

SECURITY PERSONNEL CASE STUDY | ANCALA HOMEOWNERS ASSOCIATION

SCOTTSDALE, ARIZONA 2017-2018

SCENARIO

An upscale gated community in Scottsdale, Arizona, the Ancala Community Association is spread across seven miles of roads, necessitating three entry points to the community. The main entrance gate is utilized for the largest portion of entries into the community, and the west and east gates are mostly utilized by owners nearby as well as new construction and vendor access. The main entrance gate is set up with a 24-hour guard service and the west gate houses a guard seven days a week from 6am to 6pm. The east gate is set up with a call box access.

Upon initial review of gate entries, it was noted that the guard at the west gate did not have sufficient traffic to warrant daily service.

RESEARCH PREPARED

To further review gate entries, a study detailing the daily usage of each entry point was prepared. This study was used to analyze the highest hours of use for each entry point on a daily basis.

PROPOSED SOLUTION

It was found that the west gate usage was minimal in comparison to the main entrance. A proposal to change the current guard position from 84 hours per week to 40 hours per week was submitted to the Board of Directors for consideration. In addition, it was proposed to change the job responsibilities of the west gate guard from being a dedicated fixed position to a “flex” position that would allow the guard to assist in other areas of the community as needed.

EXECUTION

The Board of Directors approved the change of hours as well as the responsibilities for the position.

OUTCOME/INCLUDING COST REDUCTION TO COMMUNITY

The west gate call box is now being used instead of a dedicated security officer for entries at this gate. There have been no issues or complaints related to this change. In addition, the “flex” position schedule has been implemented. The implementation of the “flex” position has allowed the officer to be used for assistance at the main entrance which has effectively reduced traffic and lines at this entrance. In addition, this allows for flexibility to use this position for patrol or other needs within the community.

Monetarily, this change resulted in a \$24,000.00 annual cost reduction to the Association.

