



## **BOARD MEETING AGENDA SUBMITTAL**

TO: CVCS Board of Directors  
FROM: Peter Kampa, General Manager  
DATE: August 15, 2023  
SUBJECT: 7a) Review, update and acceptance of a privacy gate operating protocol

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### **RECOMMENDED ACTION:**

This item is intended for review and to receive board input. These documents are operating procedures which are normally subject to routine update by District management and do not require formal board approval.

### **BACKGROUND:**

Attached are four documents related to the operation of the privacy gate:

1. Gate Power Failure – This is the original document that the CSD put into policy back in 2003. It is still accurate to the procedures we use today. This document is read by every new gate attendant. They are then walked through the steps outline and then taught how to implement. Each gate attendant then signs a form stating that they know how to properly handle a power outage.
2. Privacy Officers Conduct – This policy was also drafted in 2003. This one needs to be completely redone. It is very out of date to say the least.
3. Gate Log – This is the form that the attendants use every day to log in all guest information that come through the gates.
4. Guest Access Protocol – These are the steps that all gate attendants take to grant access to all guests entering the community. This is the result of trial and error over the years on what works best with our gate house situation. The laptop was put into our protocol around the end of 2019.

## Gate Attendant: Guest Access Protocol

The guest gate is to be closed at all times when not directly letting a vehicle through. The gate is to be closed directly after each vehicle is granted access. At no time should the gate be left open to allow access to unrecorded vehicles. The only exception to this is when the gate is malfunctioning or being worked on.

Copper Valley Gate Log is the form that Gate Attendants use to record each guest's information. A new form is to be used and filled out each day.

Copper Valley Golf has provided the gate attendants with a laptop computer for the purpose of checking in golfers. The computer has a program installed called EZ Links Tee Time Network. This allows the gate attendant to check each golfer in according to their name and tee time. It is linked into the golf pro shop for real time changes to the tee times for each day. Once the gate attendant checks in the golfer on the program it informs the pro shop of the golfers arrival.

The gate attendant will greet each guest and then ask where they are going. The attendant then requests the guests information required depending on their destination. Below are the categories on the Copper Valley Gate Log and what information is recorded for each category.

- Contractor/Resident Guest – residents address visiting or working at and license plate number
- Golf – name, tee time and license plate number. Name and tee time must correspond with the EZ Link Tee Time Network. If the guest does not have a scheduled tee time the gate attendant radios down to the pro shop to inform them of a new golf arrival.
- Restaurant - License plate number
- Bungalow – License plate number
- Employee – License plate number
- Sales – License plate number

Once the gate attendant has documented the necessary information, they can open the gate to allow access to the guest.

Any issues with the gates or a guest the attendant is to contact:

Greg Hebard 209-768-5678

Ralph McGeorge 209-768-5537

SADDLE CREEK COMMUNITY SERVICES DISTRICT  
ADMINISTRATIVE PROCEDURE NO. 2003-B1  
PRIVACY OFFICERS RESPONSE TO:  
GATE OPENER MALFUNCTION/POWER FAILURE

A. POWER FAILURE-GATES AUTOMATICALLY OPEN

In the event of a power failure the battery backup should automatically open one entry and one exit gate. When this occurs the Privacy Officer shall immediately proceed to the breaker box (located on the South side of the Gate House) and move the two (2) switches marked "Gates" to the OFF position.

The purpose for shutting off the power is to prevent the gates from closing unexpectedly and striking a vehicle or pedestrian when the power is restored.

After the power has been restored and is stable the Privacy Officer shall return to the breaker box and move the two (2) switches marked "Gates" to the ON position. All gates should return to normal operation at that time.

Care should be taken to insure that no vehicle or pedestrian is in danger of being struck by the gates closing before the switches are turned ON.

B. POWER FAILURE-GATES DO NOT AUTOMATICALLY OPEN

1) In the event the gates do not automatically open when a power failure occurs the Privacy Officer shall attempt to open them by pressing the four (4) gate control buttons located inside the Gate House adjacent to the entry side (North) door.

If the gates open in response to the gate control buttons being activated the Privacy Officer shall proceed to the breaker box and move the two (2) gate switches to the OFF position.

After the power has been restored and is stable the Privacy Officer shall return to the breaker box and move the two (2) gate switches to the ON position.

Care should be taken to insure no vehicle or pedestrian is in danger of being struck by the gates closing before the switches are turn<sup>ED</sup> ON.

2) In the event the gates do not automatically open when a power failure occurs and they will not respond when the four gate control buttons are activated the Privacy Officer shall; a) First proceed to the breaker box and turn the two (2) switches marked "Gates" to the OFF position. "FAILURE TO TURN THE POWER OFF MAY RESULT IN THE GATES OPENING UNEXPECTEDLY AND INJURING THE PRIVACY OFFICER", b) Next use the Key (marked Gate Arm Locks) to unlock and remove the locks from the Inside Entry Gate and Inside Exit Gate, c) Then manually open the Inside Entry gate and

Inside Exit Gate and d) Finally, secure the two gates in the open position by use of the bungee cords provided in the Gate House. The purpose in securing the gates is to insure they are not blown closed by the wind when a vehicle or pedestrian is passing through.

When it has been necessary to open the gates manually they shall be left open with the power to the gates in the OFF position and the Privacy Officer shall contact SCCSD Maintenance Manager Greg Hebard (209 768-5678) or SCCSD General Manager Charlie Martin (209 295-3414).

In the event the Privacy Officer is unable to contact Hebard or Martin he/she shall leave the gates in the open position with the power OFF and make a detailed report of the reasons the gates were left open in his/her shift log. Note: The failure of the gates to automatically open during a power failure or respond to the gate control switches indicates the possibility of a malfunction in the system. Prior to the gates being returned to normal operation the system needs to be inspected by SCCSD officials.

#### C. MALFUNCTIONS OR GATE DAMAGE

In the event the gates are not opening/closing correctly due to an unknown reason or as a result of damage from a vehicle accident, vandalism, etc, the Privacy Officer shall open the gates, shut off the power and contact SCCSD Manager Hebard or General Manager Martin. In the event the Privacy Officer is unable to locate Hebard or Martin he/she shall leave the gates open with the power off and make a detailed report in his/her Shift Log.

**SADDLE CREEK COMMUNITY SERVICES DISTRICT  
PRIVACY OFFICERS-CONDUCT, APPEARANCE AND DUTY REQUIREMENTS  
ADMINISTRATIVE POLICY SECTION 2003-A  
EFFECTIVE DATE: NOVEMBER 20, 2003**

**A. DESCRIPTION OF FACILITY**

SADDLE CREEK is an upscale planned development located on the west side of Calaveras County. The primary focal point of the community is its semi-private championship golf course. Other privately owned on-site facilities include a golf club house and restraint.

SADDLE CREEK COMMUNITY SERVICES DISTRICT (SCCSD) is the agency responsible for governance of SADDLE CREEK. Ordinances, policies and procedures enacted by SCCSD Board of Directors have the same force and effect as those enacted by cities, counties, and the state and federal government.

**B. PURPOSE OF POLICIES**

To provide written guidelines related to the Conduct, Performance and Duty Requirements of persons serving in the capacity of privacy officers.

**C. REQUIREMENT TO READ AND UNDERSTAND POLICIES**

Privacy Officers shall read and understand the policies set for in this document and in any other Policy or Procedure document provided them by SCCSD.

**D. COMPLIANCE REQUIRED**

Privacy Officers shall comply with the duties and requirements set forth in this document and any other Policy and Procedure document provided them by SCCSD. Failure of a Privacy Officer to comply with a SCCSD Policy or Procedure will result in corrective action being initiated by SCCSD.

**E. PRIVACY OFFICERS-POLICIES**

1. SCCSD contracts with MC&I Investigations to provide Privacy Officers for staffing of the Main Entry Gate. While on duty Privacy Officers serve under the operational direction of SCCSD and shall take directions/orders only from SCCSD officials or MC&I.

2. The primary purpose of Privacy Officers is to insure the peace and tranquility of SCCSD residents, guests and businesses by monitoring/controlling access through the Main Entry Gate. Additionally they are expected to notify the proper authorities when they observe or are advised of any emergency and provide non-emergency information,

directions and assistance to residents and visitors. Privacy Officers are expected to be respectful, courteous and helpful with all persons they come in contact with during their tour of duty.

3. While working under the operational direction of SCCSD Privacy Officers do not have Police Powers nor are they considered to be Security Officers. When a Privacy Officer observes or is advised of any emergency situation he/she shall immediately call "911" and provide the Emergency Dispatcher with the information known about the emergency. Generally this would involve situations requiring Medical, Fire or Police type responses.

4. Except when necessary to protect their personal safety Privacy Officers will remain at their post during emergency situations in order that they may provide information/directions to emergency responders, residents and guests.

5. Privacy Officers are strictly prohibited from possessing firearms while on duty. For the purpose of this policy possession shall mean; on the Privacy Officers person, in his/her vehicle or in or around the Main Gate.

6. Privacy Officers are prohibited from possessing or using drugs or alcohol while on duty. For the purpose of this policy possession shall mean; on the Privacy Officers person, in his/her vehicle or in or around the Main Gate.

7. Privacy Officers are prohibited from using or being under the influence of alcohol or drugs while on duty. The odor of alcohol or drugs on the Privacy Officers person or in or around the Main Gate shall be considered as evidence of prohibited use.

8. Privacy Officers are prohibited from viewing television or playing electronic/mechanical games while on duty. Possession of such items inside the Gate House or within the area surrounding the Gate House shall be considered as evidence of their use by Privacy Officers.

9. Privacy Officers shall be clean, neatly groomed and properly dressed while on duty. If clothing is provided by SCCSD it shall be worn by the Privacy Officer any time he/she is on duty. If clothing is not provided, the preferred dress shall be a solid color polo type shirt and docker type trousers or shorts. No tank tops, logo shirts (except those provided by SCCSD) are permitted.

10. Privacy Officers are expected to report for duty at their designated starting time. Upon beginning his/her tour of duty the Privacy Officer is expected to review all pass-on material and (when relieving another Privacy Officer) be briefed by the off-going Privacy Officer.

11. Privacy Officers are to park their vehicles in the parking area located on the North side of Saddle Creek Drive, approximately 100 yards beyond the Main gate. No vehicles (including the Privacy Officer's) shall not be parked in entry/exit or turn around lanes.

12. Privacy Officers shall not have personal visitors while on duty. No one other than Privacy Officers, MC&I managers/supervisors or SCCSD personnel are permitted in the Gate House.

13. Privacy Officers shall assure that the Gate House and surrounding area is kept clean and neat at all times.

14. Privacy Officers are prohibited from accessing or tampering with any equipment that he/she is not specifically authorized to use. Any equipment damage or destroyed as a result of unauthorized use, neglect or abuse by a Privacy Officer will result in corrective action and restitution being perused by SCCS.

15. Privacy Officers shall not use SCCSD equipment for personal business. This includes telephones, computer, fax, etc.

16. Privacy Officers are responsible for insuring that proper safety precautions are followed in and around the Main Gate area. Particular attention must be given to insure that children and young adults are not permitted to stand or play in areas where they are at risk of being injured by vehicles or the gates being opened or closed.

17. Privacy Officers are expected to acknowledge every vehicle/pedestrian passing through the Main Gate. As vehicles/Pedestrians enter Privacy Officers are expected to be standing outside the entry gate door or just inside the entry gate door. Residents shall be greeted with a wave or "Good Morning/Afternoon/Evening". Personal contact shall be made with all Guest/Visitors and established entry procedures shall be followed.

18. Privacy Officers shall not leave the area of the Main Gate except when acting in accordance with specific directions of SCCSD personnel. Such direction may be verbal or in the form of a written Policy or Procedure.

