

MINUTES OF MEETING
REMINGTON
COMMUNITY DEVELOPMENT DISTRICT

The regular meeting of the Board of Supervisors of the Remington Community Development District was held on Tuesday, June 25, 2019 at 6:00 p.m. at the Remington Recreation Center, 2651 Remington Boulevard, Kissimmee, Florida.

Present and constituting a quorum were:

Brian (Ken) Brown
Kenneth Soukup
Carl Thilburg
Barbara Kirk
Tim Mehrlich

Chairman
Vice Chairman
Assistant Secretary
Assistant Secretary
Assistant Secretary

Also present were:

Jason Showe
Alan Scheerer
Ryan Leneweaver
Scott Newman
Residents

District Manager
Field Manager
Universal Protection Service
Universal Protection Service

FIRST ORDER OF BUSINESS

Roll Call

Mr. Brown called the meeting to order at 6:00 p.m. and Mr. Showe called the roll. All Supervisors were present.

SECOND ORDER OF BUSINESS

Modifications to Agenda

Mr. Showe: We have none.

THIRD ORDER OF BUSINESS

Public Comment Period

Mr. Brown: If you have any comments, please raise your hand, provide your name and address and keep your comments to three minutes.

Pam Zaresk, Club Villas: I just wanted to publicly thank the landscapers for thinning out and cleaning the bushes around our front gates. We had some complaints out there. I think it was

because of the growth. They did a good job of cleaning it up so I just wanted to thank them for taking care of that. We are still looking at the lights. Correct?

Mr. Scheerer: Yes.

Ms. Zaresk: There's no timeframe on those?

Mr. Scheerer: We are just finishing the projects as we are getting them. We are going to change those to LEDs. Thank you.

Mr. Brown: Is there anyone else? Sal.

Sal Perillo, Club Villas: To add on to what Pam said, the hedges are growing all over the wall and are taller than the wall by Club Villas. So maybe you could trim them.

Mr. Scheerer: We can have them shape it like they normally do.

Mr. Brown: Larry?

Larry Hurley, Keswick Court: There are parking signs that say no parking on the grass or the sidewalk. We put them up at the entrance to all the subdivisions and a couple of intersections like Somerset Place Drive. Other than that, I noticed that the no soliciting signs at both gates look old, bent and discolored. I suggest that the Board have some new signs made and put them up. Would we own them?

Mr. Scheerer: The HOA would own them.

Mr. Showe: It's an HOA regulation.

Mr. Scheerer: I think that was the last set and we went ahead and put them up.

Mr. Hurley: There's one by the school that needs to be painted. The one by the front gate is always facing the bushes. So, you will take care of that. We've had a lot of people coming to our meeting and complaining about people parking their cars on the roads over and over and over again. It's the same people. There is one resident in my community, right across the street, that has three cars at the curb every single night. I don't know how they get away with it. It's always the same cars.

Mr. Showe: If you want to hold on for one second, the security team is in the office.

Mr. Brown: My suspicion is with Eric gone, we are going to get some of that until these guys get acclimated because they brought in some new people.

Mr. Hurley: They moved in two years ago and it's been happening ever since them. Sometime after dark, they thin out and stick their regular cars in the driveway. Maybe they have a church there. I don't know.

Mr. Leneweaver: There is a process, but there are certain time periods when there are no guards.

Mr. Showe: We have management from the security company as well as the new patrols.

Ms. Zaresk: They have been waving people through the gates.

Diego Valdes, Berry James Court: They leave the gates open.

Mr. Showe: We received an email on Friday night and addressed that with security.

Mr. Valdes: Every month I bring something up. I understand that we are bringing issues to security, but it's time to take action again on what is not being done. I understand that there is a process so they need to follow it.

Ericka Valdes, Berry James Court: I have not been on the property long, but the gates malfunction at times. I'm not saying that in cases where he had been through. Maybe it was an employee not doing their job, but we have had problems with the gates and the clickers. I wasn't sure if you were aware of that.

Mr. Perillo: As part of their service, they should stop every car and ask them where they are going and the guard should let them through. So, the gate not working is not the problem. The problem is the people working for you. You have to talk to them.

Ms. Valdes: Can you advise who they work for because some of them address the HOA. It's the CDD that they work for.

Mr. Leneweaver: We are going to re-educate the guards. We had to change out a lot of the guards recently and a supervisor. The new supervisor trained for about a week with Eric and will be back this week. We are adding that to the report that the Board will receive on a regular basis. So, when traffic gets backed up, that's the only time the process will allow us to open the gates to clear traffic. There should still be a count for the number of vehicles that go through during an instance like that. We will include that in an incident report or something like that so we know when those happen or those exceptions happen and are reportable events. As a way of introduction, this is our new Site Supervisor that is responsible for your community. I'm the General Manager for all of Central Florida. Scott is the Client Manager, specifically responsible for your site. I am not a mediator, but I'm here to address those concerns and make sure the re-training and re-staffing was being addressed.

Chassidy Bowles, Westmoreland Circle: I still have the same issues I had before with people in the same cars continuing night after night parking on the street.

Mr. Leneweaver: I think we addressed some of that through ticketing. We are looking to start towing. We ticket and then they call and say, "Well I called it in as a guest."

Ms. Bowles: If it's the same car night after night, they are not a guest.

Mr. Valdes: If it's an owner, they are not a guest. The question is how do we know if they are an owner? Usually my neighbor has three cars parked right in front of my driveway.

Resident (Not Identified): The owners of 114 and 115 rotate their vehicles. The red Taurus at 114 was ticketed.

Mr. Leneweaver: It's been ticketed twice. They live there. I'm surprised that the car didn't get towed.

Resident (Not Identified): It's been ticketed three times.

Mr. Valdes: If the ticket doesn't get paid, do we follow up or is it all manual.

Mr. Leneweaver: It's all manual right now.

Ms. Zaresk: I meant to ask earlier. Does our security provide security for the golf course?

Mr. Scheerer: No.

Ms. Zaresk: I did not think so, but I know for a fact that somebody contacted the golf course and asked about parking up there. They made arrangements. They were told to contact the security people. If it was okay with the security people, it was okay with us. My sense is if we are not paying for them to offer security to the golf course, that should not be happening.

Mr. Showe: Correct.

Mr. Brown: Our contract doesn't include the golf course, except to the extent that the golf course is in the CDD. If someone parks in front of the golf course on the road, they still get the same service as everyone else, but they are not getting special service for their private property.

Ms. Zaresk: But we are not expecting our security people to go through the parking lot and say, "That car doesn't belong there."

Mr. Scheerer: They shouldn't be in the parking lot.

Mr. Brown: No.

Mr. Hurley: What's the roving patrols phone number for the guards? Because there was an old one and a new one. I want to make sure the newsletter has the right one.

Mr. Scheerer: It's on the guardhouse. We will get you the number.

Mr. Brown: The last time I called, it just went to some strange number.

Mr. Hurley: Actually, I think it was on the window over here at one time.

Mr. Scheerer: We will get it to you.

Mr. Hurley: Is that a permanent or temporary one.

Mr. Scheerer: It's temporary until they change phones.

Ms. Bowles: Is it the same number that Eric had?

Mr. Showe: No, it's a different number.

Mr. Brown: Sal?

Mr. Perillo: If it's possible, maybe you should contact the attorney to see if he will go along with it legally. After one month, if you are on the street, whether a bidder or homeowner, they will get towed. I will tell you, after one month of that, it won't matter. We have been talking about this problem for 15 years and it's the same old problem. So, you are going to have to be drastic with something that will get them in line. Because what we talk about this month won't happen again.

Mr. Brown: To the ladies that just came in, we are taking public comments. Did you come for anything in particular?

Resident (Not Identified): No, we wanted information about the parking. The phone numbers are always changing and the voicemail is full. We are afraid of where we can't park and what we do if someone is parked illegally.

Mr. Perillo: I read the e-blast that comes to all of our computers. There is someone roaming around looking at other parking areas. Are you aware of that? They are roving around and people are complaining. They call security, but they never answer. I tried to get her to find out what she's doing.

Mr. Brown: I don't know. If there are no other public comments, we will close the public comment period.

FOURTH ORDER OF BUSINESS

Approval of Minutes of the May 21, 2019 Meeting

Mr. Brown: Does anyone have any changes?

Ms. Kirk: I think there's just one change. On Page 1, Dennis Essing said the blinds look beautiful, not the flowers.

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| <p>On MOTION by Ms. Kirk seconded by Mr. Soukup with all in favor the minutes of the May 21, 2019 meeting were approved, as amended.</p> |
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FIFTH ORDER OF BUSINESS**Review and Acceptance of Fiscal Year
2018 Audit Report**

Mr. Showe: We provided the audit report in the Board's agenda package. I will direct you to Pages 32 and 33, which is the Management Letter. This is the statement where the auditors are required to look at certain things pursuant to Florida Statutes. There were no prior audit year findings, we did not meet any financial condition triggers and no recommendations from the auditor so essentially, it's a clean audit. The attorney already reviewed it and we incorporated their comments. So, unless the Board has any specific questions, it would be our recommendation to entertain a motion to accept the audit and transmit it to the State of Florida for compliance.

On MOTION by Mr. Soukup seconded by Mr. Thilburg with all in favor acceptance of the Fiscal Year 2018 Audit Report and authorization of staff to transmit to the State of Florida, was approved.

Mr. Brown: On a side note, for the two Supervisors that weren't here last month, you are on an Audit Selection Committee which is next month.

Mr. Showe: I believe so. It takes 30 days to get the bids back so because of the timing, we wouldn't have it for this meeting, but it should be here next month.

Mr. Brown: Next month we will actually have two meetings; this meeting and the auditor selection meeting.

SIXTH ORDER OF BUSINESS**Discussion of Request for Pet Waste
Stations in Windsor Park**

Mr. Showe: We received a request from the Windsor Park HOA to install some pet waste stations. They included a map of the locations, a sample of the station and indicated that they will do all of the maintenance cleanup and everything associated with these pet waste stations.

Mr. Soukup: Will they replace them too?

Mr. Showe: Yes. That's what they told us. The CDD wouldn't have any responsibility for them, but they will go on CDD property, if the Board is amenable.

On MOTION by Mr. Thilburg seconded by Mr. Soukup with all in favor the request from Windsor Park for pet waste stations, was approved.

SEVENTH ORDER OF BUSINESS

Staff Reports

A. Attorney

There being none, the next item followed.

B. Engineer

Mr. Showe: We will let the District Engineer know about the depression in Windsor Park.

Mr. Scheerer: Yes. Between Windsor Park and Oakview, there's a depression in the road. Mark went out and looked at it. We videotaped it by TV and it turns out there's a sanitary sewer line that runs underneath the CDD stormwater line. Jean Alexander with Tetra Tech, the engineering firm that oversaw the reconstruction of the sanitary sewer lines, was contacted and they are taking a look at it

Mr. Brown: Where is it?

Mr. Scheerer: Between Windsor Park and Chadbury/Stonewyk.

Mr. Showe: Its right at that intersection. They have been contacted. We are waiting for them to follow up.

C. District Manager's Report

1. Approval of Check Register

Mr. Showe: For the General Fund, we have Checks 5934 through 5958 in the amount of \$83,016.49. In the Capital Projects Fund, we have Check 65 in the amount of \$3,693.90 and May payroll in the amount of \$534.10, for a total amount of \$87,244.49. Alan and I can answer any questions.

On MOTION by Ms. Kirk seconded by Mr. Soukup with all in favor the Check Register for May 14, 2019 to June 17, 2019 totaling \$87,244.49, was approved.

2. Balance Sheet and Income Statement

Mr. Showe: No action is required by the Board. On your assessments, we are over 100% collected so we are in great shape.

3. Field Manager's Report

Mr. Scheerer: The cameras are working fine. A new front door was installed. It's a little noisy so some adjustments must be made. The roof work is complete and if I'm not mistaken, we received our final certification already. So, we are good to go. We have the gutters that the Board approved at the last meeting. The contractor is looking at somewhere between July 9th and the July 22nd for installation. They will encompass the entire building so people won't get soaking wet coming into the front door anymore.

Mr. Brown: Will we have to close the clubhouse for that?

Mr. Scheerer: No, not at all. We are here a lot of times for work going on out here such as the installation of the roof, so I will be here periodically for the gutter installation. We installed new locks. As you know, security and staff have a hard key to get into the building in the event the door fails. So, we can move that to the side door and security staff will only have a hard key to get into the building in the event we have a failure with the new door system. The fitness equipment is in good shape. The cameras are working. We just received our up-to-date permits for the pool and wading pool. We had Spies out to work on the handicapped lift to make sure that we had a backup battery and the system was working fine. The gates are working with minor repairs. I know that security touched base. On Friday night, we had an issue with the Partin Settlement Road gate. I came out briefly, but I called ACT. They came out and as far as I know, they resolved the problem with the resident and visitor gates. I understand they need some clickers and batteries. I thought I gave Eric new ones before he left, but whatever we can do to assist with that, we will. Internet was installed at the Partin Settlement Road Gate. I actually have those cameras now on my phone. They had the wrong modem at the E. Lakeshore Boulevard Gate and hopefully we will get that changed out and we can remote view all of the gates in the Rec Center soon. We are having issues with the ponds. Applied Aquatic was out a couple of days ago and sprayed all of the ponds. Warm weather and rain are causing algae blooms throughout the community. We still meet with REW each week. New annuals are scheduled to go in. I'm proud to say that the old flowers were removed and potting soil was put in place. We are also expecting Palm tree trimming in advance of hurricane

season. We are still repairing sidewalks. The letter "N" came off of the Remington sign at Partin Settlement Road. At the last meeting, we were asked to look at the storm drains in Westmoreland. We had staff out here to rake all of the debris out at the mouth of the inlets. The inlets are still in good shape. We received a request from Windsor Park to install an additional two no fishing signs on the large pond over there. So, we will be doing that for them. The water fountain by the tennis court has been repaired and is now operational. We repaired the fencing on the baseball field as well as the gates that go out to the large pool and the outfield by the baseball field. That's all I have.

Mr. Brown: Does anyone have any questions? Hearing none.

4. Presentation of OCSO Detail Reports

Mr. Showe: The off-duty officers have been preparing detailed reports for you. We included the ones we received so far. We have service scheduled through the middle of July so we will keep including those and then you can determine, maybe in August, if you want to do more training or rotations.

Ms. Kirk: What is this costing us now?

Mr. Showe: I believe it's about \$35 an hour.

5. Security

Mr. Leneweaver: Officer Barnes is in charge of the account for the E. Lakeshore Boulevard Gate. We have a new supervisor. The gates had 16,456 visitors, 52 tickets were issued and there were no tows. Moving forward, we will be separating day and night tickets. We have random patrols twice a week.

Mr. Thilburg: How often do we have roving patrols? Is it just at night?

Mr. Leneweaver: Right now its two times during the week for six days and are random. Then its every night from 6 p.m. to 6 a.m. seven days a week.

Ms. Kirk: Is there any information on the walkie talkies?

Mr. Leneweaver: We reviewed the quotes and are waiting for approval. Once we receive it, we will order them.

Mr. Mehrlich: What are you recording?

Mr. Leneweaver: Visitor requests.

Mr. Mehrlich: What are you recording it on? I noticed there was a legal pad that you couldn't read.

Mr. Leneweaver: They put it into the voice mailboxes. The preferred method is that they call the gatehouse. The officers first patrol is up to the gatehouse, they go through the voicemail at one gatehouse and take down the information. As they make their way through the community, they should be checking on the cars that are parked because once again cars can stay parked for 30 minutes on the road and as they make their way to the next gate, they can clear the visitor log from the day, if there was a day shift officer there. Tickets are generally tracked on an Excel sheet. It's a smaller number. The calls you receive daily are relatively minor as we experienced in some of the public comments, but you do have what appears to be residents taking advantage of it. As we receive calls, we try to challenge the callers by asking who they are visiting, whether it is a family member and if the resident is at that location. Funny enough, we are actually getting people to say, "Yes" and our response is, "Okay, they are not an authorized visitor." If you need tree parking, you need to contact the District during business hours to receive a guest pass.

Mr. Showe: It's a special exception, but there has to be an extenuating circumstance for those to be issued. We have not issued any of those.

Mr. Leneweaver: I think they continue to do well in June, but the issues are large families with teenagers at the driving age and what they do with their vehicles. I think that would be a question because that is definitely what is happening.

Mr. Mehrlich: I think somehow you need to categorize the houses between a particular house that has several pages of requests and 99% of the other houses that have zero requests.

Mr. Leneweaver: It might make sense to limit it by different communities.

Mr. Soukup: All you have to do is filter them.

Mr. Leneweaver: Right, but not the number of requests coming in.

Mr. Soukup: That's one of our issues. We can't just say, "Now that you requested it too many times, that's excessive to that house." Someone has to point that out so the guards can say, "Okay, that's it. No more."

Ms. Kirk: They never clean out their garage to fit the cars because they can fit five cars.

Resident: We have people that have multiple bedroom houses that rent rooms and have tons of people in there. The perfect person that can manage this information is the guard that's

here in the daytime that just sits there. They could be entering this information on an Excel spreadsheet and make the \$150,000 that we pay them annually worthwhile.

Mr. Perillo: How many miles does the tow company go?

Mr. Scheerer: Less than 15 miles.

Mr. Showe: That is required by the Florida Statutes.

Mr. Perillo: They have a second office further than that and they are always in that office.

Mr. Brown: Because they have calls. When we call them, they are not sitting there waiting for us to call them.

Mr. Perillo: In the past they never responded. So, if you called them for a tow job at the office that was 10 to 15 miles away, forget it. You are wasting a phone call.

Ms. Kirk: Wasn't there an agreement with Poinciana Towing?

Mr. Brown: We had one from Poinciana at one point, but I don't remember who the current tow company is.

Mr. Scheerer: It was Poinciana Towing.

Mr. Perillo: They close their office at Midnight.

Mr. Scheerer: Well they don't stop towing.

Mr. Showe: The requirement is that the lot they tow the car to has to be less than 15 miles.

Mr. Scheerer: Correct.

Mr. Showe: It doesn't matter where the tow truck is when we make the call.

Mr. Thilburg: I thought it had to be active because at Midnight they would have nobody there. In the past few weeks, we have been calling and never get a response. Is there a policy where we can only have one company and not multiple ones?

Mr. Showe: Yes. We must have a contract with a towing company. They must have their signs posted so if residents get towed, the sign has the towing company's name on it so they know who to contact. That is according to the Florida Statutes so we don't have a lot of flexibility.

Mr. Thilburg: A lot of times when you call, they are out on other calls and we are at their mercy. The other question I have for security is when the roving patrol is out, are they looking at a paper or electronic list? If they go by a house and there is a car there, can they look it up on the computer?

Mr. Leneweaver: If they are looking it up to see if the vehicle was ticketed before, it's on the Excel list.

Mr. Thilburg: Do they have a laptop in the car?

Mr. Leneweaver: Yes.

Mr. Valdes: How much is a towing?

Mr. Showe: I think it ranges about \$200 depending on how long the vehicle is there.

Mr. Valdes: How much does it cost if you stop them at the corner?

Mr. Perillo: They have to negotiate that.

Mr. Scheerer: That's between the homeowner and the tow truck driver.

Mr. Valdes: There should be a price here. The tow truck driver may charge \$500.

Mr. Showe: There are Florida Statutes governing what they can charge and we just don't know what that is.

Mr. Valdes: So who makes them tow?

Mr. Showe: The CDD. We have no control over the Florida Statutes. The tow company is responsible to tow in accordance with the Florida Statutes.

Mr. Valdes: So basically, we have a tow company and they come down here and tow and nobody gets to say anything?

Mr. Brown: They don't just come in and do whatever they want. We call them to come.

Mr. Valdes: If you call them, they will tell you, "Look, we are going to try to provide you with a tow truck, but it will cost you 'x' amount." They are a repo.

Mr. Brown: They don't charge us anything. They come and tow the vehicle and charge the owner of the vehicle.

Mr. Perillo: This is how it works. They warn the owner the first time and they tow the second time. If you see them and say, "Don't go, we'll negotiate," it's between you and the tow company. We don't get involved with that. So, if they charge the owner \$1,000, then it's his problem. If they tow and take their car away, it's \$100 for the first tow.

Mr. Brown: It's somewhere in that ballpark.

Mr. Valdes: So you do nothing.

Mr. Perillo: We are not involved.

Mr. Valdes: Don't use that excuse. You are going to make a business for that company and you don't know how much they are going to charge you. Do you represent the community?

Mr. Brown: Sir, we have a contract with them to tow cars. They charge according to the Florida Statutes. We don't set their prices.

Mr. Valdes: What are the Florida Statutes?

Mr. Showe: It changes annually.

Mr. Brown: I'm sure that you can go on the statutes page and look it up.

Mr. Valdes: When you make an agreement with a tow company, you have to be clear about how much you are supposed to be charging for the people you represent because you represent the entire community.

Resident (Not Identified): If they tell you it's \$200, if you want to negotiate, then its whatever they ask for.

Mr. Valdes: Okay, so now we are going back to \$200.

Mr. Brown: So its \$200. I don't know. My suspicion is that the Florida Statutes probably tell them that they can charge a maximum price.

Mr. Showe: Yes.

Mr. Brown: Most of them probably don't charge the maximum price because they have issues with that. I would guess, but it's up to them what they charge. It's not up to us. We don't have a contract with them that says, "You are only going to charge this." We have a contract with them that says, "You are going to come and tow" and that's it. So, if it says, "You can charge up to \$400" and they want to charge you \$400, that's their prerogative. If they want to charge \$235, they can charge \$235.

Mr. Soukup: I have a solution. The solution is not to park on the street illegally. If you don't park in the street, they are not going to tow you.

Ms. Kirk: Exactly.

Mr. Valdes: We are talking about the cost of the towing. I don't care whether they park on the street or not. When you work for a company like this one, you represent the people that you are there for.

Mr. Brown: It's in the Statutes. We can probably look it up, but we don't know so we are going to move on.

Resident (Not Identified): There is a sign right in the lot that says, "This organization has the right to have a car towed when it is not in the right place. The amount is \$x." There must be signs on the premises indicating it's a tow-away zone prior to the vehicle being towed. So that's what the contract is for. If you are caught in the act, then you have to negotiate with the tow truck driver for a reasonable fee. The Statutes did address what a reasonable fee is.

Resident (Not Identified): Do they have specific hours of towing?

Mr. Showe: The no parking policy in the community is 24 hours.

Ms. Valdes: We are a big family and always have visitors. What is my guarantee that if I made the call and the tow truck comes by, he won't take my car?

Mr. Showe: There are limits to what you are allowed to qualify as a visitor. If a car is here more than six days in a row or more than seven days in 30 days, those are limitations. If security through their patrols feels like you are circumventing the visitor policy by calling in too many visits, we can revoke your visitor privileges. Other than those two conditions, if you call in as a visitor, they should not be towing or ticketing your vehicle.

Mr. Brown: Yes, because the tow truck driver will only come if they call him and tell him to tow a specific car. He won't just come in and tow your car. It is in the agreement for them to tow a car that gets more than two tickets because they are a repeat offender. So, a tow truck driver can come in with a repeat offender list. If someone had three tickets and one tow, the car can be towed without notice.

Mr. Showe: They have the ability to do it, but they won't.

Mr. Brown: They will only do that if this was a hunting hole and they were taking a lot of cars, but they come through here and don't get very many cars, so they just don't do it.

Ms. Bowles: What happens when we call the phone number and the answering machine is full because a car is parked in front of my house?

Mr. Perillo: Call the rover.

Mr. Newman: Regardless, the tickets are posted on the vehicle, so even if we say that was your second offense, we still ticket before we tow.

Mr. Showe: Right.

Mr. Newman: At that point, you have an opportunity to intervene depending on whether we ticketed that vehicle already. If that vehicle got ticketed again and it's in violation, we could ticket them a second time. That ticket will be on the vehicle before the tow truck comes. So, at the point where the tow truck yard was within 15 miles, there is still time, even after a second ticket, to correct your parking scenario, but once again, this is what we are trying to do. This is what we are working with staff on because so many visitors are calling in and we have to make sure that residents are not abusing the parking policy. That has been difficult for us to do, but it is important. We revoke tickets if you feel that you are ticketed incorrectly or if there is relevant proof that the

visitor was called in and that is a legitimate visitor. I fielded a call personally last week where somebody called in and said, "We have a visitor." It turned out not to be a visitor, but by the time we did the challenge questions, it was a resident that they called in as a visitor. That car was then ticketed appropriately. So, it is a stringent policy. If you have questions or need exceptions, the District can provide those answers, but we are just here to enforce the policy as approved by the CDD.

Mr. Brown: I will say that they have had their voicemail filled up before and had phone problems before where it was full and they couldn't fix it. When they did that, they stopped taking it so if they had major problems, no one could get a hold of them. I think that went on for a week one time.

Mr. Showe: It's the same scenario with the change in the phone number. When we received those calls, we discovered you can still leave a number on the old message machine because it says the voicemail is for Remington. We revoked some of those tickets that we previously issued for somebody that was called in as a visitor. We try to be as cooperative as we can with the policy.

Mr. Perillo: They are making preparations, not when they get there, but before they get there.

Mr. Soukup: You have repeated guests more seven days in a 30-day period.

Mr. Showe: But that's where we depend on security to let us know, "Hey this vehicle is triggered."

Mr. Soukup: If there's an excessive amount, if you call every seven days in a month, that's considered excessive.

Mr. Newman: Residents aren't allowed to park on the street. They are only allowed to park in the street for 30 minutes if they live in that home. So, a lot of owners are parking on the street and will have their guests park on their driveway. That's not legal either.

Mr. Valdes: I had the problem with the phone number. I received a ticket, but I spoke to the guards.

Mr. Soukup: That's one ticket. The second ticket triggers the towing in a 30-day period. We made no money off of the tows.

Mr. Valdes: That is what they say, but The Duda Company makes money.

Mr. Brown: No, we don't make money. We are not allowed to make money.

Mr. Valdes: Nobody said you are making money.

Mr. Brown: Let's move on.

Ms. Kirk: At one time we talked about people getting tablets at the gate. Do they have computers?

Mr. Newman: They have one computer that is connected, which they use to track the tickets.

Ms. Kirk: We talked about getting tablets.

Mr. Showe: We had a lot of discussions about different technologies. The one thing I will let you know is that we actually met up here with them and saw a demonstration of software that they have. Maybe in the future, once we get some of these issues cleared and we get the staff working to get some of these challenges that we have been having, we might look to the future as far as something that would help give better tracking dollars. At this stage, we want to make sure that we re-engage the security team to help us perform the duties out here and we want to partner with them to give them the time they need to learn the policies and then start looking at technology that might improve that.

Mr. Brown: There has been a mass exodus of people.

Mr. Showe: There's been a lot of transition in their company so we are trying to give them the benefit of the doubt. I know with Ryan here, they are trying to move forward.

Mr. Leneweaver: We rotated a lot of staff with a large number of flex officers, which are officers that we may have profiled for the contracts. I helped train Field Supervisors onsite every night. So, we are investing in our staff. We do a lot of work in Osceola County and this is a great site for us. So, we are working on our staff and are partnering with Cassandra to make sure she understands the policy so she can better enforce the policy.

Mr. Thilburg: She's good.

EIGHTH ORDER OF BUSINESS

Supervisor's Requests

Mr. Brown: Mr. Thilburg?

Mr. Thilburg: Nothing.

Mr. Soukup: Nothing.

Mr. Brown: The only thing I would say is REW has the place looking good.

Mr. Scheerer: New flowers are going in soon.

Mr. Brown: I'm glad to see that we are working on the ponds. Did somebody clean all of the inlets in preparation for hurricanes?

Mr. Scheerer: Yes.

Mr. Brown: Not just Westmoreland.

Mr. Showe: Westmoreland had leaves on the top of inlets. We have already done the cleaning.

Mr. Scheerer: Yes sir. That's correct. We did it before June 1st.

TENTH ORDER OF BUSINESS

Adjournment

Mr. Brown adjourned the meeting.


Secretary/Assistant Secretary


Chairman/Vice Chairman