

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, May 10, 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
Jen Muntean	S3 Security
Steve Muntean	S3 Security
Brian Hatten	S3 Security

**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 comments, the next item followed.

**THIRD ORDER OF BUSINESS**

**Approval of Consent Agenda**

- A. Approval of the Minutes of the April 12, 2021 Meeting
- B. Financial Statements
- C. Assessment Receipt Schedule
- D. Check Register

Mr. Perry stated included in your agenda package are the minutes of the last meeting, financial statements as of March 31<sup>st</sup>, your assessment receipts schedule showing you are about 99% collected and the check register totaling \$252,084.52.

On MOTION by Mr. Reynolds seconded by Mr. Swartz with all in favor the consent agenda was approved.

**FOURTH ORDER OF BUSINESS****Staff Reports****A. District Counsel**

Mr. Eckert stated the Governor signed what we will call the COVID bill, which provides a great deal of protection for businesses and local governments such as the District. To be able to prove a negligence case for somebody being exposed to COVID through some sort of negligence of the local government, there's going to be an extremely high burden of proof. We anticipate that new law will be challenged in court, and we will have to keep an eye on it. That was the most significant thing that could have an impact on the District. To my knowledge, the statutory immunity limits I talked to you about did not get raised this session so insurance companies will have to look at that again next year, but at least there shouldn't be a change in your insurance rates this year as a result of a new law. The Governor has until mid summer to sign bills and there were changes to the law that will likely require us to update the rules of procedure, but again, nothing that is going to affect your business in the next two months or so except for the COVID bill. Other than that, I'm working with Jay on some contract issues, and I think we're going to go through the policies, which I've previously provided some input on.

**B. District Engineer**

There being nothing to report, the next item followed.

**C. District Manager – Report on the Number of Registered Voters (5,144)**

Mr. Perry stated included in your agenda package is the number of registered voters within the District boundaries, which stands at 5,144. We are required to provide that information on an annual basis to the Board. The other item I have is we are working through the budgets and at our next meeting we will have a budget for your consideration of approval. Then we're looking at the September timeframe to have the budget adopted. There are no surprises right now in regard to the budget and we will highlight all of the changes at our next meeting.

**D. Operations Manager – Memorandum**

Mr. Soriano stated we are now open at the pools every day. We're on that alternating schedule during the week where one side is open, and the other is closed, and it goes back and forth. Friday, Saturday, and Sunday both pools are full blast. You'll see our usage numbers have slowly started to come up. We do have a lot of new people coming in as we have some new homes being built that are slowly starting to be filled now. Past the clock tower there were eight buildings being built and the Jennings Point townhome pads are being finished up and then we also have a few open spots in a couple of neighborhoods, but our next big one will be the one down here between Briar Oaks and Cambridge, but we still have a few months before I think we will see any work for it. Our rentals are slow. We haven't ticked up the way I thought we would. I thought once we opened up we would slowly start to get back to every weekend having a rental and we have not yet, but there are plenty of questions from people looking to book, more for weddings next year.

Mr. Soriano continued. On the operations side, you'll see I have a type up of the policy wording that we went through last month. I made the changes that we discussed on everything from dogs on property all the way through to our motorized vehicles on property. The first page there are going to be two separate sections because we talk about a walking track and that is for your sister district so I will carve that out and you guys will not have the dog park rules section in your policies since we don't have a dog park on this side. This was just so we could get a reminder of last month and to see if there was anything you guys thought of that we wanted to change or add. If you remember, we talked about finalizing these next month since we did have to advertise for the rate hearing. There were the two things we wanted to increase. One was the room for your sister district and then for you guys and your sister district the buy in from the outside. I've been getting more and more calls for the buy-ins. If you look at KB Homes website for this neighborhood that is behind Home Depot, they actually have it advertised on their website about buying into our neighborhood because we're right there. They contacted me months ago to get all that information, but that's the \$1,800. They are not planning on anything like we have so that's something they passed along and put it on their website with our contact information. With that though, we want to take that \$1,800 up with the rate hearing so we can do all of this together next month. There are going to be two operational items that the lifeguards brought to me that we have talked about before and they don't need to be printed in the policies. These are internal operations. I may stick a sentence in the policy about coolers on the deck and

limiting the size but rather than having something spelled out in the policies we will just say the size on coolers may be limited, please see the front desk for more information, that way we can kind of control it here. We do have a problem certain times of the year with people bringing in large coolers and generally it's for the adult pool and generally they have things that are prohibited anyway, and we do want to kind of limit that. The other item that worked out well last year is we had a little more control on the adult pool last year. We have our new gates set up back there, which helps staff and allows families to use those bathrooms, but we still separate out that pool and our lifeguards and control is up here. Nobody came in through the back last year, so we controlled everything because everybody had to be checked in and it worked out a lot easier. We didn't have anybody sneak in or coming in already inebriated so it made controlling that pool a lot better. However, the adults like to come and go as they please. That is a swim at your own risk facility. What I would like to do is actually change where unless it's off hours, so the early morning hours or the late hours they can use that back gate, but during normal operating hours we're going to close that gate, and everybody checks in through the front.

Mr. Morris asked so that would be locked and there would be a sign?

Mr. Soriano responded yes, locked and if any of you guys have been down to the tennis facility in the last few months, in the winter we had to put a big billboard right next to the tennis entry so we can have times on there for the hours. We already kind of do this, but things like the swim team; the swim team can only access that on certain nights. We don't have staff here right now so they use the back gates and the rest of the time they will be expected go through here. We have a lot of kids, and we have some families that don't live here. They have to be checked in properly at the front so we will treat the adults like that too that during normal operating hours they have to come through the front.

Mr. Morris stated sounds good to me.

Mr. Steiner stated one of the things I noticed in the pet section is we dropped service animals. In today's age, that is usually a given, but do we need to have that statement in there?

Mr. Soriano responded it's not required to be in there. If you remember, I talked about taking it out. I trained the staff here on how the ADA works when it comes to allowing service animals. There are actually rules and there will be people that argue. We have had a ferret here before and a ferret is not recognized by the ADA as a service animal. They are only dogs, and the dogs must be controlled in certain manners. I wasn't going to spell everything out here.

People bring in their therapy dogs and I've kind of gone through this with the aquatic's director. Therapy dogs are also not covered by the ADA. I don't mind them here, as long as they're actually acting like a service animal. If they're on the side barking and yapping or they're in a book bag, they are not a service animal. I go through this with the staff, but rather than putting up a sign, I just leave it off. We have to allow the real service animals either way, whether it's worded in there or not.

Mr. Steiner stated I don't have a problem with it not being there, I just want to make sure it wasn't a requirement.

Mr. Eckert stated there are restrictions on what you can ask, and I know Jay is familiar with those, so I think it's going to be fine if we want to take it out of here.

Mr. Swartz stated on the back fence there, it's only what a three-foot fence?

Mr. Soriano responded it's 48-inches.

Mr. Swartz stated I thought it was lower. It seems like something somebody could easily jump over.

Mr. Soriano stated yes you can easily jump over that, and we did talk about that before. Our biggest negative point to changing anything about the fencing was the cost. If you remember, this last year the cost of some of these supplies, especially things like fencing not only have tripled, but just getting them in is taking months but that was something I looked at for pricing for changing a lot of the four-foot fencing. We do get people sneaking into the pools a lot and it would help if it were more like the fence at Double Branch where we increased the size. I can continue to look at it.

Mr. Swartz asked is it a six-foot fence at Double Branch?

Mr. Soriano responded it's a seven-foot fence. We can look at that and when I have an opportunity, we can squeeze it in, but right now the cost is very prohibitive. If you're out there for swim practice, you'll see adults sometimes jump it. I have a gentleman whose kids are on the swim team, and I've seen him do it in the morning and I've said something to him, and he's said he's forgot his card. If we see them, we're going to kick them out.

Mr. Reynolds stated it's a deterrent, it's not going to stop them.

Mr. Soriano stated if you remember when we switched the fences out at Double Branch it was \$12,000 or \$14,000 just for that one side. I did want to point out a couple of changes to the wording in the policies. The one that I did strike was the limit on the adult children age. I talked

about just the 19 and above adults. They will have to come in and provide District ID, a driver's license or State ID with the District address on it, which we ask for everyone to provide right now. I also talked about limiting families that have two or three families in their home, which we get a lot. Although, it doesn't look like we have an easy way to limit it. We couldn't find anything at any other districts that have address this issue, so I've stricken that part. I think I originally said it was 26 years old. Whether they're 19 or 30, they will have to provide the District address on the driver's license and the parents will sign an affidavit saying they live here and Mike and I can come up with wording on that. Even something to say they could possibly lose their privileges if we found out something different. It was really the older ones we were having an issue with and that's where we've seen a lot of the disciplinary actions. It hasn't been a huge problem for operating so if we need to, we can keep looking at this and eventually somebody may put a rule in place that will help us out or we may have to be one of the first ones to put a rule in place like that. I do see that problem eventually getting worse, even if it's slowly.

Mr. Hartigan asked are we planning an expiration of time on the cards for those over the age of 19?

Mr. Soriano responded they have to come back and update every year. I can put an expiration date on it, the same way we do with rentals right now so when you come in for leasing on April 18<sup>th</sup>, that goes into the computer for next year and on April 18<sup>th</sup> those cards automatically turn off. It'll be the same way for the adult children. At 18 the driver's license gets updated and they last for a few years so they can easily keep it and that's where the added hoop to jump through for mom and dad signing the affidavit is the only other thing, I can think of to help out so we will get them to do that every year. I put in there adult family members, not just adult children because we also talked about those extended family members whether its grandparents or in-laws. They would fall under the same guidelines. There were no changes to the caregiver policy. The personal recreational vehicles were different and that was only because we were taking that out. If you remember, the first rule that dealt with dogs also talked about bikes, skateboards and things like that. We dealt with the skateboarders and motorized vehicles, and we took bikes out. Internally the only thing we will do is watch because they shouldn't be riding their bikes through the building walkways or anything like that. We're talking about motorized skateboards, golf carts and things like that out on the sidewalks or the parking lot. I think the wording needs to stay in there that drones should not be flown on District property

without first obtaining written permission of onsite management. We are actually controlled by Cecil Field so you actually cannot fly drones anywhere around here anyway. If you have all your proper paperwork and you are a 107 certified drone flight person, you have to take this test and afterwards it tells you about flying in certain class air restricted areas. The only area we have that its even allowed is in Double Branch so you can't fly here at all because we're too close to Cecil Field. We've had a couple of problems over the last couple of years, but as long as it's not going on and off of our property, the airspace is up to somebody else.

Mr. Swartz asked I thought it was under 75-foot?

Mr. Soriano responded anything above the ground they control. There is a weight, like 40,000 or something. The little recreational drones that kids have don't quite fall into that so those are different.

Mr. Swartz asked on the raising of the rate for District access, is there a precedent on that? Have other districts done the same?

Mr. Soriano responded we're one of the lowest. Our rates have not been increased in the past. Most districts are higher than us.

Mr. Swartz asked but do they have different rates for the residents?

Mr. Soriano responded most of them are much higher than what the residents pay and ours are actually pretty close to what the residents pay. The highest assessment is around \$1,700 so for \$100 more you can buy in without even living here, whereas at a lot of districts it may be quite a few hundred bucks more. You guys also have a particular advantage over a lot of other districts because we have the reciprocal deal with your sister district so rather than paying twice, they get to pay just once and then they get access to both, so you guys split that \$1,800.

Mr. Morris asked but we're raising it to \$2,200?

Mr. Soriano responded yes.

Mr. Steiner stated if I remember correctly, as far as having nonresidents buy in, it hasn't really been utilized very much at all.

Mr. Soriano responded this is one of our busiest years and we've sold about four or five.

Mr. Steiner stated so my question is, now that this is being advertised and there's a potential for more, when people do the buy-in do all of the rules apply? In other words, they can have multiple families in the household, they get guest passes, etc.

Mr. Soriano responded it would be the same thing. We ask anybody that lives in the house to provide a driver's license if they're an adult.

Mr. Steiner asked wouldn't it be prudent to limit that for the nonresident buy-in. You get the kids in and so forth, but we're putting all this stuff in the policies and I'm just wondering.

Mr. Swartz stated the immediate family is what you're saying, mom, dad and kids.

Mr. Steiner stated that's what I'm thinking. From a standpoint that we have that area that is advertised, and we have the ones that are going in behind the soccer fields that are looking at approaching some way to share. I'm just concerned we're going to over burden our limited resources for folks that actually live here.

Mr. Soriano stated I'm not sure if we've seen a rule like that for the outside buy-in.

Mr. Eckert stated we have one district where you can have up to six passes if you buy in and everybody lives in the same household. That's a very unique circumstance because it's a condo/hotel for individuals that don't live there. We could look at that and see if we can tighten it up a little bit, but there are some legal parameters. You have some discretion, but the farther you go away from treating your own residents more favorably than allowing public access, the harder it is to defend.

Mr. Steiner stated we've already had where we met or exceeded capacity at the pools. We have 50 or so homes coming in down here and you talked about the ones up at Jennings Point. Those are residents and now there's this other complex.

Mr. Morris stated I think the difficulty in that is you get down to which benefit do you strike, and which do you include. I would probably sway towards what Mike had suggested with limiting the number per household perhaps and I think with us increasing the rate from \$1,800 to \$2,200 would probably dissuade people to get it anyway, unless a builder or developer includes that as a benefit to purchase. We probably won't see too many of them even with the 180 homes that are going to be built in phase one, which will be 100% rentals if I'm not mistaken and I would suspect the landlord will not spring for the \$2,200 for his tenants so I think the impact will probably be minimal.

Mr. Steiner stated I just think it would be better to ask now. In the years we've been here we know of the five or six that have done this so it's not huge.

Mr. Swartz stated Arbor Mill is fully built out and they're not paying.

Mr. Soriano stated right now we have one from Arbor Mill.



Mr. Steiner stated now is the time to ask the question.

Mr. Soriano stated I agree. I think it's something we can look at but even then, it's another one that if it becomes a problem we can discuss it and even at the \$2,200 if we start getting five or ten a year, then we do need to look at that. The cost for everything is going to go up. We've got commercial fitness centers, other pools like the YMCA and it's not cheap to go there, so for a few hundred more bucks I'd much rather my family have access to something like this, especially if I live right here. It's something we can look at.

Mr. Swartz stated the new developments aren't going to have any of their own small pools or anything to take the weight off of us, right?

Mr. Soriano responded from what I understand the KB Homes one behind Home Depot will not. The apartments there on Merchants Way do not have a pool, they have a recreational building that I think has a meeting room and game room for kids. The one that is going in the back on Oakleaf Village Parkway have a site for and amenity center but that was part of their ask when they were coming in before. They were hoping to get away from spending the millions of dollars to build that amenity center if they could just strike a deal with the districts. They do have the location, but they don't have anything in the plans to build a building or pool yet.

Mr. Swartz asked if the group in phase one wanted to be part of Double Branch, can they legally become part of that?

Mr. Eckert responded there is a whole boundary amendment process and if I recall, Double Branch was established by the Florida Land and Water Commission so they'd have to go through that entity's process and realistically even though a landowner could initiate that process, if they don't have the support of the District, I don't think there's really much chance of forcing their way into the District.

Mr. Swartz stated no, but if they have the land and wanted to be part of it, then it could make sense to build something that would be mutually advantageous to both.

Mr. Eckert stated yes and one of the things I was thinking about is I'm trying to think through different ways that we can address your concern is we go with the \$2,200 now and if it becomes a problem, maybe what we end up doing is have the user fee, but also some sort of capacity fee that goes into a fund that we can use to create some additional recreational capacity somewhere. I think that's a separate fee though and the fact that the residents here can be assessed that fee anytime the Board so desires to do that if you wanted to build something new. Kind of

start getting some revenue so when you do have to expand something, you have some funds there.

Mr. Swartz stated then the obvious question is do we even have space to put things like that.

Mr. Perry stated another thing to keep in mind, even though it says annually, it's not prorated so if you were to join today, it will only go through September 30<sup>th</sup>.

Mr. Soriano stated I'll bring the policies back in next month and like I said, we have the rate hearing so then we can finalize policies. If there are any questions or concerns on the policies that you guys can think of that you may want to discuss, you can email me between now and the next meeting so we can talk about it and we can finalize everything during the rate hearing and our normal public meeting.

Mr. Soriano continued. The only other item I had was our security. I did look at those two organizations I mentioned last month, and I settled on one and I brought them here for you tonight if you want to say hello and ask any questions. We will be finalizing an agreement with S3 Security. I talked about them before a couple times. They were impressive on their professionalism and everything they have in place to help us out here and they did have better pricing. This was the company that had the one weird high number, and it wasn't really detailed what it was but I mentioned golf carts, and that's what it ended up being. This was the rate for them to provide their own golf carts, which you would see in a lot of other company contracts. As far as just getting them in the door and matching what we do now, they were the lower rate so I've gone through them, and I will finalize everything with Mike and Rocky but if you guys have any questions or concerns for them. It is going to be kind of a quick turnaround. That was part of them agreeing to the paperwork. I had given the one company notice after the last meeting so they're dropping this week and these guys will step into that role. I have already started working on our budget side since this will be an increase.

Mr. Perry stated and even though the Board authorized it at the last meeting for Jay to select one, if we could get a formal recognition by motion from the Board that allows staff to enter into a contract with S3.

Mr. Morris motioned to authorize staff to draft a contract to be entered into with S3 Security, and the Chair to execute the contract. Mr. Swartz seconded the motion.

Mr. Hartigan asked whoever is in charge for S3, can you at least let us know what to expect from your company? It's going to be different from what we currently have.

Ms. Muntean stated we started working with Jay two or three months ago listening to his viewpoints and really what we gathered was a lot of it comes down to customer service, the oversight and management of the officers, the interaction between the board members and what you guys are actually getting and where is the officer, did he show up and what did he do when he was here. Just the quality of service. I'm the general manager and I've been with S3 for about eight years. Leah is our account executive. Steve Muntean is owner/investor. He actually started the company I believe ten years ago and then Officer Hatten started as an officer with us three years ago. He is one of our field managers so he is basically a site supervisor so he will be doing a bunch of the training and oversight with the officers. The supervisor role is very important. We do have patrolling officers on shift every night, but also having somebody out here whose main goal is quality of service and training and making sure the officers are here. We are super tech enabled. Our local dispatch center calls and does status checks with the officers when they show up on shift and when they leave for shift. Throughout the shift they're supposed to call and check in. Their company phones are tech enabled so they can't clock in down the street at McDonalds or something. They write their reports and we do have QR codes and there are pictures we take on the phone to say this is what they checked throughout the night, and we can put up the QR codes if you guys want. Jay and I talked about that and there are some positives and negatives to that. It's just something we will work through on the service and it's a work in progress because every site is different and it's just what works for you guys and how aggressive do you want us to be with the residents. Some people want us to be a little more aggressive and some want us to be a little more relaxed. Playing in that grey area does leave us open so we will find out what works for you guys and what is the direction that you want us to take. Anytime there is the transition it's going to be different because I think once you start enforcing the rules, some people aren't going to be happy. We can ease into the transition but at the same point, you want to set the expectation up front so if we ease in too much, when we start getting a little more forceful it can cause issues so it's a really fine line on that, but we're here for you guys so it's really to do what you need us to do. People live here and they want the officers to be professional and courteous and nice, but also know that they're doing their job. Jay and I did talk about the golf

carts. I do really think that would be a huge advantage given the size of the property and how much ground the guys have to cover so that's something we can also look at but doesn't have to be done now. It's not something you have to do, it's just a recommendation. Leah and I took a tour of both sides of the property. In doing that, looking at the effectiveness and how much the officers can do and be seen we really do see it's advantageous, but again it's just a recommendation. We're pretty active and we constantly review the reports. The reports are emailed daily, and it lists if there were any incidents, if there are any light outages, or if anything happened at the pool. If there is an issue in a particular pool more so than the other one, we will task that out and the officer will see that. We check the reports as well and we will ask if the officers are reporting what you want and if you like, things like that, so it's a constant interaction. We attend the Board meetings as well just to make sure the guys are doing what they need to do. Officer Hatten will come on property and meet with the officers to make sure everything is going the way you want it to.

Mr. Muntean stated I started the company a little over ten years ago. I was in law enforcement and had a tech business prior to actually getting into law enforcement and was in GPS tracking, but while I was in law enforcement it was right when Trayvon Martin happened, which had a big impact on HOAs and crime was increasing and not a whole lot of folks were wanting to get into law enforcement and the pension deficit was significantly underfunded for a lot of State, local and County municipalities so putting my entrepreneur experience and my law enforcement experience together, the natural intersection was security so I invested in a security company that was based out of Daytona, put a bunch of technology into it, put a patrol model into that mirrored what a law enforcement response would look like for a lot of communities and it worked out pretty well, thus moving into North Florida to service Jacksonville so today throughout portfolio of companies we service about 250,000 residents throughout the southeast US and all we do is residential, so we understand the things that you go through. Everything from the pesky HOA rules and regulations. They are there for a reason, so our whole investment thesis and operating thesis is based on a broken window theory. If you have a commercial vehicle parked in your neighbor's driveway, or a big boat that is sticking out over the sidewalk, or leaving your trash cans over the two weeks, those have a significant impact on the value of your property in every community so through security we found a way to improve that, not only from a homeowner's perspective, but also from a residential perspective so multi-family housing, HOA,

student housing, we've had significant ROIs based on the security services we provide based on the value increase that we see. I have a monitor that we use, which is Happy Warrior, so if you've ever got a daiquiri from your favorite bartender and they put the little umbrella in it all smiles and everyone is having a nice time, which is the way our persona comes off so we're a lot of times the first experience that the owners and their guests see, so we're a direct reflection of the Board and we want it to be a positive experience. Once you've had too many, we also have to be able to use all sorts of tools in our toolbox to get them out of the area and safeguard the asset so there isn't any risk and liability concerns. So, Happy Warrior approach, treat everybody with courtesy and respect, we are the face of your organization as well, but we and our officers also understand why these rules are in place and more importantly why they matter. Jen has mentioned we have a bunch of technology in place in order to monitor that. Our training and selection is hands down the best in North Florida. What we go through to make the individual is the best fit for this property I've never seen happen, even in law enforcement. Right now, with the state of the US, it's getting tougher and tougher to track and retain folks both in security and law enforcement. I think that our culture and our progressive policies for our employment really make a big effect on the quality that you'll see.

Mr. Hartigan stated since we've had a problem with reliability with our current company, if someone doesn't show for their assigned time, they have to check in remotely from here, but if they don't show, what is the course of action that you take?

Ms. Muntean stated whatever industry that you're in, when you're dealing with hourly wage employees it would be unreasonable for me to say that's never going to happen. It does happen. As Steve mentioned, currently with the way things are going we've significantly had to increase our wage rates for the officers. People just don't want to work, so we've had to get creative in how we are going to be able to retain people and get them to want to come to work so we always think ahead, and we've been working on this for a long time. We do have things in place where we have patrol officers that patrol in the communities as well, so they're not necessarily dedicated to your site and they're out patrolling other properties, so what we can do in those instances is pull somebody from a patrol. We are having supervisors on duty so if somebody doesn't show up, we're working hard in the background to find a replacement for that, and we also have Officer Hatten who could post up until we were able to get a replacement. Typically, it's just a bad hire was made, or suddenly this guy was the best officer for three years

and all of the sudden he's got family issues he's dealing with, and we just have to hire his replacement. Whenever that does happen, we are doing our best to get it covered and in the even we cannot get it covered we will credit you for that. Again, their phones are geofenced, so we know if they are onsite or not. They have to clock in. We have a very strict clock-in policy. You don't get paid if you don't clock in. We've put all the measures in the mitigate it, but really, it's can we get it covered and if all of our resources don't enable us to get it filled, you will certainly be credited. All of our shifts have to be approved so it's not like the officer can just clock in or out, it has to be approved daily so between our operations manager and our controller, they know if somebody was on that shift or not.

Mr. Muntean stated to piggyback on that, we have over 50 communities that we service in Jacksonville so I think a big difference from us and other competitors is we have a big bench of folks that are cross-trained specifically for this community and we can pull from supervisors that patrol to dedicate it in order to make those accommodations because each community is completely different in terms of what they want but we make sure all the officers and supervisors are cross-trained.

Mr. Morris asked Jay, you're happy?

Mr. Soriano responded I am. I warned them a couple times of a few issues to start with and the first part is they're going to take some complaints and we may even hear some here because we are going to be doing things a bit different. A lot of times our security guards before just didn't enforce the rules or sometimes wouldn't enforce them correctly, if they were even here. Now though, we have presence; somebody we're paying a lot more for, so I have a lot higher expectations. Sometimes it may upset people if they're telling them, they can't have their dog on the softball field. We're going to go through this and they're going to know the policies pretty well. They're going to have to work pretty well with the residents and they're going to have to have that customer service side, so I have gone through that with them. I expect us to have complaints in the beginning. The first three or four months may be tough on anybody coming in because there's no reason for us to spend \$10 more an hour if we didn't want to make those changes. If we're worried about people using our facilities that don't belong here, then we have to have a way to control it and enforce it and we're paying more now so we expect them to do that work. This was going to be talked about separately once we finished with them, but I do

have issues with how I paid the last company just because there have been nights where they haven't been here.

Mr. Morris stated before we get into that, I know we have a motion and a second on the table for this.

On voice vote with all favor authorizing staff to draft a contract to be entered into with S3 Security, and the Chair to execute the contract, was approved.
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Ms. Muntean stated one last thing. If there's an issue, just let us know if it's a particular officer incident. I'll talk to the residents if need be if somebody is upset about something. Usually once they get it out, we end the phone call in a very pleasant manner. I'm used to the board member situation as well and what is important to you guys and how to manage that. We have a progressive discipline policy with the officers and there are certain things that if they're in violation it's an immediate termination, if it's something like the report isn't looking great or they missed out on a rule, let us know so we can train them better, go the progressive discipline route, see if they can come up to par and if not, we will terminate them. A lot of times people are worried to tell us because somebody might get fired. We don't fire them right off the bat. It could be something easily fixed so we try to work with them on that and if it can't be fixed then they will definitely be terminated and again, if it's an immediate terminatable offense we will take care of that as well. I'd just rather have more communication than not because that enables us to fix it and correct it for you guys if there is an issue. Or if we have confusion about how you guys wanted us to handle the rules because I think up front that will be a little bit of a question like are you guys comfortable with how we're handling it and we can tailor it back or bring it forward a little bit more, so the communication piece is really big.

Mr. Hartigan asked so we can reasonably expect you here for the next several months or more?

Ms. Muntean responded I will be here on Saturday and yes, I will be here.

Mr. Soriano stated once they get everything running right, I have asked them to have some kind of presence at the meeting. You have all seen me working 60 to 70 hours a week. I get involved with every one of our contracts and at times I can speak for them pretty well. I know what's going on almost every hour of every day. Since we're paying a lot more, like I said that

expectation is higher so when we have those issues, especially when we're hearing those complaints and I have somebody else now that I can direct the residents to, they are going to have to take more of that lead. I didn't expect that much from the other company because many of them are minimum wage employees, and I can only work with them so much.

Ms. Muntean stated yes, and it could be me, it could be Leah, it could be Hannah, our controller, Brian or Steve for customer service so if we can all make it great, if not we will make sure that somebody is here as a representative of the company.

Mr. Muntean stated when you look at the security ecosystem here, we've seen it all so looking at it from a legal perspective, if you're getting pulled into depositions and you've got a bunch of risk and liability items, we're happy to look at those as your provider as well and provide recommendations. We focus on the physical security side, but everything from access control to your standard operating procedures to when the pools should open and close, whose doing that, to parking, to signs, to lighting, to video camera, we cover the whole set with crime protection through environmental design platform, so if you have a board meeting and you want to talk about what the blind spots are and what the risks are, whether it's speeding vehicles and not enough signs posted, every area you turn there is risk and liability it's just what is the expense and associated expense managed with the risk so if you do need help with that we're happy to come in and help out with some of those things and provide recommendations based on all the stuff that we've seen.

Mr. Morris stated Jay, the question with regard to the former vendor. If there's an issue with billing, I would suggest you and Jim iron that out.

Mr. Soriano stated really, I'm looking for direction from the board. If it's okay Jim, Mike and I can haggle with them. I don't agree that if I can show they weren't here that we should have to pay for that amount of time. I may ask them to provide proof. At your sister district they are a little better and there they actually have sign in logs and things like that. There's one guard over there and the one that works full time is actually pretty reliable, so it wasn't as much of an issue over there. Over here, we have a lot of problems, especially because we have two. I'm going to put that on them to have that proof in place. Sometimes it may be easier just to cut our losses and walk away because I don't want to have any legal issues from it either. That's why I'm kind of putting it on Mike to help me out with that but it could add up to a good amount of money that I don't want to pay for.



Mr. Reynolds asked when do we expect the transition?

Mr. Soriano responded this week. They take over on the 15<sup>th</sup>.

Mr. Reynolds asked what about the golf carts?

Mr. Soriano responded I do think the golf cart would be beneficial and it's really just for them. We have our golf carts for work, and I've talked to them about that. I don't think it's something I want to put the security guards in. The security guards could probably handle driving around in those things, but if they're making any resident contact, these are our maintenance and janitorial vehicles, and they don't always smell the greatest. They are our gas vehicles too. This would be like a battery powered cart and it's something we can get a lot cheaper than our gas vehicles too. Whether we want to take care of it now, or we want to get them in the door for a couple months and then look at it, I am going through budgeting right now, but it is not a very large expense. We can get one for a few thousand bucks. One that is slightly used, but that we could take care of and would be in good, clean shape and add a magnet that says Oakleaf Security.

Mr. Morris stated let's get them in the door, see how it works out and then address that.

Ms. Muntean stated we have the typical signs that are the size of a tow sign so again, it's not something we have to do right away, but if you guys wanted, we can post it up at the amenities and it mentions that security is patrolling the area and it does have access to our dispatch number on there. Because we're just at the amenities, we're not really issuing any of that out, so that could be something that if you guys really want those and you don't want the dispatch number on it, we could get some signs made specific for your community and throughout the amenity center you would post those like at the basketball court, fitness center or somewhere else.

Mr. Soriano stated there are certain things I've talked to them about that I like on that, and there's other things that may not work so if we have dispatch out there, you know the number to S3, you're over at Whitfield and you see a problem you can call them. I'll get calls from somebody that there are kids on the playground smoking pot. I've asked them to call Clay County Sheriff's Office because I can't do anything about it. We get it constantly and we've even had it in these meetings before, but that's where they will be able to help.

Ms. Muntean stated we will find a spot on each side of the communities where when the officer gets here they go in and get all of their gear and if you guys wanted us to issue any citations they can do that, but basically all of the information is there so it's a company phone

that we set up all of our apps, the recording apps, the clock in app so we set it up for the officers. It's not them going in on their own phone. It's more managed and secure and then with that, if you guys did call dispatch, they would call the officer and say we need you to go X, Y and Z. We will get with Jay and figure out an emergency plan so if we need to contact emergency after hours for maintenance or something like that, who would be the person we should contact and that would be done through dispatch, and it would be in the report as well so jay will know every day if there was a call in and if there was an incident.

**FIFTH ORDER OF BUSINESS****Audience    Comments    /    Supervisors'  
Requests**

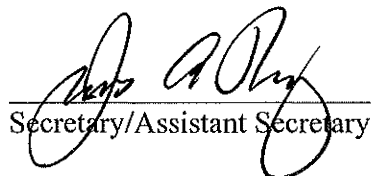
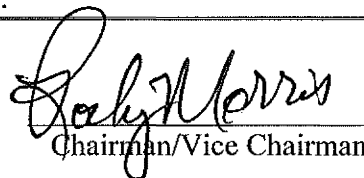
There being none, the next item followed.

**SIXTH ORDER OF BUSINESS****Next Scheduled Meeting**

Mr. Perry stated our next meeting is going to be June 14, 2021 at 2:00 p.m. at this location.

**SEVENTH ORDER OF BUSINESS****Adjournment**

On MOTION by Mr. Morris seconded by Mr. Reynolds with all in favor the meeting was adjourned.

  
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Secretary/Assistant Secretary  
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Chairman/Vice Chairman