

Alarms and Patrol Response

- On night patrol of the new Athletic Center building, Public Safety found that a water pipe had burst and was flooding the mechanical room housing electrical lines, electronics, and other utility facilities. The team could not reach CPOA management, so they called a plumbing expert in the middle of the night who walked them through how to get the water turned off --- saving the CPOA thousands of dollars of damage and property destruction.
- Public Safety is linked into 911 and residential alarm call-ins to security companies. It routinely responds to smoke, fire, water, cold air, open door, and carbon monoxide alarms in residents' houses, and is most likely the first responder.
- A couple of years ago, we responded to a fire on Saddle Ridge. Because the alarm system was taken offline by an earlier lightning strike there was no notification until the fire had become visible from the outside. Public Safety was first on scene and able to determine that there was no one in the home before the fire department arrived.

Parking

- Public Safety responds to numerous parking violations throughout the year, both on street and when motor coaches, boats, ATVs, and similar vehicles are parked in driveways in violation of CPOA's code. Many of these violations involve complaints at construction sites throughout Cordillera. In one instance, Public Safety found vehicles double parked in a cul-de-sac in the Divide completely blocking the road and residences. They responded twice to clear the road and contacted the General Contractor along with the CPOA. Shortly thereafter Public Safety and the Fire Department were dispatched to a residence in the cul-de-sac regarding a fire alarm. The alarm was false, but, thankfully, Public Safety had cleared the area so the emergency equipment could access the area.
- Public Safety also provides cones to direct parking for large parties and community events and minimize the impact on adjacent homeowners.

Wildlife and Animal Issues

- A few years ago, Public Safety Patrol was able to rescue an injured Cooper's Hawk from the pool enclosure at the Trail Head. Colorado Department of Wildlife took possession of the hawk and placed it with a rehab facility.
- In a unique rescue, Public Safety was able to reunite a wayward llama and its owners. The llama had escaped from a farm on Lake Creek and made its way onto our property on the Divide.
- Recently, a resident called for help with removal of cattle from their property. Public Safety responded, making calls to local ranches and assisting with herding the cattle back onto their owner's property.
- Another time, Public Safety Patrol found a bear cub locked inside the dumpster at the Athletic Center. After the officer carefully opened the door of the dumpster, the cub self-extricated.
- Public Safety has, over the years, received multiple calls for assistance with bears around houses, on decks and inside garages when doors have been left open. In a recent case, the Public Safety Patrol officer scared a bear out of a garage and deployed shotgun rounds as a deterrent to the bear returning in the future.
- Public Safety Patrol responded to the Trailhead when a pine marten was seen on Public Safety gatehouse cameras running around inside the building. The officer chased the critter out and secured doors that had been left open, ensuring that no damage was incurred.

Suspicious Activity, Trespass, Covenant Violations

- Recently, Public Safety responded to a complaint and found 2 individuals who had trespassed and snowboarded onto Diamond Star and Cordillera private property while here on vacation. The homeowner's guests were advised of Cordillera boundaries, informed that there is no snowboarding allowed within Cordillera or surrounding properties and advised that the Sheriff's office will be called if they are caught trespassing again.
- Also, in a recent occurrence, Public Safety discovered that 4 individuals had given false information and destination to the gate attendant and were trespassing on Cordillera property. The individuals were located in the Territories, escorted from the property, and warned of future trespassing.
- Public Safety found a homeowner hiking trails behind his home with a 6-pack of beer and a rifle during hunting season. The homeowner was advised of the rules and regulations.
- In one incident, Public Safety found that a property owner had given his transponder to a friend so that the friend and his buddy could hunt in surrounding areas. The friend and his buddy were found, advised that all hunters entering Cordillera with the intent to access hunting grounds must be accompanied by a property owner. The property owner was contacted, advised of rules and regulations, informed that the transponder had been deactivated and a new one would need to be purchased.

- In a couple of incidents, Public Safety Patrol has found people camping on CMD property. One incident involved an employee of a third party, who was advised to leave. The employer was notified and took appropriate action. Other individuals were found camping at the Summit near Gore trailhead and were escorted off property by our Patrol.
- Public Safety Patrol responded to people using inflatable rafts in Bearden fishing ponds. This was stopped and the people were advised of our rules.
- A homeowner called to report a drone was flying over or near their residence. Public Safety investigated, identified the pilot as a real estate hire taking pictures, and so advised the homeowner.
- Public Safety Patrol responded to a report of fireworks on property. We halted the activity and advised as to the rules.
- Public Safety Patrol responded to residents/guests using tiki torches during a fire ban. We made sure the torches were extinguished and residents/guests were advised as to local and county regulations.
- A resident reported people were shooting shotguns in the Territories. We responded to the call and found evidence of spent shells and broken clays, but the shooters were gone.

- Public Safety Patrol responded to reports that the Big Park USFS/CMD gates were torn down. Upon investigation and confirmation, we contacted the violator and initiated repair of the gates.
- Please respect our Public Safety personnel. They are only doing their job to protect the standards and rules that we have all adopted to make our community so special. In an incident that should never have happened, a Public Safety agent was physically attacked by an enraged bicyclist who was not following our rules. In this case, the Sheriff was called.

Medical Emergencies

- Within the last year:
 - Public Safety Patrol was first to respond to an accidental drug overdose of a juvenile. When we arrived, the individual was in life threatening condition. Public Safety provided first aid care until Fire Department and ambulance arrived, potentially saving this individual's life.
 - Another time, Public Safety responded to and aided in a medical emergency regarding a medical reaction and possible drug overdose of a juvenile.
 - In addition to first aid training, Public Safety now has training in the administration of Narcan and carries doses of Narcan in all patrol cars.
- Recently, Public Safety aided a person in a mental health crisis. That person was turned over to law enforcement, medical and mental health personnel without incident to the community.
- Public Safety Patrol was the first responder to a call from a resident regarding an individual who had slipped and fallen in the shower. Public Safety provided immediate medical aid and stayed with the family until the ambulance arrived.
- Last summer, Public Safety responded to a medical emergency (Heat Stroke) in a remote area of Cordillera of an elderly guest on a horseback ride. PS was able to reach the victim, render aid and transport the victim out of the remote area to meet emergency services for additional care.
- Public Safety Patrol responded to an emergency regarding a sick horse at Equestrian Center and provided needed assistance to the vet to help save the horse's life.
- Public Safety Patrol responded to a medical emergency/suicide, providing assistance, and support to the family.

Pets in Cordillera

- Public Safety Patrol observed a property owner allowing their two dogs to chase the Elk. DOW were called and met with the homeowners and were told that allowing dogs to chase could result in a fine and loss of the dogs.
- Recently, Public Safety found a dog standing in the middle of Fenno Drive near the Trailhead building. The Public Safety Agent caught the dogs and was able to locate the owner. The agent learned from the property owner that while moving some items into his home he had left the front door open and was unaware the dog had escaped.
- Public Safety investigated a report of a property owners' dog being chased by coyotes. Upon completion of the investigation, it was determined that the dog's owner had been walking on the golf course with the dog off leash. The dog came to close the coyotes and their den, and the coyotes became defensive. The owner was educated about pet and wildlife interactions and the need to keep pets on a leash.



Trash

- Public Safety routinely picks up trash at the Recycling Center that bears get into and scatter around the Center and up the hill.
- Public Safety routinely cleans up trash left outside the Recycling Center bins by owners.
- Public Safety routinely picks up trash left in the street caused by animals raiding unsecured trash bins, trash left in bags and boxes outside of bins, and trash bins left out overnight. Winds often blow loose trash onto adjacent properties. Public Safety helps to make sure that you don't have to pick up other people's trash that has blown onto your property.

Property Owner Assistance

- Public Safety routinely responds to requests from homeowners who have left their house but worry that they may have left an appliance on. In a recent example, a gate agent was working in the Divide Gate when an owner called saying he had left town earlier that morning and was unsure if his oven and coffee maker were left on. Patrol responded and found the oven off, but the coffee maker and hot plate on. After turning off the appliances, the gate agent called the owner back and let him know what we had found.
- A similar example involved a homeowner who thought he had left the burner on his stove on. Public Safety checked and found the burner on with a pot sitting on top.
- Public Safety Patrol recently responded to a resident calling for help because a deer was attacking her dog.
- In one case an owner requested assistance with a stuck closet door. Patrol was able to get it open.
- In another call for assistance, the owners had locked themselves out of their residence. Patrol climbed up onto the back deck and entered through an unlocked door.
- In another case, an owner called for assistance because of a strange animal noise near their property. Patrol responded and calmed/reassured upset owner. The noise may have possibly come from an injured deer.

- In yet another case, a recently widowed resident called for assistance with a Christmas tree delivery and set up. Patrol was able to help set the tree up.
- An owner called to report that naked strangers were seen on camera using their hot tub. Although nothing was found by Patrol, the owner was reassured that the incident had been investigated.
- In another case, an owner called for help because their alarm system was beeping in the middle of the night, and they couldn't sleep. Patrol advised the owner how to disable the system and warned of the risk in doing so.
- A resident asked for guidance on what to do about a tree that fell on their house. Patrol determined that the tree was on the owner's property and advised that a landscaper/tree removal service and a roofer were needed.
- A resident and property manager asked for assistance because snowmelt water was running off the hillside into their house. Patrol assisted with water mitigation and provided phone numbers for owners of the water source.
- Public Safety has responded to multiple instances where owners or their guests have gotten lost in the Big Park area. In some instances, we have contacted Vail Mountain Rescue and have coordinated or assisted in the search. For example, Public Safety Patrol helped locate a group of lost hikers in the Big Park area and was able to safely unite them with their larger group.

Vehicle Accidents

- Every year and particularly in the winter months, Public Safety responds to multiple accidents within the community. This year during the recent snowstorms, we have assisted drivers in several vehicle slide offs and accidents and provided traffic control at each.
- We also assist in getting vehicles unstuck from the snow. This year, Patrol found a stranded owner with a stuck vehicle in the Territories during a blizzard. Patrol shoveled the snow from around the vehicle and led the driver out to safety.
- After a delivery driver spilled several 10 lb. bags of ice melt on Cordillera way and disappeared into the community, Public Safety removed as much as we could from the roadway, set up caution cones, tracked down the driver, and got the mess/hazard cleaned up.

DRB/Construction Site Violations

- Recently at a construction site, Public Safety encountered workers still working 20 minutes past the construction hours. They requested that work stops immediately, however workers continued to use pneumatic nail guns. Public Safety personnel educated the contractors on the construction work hours and told them failure to comply would result in a report being filed.
- Public Safety discovered a construction site with trash strewn all over the construction site as well as along the road after workers had left for the day. A report was filed along with pictures and the general contractor was contacted by the Public Safety manager, reminded of rules, told the site was to be cleaned up immediately. An inspection of the site later the next day found a clean site.
- Public Safety received a report of loud music coming from a construction site. Workers failed to comply with the public safety agents' repeated requests to turn the music down. The subcontractor was made aware of the rules and still refused to comply. A report was filed, and the Public Safety manager contacted the general contractor with instructions to communicate noise and music rules and regulations with all site contractors and workers immediately resulting in no more loud music from the job site.
- Public Safety received a call regarding mud and debris on the roadway coming from a construction site. The general contractor was contacted by Public Safety, informed of the requirements for site driveway prep and clean up requirements. The general contractor cleaned up the roadway and the Metro District used the street sweeper to further clean the road.