

MINUTES OF WORKSHOP

BRIGHTON LAKES COMMUNITY DEVELOPMENT DISTRICT

A workshop of the Board of Supervisors of the Brighton Lakes Community Development District was held Thursday, July 7, 2016, at 5:00 p.m. at the Brighton Lakes Recreation Center, 4250 Brighton Lakes Boulevard, Kissimmee, Florida.

Present and constituting a quorum were:

Michelle Incandela	Chairman
John Mastromarino (<i>via telephone</i>)	Vice Chairman
Jennifer Palmer	Assistant Secretary
John McGrath	Assistant Secretary
Dolores Pieters	Assistant Secretary

Also present were:

Gary L. Moyer	District Manager
Tucker Mackie (<i>via telephone</i>)	Attorney
Diana Alvez-Martins	Severn Trent Services
Bill Ford	Envera
Paul McCartan	Keep Safe Security
Tom Murphy	Girard Environmental
Brian Smith	Severn Trent Services
Residents and members of the public	

This represents the context and summary of the meeting.

FIRST ORDER OF BUSINESS

Call to Order and Roll Call

Mr. Moyer called the workshop to order at 5:40 p.m.

Mr. Moyer called the roll.

SECOND ORDER OF BUSINESS

Audience Comments

There being none, the next order of business followed.

THIRD ORDER OF BUSINESS

Discussion on the Envera Guard System

Mr. Moyer stated this meeting was advertised for a workshop, the purpose of which is to discuss a proposal from Envera, which was distributed to the Board at the last meeting. In the interim, there have been emails and correspondence among Mr. Ford, Ms. Mackie, and me. It would be appropriate outline where we have been in terms of how we operate the gates, what Mr. Ford's proposal does, and whether or not it is consistent with the intent of our agreements with Osceola County.

Ms. Mackie stated I apologize for not being at the last meeting where this was brought up. Mr. Moyer sent me a follow-up email. I know there were certain references that were made that could potentially affect the District and how it operated in the past with respect to gates. The correspondence that Mr. Moyer referred to, following the

meeting with Mr. Ford, talks about an access system that does not restrict access to anyone who would come up to the gate under either of the two systems that he presented, one of which is a two-button system with a green button and a yellow button. If anyone pushes the green button, it automatically gives them access to the community. If someone pushes the yellow button, it merely asks for directions, and the individual can ask questions of security personnel in the event that they need help. I think the way that it was visually presented to the Board at the prior meeting was that they could have the ability to ask for identifying information and where it was that individual was going in the event they were not a resident. That does not appear to be the case from Mr. Ford's follow-up correspondence. That was a concern primarily in the past, and it was heavily negotiated with the County attorney at the time that the gates were allowed. It is incorporated in the gate policies that were reviewed by the County attorney at the time security privileges were given to the District. Just to reiterate, I did not see anything problematic in Mr. Ford's emails.

Mr. Moyer asked Mr. Ford, do you want to briefly review what the proposal currently is based upon what you had provided with the two buttons?

Mr. Ford responded there were two approaches that made changes since we had last met. The original design followed what VillaSol did, which is different than what you have. This one was different. When we watched the guards, we noticed that they just let anyone in. There was no interaction at all, so we came back with a community that we knew of that had this two-button approach. I went back to our staff and asked if it was working. They said that it is working flawlessly. The great news is that we are still providing the level of security because we are adding faces. Driving down to get out to push the button, they had to roll down their window so we get the face of the individual. Law enforcement needs that for prosecution. If they just drive through, we cannot get a picture of their face. You challenged us to ask about the other two communities where people have the freedom to go in and out. The question is, could we actually provide a virtual guard at all three gates so that all three locations would have the exact same scenario and not increase the price. We challenged that and the goal is to remove the entry system, put in our two-button kiosk, and allow free access into your community while grabbing all of the information. You are going to have to install the cameras and all of the infrastructure. It is all yours. Some cameras are going to be viewed and some are not. If it is not working to our standards, we will replace it. It is all part of your

proposal. We cannot provide the service. That is what we put together and we hope that it meets your approval. We provided our monitoring, which you may not want to do. We do it on a 24-hour, 12-hour, 10-hour, and 8-hour basis. We broke down each one to show you how many hours we are operating and the gates will be closed at that time and we process people through.

FOURTH ORDER OF BUSINESS

Proposal for Brighton Lakes Gates

Ms. Incandela asked is this going to work with our existing gates?

Mr. Ford responded yes.

Ms. Incandela asked does the gate need to be emptied and just have equipment?

Mr. Ford responded there will just be a communications kiosk. We looked at the arms, and they are functional. Are they the best? No. We are just going to connect to it and operate those just like the guard would be sitting there pushing a button.

Mr. Moyer stated it would be helpful to get into the record that you mentioned that your proposal would be broken down into 24, 12, 10 and 8 hours. Can you give us the dollars?

Mr. Ford responded yes. I hope that you received everything through emails. I provided a breakdown of the 24-hour monitoring at both entrances. There is an installation fee and you will see a breakdown. The installation fee for the equipment is in the detailed proposal because that did not change. You will see that the installation fee is \$6,000. The monitoring fee for monitoring maintenance service includes everything to make sure the equipment that is installed is 100% being maintained and serviced. We provide that service for \$8,000 per month. If you compare your budget now against the numbers provided, the total cost is \$74,000. Yes, it is going to be more expensive, but I am putting control access in three locations. If you go to the 12-hour shift, which we assume is going to be from 7:00 p.m. to 7:00 a.m., the installation and equipment remain the same. The price reduces to \$4,980 per month, and the annual savings is \$14,000. It will be in all three locations. We are talking about seven days a week, not Monday through Friday. If you go to the 10-hour shift, the installation and equipment remain the same at \$4,237 per month. An 8-hour shift is \$3,486 per month. In each case, the installation remains the same. The pool area is a separate issue. We provided an analysis of an active monitoring system like I shared with you last time. We take over the access control and passive cameras at the recreation center. It would be about \$23,000 to take that over and \$1,184 per month in monitoring to serve the active cameras and maintain

the rest of the equipment. It is as simple as a drive-up telephone entry system. There would be no denial. The driver would either ask where the road is that they are looking for or push a button to open the gate to let them in.

Ms. Incandela asked is there a sign there that says to push a button for entry?

Mr. Ford responded if they push the button, it would say to proceed into the community.

Ms. Incandela asked no, I mean how do they know to push the button?

Mr. Ford responded it is on the kiosk. It says, "Stop here." It would verbally tell them what to do. We could do an option of installing a red and green light. Some people do not like it because it looks gaudy. When they push the button, it would glow green to go in and red to stop. It is on the side of the kiosk. There is a stop sign and a pull-forward sign.

Mr. McGrath stated it is going to cost us \$36,000 to install the electronic, wiring, and wifi.

Mr. Ford stated and the cameras.

Mr. McGrath asked will it be at the level it needs to be?

Mr. Ford responded yes.

Mr. McGrath asked from your experience, typically what type of annual maintenance is involved? It is our equipment, so we have to fix it if it breaks.

Mr. Ford responded the equipment we are installing will be fully maintained. There will be no expenses, except for two things: act of God and act of vandalism. Those are two things that we cannot control. The only extra expenses is the internet and power. You need 110 volts. Regarding the wear and tear of the operators and the gates, you will have that.

Mr. McGrath stated it would probably have less because if someone is frustrated that they cannot get in, they will break the gate arms to get in. Following a green and red light should be fairly easy.

Mr. Ford stated that would eliminate that frustration.

Ms. Incandela stated I just want to go through the steps. When they pull up and roll down their window, they will see two buttons. Would an audio announcement tell them what to do, or is it a video?

Mr. Ford responded there will be just a sign.

Ms. Incandela asked will it say to press green for entry and yellow for directions?

Mr. Ford responded yes. There was a picture of the kiosk that was sent by email.

Mr. McGrath stated if you push either button, you are going to be on your way.

Mr. Ford stated one is just to ask questions. I asked my staff how many times people ask questions. The answer is the majority of the time. Those people may be looking to see if somebody is at their house. We cannot tell them that, but we can tell them the street. They would have a map. It would not tell them how many yards, but it will provide some information.

Mr. Gerry Frawley stated currently the gate goes up and the vehicle goes through. Hopefully someone is there if someone else decides to try to drive through to stop them from doing that. What would stop multiple people from going through when the gate is open?

Mr. Ford responded the same sensors that are in the ground now. When the arms go up, there is a sensor. If someone is tailgating, it will keep the arm up and not allow it to go back down and damage a car. That will still remain.

Mr. Smith stated you only have one gate arm. You do not have a gate arm that goes up, allows the car in, and stops the next car.

Mr. Ford stated it does not have a trapping arm, like at VillaSol. It is not controlling the traffic. It is just allowing the car to go in. You are providing a sense of security.

Mr. Frawley stated we would not be able to capture their image,

Mr. Ford stated chances are, I can get the tag. We will provide the video image to law enforcement, but if it is a reflective window, we are not going to be able to see.

Ms. Incandela asked where would the green and red lights be located if we decided on that option to stop tailgating? Would it be in front of them or along the side of the kiosk?

Mr. Ford responded it would be in front of them. The kiosk would be another foot or two feet in front on a post, or we could attach it to the gate. It depends on what works best for you.

Ms. Incandela asked do you put any signs on the equipment to the extent that you are alerting people that there is a video surveillance system? How many signs and where would they be located?

Mr. Ford responded as many as you want. I think VillaSol had one on each gate and one at the kiosk. I believe there were five signs in front. If you have your own sign, I recommend that but we have ones that say Envera instead of saying you have a video

surveillance system and they are being recorded. If they are talking to us, it records them but we are not restricting them.

Ms. Incandela asked is the recording triggered by motion or by sound or is it 24/7?

Mr. Ford responded it is not recording until they push the button and are speaking to us. If they just push the button and proceed, there is no audio recording them. It is just when they are talking to our staff. For example, if someone says that we gave them a hard time, we will verify that. If we did, we will take corrective action.

Ms. Incandela asked are the video systems being recorded 24/7? Is it dependent upon movement or motion?

Mr. Ford responded it is 24 hours. We use tag-specific cameras that take the reflection off the tag to be able to grab it, so you are able to see it. If you know anything about cameras, they must be able to take a snapshot of the tag. You cannot do it with a standard camera.

Mr. Moyer asked how long do you keep that information?

Mr. Ford responded we guarantee 30 days, but if there is ever an incident, we keep it in a couple of formats. We keep it on our servers forever. We will send it to the property management team, as well as any Board members who are on the list. You will have records. It is all watermarked so that you cannot change the images. It is all part of our services.

Mr. Frawley stated you said that all of the gates will record 24/7.

Mr. Ford stated yes.

Mr. Frawley stated going into the other two areas, the vehicles are going slower than they are on Brighton Lakes Boulevard. Is there an excessive speed that the cameras will capture the tags?

Mr. Ford responded 35 mph. They are not the \$30,000 cameras that SunPass has. We zoom the image and it has an angle that looks at the 8-foot stretch. You will see one in each lane. Chances are, if they are coming out to the kiosk, they have to slow down somewhere because (a) the car is there or (b) there is a barrier. At some point in time, that car is going to be seen. We set the camera back about 35 to 40 feet.

Ms. Incandela stated we had speed bumps in one location.

Mr. Ford stated they will work nicely.

Ms. Incandela asked what about the access for emergency vehicles during the day?

Mr. Ford responded we will open up everything. If a siren goes off or the light goes off, it will open up all arms and gates.

Mr. McGrath asked is it automatic?

Mr. Ford responded yes. It must be a sensor by law. The company that installed it must have it in there. If not, we must provide it because we cannot obtain a permit without it.

Mr. McGrath stated we have a financing option. Over the five years, it would be almost \$57,000 to get the \$36,000 installation. Do you have many people who finance or pay the cost upfront?

Mr. Ford responded it depends on the community. A lot of organizations or communities have to allocate the money. You have that option. The financial arrangements are up to you.

Mr. Smith stated we are getting to the point now where the patrol units that we have out there need to be replaced. They are costly. I received prices and we are waiting for another company to provide prices. They are \$4,700 each and we need 10.

Mr. Ford stated they have a space on there that we can connect to.

Mr. Smith asked can the security guard at the kiosk be spoken to?

Mr. Ford responded yes. You will talk to our staff. You push the button and it instantaneously goes to our staff and you can speak to them.

Mr. Smith asked would they push a call button?

Mr. Ford responded correct.

Mr. Smith stated we do not necessarily have to push the button. Someone can come on and say, "May I help you?" If they get to a place where the guest says they just want to come in, at some point they will come in, but they must go through the conversation with the virtual guard.

Mr. Ford stated that is a good point, and one that I am not prepared to answer. Let us just say that VillaSol has it. I think it asks questions. It prompts them instead of having to push the button to go in. We have the technology to do that. There are recordings that turn on welcoming you to Brighton Lakes, which we can do. We can add those instructing them to push the button to drive through or push the other button.

Ms. Incandela stated I think there are signs there and the sign is clear. I do not think you need to do both. I just was not sure whether the system was audio or a sign.

Mr. Ford stated we can do both. I know you have the buttons to be able to operate it. All we must do is install the sensor.

Mr. Smith stated to alleviate the situation that you are concerned about, you are not going to be able to stop someone at Volta and Kariba. You are adding two remote-control gate arms. They would come up to the speed hump and speak to the guard. That arm opens and they go in. It is just long enough for an arm to open and close before another arm opens.

Ms. Incandela stated it is just two more gates for us to maintain and call ACT and pay everyone a fortune to repair it.

The record will reflect that Mr. Mastromarino and Ms. Palmer joined the meeting.

Mr. Moyer stated to recap, we discussed the Envera proposal with Mr. Ford who is with us. He explained how these gates will operate. We have that on the recorder and you will be able to get a verbatim transcript of that discussion.

Mr. Smith stated according to the budget, there is roughly \$30,000 in damages. I believe that maintenance and repair costs were \$35,000. However, because we had some video, we were able to recoup some of it but not a large amount. We collected \$10,000.

Ms. Incandela asked when there is \$30,000 in damages and only \$10,000 is recouped, where is the other \$20,000 occurring? What is causing that?

Mr. Smith responded everything from malfunction of the equipment to normal wear and tear. We also have vandalism. If we have a video of a kid, we have no idea who he is. We had people get out of their cars and walk up and do the same thing. We have some that we were unable to track down and others that had a problem with paying.

Ms. Incandela asked is VillaSol 24/7?

Mr. Ford responded yes. They used to have guards.

Ms. Incandela asked when they pull up to the gate, would some people be denied entry?

Mr. Smith responded not if they are requesting entry. We can say, "I am sorry you cannot come in," and some will drive away but others will say, "I am supposed to be able to come in, so I am coming in".

Ms. Incandela asked is there more likelihood if people, out of frustration for being denied, force themselves in, whereas this system would be set up that way so we would not see much of that? I am just trying to figure out; if we push the green button to get in and the arm goes up, if it will cut down on the amount of damage.

Mr. Smith responded yes, it may cut down on the problem.

Mr. Ford stated there is no denial and no arguments on whether someone is authorized to be there or not. You will still have people who will get out of their car and snap off gate arms just for the fun of it. We can get the video and provide it to you. You can get the face and post it in the clubhouse and ask if anyone knows this person, let us know because he is costing you money.

Mr. McGrath stated after many years, the reality of being able to find the guilty party seems to be something that is rarely going to happen.

Mr. Smith stated Envera will send you the picture of the license plate. For example, it once took us four hours to find a vehicle.

Mr. Mastromarino stated on the contract, there are costs that are above and beyond what we would end up paying.

Mr. McGrath stated correct.

Mr. Mastromarino stated vandalism is one of the major issues we have.

Mr. McGrath stated we figured \$30,000 per year for maintenance, vandalism, acts of God, and other real costs. If we were to do the 12-hour monitoring, it will cost \$36,000 to start, \$60,000 for the annual cost, and another \$30,000 for installation. I came up with \$130,000 for the first year.

Ms. Incandela stated plus \$50,000 to upgrade our gates: \$4,700 times 10.

Mr. McGrath stated suddenly, we are not that far from \$200,000.

Mr. Mastromarino asked will that cost decrease year-to-year over time because we are leasing?

Mr. McGrath responded no, this would be our equipment.

Mr. Smith stated you would want to purchase it.

Mr. Mastromarino asked what would the amortized costs be after two or three years?

Ms. Palmer responded after the initial year, you upgrade the cameras. Would it just be \$50,000?

Mr. Ford responded \$36,000 to start. We maintain the services. The equipment that you purchase would be as good as long as you have a contract with us. In year four, you would not have an equipment cost. Everything else is maintained. If a camera goes bad, we pull it down and put up a new one. There is no labor or parts cost. It is all part of your monthly fee.

Ms. Palmer asked is it \$9,000 monthly for 24-hour monitoring?

Mr. Smith responded yes. The installation cost is \$36,000. You would pay that in advance. To replace all of the ones out there now is \$47,000. You would be paying less to install new equipment. Does that include the gates and the cameras?

Mr. Ford responded that includes all the cameras and all the infrastructure but not the gates.

Mr. Smith stated you are adding to the existing gates.

Mr. Ford stated correct.

Mr. Smith stated the existing gates are functional, but we cannot get parts anymore. There are control boxes that have the barrier arms. Those must be replaced.

Ms. Incandela asked is that the \$50,000?

Mr. Smith responded yes.

Mr. Moyer asked at the end of the shift, will your people put those gates up?

Mr. Ford responded yes. You give us the timeframe, and automatically everything goes up. If we are there 24 hours per day, the gates would be down 24/7.

Ms. Palmer stated we have to be clear about how we are not stopping people. We are stopping them, but we cannot deny them.

Ms. Incandela stated the proposal is that there would be a two-button system: a green and a yellow button. There is a clear sign that says, "Press green button for entry" or "Press yellow button for assistance" so no one is denied access. Emergency vehicles would be granted entry by sound.

Mr. Moyer stated before you arrived, Ms. Mackie said that the proposal meets what the County would want.

Mr. Ford stated the other change is that we are putting a virtual guard at all three locations, so we have someone operating the gates in all three locations. Technically, you have a kiosk where a guard would face the individual after a button was pushed.

Mr. Smith stated on the home owner's side, we would have the card system.

Mr. Ford stated it is not part of this proposal. Whatever you have now, you would continue to use. You could put stickers on vehicles.

Ms. Incandela asked would there be a reader for the sticker?

Mr. Ford responded yes.

Mr. Smith stated if you do not have good control at the guest box, people would be following residents in.

Mr. McGrath stated I do not see how that would work.

Ms. Palmer stated that is why we did away with it.

Mr. Smith stated it works if you have a kiosk near a speed bump. Both sides would have double gates. As the resident comes up, the reader reads their card, the gate goes up, they pull into the trough, that gate goes down and this gate goes up, and then they go in. If the car behind them cannot get in, then they have to turn around and go all the way back and then come to the kiosk.

Ms. Incandela stated but the kiosk for the main guardhouse is going to be under the awning.

Mr. Smith stated yes.

Ms. Incandela stated the only issue that I see with that is our residents in the other two sections. If it is raining, they must roll down their window, which is not convenient because they are not covered by anything.

Mr. Smith stated if we do it the way we planned, price-wise, they are going to come to where the guard currently is, but a kiosk will be there. Then they only need to press one or two buttons.

Mr. Ford asked for Kariba?

Mr. Smith responded yes.

Mr. Ford stated every resident in Kariba and Volta pulls up and puts a code number in now.

Mr. Smith stated yes, but residents in Kariba and Volta can continue to use the laser scanners, and the laser scanners can be incorporated into this system. They have tags on their vehicles.

Mr. Ford stated residents would not need to roll down their window.

Mr. Mastromarino stated I would like to know the life expectancy of the equipment and the life expectancy of the technology. In other words, if we spent \$200,000 on a system and in a year or two, would it be obsolete if it is only made to last two or three years?

Ms. Incandela responded Mr. Ford said that if it is in the contract, he would replace the equipment at no charge for the equipment and labor.

Mr. Ford stated that is accurate.

Ms. Incandela stated Mr. Mastromarino, they said that as long as we maintain the contract with them, there is no cost to replace the equipment or labor, unless it is an act of God or vandalism.

Mr. Ford stated that is for the hardware. The software is continually updated. The purpose of the maintenance fees is to make sure that you have the latest and greatest software. There will be revisions done. That is all part of the package we have.

Mr. Smith asked how old is the hardware?

Mr. McGrath responded since 2000.

Ms. Incandela stated I believe it was 2004.

Mr. Ford stated components are in there that you are leasing or renting from us in terms of the kiosk. Behind that is infrastructure, such as the recorders. Those are updated constantly. If they are not performing their duties, we have a service level agreement. You do not experience any costs associated with that. Any computer has a seven-day life; however, they update things all the time. I cannot tell you that seven years from now you would be operating off the same exact system, but control boxes have wear and tear.

Mr. Smith asked are they repairable after 10 years, or do we have to replace the whole thing?

Mr. Ford responded that is a good question. We are not replacing those. I would like to get in on that quote for the patrol units because I think we can beat the price.

Mr. Smith asked what company do you use? What is the manufacturer?

Mr. Ford responded Chamberlin.

Mr. Moyer stated the \$47,000 you were quoting to replace the patrol units, we are going to have to pay that.

Mr. Smith stated if they are going to install them, maybe we can get a better price.

Mr. Moyer stated yes.

Mr. Ford stated I would like to give you the latest technology, which are the LED arms. Those are the ones that turn green when the gate goes up and red when they go down. It really gets people's attention. Then you put switches in them so that if someone hits one of those arms, we will receive a signal and will know instantly that we have to repair them. We would like to give you that opportunity. Right here in front of you are the cameras, infrastructure, and everything else.

Mr. Moyer stated that sounds good.

Mr. McGrath asked do we want to put a gate for people leaving the community?

A Resident responded or going in on the exit side.

Mr. Ford stated we only have cameras going in at Volta and Kariba.

Mr. Mastromarino stated the cameras are probably going to cause a delay. When we talk about rush hour traffic coming in, I would suspect that it is not unusual to see 10 cars, one after the other coming through the gate now.

Mr. McGrath stated so they have to wait in line.

Mr. Moyer stated it depends on the hours that we select. During rush hour, from 5:00 to 7:00 p.m., we would leave those gates open, and the virtual guard would not be operational until 7:00 or 8:00 p.m. until 7:00 or 8:00 a.m.

Ms. Palmer stated even if it was operational during that time, Mr. Mastromarino, I cannot imagine that it would be that much more because they are not talking to someone unless they are asking a question, not with the guard there. They are just pressing a button, the camera is snapping their photo, and then the arm goes up.

Mr. Ford stated that is correct. That is a good observation, Mr. Mastromarino. We will be timing these things. We will look at the counts to see the number of times that people come in and out. We can determine that from 4:00 to 6:00 p.m., you have 600 aggregations in that period of time. We may come to the Board at that time and say, to open it up because it may be backed up. It is the Board's decision. Besides that, there will be different times when that may happen, and we will just open it up. You are just directing us how to guard your facility. The service that we are providing is to grab the face of the driver when they roll down the window. I am not saying that it is not going to happen if someone drives by and has tint on their window. I am not guaranteeing that.

A Resident asked will Kariba not have a gate?

Mr. Ford responded it will have a gate but not the tag cameras. We will have a camera looking at the outbound gates, but we do not think that a tag will serve the community.

The Resident asked will you install an outbound gate? We do not have an outbound gate.

Mr. Ford responded if I am asked to, I will be glad to do that.

Mr. McGrath stated that is something that we have not talked about yet. We should probably discuss it.

Ms. Incandela stated if you see this is working, then maybe in phase 2, you increase the number of hours in and out for future years and spread that initial cost over a two-year period instead of hitting everybody in a one-year period.

Mr. Frawley stated you could also watch to see if that is an issue. If people start driving in the outbound lane, then you may decide to do something, but if it has not been an issue, then you decide not to spend money on it.

Mr. Smith asked when they start backing up, is it an issue?

Mr. Frawley responded yes.

Mr. McGrath stated not that I can see.

Mr. Smith stated you probably get good backup there. I would not think that it would happen.

Mr. McGrath stated Mr. Ford, we appreciate you coming and answering our questions. We have some decisions to make.

FIFTH ORDER OF BUSINESS

Other Business

There being none, the next order of business followed.

SIXTH ORDER OF BUSINESS

Supervisor Requests and Audience Comments

There being none, the next order of business followed.

SEVENTH ORDER OF BUSINESS

Adjournment

The workshop adjourned at 6:25 p.m.

Gary L. Moyer, Secretary

Michelle Incandela, Chairman