

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, November 16, 2021 at 6:00 p.m. at the Remington Recreation Center, 2651 Remington Boulevard, Kissimmee, Florida.

Present and constituting a quorum were:

Kenneth Soukup	Chairman
Pam Zaresk (<i>via phone</i>)	Vice Chair
Brian (Ken) Brown	Assistant Secretary
Tim Mehrlich	Assistant Secretary
Diego Benson-Valdes	Assistant Secretary

Also present were:

Jason Showe	District Manager
Pete Glasscock	District Engineer
Alan Scheerer	Field Manager
William McLeod	DSI Security Services
Seth Acevedo	DSI Security Services
Residents	

FIRST ORDER OF BUSINESS

Roll Call

Mr. Soukup called the meeting to order at 6:00 p.m. and Mr. Showe called the roll. A quorum was present.

SECOND ORDER OF BUSINESS

Modifications to Agenda

Mr. Showe: We added consideration of the Data Sharing and Usage Agreement with Osceola County. That is one of the annual items we do for approval. So we added that as part of the agenda and provided the document.

THIRD ORDER OF BUSINESS

Security Report from DSI Security Services

Mr. McLeod: This month, the Partin Settlement Road gate had 630 visitors and 4,737 residents come through the gate. The E. Lakeshore Boulevard gate had 1,035 visitors and 4,118 residents. We issued 78 citations so far this month. We had one successful tow and attempted six tows this month, which included one semi-tractor trailer.

Ms. Zaresk joined the meeting via phone.

Mr. Brown: We've done that before, though, haven't we? Didn't we tow one out the back?

Mr. Scheerer: I don't think we got him towed. I think he ended up moving it. He parked on the grass between the sidewalk and curb and then on the backside of Owenshire by the pond. I haven't seen him in awhile.

Mr. McLeod: We are still trying to get the cellphone and email going. Apparently the firewall that is on all of our phones is putting up one heck of a fight. We are trying to get it working, but every time we try to install it, it clears out. The fact that I intend to install it is a step forward. So, we will get it set up.

Mr. Soukup: Okay. Are there any questions?

Mr. Benson-Valdes: I don't have questions regarding your report. I have questions regarding some issues that have been occurring this month again. I don't know if you want to discuss it now or later.

Mr. Soukup: We can bring it up under Supervisor's Requests or do it now. I would rather do it now.

Mr. Benson-Valdes: There have been issues with the gates still being up. You've been involved with that. Also, there are issues with guards not showing up on time or not showing up at all. You recently reported that individuals have resigned or guards were out sick. What is being resolved?

Mr. McLeod: I wasn't aware of any issues.

Mr. Benson-Valdes: I thought you said that you didn't have a guard one day.

Mr. McLeod: The person didn't show up. Seth tried to find a replacement and couldn't get a hold of people that were late or whatever the case may be. The rover was on another site. We couldn't get anybody out here that quickly. Normally, they have been very good about getting replacements. You don't care about the ones that we have to replace. That was just one of many that we replaced. That week was a hard week. We had two quit on us, which reduced our staff,

plus it affected us out in the field. So that's the reason we couldn't get somebody out here. I did make a decision to not have one that night. The reason being was because it was a Sunday night and there was less traffic at that time. The option was to either go without one that night or go without them the next day. I wasn't going to have a vehicle sitting out there during the day and not be invisible. So, I made the decision that we go without one that night. Seth was going to come in that night, but he was sick and was either going to be out that night or the next day. I couldn't have both.

Mr. Benson-Valdes: Okay. How about the arms being up?

Mr. McLeod: That was a simple mistake. When you are sitting forward and the gate is behind you and you log the person in, its real easy to sit there and the gate doesn't go down at the time. Okay? It simply doesn't. For the most part it does, but there have been several occasions where it doesn't go down. When I worked out here months ago, it didn't go down. I would come back out and see it, but the thing is that we are still stopping the cars. I understand the procedure and I understand why we have it in place, but the fact of the matter is the reason the officer is there is to ensure that we are logging cars in. That's what is happening.

Mr. Benson-Valdes: You can't stop the car when it is a guest.

Mr. McLeod: Well, the gate is not going to stop the car anyway.

Mr. Benson-Valdes: No. That is not my question. My question is whether you stop the car when the guest arm is up.

Mr. McLeod: What do you mean?

Mr. Benson-Valdes: When the visitor side is up cars go right through.

Mr. McLeod: It hasn't been up.

Mr. Benson-Valdes: Yes it has because I've seen it.

Mr. Soukup: I pointed out as well where both the exit and resident gates at Partin Settlement Road were both up.

Mr. McLeod: Like I said, that happens. When the guard is looking forward late at night, it is real easy for someone to go through. I'm not here to make excuses, but we rarely have cars getting through. I'm logging all of the cars. We had over 4,000. I think at a certain point, when you look at what we have done, you should be pleased at what we've done compared to what you had before.

Mr. Benson-Valdes: But you also have to look at what we've done. You asked for an increase. We provided the increase so you can provide better service. So, it's a mutual agreement.

Mr. McLeod: I understand that.

Mr. Benson-Valdes: What our residents pay for, I expect it to happen. That's my expectation. It's not an unrealistic expectation.

Mr. McLeod: I understand.

Mr. Benson-Valdes: It's a realistic expectation.

Mr. McLeod: Okay. You have very little cars getting by my officers in the time that I've been here.

Mr. Benson-Valdes: That we know of. I'll be honest. If a gate is up, I've seen vehicles go through. I have friends in that area and if the gates were up, I've reported it. Immediately I said, "*Look, the gates are up and cars are going by.*" I emailed them. I have seen it. When you say, "*Very little or no cars, I've seen it,*" and I understand that. I'm not being critical. I'm being realistic about what's happening here. You asked for an increase, we provided the increase and want better service.

Mr. McLeod: I think if you see that when we were given an increase, we've improved our service here. Your ticket rates have gone up. Your tow rates have gone up. Your counts have gone up. This count is lower than the others because there is less time between the last one and this one. That's all I'm saying.

Mr. Benson-Valdes: Our ticket rates have gone up because now we are providing a rover in the daytime.

Mr. Soukup: It's because of the shift change.

Mr. Benson-Valdes: I'm not disputing the fact that maybe the service increased, but our ticket rate must have increased because we all said it here that tickets went up the minute we started the daytime rover.

Mr. McLeod: I understand that, but the tickets went up when we came here.

Mr. Benson-Valdes: We didn't have a recording of the tickets because this is the recording mechanism. Our previous company didn't have it.

Mr. McLeod: Yes they did.

Mr. Benson-Valdes: Not an electronic recording.

Mr. Showe: Not electronic.

Mr. McLeod: They had tickets though.

Mr. Benson-Valdes: Yes, but not electronic.

Mr. Mehrlich: There is a nationwide shortage of help. Restaurants are being shut down across the country because they can't get help. Last week, I was at the tire place buying a battery. The guy that does the ticket writing said no one showed up. There are some issues that I sometimes see that I don't totally understand. Our hands are tied here, but I feel like there has been a lot of due diligence done here in respect to getting people on board, which is a reflection of what is going on nationally in our country right now. I continually badger him over that. In my opinion, I think we should give him a little bit of leeway because people don't show up. You have restaurants shutting down. Its physically impossible to get someone that cares.

Mr. Benson-Valdes: I understand that and I respect your opinion. But when I see emails or posts on social media complaining about security, I have to respond to that because we have been elected to represent our residents. In his defense, one of the residents on social media said that the person was asleep. I asked them to review that and the person was not asleep. So, your employees were not asleep. Unfortunately, they did have the arms up. That being said, I understand, but I'm getting emails from residents and also being stopped, so I have to bring this up.

Mr. McLeod: I understand and I feel like you are right. I hope you explain to these guys the restraints that security is under. I think these guys are working within the parameters of what they are doing. The only reason for any of my comments right now is because you can't get people to work.

Mr. Benson-Valdes: Absolutely.

Mr. McLeod: It is not a product of money.

Ms. Zaresk: The two people that quit, did they give you any reason?

Mr. McLeod: No.

Ms. Zaresk: Okay. Thank you.

Mr. Scheerer: As far as the gate issues, if you are having problems with the gate closing after a vehicle passes, please let me know. Because they should close after the vehicle.

Mr. McLeod: Its intermittent.

Mr. Scheerer: It is. It happens from time-to-time, especially on the resident lane where we have the barcode scanner. Sometimes somebody will get a little too close and it just won't

close. Any problems like Seth reported that the exit gate wasn't working, I researched yesterday morning where somebody had commented that the resident gate was up and it looked like the guards were gone. What happened in that instance was I think it was just a mistake. They hit the wrong switch. Instead of opening the visitor lane, they opened the resident lane and the switch didn't come back down. It won't self-close if the gate is in the up position. So, I understand that it is a little frustrating, but if you see any problem with the gate, send me an email. I got an email from Seth about the gate arm at the exit gate. We are waiting on service. Something else to think about, when we have a problem with the gate, say the resident gate is broken, we direct everybody through the visitor gate. If the visitor gate is broken, we don't close the visitor lane. They still manage the visitor lane. They just have to greet the vehicle and make sure that the people stop.

Mr. Mehrlich: Right. Just to be fair, my wife has driven through and the guy has been asleep. So, I'm not saying that's not happening.

Mr. Scheerer: I've never seen that.

Mr. Benson-Valdes: I've never seen them asleep. I was just bothered that somebody said that.

Multiple Voices Speaking

Mr. Soukup: One thing that you did say was we don't know how many times we had to cover shifts. I think you should put that in your report, so we can see what you are doing.

Mr. McLeod: Exactly.

Mr. Soukup: You can say, "*We had this happen. This person was a no-show. We pulled somebody from here and got the shift covered.*" That way we get a better picture of exactly what you are doing.

Mr. McLeod: I would be happy to provide that. Whenever we cover a shift, I will include Jason and Jason can distribute it to the Board. I just want the Board to understand. I'm not here to try to take your money and not give you a product. I think I've showed that I work very hard for you and respond to your emails. I want you to know that when you are frustrated, I guarantee you that your level of frustration can't compare to mine because I'm the one who comes out here and talks to them three, four or five times. We had an issue with an officer having trouble with signing in. This is his paycheck. If I'm having trouble with him, it's a language thing, but we finally got along. So, when you guys are frustrated, believe me, I'm frustrated too, because I want you to have the product that you paid for. Please understand that sometimes people do show up

late. I'm not excusing that, believe me. Past a certain point, you don't get invoiced for the time that they are not here. I'm not dishonest in that way. The problem is that I want them here, but people do get sick. People do get caught in weather and things like that. It does happen. I'm not excusing any of this. I know what the policy and the procedure is out here and I'm doing my best to give you that on a daily basis. I want the Board to understand that. That's what I'm hearing, unless I'm wrong.

Mr. Brown: The two worst words in America right now are, "*Social Media.*" You will never live up to the social media outrage.

Mr. McLeod: Absolutely.

Mr. Soukup: If you did everything right for that one person, then that person would be happy.

Mr. McLeod: Exactly.

Mr. Benson-Valdes: It's important to say that the person who put on social media that your guard was sleeping at that time was not true.

Mr. McLeod: Take a picture of someone blinking and it looks like they are asleep.

Mr. Benson-Valdes: Nobody took a picture.

Mr. McLeod: I understand. There's a difference between blinking and sleeping. I've done this long enough to know. So, I do come down on my officers that I get reports from.

Mr. Showe: I come down on Bill.

Mr. McLeod: I say to them, "*You need to drive around and make sure these people are awake. Make sure that they are doing their jobs. Come in on your time off.*"

Mr. Soukup: Are there any other questions on the report?

Mr. Showe: If anyone sees anything, definitely let us know. Send Alan and I an email and we will get a hold of them. They've been incredibly responsive trying to address all of those issues.

Mr. Brown: I have followed cars in before and they open the gate and it stays open.

Mr. McLeod: Really.

Mr. Brown: Then I will drive through and it will close behind me. I'm not tailgating. I'm 50 feet behind them when they go through and it stays open and when I go through it closes. I always just figured that the car did not trip the sensor.

Mr. Showe: Alan will make sure that they are closed.

Mr. Scheerer: We will have them closed. If you remember, we did the exit gates at the Partin Settlement Road and the E. Lakeshore Boulevard gates earlier in the year because we were having the same issues. So, if that is the case, then I will call ACT and we will have them check the continuity and the loops and set the sensitivity a little better. Ken is right. Sometimes the gate just doesn't close. It happens.

Mr. McLeod: As an officer, if I'm standing there and ask you where you are going and if you're a guest or resident, I will write that down. I will let you through. I take your license tag, look and I go to the next person. I don't even see that it hasn't come down. It is really easy to do that.

FOURTH ORDER OF BUSINESS

Public Comment Period

Mr. Soukup: Are there any comments? If so, please state your name and your address for the record.

Resident (Brad Miller, Berkeley): I just had a suggestion because I heard before that some of the security guards have quit because residents were really rude. If you guys just photocopied and had some pieces of paper to show, you don't have to deal with the guard. |So, when they come by and are rude, you can show them how to get a sticker so they can go on the other side and not have to deal with the guard at all. I don't understand how those lines are so long at the visitor gate. Seriously, I will come in and there will be a long line of visitors and a couple of residents going through there automatically. I don't understand how there are that many visitors. Is it just homeowners that don't know that they can get a sticker?

Mr. Showe: The guards sell them. It's on the website. We get five to six calls a day in our office strictly for those passes. We also get multiple emails as well. So, I think it's out there.

Mr. Soukup: Plus, renters that don't want to be bothered with it. I see a lot of that.

Mr. Showe: We are also reworking the process, especially with parking to have them go on the website to register their vehicles. So, I think once we get that policy in place, that will be something we can give them to hand out along with that information. We are working on that process.

Mr. Scheerer: A lot of residents don't want to pay for the barcode, so they just continue to wait in the visitor lane. Like you said, previously we had pieces of paper up there with the GMS number. If they are rude, just call GMS. Call us and we will take the hit.

Mr. Mehrlich: Can tenants get barcodes?

Mr. Showe: Yes, as long as they provide a form from the lessee and their lease agreement. The first two are always free.

Mr. Brown: I think at the Partin Settlement Road gate it is worse because that's where the part-time rentals are.

Mr. Scheerer: Its right by the turnpike.

Mr. McLeod: 4,737 residents came through the Partin Settlement Road gate and only 600 were visitors.

Resident (Brad Miller, Berkeley): How can they be widening it if there is a bridge?

Mr. Scheerer: Yeah. They are building a bridge.

Resident (Brad Miller, Berkeley): Someday.

Mr. Brown: I don't know what the timeline is.

Mr. Scheerer: Four or five more years.

Mr. Brown: It was supposed to have already been there.

Mr. Scheerer: We know somebody that works at the county.

Resident (Not Identified): It was supposed to start this year.

Mr. Brown: It should have. The turnpike is going to replace the bridge over the turnpike. They are going to make a four-lane road from a two-lane road.

Mr. Scheerer: The sidewalk is owned by the county.

Resident (Brad Miller, Berkeley): But the front enters in the middle.

Mr. Scheerer: I think we will be okay.

Resident (Not Identified): She also said that they are going to make an entrance off of Partin Settlement Road into the school.

Mr. Mehrlich: I heard that for a long time.

Mr. Scheerer: What they need to do is to do something with the turnpike.

Mr. Soukup: Are there any other comments? Hearing none, we will close the public comment period at this time.

FIFTH ORDER OF BUSINESS

Approval of Minutes of the October 26, 2021 Meeting

Mr. Soukup: Does anyone have any corrections?

Mr. Benson-Valdes: We were following up on the previous minutes that there was clarification on a vote.

Mr. Showe: Ken, you opposed the additional suspension for that resident. Correct?

Mr. Brown: Yes.

Mr. Showe: It was a four to one vote.

Resident (Brad Miller, Berkeley): I want to know why.

Mr. Brown: Because I thought he was probably telling the truth that his neighbor or relative was doing it. If that was the case, then he found a loophole. If that truly was the case. I figured that he had. If they were parking at his house before and they moved one house over, maybe we should ticket that house also. I don't know whether he was telling the truth or not. I wasn't against doing that.

Mr. Soukup: The bottom line is it is still a majority vote.

On MOTION by Mr. Benson-Valdes seconded by Mr. Brown with all in favor the Minutes of the October 26, 2021 Meeting were approved as presented.

SIXTH ORDER OF BUSINESS

Consideration of Data Sharing and Usage Agreement with the Osceola County Property Appraiser - ADDED

Mr. Showe: This is the document that lets us get the Tax Roll from Osceola County in order to put our assessments on the tax roll. I recommend a motion to approve it, unless the Board comes up with any alternatives. There are not many alternatives.

On MOTION by Mr. Brown seconded by Mr. Benson-Valdes with all in favor the Data Sharing and Usage Agreement with the Osceola County Property Appraiser was approved.

SEVENTH ORDER OF BUSINESS

Staff Reports

A. Attorney

Mr. Showe: District Counsel is not present.

B. Engineer

Mr. Soukup: Pete?

Mr. Glasscock: I don't have anything. I am trying to get some bids for the speed humps. Getting any kind of bids from anybody right now is challenging.

Mr. Soukup: You are lucky that they answer the phone right now.

C. District Manager's Report

1. Approval of Check Register

Mr. Showe: In the General Fund, we have Checks 6623 through 6645 in the amount of \$75,401.27. Alan and I can answer any questions on those if you have any.

Mr. Soukup: Are there any questions on those? If not, we need a motion.

On MOTION by Mr. Brown seconded by Mr. Mehrlich with all in favor the October 1, 2021 through October 31, 2021 Check Register totaling \$75,401.27 was approved.

2. Balance Sheet and Income Statement

Mr. Showe: In the first month of the year, we are a little ahead of budget prorations. So, we are in great shape there. Unless there are any specific questions, no action is required.

3. Presentation of OCSO Reports

Mr. Showe: We have the Osceola County Sheriff's Office reports.

4. Field Manager's Report

Mr. Scheerer: Not a lot has changed since three weeks ago. Regarding the swimming pools, there is a new rule that we have to place a maximum depth of our pool on the pool rules sign. So, the new pool rules signs will have a place for that. It has to be in 2-inch letters. Once we get the maximum depth measured, we will be replacing the pool rules sign. That is coming up soon. Security did report that the Partin Settlement Road gate was not working. So, we called in for service on that. Regarding the landscaping, we have some missing lids for irrigation boxes in the ground. We are working on getting those replaced. REW texted yesterday saying that they were hoping to start the Palm and Oak tree pruning on Wednesday of this week. I emailed the

street sweeper to make sure that they understood what we were getting ready to do. We asked them to come in after the pruning to clean that up. He said that he would take care of it. Pine straw and mulch was installed on the property. The common areas on Knightsbridge and Remington Boulevard and a couple of other spots have all been pressure washed. Sidewalk grinding is about to come to an end. I think they are pressure washing Remington Boulevard heading towards the school. I still have not heard back from the gentleman that was at the last meeting who wanted modifications to the baseball field. We reported the same thing a couple of months ago, but we didn't hear from him. We will fire up our Christmas lights before Thanksgiving break next week. That's all I have.

EIGHTH ORDER OF BUSINESS

Supervisor's Requests

Mr. Soukup: Mr. Mehrlich?

Mr. Mehrlich: Nothing from me. The place looks good.

Mr. Soukup: Mr. Brown?

Mr. Brown: Actually, I do have a request about the resident gate at Partin Settlement Road. Half the time, the clicker doesn't seem to work.

Mr. Scheerer: Whose clicker?

Mr. Brown: Mine.

Mr. Scheerer: We don't sell clickers anymore.

Mr. Brown: Okay. That's all I have. It works perfectly at the other gate, but at the Partin Settlement Road gate, half the time it doesn't work. The antenna seems like it has been hit two or three times by cars.

Mr. Scheerer: I don't know if you remember, but we had a resident show up here about a year ago or six months ago complaining about the same thing. We actually had him meet with ACT to try to figure out the best place for the antenna. I will have ACT take a look at it and see if we can move the antenna.

Mr. Brown: I thought maybe somebody sideswiped it because it was all bent out of shape.

Mr. Scheerer: It is possible.

Mr. Mehrlich: Depending on the position of the antenna, it definitely makes a difference. Sometimes it will work at the road and sometimes you have to get right on top of it.

Mr. Scheerer: I think they moved the antenna away from the camera. Maybe the camera was providing interference. We will take a look at it.

Mr. Soukup: Mr. Benson-Valdes?

Mr. Benson-Valdes: Nothing.

Mr. Soukup: I think the place looks great.

Mr. Brown: I just wanted to say that the place looks good and I hope everybody has a great Thanksgiving.

NINTH ORDER OF BUSINESS

Next Meeting Date – December 14, 2021

Mr. Soukup: Our next meeting is scheduled for December 14, 2021.

TENTH ORDER OF BUSINESS

Adjournment

Mr. Soukup adjourned the meeting.



Secretary/Assistant Secretary



Chairman/Vice Chairman