



SURVEILLANCE CAMERA STRAW POLL RESULTS

MONTAGE AT MISSION HILLS HOMEOWNERS ASSOCIATION

CONDUCTED NOVEMBER 25 2015 TO DECEMBER 11 2015

USING SURVEY MONKEY ONLINE SURVEY TOOL



A POLL OF 128 HOMES WITH 112 RESPONSES REGARDING HOMEOWNER ATTITUDES, OPINIONS AND INTEREST IN THE POTENTIAL INSTALLATION OF SECURITY CAMERAS AT THE DA VALL DRIVE AND GERALD FORD DRIVE GATES TO THE MONTAGE AT MISSION HILLS DEVELOPMENT.

CONDUCTED BY THE MONTAGE AT MISSION HILLS BOARD OF DIRECTORS

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Poll Results Summary

The suggestion of installing surveillance cameras at the Da Vall Drive and Gerald Ford Drive entry gates as a means to increase security measures for Montage has been suggested on several occasions over recent years. This year the Board of Directors decided to explore the option more fully by obtaining cost estimates from firms with experience installing security cameras in homeowners associations. During the summer the Board initiated further study by enlisting the help of Montage residents, some with law enforcement backgrounds, to meet with security equipment vendors and installers to explore options for deploying surveillance cameras at both the entrance and exit gates of the Du Vall and Gerald Ford gates. At the September Board meeting three preliminary cost estimates were presented ranging from \$20,000 to \$25,000 dollars, each proposal varying somewhat from the other in equipment manufacturer, system design and installation strategy.

At the November 2015 Board meeting the Board decided to take the cost estimate information received and use that information as background to a non-binding straw poll of the Montage homeowners to determine homeowner attitudes, opinions and interest in deploying surveillance cameras at the gates. The goal was to use the poll to get a better understanding of how safe and secure residents currently believed Montage to be; and, how effective residents believed that surveillance cameras could be in reducing potential criminal activity, apprehending criminals and improving security.

The Board also wanted to determine what level of support there might be for an Association expenditure of \$20,000 to \$25,000 for surveillance camera installation if it meant there would be a special assessment of \$160 to \$200 per home to pay for the program. In addition, the Board wanted to understand the preferred method of paying an assessment if it turned out homeowners did favor camera installation. Would they prefer either a one-time payment, or a monthly payment, or should the Board give homeowners the option of deciding between the two options. The Board wanted also to understand homeowner feelings about the need to install security camera warning signs at the entrance gates to notify incoming traffic that they were being videoed, should cameras be installed.

Finally, the Board wanted to give residents an open-ended opportunity to comment about the idea of installing gate surveillance cameras as well as any other issues associated with the safety and security of Montage.

The Board of Directors formed a three person committee comprised of two board members and a representative from the Website Committee to construct a straw poll that could be distributed to homeowners in late November and early December to collect information for consideration by the full Board of Directors at the January Board Meeting. A draft survey was constructed, reviewed and revised down to six important questions responding to the Board's primary questions. A decision was made to use SurveyMonkey, an industry leader in online polling and surveying, to collect the results and the poll was setup on the SurveyMonkey Platform. The poll was distributed to 125 homes by email and three (3) homes by regular mail beginning on November 25. The poll was closed on December 11 with 112 responses having been received. On average the poll took respondents between about 5 minutes to complete with some less than two minutes and some more than 10 minutes.

The results of the poll are provided in more detail the graphical and numerical summary of the homeowner responses to each question on the pages that follow. There were 112 responses from 128 homes. Each home was allowed only one response. Based upon the number of homes responding, the poll results would considered to be 95% accurate/representative of all Montage homeowners opinions with a level of accuracy of plus or minus 4%. Briefly summarized the results were as follows:

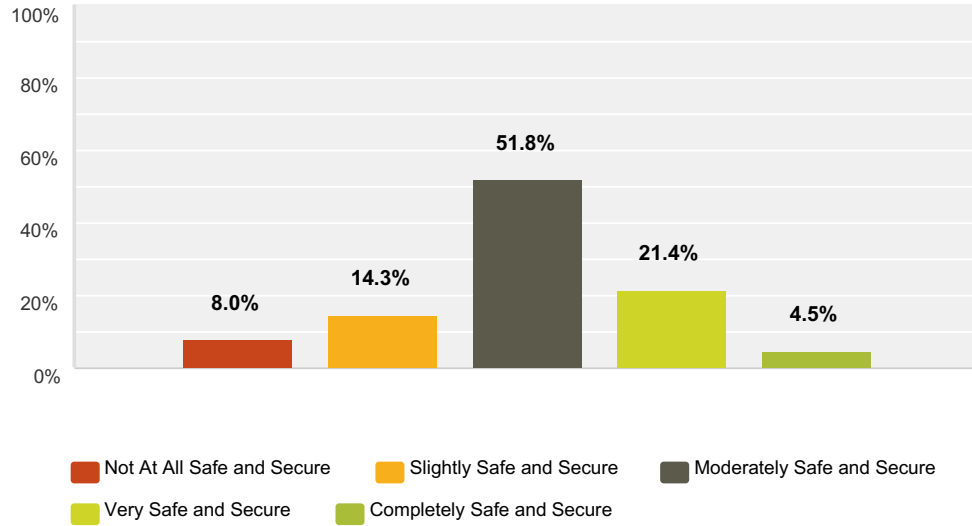
1. Approximately 79% of residents feel Montage to be moderately to completely safe and secure.
2. Approximately 82% of homes feel the installation of surveillance cameras would be moderately to very effective in reducing potential criminal activity, helping to apprehend criminals and would improved the safety and security of Montage.
3. Approximately 54% of homes would support an expenditure of \$20,000 to \$25,000 for the installation of surveillance equipment if it meant there would be a total assessment of \$160 to \$200 per home. Twenty-seven (27%) would not support an expenditure and assessment of that amount and approximately 19% of homeowners are yet undecided.
4. If Montage homeowners did vote to install surveillance cameras at the gates, approximately 43% favor a one time payment of \$160 to \$200 per home; approximately 14% would prefer an increase of \$13-\$17 per month in the monthly HOA fee: and 45% would like homeowners to have the option of selecting between the two methods of payment.
5. If surveillance cameras were installed at the gates approximately 75% of homeowners believe signs should be installed at the gates telling people they are being recorded.
6. Given the opportunity to provide additional feedback regarding the potential for installation of gate surveillance cameras or to provide other ideas to increase the safety and security of Montage, 53 of 112 households responded with comments. The details of those responses are included in the following pages. Aside from comments in favor or against the idea of installing surveillance cameras some of the comments which were repeated more that once included:
 - a. Apply the monthly assessment for the security patrol to the surveillance cameras.
 - b. Install a guard gate.
 - c. Investigate less costly use of cameras.
 - d. Need to know ongoing operation and maintenance costs.
 - e. Consider changing gate codes more frequently.
 - f. Consider installation of a "trap gate system"
 - g. Start a neighborhood watch program.

In general the poll should be considered a success given the number of respondents and the valuable information received. The results of the poll will be used by the Board of Directors in their further consideration of the matter of Montage safety and security. The results of the poll will be discussed at the January Board of Directors meeting.

Thanks to all that responded to the survey, participation was outstanding and the level of participation provides great validity to the results. If you have any questions about the poll please contact Board members Michelle Madison or Leo Schlessinger.

Q1 In general, how safe and secure do you consider your property in Montage to be currently?

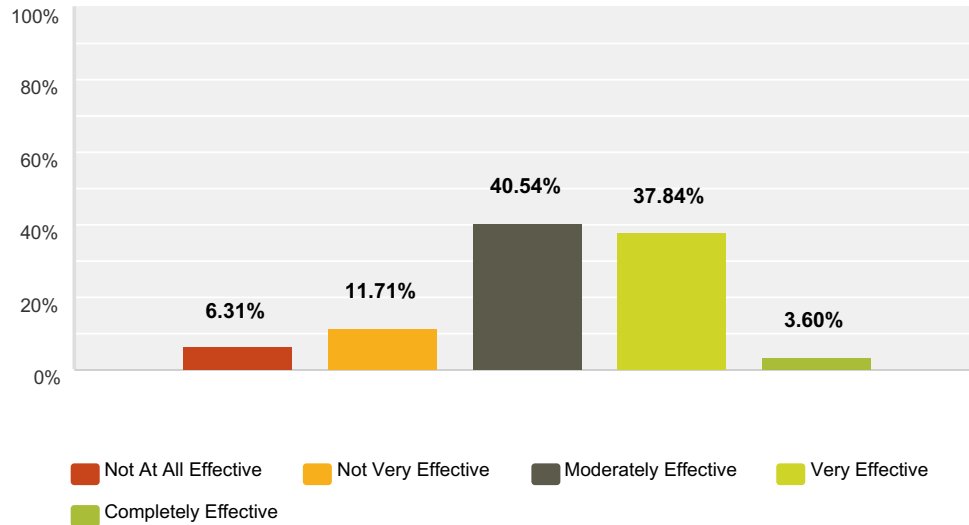
Answered: 112 Skipped: 0



	Not At All Safe and Secure	Slightly Safe and Secure	Moderately Safe and Secure	Very Safe and Secure	Completely Safe and Secure	Total	Weighted Average
	8.0%	14.3%	51.8%	21.4%	4.5%	112	3.00
	9	16	58	24	5		

Q2 In general, how effective do you believe that the installation of surveillance cameras could be in reducing potential criminal activity, helping to apprehend criminals and improving the safety and security of Montage?

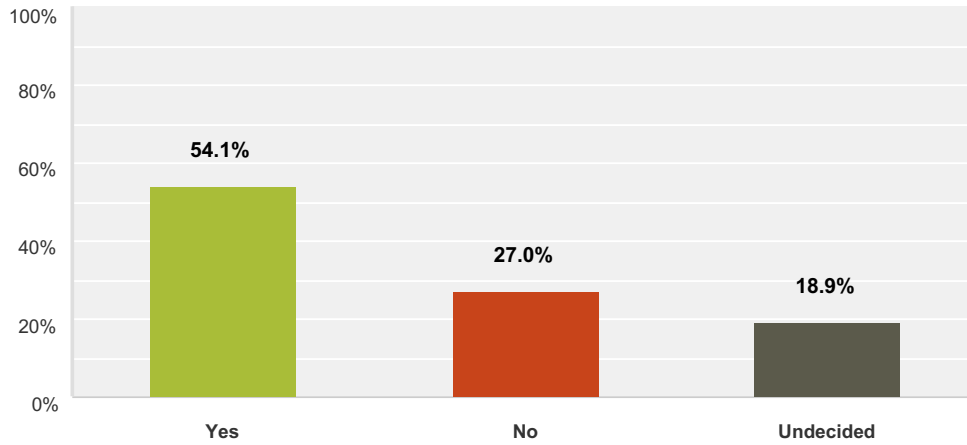
Answered: 111 Skipped: 1



	Not At All Effective	Not Very Effective	Moderately Effective	Very Effective	Completely Effective	Total	Weighted Average
	6.31% 7	11.71% 13	40.54% 45	37.84% 42	3.60% 4	111	3.21

Q3 Would you support a Homeowner Association expenditure of \$20,000 and \$25,000 for the installation of surveillance equipment if it meant there would be a total assessment of \$160 to \$200 per home to pay for the program?

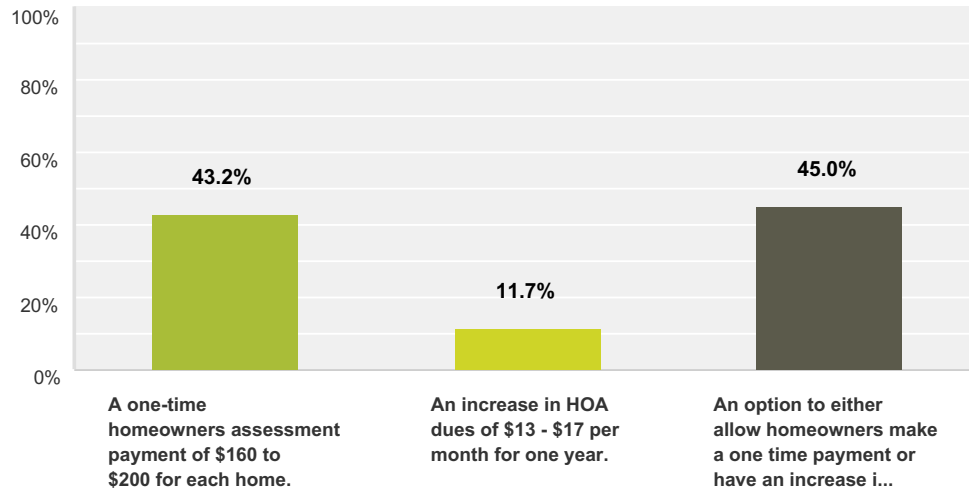
Answered: 111 Skipped: 1



Answer Choices	Responses
Yes	54.1% 60
No	27.0% 30
Undecided	18.9% 21
Total	111

Q4 If the Montage Homeowners voted to approve the installation of surveillance cameras, of the three options provided which is your preference for payment of these improvement?

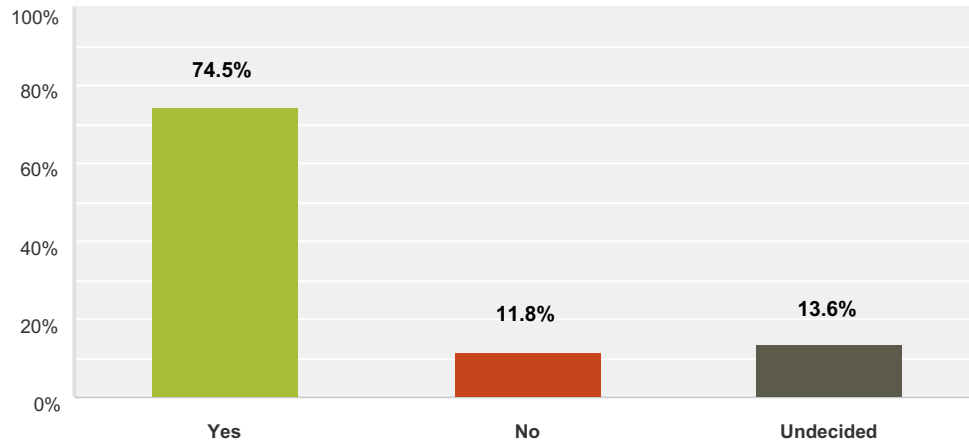
Answered: 111 Skipped: 1



Answer Choices	Responses
A one-time homeowners assessment payment of \$160 to \$200 for each home.	43.2% 48
An increase in HOA dues of \$13 - \$17 per month for one year.	11.7% 13
An option to either allow homeowners make a one time payment or have an increase in their monthly assessment for one year	45.0% 50
Total	111

Q5 If surveillance cameras were installed at the DaVall and Gerald Ford gates, do you believe signs should be installed telling people they may be recorded?

Answered: 110 Skipped: 2



Answer Choices	Responses	
Yes	74.5%	82
No	11.8%	13
Undecided	13.6%	15
Total		110

Q6 Is there any additional feedback you would like to offer regarding the potential for installation of gate surveillance cameras or any other ideas you have to increase the safety and security of Montage. If so, please explain here.

Answered: 53 Skipped: 59

#	Responses	Date
1	I believe that this is a sensible responds to a difficult problem. lets get it done asap.	12/7/2015 12:00 PM
2	A survey of this type would have been advisable and homeowner-centric if it had been fielded when the decision was made to hire the phantom-night-drive-by "security" cop...whom many of us have rarely, if ever, observed "in action." I'd like our monthly fee for this "security patrol" apparition to be applied to the security camera, if it is approved and implemented, to lower the monthly cost.	12/7/2015 7:44 AM
3	Not for it	12/7/2015 7:21 AM
4	We think proactive measures taken to deter potential problems is a wise idea. With recent issues in surrounding developments let's do what we can to prevent problems in Montage. Statistics show that cameras, lighting, and alarm systems deter criminals. It would certainly be worth a few dollars increase per month for the safety of all. Thank you to the Board for making safety a priority in Montage.	12/6/2015 11:15 PM
5	NO	12/6/2015 2:14 PM
6	Cameras NOT a deterrant at all! RECOMMEND:Install guard gate at Gerald Ford Gate. Hire 7 days/week security guard from sundown to sunrise. CLOSE Da Val gate to entry & make it anEXIT INLY, NO back up gate 24 hrs/day, 7days/week.	12/6/2015 12:55 PM
7	I believe surveillance camera systems are a good idea, but based on the price range you have quoted, I am not willing to agree to the systems. We need to find a way to come up with a much more reasonable price. Additionally, the information does not address costs to run and maintain the system, which we should know as well before making a decision.	12/6/2015 12:38 PM
8	Can you let us know of any incidents that have ocured over the past year that would cause the board to consider this step. Have we had an increase in breakins, or what? Thank you.	12/6/2015 11:17 AM
9	Having installed security cameras on our home in Montage and for our HOA in Canada, it is necessary that a HD signal is recorded utilizing infrared light (when sufficient ambient light is not available) to ensure a detailed picture is recorded. Most people are aware of cameras and unfortunately wear "hoodies" to cover their face and therefore cannot be identified. Probably at best a licence plate can be captured either coming or leaving our HOA. On a personal note, I would definitely not recommend using Desert Alarm. I have found them to be full of promises but very shy of performance once a system has been paid for. I can provide further details on request. Possibly the delay time in closing the gates can be reduced as well to lower the open gate / no vehicle present time. We usually wait for the gate to close before we drive off.	12/5/2015 9:22 AM
10	Great idea	12/4/2015 2:59 PM
11	First, all questions should give an option of undecided. Nothing was mentioned about monthly fees for upkeep. I think hiring a real security company to patriot the area would be sufficient and less costly.	12/2/2015 3:07 PM
12	Please look into lower cost options for this operation. It seems impossible that this small amount of surveillance equipment could cost this much. Perhaps some connections or installation skills can be generated from within Montage itself. Generally, I have concerns about costs for services and products purchased by Montage. Our holiday decorations, for instance, are way more expensive than they need to be, especially given how modest they are. We should go out of our way to elicit more affordable products and services. Thanks.	12/2/2015 12:18 PM
13	What is the estimated ongoing cost of maintenance and/ or replacement of the security cameras if damaged or stolen? Will we have insurance protection on this? What is the estimated cost of this insurance?	12/2/2015 6:12 AM

14	Hello: 1). Why wouldn't we do the DaVall gates also?: 2). When recording of the video cameras takes place, where is this recorded? Cloud or physical hard drive? (prefer back of cloud). 3). When recording, how much history will we have? For example I can access 2 weeks worth of recorded video at my office and then it recycles itself, not allowing me to go back 3-4 weeks. This is where it's important for homeowners to be vigilant and timely with regards to any sightings, concerns, etc. Thank you!	12/1/2015 7:16 PM
15	A notification of surveillance could possibly deter some. Criminals could also just cover their face and license plates if there was a sign telling them there is a surveillance camera.	12/1/2015 1:10 PM
16	Surv. cameras are used throughout the Gerald Ford area. We need to get with it.	12/1/2015 1:02 PM
17	I think we should consider changing the gate codes more frequently to avoid vendors and service workers having access to the development. Thank you.	12/1/2015 11:38 AM
18	none	11/30/2015 2:26 PM
19	I guess I am more interested in the pumps being stolen and are they now secured.	11/30/2015 9:23 AM
20	My car has been robbed and I have scene multiple cars driving slowly in our complex after midnight. A camera installed inside of our gates would be hard to tamper with and would be a great way to record vehicles with bad intentions. I am all for it.	11/30/2015 8:20 AM
21	The signs telling people they are being recorded should be in both English & Spanish.	11/29/2015 9:12 PM
22	I don't think this will deter crime. Are we going to then eliminate the patrol service that is currently in place? \$25K is a lot of money for some surveillance camera's. I'd rather spend that money on something else.	11/29/2015 12:15 PM
23	Do we have enough problems to warrant cameras at this time? Should there be bi-yearly or yearly reassessment to reevaluate? Should we reassess if there are problems occurring ?	11/28/2015 9:31 AM
24	I highly recimmed that the DaVal Gate be CLOSED 1/2 hour before dusk every day. I recommend that a gate house be installed at Gerald Ford Gate and manned by Security dusk to dawn & that ALL vehickes entering the development be checked by SECURITY guard.	11/27/2015 3:41 AM
25	I do not support spending my money on such a ridiculous idea. Cameras will not deter crime in any way. I am a definite no!	11/26/2015 11:28 AM
26	Is there any research results from other developments regarding their success/failures of having surveillance cameras ? What kind of maintenance is required for these systems and their relative costs? monthly, yearly,etc.?	11/26/2015 10:09 AM
27	First, thank you for all your hard work and determination. Question 1. How long will the videos be held? 2. Will it see license plate numbers? 3. Will it (video) be shown to local law inforcement upon request for any reported crime within complex ? 4. Will they be shown without court order or subpnea ? 5. Finally, we're talking "real" law enforcement not private detectives or groups ? "Citizens arrest groups, PETA or vegans".	11/25/2015 9:48 PM
28	More important than a camera is a car trap gate system that only allows one car at a time to enter this would be more effective and it a prevention measure while the camera is good it's an after the fact system that one would review to see if potentially it captured information that may help identify who did it. A combination of the two is a better solution.	11/25/2015 8:38 PM
29	Before making this decision, we would like to know: 1. How long will this system function without repairs? 2. Is there a monthly monitoring cost? When are they looked at? 3. When will it be obsolete?	11/25/2015 6:09 PM
30	Cameras are a great idea. Thanks to the board for asking owners for input. Mike gialdini	11/25/2015 5:40 PM
31	I believe security cameras are 1/2 the solution. I would also ask the board to strongly consider placing a security arm at both gates that only lets in one car at a time. At this time, too many cars can just follow someone in.	11/25/2015 5:39 PM
32	Not sure of the cost - but also installing a gate arm that only allows one car to enter the property at a time. As you know, many people follow a car in which is also a security issue.	11/25/2015 5:39 PM
33	We don't have any suggestions or comments about our home's safety, other than what we've provided to you in this survey, but we'd definitely like to thank you for all your hard work to keep our neighborhood safe and beautiful. All the best to you and yours during this holiday season :-)	11/25/2015 5:20 PM
34	Really not that concerned one way or the other.	11/25/2015 4:10 PM
35	We feel that cameras is unnecessary and would just give homeowners a false sense of security.	11/25/2015 4:03 PM
36	We strongly support the installation of cameras. The sooner the better.	11/25/2015 3:39 PM
37	Yes, I have security surveillance cameras in my LA and Phoenix neighborhoods and they have paid for themselves 10 fold. Not only are the cameras and signage a deturant but they are beneficial in monitoring entry / exit activity on a given day of an offense. They are the future and we will all benefit from this additional bit of security I am 100% in favor	11/25/2015 3:27 PM

38	My opinion: Prominent signs warning of surveillance cameras would be more effective than the presence of actual cameras. If we had a recent history of vandalism and/or robberies within the development, cameras might be advisable. As far as I know, we don't. There are residents who always park in the driveway and never use their garage because its full of stuff--they are asking for theft. Security in the homes is more important than security at the entries.	11/25/2015 3:22 PM
39	A list of the maintenance contractors giving to each homeowner so we would be able to recognize their service vehicles and schedules of maintenance being preformed.	11/25/2015 2:59 PM
40	The "drive through" patrol is expensive and useless	11/25/2015 2:59 PM
41	I don't see any need for this. Our community has been relatively crime free and unless there is some other threat of which I am unaware, I think this would be a waste of money.	11/25/2015 2:52 PM
42	Would ongoing maintenance costs upset current budget and cause yearly increases to go up more than in the past, or would they likely be absorbed into the budget through normal projections.	11/25/2015 2:46 PM
43	I fell that the addition of a security arm that comes down and goes up before the gate opens so that ONLY ONE car at a time can proceed thru the gate. This would be as it is at Morning Side and also Victoria Falls communities. This guarantees that no one can follow someone in thru the gate as is now the case.	11/25/2015 2:29 PM
44	I do not agree with installing cameras. I do not believe the police would follow up enough to catch someone.	11/25/2015 2:29 PM
45	To be honest I believe the camera is a very small step forward and will require administrative support and high maintenance costs. I'm not sure the dollar value quoted in this survey is worth the value of what we would get out of it. I have no idea what it would cost but I would prefer to see the dollars spent to stop tailgating at both gates and for more lighting in the neighborhood. I appreciate the board asking our opinion. Thanks for all that you do.	11/25/2015 2:27 PM
46	This is a waste of time and money. This has been brought up many times. People have to take responsibility for their own home.	11/25/2015 2:16 PM
47	No questions at this time	11/25/2015 2:14 PM
48	This is a total waste of time and money. Our community is safe. This is even more wasteful than monitoring the parking. Look around at other communities and you will not see the barrage of signs at their gates as we already have...it surely is not a friendly welcome. Adding another sign for cameras will make it worse, and residents privacy will also be invaded. I have not heard of crime in the neighborhood and wonder why we are so paranoid. Projects like this just add to the panic and are not effective.	11/25/2015 2:11 PM
49	Not sure why it would be so expensive. I have 7 locations that have surveillance cameras and it is no where near those figures.	11/25/2015 2:02 PM
50	I would like to see the neighborhood watch program started to encourage neighbors to get to know one another better and to be more protecting of one another's property. I suggest that we request the City to do more frequent police patrols and community volunteer police patrols. There use to be a greater neighborhood presence. It seems that these patrols were reduced with budget cut backs but should be reinstated with improving economic situation. I would like to see more information about neighborhood and household safety and security in newsletter on webpage. If surveillance cameras are installed, perhaps they could have a feature to allow callers at the kiosk to be viewed from home TV or Mobile devices.	11/22/2015 4:27 PM
51	Cameras would be an expense owners should make on their own properties rather than think that a system installed at the gates would provide more protection for their homes. Proving that someone going through the gate was a perpetrator of a crime within the Montage is highly unlikely. If one was intending to do such could easily mask their identity and the license of their vehicle. Then too, such a system could easily be damaged and then avoided with just a minimum of effort if one was serious about breaking into properties. I think such a system at the gates would be encouraging a false sense of security. I would not like to think of possible liability should a resident look to such a system to solve a crime and the accuse the HOA of not having adequate image and definition to provide actionable data.	11/22/2015 3:56 PM
52	Question 4 does not allow the response I wanted to give: None of the above. And I could not continue unless I chose an answer I did not want. Tom	11/22/2015 3:49 PM
53	Think it is a good idea with technology rapidly moving forward can add layers of security	11/22/2015 3:44 PM