

The Villages®

Community Development Districts

Community Watch



(352) 753-0550
1135 Bonita Blvd.
The Villages, FL 32162

The Villages®

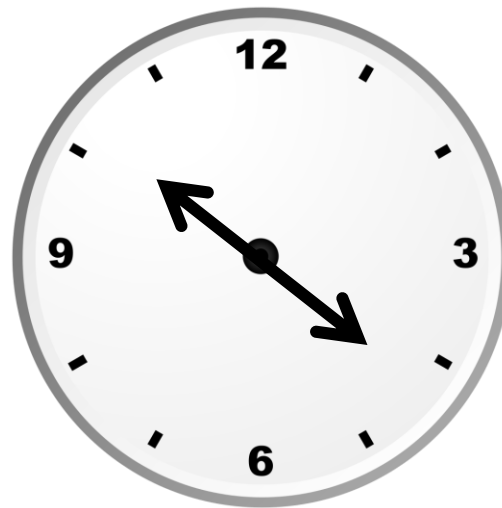
Community Development Districts

Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity

www.DistrictGov.org

Mission

To provide a safe community for Villages residents by keeping a watchful eye around the clock.



The Villages[®]

Community Development Districts

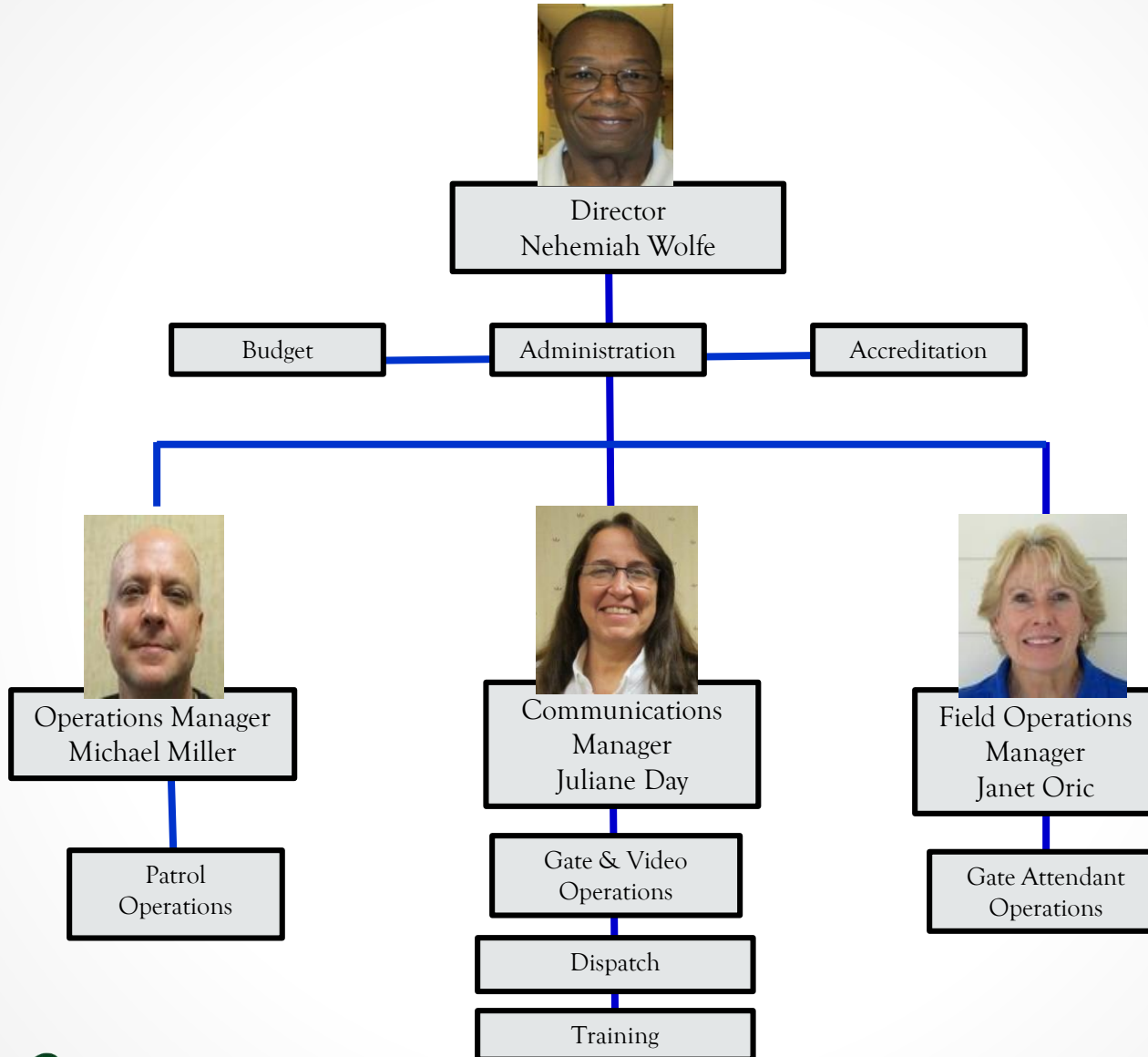
Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity

www.DistrictGov.org

Who We Are

Nehemiah Wolfe, Director
Juliane Day, Communications Manager
Michael Miller, Operations Manager
Janet Oric, Field Operations Manager
Sharon Gwin, Staff Coordinator
Administrative Assistant
Two Training Coordinators
Video Coordinator
9 full time Patrol Supervisors
4 full time Dispatch Supervisors
18 full time Dispatchers
323 part time Personnel

Community Watch Organizational Chart



Working Together to Serve You

- Administration 8hrs
- Dispatchers 12hrs
- Patrol Drivers 8hrs
- Gate Attendants 6hrs
- Gate Operations 6hrs
- CW Manages 64,970+ Shifts Annually
- For more details, please see CW link on District Website: www.DistrictGov.org



Community Watch Dispatch Center

The Community Watch Dispatch Center operates 24/7 with 18 Dispatchers and 4 Supervisors. Utilizing 4 to 5 Dispatchers and 1 Supervisor per 12-hour shift.



The Villages®

Community Development Districts

Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity

www.DistrictGov.org

Dispatch Accreditation

June of 2021, CW Dispatch Center became the first Non-911 Call Center in the State of Florida to be awarded Accreditation status by the Florida Telecommunications Accreditation Commission.



Incoming Calls Recorded 2021

378,500+

226,655 OF THE MOST COMMON CALLS

- ASSIST RECREATION & PARKS -175,964+
- ASSIST FACILITY RESOURCES - 5,977+
- **OPEN GARAGE DOORS (2400-0400) - 8,511+**
- RESIDENT ASSIST/INFORMATION - 4,619+
- GATE REPAIR - 3,129+
- WATER INCIDENTS - 14,643 +
- ASSIST DISTRICT PROPERTY MANAGEMENT - 4,420+
- **WELL BEING CHECKS (Non-Adult Watch) - 2,122+**
- DEAD ANIMALS - 1,841+
- MOVE-IN/OUTS - 729+
- **911 RELATED - 1,505+**
- TRESPASS (SOLICITORS/RELIGIOUS/FISHING) - 660+
- IMPROPER PARKING - 1,016+
- LOST & FOUND - 747+
- **SUSPICIOUS PERSONS/VEHICLES - 605+**
- LOST PETS - 167+



Patrols

- Patrols – 14 Neighborhood Regions – 24/7, 3 Squares
- 2 Supervisors on every shift (1 North, 1 South) – 24/7
- 100,000+ Miles per Month – Each Neighborhood 2 X/Day Average
- Fleet consists of 26 Hybrids and 2 Ford Rangers



Gates

Currently, **23** Gates feature a Gate Attendant (**13** of which are 24/7) who provides Traffic Control and Promotes Safety, Security Attention, and Directions for Residents and their Guests...Plus another **102** Unstaffed Gate Complexes.



The Villages[®]

Community Development Districts

Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity

www.DistrictGov.org

Gate Operations

Wall displays/rotates the 800+ cameras in The Villages 304 views at a time. Staff provides Quality Assurance, creates Reports on Suspicious Activity, Accidents, and Malfunctions of any Gate Equipment.



Gate Operations Center Employees:

18 Part-Time Operators

3 Substitute Operators

The Villages®

Community Development Districts

Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity

www.DistrictGov.org

How We Can Help

- Partnership with 9 Law Enforcement Agencies
- CW Patrols provides Crime Deterrent
- Public Safety Responses
- Customer Service Responses
- Assist other Departments (Community Standards, Water Conservation, Recreation, Special Events & District Property Mgt/Commercial Property Mgt)



Law Enforcement Partners

Lt. Robert Siemer
Sumter County Sheriff's Office
352-689-4600
rsiemer@sumtercountysheriff.org

Lt. Scott Byrd
Marion County Sheriff's Office
352-572-1810
sbyrd@marionso.com

Deputy Walter Wolf
Lake County Sheriff's Office
352-636-1898
Walter.Wolf@lcsso.org

Chief Rob Hicks
Leesburg Police Department
352-728-9860

Greg Workman, Regional Director
Florida Fish & Wildlife
352-732-1225
888-404-3922

Chief Randy Parmer
Wildwood Police Department
352-330-1355
rparmer@wildwood-fl.gov

Chief Robert Tempesta
Lady Lake Police Department
352-751-1567
rtempesta@ladylakepd.org

Chief Erik Luce
Fruitland Park Police Department
352-360-6655
eluce@fruitlandpark.org

Major Anthony Sapp
Florida Highway Patrol
813-558-1800



VERY BUSY BEHIND THE SCENES

Some of the 74 most frequent types of calls for service

Water/Utilities After Hours

Residents Move In or Move Out

Dead animals on roadway

Resident Assist

Law Enforcement Video Requests

Solicitors

Well Being Checks

Traffic Control

Open Garage Doors

The Villages®

Community Development Districts

Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity

www.DistrictGov.org

Services

- House Check Program 3x A Week

11,779+ checks done in 2021 (\$5.35 a week)

- Resident Out-of-Area Program

Saves Lives and Resources

- Adult Watch Program 24/7

Provides Peace of Mind with 39,124+ calls made in 2021

To register for these programs, contact the Customer Service Office at 352-753-4508 or customerservice@districtgov.org.

Contact Us

Community Watch

1135 Bonita Boulevard

The Villages, FL 32162

Admin M-F 8am-5pm: 352-750-8201

Fax: 352-753-9400

Dispatch 24/7: 352-753-0550

Website www.Districtgov.org