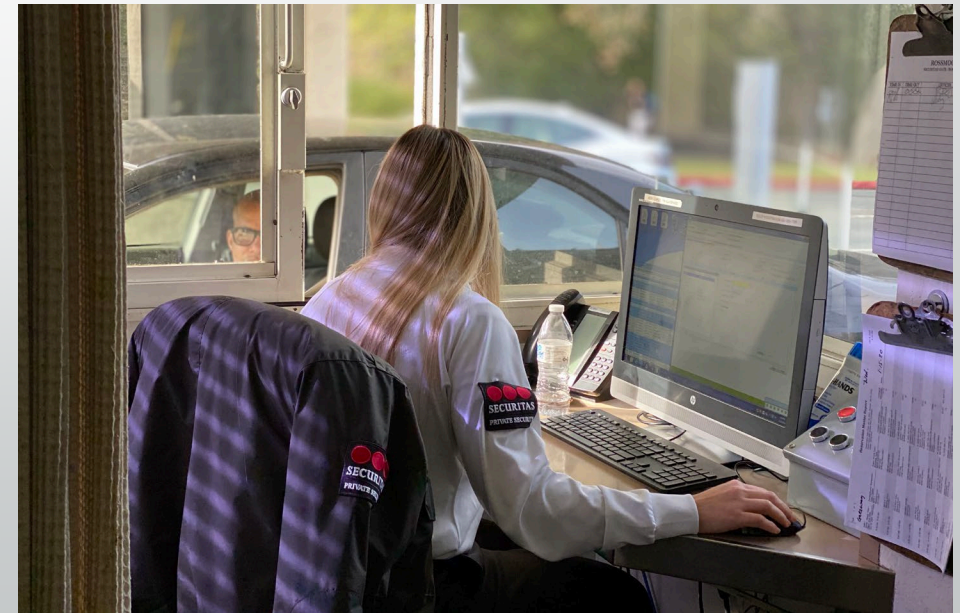
SERVICES PROVIDED

- Gate Operations
- Incident Response/Calls for Service
- Mobile Patrol
- Emergency Medical Response
- Stair-Trac Services
- Manage and Staff Public Safety Office
- Disaster Response
- Special Events
- Community Outreach/Education



GATE OPERATIONS

- Central Public Safety Operating Point
- Access Control
- Phones
- Dispatch
- CCCTV



ACCESS CONTROL

- Automated
- Manual
- Visitor Clearance
- Guest Lists
 - Permanent/Temporary
 - Contractor
- Other (deliveries/process servers)
- Pedestrian/Bicycle



Gate Access		2019
Automated		2,377,140
Manual		1,138,865
Total		3,516,005

ROSSMOOR PATROLS

- Pro-active patrols by Patrol Officers, Stair-Trac and EMT Staff
 - 24/7
 - On Roads and in Entries
 - 80,000 miles/year
- Tour Confirmation (ToCo)
 - To be upgraded in 2020 to Vision
- Open/Close GRF Facilities
- Responds to most emergency calls with police and fire



INCIDENT RESPONSE

- Emergency and Non-Emergency
 - Medical Calls
 - Traffic Accidents
 - Crime Reports
 - Fires
 - Parking Complaints
 - All Service Requests
 - Assist Mutuals
 - Assist residents



StairTrac Services

- Approved by Board resolution
- One Stair-Trac officer assigned 8am - 5pm seven days-a-week
- Stair-Trac officer also responds to EMS calls, accidents, and fills on other calls for service
- Twenty trips per manor per year
- “Trip” defined as an assist up or down
- Average 350 trips per year
- Two manors each year reach the limit



Emergency Medical Technicians

- Average 1,800 medical calls per year
- Rossmoor currently has 7 assigned EMTs
- Special certification in basic life support
 - First Aid and CPR
- Emergency Medical Calls
- Wellness/Welfare Checks
- Regular patrols



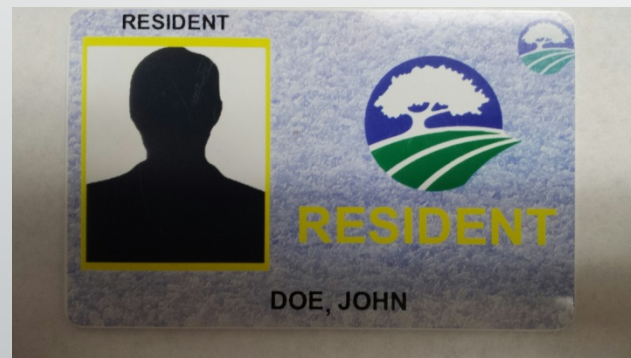
PUBLIC SAFETY OFFICE

- Access System Management
 - RFID Devices
 - New/Renewal
- Identification Cards
- Reports
- Administrative support



ACCESS DEVICES/I.D.'S

	2017	2018	2019
Access Devices Issued	2,110	2,362	2,023
Renewal Letters Sent	9,830	9,758	9,859
Identification Cards Issued	1,080	1,227	1,125



ADDITIONAL SERVICES

Extra Coverage

- GRF Sponsored Events
 - July 4th Celebration
 - Flea Markets
- Mutual Requests
- Club Events

Support/Education

- News Articles
- Community Meetings
- Community Based Staff Training



PANDEMIC IMPACT

- County Orders required changes in service levels
 - Patrol/ Emergency Medical Technicians
 - Emergency response only with exceptions
 - Suspicion reports, parking, traffic incidents, StairTrac, misuse of GRF facilities
 - Gate Operations
 - Closed facility to visitors
 - Maps not provided
 - Intercom system installed
 - Public Safety Office
 - Closed facility to visitors
 - Suspended renewals through May (extended through June)
 - Only issuing resident access tags
 - No identification cards issued
 - Second week of April, hours reduced



THE FUTURE OF SERVICES DURING THE COVID-19 PANDEMIC

- Patrol/ Emergency Medical Technicians
 - Emergency response will continue
 - Non-emergency response to calls where social distancing can be maintained will resume
- Gate Operations
 - Closed facility to visitors
 - Maps not provided
 - Intercom system will continue
- Public Safety Office
 - Open with restrictions
 - Renewal process will restart
 - All types of access tags issued
 - Identification cards issued
 - Hours will be increased





PUBLIC SAFETY STATISTICS



2017 - 2019 PUBLIC SAFETY STATISTICS				
Description		2017	2018	2019
AUTO ACCIDENTS		110	105	93
MEDICALS		1,033*	1,878	1,935
THEFT		96	114	77
SUSPICIOUS CIRCUMSTANCE		350	348	178
DEATH		32	31	27
ANIMAL		199	211	69
FIRE		12	18	13
HAZARD		53	51	84
TRESSPASS		11	17	18
VANDALISM		31	45	27
STAIRTRAC		358	313	376
<i>*Lift assists not included in medicals</i>				
Subtotal:		1,252	3,131	2,897
ALL OTHER		4,454	3,910	3,435
TOTAL CALLS FOR SERVICE:		5,706	7,041	6,332
MEDICAL AND FALL TOTAL		1,656*	1,878	1,935
MEDICAL WITH TRANSPORT		943	877	886
MEDICAL WITHOUT TRANSPORT		90	77	161
FALL WITH TRANSPORT		230	183	164
FALL WITHOUT TRANSPORT		393	264	253
LIFT ASSISTS		N/A*	477	471
<i>*Lift assists not tracked</i>				
AUTO ACCIDENT TOTALS		110	105	93
ROADWAY NO INJURY		83**	26	24
ROADWAY INJURY		6**	5	5
ENTRY/LOT NO INJURY		N/A***	53	47
ENTRY LOT INJURY		N/A***	1	4
ENTRANCE GATE		21	20	13
** Includes all Roadway/Entry Accidents				
***Separate Statistics Unavaible				
THEFT TOTAL		96	114	77
MANOR		15	15	15
CARPORT		30	33	10
VEHICLE		14	27	11
COMMON AREA		32	31	34
GRF		5	8	7



COMPARISON

Police

- Agent of the Government
- Responds to crimes
- Conducts investigations
- Traffic enforcement
- Limited presence
- Delayed response



Securitas

- Private Security
- Responds to all calls
- Assists residents, Mutuals, GRF, Police, and Fire
- Parking courtesy notices
- Full-time presence
- Immediate response



PUBLIC SAFETY CONTRACT HISTORY

- 2020 Year 14 for Securitas contract
 - 8 one-year contracts
 - 3 three-year contracts
 - 2010 0% Increase
- 2.2% average per year increase



Current Public Safety Contract

Three-year contract 2020-2021

- 2020 Year 1: 3.0% increase
- 2021 Year 2: 1.7% increase
- 2022 Year 3: TBD
 - Based on actual cost of Union CBA capped at 6%



Public Safety Budget Entity 110

- 2020 Public Safety Budget: \$2,106,766
 - Public Safety Contract: \$1,941,191
 - PS Manager Salary/benefits and supplies: \$165,575





Public Safety Accomplishments

Golden Rain Foundation



- 2011 Gateway Cameras
- 2012 RFID Entrance Gate Access System
 - New ID card system implemented
 - Gate camera system upgraded
- 2013 GRF's first Emergency Operations Plan finalized
- 2013 Generator emergency power added to Entrance Facility
- 2014 Event Center Cameras
- 2015 Jenark Upgrade
 - Electronic reporting module developed by Public Safety
- 2015 License plate reader cameras added at exit lanes
- 2016 Implemented electric vehicle tracking
- 2016 Cameras added at MOD
- 2016 Implemented golf cart registration
- 2016 to 2018 Traffic Study and traffic safety improvements
- 2017 Reduced administrative staff by one position
 - Increased office hours by 2.5 hours per week
- 2018 Transitioned to all RFID gate access
- 2019 Emergency Operations Plan Update process
- 2020 GRF Emergency Operations Plan finalized
- 2020 Securitas implements Vision at no cost to GRF

