

MINUTES OF MEETING  
MIDDLE VILLAGE COMMUNITY DEVELOPMENT DISTRICT

The regular meeting of the Board of Supervisors of the Middle Village Community Development District was held on Monday, April 12, 2021 at 2:00 p.m. at the Plantation Oaks Amenity Center, 845 Oakleaf Plantation Parkway, Orange Park, Florida 32065.

Present and constituting a quorum were:

|                 |               |
|-----------------|---------------|
| Rocky Morris    | Chairman      |
| Michael Steiner | Vice Chairman |
| Rod Swartz      | Supervisor    |
| Mike Reynolds   | Supervisor    |
| Tim Hartigan    | Supervisor    |

Also present were:

|                  |                    |
|------------------|--------------------|
| Jim Perry        | District Manager   |
| Mike Eckert      | District Counsel   |
| Jay Soriano      | Operations Manager |
| Chalon Suchsland | VerdeGo Landscape  |
| Marilee Giles    | GMS                |

**FIRST ORDER OF BUSINESS**

**Call to Order**

Mr. Perry called the meeting to order and called the roll.

**SECOND ORDER OF BUSINESS**

**Audience Comments**

There being no audience members present, the next item followed.

**THIRD ORDER OF BUSINESS**

**Approval of Consent Agenda**

- A. Approval of the Minutes of the March 8, 2021 Meeting**
- B. Financial Statements**
- C. Assessment Receipt Schedule**
- D. Check Register**

Mr. Perry stated included are the minutes of the last meeting, financial statements as of February 28th, your assessment receipts schedule showing you are 97% collected and the check register totaling \$771,900.25, of which \$710,000 is a transfer of funds to the reserve account.

On MOTION by Mr. Morris seconded by Mr. Hartigan with all in favor the consent agenda was approved.

#### **FOURTH ORDER OF BUSINESS**

#### **Review of District Policies**

Mr. Soriano stated I passed out copies of some considerations. These are items we've talked about over the last year. There are a couple of items at the end, one may pertain to you guys and that is the amount to buy into the District from outside. We have that public option that you can buy into the District if you live in the surrounding areas but you're not within the Oakleaf District. It's been the same rate for 17 years now and in comparison, we are extremely low; about half price compared to a lot of communities. With the added homes and added developments around us I can tell you that is something people actually like to do. We've had three in the last couple of weeks. We are getting back to more normal operations and this is a good spot to be. If you buy into this you have all of the amenities, you have activities, you get cut rates on services like renting this room. We've talked about that as far as the low costs for using this for a wedding facility. We were looking at, especially at your sister district, increasing that rate. If we do that, we are going to have to publish a notice and have a rate hearing, which could come next month, or is it 60 days out?

Mr. Eckert responded the 29-day notice is the earliest one and depending on how the meetings fall out, usually it's a two-month delay.

Mr. Soriano stated okay so we would still have to come back and do that official rate hearing if we decided to do that. Some of these that we look at tonight, if we decide we want to keep mulling these over or change the wording or anything, this is not the final draft it's my considerations so as we go through the rest of these policy concerns if you guys have anything we don't have to finalize these tonight; we can do that as part of that rate hearing also.

The first proposed change on there is related to dogs on property. The wording in grey is what is currently in your policies. Some we may need to just change the wording around and some we actually had to add on to. There is a rule that basically says no pets allowed on property anywhere and there's always dogs here so we've always approached it as, as long as they're not causing issues or running off leash or are picking up after their animals and they're not inside gated areas we haven't tried to address them out there. If they're running off leash or digging big holes, aggressive, or they're not picking up their poop then staff will address it if we see it. The problem is we then also have to address anybody else that is there at that time and let them know

what the rules are. We even explain to them that we generally don't mess with anybody unless they're problematic. That has caused some problems because then people think we're picking and choosing. I get that and I like consistency and I'd rather have that leniency, but we may need to spell out at the end that says there are areas specifically designated for that, we've just never designated any areas so we can add in those areas then it makes it a little easier in letting them know there's no pets anywhere except for these areas. Mr. Steiner worked on a policy and I made some copies for you guys. This bullet points out all those areas that they cannot be, and we still explain why. The lawn back here is the wedding lawn. We rent that out and the renters expect that to be poop free. The second part, the exclusion applies District-wide with any of the children playground areas throughout the District.

Mr. Steiner stated I changed that and took out the exclusion. Basically, it says that is one of the areas dogs are not allowed.

Mr. Soriano stated I took that to mean the outer playground parks. We do have those three playgrounds that are in the neighborhood so we're not just addressing this area here at the amenity center. The way we've explained it now, I've separated it out even farther that they can't be in that mulched area. The mulched areas are important. We even pay for specialized mulch in that playground that is dried differently and cut up differently and they don't use pesticides or anything like that in there. I've watched dog owner after dog owner and many times they're picking up after them, but they're still pooping on the mulch and my kid is going to do a face plant there sooner or later because they're playing so I'd prefer them to keep their dogs off.

Mr. Steiner stated when we were talking last meeting there was an issue with the fact that no dogs were allowed to me puts staff at a disadvantage to having to pick and choose when they apply this and it's when somebody is violating, but all it takes is for one owner to say yes, my dog is violating, but that dog over there on the leash is violating the policy as well, so I came to address where dogs could be and I also went ahead and stipulated there was a question of something that said they have to comply with Clay County rules. Well, in here it spells out Clay County policy such and such, policing after and leash in particular, which are the two things we have concerns with. Yes, there are aggressive dogs and those kinds of things, but the main thing is people not policing or being in areas they shouldn't be in. The other thing was the fact that it didn't spell out any type of penalty. I've written out that you may lose your ability to use District property, just like they do if they violate any other rules. They could be removed. It doesn't say

you will be, but it does give Jay's staff the ability to come in and based on the severity or frequency of the problem to trespass. Because the policy states District property, I had almost forgot about the playground areas in the different housing areas so at first, I had wording in there that didn't apply to those, but then I came back and took 'exception' out. That was where I was coming from on this, is to simply say 'no dogs' means we're setting ourselves up for failure and to me, Jay's staff is being hit an awful lot with situations where people are saying they're being picked on and they're not applying it fairly across the board. Yes, this adds more verbiage to the policies, but it does take away anyone's questions about the rules and where they can be and where they can't be.

Mr. Morris stated I like it.

Mr. Hartigan asked can we change 'district member' to any person on District property?

Mr. Steiner responded because of the fact that only District members are supposed to be using the environment, that's why I said that.

Mr. Soriano stated that is a concern and that would be why I would recommend leaving that is that realistically, we're only supposed to give that privilege to the residents and their direct guests.

Mr. Hartigan stated but OSA has access to other properties that allows guests.

Mr. Soriano stated no, that falls under a usage agreement so I would consider that something else.

Mr. Steiner stated if they're bringing dogs to these ball games, then that's an issue that should be handled by OSA.

Mr. Soriano stated I will have to go through that with them because I did get the same question from a couple of board members at your sister district because we're approaching this there too. They have that walking track area and I looked at it like they shouldn't be on the fields. They can be on the track, but I watch every weekend people going out with tiny dogs that will sit in their lap while they're out with their kids watching them play. It's going to be hard for us to keep them off the fields, but they do fall under a whole other usage agreement and I can get them to address that. As part of using it, they shouldn't be bringing their dogs out there to begin with and that would fall on them to help police that.

Mr. Swartz stated I hear you, but I think we're starting to get into the weeds a little bit here. We've got a goose poop problem out there that is miles worse than people bringing their dogs if they're cleaning up after them.

Mr. Soriano stated oh yeah, but I can only address so much.

Mr. Swartz asked do we really need to go that extreme if they're in control of their pet on a leash on the sidelines, not barking and being a hassle?

Mr. Soriano responded no, but that's where I'm saying if there is an issue, I think we should go through those sports associations as part of their agreement. A lot of those participants are not residents of ours, they may be visiting where the rest of our usage is just for our residents.

Mr. Swartz stated the question one of you brought up is whether to say District residents, because it could be a guest.

Mr. Soriano stated we could use the same wording, the resident or if they're a direct guest. If they're with them it makes it a little easier. My concern would be those people out here walking around that aren't actually even with a resident. We do start to get into that area where you can argue it either way.

Mr. Swartz asked can we just say any person, do we really need to get that specific?

Mr. Steiner stated right now the way the thing is written, or at least what I wrote is the only time anytime is going to be approached is if they're in violation of where they should be, or not picking up or in violation of Clay County rules. Other than that, there's no reason for one of Jay's folks to go up and ask for an ID. If they're not a resident, then you have to let them know they're not supposed to be on the property. If they are a resident, they should be carrying their card with them.

Mr. Soriano stated correct and that's where it falls into how people react to us enforcing any rules, because I have this situation where I have a house over here in Cambridge and let's say I have my dog there and I take a vacation and I want somebody to walk my dog, so they go down the promenade or walk over here. They're not a resident, and they get kicked out. My staff tells people the rules and they kind of go from there, but that's where we do get a lot of people on social media saying they got kicked out and they were really just told the rules that to use the facilities you are supposed to be a resident. Unless they were doing something wrong, we don't approach them so yes, if they were on the leash and they are well behaved and we seem them picking up when they use the bathroom, we're not going to go after them, but it's those cases

where something does happen and then we have to check them and check people near them. If we see three people out there with dogs and one is running off leash, we go say something to the off leash first, but we do talk to the other ones and explain the rules. It's not for any reason that they were breaking the rules it's that now we have to explain them to everybody and make sure everybody knows those rules that way somebody doesn't say why did you come after just me, you didn't say anything to them. We get that all the time, so we try not to do that. We will have those other problems, especially with that wording of just residents. I look at it for consistency everything is worded as residents or direct guests only. It is what you guys feel works best.

Mr. Hartigan asked which would be preferred?

Mr. Eckert responded I think if we're going to talk about the non-residents, I would almost look at the policies and rather than in the dog place, look at in general clarifying that language that unless you're a resident here or a non-resident patron that pays the annual user fee you should not be using the amenities in any fashion. We could put it there and we could also put something here that says 'refer back to this' but I think one of the things that may be helpful to staff and I think what you're trying to say is if it's in black and white under the dog specific thing then it's harder for them to argue with it than for them to have to refer back to other things, but again, it's a business decision for you guys but I think it should be in the general sense spelled out at the beginning.

Mr. Steiner asked don't we have in the policies already that residents are held accountable for their guests and the resident sponsoring the guest should make their guest aware that they're expected to follow the rules of the District?

Mr. Soriano responded we do say they're responsible for their guests. In most rules it actually says residents and direct guests. There is an indirect guest, which is that houseguest that could stay with you a week and purchase a card and they could come down without you so we looked at that separately, but they're treated just as residents so as long as they have that information and they paid I could look them up in the system if I wanted to. I know they're name, because the household is supposed to come pay for them for the week, a month or however long they're here. We do have a section in there that says the resident is responsible for their guests.

Mr. Eckert stated and in fact, the first one under District access cards says that anyone over 18 has to have their card with them or be a resident so we already have that in there, but

could you put it under the dog section just so it's black and white when you show them the policy on dogs, then yes, you could do that too.

Mr. Swartz stated two things. The dog stuff makes sense. As far as who it applies to and when, I've not read the entire thing recently so I'm not clear on this part but shouldn't there just be simple verbiage that is approved persons or something?

Mr. Soriano responded I think it's good either way. You mentioned just saying any person, because then it still defaults to those earlier rules that say only residents are allowed to use the amenity center, so I still think you're covered. It's really how you guys want to word it.

Mr. Steiner stated if the Board feels we should take that out, it's fine. The main thing I wanted in there was pointing to Clay County rules and which ones and what areas they can and can't be in.

Mr. Swartz asked is this last page of the packet the version one that you sent?

Mr. Steiner responded yes.

Mr. Swartz asked so this is version two?

Mr. Steiner responded yes. I got rid of a couple things.

Mr. Soriano stated I have version two that I will bring back to you guys.

Mr. Steiner stated while we're on this, just something to think about, we take that out of that policy one and that still leaves the bicycles and all of the other things. I think absolutely no motorized vehicles, period.

Mr. Swartz asked including the uni-bicycle things?

Mr. Steiner responded however you want to do it and that includes the go-karts and the hot rod micro-bikes. We do have an awful lot of residents that do ride. I've looked at Clay County and they don't stipulate that you can't ride on the sidewalks or walkways, but they do stipulate that if you do, there are rules to follow. On the bicycle part of it, if we put something in there that states in all cases pedestrians have the right of way, bicycle non-motorized vehicles, skateboards, whatever must adhere to Clay County ordinances, which is to alert pedestrians when you are coming up from behind and you don't want them doing wheelies on the grand lawn out here and all those other areas so you might have the same walkway verbiage that would allow that in there, but having to put staff in a position to have to decide which bicycle rider they approach about violating when there is somebody with a kid on a bicycle further down, I think it's something we need to look at.

Mr. Morris stated let's say I had a bike, what if I want to ride my bike on boardwalk?

Mr. Steiner stated it is District property.

Mr. Morris asked so you just mean here, around the amenity center?

Mr. Steiner responded yes. I doubt if we would have bicycle riders out there on the grand lawn, but they are restricted to walkways throughout the District and pedestrians on those walkways have right of way. Bicycle riders need to familiarize themselves with the rules for Clay County and give them a pointer to go do that. I think in the past we've always said Clay County doesn't allow bicycles on sidewalks, but they do, and they're allowed to ride in the bike lanes out there and they follow a certain set of rules. They're allowed to be on the foot traffic walkways, but they have a different set of rules. That's what I was concerned with when I first started looking at the policies was, I'm pulling the 'no dogs' out, then we have a whole set of rules on no wheeled vehicles.

Mr. Soriano stated certainly the dogs should be a separate policy, so we will pull that apart. The other one as I've mentioned before falls on the same lines. When it comes to the bicycles, we don't generally bother them unless they're being dangerous. We do have times that this place is really busy. There are people walking around everywhere, kids playing, weddings going on and yes, if they're riding just a simple bicycle that's a little different but the motorized vehicles we do not allow and try to catch those whenever we see them. That's even harder because they have that one wheeled thing that they stand on and they can take off and go flying and those things can be dangerous if they knock into somebody or run somebody over and that has been pointed out to us by our insurance company of things to watch out for, whether it's more signage or putting things into our policies so people understand the liability with riding those out there. If we want to spell that out that bikes are okay as long as everybody is acting okay and not in a dangerous manner. The motorized vehicles I would keep in there because we don't allow any golf carts and if we see golf carts out here, we get on them right away. We don't address the parking lot for just about anything. As long as people are being safe out there. There's no smoking on District property, but people will come out in the parking lot to smoke. It's an area we're going to clean more anyway because we get all kinds of trash out there. It's out here that we're concerned with. If they pull up in a golf cart and stay in the parking lot that's one thing, but if they start riding around back there, we do kick them out.

Mr. Morris stated I like the language.



Mr. Soriano stated like I said, I can bring you guys back the finalized list later, but the one area with the children's playground areas I do want to kind of break out the mulched areas.

Mr. Steiner asked where it says playground areas, can't you just say it's defined by mulch or whatever?

Mr. Soriano responded yes, that's that last bullet point you have.

Mr. Steiner stated I didn't think about the mulch itself, but I was concerned with the playground areas.

Mr. Swartz stated but we're okay with them being in the playground area as long as they have their card.

Mr. Soriano stated they can be in the playground area. Your sister district had a very large, grassed area that we took away from the rest of the playground and enclosed it for the dog park. Number two is going to be separated out; however, I can move it around in the policies whether we just add it again, or we move all of the numbers around but that one addresses the bicycles.

Mr. Steiner stated to make it simpler on you, I just arbitrarily took the first one that didn't change and made it number eight or nine and that way you don't have to renumber all of them.

Mr. Soriano asked do you want to allow bicycles on there? Because right here it says bicycles are lumped in with motorized vehicles.

Mr. Steiner responded I think if we're going to go ahead and take care of the dogs, we ought to take care of where it says no bikes and get that one resolved because we're allowing bikes, but they have to follow Clay County rules.

Mr. Morris stated if it needs any more clarity, to my point with what I was getting at with Michael is around the amenity center that we don't have them, but everywhere else just ride according to the County rules.

Mr. Soriano stated then it would pretty much stay how it is and we'd just have to get staff to address that here. This is our biggest property. There are a few sidewalks out by the playgrounds and our pocket parks, but it's not a lot. The rest is grass and mulch areas. We do have property that is right-of-way and that falls under Clay County. We don't generally address those areas.

Mr. Swartz asked so we're saying no bicycles out here?

Mr. Morris responded at the amenity center.

Mr. Swartz asked so are we saying the sidewalks that are down along the pond to the gazebo, because that's a common pathway coming from the softball fields.

Mr. Morris responded my thought would be, if we could police if you will the immediate amenity center.

Mr. Soriano asked so just the building sidewalks?

Mr. Swartz responded the great lawn to the roundabout.

Mr. Morris stated yes, because like Rod is saying, you're going to have kids riding up and down along the lake anyway. I wouldn't imagine we would restrict that.

Mr. Steiner stated they're riding mainly from the school through the walkway over here into the other housing areas.

Mr. Soriano stated and it's not just kids, it's adults too. I had to install bicycle racks up there by the adult pool so the adults could ride their bike in. When the swim team is here that place is packed with bikes. I don't want them right under this building. We have signs right now saying no bicycles and skateboards, not that people listen to that. I still see bikes running through that middle hallway all the time and we have to yell at them but we're really not changing any of that, it's just the direct building.

Mr. Swartz asked so we're leaving the 'no bicycles' in number two?

Mr. Soriano responded yes.

Mr. Swartz stated that's saying on any District owned property. I'd take bicycles out of there.

Mr. Steiner stated I think you need to take bicycles out of there just like you did with the dogs.

Mr. Swartz stated or leave it and make it specific to the immediate amenity center per displayed signage.

Mr. Perry stated we can just add another thing specifically for bicycles.

Mr. Steiner stated if you do go ahead and say you can't have bicycles here, then you're authorizing motor vehicles down there because motor vehicles are in this same statement. I think we need one that says no motor vehicles, and we need one that says bicycles along the pathways, adhering with the policies.

Mr. Soriano stated I can separate motorized vehicles out pretty good. Realistically, whether anyone wants to argue or not, those wheelie things are still motorized vehicles. You

have the big skateboards that are motorized too and that is still considered a motorized vehicle by law so we can keep the motorized vehicles in the policy all by itself, then that leave you the skateboards, roller blades, scooters, things like that and we can just address it at the building. Now I have just for that page, three separate policies. We have the dogs on top there, a section for bicycles, scooters and roller blades, and a section on no motorized vehicles.

Ms. Suchsland asked what about our Kubotas and golf carts?

Mr. Soriano responded work vehicles are the exceptions. We have to be able to get work done. We do get residents who complain when we have a work vehicle up on the side and half the time, they're not complaining about us, they're complaining about JEA or Clay Electric. You can't really tell the utilities what not to do. There are always exceptions for that.

Mr. Soriano continued. There is a dog park section if you guys want to look at that. It does pertain to your sister district and I will be going through that with them because we have signage that we need to place out there. There are some things that pertain to ages of who can walk a dog out there. I consider a dog park a little different We may fall into that issue with being allowed to walk dogs out here or allowing dogs out here, but in the dog park there is going to be a rule on how young they can be to walk their dog. That's just a liability concern and we kind of have to set those rules but right now we don't have any of those rules in place for you guys, we're just allowing dogs to walk through.

Mr. Soriano continued. I already talked about the rate increase. There is no concern for room rental increases for you guys. We did address that a couple of years ago and I don't see an immediate concern to do that right now. Just getting back to using this room is going to be important this next year. The policy above is regarding drones on District property. We have had more and more problems with this over the years. A couple of years ago we had issues with them hovering over the pools, more so at your sister district than here. Lately we've been getting a lot of complaints from tennis that they're hovering over them and causing concerns. It does bother some people, so we've gotten a lot of complaints. I've asked Mike to take a look because there are certain laws and rules about where the drones can be flown and how we can limit what they do. I know there are certain ways to set rules on them taking off and landing here on our property but it's a little hard to deal with when it comes to the air space above us.

Mr. Swartz asked are they supposed to be up to 75 feet off the ground?

Mr. Soriano responded I'm not sure.

Mr. Steiner stated we've had one that's been going out here by the pavilion and going down the lake and coming back up along the promenade.

Mr. Swartz stated I know there is a resident here that does that professionally and he's produced some pretty nice-looking videos.

Mr. Soriano stated that is separate when they do it professionally. They fall under other laws. They have to have licenses and things like that when they're charging so it's different but as far as how we can limit them and if we can, I'd like to find a way to stop them because there are more complaints than I think it does any good. We can have that section in there that it can be approved through the District if say a realtor wants to use one for pictures, or a wedding wants to use one for pictures from a high angle, but we are going to look into and make sure we are able to limit them. I think it should be addressed.

The next policy is regarding caregivers. If you recall, this came up last year. We do have concerns with people taking advantage of this and finding an end around for the nanny pass. You guys are the only district that approves nanny passes. Double Branch did not approve it and they don't even agree to allow somebody to buy in other than the full non-resident buy in. My only concern when we talked about this last year is spelling out a specific set of rules. The way the ADA is written, we are not required to do anything. This is operational so when it comes to how we operate on a daily basis and how we let people in, that is completely up to us and as what we consider reasonable. That can be on a case-by-case basis and that is very hard to put in the policies so I'd rather it be worded vague and leave it in our hands here, specifically mine to deal with people and figure out what they need and what fits best to use your pool. I used that wording there to make it a little vaguer. The physical aspect is different. The things like ramps, handrails and all that are required per ADA, but as far as if we want to give them another card so somebody else can come and use the facilities, that is up to us. We didn't have much of an issue with the family last year, in fact they really didn't use it much after that.

Mr. Steiner stated if we did this last year and there have been no issues, I don't see any reason to tighten it up. I would say that basically we would review this every year, or as things progress to look at where you're seeing issues or there's a place where it's being abused and we need to close that loop or it's not clear enough to provide the needed support. Until then we can just leave it like it is.

Mr. Soriano stated it's not in the policies currently and it's not really an abuse issue for the caregiver, this was somebody that came to us specifically and had that request and you guys asked me to put a policy in. To me, it's almost easier to leave it the way it is right now.

Mr. Morris stated so be it then.

Mr. Soriano stated I do have those cases, even for things that are policies, somebody really believes that they have some extenuating circumstance that really pits their household against any of our policies and I tell them lots of times that I can't do something for them because it's against our policies. I tell them they can come to the Board and make requests. You guys have the ability to do whatever you want. We have direction from your District Manager and counsel here that will let you know whether it's a good idea or not, but you have that ability yourself. I don't go against those policies. I have a concern with somebody saying I'm being discriminatory in some way. This was a specific request.

The next two policies are the big ones. Updating cards for parents came about more as a problem from last year because during the pandemic we shut everything down and went we opened everything up not only did we have the passes, but we had rules on no guests. What we started to see were issues with adults bringing in people. Right now, they have parent cards. As an example, my house card still says three children. My daughter is 24 and she doesn't live at home anymore, yet I can bring a friend for my other daughter who is nine to play at the pool. We were catching those last year mostly because I had high school and college students that work for me and they know some of these families and they would catch it at the front and say this person checked in two kids, but those aren't their kids, and I would go into the system and look it up and sure enough we would have something completely different so we would address it. Most of the time they would try to argue with us, however the problem comes about because we put that on their card. We don't require children to get cards at any age, but if they're going to be down here on their own, they need their own card and that's the only thing we say. So, if Mom and Dad don't want to get their kids cards because their kids are always going to be with them, then they just get that card that says two kids or three kids. That created a problem, especially after we talked a lot of families into getting kids their own cards because then we would see things like what I explained earlier, or Mom and Dad coming in with three kids, scanning their cards and three kids go in and then later we would see those kids coming in with their own cards so then we have five people in there.

Mr. Swartz asked do you think it's an operational thing? Shouldn't the parents be getting their kid's card?

Mr. Soriano stated we've just never put that in there. If you remember, we only put the system into place in 2008 via the access system we have now. Before we had laminated cards that was showed at the front gate and that was it. It wasn't until we started using this access system that we started really needing to put these rules into place and it wasn't until the last couple of years that we've seen this type of abuse, so we didn't have anyone updating their cards and we've had people challenge that. The other issue we've had is a resident that was very angry, and I've had lots of conversations with her. She's been here for about eight years and her card says two kids. She has more kids, but they're only about three, she just hasn't updated it. So, her card doesn't say that at all, but she was bringing in more kids.

Mr. Swartz asked does it cost them anything to update their cards?

Mr. Soriano responded right now it does. It costs \$8 to update the card. If you lost it, there is an extra charge to try to deter people from losing their cards.

Mr. Morris asked are we charging them to get an individual child pass?

Mr. Soriano responded yes. You get free ones when you move in.

Mr. Morris stated so let's say you have a parent with the first scenario that has a pass that says they have three kids on it and then if they come in to get the individual child passes, what if we were to complimentary give them their renewed pass for the parents at no charge. If they're paying for the children.

Mr. Soriano stated we can. Right now, when you initially move in it is two adults and two children are free. Some households have 10 to 14 people. We still only give those four free out of that household. That was something that we tightened up a few years ago and when we first did that there were a few people that were upset, but those cards cost us money. We have a budget line of \$12,000 between you and your sister district. That's how many you give out for free every year, so if we start giving out more for free that's just going to go up, however, if we're forcing them to do that, then I do see that argument that we should give them something else, but I look at it like everything else. When I had to update my driver's license, I had to pay for it, or when I lose my driver's license, I had to pay for it.

Mr. Morris stated I'm saying if you have an existing card with two adults and two children or three children and they're paying for the individual child's passes, can we update the adult pass free of charge.

Mr. Hartigan asked what would be the benefit? Mine says two adults and three kids and I've had it since the beginning of time. This works perfectly fine. Why would I want a replacement if this is working fine?

Mr. Soriano responded it's not a benefit to you. It really only benefits us because we're keeping track of who is in here.

Mr. Morris asked shouldn't we be tracking it though as an organization?

Mr. Soriano responded yes. That serves your other residents because he could bring in three other kids just for a day of visiting if his kids are grown adults and that's unfair to me if I have to sit outside when it's packed, and this year we will get back to that. We're at full capacity now.

Mr. Hartigan stated when I took my family there, if my wife and I had the master file and I scanned it in, why wouldn't my kid's picture pop up?

Mr. Soriano responded the software doesn't work like that.

Mr. Morris stated you could bring three of my kids.

Mr. Soriano stated that's the problems we deal with, so we try to clarify those rules because we have the people that try to figure out how to get around the rules. How we address it is my concern. I like the idea of giving them complementary cards. It is a lot, especially when they start to get to certain ages. I think every kid should get a card if they're going to be playing at the playground by themselves. They're allowed to be out there at eight years old and they are supposed to have a card on them. We don't have enough staff to check all the pocket parks, but we do check the ones here. If the parents aren't with them, we let them know they're supposed to have their own card. If there's an issue or safety concern or something like that, I can scan the kid's card and I know where they live and who their parents are as well as their contact information.

Mr. Morris stated your example earlier about the kid who collapsed is a perfectly good reason to do that.

Mr. Soriano stated we had a heat exhaustion out here on the playground and luckily, he had his card in his pocket and I was able to scan it and call Clay County to come out and take

care of it and while the ambulance was on the way we were hunting down the parents because they weren't here. A lot of parents get that, so they get their kids cards. Now though, I have to update their cards because they've got on there two kids and they've gotten their kids their own cards.

Mr. Swartz asked is the number of kids printed on the card?

Mr. Soriano responded it is. We thought about at one point taking that away and just depending on the parents to do that, but there are a lot of parents that don't want to get the kids their own cards. I had one gentleman during spring break that did it and I let him swim with his grandkids, but I explained it to him. His kids live over here in the Preserves, these were his grandkids. I explained you can bring them; you just have to bring them as a guest. You get free guest passes. This would be a whole new policy added in. We have the wording for the policy that will be the same. I don't believe we should get the point where we're requiring all kids to get cards if the parents don't want the kids to have cards because they don't want them to come down here on their own. However, once they start doing those things, we need to update the parents' cards.

Mr. Steiner asked can you make it a requirement that when you apply for a child's pass that the adult or the parent card must be updated at the same time and we're not going to charge for the updating of the parent card.

Mr. Soriano responded that would be for you guys to make that decision. I can include that here if you want me to do that free of charge.

Mr. Swartz stated basically the last line says, "Parents must also update their cards to show correct number of children if the child does not get their own card and will be done at no charge to the parent."

Mr. Steiner asked what happens if they have three kids, one of them ages out, or they age to a limit that they want to get that child a card? Now we're going to come back and change the policy.

Mr. Morris stated that's a good point. If they have three kids on there and only one is of that age, you need to do all of them.

Mr. Soriano stated that may be a case they may want to update one, but they don't want to update the other. Let's say I have a 13-year-old. A 13-year-old and can go to the pool by themselves. That's a big one we've seen in the last couple of years. The kids are excited to go to



the pool without their parents. As long as their parents feel comfortable, they get them a card. Now they've got a five- and seven-year-old and they're not going anywhere anytime soon, so they're not in a hurry to get them cards.

Mr. Morris stated but to my point, if they have a card that still says three kids on it and you've just got the older one a card, can you update it to two on the existing card?

Mr. Soriano stated no, I have to actually print a new card.

Mr. Steiner stated which means they're going to end up getting three free cards.

Mr. Soriano stated right. So, either you don't do the free cards, or you give me some kind of other direction. We just can't force them to update to zero kids and get five- and seven-year-olds their cards.

Mr. Steiner asked how big of an issue is this? Are there a few?

Mr. Soriano responded there are a few every day.

Mr. Steiner stated I just want to make sure we have enough problems to offset any costs that are going to be involved.

Mr. Soriano stated there are a lot. Can we make do without it? Yes, we've been making do all this time. I promise there have been people getting around on us. There's always going to be people that can find a loophole and I can't catch everything. We're not hitting capacity yet. If you remember, last year before the pandemic hit, we were close to where we even changed how we used guest passes and that helped greatly, but weekends were bad, especially at your facility. We do get really packed out there. We have almost 100 homes going in and those are all ours and get automatic access.

Mr. Swartz asked do we have to put on all future passes the number of kids on the pass?

Mr. Soriano responded if they don't get their kids cards, we have no way of knowing who those kids are.

Mr. Swartz asked when you scan their card it doesn't say how many kids they have?

Mr. Soriano responded it doesn't come up on the screen. I can look for it in the software, but I have to actually go in and dig for it.

Mr. Swartz asked what does pop up?

Mr. Soriano responded a picture of them and where they're scanning in at. It doesn't pop up with their name and address. Their name comes up under their picture because we put that on there. I might be able to format it with other words, but it's a name and picture that pops up and

then it says front supervisor desk or fitness center. When I go in to edit the person's account, I can see address, name and I even have notes in there if they have policy violations.

Mr. Swartz stated that's more work than I'm looking for.

Mr. Soriano stated that's the problem is that it doesn't pop up automatically for them to see. It's not a software where I can create new actions. We've talked about that before when we talk about guest passes and things of that nature. We bought it because of the size of it, not because of its usability. I don't think it's the easiest to work with, but it does have the ability to hold a couple hundred thousand cards.

Mr. Hartigan asked so we're back at free cards for the parents?

Mr. Soriano responded yes, and it may take a little while for people get used to that. People aren't used to updating their cards. We haven't changed policies in years. In fact, the only thing we've ever done is add wording to help clarify some things, like the house guest passes when we put the 50-mile radius in. This would be a whole new policy. I don't think if we're giving them free cards that it's going to take us way over budget so if we want to leave it at they get a complementary card when they update those kids I think we will be fine and we can look at that and see if we're spending thousands of dollars just because every other year somebody that is living in the same house keeps getting a new card with each kid and then it becomes problematic.

Mr. Steiner stated maybe what you do is when they come in to have it done, the first time we make the change it's free and we recommend to the resident to go ahead and get the other two cards now and you won't have to pay for the cards in the future when you do it.

Mr. Soriano stated that's kind of what we do now with the recommendation that they get their kids cards.

Mr. Steiner stated they don't have to give it to the kid. They can put it up.

Mr. Soriano stated the only thing I'm adding is no additional costs for the parents to update their card when they update for the kid and they will actually turn that card in.

Mr. Soriano continued. The last policy is a big one and is for adult children in the household. The way we address is right now is if there is a child in the household that is 19, 30 or 40 years old, as long as they're proving to us that they live here with a current driver's license, we've treated them like any other owner, that they are a resident here. My concern is we are seeing a lot of those homes that have more and more adult children living at home with them and

whether or not we address this so we have also had more disciplinary problems with the adult children of owners so I think we should address this at some point what more we may require. I do have a section there that I looked at for older kids and I pulled this from the IRS as far as claiming your dependents. It goes up to the age of 24, so at 25 they are supposed to be on their own. We also have extended ages for health insurance and that came about with the Affordable Healthcare Act so some health insurances will go up to 26 or 27. I pulled the number from the IRS website. I just think it needs some age in there and it's a reason to defend why we're using that number, whether it's 24 or 25. We have some households that have two to four of these adult children that are still listed on the paperwork and those kids are kind of on their own. There may be some that moved back in, do they still get counted the same for amenity privileges. We do have paperwork that says a parent owns the home, but the adult child lives there with their spouse and two kids, so we give them a card. They don't come back to us and update it so this will allow us to update some of the younger ones, but I do think there should be some other date in there and that's what this will address.

Mr. Swartz asked so anyone 19-24 will need to get their own card if they don't already have one?

Mr. Soriano responded correct. Right now, we go through that system and we audit people that move since people don't update us and lot of times we won't find out until the next people come in and it's not right away, it's usually Spring Break or the first day of summer when they want to use the pool and they come to get their cards.

Mr. Swartz stated the reason I'm asking is we have a 23-year-old, so he turns 24 this year and he already has a card.

Mr. Soriano stated that card would turn off unless they come in and give us updated information.

Mr. Swartz stated so the system knows the birth date?

Mr. Soriano stated yes, we do have an end date. That's the way we have leases now. So, when the family moves in, that card for the parents and the kids actually go off of that lease. We don't have a date to put in for owners. We don't know when a house is sold until a new person comes in.

Mr. Hartigan asked so cards stay active until the end of time?

Mr. Soriano responded right now and that's why we have that problem. What we've seen with some of our disciplinary issues, and what happened at the pool a couple of years ago the family ended up threatening one of our staff members. She was in her 30s and had grandkids there and then grandma and grandpa came down and yelled at us later for kicking their daughter out. She did live there when they bought the house 13 years ago and she did have an active card, so we didn't know anything different.

Mr. Swartz asked does that mean for a 13-year-old you're going to put an end date 11 years out?

Mr. Soriano responded it would be with the 16-year-olds. They get their last update at 16 years old that allows them to do things like bring guests to the fitness center on their own.

Mr. Swartz asked so you will look out eight years in the future and set that as their end date, so it turns off?

Mr. Soriano responded right. It turns off and as long as they come to us and show us their driver's license showing they still live with their parents; we turn it on. My concern is when does that end.

Mr. Morris stated you're going to have the same issue with folks who move and just don't inform you.

Mr. Soriano stated oh yeah. That's why we do that audit. Right now, that audit takes a couple months to go through with those 30,000 cards. The system would make it easier if I had a way to link them together and we've talked about that before. It's not a master card and a master account that's linked to the other ones in the household. Each household member is their own individual person in that database. If I go in, I can see they have the same address so that's how we figure it out. For this, it would be part of the audit that all the kids over 18-year-olds that we see this year, their cards are not active and they just come in and show us that they still live here. We can even make up an affidavit that says they still live here. It doesn't do much unless we're trying to go out and catch people.

Mr. Swartz asked is there any kind of incentive we can give to get people to turn their cards in when they move so that would help you a little bit?

Mr. Soriano responded that's a good idea. I haven't thought about that. I usually try to cut costs.

Mr. Swartz stated it's got to be cheaper than doing a three-month audit on the whole database. If you turn in your family cards for a \$25 gift card or something I don't know.

Mr. Steiner stated the only problem is he's going to have to do the audit anyway for those that don't take advantage of it. If it caught 100%, I would agree with you.

Mr. Soriano stated yes, the audit will still happen. I think it's easy for the college aged kids that are in college. If they're still showing they live here, that's fine. When I was finishing up I moved to my college so I could get in-state tuition and that was the first thing they said I had to do was update my driver's license. You couldn't have an out of state driver's license if you're claiming you actually live in our state. That meant for something like this I'm not going to be able to show that ID. Whether we decide on 24 or not if you guys like that age, I'm going to be presenting this to your sister district too, but what happens to the 30-year-olds.

Mr. Swartz stated I'd say you'd probably want to look at going to 26 because it matches up with health insurance. If parents are still keeping kids on their health insurance, they might still be living at home. I'm fine with 24 though, it doesn't matter to me.

Mr. Soriano stated and like I said, those are just yearly renewals. That's what our renters have to do. Those are easy. If we like 26, I will present that to your sister district too. Those adult families above and beyond that, if we're addressing this one, I think we need to address those also.

Mr. Steiner asked when you were talking about the adult children living in the same house and right now, they get a card and you said the spouse gets a card. Do the kids get cards too? How far down this chain do we go?

Mr. Soriano responded right now it doesn't matter how many people are listed on that sheet.

Mr. Swartz stated our own HOA says you can only have so many people per household.

Mr. Soriano stated it's not the HOA that says that. You can have as many people as you want within your household, but you can't have too many unrelated; that falls into another rule per the County. We do that issue of room rentals that go on in Double Branch. I'm sure you guys have seen that on Facebook before. You can get to a point where you have too many unrelated people and that falls into the County's code. That's not really for us to address, but we don't give them cards. We did talk about that a couple of years back. We even have concerns with setting it to too many unrelated families. We have that with Airbnb. People want to come in and get free

cards to use for a week or two because they've rented through Airbnb. We said no to that a couple of years ago. I was worried because there was legislation going through that kind of controls what people can do with short-term rentals and we may have to have a policy eventually, but I don't think anything went through.

Mr. Eckert stated not that I'm aware of yet. I don't think it's been signed yet, but it's going to come back and at some point, it's going to happen because local governments have overreached in some places in terms of regulating that. The only other thing I would say about the policy that Jay is proposing is I'd like to work with him between now and your next meeting just on a couple questions that I had.

Mr. Soriano stated if everybody is good with 19 to 26, that's just an update.

Mr. Morris stated that's fine.

Mr. Hartigan asked should we make it 26?

Mr. Soriano responded it's really just having some kind of defense as to why we're setting it at that age.

Mr. Eckert stated 26 ties to the federal health insurance. The thing I need to look at is what happens for somebody that is 27 and what happens with somebody that is a grandparent.

Mr. Soriano stated that's why my concern is for the rest of that wording there and are we addressing it to limit it to stopping it completely and what do we do with those.

Mr. Steiner asked since you and Mike need to go over the wording on it, do you want to just hold that one until you make a decision?

Mr. Soriano responded really, it's just a discussion. Even the ones we've changed I'm going to revise them and bring them back to you so we can finalize this. Unless there's anything you guys wanted to vote on tonight, I think this was just to make sure we have an understanding. I'd consider changing the wording to an already standing policy because we do say adult children 18 and above have to have an ID if they're in the household. The cutoff date would be a whole new policy.

Mr. Morris stated you and Mike get together, craft something and bring it back.

Mr. Soriano stated if you guys think of anything between now and then you're always welcome to put that in and I'll present it, but if not, I'll be bringing this back; especially after I speak to your sister district and rewrite what you guys didn't like wording-wise.

Mr. Perry stated just for clarification, the non-resident rate if we can advertise that for the June 14<sup>th</sup> meeting if the Board is fine with the proposed \$2,200.

The Board indicated they agreed with the rate increase.

Mr. Soriano asked do we have to prepare something to explain why we came up with \$2,200?

Mr. Eckert responded we will have two notices and then we will have a public hearing and I'll have some questions and a presentation where Jay will answer some questions and then your resolution will make certain findings based on the amount people pay in assessments, the wear and tear on the property, the fact that people that aren't residents don't usually take as much ownership and pride and care of their property so usually you can increase a little bit based on that and we can also look at what the market is around the area in terms of annual user rates as well, but I feel pretty comfortable we will be able to support the \$2,200.

## **FIFTH ORDER OF BUSINESS**

### **Staff Reports**

#### **A. District Counsel**

Mr. Eckert stated the only piece of legislation that has passed so far that could affect the District is the COVID immunity bill. It has a one-year limit of statute of limitations. It's somewhat retroactive and the burden of proof is high to impose COVID liability against a local government or businesses, so your Governor has already signed that. I think certainly if we ever get sued on that, we will be taking advantage of that law to protect the resident's assets. Other than that, your ethics training is still being kicked around. I don't know if it will make it over the finish line this year. Where we're at in the process is there is only two and a half to three weeks left, so not much is going to get done in the next two to three weeks except for budget and a few other bills that they think are pretty strong. I think we will be fine coming out of this session as a District. It's not going to change what you guys do on a day to date basis very much.

#### **B. District Engineer**

There being nothing to report, the next item followed.

#### **C. District Manager**

There being nothing to report, the next item followed.

#### **D. Operations Manager – Memorandum**

Mr. Soriano stated everything worked out well with Spring Break. We had a couple issues after Spring Break because the weather was great this year and we don't plan to be open in March, but that causes issues. We had families in the adult pool and over on the other side expecting that it's okay, so it was a little tough. We try to make sure everybody is educated of Spring Break of where to find the policies with the hours of operations. All of those were posted on the website and they went out by email and they're out here. We are now to our weekend openings and then in May we get to the schedule where every day during the week one of the facilities is open and Friday, Saturday and Sunday both of the facilities are open. As we get closer to Memorial Day weekend, we are open fully blast until August when kids go back to school. We had our virtual egg hunt, the Easter fun run and that worked out well. If you guys saw some of the pictures, there were eggs hammered into the trees along both properties and we did have one family that were out the first day on both sides hunting eggs. There were a few families that really enjoyed that. Not as many as I thought after our Thanksgiving run, but this time of year there is a lot going on. We also had the vendor fair and it also worked out well. That was held at your sister district so she will be asking to come back here again for Thanksgiving when she does her vendor fair here. Our upcoming event is the yard sale, so we advertise and stick the signs out. That will be the 17<sup>th</sup>. We put information out on Facebook. If the multi-family units want to take part in it, they kind of have to coordinate on their own, especially if they have gates but we put the signs up.

I was contacted by the developer out here that is working behind the doctor's office. They will need to close down the promenade because they are going to do work tearing down and rebuilding it because they have to put in drainage for that property so we are working on sending out an email hopefully tonight or tomorrow to let everybody know that promenade will be closed starting on the 15<sup>th</sup>. Hopefully it will only be a few days. A lot of it is just French drain style. It is something I sent off to Peter Ma to make sure he had no issues or concerns. My concern would be making sure they put all of the pavers back in the right spots, but all of the other neighborhoods do have the French drains that go to the promenade so they will be installed.

Mr. Swartz stated you mentioned the email several times. How many names are in that?

Mr. Soriano responded at the highest point we had about 4,800 email addresses. Right now, it's probably closer to 3,000.

Mr. Swartz asked and that's both sides?



Mr. Soriano responded yes. So, it is not a high percentage of our population.

Mr. Eckert stated you mentioned the work. That's on District property?

Mr. Soriano responded it is.

Mr. Eckert asked do they have an easement or a license to be tearing up our infrastructure or anything?

Mr. Soriano responded I'm not sure. I forwarded it to Peter and asked him to make sure there were no concerns with it, and he didn't say anything to me.

Mr. Eckert stated I would prefer that we at least have a license agreement where they have insurance requirements and indemnification requirements and that they have to put it back exactly like they found it. What are they putting in?

Mr. Soriano responded drainage.

Mr. Eckert asked and then who maintains it after they install it?

Mr. Soriano responded it's all underground. It goes out to the pond so it would be the same as the Preserves and Cambridge, they all have permeated piping that goes underneath the bricks. It was just never installed there because nobody owned it.

Mr. Eckert stated I'll go ahead and prepare a license agreement. Can you send me that information?

Mr. Soriano responded yes, definitely I think we need some wording to make sure they repair it. I would think just like other builders they have some kind of easements there.

Mr. Eckert stated I doubt it. Usually if the plat has easements, they're not on behalf of builders or developers, so unless there is a separate document out there, there wouldn't be one.

Ms. Suchsland asked when will this happen?

Mr. Soriano responded it will start the 15<sup>th</sup>. They were given your information so they could coordinate with you, because they also have to shut off the irrigation in the front parking lot. We do actually run the irrigation inside the parking lot. I've tried to get through to the owners that they need to help pay for maintenance on those because those are their islands. I'm not going to make them get a meter just for those islands, however maintenance work they should be paying for whether they have their own irrigation tech, or they go through VerdeGo. They used to go through Down to Earth and they had troubles with R&D, so they ended up stopping and using their own maintenance guy, but that is our water that goes to those small islands.

Mr. Steiner stated when you put out the notification of the closing of the promenade, if they're cutting through there that is going to affect the lighting. I assume they will cut power to the light posts along there. The other thing is the control box for all of the promenade is down there as well like the gazebo at the Preserve.

Mr. Soriano stated yes, it's something we've already been dealing with. If you notice, the lights there is seems like every week or so they go out and they have to go out and reset them. They do turn off power to that clock and our box sits on that clock. We have our own little section carved out for that box. I've been back there, and they have not torn up grass around there so it is protected but it does go across their property so we do have to go out there and adjust the clocks.

Mr. Steiner stated but if they're cutting through that promenade, that's where the irrigation, the planting and the power through that area.

Mr. Swartz stated I hate to bring this up but given that you said that we basically have less than 25% of the residents have email access to get our alerts, you're probably going to need to put something up out there that says work will be done.

Mr. Soriano stated we will put up signage. They're actually required to put up barricades and things like that so they're going to block that off. Snail mail costs a lot of money and time-wise that's not going to work either, so that is our best option and it will go on the website.

Mr. Soriano continued. Moving on to the operations side, I do have a quote for this building that I need approval for. This came about at the beginning of this last month. It is for fire sprinkler work for the building. We have a very large valve downstairs that is our dry valve, and it is starting to go. It doesn't open and close properly. They've tried to rework it a couple times and it is something that needs to be replaced. It is a very large mechanism. It is a quote of \$6,794 from CoxFire. It does sound high so I looked into it and just the cost to purchase this valve is anywhere from \$3,000 to \$4,000 and it's not something I can purchase since you have to be licensed. I don't have a lot of time to go out and get multiple quotes because if it any point it failed the fire marshal could say you're not supposed to be open so that is a concern and I'm looking to move forward with it.

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| On MOTION by Mr. Swartz seconded by Mr. Hartigan with all in favor the proposal for valve replacement at the amenity building was approved at an amount not to exceed \$6,794. |
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Mr. Soriano stated if any of you have gotten a chance to go and see the gates that were fabricated, they worked out well. I'm still waiting on a small section of fencing and that seems to be everywhere, kind of like how we were waiting on the wire fencing for the storage building. Industrial production isn't the greatest. In fact, we just got our forms to pick the color for the slide that we ordered a couple of months ago so at this point they're making our yellow slide for the spray ground and I am hoping to have it in the next six to ten weeks. That will be close to the beginning of summer, but I'm glad we started in the off-season instead of doing that now. Hopefully I will have good news for the next meeting.

In regard to the parking expansion, I have not gotten visits yet. I'm still waiting for quotes and just an idea of if they can put us on the schedule right now. I may be able to speed that up. We are going through with some issues with the parking lot expansion over at Double Branch where I am probably going to have to break everything down and coordinate myself with a grading contractor and then the asphalt company. We can't get somebody like Duval Asphalt out here. If that is the case, then they may get to us a little quicker too and I can give you guys costs for what something like that would be.

The other item is security. I have two companies that I have whittled down to. The one company I've mentioned before, S3 is very professional, and everything was planned out well. I did ask them for bids, basically apples to apples to what we do now with the same hours, and then pricing so I can break it down to see what that is in comparison for the budget. The average cost on your side was \$27.50 an hour. What you pay now is about \$13 an hour so that is going to increase greatly. However, being a little better prepared and very professional, I would hope we could operate with less hours so part of that was asking them to provide a proposal for what else we can do. I'm waiting for the other company to give me their ideas. However, I did get a couple costs. The other company is Viewpoint and they are a little more local. They have contracts over at GreyHawk and also South Village. Right now, what he is saying is they are both more expensive on your side, but \$22.60 is what he is coming up with to do the service here. For your sister district it is a little cheaper for both vendors. Their concern is the size of the property. I don't know if it was the way I explained it that they looked at it like it is more work.

It is bigger and there's a lot more to look at, but they're here for eight hours. I look at it like it should be the same, so I'll talk to them more about that and try to figure it out. If this is something we really want to move forward with, that is going to increase our budget exponentially. Viewpoint is a smaller service but very professional and like I said, they do have some local contracts so if they're already in the area I would think we shouldn't see issues. S3 were already a big service. They have a central dispatch, and anybody can call if there are problems and they will record a report and send it out from there, we're not talking to the guards directly. So, they did have those positives and negatives on each side, but if this is something we really want to do, what I would really like from you guys is direction to move forward with those two and I can bring them in to do a quick speech and have them sell themselves at the next meeting and I'd also like to give notice to our current contractor.

Mr. Morris stated you're already dissatisfied with what we do have so I don't think giving a notice to them of ending of service would be out of order. The other two, I just want to make certain that we're comparing apples to apples. If you tell me for Double Branch, they're going to charge \$23 but they're going to charge us \$27 and it's the same people. It sounds ludicrous to me. I would push back on that. If they can give us what you're demanding, and you can articulate to them the service that we require. You just want to make sure that we're getting the correct service and we're willing to pay for it, but just the idea of a \$4 per hour increase for 50 yards across the property line to Double Branch, it just doesn't make sense to me. Then, if it would require perhaps fewer hours to where it's offset a little bit at least, even though we may be spending more per hour but maybe we don't need them as many hours.

Mr. Soriano stated I wanted that original bid so I could see good numbers based on what we do now. After that, if we're paying \$23 an hour, but they're much better with communicating with residents and enforcing rules and dealing with issues like that, we may not need them for as many hours as we have right now so we may be able to change that schedule and cut down hours and that will help offset.

Mr. Swartz asked are you still anticipating getting off-duty Clay County officers?

Mr. Soriano responded we are. They are actually going through a bit of a change right now to the point they're even asking us to give them a detailed report of what we expect them to do, and I generally don't like to tell an officer what to do. It's not my position. They're here and they're helping us out and their presence is important and that's what we're paying for, but they

want a log, they want them to make contact with staff, they want them writing down what they're doing all the time, and this is coming at the direction of their office. I'm probably going to find some middle ground to start because that's not what we've done here before, but if I have that from them, then I would think all the staff out here should be able to handle all the problems so that also would allow us to cut hours.

Mr. Morris stated if you believe these two entities are the ones to work with, let's go ahead at least with a formal proposal and you can present that next month.

Mr. Soriano stated there were 11 different companies that I sent information to and these were the two that were responsive. They actually took the time to do a full tour and email me and ask questions. A couple others just sent me their basic hourly rates. One was a no show completely and didn't even tell me why they didn't show. However, I do know from talking to the others that there were a couple of our local companies that were purchased and that happens a lot.

#### **SIXTH ORDER OF BUSINESS**

#### **Audience    Comments    /    Supervisors' Requests**

Ms. Rachel Martorelli, 774 Mosswood Chase, asked are you going to put any waste stations in since you're going to be now inviting dogs into the area?

Mr. Soriano stated I do have concerns with this because that question has come up before. It is basically a way for people just to get free doggy bags. We already have trash cans and people still throw their dog bags in the trash cans so I would recommend we stay with that. We also get into this issue that I'm going to have janitorial going around and cleaning these things out. If you recall, years ago we did look at that and I would be surprised if our current guys don't ask for something since all of those bids came in much higher than we pay the normal janitors right now. That's one of the reasons we said we would never do that stuff. If you remember it happened at Hamilton Glen, we had looked at it back on the promenade. When it comes to dog poop, there are people that do that as regularly as their business and they make a lot hourly. The idea is they're still going to be picking up after themselves and putting it in the trash. I do think it's a nice amenity, but it just ends up that we're providing those bags and the little trash can right there.

Mr. Steiner stated the thing about it is, we're not opening up new area. All we're trying to do at this point in time is authorize people to use the area like it's supposed to, according to

the current County regulations. They should be picking up behind themselves. We're simply trying to define that. The fact is according to Clay County if you are walking a pet somewhere, nothing in there says the area has to provide you the bags to pick up. You as an owner are required to carry a bag and clean up the waste so from this standpoint, I think it would be more of an opportunity of being abused from the standpoint that we would have all kinds of people coming by and just taking the bags out and throwing them in the lake.

Ms. Martorelli stated I've seen that in one of the neighborhoods that do it, but I was just wondering if there was a plan for that.

Mr. Steiner stated I can't speak for Briar Oaks or Cambridge, but the Preserve which sits along the promenade and has a large community that walk out, we have waste stations providing bags before you go down the stairs to get on the promenade. I don't know whether the other areas do, but again from that standpoint we would be doubling up on what was already provided for this area out here.

Ms. Martorelli stated the second thing is the Whitfield trash cans. I did take a break from emptying them because I had surgery and COVID and I was trying not to touch other people's garbage. I have resumed emptying those cans. The last thing is regarding the cards. I have two kids. I don't mind carrying around three cards but is there a way to put an expiration date on the parent card so when the kids have aged out, you will still have a year or a couple years where there is some shenanigans that could happen but then I could just go update my card once.

Mr. Soriano stated the problem with that is, the only way we could do that is if we were going to force the parents to get those kids cards and then I would put that in, but I don't think we want to change that policy. We could get to that one day when there is a lot more people living here, and we start seeing some of those issues.

Mr. Swartz stated actually wouldn't it be realistic to put the youngest child, when they turn 18 or 19 you can set it?

Mr. Soriano stated I understand, but that doesn't work because when it goes off in say 2032 but they go ahead and get their kids cards before that. Mom and Dad's cards just stay on. It doesn't tell me anything. I still have to go through the audit.

Mr. Swartz stated we're doing the free updating on Mom and Dad's cards when they get their kid's cards.

Mr. Soriano stated I have to go in and look at it so that's why I said if we just keep it that way. We could put that on every adult's card, but I'd still have to go in and look at it. It doesn't cut out anything extra basically. That would only fix the one problem with the parents that still have kids that their kids are long gone. It won't fix the other problems. I'm trying to address everything.

Mr. Swartz stated you're going to need a software update.

Ms. Martorelli stated I was going to say, who owns the program. Can you guys submit enhancement requests to ask for these things that would help tremendously like with the auditing?

Mr. Soriano stated there is no such thing as a program to work with a community like this. This is built for a big building that people go into different floors and things like that and they have different contractors come in. There is another software that I've mentioned before that was installed at South Village when I was there. It doesn't get anywhere near the number of cards that this one does. I can do things like I can program in that database when you scan your card, I can pop up a picture of all the kids next to it if I want to. That's open source and a little different so they don't hold as many cards. This has a lot of features whether it actually works for this.

Mr. Swartz asked is it more limited?

Mr. Soriano responded I don't know all the features that they were really looking at when you guys decided to buy it years ago. Now? If we wanted to change to the other software, besides purchasing it and all the labor to change over to that database and getting all 30,000 people in to get new cards. We've spent a couple hundred thousand dollars on the system over the years so we find a way to stick with it, but I like the thought of having a master account where I can see everything everywhere. If you guys really want to look at something like that I can always look.

Mr. Perry stated I can tell you the Nocatee system was in excess of \$100,000.

Mr. Swartz asked what did we spend for ours?

Mr. Perry responded I don't know. It's been forever since it was installed.

Mr. Soriano stated I wouldn't be surprised if it was a lot of money. If you recall, we spent \$190,000 on cameras here so it wasn't something the developer balked at. If they wanted all those bells and whistles, they spent a ton. Whether it really works for us the way we use it now is different. I can always look at other software if you think it's easier. I still think we're

going to come across something that creates a problem. It's not really a problem with the software. It's a problem with people that are trying to find a way around the rules so they can sneak people in that we catch.

Mr. Swartz stated but if you have the opportunity to make the changes to your software to catch that, then we've solved a problem.

Mr. Soriano stated yes. Installing the computers at the front did that for us. If you remember, then we were catching 30 to 40 households those first couple of months that they didn't even live here anymore. It wasn't until we could actually scan them and see all that information right there, where before they were just flashing their cards and signing a piece of paper.

Mr. Swartz stated the company for the software we have now, is it made by Kantech as well?

Mr. Soriano responded yes.

Mr. Swartz asked will they allow any changes to be made to it? Do they take any input? If they're spending \$100,000 somewhere else, you'd think they'd be interested in spending \$20,000 for a change request.

Mr. Soriano responded they do all this work in lots of other houses for residential services and it's not cheap. They make money so I'm sure they would take the suggestion, but they don't even talk to me when I try to get work done. I have to go through that alarm installer to get some specific things done. There are some things I can do, and I know the system better than our alarm system installer now, however there are times where if I need customer service, they won't talk to the end user on the phone, only the installer. I have to pay them hourly to be there. We can always look at another software company. I think it's more work than you guys might be thinking but I've worked with others before. By now, you're talking many years later. We've spent a lot of money and we've got a lot of added cards out there. That is a very big changeover. However, it did happen I believe in 2010 or 2012 we had a severe lightning strike over at Double Branch and we had to get everybody that was here, which was a few thousand cards back then, to come back in and get new pictures and information because a lot of times when they were scanning them, there was no record because the server got knocked out. Now, I can protect everything so we don't have that issue.



Ms. Martorelli stated I have one more question. Are you going to change the signs when you do all these rule changes?

Mr. Perry stated in some areas.

Mr. Swartz stated for the most part we're trying not to change signs because it's kind of already in place.

Mr. Soriano stated with the dogs, we will have certain signs that address that since we didn't have that before. We have signs already for motorized vehicles out at the promenade, but I will just get some more for other areas. There's really nothing that we have changed as far as ages. Even with the cards, if we do that, we don't have that many signs right now. It is in our policies and on the websites.

#### **Supervisor's Requests**

There were no supervisor requests.

#### **SEVENTH ORDER OF BUSINESS**

#### **Next Scheduled Meeting**

Mr. Perry stated our next meeting is going to be May 10, 2021 at 2:00 p.m. at this location. At the June 14<sup>th</sup> meeting we will have the budget for consideration of approval.

#### **EIGHTH ORDER OF BUSINESS**

#### **Adjournment**

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| On MOTION by Mr. Morris seconded by Mr. Steiner with all in favor the meeting was adjourned. |
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Secretary/Assistant Secretary

  
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Chairman/Vice Chairman