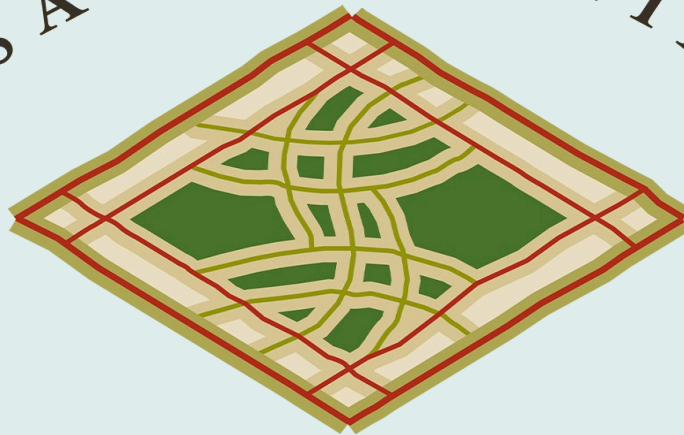


# Security / Gatehouse Standard Operating Procedures

SANTA LUCIA



PRESERVE

Version 12.21

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# Mission Statement

We are committed of providing the highest level of safety and security to our Residents, their guests, and employees of the Santa Lucia Preserve in an efficient, effective, friendly and courteous manner.

We will strive to implement the most innovative means to protect our community and environment.





## Hours of Operation

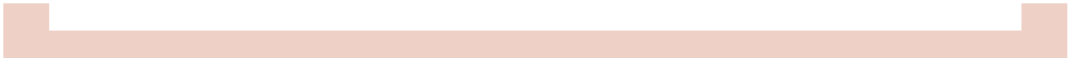
On-call 24 hours a day

Every day of the year

### Monday – Friday

- Gatehouse ~ 6:00 AM – 12:00 AM
- Supervisor ~ 8:00 AM – 5:00 PM

### Saturday & Sunday

- Gatehouse ~ 7:00 AM – 12:00 AM
  - Supervisor ~ 8:00 AM – 5:00 PM
- 

# SECURITY OPERATIONS

The first section of this report will focus on the Emergency response and Operations of Security, while the final section of this document will address the Gatehouse & Gate Monitoring.

Security on The Preserve has grown to become a very valuable resource for the safety and protection of the Community and its related assets. Preserve Security is a departmental function of the Santa Lucia Community Services District and is funded through a semi-annual, supplemental tax assessment levied on the property Owners of The Preserve. The Security Department has two main components; one being the provision of Emergency Response and Operations thru Patrol/Traffic monitoring functions, while the other provides the ingress and egress control via Gatehouse staffing and gate monitoring.

Listed are the daily duties of the Security staff:

## **Daily Operations**

- Daily schedule consists of 4 main functional shifts: Supervisor, Opening shift, Emergency Medical Technician (EMT) & Closer shift. Currently, on-call hours are covered by resident employees from the hours of 12 am – 6 am (M-F) and 12 am to 8 am (S-S)

### **Opening shift**

- Opening shift begins at 6 am on Monday – Friday. Opener begins at 8 am on Saturdays and Sundays.
- Opening shift to peruse Daily Services sheet, the Daily Activities sheet and all e-mail notifications relative to Security. Opener to communicate with Gatehouse staff on all pending activities for that day. Opener to prioritize, plan and implement requests accordingly.
- Opening shift to investigate and ensure all gates are operating appropriately from Gatehouse.
- Opening shift to provide traffic monitoring and patrol requirements (defined below) as designated by the Director. This shall include setting of Radar/Video box in designated locations.
- Opening shift will report and provide to all incoming shifts the appropriate details of accomplished tasks and of all pending tasks. Reports for that day will be completed and dispersed according to protocols prior to end of shift.

### **EMT Shift**

- EMT shift to provide traffic enforcement and patrol assignments as pre-designated by Director or Deputy Director. Reports for that day will be completed and dispersed according to protocols prior to end of shift.

- EMT to provide Basic Life Support (BLS) skills and scope of practice to increase the response and readiness of Basic First Aid to The Preserve.
- EMT shift to be staffed from 10 am – 5 pm everyday unless Paramedic staffing is supplied by Monterey County Regional Fire District (MCRFD)
- EMT to provide training within the Preserve including semi-annual CPR certification for all departments.
- EMT will respond and provide mutual aid to neighboring communities provided adequate staff is available to provide Security to the Preserve during this absence. The Preserve community always takes first priority in the event of multiple emergencies.

### Closer shift

- Closer shift to be briefed by outgoing personnel. Closer to prioritize, plan and implement pending tasks for the day as needed. Reports for that day will be completed and dispersed according to protocols prior to end of shift.
- Closer shift requirements:
  - Patrol quadrant(s) pre-specified by Supervisor
  - Provide dinner break for Gatehouse
  - Secure and lock both Golf Comfort Stations (5<sup>th</sup> & 12<sup>th</sup> Tee)
  - Secure and lock Golf chain gates on San Clemente & Arroyo Sequoia
  - Secure 2 pig fence gates (Hacienda lawn and Lake locations)
  - Secure Golf Clubhouse
  - Secure and lock Fitness Center and Pool
  - Secure Boathouse and Lake entry gates
  - Collect radar box and put on charge
  - Check Hacienda
  - Be at Gatehouse by 11:50 pm to assist with lock-down
  - Ensure Security vehicles are secure and locked

## **Other Daily Operations**

### Patrol Function

- The Preserve is divided into four patrol quadrants. These areas of responsibility are delegated to shifts as determined by Supervisor.
- Patrol is the fallback assignment when not engaged in Opening/Closing duties or emergency response.
- Patrol to include visual surveillance of all residential & facility structures within the quadrant assigned. Patrol responsibility is to notice any out of the norm items and report accordingly.
- All incidents must be recorded utilizing the on-board DVR system.
- Reporting of all incidents must be accomplished prior to end of shift and follow proper reporting protocols.

- Minimum patrol during an 8-hour shift shall be 80 miles and 100 miles in a 10 hour shift. These miles shall be logged daily as required.
- Patrol to respond and aid in emergency situations. Response shall be at no more than 15 miles the posted speed limit. Lights and sirens are only permitted for use in code 3 situations.
- Responsible for keeping roadways and shoulders free of debris and garbage.

### Traffic Monitor

- Provide radar patrol to monitor speeds on Preserve roadways.
- Relocate radar/video box as necessary.
- Radar locations shall concentrate on areas as designated by Incident Location Map (in Director of Security Office)
- Monitor use of Robinson Canyon Road.
- Monitor pilot protocols for Preserve roadways.
- Provide assistance as necessary.
- All incidents must be recorded utilizing the on-board DVR system.
- Traffic monitor to ONLY utilize lights when pulling over vehicles. Use of sirens for other than code 3 incidents is prohibited.
- Traffic monitor to respond and provide assistance in emergency situations. Response shall be at no more than 15 miles the posted speed limit. Lights and sirens are only permitted for use in code 3 situations.
- Traffic monitor responsible for collection, recording and reporting of radar/video box data and database.
- Responsible for keeping roadways and shoulders free of debris and garbage.



# Emergency Action Plan

## For potential emergencies such as:

- \*House fire
- \*Natural disasters
- \*Medical calls
- \*Grass fire
- \*Burglary
- \*Motor vehicle accidents

## Report all emergencies:

- Fire Emergency Call **911**
- Medical Emergency Call **911**
- Electrical Emergency - PG&E (800) 743-5000
- Home Maintenance Emergency
  - 6:00 a.m. to Midnight Gatehouse (831) 620-6750
  - After Hours Security (831) 626-4215
- Wildlife Emergency Gatehouse (831) 620-6750
  - After Hours Security (831) 626-4215

Be prepared to give your Name, Location, and Nature of Emergency





## EVACUATION PROCEDURES

- ❖ If it is safe to stay in your home- do so
- ❖ Stay calm & wait for Security and /or Fire to contact you
- ❖ If the Clubhouse is not a safe place **or you have been directed** to the “Resident Assembly area” proceed to the parking lot behind the Event Barn

## EARTHQUAKES

- ❖ Remain calm. Do not attempt to immediately evacuate
- ❖ Find shelter and avoid places where heavy objects can fall on you
- ❖ Follow any instructions given by authorities
- ❖ If it is safe to stay in your home do so, if not feel free to go to the Hacienda
- ❖ Stay calm & wait for Security and/or Fire personnel to contact you
- ❖ If **you have been directed** to the “Resident Assembly Area” proceed to the parking lot behind the Event Barn

## MEDICAL EMERGENCIES

- ❖ Call 911 (or have someone do this for you)
- ❖ Call the Gatehouse at 831-620-6750 to notify them of Emergency Response coming (so they may assist in directions & prepare the Gate)
- ❖ **AEDs** (automated emergency defibrillators) **are located:**
  - Gate booth in the Gatehouse
  - Concierge desk in the Hacienda
  - On the east interior wall in the lobby of the Fitness Center by the fire extinguisher
  - Guest Services office in the Golf Clubhouse
  - 4<sup>th</sup> Hole Comfort Station
  - 12<sup>th</sup> Hole Comfort Station

## FIRE

- ❖ If you come across a fire call 9-1-1 immediately – even if you think it may have already been reported or it appears to be extinguished
- ❖ Contact the Gatehouse at 831-620-6750, if possible to notify them of Emergency Response coming (so they may assist in directions & prepare the Gate)
- ❖ When a fire alarm is activated- Security will respond appropriately – They will not ever assume it is a false alarm
- ❖ Establish and follow evacuation procedures
- ❖ Designate a safe meeting place for family and guests
- ❖ DO NOT under any circumstances go back into a burning building
- ❖ If the fire can be contained with an extinguisher and one is available, use caution and pull the pin, squeeze the handle and sweep the area

## BURGLARY

If you see something suspicious:

- ❖ Do not attempt to apprehend individual(s) you suspect of committing a crime
- ❖ Watch and record as much information as possible
- ❖ Stay a safe distance away and secure a safe exit route
- ❖ Call 911

- ❖ Call Security at 831-620-6750 to notify them of your location to dispatch assistance

## STORMS

- ❖ When storms hit the Preserve, Security has protocols set up to insure the well-being of our Owners, employees, and the Preserve facilities
- ❖ If there is any kind of concern, do not hesitate to contact the Gatehouse
- ❖ Use the USGS or Weather Channel websites for pertinent storm information
- ❖ If there is any amount of water accumulation or damage to the buildings, please inform Resident Services so that they can send Maintenance or Security
- ❖ Contact Resident Services to arrange for 'storm checks' of your residence

## TRAFFIC ACCIDENTS

- ❖ When coming across any kind of accident be sure that you are in a safe area/position to pull over before doing so- it's nice to help but you do not want to become part of the situation or a victim yourself
- ❖ Please make note of where you are, if there are any victims (if so how many/age?) what is involved, the conditions they are in (off a cliff/on fire) and call 9-1-1
- ❖ Stay available on scene as the reporting person if you have any information that may help medical/security/fire responders
- ❖ If you have access to a Ranch Radio use channel # 2 to report "Emergency Traffic"
- ❖ If you are not medically trained, please stay out of the way, you may be helpful to direct traffic as a bystander or you may be asked to leave the scene

## **Security Alarm Response**

The Gatehouse (6:00 AM – Midnight) or the on-call Security personnel will receive notification from your alarm company if an alarm is triggered. The alarm type will determine the response:

### **FIRE ALARM**

When a fire alarm is activated, the alarm company will immediately call 9-1-1 and alert the Fire Department. The second call will dispatch the Preserve. Security will:

- Notify the Gatehouse to open the main gates and any other SLP gates that lead to your home
- Dispatch on duty and volunteer personnel to your home
- Open any gates/doors as needed
- Assist in whatever capacity we can

Having a key to your residence may help prevent any kind of forcible entry or unnecessary damage to your home in the event of an actual emergency.

### **MEDICAL ALARM**

When a medical alarm is activated, the alarm company will immediately call 9-1-1. The second call will dispatch the Preserve. Security will:

- 1) Notify the Gatehouse to open the main gates and any other SLP gates that lead to your home
- 2) Dispatch on duty and volunteer personnel to your home
- 3) Open any gates/doors as needed
- 4) Assist in whatever capacity we can

Having a key to your residence may help prevent any kind of forcible entry or unnecessary damage to your home in the event of an actual emergency.

All Security staff are required to complete training in First Aid and/or CPR. Several employees are certified first responders and others are emergency medical technicians (EMTs).

## **INTRUSION ALARM**

First Alarm will notify the Preserve of any activity in your home after your alarm panel has been set up. Security will respond to your home and once there:

If there are no visible signs of an intruder - Security will walk the perimeter and check for signs of intrusion. If there are none, we will reset the system and secure your residence provided we have the key and codes to your home. We will notify you in the manner you've requested. If we do not have the key and codes to your alarm, we will contact Resident Services. They will try to contact you. If they are unable to contact you, the alarm company will then try (there may be charges for this service – please consult your contract with the alarm company).

If there are signs of entry to your home – Security immediately call the Monterey County Sheriff's Office. We will record as much information as staff safety permits.

## **'TROUBLE' CALL**

First Alarm will notify on duty personnel of any trouble in your system. This is not an emergency alarm, more of a maintenance issue. Often with storms and high winds there could be fluctuations in the circuitry or water getting into the detectors. Also, wire or any kind of equipment malfunction, or a low battery will cause a 'trouble' signal. There are two responses:

1) If we have the key and alarm codes to your home – Security can check the perimeter of your home, secure any open doors or windows and reset your alarm. We will notify you in the manner you've requested.

2) If we do not have the key and alarm codes to your home – Security can walk the perimeter of your home and report to Resident Services. They will notify you of a disturbance in your home and you may contact the alarm company.

# **Security Programs**

The objective of the Security Department is to provide service to the Residents, Employees and Visitors of the Santa Lucia Preserve by protecting life, property and their assets.

## **PATROL**

The essential job functions of this position include but are not limited to:

- Provide assistance to Monterey County Sheriff's office, Carmel Valley Fire Department and any other governing agency having legal authority, without placing one's personal safety in jeopardy
- Respond to emergency calls from private residences of SLP in the spirit of a "good neighbor"
- Conduct a motorized patrol of SLP roadways and assets
- Respond to the Santa Lucia Preserve/The Stewardship Company alarms
- Respond to residential alarms
- Conduct visual & physical inspections of SLP buildings and property as well as designated residential property in accordance with service agreements
- Conduct cross training with Gate Host position
- Remove hazards from the roadways or cause them to be removed
- Provide traffic control when called upon to do so
- Provide jump-start of vehicles when requested once a Waiver of Liability has been signed
- Communicate with two-way radios
- Complete Patrol and Daily Logs each working shift
- Pilot oversized vehicles when requested to do so
- Write accident and incident reports
- Locate gate runners and escort them off property
- Secure points along the Santa Lucia Preserve Golf Course
- Close roads and post warnings as needed
- Place radar units along roadways
- Issue traffic citations as needed
- Provide assistance in finding lost domestic animals i.e. dogs
- Provide fuel for stranded vehicles that may be a hazard if not removed from the roadway
- Remove deceased animals from the roadways & contact the Conservancy when needed
- Pick up trash along the roadways and turnouts
- Respond to unauthorized solicitation on SLP property by vendors
- Provide medical aid to injured individuals within personal Scope of Practice
- Provide directions and information
- Recover lost & found items

## **GATE HOST**

The essential job functions of this position include but are not limited to:

- Allow authorized access for Owners/Guests/Contractors/Employees
- Monitor alarm calls and radio traffic – dispatch 9-1-1 and/or Security as necessary
- Orchestrate emergency traffic control
- Answer phones – requests/authorizations/remote gate access
- Provide exceptional customer service
- Provide information and directions
- Distribute guest/contractor passes
- Record and direct truck deliveries
- Maintain report and access logs

- Confirm passes and confiscate outdated passes
- Assist with package receipt and delivery
- Sign in/out Residents keys to guest/vendors
- Sign in/out two –way radios as requested
- Program transponders
- Create ID cards
- Maintain gate-computer system
- Keep the Gatehouse booth clean & orderly
- Be familiar with daily Preserve wide activities

## **Residential Security Programs**

### **INITIAL RESIDENT MEETING**

A scheduled meeting with a Security Shift Supervisor upon acquiring occupancy for your Preserve residence to discuss security needs and concerns, identify emergency shut-offs, outline emergency evacuation procedures, etc.

### **ROADWAY PATROL**

Routine patrol of all SLP roadways. Patrol maintains traffic safety, rate of speed and takes note of any unusual animal activity, roadway problems, traffic hazards, piloting needs, notes any unusual activity pertaining to Preserve property and litter control. The patrol patterns cover the entire Preserve.

### **GATE MAINTENANCE**

Daily inspections of all gates. Security performs minor maintenance & contacts the vendor for any major repairs. maintenance

### **HOME SECURITY CHECKS**

While you are away from your Preserve home, you may have Security access your private property and inspect the condition of your driveway, Homeland and the exterior of your residence (interior upon request) to identify any security problems or potential external issues. These checks can be scheduled to your comfort level and a status report will be completed and sent to you after each inspection. Please contact Resident Services to schedule.

### **STORM & EARTHQUAKE CHECKS**

During storms and after an earthquake Security will inspect the condition of the Homeland, including culverts and the exterior of your residence and outbuildings. If immediate repairs are required and you have an emergency authorization service agreement on file with Resident Services, Preserve Operations will perform the emergency repairs to stop further damage and will report to Resident Services. Resident Services will notify the Homeowner and can obtain estimates for complete repairs.



# Policies & Protocols



# General Response & Reporting Protocols

## General Response –

- Security responds to incident location and immediately accesses property if deemed safe to do so and attempts to locate individual who initiated the response.
- If deemed unsafe to enter premises, Security to step back, secure perimeter and await arrival of Law Enforcement.
- If Owner/family member is present and:
  - grants permission for Security to enter property/residence, and Security feels it is safe to do so; Security enters property and provides aid while reporting activity to responding agencies.
  - does not grant permission for access as a competent authorized party, Security to step back, secure perimeter and await law enforcement arrival.
- If Owner/family member is not present or a competent authorized party denies access, Security to assess the scene and only enter property/residence if deemed safe to do so, while reporting activity to responding agencies.
- An incident report will be generated and all involved parties will be verbally contacted by the Director of Security within 24 hours or soon thereafter as feasible. Following verbal contact, Director of Security will notify all involved parties by letter within (3) three calendar days verifying the details of the incident and that verbal communication has occurred. If the incident is a violation of Club, Conservancy or Preserve Association rules or regulations, the entities General Manager will be provided with the details to report to the respective Board(s). The Preserve Company CEO and CSD General Manager will be copied on communication letter also within (3) three calendar days of the incident. Incident report, verification letter and all pertinent documentation will be filed within the Security Department.

## Alarm/ Patrol Response\_–

- Unless a competent authorized party denies access Security responds to property or private residence and immediately accesses property (not entering residence) if deemed safe to do so.
- If suspicious activity is evident, Security to secure perimeter and await law enforcement arrival.
- If no suspicious activity is evident, Security to notify Alarm Service Provider and Law Enforcement of findings. Alarm to be reset.
- Security forwards Alarm Report to Residence Services for notification to Owner.

## General Reporting

### A. Incident Occurring on or to the Property of a Club or Other Entity.

First Occurrence: Once notified, Security will respond to the incident and secure the scene, provide aid, and gather information. An incident report will be generated and all involved parties will be verbally contacted by the

Director of Security within 24 hours of the incident. Following verbal contact, Director of Security will notify all involved parties by e-mail and letter within (3) three calendar days verifying the details of the incident and that verbal communication has occurred regarding the matter. The Preserve Company CEO, COO and entity General Manager will be copied on communication letter also within (3) three calendar days of the incident. Incident report, verification letter and all pertinent documentation will be filed within the Security Department.

**Second Occurrence:** The protocol for contact, reporting and documentation outlined above will be observed. In addition, a representative of the CSD will notify the CEO, COO and the General Manager of the entity immediately and discuss with the individual the necessity of calling a special meeting of the Board to address the matter. A representative of the CSD will be available for any Board meeting presentations or hearings as needed.

## **B. Safety Concern or Incident in which a Club is Requested to Assist in Preserve Community Safety**

On occasion the CSD may become aware of conduct of a Member or the guest or family of a Member that does not occur on the property of one of the Clubs or other Preserve entities, but does involve the safety of the Preserve Community. On such occasions the Security Department may request the assistance of the Ranch or Golf Club or another entity within the Preserve to assist in encouraging safe conduct of the Member or the Member's guest or family. In bringing these items to the attention of a Club or other entity, the Security Department will first provide an incident report of one or numerous instances indicating a threat to the safety of the Member or the other members of the Preserve Community. The reports will be provided in written form and will detail including date, location and description of the conduct, how the safety of an individual was threatened, etc. The CSD would request this assistance as a final recourse when other punitive measures have been exhausted.

# **Santa Lucia Community Services District Motor Vehicle Codes of Conduct Version 10109**

## **Section 1. Use of Streets within the Preserve**

Streets and roadways within the Preserve shall be used for affording vehicular and pedestrian access and movement within the Preserve, and as ingress and egress to the individual lots. Motor vehicles (other than maintenance equipment) must be properly licensed to be driven on public roadways and are restricted to designated road surfaces. All vehicles shall be driven, at all times, at reasonable speeds as posted. Streets within the Preserve shall not be used by vehicles for recreational purposes, including "joy riding", racing, etc. In the event of an alcohol or drug related motor vehicle incident or accident on Preserve roadways, the California



Highway Patrol or other law enforcement agency will be called to assist (CVC section 23215).

## **Section 2. Carrying Passengers**

All operators of, and passengers in, motor vehicles operated in the Preserve shall be properly restrained by seatbelts, and in the case of children under the age of six (6) or weighing under sixty (60) pounds, shall be secured in child-passenger restraint that complies with the California Vehicle Code.

## **Section 3. Motorcycles**

Motorcycles with functional, factory equipped muffler systems are allowed to be operated on designated road surfaces by Preserve residents and their guests only.

## **Section 4. Motor Vehicle Age Requirements**

Every driver operating a motor vehicle, including golf carts, within the Preserve shall:

1. Be at least 16 years of age, and;
2. drivers between the ages of 16-18 years of age may not transport passengers who are under 20 years of age for the first 12 months of receiving their license

## **Section 5. Use of Traffic Lanes**

All motor vehicles shall be driven upon the right half of the roadway. Whenever any roadway has been divided into two or more clearly marked lanes for traffic, the vehicle shall be driven as nearly as practical entirely within a single lane and shall not be moved from the lane until such movement can be made with reasonable safety. If the roadway has no marked centerline, the driver shall drive as near the right-hand edge of the roadway as is reasonably possible.

## **Section 6. Speed Limit**

No motor vehicle may be driven within the Preserve in excess of thirty (30) miles per hour unless otherwise posted. No person shall drive a motor vehicle upon roadways within the Preserve at a speed greater than is reasonable or prudent having due regard for weather, visibility, the traffic on, and the surface and width of, the roadway, and in no event at a speed which endangers the safety of persons or property.

## **Section 7. Stop Signs**

The driver of any motor vehicle approaching a stop sign at the entrance to, or within an intersection shall stop at a limit line, if marked, otherwise before entering the crosswalk or near side of the intersection. If there is no limit line or crosswalk, the driver shall stop at the entrance to the intersecting roadway.

## **Section 8. Violations Schedule**

Each violation of a specific rule during the period of a year shall result the following:

First Offense – Security will respond to the incident and secure the scene, provide aide and gather information. An incident report will be generated and all involved parties will be verbally contacted by the Director of Security within 24 hours of the incident. Following verbal contact, Director of Security will notify all involved parties by letter within (3) three calendar days verifying the details of the incident and that verbal communication has occurred regarding the matter. The Stewardship Company (revise to Preserve Company - Jan. 1st, 2008) CEO and CSD General Manager will be copied on communication letter also within (3) three calendar days of the incident. If the violation impacts either the Golf or Ranch Clubs, Conservancy or Preserve Association, that entities General Manager will be provided with the details of the incident to report to their respective Board(s). Incident report, verification letter and all pertinent documentation will be filed within the Security Department.

Second Offense – The protocol for contact, reporting and documentation outlined above will be observed. CSD General Manager to determine necessity requesting violator to become before the CSD Board of Directors (Special Meeting may be called). Alternatively, CSD General Manager may request the assistance of the Ranch or Golf Club or another entity within the Preserve to assist in encouraging safe conduct of the Member or the Member’s guest or family. In bringing these items to the attention of a Club or other entity, the Security Department will first provide an incident report of one or numerous instances indicating a threat to the safety of the Member or the other members of the Preserve Community. The reports will be provided in written form and will detail including date, location and description of the conduct, how the safety of an individual was threatened, etc. The CSD would request this assistance as a final recourse when other punitive measures have been exhausted.

## **Section 9. Cell Phones and Texting**

While driving, attention to the road and safety should always be of primary concern. No person shall drive a motor vehicle while using a cell phone unless the phone is in “hands-free” mode via headset or speaker. No person shall drive a motor vehicle while writing, sending or reading text-based communication on an electronic wireless communication device, such as a cell phone, while driving.

## **Traffic Reporting Procedures**

### **OWNER/GUEST VIOLATION PROTOCOL**

Version 070110

Speeding and /or Lane Violation – Owner, Owner family member or Owner guest is reported by Security traveling at an excessive rate of speed or traveling in opposing traffic lanes on Santa Lucia Community Service District governed roadways.

First Offense - Information will be documented in Security files and database.

Second Offense - Primary owner(s) will be contacted by phone from Director of Security. Phone contact and incident report will be recorded and filed in Owner Database/Security.

Third Offense – Primary owner(s) will be sent a notification on CSD letterhead. Letter will be recorded and filed in Owner database/Security.

Fourth Offense - Violations will be brought before the CSD Board of Directors for review. Disciplinary action will be at the sole discretion of the Board. Disciplinary action to include contacting Golf/Ranch Club for privilege suspension or other action so deemed by Ranch/Golf Club Board.

Single Car Accidents and Multi-Car Collisions – Owner, Owner family member or Owner guest is involved in a traffic accident or multi-car collision.

Single Car Accidents – Owner, Owner family member or Owner guest single car accidents will be responded to by appropriate Santa Lucia Preserve (SLP) emergency personnel (Fire, Paramedic, First responder, Security) and, depending on severity, California Highway Patrol (CHP) and/or Sheriff's personnel. Official CHP or Sheriff's report, Security incident reports, and all associated documentation will be filed in Owner Database/ Security. Director of Security will follow up report with a phone call to party involved.

Multi-Car Collisions – Owner, Owner family member or Owners guest involved in a multi-car collision will be responded to by SLP emergency personnel and, depending on severity, California Highway Patrol (CHP) and/or Sheriff's personnel. Official CHP or Sheriff's report, Security incident report and all associated documentation will be filed in Owner Database/ Security. Director of Security will follow up report with a phone call to all parties involved.

Reports of near misses or reckless driving – Security has been notified of a near miss or has received a report of reckless driving involving an Owner, Owner family member or Owner guest.

First Offense – All parties involved will be contacted by phone from Director of Security. Phone contact and incident report will be recorded and filed in Owner Database/Security. A phone call from Director of Security or, if the Owner is an on-site resident, Director of Security to set up appointment and speak to owner directly. If offender is an owner's child, child and parent will both be verbally counseled on the details of the incident.

Second Offense - Violations will be brought before the CSD Board of Directors for review. Disciplinary action will be at the sole discretion of the Board. Disciplinary action to include contacting Golf/Ranch Club for privilege suspension or other action so deemed by Ranch/Golf Club Board.

## **EMPLOYEE TRAFFIC VIOLATION PROTOCOL**

Version 81803

Major traffic violations – Employee or employee's guest is reported violating any rules or regulations governing traveling on Santa Lucia Preserve roadways.

First Offense – Director of Security will contact Employee's direct supervisor and request a verbal consultation. Contact information and incident report will be

recorded and filed in Employee Database/Security. Employee and/or employee's guest will receive Safety Bulletin.

**Second Offense** – Director of Security will contact Employee's direct supervisor and request disciplinary action. Supervisor to provide Director of Security with written confirmation of action taken. Risk Management Committee will review. Upon second offense of an employee's guest, loss of driving privileges on SLP roadways will occur. Employee and employee's guest will receive a letter from the Risk Management Committee confirming this action.

**Third Offense** – Employee will lose driving privileges on Santa Lucia Preserve roadways for six (6) calendar months. Employee will receive a letter from the Risk Management Committee confirming this action.

**Fourth Offense** – Director of Security will contact immediate Supervisor and request permanent loss of driving privileges or termination of employment. Supervisor to provide Director of Security with written confirmation of action taken.

**Single Car Accidents and Multi-Car Collisions** – Employee or employee's guest is involved in a traffic accident or multi-car collision.

**Single Car Accidents** – appropriate Santa Lucia Preserve (SLP) emergency personnel (Fire, Paramedic, First responder, Security) will respond to Employee or employee's guest single car accidents. Security incident reports and all associated documentation will be filed in Employee Database/ Security. Director of Security will follow up report with a phone call to party involved and follow with a written notification. Director of Security will also notify employee's supervisor.

**Multi-Car Collisions** – appropriate Santa Lucia Preserve (SLP) emergency personnel (Fire, Paramedic, First responder, Security) and, depending on severity, California Highway Patrol (CHP) and/or Sheriff's personnel will respond. SLP incident report and Official CHP or Sheriff's report will be filed in Employee Database/ Security. Director of Security will follow up report with a phone call to all parties involved and send a letter including Safety Bulletin. Director of Security will also notify employee's supervisor.

**Reports of near misses or reckless driving** – Security has been notified of a near miss or has received a report of reckless driving involving an Employee or employee's guest.

**First Offense** – Director of Security will contact Employee's supervisor. Contact information and incident report will be recorded and filed in Employee Database/Security. Director of Security will request disciplinary action. Supervisor will provide Director of Security with written confirmation of action taken. Employee or employee's guest will receive Safety Bulletin. Risk Management Committee will review.

**Second Offense** – Employee or employee's guest will lose driving privileges on Santa Lucia Preserve roadways for six (6) calendar months from date of incident. Employee and/or employee's guest will receive a letter from the Risk Management Committee confirming this action.

**Third Offense** – Director of Security will contact immediate Supervisor and request loss of permanent driving privileges or termination of employment.

Supervisor to provide Risk Management Committee with written confirmation of action taken.

## Construction Guidelines

### **SLP ROADS AND GATES**

Entry to The Santa Lucia Preserve is limited to the main gate located on Rancho San Carlos Road. There will be NO access to or from The Preserve by way of Robinson Canyon Road. Please NO construction traffic on Valley Greens Drive through Quail Lodge. Access may be denied or limited due to hazardous road conditions.

Large trucks have difficulty staying in their lane on tight turns; therefore drive slowly around turns and stay on your own side of the road. **Please observe 15 mph, or slower, on curves for your safety and that of our wildlife.**

**Stay on pavement.** Hot auto parts and exhaust gasses from underneath your vehicle will cause fires if you drive or park in the dry summer grass. Additionally, leaving the paved roadway causes damage to soft shoulders and to fragile vegetation. Allow emergency vehicles to pass as soon as it is safe to pull over. Please pull over or turn around in designated turnouts or driveway entrances. As a courtesy, please instruct all drivers to use established turnouts to allow faster traffic to pass. Construction personnel are prohibited from using motorcycles on SLP Roads.

### **Construction Times**

The Gatehouse is open Monday-Saturday from 5:30am until midnight, and Sunday from 6:30am until midnight. No large trucks may use Rancho San Carlos Road before 7:00am Monday through Friday. Regular sized construction vehicles will be allowed access through the gate at 6:00am Monday-Friday, and 7:00am on Saturday. If you arrive early please be respectful of our neighbors and wait quietly on Carmel Valley Road.

Construction hours are:

Monday - Friday    6:00 a.m. to 7:00 a.m. (Quiet work only)  
                             7:00 a.m. to 5:00 p.m. (Regular construction hours) 5:00 p.m. to  
                             7:00 p.m. (Quiet work only)  
Saturday            7:00 a.m. to 5:00 p.m. (Quiet work only)  
Sunday & Holidays: With permission from Director of Security

Personnel may not remain at the site after working hours. Large delivery trucks may enter onto Rancho San Carlos Road only between the hours of 7:00 a.m. and 5:00 p.m. Monday - Friday. **No deliveries on weekends or holidays. Please encourage deliveries between 10:00 a.m. and 3:00 p.m. when commuter traffic is at a minimum.** Concrete deliveries must take place during regular working hours.

### **Access**

The Preserve is a private community. Access can only be obtained with permission of the Owners, Consultants acting on behalf of Owners, or the Preserve Company. All Preserve facilities and buildings (Gatehouse, Hacienda, Ranch Club, Golf Club,

Sport Center, golf course comfort stations and Equestrian Center) are off limits to construction personnel unless personally invited and accompanied by an Owner. Please stay within your designated jobsite to avoid trespassing on private property. The Gatehouse must receive advance notice for all construction visitors and deliveries to the jobsite. Pets are not allowed, under any circumstances, on Preserve property with contractors, subcontractors, or deliveries. Vehicles arriving at the Gatehouse with animals will not be allowed access to The Preserve.

**There is NO SOLICITING allowed anywhere on The Preserve by anyone.**

### **Deliveries**

Contractors may not have any UPS, Federal Express, or other mailings delivered to The Preserve address or the jobsite address. All packages, parcels and mail are to be addressed to the contractor's business mailing address. Consolidate all deliveries of materials and equipment in order to minimize traffic on SLP roads. To expedite deliveries please call the Gatehouse (831-620-6750) one week in advance of their arrival to authorize their unimpeded access.

### **Passes**

All vehicles must have a pass clearly displayed in order to be admitted to The Preserve.

**Long Term Access Passes** – On each Thursday or Friday, Contractors should supply the Gatehouse with form 10-3 Contractor Access. List the name, company, and duration of stay for each visitor you expect. Passes can be valid for up to 6 months. To pick up a pass personnel listed on the form provide their name to gatehouse staff. Deliveries for the upcoming week should be included on the form. Please indicate if a pilot is necessary for each delivery (refer to Large Vehicle Piloting).

**Day Passes** - Please call the Gatehouse in advance of the arrival of any consultants or inspectors. Upon arrival to the Gatehouse authorized consultants, inspectors and other visitors will receive a day pass for access to The Preserve.

**Contractor is responsible to inform all subcontractors and deliveries of the Construction Guidelines.**

### **Carpools**

Off-site parking and carpooling for construction personnel is highly recommended; exceptions are expected for equipment trucks. All employees are encouraged to park in the carpool lot just inside The Gatehouse, and carpool from there in order to decrease traffic on Rancho San Carlos Road and to decrease the number of cars parked at the jobsite. Do not use the bed of pick-up trucks for carpooling. If it is determined that the contractor is not reasonably enforcing carpooling they will receive a warning, followed by a notice to comply.

## **Speed Limits**

Safety on the roads is just as important as on the jobsites. Ensure all construction personnel abide by the speed limit and use caution at all times. Failure to do so may result in a fine to the contractor.

- **Rancho San Carlos Road** – 30 mph
- **Chamisal Pass** – 25 mph
- **Ranch Club Facilities** – 15 mph
- **Curves** – 15 mph, or slower

The speed limit is 25 MPH for all large construction vehicles. Please use caution at all times. Stay in your lane. When you are unable to maintain the speed limit and/or there are several cars behind you, you are encouraged to **stop on the pavement in a safe location and let cars pass**. Turnouts are provided for this purpose on Rancho San Carlos Road. There are no turnouts on Chamisal Pass.

Moving violations may be subject to a \$1,000 fine per violation and possible eviction of personnel from The Preserve.

## **Large Vehicle Piloting**

The Gatehouse staff will make the determination whether or not piloting is required. In general, vehicles that are so large they cannot stay in their own lane through the curves of the road require a Pilot Vehicle. Any truck with a bed or trailer longer than 40 feet will require a Pilot Vehicle. Dump trucks, mixers hauling concrete and transfers carrying hot AC will be allowed to travel without a pilot, but should do so with extreme caution.

Dump Trucks must use a Dolly Wheel/Movable Axle when loaded.

The purpose of the Pilot Vehicle is to warn oncoming traffic a large vehicle is approaching. The Pilot Vehicle should have warning lights flashing and ideally, a roof mounted yellow warning light as well. The Pilot Vehicle should drive far enough ahead to intercept oncoming traffic beyond the curvy sections of the road (minimum 500').

The driver of the Pilot Vehicle should signal oncoming traffic to stop by holding their hand out of the window and indicating how many trucks will follow (1 finger for each vehicle). There are several turnouts on Rancho San Carlos Road in both directions. The Pilot should utilize to allow traffic to pass (Chamisal Pass has no turn-outs). The Pilot Vehicle needs to lead the large vehicle to Carmel Valley Road after exiting the Preserve.

Individual Contractors are responsible for piloting their own vehicles and deliveries to and from the jobsite. Contractors must make sure they have a way to communicate from the job site to the Gatehouse. Contractors must make sure their subcontractors and suppliers are aware of the piloting rules as well as the rules of the road.

## Santa Lucia Preserve Access Policy

The objective of the following policy is to assist property Owners and Staff in the marketing of property to prospective buyers without disturbing current Residents or disrupting the privacy of The Ranch Club or The Preserve Golf Club members. To ensure listing agent/s are given access to your property through the Security Gate, please send written notification to the Director of Security or Gatehouse Manager that you have listed your property for sale. Provide the name of the company and listing agent as well as the date the listing agreement terminates. It is equally important for you to inform the Directory of Security/Gatehouse Manager of any change or additions to these instructions. Notification may be sent via [access@santaluciapreserve.com](mailto:access@santaluciapreserve.com) or by phone (831) 620-6750.

### IT IS THE OWNER'S RESPONSIBILITY TO MAKE SURE THAT THEIR AGENTS FOLLOW THESE PROCEDURES:

The Listing Agent must accompany all prospects and/or other real estate agents to your property. The listing agent needs to inform The Preserve Gatehouse (831-620-6750) or [Access@santaluciapreserve.com](mailto:Access@santaluciapreserve.com) that they have an appointment. The "Visitor Guidelines" and a pass will be provided to grant them access to proceed directly to the listed property. Meandering throughout the community is limited to Preserve main roadways. If the prospect wishes to see other available sites, the real estate agent must make an appointment with a licensed agent to assist in the showing.

**Agents and prospects are not allowed access to The Ranch Club or The Preserve Golf Club clubhouse unless they are members or accompanied by a member.** Use of the trademark names of The Preserve Golf Club or The Ranch Club and/or any visual images of the respective club facilities are strictly forbidden in any advertising material. If the prospect requires a tour of any of the club facilities before making a buying decision, appointments can be scheduled with the Membership Director.