



Residential Sample Report Pack

This packet contains:

Brief Feature Overview
Daily Activity Report (With Photos)
Daily Activity Report (Compact)
Grouped Report
Incident Report
Checkpoint Timeline Report
Issue Summary Report

Contact Us

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www.nvsecurityservices.com

PILB 830

Feature Overview

While using any Android or Apple device,
Officers in the field can:



Report Incidents



Update Daily Activity Reports



Include Photos & Audio Files



Scan Checkpoints



Receive Tasks & Reminders



Communicate with Dispatch

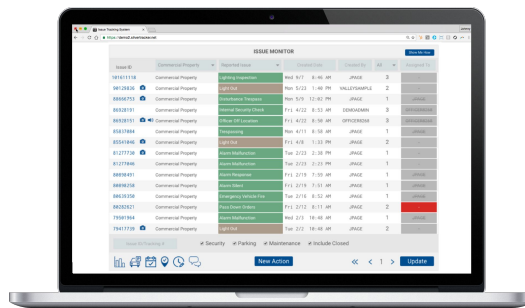


Clock In and Out



Issue Warnings & Violations

All of this information is GPS tracked and
available in real time in the Issue Monitor



Dispatchers,
Supervisors & Admins



Maintenance
Teams & Vendors



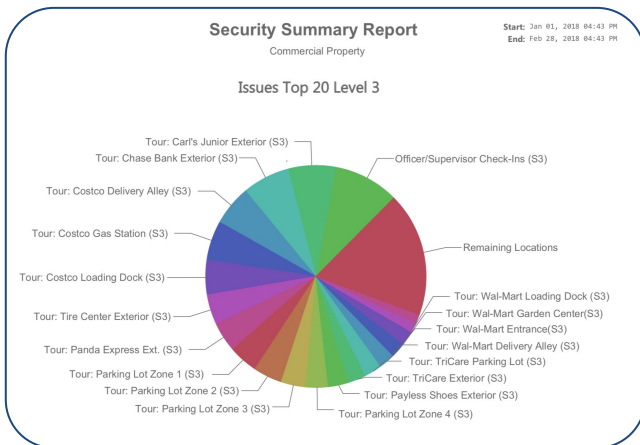
Local & Regional
Facility Managers

Our Reporting Process

How We Report

We use smartphones and tablets with quick and simple drop down reporting menus to streamline the reporting, maximize on site visibility, and reduce your risk and liability.

Instead of traditional hand written DARs our officers are provided varied reporting options that enable them to report easily throughout their shift.



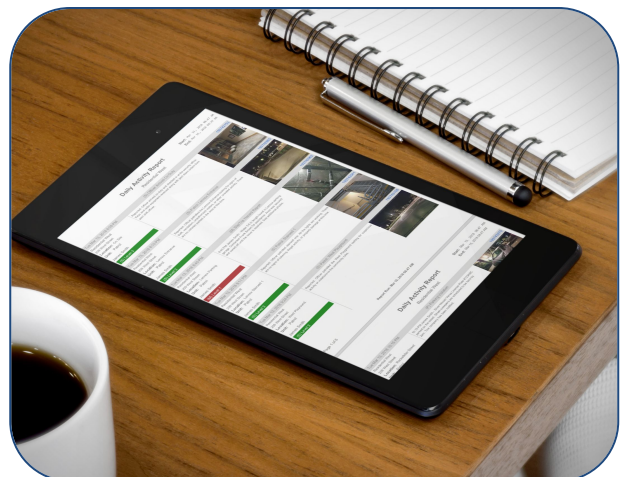
Customized For You

Our daily and monthly reports can be *completely* customized and worded for your industry and specific property.

All issues are prioritized based on the scope of service at each property and according to your needs.

Real-Time Incident Notifications

At your choosing any issues or incidents reported can trigger a notification to the necessary parties (i.e. managers, maintenance supervisors or teams, and issue specific vendors).



Guard Tour Checkpoints

When a checkpoint is scanned 4 things happen

- 1) Instructions are shown to the officer specific to that location
- 2) A pre-written note in risk and liability terms is entered into all reports including the Daily Activity Report (DAR).
- 3) A GPS pinpoint is taken to track the officers location at the time of the scan
- 4) The officer is required to include a photo with the checkpoint to verify their location (*optional*)



Your Live Dashboard

First off, the issue monitor is the hub of all the activity reported through our software. Everything that is reported including incidents, checkpoints, tasks, and dispatched issues will all be tracked right here in the issue monitor.

The image displays the Silvertrac software interface on both a laptop and a smartphone. The laptop screen shows the 'ISSUE MONITOR' dashboard with a table of reported issues. The smartphone screen shows the 'New Security Issue' form.

ISSUE MONITOR Table:

| Issue ID | Property Name | Reported Issue | Created Date | Created By | All | Assigned To |
|-----------|--------------------|----------------------------|-------------------|------------|-----|-------------|
| 280897657 | Broad Street Plaza | Primary Door Check | Tue 2/26 2:28 PM | SYSTEM | | SULLY07 |
| 280889242 | Broad Street Plaza | Checked: Loading Dock Area | Tue 2/26 1:24 PM | SKYKING | | SKYKING |
| 280889058 | Broad Street Plaza | Officer On Location | Tue 2/26 1:22 PM | SKYKING | 3 | SKYKING |
| 280871049 | Broad Street Plaza | Check: Front Door Suite D | Tue 2/26 10:53 AM | DEREK01 | | DEREK01 |
| 280871037 | Broad Street Plaza | Stairwell Check | Tue 2/26 10:53 AM | DEREK01 | | DEREK01 |
| 280861215 | Broad Street Plaza | Stairwell Check | Tue 2/26 9:16 AM | SULLY07 | | SULLY07 |
| 280861200 | Broad Street Plaza | Check: Front Door Suite D | Tue 2/26 9:16 AM | SULLY07 | | SULLY07 |
| 280861185 | Broad Street Plaza | Patrol: Best Buy Area | Tue 2/26 9:15 AM | SULLY07 | | SULLY07 |
| 280861170 | Broad Street Plaza | Checked: Loading Dock Area | Tue 2/26 9:15 AM | SULLY07 | | SULLY07 |
| 280609342 | Broad Street Plaza | Checked: Loading Dock Area | Mon 2/25 12:14 PM | SULLY07 | | SULLY07 |
| 280587918 | Broad Street Plaza | Property Damage | Mon 2/25 9:04 AM | SKYKING | 2 | SKYKING |
| 280586705 | Broad Street Plaza | Vandalism | Mon 2/25 8:52 AM | SKYKING | 1 | SKYKING |
| 280586445 | Broad Street Plaza | Officer On Location | Mon 2/25 8:50 AM | SKYKING | 3 | SKYKING |
| 279740947 | Broad Street Plaza | Mobile Patrol Arrival | Fr1 2/22 10:34 AM | DEREK01 | | DEREK01 |
| 279740777 | Broad Street Plaza | Mobile Patrol Arrival | Fr1 2/22 10:33 AM | DEREK01 | | DEREK01 |

New Security Issue Form:

- Issue Type: Property Damage
- Address: 2200 Broad Street
- Location: Behind Building
- Unit: Walmart
- URGENT - Flag as Important
- Close Issue



Daily Activity Report

Residential West

Start: Mar 13, 2018 08:47 AM

End: Mar 15, 2018 08:47 AM

Tue Mar 13, 2018 8:48 PM

(S) Officer Arrived On Duty

193742753

Residential West
209 West Street

Location: On Site

Unit: Patrol

James Smith

(S) Level 3

Reported: Officer arrived on duty and checked in at the security office. Keys and radio equipment received along with past down orders from past shift officer.



Tue Mar 13, 2018 8:50 PM

(S) Patrol: Dumpster Area

193742865

Residential West
209 West Street

Location: Dumpster Area

Unit: Patrol

James Smith

(S) Level 3

Reported: Officer patrolled the Dumpster Area looking for signs of theft, vandalism, unauthorized visitors, or other unwanted activity. There are no vehicles parked in the area at this time.



Tue Mar 13, 2018 9:20 PM

(M) Broken Sprinkler

193742962

Residential West
209 West Street

Location: Building 6

Unit: Patrol

James Smith

(M) Level 1

8:40 PM James Smith - Water 5 ft in length found in Lennox parking garage. Contacted Frank Brown for assistance. Area was secured and coned off until the issue is resolved. See additional photos.



Tue Mar 13, 2018 9:11 PM

(S) Patrol: Common Area

193743041

Residential West
209 West Street

Location: East Quad

Unit: Patrol

James Smith

(S) Level 3

Reported: Officer patrolled the east quad common area. All the lights are working. There are no signs of loitering, illegal activity, or property damage at this time.



Tue Mar 13, 2018 9:24 PM

(S) Lock Issue

193743158

Residential West
209 West Street

Location: Pedestrian Gate

Unit: Patrol

James Smith

(S) Level 2

Reported: The back pedestrian gate is having an issue locking. The gate is in the locked position but it still opens. Photos taken and the maintenance team has been notified.





Daily Activity Report

Residential West

Start: Mar 13, 2018 08:47 AM

End: Mar 15, 2018 08:47 AM

Tue Mar 13, 2018 10:15 PM

(P) Parking Violation

193743275

Residential West
209 West Street
Location: Rockefeller Street
Unit: Patrol

10:15 PM James Smith - Silver Nissan Versa License Plate #123ABC parked on the street. Street sweepers are scheduled to be here by 2am. Tow company has been notified.



James Smith

(S) Level 2

Tue Mar 13, 2018 10:35 PM

(S) Patrol: Fitness Center

193743391

Residential West
209 West Street
Location: Fitness Center
Unit: Patrol

Reported: Officer checked the Fitness Center and checked all the equipment. The facility has been locked and secured.



James Smith

(S) Level 3

Tue Mar 13, 2018 10:37 PM

(S) Lost & Found

193743569

Residential West
209 West Street
Location: Leasing Office
Unit: Patrol

1:47 PM James Smith - Found an iPod in the fitness center while locking up. Officer took the iPod to the leasing office and placed it in the lost and found.



James Smith

(S) Level 2

Tue Mar 13, 2018 11:17 PM

(S) Patrol: Leasing Office

193743644

Residential West
209 West Street
Location: Leasing Office
Unit: Patrol

Reported: Officer conducted a walk through of the leasing office before setting the alarm. Alarm is now active.



James Smith

(S) Level 3

Tue Mar 13, 2018 12:19 AM

(S) Patrol: Pool Area

193743802

Residential West
209 West Street
Location: Pool Area
Unit: Patrol

Reported: Officer conducted pool inspection looking for any violations to the community rules. The pool area was cleared and locked for the night.



James Smith

(S) Level 3



Daily Activity Report (Compact)

Start: Mar 12, 2018 11:18 AM

End: Mar 14, 2018 11:18 AM

Residential Property - 209 West Street

| Created Date | Issue Details |
|---|---|
| Mar 13, 2018 8:00 PM 193742753 (S3) | Jeff Anderson - (S) Officer Arrived On Duty Officer arrived on duty and checked in at the property security office. Keys and radio equipment received along with past down orders from past shift officer. Radio and equipment were found fully charged and available for my daily activity shift report. |
| Mar 13, 2018 8:10 PM 193742865 (S3) | Jeff Anderson - (S) Patrol Parking Lot East - Officer patrolled the East parking lot looking for signs of theft, vandalism, unauthorized flyers, raised curbs and broken curb stops. No issues to report at this time |
| Mar 13, 2018 8:26 PM 193742962 (S3) | Jeff Anderson - (S) Patrol: East Quad Common Area - Officer patrolled the east quad common area looking for loitering, noise disturbances or any unwanted activity. All the lights in the area are in working condition. |
| Mar 13, 2018 9:41 PM 193743041 (S2) | Jeff Anderson - (S) Positive Contact - Building 6 NOTE: Contacted Chris Smith, resident of unit 6-D. Resident asked for the pool and fitness center hours. I told him the pool closed at 10 and the fitness center closed at midnight. |
| Mar 13, 2018 10:02 PM 193743158 (S3) | Jeff Anderson - (S) Patrol Parking Lot West - Officer patrolled the West parking lot looking for signs of theft, vandalism, unauthorized flyers, slip and fall hazards, or any vehicles in violation to the community rules. |
| Mar 13, 2018 10:14 PM 193743275 (S3) | Jeff Anderson - (S) Patrol Building 6 - Officer checked each floor, walkway, and stairwell of building one looking for any noise disturbances, trash in the walkways, or any unauthorized activity. |
| Mar 13, 2018 10:16 PM 193743391 (S1) | Jeff Anderson - (S) Vandalism (Graffiti) Disposal Area NOTE: Graffiti located behind building 6. The large dumpster was spray painted with black spray paint. The cans were left outside the dumpster area. Maintenance report submitted to area supervisor and property management team. |
| Mar 13, 2018 11:17 PM 193743569 (S3) | Jeff Anderson - (S) Patrol Building 5 - Officer checked each floor, walkway, and stairwell of building one looking for any noise disturbances, trash in the walkways, or any unauthorized activity. |
| Mar 13, 2018 11:21 PM 193743644 (S3) | Jeff Anderson - (S) Patrol Pool Area - Officer patrolled the pool area looking for violations to the community rules including after hours use, unsupervised children, alcohol consumption, glass containers, and property damage. |
| Mar 13, 2018 11:59 PM 193743802 (S2) | Jeff Anderson - (S) Lighting Inspection Completed - Officer conducted a lighting inspection for all buildings and the parking lot area to make sure lighting is in good condition and working properly. No visible signs of light damage or vandalism during this inspection. |
| Mar 13, 2018 12:21 PM 193744918 (S3) | Jeff Anderson - (S) Patrol: Laundry Facility - Officer checked the laundry room for any signs of damage to appliances, disposed trash items, and closed lids to washer and dryers to assure that appliances were empty. Officer will ensure that the doors are locked after hours. |
| Mar 13, 2018 12:36 PM 193745638 (M1) | Jeff Anderson - (M) Water Leak - Laundry Facility NOTE: Water 5 ft in length found in Center of Laundry Facility. Contacted maintenance team Frank Brown for assistance. Area was secured and coned off for safety and liability. See Attached Photo. |
| Mar 13, 2018 12:41 PM 193744918 (S3) | Jeff Anderson - (S) Patrol Building 4 - Officer checked each floor, walkway, and stairwell of building one looking for any noise disturbances, trash in the walkways, or any unauthorized activity. |

Level **1** 2 3



Daily Activity Report (Grouped)

Start: Aug 28, 2018 04:06 PM

End: Aug 29, 2018 04:06 AM

Residential West

Parking Lot West

| Issue Number | Created | Acknowledged | Arrived | Closed |
|--------------|-----------------|--------------|----------|----------|
| 233422608 | Aug 28 08:49 PM | 08:49 PM | 08:49 PM | 08:49 PM |
| 233379535 | Aug 28 05:33 PM | 05:33 PM | 05:33 PM | 05:33 PM |

Parking Lot East

| Issue Number | Created | Acknowledged | Arrived | Closed |
|--------------|-----------------|--------------|----------|----------|
| 233373008 | Aug 28 05:02 PM | 05:02 PM | 05:02 PM | 05:02 PM |

Pool Area

| Issue Number | Created | Acknowledged | Arrived | Closed |
|--------------|-----------------|--------------|----------|----------|
| 233502562 | Aug 29 02:04 AM | 02:04 AM | 02:04 AM | 02:04 AM |
| 233425250 | Aug 28 09:00 PM | 09:00 PM | 09:00 PM | 09:00 PM |
| 233411455 | Aug 28 08:01 PM | 08:01 PM | 08:01 PM | 08:01 PM |
| 233380061 | Aug 28 05:36 PM | 05:36 PM | 05:36 PM | 05:36 PM |

Laundry Facility

| Issue Number | Created | Acknowledged | Arrived | Closed |
|--------------|-----------------|--------------|----------|----------|
| 233423507 | Aug 28 08:53 PM | 08:53 PM | 08:53 PM | 08:53 PM |
| 233379807 | Aug 28 05:34 PM | 05:34 PM | 05:34 PM | 05:34 PM |

Playground Area

| Issue Number | Created | Acknowledged | Arrived | Closed |
|--------------|-----------------|--------------|----------|----------|
| 233420907 | Aug 28 08:40 PM | 08:40 PM | 08:40 PM | 08:40 PM |
| 233377188 | Aug 28 05:21 PM | 05:21 PM | 05:21 PM | 05:21 PM |

Building Three

| Issue Number | Created | Acknowledged | Arrived | Closed |
|--------------|-----------------|--------------|----------|----------|
| 233456079 | Aug 28 10:57 PM | 10:57 PM | 10:57 PM | 10:57 PM |
| 233428141 | Aug 28 09:10 PM | 09:10 PM | 09:10 PM | 09:10 PM |
| 233410285 | Aug 28 07:57 PM | 07:57 PM | 07:57 PM | 07:57 PM |
| 233385826 | Aug 28 06:05 PM | 06:05 PM | 06:05 PM | 06:05 PM |

Elevators

| Issue Number | Created | Acknowledged | Arrived | Closed |
|--------------|-----------------|--------------|----------|----------|
| 233503003 | Aug 29 02:05 AM | 02:05 AM | 02:05 AM | 02:05 AM |



Security Report

#211846198

Residential West

Issue Type

Property Damage

Status

Closed

Property

Central Park West
209 West Street
Las Vegas, NV 89141

Location

Laundry Facility

Reported By

209 West Street

Issue Timeline

| | | |
|--------------|-----------------------|------------------|
| Created | Thu 08/07/17 10:11 PM | Officer James |
| Assigned To | Thu 08/07/17 10:11 PM | Officer James |
| Acknowledged | Thu 08/07/17 10:11 PM | Officer James |
| Arrived At | Thu 08/07/17 10:11 PM | Officer James |
| Closed | Thu 08/07/17 10:42 PM | Supervisor Smith |

Additional Details

| | |
|------------------|------------------|
| Assigned By | Officer James |
| Reported Address | 209 West Street |
| Reported Unit | Laundry Facility |
| Problem Address | |
| Problem Unit | |

Notes

Thu 08/07/2017 10:12 PM - Officer James

When I arrived on site I found the laundry door broken into and the exterior light broken. I notified Sup. Smith immediately.

Wed 08/07/2017 10:42 PM - Supervisor Smith

Received a call from Officer James at 2011 that the laundry facility had been broken into. When I arrived on site Officer had the area blocked off. There are no signs of theft or property damage other than the door and light. It appears that the light was broken with a rock. The door itself has been kicked in. Notified the property manager and the maintenance team immediately and instructed Office James to stay on site until the maintenance team was on site.

Thu 08/07/2017 10:12 PM - Officer James



Thu 08/07/2017 10:12 PM - Officer James





Checkpoints Timeline Report

Start: Aug 13, 2018 12:00 AM

End: Aug 14, 2018 12:00 AM

Residential West

Property: Residential West

Unique Checkpoints: 27 / 22

Avg. Interval: 0hr 14min

Total Hits: 118

| Checkpoint Name | Count | Checkpoint Name | Count | Checkpoint Name | Count |
|------------------|-------|------------------|-------|--------------------|-------|
| Security Office | 8 | Parking Lot East | 6 | Mailboxes | 5 |
| Front Entrance | 6 | Leasing Office | 5 | Bike Storage | 6 |
| Fitness Center | 6 | Building 1 | 6 | Supervisor On Site | 1 |
| Elevators | 6 | Building 2 | 6 | Pedestrian Gate | 7 |
| Stairwell 1 | 6 | Building 3 | 6 | | |
| Stairwell 2 | 4 | Building 4 | 6 | | |
| Pool Area | 6 | Building 5 | 6 | | |
| Restrooms | 5 | Building 6 | 5 | | |
| Parking Lot West | 5 | Playground Area | 5 | | |

| Time | Checkpoint Name | User Name | Difference |
|---------------------------------|-------------------------|--------------------|------------------|
| Mon Aug 13, 2018 12:05 AM | Front Entrance | James Smith | 0hr 5min |
| Mon Aug 13, 2018 12:06 AM | Fitness Center | James Smith | 0hr 1min |
| Mon Aug 13, 2018 12:10 AM | Elevators | James Smith | 0hr 4min |
| Mon Aug 13, 2018 12:13 AM | Stairwell 1 | James Smith | 0hr 3min |
| Mon Aug 13, 2018 12:19 AM | Pool Area | James Smith | 0hr 6min |
| Mon Aug 13, 2018 12:20 AM | Stairwell 2 | James Smith | 0hr 1min |
| Mon Aug 13, 2018 12:25 AM | Restrooms | James Smith | 0hr 5min |
| Mon Aug 13, 2018 12:28 AM | Parking Lot West | James Smith | 0hr 3min |
| Mon Aug 13, 2018 12:34 AM | Mailboxes | James Smith | 0hr 6min |
| Mon Aug 13, 2018 12:39 AM | Playground Area | James Smith | 0hr 5min |
| Mon Aug 13, 2018 12:40 AM | Parking Lot East | James Smith | 0hr 1min |
| Mon Aug 13, 2018 12:42 AM | Building 1 | James Smith | 0hr 2min |
| Mon Aug 13, 2018 12:43 AM | Building 2 | James Smith | 0hr 1min |
| Mon Aug 13, 2018 12:50 AM | Building 3 | James Smith | 0hr 7min |
| Mon Aug 13, 2018 1:04 AM | Building 4 | James Smith | 0hr 14min |
| Mon Aug 13, 2018 1:07 AM | Building 5 | James Smith | 0hr 3min |
| Mon Aug 13, 2018 1:08 AM | Leasing Office | James Smith | 0hr 1min |
| Mon Aug 13, 2018 1:10 AM | Building 6 | James Smith | 0hr 2min |
| Mon Aug 13, 2018 1:12 AM | Fitness Center | James Smith | 0hr 1min |
| Mon Aug 13, 2018 1:49 AM | Parking Lot West | James Smith | 0hr 37min |
| Mon Aug 13, 2018 1:59 AM | Front Entrance | James Smith | 0hr 10min |



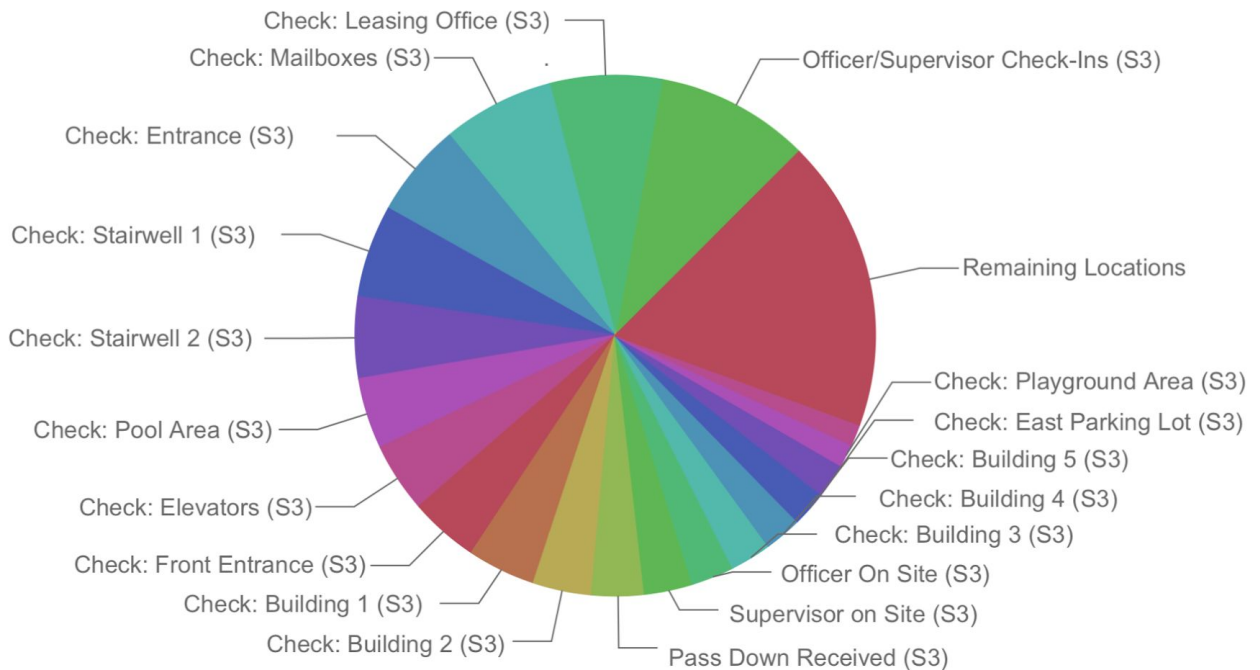
Security Summary Report

Start: Jan 01, 2018 04:43 PM

End: Feb 28, 2018 04:43 PM

Residential West

| Issue Type | Total | Comp | Pend | Issue Type | Total | Comp | Pend | Issue Type | Total | Comp |
|----------------------------------|-------|------|------|------------------------------|-------|------|------|-------------------------|-------|------|
| Alarm Response (S1) | 4 | 4 | 0 | Check: Leasing Office (S3) | 560 | 560 | 0 | Officer On Site (S3) | 18 | 18 |
| Alarm Malfunction (S1) | 3 | 3 | 0 | Check: Mailboxes (S3) | 439 | 439 | 0 | Officer Off Site (S3) | 16 | 16 |
| Disturbance (S1) | 8 | 8 | 0 | Check: Front Entrance (S3) | 417 | 417 | 0 | Officer On Break (S3) | 15 | 15 |
| Door Found Open (S1) | 9 | 9 | 0 | Check: Fitness Center (S3) | 403 | 403 | 0 | Supervisor on Site (S3) | 10 | 10 |
| Door/Window Damage (S2) | 5 | 5 | 0 | Check: Elevators (S3) | 395 | 395 | 0 | Pass Down Received (S3) | 8 | 8 |
| Fire Extinguisher Issue (S1) | 2 | 2 | 0 | Check: Stairwell 1 (S3) | 347 | 347 | 0 | | | |
| Graffiti (S1) | 5 | 5 | 0 | Check: Stairwell 2 (S3) | 561 | 561 | 0 | | | |
| Illegal Dumping (S1) | 10 | 10 | 0 | Check: Pool Area (S3) | 479 | 479 | 0 | | | |
| Lighting Inspection (S2) | 8 | 8 | 0 | Check: Restrooms (S3) | 477 | 477 | 0 | | | |
| Lighting Issue (S2) | 7 | 7 | 0 | Check: West Parking Lot (S3) | 403 | 403 | 0 | | | |
| Noise Disturbance (S2) | 23 | 23 | 0 | Check: East Parking Lot (S3) | 395 | 395 | 0 | | | |
| Positive Contact (Guest) (S2) | 36 | 36 | 0 | Check: Pedestrian Gate (S3) | 347 | 347 | 0 | | | |
| Positive Contact (Resident) (S2) | 13 | 13 | 0 | Check: Dumpster Area (S3) | 303 | 303 | 0 | | | |
| Property Damage (S1) | 4 | 4 | 0 | Check: Building 1 (S3) | 297 | 297 | 0 | | | |
| Skateboarding On Site (S2) | 6 | 6 | 0 | Check: Building 2 (S3) | 295 | 295 | 0 | | | |
| Solicitors/Flyers Warned (S2) | 1 | 1 | 0 | Check: Building 3 (S3) | 291 | 291 | 0 | | | |
| Slip/Trip/Fall Hazard (S2) | 4 | 4 | 0 | Check: Building 4 (S3) | 250 | 250 | 0 | | | |
| Trespassing (S2) | 9 | 9 | 0 | Check: Building 5 (S3) | 224 | 224 | 0 | | | |
| Check: Playground Area (S3) | 459 | 459 | 0 | Check: Building 6 (S3) | 206 | 206 | 0 | | | |





Contact Us

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