

# The Villages®

## Community Development Districts

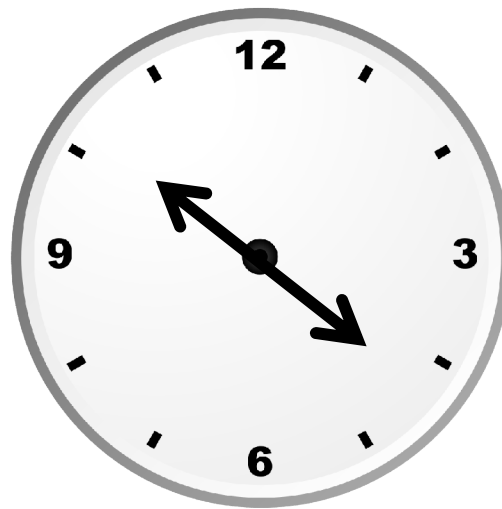
### Community Watch



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

# Mission

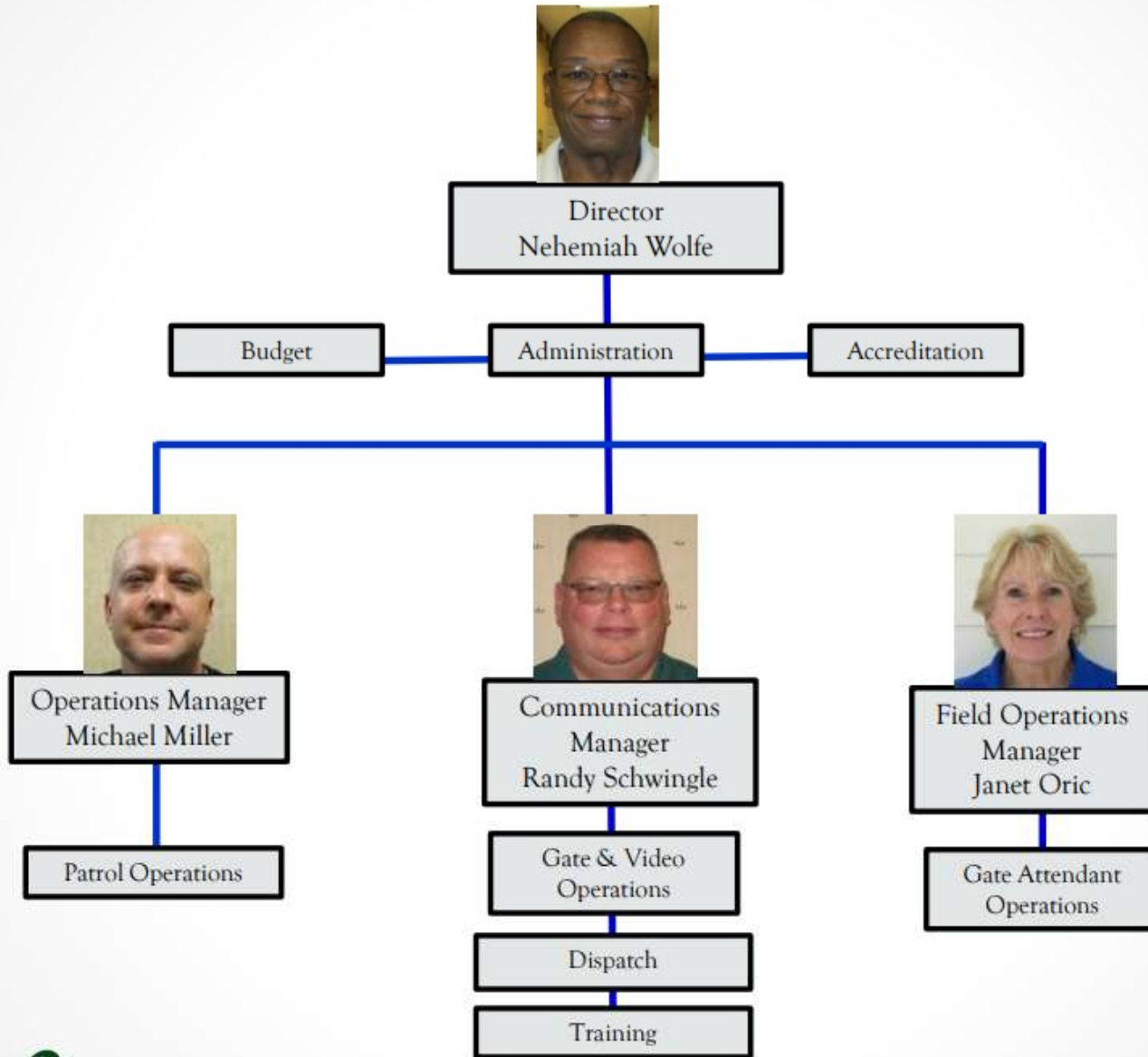
To provide a safe community for Villages residents by keeping a watchful eye around the clock.



# Who We Are

Nehemiah Wolfe, Director  
Randy Schwingle, Communications Manager  
Michael Miller, Operations Manager  
Janet Oric, Field Operations Manager  
Sharon Gwin, Administrative Coordinator  
Two Administrative Assistant  
Two Training Coordinators  
9 full time Patrol Supervisors  
4 full time Dispatch Supervisors  
18 full time Dispatchers  
371 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](http://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.



# 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 2022

## 422,600+

### THE MOST COMMON CALLS

- ASSIST RECREATION & PARKS – 181,960+
- ASSIST FACILITY RESOURCES – 5,977+
- **OPEN GARAGE DOORS (2400-0400) – 8,511+**
- RESIDENT ASSIST/INFORMATION – 4,619+
- GATE REPAIR – 3,500+
- WATER INCIDENTS – 9,200 +
- ASSIST DISTRICT PROPERTY MANAGEMENT – 4,640+
- **WELL BEING CHECKS (Non-Adult Watch) – 2,950+**
- DEAD ANIMALS – 1,360+
- MOVE-IN/OUTS – 580+
- **911 RELATED – 1,505+**
- TRESPASS (SOLICITORS/RELIGIOUS/FISHING) – 550+
- IMPROPER PARKING – 935+
- LOST & FOUND – 747+
- **SUSPICIOUS PERSONS/VEHICLES – 720+**
- LOST PETS – 150+



# Patrols

- Patrols – 15 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 4 Toyota Tacoma's



# Gates

Currently, **25** 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.



# 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

# 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

Captain Robert Siemer  
Sumter County Sheriff's Office  
352-689-4600  
[rsiemer@sumtercountysheriff.org](mailto:rsiemer@sumtercountysheriff.org)

Lt. Scott Byrd  
Marion County Sheriff's Office  
352-572-1810  
[sbyrd@marionso.com](mailto:sbyrd@marionso.com)

Deputy Walter Wolf  
Lake County Sheriff's Office  
352-636-1898  
[Walter.Wolf@lcsso.org](mailto:Walter.Wolf@lcsso.org)

Chief Rob Hicks  
Leesburg Police Department  
352-728-9860

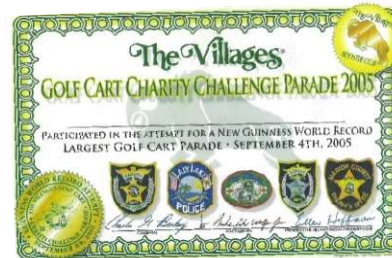
Greg Workman, Regional Director  
Florida Fish & Wildlife  
352-732-1225  
888-404-3922

Chief Randy Parmer  
Wildwood Police Department  
352-330-1355  
[rparmer@wildwood-fl.gov](mailto:rparmer@wildwood-fl.gov)

Chief Robert Tempesta  
Lady Lake Police Department  
352-751-1567  
[rtempesta@ladylakepd.org](mailto:rtempesta@ladylakepd.org)

Chief Erik Luce  
Fruitland Park Police Department  
352-360-6655  
[eluce@fruitlandpark.org](mailto: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*

# Services

- House Check Program 3x A Week

15,155+ 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 40,150+ calls made in 2021

To register for these programs, contact the Customer Service Office at 352-753-4508 or [customerservice@districtgov.org](mailto:customerservice@districtgov.org).



- Safety whistles don't require much effort to blow and are significantly louder than shouting, plus the sound of a whistle travels further.
- A whistle can be used if you are lost, sick or injured
- A whistle can be used to signal a First Responder for emergency situations.
- A whistle can be used to scare animals during unexpected encounters.
- The community will recognize that the sound of a whistle means help is needed.

**Whistles should only be blown in the event of an emergency situation. If you are in an emergency situation, blow three loud, short blasts on the whistle to seek help. While blowing, count to 3 in your head so each blast lasts 3 seconds.**

**IF YOU CAN BE HEARD, YOU CAN BE RESCUED**



# 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](http://www.Districtgov.org)