

TANOAN COMMUNITY ASSOCIATION

Tanoan Community Gate/Patrol Procedures Manual 2015

August 03, 2015

**This manual replaces and supersedes all manuals
Issued by TCA prior to this date.**

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TCA Patrol guidelines

are defined as “controlling community access,
enhancing community values and maintaining community rules.”

As a TCA Employee you are the one person who comes into contact with our residents, their guests, contractors, and the general public, almost every day. Your role as our ambassador is a very important one. The image you project, your attitude, the courtesy you display . . . communicate the kind of community TCA is.

We, the Board of Directors of the Tanoan Community Association, take great pride in our community and in the opportunity to serve its residents. We ask you, as an important member of our Team, to share in our pride.

--- Tanoan Community Association
Board of Directors

Purpose of this Manual

The purpose of this Manual is to provide a document that guarantees reasonable and legal enforcement of the TCA Subdivision Rules by properly selected, trained, and supervised employees whose actions in the pursuit of their duties will not endanger themselves or our community nor create any condition of potential liability. This Manual describes the details of the day-to-day tasks of TCA employees. In addition, it serves as an information source that outlines how the Subdivision Rules will be enforced so the residents of the community know exactly what community patrol services will be provided to them.

Notice

Nothing in this Manual alters in any way the at-will employment relationship that exists between TCA and the employee. This Manual does not guarantee, nor imply a guarantee, of employment for any period of time. The employee may terminate his employment at any time and TCA, likewise, may terminate the employee's employment at any time and for any reason.

TCA does not discriminate against any applicant for employment or employee with regard to the individual's race, national origin, color, religion, political belief, gender, sexual preference, age, status as a veteran, or disability where such disability does not prohibit the performance of the essential duties of the job. In the interest of providing a document that is easy to read, and with no intent to slight or ignore women, the male gender terms, "he, his, him" have been used throughout this Manual.

The procedures defined in this Manual are guidelines. TCA, at its option, may change, delete, suspend or discontinue any part or parts of the procedures in this Manual at any time with or without prior notice. No one, other than the Board of Directors of TCA, may alter or modify any of the procedures in this Manual.

Attitude and Behavior

Your first responsibility is to know your own duties and how to do them promptly, correctly, and pleasantly. Secondly, you are expected to cooperate with management, your fellow employees, the Board of Directors of TCA, and our residents. How you interact with these people can affect the success of our overall effort. Whatever your position, you have an important assignment: *perform every task pleasantly and to the very best of your ability.*

Mature, professional behavior is expected of all TCA employees. As a TCA Employee you represent our policies, rules, and standards of conduct perhaps more than any other employee. *To our residents, visitors, and the general public, you are TCA!*

You help to create the healthful, pleasant, and safe working conditions that TCA intends for you. You also help create the high quality of life expected and enjoyed by our residents. Above all else, treat our residents and their guests with the utmost of respect and courtesy. After all, our residents are the ones paying our salaries!

Not Acting as a Police Officer

You are a TCA Employee, *you're not a trained police officer, so don't try to act like one.* Our residents expect you to look after their security interests and to provide a measure of security and safety for their properties and the community, but they don't expect you to function in the same manner as an Albuquerque police officer or other law enforcement officer.

You are not an officer of the court; therefore, you are not deputized by the county or the local police. This is an important distinction since you do not have the legal powers of law enforcement-- another reason why you should not try to act like a police officer. However, you do have the authority to cite residents for their failure to abide by the Subdivision Rules.

Rely on the Albuquerque Police Department

Although TCA has the authority to establish traffic regulations governing streets and common areas within the community, we also have the services and support of the Albuquerque Police Department. In the event that you are confronted with a situation where, in your opinion, police should be called to the scene, you have the authority to contact the APD. Such situations could include, but are not limited to, suspicious persons in the community, unruly and/or confrontational residents or guests, people (whether residents, guests, or outsiders) engaging in loud, abusive, and/or obscene behavior, acts of vandalism to residents' homes or common areas, etc. **(505) 242-COPS.**

Rely on Emergency Services

Remember, you are not a trained Emergency Medical Technician (EMT). In the event that you are confronted with a situation where, in your opinion, emergency medical services should be called-in, you have the authority to contact them. **Call 911.**

Immediately after calling the APD, or the emergency medical service, call the CRD, or, if he is not available, the General Manager. If neither is available, call the President or the Board's designated representative.

Verbal and Physical Confrontations are Prohibited

As difficult as a situation may seem at the time it is occurring, you must do everything in your power to prevent and/or avoid a verbally abusive confrontation with a resident, a guest, or a member of the general public. The same holds true for physical confrontations. Your Board of Directors feels so strongly about this that we prohibit your involvement in verbal and/or physical confrontations. Therefore, you are not authorized to initiate or participate in either an abusive verbal or physical confrontation with anyone, including other employees, residents, guests, or members of the general public. Report details of perceived, potential or actual confrontations in Daily Activity Log and in Incident Report or inform the CRD.

Perform Your Duty

You have responsibilities and duties which you are expected to carry out as defined in the sections that follow and which can be found in the Subdivision Rules. You are expected to carry them out professionally. Failure to carry out your duties, except where such failure was the direct result of a situation that could threaten your safety and that of others, could lead to discipline up to and including dismissal.

Community Relations Director's Procedures

The Community Relations Director is responsible for the enforcement of all security provisions contained in the TCA Master Restrictions and Subdivision Rules, as amended; the Board of Directors policies and resolutions; and for promoting the health, safety, and welfare of all TCA residents.

The Community Relations Director is on-call twenty-four hours per day to assist the Board, General Manager, and community patrol staff on issues of community security.

Primary Duties

The primary duties of the CRD include the following:

- hiring, training, scheduling, and termination of TCA Employees with the approval of the General Manager;
- maintaining the Gate/Patrol Procedures Manual;
- ensuring that all personnel engaged in on-duty activities wear the proper uniform and present themselves in a professional manner at all times;
- conducting periodic formal and informal counseling and evaluation of TCA Employees; maintaining all equipment including uniforms, vehicles, gate houses, gates, computers, radar, and traffic devices, cones, barrier, etc.
- notifying the Board and the General Manager within twenty-four hours of any significant security incident.
- assisting the General Manager in budgeting for supplies, equipment, services, personnel, and additional training as necessary;
- presenting a written community patrol report at the monthly Board meeting;
- administering the TCA Citation Appeals process as described in the Subdivision Rules;
- ensuring that residents are properly notified of citations;
- administering the registration of all vehicles, vehicle decals, and gate access devices.

Subdivision Rules

The following have been extracted from Sections V, VII, VIII, IX, X, XI, XII, and XIII of TCA's Subdivision Rules Manual. Please refer to this Manual for more information concerning the authority and responsibility of the Board of Directors and the General Manager.

The Board of Directors has the authority to amend existing rules, suspend rules, and implement new rules. In the event of changes in rules which directly affect your duties and responsibilities, you will be notified by the CRD

Community Access

TCA is a gated, limited access, community. You are expected to enforce the following procedures in granting access to any person desiring to enter the community.

Residents

1. Vehicle Registration. All residents should register all motor vehicles, and, in turn will be issued a Tanoan decal for each vehicle. Residents must display the decal either permanently affixed to the windshield, or positioned on the dashboard (readily visible to you) of every registered vehicle.

After a while you will get to know many residents and will be able to identify them on sight. When you are sure of the identity of a resident and he or she does not have a decal displayed on their vehicle, refer them to the office where they can obtain one, then, grant them entrance. Be pleasant, but reinforce the need for them to have a decal.

2. Guest Registration. Each resident can authorize guests to receive access to the community. Guests' names will be entered into the TCA computer for look-up when they approach the gate house.

Always look-up the guest in the computer to verify that he or she has been authorized access.

3. Gate Access Service. Residents may purchase a Gate Access device (e.g., card or remote control unit) that will give them remote access to the community through the Ventura gate.

Non-commercial Visitors

As described in Guest Registration above, residents may register their guests on an Approved Visitor Access list with either the office or the Academy gate Attendant.

Residents may call or present themselves in person at either the office or the Academy gate in order to register their guests. Residents may make additions or deletions to their list at any time by presenting themselves at the office.

1. All visitors must enter the Academy gate. The Ventura gate may not be used by any visitor at any time.

2. If the visitor is listed on the resident's authorized access list (see computer), he will be granted access between the hours of 6:00 AM and Midnight without the necessity of the gate attendant contacting the resident; during the hours of Midnight to 6:00 AM, the gate attendant will contact the resident to confirm that the guest is entitled to enter the community (unless the resident has already notified the gate attendant).

3. If the visitor is not listed, the gate attendant will call the resident's house and request permission to grant them access to the community.

A. If the resident does not answer the telephone, or if the resident denies access to the visitor, the visitor will be denied access to the community and will be asked to promptly leave the premises.

B. If, at the resident's request, the visitor will be staying with the resident, or at the resident's house for a period of one or more weeks, a visitor's pass shall be issued and will be valid until their date of departure. Instruct

the visitor to display this pass on their dashboard at all times while in the community.

4. In the event the computer system is inoperative or not functioning properly, the gate attendant should:
 - A. Contact the CRD immediately;
 - B. Use his best judgment in allowing access to those not displaying resident's passes on their vehicles;
 - C. Log-in all vehicles citing their license numbers.

Commercial Visitors

The following vehicles are permitted to enter through the Academy gate.

- City of Albuquerque
- Electric and Gas Companies
- U. S. Postal Service
- Cable TV
- APS
- Telephone Company
- Commercial Express Mail Services
- Law Enforcement Officials
- Fire Department Vehicles

Contractors

1. TCA Active Contractors will be allowed access when recognized at the Academy gate.
2. Contractors are not to enter the community before 7:00 AM and must leave the community by 7:00 PM. Contractors must be issued a pass before access can be granted. Passes are good from Monday through Saturday and must be renewed on a weekly basis.
3. Contractors must clearly display the pass on the dashboard of their vehicle.
4. *Contractors performing urgent services shall be admitted at any hour provided that they are responding to a call from an occupied residence.*

If a resident has failed to notify you that he is expecting a contractor or workman, suggest politely, to the resident that he do this in the future to expedite the process of granting access to the contractor.

Emergency Vehicles

Any emergency vehicle attempting to enter the community, under emergency operating conditions, will be given immediate access and will not be stopped or detained in any manner. This applies to either the Academy or Ventura gates.

Parties, Open Houses, Special Gatherings

If you are advised of a party or upcoming gathering at a resident's home, try to obtain a written guest list from the resident. If this is not possible, obtain an approximate head count and then grant access to those listed. Follow normal access procedures for those not listed, or for any excess vehicles.

Vehicular Traffic Rules

1. No person shall drive, operate, or be in physical control of any motor vehicle while under the influence of alcohol or drugs to the degree which impairs his ability, either mentally or physically or both, to operate such motor

vehicle.

A. If the vehicle enters the gate, and in your opinion, the driver appears to be intoxicated, have the patrol vehicle follow it to its destination and notify APD if warranted.

B. If the vehicle is being driven by a visitor, politely ask the visitor to park in visitor's parking while you verify access. Then, call the patrol to the visitor's location to prevent access. Call the resident whom the visitor intended to visit (or who he visited) and advise him of the situation, ask if the resident would be willing to pick up the visitor, and advise the resident that the visitor's access will not be permitted otherwise. If the resident refuses, or does not answer the phone, together with patrol, inform the visitor that access cannot be granted and politely ask them to leave. After the visitor's departure, call the APD and advise them of the potential DWI, and the individual's last know direction of travel.

C. If you are on patrol and observe a vehicle being driven by any individual who appears intoxicated, call the APD and advise them of your situation, and request assistance. Follow him to his destination and keep the Academy gate updated on the situation. Wait for the APD to arrive.

2. No person shall drive, operate, or be in actual physical control of a vehicle, carelessly or negligently, in disregard of the rights or safety of others, and without due caution and circumspection and at a speed without due regard for the conditions of traffic, weather and roadway or in a manner so as to endanger or be likely to endanger any person or property.

You should issue citations to any vehicle or person who violates the following traffic rules.

3. The driver of a vehicle approaching or entering an intersection shall yield the right of way to a vehicle which has previously entered the intersection from a different roadway.

4. The driver approaching an intersection clearly marked with a Stop Sign shall bring his vehicle to a complete stop.

5. Upon all roadways of sufficient width, vehicles shall be driven on the right half of the roadway.

6. A vehicle passing around a traffic island shall be driven only to the right of the island unless otherwise marked.

7. No person shall drive a vehicle on a sidewalk.

8. No person shall place any object, material, gravel, dirt, sand, etc., next to the curb, on the curb or on the roadway for the purpose of creating a temporary driveway to allow traffic to cross the curb at that point.

9. No occupant of any vehicle, bicyclist, pedestrian, or any person shall discard or dispose of litter or refuse on a roadway, sidewalk, common area, private residential lot in any manner.

10. No person shall place, abandon or otherwise permit to remain on a roadway any machinery, equipment, material or object which could obstruct or impede traffic.

11. No person shall drive a motor vehicle on a roadway at a speed in excess of 25 miles per hour, or if lower, the lawfully posted speed limit.

12. All unlicensed, motorized vehicles, including two-wheel, three-wheel, four-wheel, ATV's, go-carts, and dirt bikes are strictly forbidden to operate within the community with the exception of golf carts which are exempt from this rule.

13. The driver of any vehicle shall obey any traffic control device or signal. These traffic control devices and signals shall have the meaning set forth in the Traffic Control Legend of the City of Albuquerque Traffic Code, as amended, which is incorporated herein by reference.

14. No person shall drive a motorized vehicle within the confines of the community without a valid drivers license. This also includes driving a golf cart.

Vehicular Parking Rules

These rules govern the parking, standing or storage of motor vehicles within the community.

Parking, Standing, Stopping, Storing Motor Vehicles

No person is permitted to stop, stand, park or store a motor vehicle, except when necessary to avoid conflict with other traffic, to temporarily load or unload, or to comply with these rules, or at the direction of a TCA Employee, traffic control device or signal, in any of the following locations:

1. Next to a curb which is painted yellow or red.
2. Blocking a sidewalk or preventing use by pedestrians. At least two feet of sidewalk shall remain passable for pedestrian traffic.
3. Within three feet of a public or private driveway.
4. Within an intersection.
5. Within fifteen feet of a fire hydrant.
6. On a crosswalk or within ten feet of a crosswalk at an intersection.
7. Within thirty feet of the approach to any Stop Sign, Yield Sign or traffic control device or signal located at the side of the roadway.
8. On the roadway side of any vehicle stopped or parked at the edge of a roadway.
9. Between the curb or edge of the roadway and the sidewalk.
10. Where posted, "No Parking".
11. On a roadway other than parallel with the curb or edge of the roadway headed in the direction of lawful traffic movement-- i.e. parking on the "wrong side of the roadway" is prohibited.

Should you observe the violations above, contact the Academy gate to contact the responsible resident, point out the violation, and politely ask them to move their vehicle so that it will not be in violation. If the individual refuses, cite them.

12. No person shall stand, park, or store a vehicle next to a curb on any roadway of the community overnight. You should consider this a violation if you observe the vehicle parked between 2:00 AM and 6:00 AM at which time you should issue a citation. In some situations, arrangements may have been made with the CDR , or the Academy gate Attendant, to park the vehicle overnight. Permission for overnight parking can only be granted to a resident for two nights and will not be extended from night-to-night.

13. No person shall stand, park, or store a vehicle, nor store any construction or manmade materials or items on unimproved lots, even if the lot owner has previously given him approval to do so.

14. Off-street parking areas shall not be used for long-term parking (i.e., 72 hours or longer) by any resident or his guest. Also, residents or their guests should limit the number of times they use off-street parking so that it does not become a regular occurrence or a habit. Residents are not allowed to park overnight.

Recreational Vehicles, Motor homes, Boat, Travel, Horse or Utility Trailers

A resident may park an RV, motor home, boat, horse or utility trailer within the boundaries of his property for the purpose of loading or unloading, for a period not to exceed forty eight hours. Such vehicles shall enter and exit TCA through the Academy gate and be issued an RV pass.

Any resident expecting guests with an RV, motor home, or trailer of any type, shall notify the CRD. Suitable arrangements will be made for short-term parking of guests' vehicles in the TCA office parking lot, provided space is available. No overnight parking will be permitted in the TCA office parking lot in excess of two weeks.

Removal of Vehicles

TCA is authorized to remove, at the owner's expense, a vehicle to a storage garage or lot designated by TCA under the following circumstances, and with the prior approval of the CRD:

1. When a vehicle upon a roadway is so disabled so as to constitute an obstruction or hazard to traffic, or the person in charge of the vehicle, by reason of physical injury or alcohol or drug intoxication, is so incapacitated as to be unable to provide for its custody and removal.
2. When any vehicle is left unattended upon a roadway and is parked illegally so as to constitute an obstruction or hazard to normal movement of traffic.
3. When a vehicle is parked or stored in violation of any rule contained in the TCA Master Restrictions, Article 3, (any section).

Common Area Rules

1. Residents or others are prohibited from digging up plants, trees, or other landscaping from the community's common areas. All plants, landscaping and topsoil are to be left undisturbed.
2. Firearms, BB guns, Pellet guns, and bows and arrows are not to be discharged on or within the common areas. Call the APD immediately if firearms are being discharged.
3. No glass containers are permitted in the common areas.
4. Pets must be leashed at all times when on common areas.
5. No motorized vehicles of any kind (to include golf carts) except for authorized maintenance vehicles, are permitted on common areas, except those common areas clearly designated as community roadways or those common areas expressly designated for vehicular use.
6. Bicycles shall not be permitted on the pedestrian pathways or on landscaped common areas.
7. Fires are not permitted on the common areas.
8. No signs, such as "For Sale" or "Open House" shall be permitted on the common areas.
9. Persons using the common areas shall refrain from loud and boisterous activities.
10. Yard or Garage sales are prohibited on all common areas.

Bicycle Rules

1. Parents or the guardian of any child shall not authorize or knowingly permit the child to violate any of the rules in this section and shall be totally responsible for their conduct.
2. Any person operating a bicycle shall obey all traffic control signals, signs and other control devices.
3. Every person operating a bicycle on a roadway shall ride as near to the right side as practical.
4. No person shall ride a bicycle upon a sidewalk when it is safe to ride in the road or when signs are posted prohibiting bicycles on a given sidewalk.
5. No person shall operate a bicycle at a speed either greater than the lawful posted speed limit or than is reasonable and prudent under the conditions then existing, whichever is the lessor.
6. No person shall park or ride a bicycle so as to impede vehicular or pedestrian traffic.
7. No person shall operate a bicycle on the pedestrian pathways or on landscaped common areas.

Rules for Pets

All pet owners are required to register their pet(s) with the CRD. In the event that you find an animal running loose or not registered, first attempt to contact the animal's owner (if known), then you should telephone the City of Albuquerque, Animal Control Department, if you are able to detain the animal. **Call 311.**

A list of the rules governing the ownership of pets can be found in the community's Subdivision Rules, Section XI. While there are a number of regulations pertaining to pets, those which you will most likely be called upon to enforce are as follows:

- Pet owners are responsible for any property damage, injury, or disturbances, including persistent or continuously barking, howling or other loud noises caused by their animals.
- All pets are to be leashed off property.
- No animal may be leashed to any stationary object on the common areas.
- Pet owners are responsible for the disposal of their pet's waste.

As you might expect, the community rules forbid residents or others from keeping horses, cows, chickens, or any other types of livestock.

Trash Container Rules

Most of our residents are very careful to adhere to the Subdivision's Rules applying to trash containers. Therefore, most of them keep containers out of public view, put them out for collection at scheduled pick up times only, and do not leave them in public view after midnight on the day of pick up. However, it is our policy to enforce the community's rules with regard to displaying trash containers, commencing at 12:00 AM following the day on which the container was to have been removed from the curb.

Rules for Signs

The display of some signs is unavoidable and is therefore permitted. For example, on construction sites one job identification sign is permitted.

The community permits one real estate sign advertising a property for sale, lease, or rent to be erected in the lawn of a property. Refer to Subdivision Rules for size limits.

If you observe signs that appear to violate the community's guidelines, discuss them with the CRD **before contacting the resident**. Together, you can make the decision whether the sign complies with, or violates, regulations.

Community Patrol Procedures

If you are a TCA Employee assigned patrol duty you will be required to adhere to the following procedures.

Use of Vehicle

- Operate vehicle in a safe, responsible manner.
- When reporting for duty each day, conduct a safety inspection of the vehicle and complete the vehicle check list. The Patrol Vehicle should not be driven if it is not in good operating condition or fails to meet acceptable safety standards. Notify the CRD of any problems or damage.
- When going off duty, make sure the interior of the vehicle is clean.
- Day shift patrol is responsible for refueling the vehicle.
- Always wear your vehicle seat belt while operating the vehicle.
- Smoking in the patrol vehicle is absolutely prohibited!
- Adhere to all posted traffic signs, including the posted 25 mph. speed limit and stop signs while operating the patrol vehicle.
- During business hours, the patrol vehicle can be used for administrative purposes at the discretion and approval of the General Manager and CRD.

Record Keeping

- You are required to maintain the following records:
 - Daily Activity Log
 - Patrol Vehicle Inventory Checklist
 - Incident Report
 - A Mileage/Gas Log
 - Daily Light Audit
 - Radar Calibration Log
 - Visitor's Log

- R.V. Log
- Resident Notice of Vacation
- Overnight Parking log

- You must log in when first reporting for duty citing, "Time, Name - on duty."

Log Entry Examples:

- 1900 Dispatched to 9500 Tanoan; reference, possible burglary. See Incident Report.
- 0430 AFD and APD on property to 9640 Merion Circle; reference, possible medical assistance call.

- At the end of each hour, note in the log "All Appears Secure", if there are no occurrences.
- When going off duty, log out, time, name--off duty.

Use of Radio

- You are required to use proper radio procedures and 10-code. Absolutely no cursing or profane language is permitted.
- You are to make sure that the "Handi-Talkie" radio in the patrol vehicle is properly charged at all times.
- During graveyard patrol, check-in by radio at sixty minute intervals with the Academy gate and give your location. **Radio check with Gate when coming on duty.**
- Call in your location whenever you leave the patrol vehicle and give the reason why. Notify the Academy gate when you resume patrol.
- Concerning dispatches, notify the Dispatcher upon arrival at the scene. Upon conclusion, give disposition of incident.

Use of Radar Gun

- You must be properly trained before using the radar unit located in the patrol vehicle.
- You must test the calibration of the radar unit at the beginning of each shift and enter it into the Calibration Log Book.
- You are to use the radar unit only in the manner in which you have been trained.

Normal Patrol

- Patrol the community as frequently as possible during your shift. While operating the patrol vehicle, obey all traffic signs, signals, and speed limits. It is your responsibility to assure that all areas of the community are secure.

Citations

- You must be thoroughly familiar with the Subdivision Rules and regulations. You must be able to

identify a violation immediately upon observing the violation.

- All moving violations will be addressed as noticed per vehicle license identification.
- In the event that a complaint is received, or you notice a violation of a rule, you are to address the situation when called to your attention. When issuing a citation record as much information as possible. If an additional incident report is required, attach it to the citation when you turn it into the office.
- Make every prudent effort to issue citations to violators of our community rules.
- Turn in the citation to the CDR for proper processing and mailing.
- Citations are only issued when a violation is observed by or heard by a TCA Employee. We do not issue violations on the “report” or hearsay of another person, including a resident.
- Citations are accountable, numbered items, and all must be accounted for and turned into the office. All citations must be written legibly.

All citations must be left in the community vehicle for the day shift officer. That officer will turn in the citations to the CDR each morning for processing and mailing.

Open Garage Doors

- While on patrol, if you notice an open garage door, or if you receive a complaint from a resident that a garage door is open, you should do the following:
 1. Position the patrol vehicle so that you have a good view of the home, but so that your vehicle cannot be readily seen from inside the home. If you notice any suspicious activity, call the Academy gate who will attempt to contact the resident. Then, call the APD if necessary.
 2. If there is nothing suspicious, radio the Academy gate to call the resident and wait for the Academy gate attendant to respond to you, then enter activity into the log.
 3. If the Academy gate attendant cannot reach the resident, request that he continue to attempt to reach the resident and enter the incident in the log book. Return to your normal patrol.

House Alarms

- In the event that you hear a house security alarm, or a resident reports an active alarm and you confirm it, follow the procedure below:
 1. Visually look at the house, from the exterior, to determine any suspicious activity.
 2. If you observe suspicious activity, have the Academy gate notify the APD
 3. If you fail to observe any suspicious activity, contact the Academy gate for the alarm procedure, or request them to contact the resident, or someone designated by the resident. Allow enough time for the alarm to reset itself.

Dispatches

- If you receive a resident complaint regarding a situation inside the community-- i.e., a barking dog, a residential alarm sounding, etc., notify the patrol vehicle via radio, giving the address and any other pertinent information and log the report in the log book. You should await any further information from the patrol vehicle including instructions which might involve calling the APD, or other emergency response personnel.
- If you receive a call from the Academy gate, listen for clear instruction and any details needed to respond properly.
- Proceed to the location to which you have been dispatched, in a timely, but safe manner.
- If the call is of a suspicious nature, or a serious matter, use extreme caution (remember, you are not a police officer!).
- If an incident report is necessary, get as much information as possible to provide a detailed, informative report to the CRD.
- If the APD or other emergency personnel are required, make sure they are dispatched, then stand by for their arrival. At no time should you get in the way of emergency personnel, unless directed by them to assist.
- Update the Academy gate on the situation; ask them to notify the CRD. When the situation has been thoroughly taken care of, clear the scene and write a detailed report.
- After you have written your report, resume normal patrol.

Vacation Checks

Prior to leaving for vacation, residents should complete a Resident Notice of Vacation form. The form will be maintained at the Academy gate and a copy will be given to the patrol. If you are assigned patrol duty, you should adhere to the following:

- When coming on duty, review the vacation checks so that you will be familiar with the residences that are not occupied due to the families being on vacation.
- While on patrol, carefully observe these residences, spotlighting these homes if necessary. Indicate in the log completed vacation check, all secure or not.
- If you observe any problems or suspicious activity, contact the Academy gate. The attendant at the Academy gate will attempt to contact the names listed on the Vacation Check Form, and/or the APD if appropriate enter into log or submit incident report.
- TCA will not accept keys to any residence or resident's personal property under any circumstances.
- Upon the resident's return from vacation, the Vacation Check Form will be filed in the CRD's office.

Entry Onto Private Property

Under normal circumstances, a TCA employee should not enter a residence's property without a justifiable reason. At no time should an employee enter a resident's property under confrontational circumstances.

The following are valid reasons for an employee to enter a resident's property:

- When invited by the resident, either by phone or in person; this would include investigating an incident;

- When requested by the APD or other emergency personnel;
- While performing a "welfare check" on a resident; this normally occurs when someone expresses concern for the resident's welfare. In such situations, the employee should exercise extreme caution when knocking on the door and ringing the door bell, and walking the perimeter of the property. If necessary, the Academy gate should be notified and they should contact the APD.
- If, in your opinion, the resident or others are in imminent danger, you have the latitude to enter the property and remove the individual(s) from harms way, and/or render first aid until help arrives.

Verbal and or Physical Confrontations

In the event that you find yourself in a potentially abusive situation where the safety of yourself and others is threatened, call for assistance. Don't try to handle such a situation alone.

Should you observe a confrontation-- e.g., family dispute, a child being hurt, you should make your presence known, while calling for assistance. However, do not place yourself in danger.

When calling for assistance, you should do so in the following order:

Academy gate

- Call the patrol to your location.
- If necessary, call the APD for assistance being sure to be as clear and informative as possible.
- Call the Community CDR.

Patrol Unit

- Inform the Academy gate of your status and ask for assistance from the APD.
- Ask the Academy gate to call the CRD.

Academy Gate Procedures - General

The Academy Gate is the main gate for entering and leaving the community. It is also the "communication center" for the patrol vehicle. The following procedures are common to the Academy Gate and those employees assigned to patrol duty, except as noted below.

Time Clock

- All employees are not to clock in more than six minutes before, or clock out more than six minutes after, their scheduled shift, unless otherwise authorized.

Record Keeping

- You must sign in at the beginning of your shift. Last name and time logged on duty. Read all entries in the log from the previous shift to familiarize yourself with any ongoing situations or situations of possible concern during your shift.

- Enter any pertinent information occurring on your shift. It is better to err on the side of entering something that you may think is inconsequential or unimportant than to ignore such information. *Review Record Keeping Procedures listed in this Manual.*
1. Entry to the community by the APD.
 2. Entry to the community by the Fire Department or any ambulance.
- Log in all check-in calls received from the Patrol Vehicle noting its location. These should occur every 60 minutes during the graveyard shift. (Gate Attendants only).
 - Log in all one day contractors.
 - Log in all resident's calls and all visits by residents or others to the Gate House. (Gate attendants only).
 - At the end of each hour, note in the log, "All appears secure" if there are no occurrences.
 - Sign out at the end of your shift with last name and time and inform incoming attendants about any entries made during the shift.

Use of Phone or Radio

Answer the phone as follows: "*Tanoan Academy Gate. This is (Your Name). May I help you?*"

- Personal calls are discouraged. Long distance calls are not permitted unless made specifically to a resident on business.
- When using the radio, use proper radio procedures including the 10-code whenever possible.

Maintenance of Gate House

You are to keep the gate house in a clean, orderly, and sanitary condition. As a Gate Attendant you will have the duty to perform certain cleaning and maintenance functions involving the floors, windows, bathrooms, and other areas.

- The Gate should never be left unattended except for personal safety. If using the rest room, please put out the sign.

Resident Procedures

- You should make every attempt to open the gate for a resident as quickly as possible. However, if you are occupied with assigned duties when a resident pulls up to the gate, you may continue on with your duties until such a time (within reason) that you can direct your attention to opening the gate. If opening the gate does not jeopardize the quality or completion of an important project, and you recognize the resident, you may promptly open the gate upon his arrival. Use good judgment in this regard. After all, we are here to serve the residents of the community, not to anger them.
- If a resident approaches as a passenger in a vehicle, including as a passenger in a taxi, identify the resident before allowing the vehicle to pass through the gate. If you fail to recognize the resident, ask him a question to verify that he is a resident, then log it into the log sheet.

- If a resident requests that certain individuals be denied access, you should make every attempt to honor the request, but you should not jeopardize your personal safety. If a visitor does not cooperate, call patrol for backup, and, if necessary, call the APD. Violators should be treated as trespassers and the APD should be called.
- If a resident enters in the visitor's lane, promptly grant him entrance.
- If a resident approaches the gate and informs you that he has a guest following him in another car, get the resident's name and then determine the model and make of the car so that you can allow the guest access when he approaches the gate
- In the event that a visitor enters the resident's lane follow the procedure below:

1. If the vehicle has a Visitor's Pass, greet the driver with a smile, welcome him to Tanoan and politely point out, that in the future, he should use the visitor's lane.

2. If the vehicle does not have a visitor's pass, or the visitor does not appear on the Approved Visitor's Access list, follow the procedure for granting access to visitor, then politely inform him, that in the future he should use the visitor's lane.

Visitors

- Any vehicle in the residents' lane has priority over a vehicle in the visitor's lane, even if the vehicle in the visitor's lane is another resident. Hold the vehicle in the visitor's lane until the vehicle in the residents' lane passes through the gate.
- All visitors should use the visitor's lane when attempting to enter the community. In the event that a visitor enters the residents' lane, politely inform him that in the future he should enter the visitor's lane.
- Identify the visitor and ask him his destination. Check the computer to see if the visitor is on the resident's list of visitors authorized for access.
 1. If the visitor is on the list, grant access without further delay. *The exception to this would occur between the hours of midnight and 6:00 AM when residents are to be called to verify that their visitors are entitled to be given access to the community.*
 2. If the visitor is not on the list, and the resident has not phoned to request access for him, call the resident and ask if the visitor should be granted access. If the resident's response is "yes" grant the visitor access and make a note in the log. Indicate so on visitor's log.
 3. If the resident does not grant access, or if the resident cannot be reached by phone, politely turn the visitor away until the resident can, or will, grant access.

Go the extra mile to demonstrate a friendly, supportive attitude to avoid having the visitor be embarrassed. Avoid confrontation and don't put yourself or others in danger.

Deliveries....

- Most fast food, FedEx, UPS or similar deliveries are granted access without resident permission. However, if for any reason you feel uncertain, or are suspicious of a delivery of this type, don't hesitate to call the resident (if you know where the delivery is going), or notify the patrol vehicle by radio to accompany the delivery vehicle.
- Deliveries such as furniture or appliances are granted access if the driver presents a bill of purchase. If

he does not have a bill of purchase, the resident will be called to request permission to grant access.

Summary: Log Book Procedures

- Visitors Log: Write Legibly
- Use Military time, the 24 clock
- Enter visitor's first and last name
- Enter resident's address
- Enter Vehicle License Plate Number
- Always note Authorization
 - I = Resident in Vehicle
 - R = Resident Called
 - G = Gate called resident
 - D = Delivery
 - O = On List
 - WO = Work Order

Log Book

- Use Black ink only
- Log in Last Name (on duty). Don't use 10-codes.
- Cite actions on assistance or complaint calls
- Log only pertinent information.
- More than 3 lines require an Incident Report
- Make entry into Vehicle Condition sheet during each shift
- Respect Gas Card Procedures
- Do not tear pages out of Log Book
- Take care of the Log Book

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