



# **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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License Number: 2097B

# 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

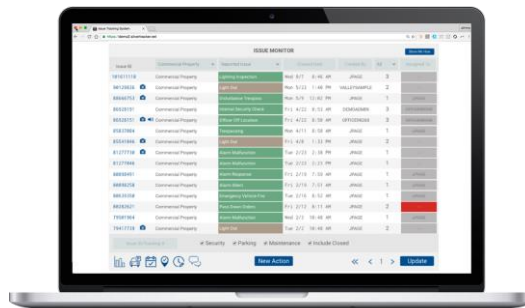


Clock  
In and Out



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



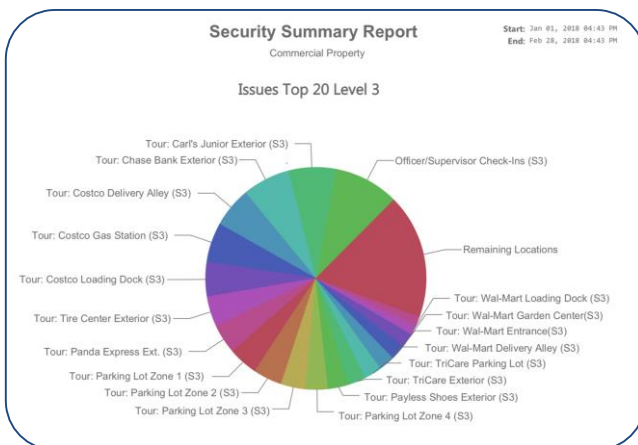
Local & Regional  
Facility Managers

# 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.



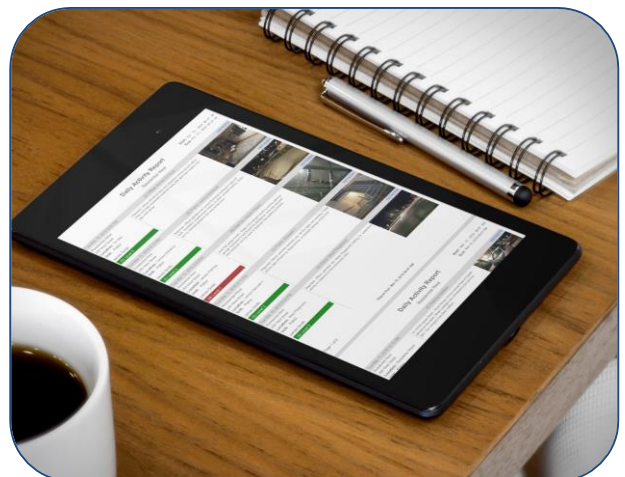
## Customized For You

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

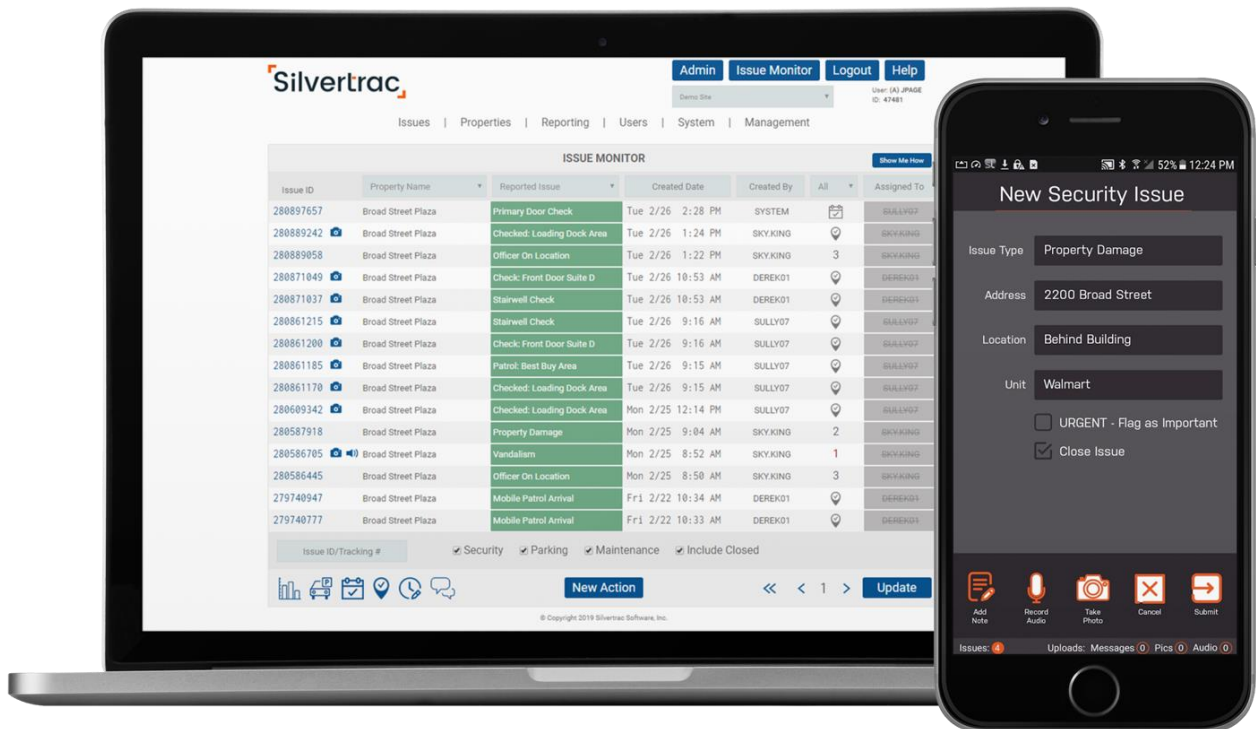
## When a checkpoint is scanned 4 things happen

- 1) Instructions are shown to the officer specific to that location
- 1) A pre-written note in risk and liability terms is entered into all reports including the Daily Activity Report (DAR).
- 1) A GPS pinpoint is taken to track the officers location at the time of the scan
- 1) 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.





# 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

James Smith

(S) Level 2

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.



Tue Mar 13, 2018 10:35 PM

(S) Patrol: Fitness Center

193743391

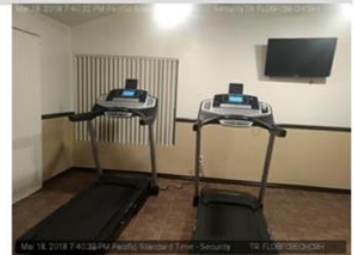
Residential West  
209 West Street

**Location:** Fitness Center  
**Unit:** Patrol

James Smith

(S) Level 3

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



Tue Mar 13, 2018 10:37 PM

(S) Lost & Found

193743569

Residential West  
209 West Street

**Location:** Leasing Office  
**Unit:** Patrol

James Smith

(S) Level 2

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.



Tue Mar 13, 2018 11:17 PM

(S) Patrol: Leasing Office

193743644

Residential West  
209 West Street

**Location:** Leasing Office  
**Unit:** Patrol

James Smith

(S) Level 3

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



Tue Mar 13, 2018 12:19 AM

(S) Patrol: Pool Area

193743802

Residential West  
209 West Street

**Location:** Pool Area  
**Unit:** Patrol

James Smith

(S) Level 3

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





## 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 📷 <b>193742753 (S3)</b>	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 📷 <b>193742865 (S3)</b>	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 📷 <b>193742962 (S3)</b>	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 📷 <b>193743041 (S2)</b>	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 📷 <b>193743158 (S3)</b>	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 📷 <b>193743275 (S3)</b>	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 📷 <b>193743391 (S1)</b>	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 📷 <b>193743569 (S3)</b>	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 📷 <b>193743644 (S3)</b>	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 📷 <b>193743802 (S2)</b>	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 📷 <b>193744918 (S3)</b>	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 📷 <b>193745638 (M1)</b>	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 📷 <b>193744918 (S3)</b>	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

Report Run: Apr 03, 2018 11:18 AM



## Daily Activity Report (Grouped)

Residential West

Start: Aug 28, 2018 04:06 PM

End: Aug 29, 2018 04:06 AM

### 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

Residential West

Start: Aug 13, 2018 12:00 AM

End: Aug 14, 2018 12:00 AM

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



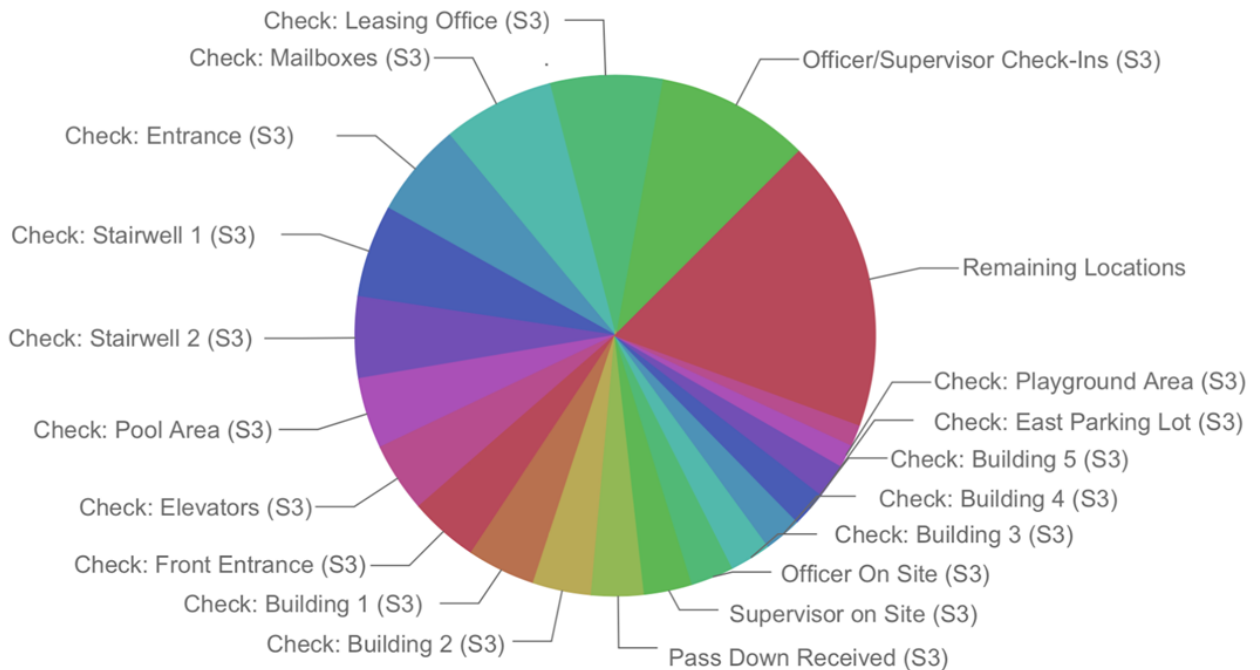
# Security Summary Report

**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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