



# "Community Services" Focuses on Safe Streets, Secure Homes

Gates and Patrol, Transponder Program Account for More than Half of Master Association's Annual Budget

*(The following message is the latest in an on-going series of e-mails from the PGA West Master Association Board and its management team, describing the Board's decisions, challenges and priorities. This message is being sent by Bob Brown, Community Services Committee Chair, and Bob Pantanella, Community Services Director.)*

\*\*\*

In November 2014, the PGA WEST Master Association Board adopted its annual budget. More than half of the Association's \$3.6 million budget for 2015 goes toward helping keep our streets safe and our homes secure.

We call this function "Community Services." It's perhaps the most visible presence of the Master Association, and we want you to know a little more about what Community Services is, how it works, and who the key players are.

## **The Community Services Team: Who Does What**

The Community Services function at PGA WEST is led by our Director of Community Services, [Bob Pantanella](#) -- and by our [Community Services Committee](#), chaired by homeowner [Bob Brown](#). The Committee meets monthly, and makes recommendations to our Board, aimed at improving homeowner safety and security.

The uniformed personnel you see every day are employees of Desert Security Services (DSS), which is under contract to the Master Association to provide staffing at our gates, and to patrol our 48 miles of private streets within the PGA WEST community.

The DSS team, which includes 49 full- and part-time gate and patrol officers, takes its day-to-day direction from Bob Pantanella, who represents the [Master Association management team](#). DSS officers staff our gates 24/7, and patrol our streets and PGA Boulevard 24/7 as well. In addition, you'll see a roving golf cart patrol helping enforce the community's Rules and Regulations.

One other member of the Community Services team you may come into contact with is [Blanca Corona-Green](#), our Transponder Clerk. Blanca, whose office is at the Nicklaus gate, is responsible for issuing vehicle transponders to homeowners, guests and vendors -- and golf cart transponders to homeowners.

## **Community Services: Dollars and Cents**

The annual Community Services Budget, which includes gates and patrol, and administering the Transponder Program, is about \$1.9 million. That includes \$1.6 million for gates and patrol, and the Master Association's contract with Desert Security Services. In addition, \$166,332 is budgeted for our transponder program.

Each homeowner pays, through their monthly Master Association assessment, approximately \$50 per month for Community Services.

The Community Services function is responsible for collecting transponder income, generated primarily by vendors. Annual transponder income is about \$300,000, and helps keep your Master Association assessments lower.

## Current and Future Projects

One of the Community Service Committee's major projects is an upgrade to the Weiskopf gate - designed to enhance safety by improving the visibility of cross traffic behind the gate. The committee has gathered three bids, and is likely to select one at its March monthly meeting to recommend to the Master Association Board for approval. Pending Board approval, work could begin on the new gate as soon as the end of this season, and completion is anticipated in time for the beginning of the 2015-16 season. The gate project would reduce the height of the concrete walls on each side of the existing gates to improve visibility; to ensure security, wrought iron fencing would be added on top of the concrete. The Community Services Committee is working closely with the [Landscape/Hardscape Committee](#) on this project.

The Community Services Committee recently completed a successful rewrite of the [Transponder Gate policy](#). It more clearly defines terms, duties and processes than the previous policy. And, the new policy better reflects today's business practices. Following on the heels of rewriting the Transponder Gate policy, the Community Services Committee is now looking at a major update of the Vendor regulations.

At the Community Service Committee's Feb. 18 meeting, there was considerable discussion about purchasing a radar alert system. The radar alert system is designed to let drivers know how fast their vehicle is going, and how that speed compares to the posted speed limit. You may remember seeing radar alert systems previously in our community. Our previous alert system was stolen in late 2014, and we are now evaluating the most effective kind of replacement - an excellent tool to help slow drivers down. Speeding enforcement is a significant area of emphasis on our roads - because speeding poses a high safety risk to drivers, golf carts, bicyclists, and pedestrians in PGA WEST.

## Enforcement of Rules and Regulations a Top Priority

Community Services' top priority is enforcing [Combined Community Rules and Regulations](#), which are common to **all** PGA WEST homeowners. We encourage all homeowners to become familiar with this document.

It is important for you to know that each residential homeowner association at PGA WEST -- Res I, Res II, and Fairways -- has additional rules and regulations. Check with your HOA property manager for the rules and regulations pertaining to your HOA. Each individual homeowner at PGA WEST is governed by two sets of rules and regulations: the Combined Community Rules and Regulations, and their HOA rules and regulations.

Our Community Services team **enforces** the Combined Community Rules and Regulations. **Assessment of penalties** for violations of the Combined Rules and Regulations is handled by the Master Association's Compliance Committee.

Each month at its meetings, the Community Services Committee evaluates incident reports as part of its effort to enhance homeowner safety. These monthly reports are posted on the Community Services Committee page on our website. The committee looks for trends in incidents it can focus on. An example is unlicensed youngsters driving golf carts. This is both illegal, and a violation of our rules. And, it's unsafe.

If you see someone who appears too young to be driving a golf cart, or if you spot any other violation that should be reported, please contact the PGA WEST Command Center immediately: 760-564-5452.

Other rules that seem to require regular focus:

- Speeding
- Pet rules (leash requirements, barking, pet poop)
- Loud parties and disturbances (violations of "quiet enjoyment")
- Recreational Vehicle (RV) parking
- Golf cart registration (all carts that use PGA WEST roads are required to register with the transponder office and display the Master Association decal)

Our Community Services function is responsible for enforcement throughout the community - except the Club at PGA WEST. We are not responsible for enforcement on property owned by the Club, which is a separate business that maintains and enforces its own rules.

## **What Can You do to Maximize Your Safety?**

While no community can ever be 100 percent safe and secure, we are proud of our recent trends in crime reduction and prevention. Our increased patrols, our transponder program that tracks the comings and goings of all vehicles in PGA WEST, and our video recording system at each gate have all been helpful in deterring and identifying crime.

Data shows there's been a significant decline in recent years at PGA WEST in golf club thefts, residential break-ins and pool equipment theft. That's a trend we will work hard to continue.

What can you do to help keep the neighborhood -- and your home -- safe and secure? For starters, always keep your garage doors closed and your valuables secure. Use your alarm system, if you have one. If you see suspicious activity, please contact the Command Center

immediately. For emergencies, such as criminal activity in progress, personal injury accidents, fires or serious medical situations, call 911.

We hope this note has given you a greater insight into the workings of our Community Services function. Please don't hesitate to contact either of us with your questions or concerns.

Best regards,

Bob Brown  
Chair, Community Services Committee  
PGA WEST Master Association

Bob Pantanella  
Community Services Director  
PGA WEST Master Association  
[bob@pgawest-ma.com](mailto:bob@pgawest-ma.com)

[Click here to view previous e-mails](#)

[Forward this email](#)



This email was sent to sarahmurr@dc.rr.com by [news@pgawest-ma.com](mailto:news@pgawest-ma.com) | [Update Profile/Email Address](#) | Rapid removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).



PGA West Master Association | 56144 PGA Blvd | 760-564-3858 | [www.pgawest-ma.com](http://www.pgawest-ma.com) | La Quinta | CA | 92253