

To: Richard Baier, P.E., LEED, AP, District Manager

Date: February 3, 2020

From: Nehemiah Wolfe, Division Chief

Re: COPS vs CTI vs Community Watch

The following is a comparison of The Villages Community Watch, Sumter County Sheriff's Office CTI Program, and Wildwood Police Department COPS Volunteer Program. The services are very limited as to the areas noted and due to very limited staffing/volunteers.

Sumter Community Traffic Investigator (CTI) Paid Employee limited to their jurisdiction.

- Document and handle abandoned vehicle
- Conduct traffic control or direction
- Assist disabled motorists
- Complete VIN Verifications
- Transport materials or information
- Respond to crashes not involving serious injury
- Issue parking citations
- Has their own dispatch
- Not 24 hour coverage – 9 hour shifts ( Monday – Saturday 0800 – 1700, NO coverage on Sundays)

Wildwood Citizens Observer Program (COPS) Volunteer

- Assist law enforcement in Fenney, Desoto, McClure, Marsh Bend, Linden, and Monarch Grove only
- Assist with Special Events limited to events conducted at Brownwood
- Provide crowd control assistance at special events, educational programs and other community tasks limited to their jurisdiction.
- Has no dedicated dispatch, relies on Sumter County Sheriff's Office.
- Coverage is based on volunteer participation.

The Villages Community Watch Paid Employee:

- Mission – To provide a safe community to The Village residents by keeping a watchful eye around the clock.
- Patrol All 13 Districts 24 hours a day, roughly driving 1.2 million miles per year.
- Patrol All 89 Villages 24 hours a day, each Village patrolled twice a day.
- Patrol All 39 recreation centers, including checking doors.
- Patrol All 3 squares and conduct routine washroom security checks.
- Patrol and check 94 pools.
- Assist 8 different law enforcement departments and Villages Public Safety Fire Rescue in traffic control and direction as needed.
- Assist DPM with lane closure.
- Provide special details for District events.
- Approximately, 43 House checks a day – Totaling 16,000 per year
- Opens and closes pools on holidays.
- Opens and closes dog parks on holidays.
- Has own dedicated dispatch that is interfaced with all levels of District infrastructures.
- Have 24-hour gate operations staff viewing and monitoring cameras throughout the District.
- Have 22 staffed gatehouses throughout the District.
- All Operations offers 24-hour coverage 365 days a year.

## Documented Community Watch Actions

- 0004B - Assist Facility Resources - Cleaners 10,889
- 0004F - Assist Recreation Dept. - 1,765
- 0007B – Report Called In - 2,617
- 0007C - Disabled Vehicle - 709
- 0007CK - Supervisor GH Ck – 1,990
- 0007D - Residential/RV Lot Patrol – 101,839
- 0007H - Security Check - 121,387
- 0007I - Ready Alert / Pulse Point - 459
- 0007M - Gate Repair – 3,486
- 001A - Animal Issues – 1,660
- 001B - AED Foot Patrol Squares - 273
- 001C - Lost Pet - 273
- 001T - Animal Trap Placed – 6
- 002A - Adult Watch Issues/Changes – 1,330
- 002B - Adult Watch No Answer Patrol Sent – 165
- 002C - Adult Watch Law Enforcement Sent - 24
- 002D - Well Being Check (Not AW) – 1,528
- 002GH - Gate House Call In - 62
- 003A - Assist Community Standards - 183
- 003B - Assist Customer Service - 73
- 004A - Assist Corp Property Management - 128
- 004C - Lights Out - 378
- 004D - Assist Sales Dept. - 40
- 004H - Assist DPM Palm Frond Removal - 286
- 004I - Assist District Property Management – 1,856
- 004I Ad - Assist DPM Advertisement Removal - 403
- 004I Campaign - Assist DPM Campaign Sign Removal - 1
- 004J - Assist Water Dept. - 115
- 005A - Assist Sumter County Sheriff Office - 322
- 005B - Assist Florida Highway Patrol – 1
- 005C - Assist Fruitland Park PD - 5
- 005D - Assist Lady Lake PD - 26
- 005E - Assist Lake County Sheriff Office - 14
- 005F - Assist Marion County Sheriff Office - 7
- 005H - Assist Wildwood PD - 25
- 005I - Assist Law Enforcement Other - 7
- 005J - Assist Villages Fire Department - 59
- 005L - Assist Fire Dept. Other - 20
- 005N – Hazmat - 6
- 005P - Assist Utilities Other Than Water Dept. - 13
- 005Q - Assist Lk Miona Restrooms - 593
- 007A - Fill In Sick Employee - 681
- 007E - RV Lot Issues - 54
- 007F - Supervisor Approved - 242
- 007G - Water Incident – 1,255
- 007GAH - Water Incident AFTER HOURS - 625
- 007J - Move In or Move Out - 974
- 007L - Gate Relief – 1,897
- 007M-P/U - Stop Barricade Pick Up - 437
- 007N - Resident Complaint - Gate Attendant – 55
- 007NA - Administration Observation - 1
- 007O - Gate House Issues -169
- 007P - Resident Complaint - Patrol Drive - 41
- 007Q - Tower Lights OK - 714

- 007R-B - Tower Light Issue Center Lights - 1
- 007S - Sharon Building Checked – 1,053
- 007U - Power Outage (s) - 58
- 009A - House Check Issues / Problem - 637
- 010A - Escort Resident/Visitor - 45
- 010B - Escort Sales Potential Buyer - 250
- 010C - Lost and Found - 712
- 010D - Lost Person Assist Search – 15
- 010H - Escort Hometown Property Mgmt. - 40
- 011B - Depression - 163
- 011C - Street Signs Down or Damaged - 29
- 011D - Traffic Light Issues - 25
- 011E - Weather, Natural Disaster - 4
- 011F - Hazardous Condition - 918
- 012A - Resident Assist - General - 363
- 012B - Resident Assist-Other – 3,631
- 012C - Resident Issue Complaint – 1,009
- 013B - Fishing Issues - 191
- 013C - Solicitor / Religious Issues - 805
- 013E - Improper or Unauthorized Parking – 1,079
- 013H - Suspicious Vehicle - 145
- 013I - Political Solicitors - 18
- 013J - Suspicious Person or Activity - 225
- 014A - Unsecured Door District Property -125
- 014B - Unsecured Door Corporate Property - 60
- 014C - Unsecure Garage Door – 8,280
- 014D - Unsecure Door (Not Garage) - 126
- 015A - Communication Issues - 15
- 015B - IT Issues - 6
- 020A - IT TEST - 19
- 911 - Emergency 911 – 1,715
- 911B - Smoke Detector Battalion Chief - 273

2019 DISPATCHED CALLS RECORDED 284,203

Gate Operation Calls

• Adult Watch –	33,580
• Gatehouse Attendant Safety and Well-being checks Calls –	96,360
• House Checks –	<u>16,200</u>
Total	146,140

Gate Operations – 146,140  
 Dispatch - 284,203  
Total 2019 – 430,343