MINUTES OF MEETING
TERN BAY
COMMUNITY DEVELOPMENT DISTRICT

The Regular Meeting of the Board of Supervisors of the Tern Bay Community Development District was held on Tuesday, August 12, 2025, at 10:00 A.M. at the Heritage Landing Golf & Country Club, Clubhouse, 14601 Heritage Landing Boulevard, Punta Gorda, Florida 33955.

Present and constituting a quorum:

Tara Brady	Chairperson
Denise Blakely	Vice Chairperson
Robert Brady	Assistant Secretary
Vickey DeLuca	Assistant Secretary
Gary Hamilton	Assistant Secretary

Also present were:

James P. Ward	District Manager
Greg Urbancic	District Counsel

Presenters:

Robert Belline	EntranceIQ
Chris Carr	Proptia

Audience:
Katherine (Kathi) Burke
Mark Schaffner
Darlene Graham
Rod & Amy Bradtmueller
Mike Parker
Leticia DeJulio
Ray Hernandez
Larry Sprato
Char Laursen
James McEver
Paulette McEver
Rick Wasko
Dave & Catherine Kircher
Sue Casey
Darla Lloyd

Adriana Poisson, by phone
Angie Rausch, by phone
Paul D, by phone
Rachael, by phone
Linda, by phone

All residents' names were not included with the minutes. If a resident did not identify themselves or the audio file did not pick up the name, the name was not recorded in these minutes.

PORTIONS OF THIS MEETING WERE TRANSCRIBED VERBATIM. ALL VERBATIM PORTIONS WERE TRANSCRIBED IN *ITALICS*.

FIRST ORDER OF BUSINESS   **Call to Order/Roll Call**

Mr. James P. Ward called the meeting to order at approximately 10:00 a.m. Roll call was taken and all Members of the Board were present, constituting a quorum.

SECOND ORDER OF BUSINESS   **Discussion and Presentation**

Discussion and Presentations on Guardhouse Operations options.
 I. **EntranceIQ Presentation:**
     [the entire presentation and discussion afterwards have been transcribed as non-verbatim]

Jim Ward: My name is Jim Ward and I'm the District Manager, for those of you who have been here, you know, I don't have the best voice in the world, and I know you're sitting far back, so if you want to come forward, please do. You're going to hear me better as we go through today's agenda. If you don't, just raise your hand and I'll try to help you out through the process, and I'll try to speak up as much as I can. So let me go ahead and call to order the regular meeting at the Board of Supervisors of the Tern Bay Community Development District for Thursday, August 12, 2025, it is approximately ten o'clock in the morning and the record will reflect that all members of the board are present at roll call. Your chairperson Tara Brady is joining us by video today. For those of you in the audience, the screen above the board, we'll show you who is on video or audio today that's on our Webex program and you can see Tara there. Item two on your agenda is the discussion and presentations with respect to the operations of your guardhouse system. You started this process a month or two ago with respect to the first presentation or first two presentations that were given to you a couple of months ago. Today we're going to hear from two other companies. The first one is Entrance IQ. The second one was to be from Alosant. I think the firm is just called Alosant. They have declined their invitation to bid on this project, pursuant to an email that they sent me within the past week. So, we are slotting in for this presentation another firm called Proptia that will also provide a presentation to you after today's meeting. So, I see Mr. Robert Belline on video with us today. And I'm going to turn the agenda over to him. And Robert you go through your presentation, you may use your screen to make any presentations you want, both the board will be able to see them on your laptops today and for the audience, whatever he wants to present to the board you will be able to see it on that screen in front of you. Robert, go ahead.

Robert Belline: Thank you, I apologize - last name would be Belline, like in Maybelline. I hear it all time and it's quite ok. I'm used to it. You know, kind of like Maybelline cosmetics, kind of simple easy, right? No relation though. First, I'd like to say thank you very much for your time, everyone. I'm Robert Belline, the founder of Entrance IQ. Just a quick background about Entrance IQ myself and a few others are at the company; we've been in this industry for roughly about 26 years now. So, we kind of started back when there was just a rolodex, if you would. So, a lot of the technology that's up and around running.

We've either designed, built, worked with or mastered and taken it to the next level. So, we're going to just share off the screen what I'd like to do is kind of a short snap through of a few minutes what it looks like for security officers and how it relates back to the resident. Then we'll jump over to the resident's side to see what it looks like for the resident and the app for them. And we'll touch a little bit on the property management world. So, we can kind of pull it. From there, any questions, whatever else, we can go into that part. So, I'm going to go ahead and log in, let me know Jim, can everybody see this screen?

Jim Ward: We're ok. Yes sir.

Robert Belline: Wonderful. Okay. So, when the security officer logs in, really quick, we are a device diagnostic system, and so we don't need any special hardware technology.

Anything at the gate. For the security officer with one search field that security officer can search for the resident's first name, last name, address, phone number, PIN number, club ID, virtually anything they need. When they go ahead and search for that resident, we'll quickly pull up that resident. We isolate everybody else out what we call all the noise in the background for security officers who we are very dedicated to what they're doing. We'll display the address, phone number, and what we call the type. Unique tags, whether it's an owner, renter, or spouse, significant other, roommate and so on. So that security helps - you can see it. We quickly on the right-hand side will display any alert messages, you know, they'll allow somebody in. Please call every guest, whatever it maybe. We also display all the contact information about that resident, so the security officer doesn't have to go looking around, including if that resident is on vacation, we could display it if it's vacation also. Contact number is right down to vehicles registered at a household so that security officer can, he or she can do their job as quick as possible and simple. Bottom half of the screen, we lay out your guests as a resident, the resident has the ability to utilize the app or browser, which we'll show shortly, and they can actually add their guest. Delete their guests and manage their profile themselves. So, everything that resident does in the app is directly related inside here. If a resident, I apologize, adds a guest to the guest list and the security officer goes ahead and process them in, we can see we have a unique tag so we know who we're working with. When they accept that guest, we'll automatically scan the driver's license, will automatically grab the back of the vehicle for that guest coming in. We'll fill in the blanks automatically for that resident, for that guest, I apologize. And when the security officer hits approved, they accept them in. At that moment, that resident will get a notification on their device in the Entrance IQ up saying that Robert Belline just came through the gate and more times than not, that gate hasn't even been opened yet and you've been notified as a resident, and we utilize what we call a push technology. Just a quick push technology, you go to a Publix and you buy a dozen eggs and your credit card goes off on your phone says you just spent twelve dollars, that is pushed technology. Immediate notifications. Property management and the security officer, they can quickly look at the traffic history to search anybody that's come in. On top of that, what we do at display, we keep copy of license so that guest that come in and their vehicle also said they can see it. The security officer and or property management can search for the resident's name, address, guest name, license plate, device ID virtually anything to find that person. Along with that, we do have the ability because we do some municipalities. We can actually track keys and issue keys based on residents' homes and such. So, we can actually issue a key to a guest or a vendor and collect it back, and every time a key is issued or sent back, we notify that resident so that resident knows what's happening at all times. Another part inside the system is we have the incident reporting. Oops, apologize. Of course, my message. Let's just get rid of that message. We have incident reporting or display who created the incident, where it's located, any details of the incident, people involved. As we drill in, any vehicles involved and security officer has the ability to upload all pictures of anything that

has happened. Along with the security officer he or she has the ability to scan QR codes, so I'll show you that in a few seconds here. Now the resident can actually issue a QR code to a guest and the security officer can quickly scan it, either use a hand scanner or tablet, smartphone, anything. And as I mentioned earlier, because we are a device diagnostic system, we work on all devices, we don't need anything unique or whatever you have, more than likely will work. For that security officer, if he or she forgets about our training and what they're supposed to do or maybe a new security officer steps in shortly, we have a built in help support. They could actually ask how to add a guest. A security officer would just choose whether they are administrator because some security officers do have administrative rights depending on the community or as a security officer, will give them the exact directions, including article, including video that is directly related, tied back to the training they took and the initial. It's about telling the same story all the time and making sure we have. Reinforcement. Once they've done, they simply hit great. If they have more questions, they can come right into a service ticket to our support team and we'll help them immediately. So, it's about the response and what we always refer to as the Entrance IQ experience. Now, I'm going to hop over really quick. Do we have any questions on this process for security officers?

Jim Ward: Any questions from the board? Any questions from the audience on this portion? Go ahead, you're good to go Robert.

Robert Belline: If I'm going too fast for everyone. I apologize.

Jim Ward: Yep, you're good.

Robert Belline: So, we're going to look at the, what we call the EIQ connect app. This is the app for the residents. The residents can download their phones, their tablets, whatever they have, it's even browser based. It's all the same look. It's unlimited. You can have unlimited connections to it per resident. So, we don't mind our residents that have multiple homes in the community, own multiple homes, you have the ability of managing multiple homes in a community. When you choose the dropdown, it'll list all the homes that you own and you pick which one you want to manage. You have your guests. We have unique tags for guests so we can color code them, so we have certain rules. For instance, you know, service people aren't allowed in for the service hours at the community. Ride shares, we know it's Uber and such, and that ties into other features we have urgent services for after hour, like your [undecipherable] would have made. To add a guest and simply click on the add button on top choose your category, we have a wealth of them. And say it's a guest, choose whether they're coming in, whether it's today, tomorrow, date range or permanent I'll just pick on permanent. You can break down the days in a week that permanent person's allowed in. Type in that guest name. Once you hit save, it's going to ask you want to send a QR code. So from your smartphones, you'll be able to send a QR code right from there out of your contacts, and on the browser you can quickly send a via email, Teams, WhatsApp, almost any feature that's out there. With that QR code looks like. I'll pull up really quick. So, here's the QR code, we identify the person's name, so we know it's Bill Smith, what community or subcommunity they're going to, who it came from for that resident, where they're going, and any community rules, these rules are dynamics are property management can change those rules at any given time. The security officer would just verify the ID that matches that QR code scan the QR code and we check them in. Now when we check in that QR code, we'll also grab that back at a vehicle with a license plate and fill in the blanks for that security officer. It's about making it simpler and easier and have more effective data. Residents also have the ability to in the browser. Version, but look at the notifications. So, this is why I guess was notified and came in. We can see that I had I came in when I processed myself earlier, these are all the notifications every time my guest comes in. Vehicles, resident

can see all the vehicles, they even have the ability to edit and add a vehicle, and once they add a vehicle edit vehicle has to go into property management approval before it's approved. But it allows the resident to keep the license plate up to date and they can upload a copy to the latest version of the, of the registration. And what's unique about this is by having this capability, we actually get a lot of clean data from residents because it's very unique residents like the clean, their vehicle information before their own guest list. So, it's very useful for a community. We do allow pets, so you could actually add all your pets including a picture or the pet's name, type, color, tag, breed, date of birth, shot expiration, everything - even chip number, about a pet.

We can go into the traffic history, so the resident has the ability to see all their guests that came into their community. Make a loop search by address also, they have multiple addresses, they can filter out and see what they're looking for. Simply by hitting the search and looking for a particular guest. And finally in the account for the app. Residents have their own QR code. We auto refresh this QR code for residents for security reasons. A resident has the ability to change your email address, change your phone number as a matter of fact, even changing their phone number order that they want the security officer to call first. They can mark themselves either only get notifications by email, push notifications or if they are traveling abroad, do not disturb so they're not bothered on vacation. So, we just ran through generally what the resident has, the access and the capabilities. Any questions on this one?

Jim Ward: Okay. Any questions?

Denise Blakely: Do we get an update when the guests leave? Is that tracked also or just them entering the community.

Robert Belline: So, the community itself overall, if there's less play recognition on the exit lane, we could log that person in but we don't send a notification saying your guest has left. We have that capability, but we don't enable it today. Most people don't want it because it's a challenge sometimes when it comes to pool people, landscapers, right? They might go, we're coming to Bill Jones, but they go to Joe Smith's house. And then it becomes a little bit inaccurate and not correct all of them, right? When I say not correct, it's they say they're going to one house, but they go somewhere else. But the capability is there.

Denise Blakely: Okay, thank you.

Tara Brady: I think as long as you log in, it's ok. That way if there was an issue we know when somebody got in. I don't think notifications would need to happen.

Jim Ward: That was Tara. But I didn't hear you – speak a little bit louder.

Tara Brady: I said, I don't think that not notifying people is an issue. It logs when people leave, so if we ever needed to look, you could find it.

Denise Blakely: That's what I was wondering if it left a log that could be tracked.

Jim Ward: Any other questions from the Board?

Gary Hamilton: So, the QR code here that we're showing would show up on your phone, it's also the exact same QR code that you would have on your vehicle?

Robert Belline: No.

Gary Hamilton: I'm just curious as a resident I don't want to go to my phone every time they have to QR myself in, correct?

Robert Belline: So, the QR code here in the app is really more used for if you're out with some friends or friends come to your house to pick you up and you go out to dinner, you come back in, right? That friend doesn't have a barcode transponder or anything that gets through the resident lane. So, you can just explain that to the security officer and he or she can check you in. Or if we have the virtual guard services that we have, the virtual greeter in our kiosk, you just scan that QR code and it'll check you in also.

Vickey DeLuca: To Gary's point, Robert, I've got two questions for you. Number one is do you integrate with our existing RFID tags that we have here? And then second question, it's my understanding that you can refresh this QR code here every sixty seconds so that people cannot screenshot this QR code to give to other people. So, it's configurable when we refresh this QR code; two-part question there.

Robert Belline: Yes. So, none of your technology we have to change for the resident, even if you have amended these, we integrate all the way down to the, what we call the panel inside the gatehouse that your RFID is connected to. So, that wouldn't have to change. And every time you refresh this, it sends it right back down to our devices if need be. So that resident has the ability to refresh at any time they feel uncomfortable too. But we do auto refresh every two days, twelve hours, and I think thirty seconds.

Jim Ward: Gary, did your question get answered correctly?

Gary Hamilton: Yes, I think so. There's a resident lane coming in automatically.

Vickey DeLuca: It's just how to speed up your visitors getting in, this is how they get in. Unlike, the one to two minutes is today.

Jim Ward: Yes ma'am, you had a question.

Unidentified female audience member: My question is…

Jim Ward: I'm sorry, but you're going to have to come up because were not going to be able to hear you – sorry about that – here she comes.

Unidentified female audience member: Thank you. On the back gate, you know, it's always open now because of construction, but quite frankly, anybody can get in. I know there's cameras, so is there anything we can just do there? Because how do the commercial vehicles make deliveries? How do they come in, do they go through the guard gate only? That's my question. Yeah, they would love to go through the guard gate.

[Undecipherable – individuals talking over each other]

Jim ward: Any other questions? Robert, go ahead.

Robert Belline: So I'm going to jump over to now as property management, so let me just do a quick logout, log back in as a property manager. Now, we're logged in as property manager and there are more features, right? Because security also only needs a few things to process guests and maintain control, where property management really is managing the whole entire community system as a whole. So, property management can search by residents first name, last name, address, phone number, pin number, club ID, email address – a wide range of things, and they can find someone. When we do a search for the resident's name, we pull up their info card, so really quickly we can see a scan across everything about that resident. Second part even email address, bottom half of the screen, let me just scroll down a little bit because I got a large monitor because I can't see. Bottom half we are displaying the alert message. Last record one that last record has been updated. We show even communication consent process for that resident. We have additional contact information. You know what's common nowadays in HOAs in communities is residents removed from one house to another inside the community. So, we developed a simple process for a move. They just simply click move, pick the new address that resident's going to. Once you hit move, it will pick everything up and automatically move it to the next address and we're completed. It's very simple and easy, it makes life a lot easier for property management. Inside here we're going to go over to occupants. We can actually display all occupants that live in this household, whether it's renters, a spouse, significant others, children, adult children, under aged children such that property management can view their guest list for that resident, and whether add or delete if they have to, right, if a resident says, hey, I'll meet during the office, they need some help, they can do it. We will clearly display vehicle information including the facility code and device ID, device ID is your transponder number or barcode number, whatever it maybe on your residence vehicle, such as your year, make, model – everything about the vehicle. Then, property management can quickly add a new device if need be or you can simply edit or delete. Or the addresses for that resident who owns multiple homes in the community. Traditionally, you have to go to the next address and build that profile for that resident. In our world, we just simply add that address and we build that profile automatically. So, it's about simple ease and efficiency for the property management. We can look at that resident and we can see what type of notifications they're allowing. So, for this one they're allowing push notifications. We can see the differences and change it. We also get to see the pets that they've uploaded, including the photo of that pet. We're going to dive a little further into this. We can break down all addresses and see the addresses in the communities that we could actually drill in and this is really helpful when you have subcommunities, so maybe a new property manager or administrator steps in and doesn't know what each community has for streets, so we can see it. Here's where we manage everything about the keys, who's allowed in right down to alarm codes. This doesn't work for every community, it's only certain communities just trying to show capability. If you recall, I mentioned in connect with a resident under vehicles, we have the ability to make changes inside here for that resident vehicle. Here's what it looks like for property management. Vehicle came in, I modified my vehicle information. Now it's marked as pending. I can either approve it, add a device ID and I hit approved, then now it's active. Or I get to reject it and choose the reasons for rejection. Expired registration, outstanding dues, whatever it maybe based on that community, so they get to do that process. What this means is when you approve or reject it, either when you choose, we send a notification to the resident in what we call push notifications. Saying, okay, your vehicle is now approved, you can use the resident lane or sorry, your vehicle wasn't approved and here's why contact property management for further information. Property management also has the same features as the security officer to search all traffic history, to see by device ID, see when a transponder has been rendered last time all the time. When we deal with license plate recognition as that one question, when a vehicle leaves, do we notify the resident. We said not at this time, technology is there, but there are reasons why. From here, having license plate recognition on exit lanes, we could search, we could drill into whether they want in and out, just entry or exit. We could find out what truly happened and what's going on. With exit technology for the license

plate recognition, we can take it as far as what we call "who is" and "who is" we'll pick on a food service delivery. I hate to pick on Uber or Lyft or whatever or Publix. Let's say Uber comes on property, they deliver something to Jim's house. Now the community says it determines it takes thirty minutes to go to someone's house drop off something and that's the Benchmark will allow thirty minutes. Let's say it's forty minutes and that Uber hasn't left. We can fire a notification to security saying this Uber vehicle came in here to this address with this license play but has the left property yet. We can do the same thing with service contractors, right? If your service hours in a community is from, say, 7:00 a.m. to 5:00 p.m., and its 5:15, we could see who has not left yet and where they're supposed to be, what else they said they're going to. And let's notify them they should be on property. Let's dive a little further into it. We have what we call Intelli ticket. This is speed traffic citation and such for speeding where we literally take the speeding camera tied to us and will generate the citation process and everything. So, you can see it. Go a little further, way inside of our system, we have what we call mass alerts, so property management can send alert out to the residents via email, push notification using technology in the app or even SMS at a fee for SMS. They can do either or all. And when they send out that notification it goes out to all residents and you have the ability to send notifications from our system automatically. We'll dive a little more into this, the world that I enjoy the most, so you have the security officers that are processing people residents are adding guests, property managements, building residents information – where does all that go? Into reports. We can break down with visitors and see how many unlisted guests - unlisted guests - people that showed up unannounced. How many guests are processed in the gate, how many family members. Service, ride share, delivery, unlisted service. This tells us a world that was happening at the gatehouse. We could drill in and see how much traffic that gatehouse has done. where the usage of the app is, presence with the most traffic, we're going to drill a little further. Renters, this is now for property management, right? To see how many renters are currently in the community, what's coming up 30, 60, or 90 days. These are expired. We break down all the renters so they can see it. We'll go a little further into this. Now we're drilling into the traffic, we can actually see what the busy and slow times are by hour for that gate, with the most…question? Okay, we can drill into license plates, see the most activity, there might be saying there's something wrong. Why does this vehicle keep coming to this house constantly. It might fire a personal event or something maybe happening. Down to gate traffic, now we're drilling even further. We see turn backs, unless the guest pulls up and that security officer can't reach that resident. Or we can send them back. why and the reasons. We can see what the traffic looks like over the course of a year to see when your true busy time and slow time is. We hear a lot of times people say well it's during the holidays. Well, some communities we find it's actually July and June the busiest times in some communities. A little further, we're going to drill into the app. We can see how many homes in a community, how many residents are using the app, how many are not. We see what the bases and the app, how much use it is, how many QR codes are being sent, but you can see the list of people that are registered, unlisted people. A breakdown, by the way, all this data is exportable, quick and easy by just simply hit export into excel. Traditionally if these numbers are reverse in our world for communities, usually we land at about sixty days we're about 95 to 96% of the residents are using the app. We have extremely high usage rate in the app. And finally, incident reporter, the property management gets the same process. They get to see the incidents, even create reports if they have to, so they view everything and your property manager or, I apologize, the security officer has done. Any questions? I'm sorry if I went fast, I know I'm on a time limit, so I apologize.

Jim Ward: Any questions?

Gary Hamilton: So, all about collecting data. Who has access to this data? Who has access to this data that we're collecting?

Robert Belline: Property management and our event employees and that's it.

Gary Hamilton: Management and employees of?

Jim Ward: It would essentially be either myself or, you know, that kind of thing would have access.

Gary Hamilton: Is the data held privately or is it sold?

Jim Ward: It's not sold.

Gary Hamilton: So, if you have access and that management company or it would integrate with this point here the icon, they would have access to that data. With the rest, when I'm looking at this and we're looking at residents coming in and going through greets, and I can see only my portal and only. My people that come in and go or can I see everybody's, otherwise I would know that Vickey was eating UberEATS every day.

Jim Ward: Robert, did you get the question?

Robert Belline: So, as a resident, you only can see your traffic, only your history, nothing else, you can't see anybody else. No one else has access to this. It is a secured process that login, right? Takes username and password that has to be authenticated to make sure that person is who they say they are. And we issue that email address or not the email address. We issue that account log on to the management team. So there's a lot of, who's getting the login, who's using it, and when it's been logged in and where it's been logged in from. But the last question was the residents only get to see their information. You can't see each other's information.

Vickey DeLuca: It is my understanding, like Jim and his staff, which is managing this can have read write capabilities to these dashboards and if we so choose as a board, they could give us read-only rights so that we as the by board. Members could see this, you've got, you can restrict it based on the people's rights if that's what is so chosen here, correct?

Robert Belline: And that's what's required that can be done yes. In a lot of ways we kind of frown on it, but yes, it can be done. We like to keep that controlling in ownership where it belongs.

Jim Ward: Any other, any other questions from the board? Any resident questions?

Denise Blakely: Is there a way that we can, it's kind of concerned to me all of us tracking. I mean, our phone's track us, everything tracks us and now coming through the gate, they're going to know who came, how many times they came. I mean, I understand some of the security, but why do we need to do all of the scrapping and how many people and who has come to visit? Yeah, I mean, I don't know.

Jim Ward: Hey Robert, you can respond.

Robert Belline: I hear that quite often and here's what's somewhat ironic, right? In your current system does that today. Every system does exactly what we're showing. The only thing different is we put it in a display where it's usable, visualized, and you can understand it better. But every system from the beginning of virtual of a visitor management system has been doing these tools. Which is kinda odd, right? And, and we're just taking into a graph now so you can see it better. And easier. But if this really

isn't used to track what residents in their guest access, it's used when there's an event and saying, we had a problem, we had a theft. There's a community in Delray Beach, Florida it's one of the top one hundred country clubs in a country. They had thirteen cars stolen one Easter. Well, this helped quite a bit for the sheriff's department to track and look back in and determine the possibilities of who actually came in and that's helped quite a bit. And that's what is really used for.

Denise Blakely: So that I agree, that's what it should be used for, but just some of the analysis. I'm just wondering why we need that.

Jim Ward: Any other questions from the audience, I saw somebody's hand back there. Yes, sir.

_____: So, as the community grows, I see potential for large groups of people being able to come in at one time like golf tournaments or weddings or banquets and that that are hosting here. How would, how would this handle that?

Robert Belline : Oh, great question and thank you. So, on my screen you see the first one that says AA events. We just named an event process. Property management has the ability to import the whole entire spreadsheet. So let's say the club or golf outing has five hundred people coming in and signed, they have a list of who's coming. We could easily just do an import. Property management, import all that data and it lands right on the guest list, they could check each person in. There's several different ways communities doing it. They send QR codes to everybody, they send one QR code across the board and they just scan them in quickly. Depending on the rules of the community, what they're trying to accomplish and how, we have a solution for it.

Jim Ward: Somebody Yes ma'am, come on.

Kathi Burke: So just a quick question I may have missed it, is the bat gate? Is that simply going to be used again just for exit entry for homeowners and what kind of secure will take place back there? Cause sometimes when I'm coming in, someone might just kind of scoot in alongside me, so just asking the question. What it's going to be used for?

Denise Blakely: That'll be used for residents and guests can lead through that gate also, but guests will not be able to come in through that, through the back.

Kathi Burke: Will it be the same physical setup that it is now?

Denise Blakely: Yes.

Jim Ward: Okay. Any other questions? Yes ma'am.

An Unidentified female member of the Audience: I have the silly one. The server, I've had servers crashed before. I don't know this company at all, but is there something, say it crashes during the day, which can happen? Do they have something on a paper that they can guess in or I mean is there some backup that's on paper?

Jim Ward :Did you hear the question, Robert?

Robert Belline : But I did and I love every question I'm sorry if I'm smiling so much cause this, this is you know what I said, you know, twenty five, twenty eight years in this industry, we've been there. We've had server crashes. I spent, you know, all night long trying to work on something. We we've been down this road. EntranceIQ is a cloud based company, right? So everything is in the cloud. We run a very strong cybersecurity policies and backup policies. To a point that we're actually redundant in three locations, so it's always running to make sure we don't have failures. Our developers monitor our system at all times. We don't use third party companies, we don't use tier one, tier two techs. We use those that developed the system manage and monitor system to make sure we're spot on. And all of us are notified right down to myself, and we all know if there's ever any challenges, and because each community has its own entity allows us to take it even further. So to that point, the, we don't have to worry about server crash or anything else, and if we had a problem, we could deploy in a community wouldn't even know what's happening because you're running in a different territory while we're doing this.

Jim Ward: Did that answer your question?

An Unidentified female member of the Audience: No, but it's a feature.

Robert Belline : Sorry.

Gary Hamilton: I think what he is saying is they've got a service of data center and they got a serve on the data center. They've also had two other servers in different parts of the Tennessee, North Carolina, Ohio, and if one of those goes down in North Carolina, the backup is over in Tennessee versus so they do have that backup. What is your rate? What is your guaranteed rates somewhere in the ninety nine point nine percent.

Robert Belline : 99.99% operational and it's, kind of standard, it's literally the way I even operate my company, we are a cloud based system that it's not one server stuck in somebody's office somewhere. It's in the cloud with I have three different locations that can we can operate from depending upon what's going on in any particular location. I will tell you if your electric host or the internet goes down in your particular location. That's going to happen, and that happens all over the country, kind of thing. So the cloud-based system can work perfectly, but you know if you don't have electric, you know, in the building, you're stuck. So that's the only downside that I see.

Vickey DeLuca: It's the same as what we've been trying to the last five years. Yeah. Meaning the gates are opened. You have to open the gates so again it's the same as what we've been doing you guys. Yeah. It'll be the same.

Robert Belline: Jim, can I inject it really quick? Yes sir. Even if you use a tablet, right? Tablets now have 5G services tablet windows or android tablets they can run roughly about four or five hours without being recharged. So you could just switch over to a tablet like one community in the Naples area, they go from computer to the tablet back and forth simply. There's no change. It's all the same.

Robert Belline: And the resident's side, as long as you have power to your game, you're functioning, but that would be in a tablet world's more of internet drops off. If you have no power then yes, we, where we have bigger problems, right? When there's no power.

Jim Ward: For example with my iPad work from, you know, work from my system (Indecipherable).

Vickey DeLuca: Robert, on your event type, it says owner resident, are those configurable by community. As you know, we've got, you know, people coming in for our public golf course potentially our public.

Robert Belline: So we can.

Vickey DeLuca: Are those modifiable?

Robert Belline: We have different categories for club members for golf outings, non resident group users, so we, we have a type and tag pretty much for every everybody that would come into an HOA or to a club or CDD. But yes, we, we could add as needed.

Vickey DeLuca: Thank you. Yeah.

Robert Belline: One other piece everyone just kind of little background about us also. We do a lot of integration into accounting systems like North Star and several other well known club management systems. So, there's a lot of other things that we do that features and capabilities that may not fit, your world, but to understand what we do and where we could. Kind of understands our capabilities, right? For future growth. It's all about the future for us.

Vickey DeLuca: Sort of break that down, you guys. This has connectors for a simple word into other systems that the master may look at choosing or a lifestyle application. So that's what Robert was meaning I was trying to cause I, we were talking about a server and we were talking about cloud, I just wanted to make sure you understood the openness of what Robert is explaining to her on EntranceIQ.

Robert Belline: I'm sorry if I'm getting tactical, I apologize, you know, I I deeply apologize. I hear it all the time Tone about I'm sorry.

Gary Hamilton: Denise's question, is this saying one large module or are there, is there a basic module and then you can either add or you can pick or choose what modules you want to add to it.

Robert Belline: In our world, everything is all included, so the community goes to pick and choose what they want at that time, they get everything and all access and it gives the community the future growth, right? Over time, you may not want to do mass alerts today, but maybe next year you do. Instead of coming back and saying, ok, we're going to charge you more again, you already have it and it's, it's set. It's about future proofing everything. Did I answer that?

Gary Hamilton: I mean sort of one of.

Robert Belline: Yeah.

Vickey DeLuca: Well and the massive alerts are important here because we have a gate that is broken to be able to notify everybody quickly and that we have a gate issue is something that a lot of people have asked us about is how can we notify people more efficiently on gate operations.

Robert Belline: You know, one point I didn't touch on and I'm not sure if it's required, but I just want to point it out, we also had the ability for a call in system for residents to call a for agent toll free number to the community. We're going to say branded it's only unique to that community and nothing else. The challenge we have with that is we're just shy of a thousand simultaneous calls without getting a business

signal. We're trying to break that thousand call mark, you know, simultaneously, but we haven't made it yet. That's about the weakness of it. So, you don't I think you currently have that system call-in system where you might be able to take three calls simultaneously. We're at a thousand to shy. Like nine hundred and seventy two to be exact. Any other questions?

Jim Ward: None so far, go ahead.

Robert Belline: Let's see, alright we talked about security officer, we talked about. Property management, we spoke about a little bit about the residents. Let's just jump over to resident one more time. I want to point out something else for residents. It goes back to that calling system I mentioned. In our app in the browser for the resident, we also have an avatar. Where if they click on and it'll actually enable the microphone and your device and I can go Bill Jones a guest for today. And it's going to take my voice translate it to text and put Bill Jones on the guest list for today. It's about simple and ease, right? And quick process. So it's another feature that's really built into our app.

Vickey DeLuca: So Robert, what do you see as resident training to be able to use your app and curious how easy, again, this seems very simple straightforward. We were all given gate access here with no training, but want to be mindful when we switch. What do you see in other communities with fifteen hundred doors on training?

Robert Belline: That's another wonderful question. I love when people ask that. Our training process is very detailed, right? Our deployment process very detailed to the point that it's every documented, test it try it constantly, and we're always perfecting it. When we go live in the community, every resident will get that email and it welcome email inside of us are from our system would be their information of how to login to the app, how to download the app, how to access the browser, their information they need to verify it's them what we call a PIN number, right? It's part of our two step authentication, make sure that residents who they say they are. We also have a tutorial in the email that will walk that resident through how to activate their account. And then there's another tutorial on all the features in the app and how it works and what it does and the purpose behind it and how to navigate it. And then the third part is we also have our email or our phone number also email and phone number and our welcome email displayed. So if that resident has a problem, they can call us, we're here to help them. What we'd run into for the biggest challenge is when that resident calls and says, I don't know my apple ID password, right? And Apple you need to know your apple ID to download an app to your phone. That's our biggest challenge that we can't help anybody with that. But on average, we do see about sixty five percent of the residents utilize the tutorial, and they watch the activation for about seventy percent of the video and they stop and they go, ok, they move on. It's very unique because that number is they just see it and they go wow, this is easy and they kind of continue. Recently we deployed a community with about fourteen hundred homes, that community was very cautious about their residents, so we came on site. Myself and another person in the company spoke to two people, two residents came in. That was it. Everybody else was spot on for deployment. So it's very simple. We perfected that process because we watched, we learned and after we're done, we actually come back and poll the community at ninety days and how they liked the app, how the functions went so we could learn from them what they went into to make sure we, we make it even better. Hope I answered it correctly without the count.

Vickey DeLuca: That's great. You're, you're watching that monitoring it and adapting it to what the community needs are. So.

Robert Belline : You're only as good as your last project, right? And what you learned from you just keep moving on to the next and make it better and better every day.

Denise Blakely: Is there a way like, seeing a random part car? That's been parked in that area for quite a while, to be able to look it up and see if it is a resident or It's just some.

Robert Belline: Yes, let's say you have a vehicle park somewhere, let's make sure I get the right license plate number.   One second, let me just pull up a quick license plate. I'm going to pick on one, for instance, right here, say I did a misspelling on it. B I M R O six. Obviously BIM RO six, when it came in, how many times it came in, what address it's going to. So we can quickly look up and know everything about that vehicle. We can even drill in and if we have a license plate scanned we can see the back of the vehicle. On this one obviously it didn't have a plate scan enabled on that process when it did it, but yes, you could find it quickly. We can take it as far as if you have Clubhouse parking overflow parking. We can monitor with technology cameras that our system can actually watch those license plates that are parked there and if that license plate was associated as a guest, and that guest was on the list for three days and that car is here for four, we would send a notification to that resident saying, hey, your guest vehicle called Bill Jones is still parked here. He was only good for four days or three days. Some communities want that process, right? We're monitoring their overflow parking lot.

Denise Blakely: Thank you.

Jim Ward: Continue.

Robert Belline: It's, let's see what we talked about alerts insights, incident reporting. I went so fast, I think I hit everything already.

Jim Ward: That's a good thing. Okay. Are you done Robert?

Robert Belline: I believe I've tapped on everything possible, you know, without going too deep into clients and who we are, where we are and across the country doing business. Our support team in a background of our employees, you know.   We either have experience in the HOA world, law enforcement world, and we, we come from a wide range. Some of us have been competitors for twenty five years. We worked together, so we actually spent years of taken business from each other and knowing each other and competing to now we work together as a team building bigger systems.

Vickey DeLuca: I have one question that I Robert, can you explain that we currently have ABDI database where all of our data is and can you explain EntranceIQ's experience with ABDI, to be able to get at that data to be able to more seamlessly integrate with EntranceIQ.

Robert Belline: Well, we've done a whole entire process for a ABDI data. We did the same thing for Dwelling, Proptia, GoAX, everybody out there. We've developed a process for transitioning their data cause we do it quite often. We've even wrote a custom program for this to know the data where it's coming from and do a cleanup of it, look for simple things like if, their email address at gmail dot com is missing something, we'll fix it, right? And we test and we make sure everything's right. So when that data comes to us, when the community requests that data, they send it to us, they either Excel or a CSV file. We run it through our process and we can come back within the same day of reports saying, ok, here are some of the challenges that we have to get corrected or how do you want to handle this? And then from there if everything is fine, then we'll just move forward and becomes our database, we wrote the whole

process to do this. On average, we run about a twenty day deployment schedule from the time the says yes to its lot. We've done projects as fast as six hours for emergencies for a community. So our average is twenty days. We try to stay up, but that data process is very clean and easy for us. We've done it in multiple times.

Jim Ward: Questions from the board, any questions from the audience on this presentation. Okay, Robert, thank you very much for your time today. I think we have everything. You do have the RFQ by now I know. So, you'll follow the instructions in that if you have any questions, you're welcome to reach out to me personally on the RFQ itself and we thank you for your time.

Robert Belline: Thank you everyone, thank you for the opportunity. Have a great day.

Jim Ward: Okay, thank you Robert. Okay, I see we have Chris Carr in the queue. Chris Carr is with the firm called Proptia. He is the second presenter today. As I mentioned to you earlier, the other that was supposed to present today was Alosant who declined to even respond to our RFQ's, so I'm now going to turn it over to Mister Carr and I'll let you go through your presentation and you're welcome to share your screen If you would like to during your presentation. And welcome.

Cori Dissinger: You are muted.

Jim Ward: So, if you can hear me, you have muted your phone or your iPad or whatever you're on, you're going to need to unmute yourself.

Chris Carr: Yeah, at first it was it wouldn't let me unmute. Can you guys hear me now?

Jim Ward: We can hear you, go ahead. Thank you. Sorry about that.

Chris Carr: No, no worries. It's fine. So let me share my screen, let's see here. All right. Can you guys see my screen.

Jim Ward: Now we see it. We're good.

Chris Carr: Okay, perfect. Okay. So, thanks for allowing us to present today. So, my name is Chris Carr I'm the head of growth for Proptia. We've been in business since 2017. We launched in southern California, our first community was what is called a dwelling life cut over, they were using a competitor, it's a community called Emerald Bay right in the Laguna Beach. Hard Gated community, access control of visitor management and after that Domino Foul words for it quickly and we grew very quickly by far our biggest markets are definitely in California and Florida and what we specialize in is software. Software for gated communities. We do a lot of country clubs, we do a lot of resorts, and everything from, you know, the community with thirty units, our largest community is sixty-six hundred homes. It is Leisure World in Lido Beach So, the whole premise of the platform is it's a modular platform that allows our customers to deploy a system in a way that makes sense to them. So, with these systems, it's always kind of What it comes down to is really a balance of Security and convenience. Every HOA, every club, every CDD, they use it differently, right? Because they're either somewhere more geared towards security, they want to be more fort knocks, others are more concerned with automation and speed, you know, some of those communities with golf courses have golf tournaments, weddings, country clubs. So, they're trying to automate as much as possible. While both communities are on Proptia, they just configured it differently, ok? So, all that configuration can be done on the back end and that's all done on the

implementation side. So, what I'm going to cover today are the four key modules, and then I'm going to pull up an actual live community. So, you can see how it works in action, and then I'll show you what it looks like for a resident, for a guard - I'll show you how a guard processes a visitor as well as what it looks like from the administrative view. Okay, the four key modules are going to be your visitor management, which is the guardhouse visitor. That's processing visitors, optional, you can print passes, scan passes. Can you still see my screen?

Jim Ward: Yes.

Chris Carr: Okay, great. Yeah, it keeps cutting out for a reason on me. That's strange. Yep. I never use Webex, so we're usually a zoom team. Now, the second module is going to be the visitor kiosk. Now that can be used in a number of ways that can be used to. The visitor kiosk, which is typically going to be used to supplement a guard, right? Maybe it's a hybrid where you have a kiosk in the middle of the night. Guard is doing patrol, you still want to allow visitor access or perhaps another ancillary gate where you want to allow visitors in. You don't have a guard there or maybe that guard shack's not staffed for a certain portion of the day, or it still allows you to do your visitor processing. The third is access control, so that's just how residents get in, either vehicularly or on foot, things like RFID, Bluetooth credentials, even license plate recognition. Your traditional fobs and proxy cards which most communities are getting away from. And then the fourth module is license plate recognition. Now, the license plate recognition can serve a few purposes, one is obviously going to identify every vehicle that comes and goes, make model color, picture of the vehicle. Is it a resident? Is it a vendor, is it a visitor? Who that, who owns that vehicle, right? And then a lot of our communities do it on the exit lane because when you add it to the exit lane, now you can run reports on who came in that hasn't left, how long was that visit, how long was that vehicle on premise? Cut through reports, right? Time on site reports and I'll get into that a little bit more once we get to that license plate section of the presentation. Another option for LPR is access especially in Florida, we have a lot of, we do a lot of the Adult communities and a lot of the Windsors where they allow visitor access for permanent and recurring visitors with the license plate, you know, so if I'm a resident and I know my mom's going to visit me frequently, I can go on the app, add her, add her plate, and she can get in with a license plate. That's still recorded by the software, the guard sees that it's a valid person, a valid visitor, and then they can wave them through. Same with residents. We have communities where it's optional if residents want to get in with their plate, they can, if they want an RFID transponder, they can do that as well. Right, so you have some optionality on the license plate recognition, in a module. So, I'm going to pull up a live community here and I'll show you a typical entry and then I'll kind of show you what's going on and how that translates to the software. Can you guys see this guardhouse here?

Jim Ward: Yes.

Chris Carr: Okay, perfect. So here you have a typical gated community gated entry, right? You, this is one of our customers, they have two guard gated entrances as well as they have gates within the gates for some their sub communities, subsections in the community where they have the visitor kiosk. Okay, everything is completely integrated. So here you have the guard house that's manned twenty-four seven, they have a license plate recognition camera right there pointing at the visitor lane. They also have another one right behind this shrub pointing at the resident. They have their RFID reader right there, and then here what they have, this is what we call a scan kiosk. Okay, so what that guy is right there is this device right here. Okay, so this community gets very busy. They have a lot of weddings, a lot of golf tournaments, it's a very high-end exclusive club community. So, what they do, and I'm just giving this just for optionality, right? Cause as you guys think through this, you're going to start to think, ok, like, what

are our options? How much do we want to automate? How much, how secure do we want to be? Well, this particular community will allow you, if your returning visitor or vendor with the epass on your phone or printed pass, they will allow you to go through a lane with this visitor kiosk and scan that pass, ok? And then what it does is it'll track that on the backend and record every entry, ok? So you can see this gentleman came in with an epass at night, takes his mug shot, you know who he is, he's at, he's at the tennis gate, right? Who added them? When he came in, you can see this gentleman got a printed path probably earlier in the day from the guard, and that came back maybe perhaps later in the day when the guard was out patrolling, scanned the pass and gets on it, ok? So that's, that's what we call the visitors scan kiosk, ok? Now this particular community, like I said, has these, has the LPR on the exit lane as well. Okay, so I'm going to focus on visitor management first so we can see what's going on in the guardhouse. Okay, so in the guardhouse, the guards are using a station that looks like this. So, this is their command center, this is their dashboard, ok? You have, you have their monitor, you guys can use whatever monitor you want. We don't care. You can all we have communities that use tough tablets. So if you want to do car side check in, you know like at Chick-fila or In & Out, you know, you get you get an influx of traffic one day. The guards can do car side processing with the little hit printer pass and just scale the visitor line. You will have a pass printer, you have an optional pass scanner that can scan e-passes and printed passes as well as driver's licenses, and then what you have here are two small devices, one is an embedded kiosk and the other one is a replication server. This system can run completely independent of the internet, which is great in Florida especially our communities in hurricane areas where you lose internet, the cards are still fully operational, ok? So this is what the guards sees. This is on, this is on their screen, this is what they're, this is built like a point of sale system. It's meant to be fast, accurate, and easy for the guards to process visitors and also in the guarding industry, it's a high turnover industry. So it needs to be easy for the guards to pass on and also a new guard or gated attendant concierge to learn the software, right? You'll notice here on the top right there have they have their license plate recognition widget. That runs in real time. So in this instance, as soon as that vehicle gets in the line of sight of that plate, we know it's a Ford Focus, silver in color, 99BMSM on the plate, that's all already capturing, ok? Now the guards themselves. They have a few ways they can search visitors. Okay, they can search by the host name, they can search by the visitor name, they can also search by the property address which most communities and we have about a little bit over three hundred communities. Most of the guarded communities, the guards are operating off of the property directory. And I'll show you that. I'll show you why here I'll show you a quick demo. Now this is going to display all visitors, events. Perhaps you have a resident Super Bowl party. They had an event, they had thirty people to it. They want to name the event and that event will display. You can see here today's events, the guard will see event and then they can process those visitors as they arrive. Okay, so I'm going to show you, well real quick, let me step back. On the top right, you'll notice they hit submit incidents pass on logs, they could submit tickets, and there's a ton of tools for them on the left that allow them to run reports and pull directories, but the core of the platform is meant for them to process visitors quickly and easily. So, I'm going to show you a quick demo of a Guard processing a visitor. So you can see exactly how that looks on the back end. Now, when you guys see this, can you guys see this here right here? Okay, can you see here this silver truck?

Jim Ward: Yes, we see it now.

Chris Carr: Perfect. Okay, so you'll see here, like I referenced, they're on the property tab, ok? So, let's just say a visitor drives up. I'm here to see 113 Emerald Bay. Okay, you'll see here the guard types and the property address. Okay, we've already captured the vehicle. It looks like a black Toyota Tundra, 81509M2. Okay, you can see the Holders lived there. Steve, Stacey, Hayley, and Jack. Okay, now all the guard has to do is click that row, it drops down the visitor list. The aggregate of all the visitors associated to anybody in that household that is allowed to have visitor lists, ok? Now you'll see this will display the

events, like I mentioned, the vendors perhaps community vendors, landscapers, common area vendors, temporary visitors permanent and restricted visitors. Your residents can add restricted visitors, they show up in bright red, right at the top. You can't miss it. Now, you'll see here Stacey has the guitar teacher, a car washer, Steve has an audio/visual company. Now, you'll have a search bar here, so the guard doesn't have to scroll, right? So, he's going to naturally ask the visitor, ok, what's your name? Okay, so in this case, the visitor is Roberto Fossio, so the guard types in FA, there's Roberto Fossio. By the badge, you can tell he is a permanent visitor on Stacey's list. It's a car washer. Okay, now this is already captured. So, all the guard has to do now, if the protocol is, hey, check the driver's license and scan it, that's all that's dependent on how you guys want to operate. But then here, if you guys decide to issue passes or it's a four by six cardstock pass, he can issue that pass or if you guys don't want to print passes, we can display the process by it. It's going to serve the same function. Now we can set it so that the gate arm or the gate will open upon hitting one of these buttons. If you'd like to, ok? Some communities have a manual switch, many of them will do it based off of the software. So, Roberto, he's a good visitor, he's permanent, he's on Stacey's list, so he's going to be issue a pass, and then here you can see this is optional. He can, you can make it so that they have to confirm the plate. Now, in this instance, let's just say this truck went off roading and there's some mud on the plate and it thinks that that, that zero is an eight. The guard can override that and confirm. Okay so that's optional. Now he hits confirm, and I'm going to show you a live guard doing this from a video. And it's done. The pass has been printed, hands the pass over to the visitor, then Stacey gets a text saying hey Stacey, your visitor Roberto Fossio has just been processed at the gate. She can also set herself up to get an email as well. Okay, so I'm going to hit play and let the next visitor get processed naturally and just the whole way through so you can see how quick this really is. I mean these guys are processing visitors in seven to eight seconds I mean it's just like muscle memory to them. So, I'm going to hit play, you'll notice in the top right, you're going to see the new vehicle coming to the frame. Looks like 24 Emerald Bay. It's a painting company, and you'll see here, that license plate number has already been injected for the guard into the visitor form. Now the guard, there's some things here, the guards can do, you can allow them to edit certain things, you can allow them not to edit certain things. So there's some functionality here and again it's just going back to what I was saying. In these systems, a lot of its based off of your SOPs, your procedures, ok? How you want these gate attendants to operate. So, in this instance, he's updating the pass and he's going to hit save and print pass, confirm the plate, and he's done. And then so now that resident gets a text, and they're on their way. So, this is what the guards are operating on all day long. If you look on the back end of the system, what's happening here is we are capturing all the data in real time. So on the back end, if you were to go and what you're seeing now is what you would see like as a property administrator, ok? So, right now Rachel Torney, the guest, was just processed, company name, if applicable, phone covered just for privacy, host name, host address, the guard that's on duty - Steven Pierce is the guard that's on duty - Rachel was processed at the West Gate permanent visitor, and how did she get in? It was a pass scan. So, Rachel probably already had a printed pass or an epass on her phone. These are hyperlinks to pictures of the plate, Rachel's plate, and a picture of Rachel's vehicle. You'll notice down here, Joshua for Garman Construction grant access passed printed. Okay, so it's going to tell you how they got in. If you are activating License plate access, it would read "grant access LPR". Okay so we're capturing every, all of you basically have a chain of custody for all the different data points for that transaction. Now, how are the visitors added. So the visitors are typically going to be added, most of the time, through the resident app, ok? Now, you're going to have residents that don't want to deal with the app, maybe they have a flip phone, or they don't want to download the app, you're always going to have residents that just don't want to engage. Okay, they just want to continue to call the guard house. Well, the visitors can be added via the app, the portal, they can call in as well, and the guard can add them in real time, which most meetings want to stray away from it just causes delays. But we make the app super easy for the residents to add visitors. Now, I'm going to show a Quick demo of the visitor app so you can see how, how easy it is

for residents to add a visitor. Okay, now I believe I should be able to share my sound. Can, can you guys hear that, hear that?

Jim Ward: We cannot hear the Sound.

Chris Carr: Do you guys hear that?

Jim Ward: We cannot hear the sound. No sir.

Chris Carr: Okay, so in Webex, how can I enable to share my sound.

Jim Ward: Don't know. It automatically should come on, but I, you know, nobody's ever done that, so I don't know.

Cori Dissinger: Chris, you were setup as a presenter, so your sound and screen should come across.

Chris Carr: Yeah, it's just like in zoom, though, it allows you to share your sound so let me see if there's a section that says share sound. Not sure. Well, I'll just walk you through it. So, basically when the when the resident opens up their app, this is what they're going to see. It's as simple add visitor form, ok? Now, they can choose to add temporary or permanent. You guys choose what passes are available to them and I'll show you what that looks like on the back end, putting guest first name, last name, if it's a company, they can put ABC landscaping company, ok? If they put a company name, it's going to designate them as a vendor. So that you guys can delineate in the reporting the vendors versus visitors, ok? Because then you may want to run a report. How many vendors processed today? How many vendors are in the community? For example, we have a community that their bylaws are, all vendors need to be out of the community by I think it's like 9:00 or 10:00 p.m. So what they do is they run a report in Proptia that runs automatically and emails the head of security, the board president, and security committee, a list of all the vendors that haven't left by 9:00 PM and then another list of vendors that left after 9:00 p.m. Okay, so you have the granularity to understand, ok, what type of visitors was this, ok? So, if they put a company name in there, we can set it to automatically be this design. As a vendor. You'll see this license plate field here. If you are activating license plate access perhaps you guys have community vendors, we have a lot of communities where they have common area landscapers, you know, the pool cleaners, right? Any vendor where they put them in the system as community approved vendors, they can add their vehicles, they can add their employees, they can add the property address, add their ins add documents like insurance, right? And you may choose that vendors get in with their plate or you give vendor an RFID. Or you require vendors to go to the guardhouse. Again, it's up to you. But that's what that license plate field is there for. Now, by default, it's going to be, you can set it to be a one-day pass. You'll see here, put in the first name, last name, Company name, if applicable, and then you'll see here, down at the bottom, start and end date. They can choose to leave it to a one-day pass or push it out. Now, you guys as administrators decide the past parameters, ok, so you can say, ok, we let residents are allowed max to add a vendor that's valid for thirty days or three hundred and sixty-five days. Dependent on how you set up the pass types is what's going to translate to the visitor's option excuse me, to the residence options. And you can go crazy with it. We have some communities with seventeen pass types; we have some with two. Okay, so say I want to add this, I want to add Cliff, and I want to make his pass until the eleventh. So you'll see here, seven eight to seven eleven. Now here, what this is, is let's say I have a pool cleaner, and I want to put them on my list as a permanent visitor, but I know that Blue Lagoon pool cleaning only services my property on Thursdays. Well, I'm only going to choose Thursday. If they come and try to visit my property on a Friday, they're going to get denied

access. Again, going back to that granularity. Now, if you allow your residents to send e-passes, that toggle will display. And then all they have to do is go ahead and add visitor. And you'll see here, it's going to launch your phone's native sharing tool, whether it's an android or iPhone, you can pick and text it. They can send it via Outlook, send it via Gmail. Okay, so we don't limit it to just a direct text. We allow your residents to send it in the way that's most convenient to them, which most people who have an iPhone or Android know that, hey, you may not want to send it as a test, you might want to send it as an email, ok? So, then it'll generate the e-pass and then you can text that to your visitor, email it to them, and this is what it would look like. So then that visitor can drive up to a guard, the guard can take that house scanner, scan it. The visitor can drive up to a kiosk, scan it, whatever type of hardware you guys decide you want to put in is what's going to make the options available for your visitor entry. Now, some communities don't want e-passes. If you don't allow e-passes, same thing, they can add the visitor, it automatically the guard house, just the option to send the e-pass. There's no longer available, ok? Now you can even set it so that some passes can be sent as e-passes or others can't. So, pass types with visitor management are really the lifeblood of the system. So I'm going to pull up, let's go back to our Shady Canyon community right here. Okay I'm going to go to their admin dashboard, and again, this is what you guys would see as administrators. Everything is here for you to manage everything from resident directories, visitor management, your gate attendance, Access control, license plate recognition, everything is here in your dashboard. Now since we're on topic of visitor management, I come over here to my visitor management. I go to past management and I go up my visitor passes, and you can see here, they have eighteen different pass types. Again, like you can have as many as you want. They have taxi, ride share, Uber, and they have food delivery. They have permanent vendors, golf guests, overnight parking, but you'll see here that they all have different parameters valid for thirty days. This one can be sent as an e-pass, this one can't, who can issue this pass, ok? Again, the past types in implementation is where that's going to be kind of your first kind of crawl walk, run, set up past types that are going to be easy and easily identifiable by your residents. Perhaps we can replicate your existing pass types if you guys are using existing pass types so that they're used to it. But here it's simple. Choose a past vendor pass name, you can choose a template, put in notes, don't speed, speed limit, etc. We're integrating with the company called Traffic Logics, which is a feeding tool, and then here you can adjust, ok, if it's a vendor, maybe they're not allowed on Sundays and they're only valid during the week, and during business hours. Okay, Maximum entries per pass per day, ok? So, we set up your pass types and then that is available for your residents to then go in and manage their visitors. Now the passes - are you guys printing passes now?

Jim Ward: No.

Chris Carr: Have you thought about that?

Jim Ward: I'm guessing the answer is no? No, we haven't discussed it at all but go ahead - go through it and tell the Board how to do it.

Chris Carr: So, this is a printed pass. Okay so it's a 4"x6" cardstock pass. Many communities use them. Okay, so they print instantly. Here you'll see they have the valid from and valid through day, license plate number, who the host is, who the visitor name, the company name, the gated attendant that issued the pass. Notes, scanning, right? And here's navigation, if you have navigation on your passes, your visitors can simply scan that QR code, it'll open up their native navigation app and direct them right to the property, so your guards don't have to say, oh, go right and left at the stop sign, go down and go right at the next stop sign and then the properties over there, right? So, it's just another way to add more. Okay, so especially for a larger communities, this comes in handy. Now you can see this gentleman has a pass

already, so he's just hanging his, he's hanging his pass out the window, the guard's scanning it, you get an audible, it's like a ding or you get an audible sound if it's an invalid pass. Again, just going back to just making it easy for the gate attendant. Now residents get notified via text. It'll show your community name, dear Jack, your visitor at 130 24 Grey Horse has arrived. Visitor name Bill Presley location main Gate. Okay, now for the visitor Management, that is really going to be what everything runs on. Now, how that ties into license plate recognition. Now we looked at how the guards operate. Now on the back end, if I go to a live monitor, this you'll notice here, this is in real time at a live community, ok? Jeep grand Cherokee, Black, a Ford fusion, a Chevy Tahoe just came in, a Toyota Tacoma just came in. Come over here, I can see picture of the vehicle. Okay, it's clear. I know what gate they're at. I know what vehicle it is, ok? Here, a Ford Escape, black, and you can see here, did the vehicle enter or did it exit? Okay, and at what location. So, every vehicle gets put into a bucket, ok? So, what I mean by that is If I come over here to run a report, I'm going to pull up LPR. If I want to run a report and let's just say I want to know all vehicles on site, ok, I can run a vehicle onsite report and I can search residents, vendors, I can do time on site, I want to know how long a vehicle was on premise. Like for example. We have a community that they issue one day passes, but they do so because they have limited parking. But what they found out is that people were issuing a one-day pass, but their guests were staying for five days, four days. So, they ran a vehicle overstate report and they said they want to know all vehicles and visitors, vendors that have been given a one-day pass, but that have been on site for more than twenty-four hours. Okay, so they built their report, they can set this report to run automatically recurring on a daily, weekly, monthly basis, and email whoever should receive that report. So they ran the report and then what they saw is, ok, for example, here you had a landscaper that came in on January tenth and the Honda CRV white, they've been on site for forty hours fifteen minutes and twenty one seconds. So that's the culprit, ok? And you know, I covered the host name and the property address and the license plate for privacy, ok? Now, as far as searching vehicles, if you have LPR, your property managers are going to be searching vehicles constantly for many reasons. So I can search, let's just say your residents submit this incident and saying, hey, I see a suspicious vehicle that has been sitting on the corner of this street for seven days. Okay, here's the license plate number, Submits the incident, goes to property management, you go in and put in that license plate number, you can see ok the vehicle of guests, that could say vendor, that could say resident, it could say tenant, ok? Toyota Prius silver, who the host is, who added this vehicle, the host name, company name again if applicable, it's a permanent guest, they came in on January twenty fourth at 8:30 a.m.. Now, if that vehicle had exited, you would see another line there saying when that vehicle exited his vehicle has been on site, has not left. It's still onsite, it's still on premises. I can search by make model color, ok, decal number if you guys are using decals, I can search via vehicle owner. Okay, so there's a number of ways where you guys can do essentially forensics, to figure out who, what, when, where, ok? Because everything basically is built, it's built like a commercial access control visitor management system where you get a chain of custody. A good example of that is you'll see some software's where you can assign off like a transponder to a property address. Well, if it's assigned to a property address, how do you know who in that household and what vehicle within that household that's assigned to? You can't, right? It just that the data's not there, there's no chain of custody won't prompt you, you can do so, you assign it to a vehicle to the person that owns the vehicle and you can allow the residents to add their own vehicles or you can leave that up to your property management team. Okay. For professionals, we do offer professional services. So, we have some communities that just do not want to deal with the overhead of managing the system. So, we have a team of assistance that will basically do your administration of the system for you. And I'll send this to you in a separate email. Especially when you go live, how many homes do you guys have?

Jim Ward: Fifteen hundred.

Chris Carr: Fifteen hundred, there you go. No matter what software you use, you are going to get questions and resident tickets. Hey, I never got the email or it went to my chunk or, you know, I don't know my Apple ID, whatever, right? Well, those tickets are going to come into you. Right, they can come in through Proptia, they can come in through email, they can come into a phone call. But we have professional services where our team will handle all that, all that for you. We all, so we basically have three tiers. We have manager assist where your property managers can send us a list of, hey, can you guys do this for us, do this? We need this done. We need to change your pass type and we have manager plus resident assist. Same manager resident assists, same thing, you get everything in manager, but we will feel all of your resident tickets and assist them for you. Now, your residents have, and your managers, they have all the tools they need to be successful. They get a detailed welcome email, they can watch quick tutorials. Hey, this is how you download the I'll show you what the email they get when, when they get registered. There's knowledge bases, we have a YouTube channel with beautiful videos that are narrated. They're short, you know, under two minutes, but you guys know, you're going to have residents that aren't going to watch them, right? They're just, they're just not going to do it, and they're just going to want to send an email or submit a ticket. Hey, I need help with something. So this is something unique that we do, that a lot of our communities take advantage of and it. Doesn't have to be all the time, right? It maybe, hey, for the first six months, we like Proptia to do the white glove resident manager assist. Now, as far as what the residents get when they get the registration, and this is going to be the most important thing with these systems and it always is. There's going to be two things. One is resident engagement. Second is going to be the data. Whenever there's hiccups with an implementation, it's always going to come down to the data, ok? We have, we get, what happens is we'll get a database from a property from a property manager, from an another system where it's just a mess, right? RFID's are assigned to residents and are active that no longer live there. Visitors are active that shouldn't be right. And it's just that's always going to be the heaviest thing, right? So the data is very, very important. Secondly, it's the resident onboarding. So when you add a resident, this is the email that you get straightforward. You're set to join Proptia, the best experience you recommend downloading the Proptia app easily manage your account visitor list, access control enjoy a smoother setup with our app. We always recommend activating it on the app, it's just super simple super easy. I'm sure you guys have all, you know, created a password and username for some software and get started, download the app and gets you their login credentials, a temporary password, and then they can create their own unique password and then they're set to go. When they log in, they get introduced to the welcome. That welcome email can be customized, safe for example you want to task your residents with adding their vehicles or you want to tell them, hey, we've imported your visitors, but we want you to go in there and make sure it's accurate and add your permanent visitors, you know, whatever you guys want to tell them. And that's a big piece of the implementation process when you're working with our customer success team, ok? Because that's going to, that's going to make or break the implementation is how as how we communicate and how we guide residents through the onboarding process. They can sign up on the web that says here prefer the web, click below, but the app has the way to go. Our resident engagement on the app is I would probably best in the business. I would say seventy plus percent of the residents register on the app because of this registration email that we built this way. Okay. Now, on the back end. The access control, the, you know, assigning credentials, your pass types, that's all easy, right? You're going to be trained, you're going to work with our customer success team. They're going to get you guys running on all cylinders, but what you'll see here is you can see here residents registered Three ninety-two unregistered residents, three thousand five hundred and thirty-six, ok? You obviously, you guys want to get this number down. Now we can help you with that with professional services or you guys can do that, but we make it very easy for you to know, ok, what residents have registered. Which residents have not registered, and which ones are missing in email. Okay, so what we recommend when you work with our customers success team, what we always recommend is for the first. You know, come

up with the cadence, maybe once a once a week for the first ninety days, you come over here and you hit send email to all unregistered residents. It's like a nudge, right? Like, hey, send here's register, send this, come up set up your account, and then over time you are going to get those residents to get the point. Register your account, manage your visitors stop calling the guard house, ok? And that tends to work out very, very well, ok? And you can do that for as long as you want. That is going to be key to the success because the system, any system you choose, it's going to come down to your engagement quality and accuracy of your data. A lot of these systems are going to do very similar things, but it comes down to the tools and the professional services that are available to help you guys get to that level.

Now, I want to show you really quickly how the data is organized. So I'm going to pull up a demo side just for privacy. I'm just going to go to pull up a Demo Site (Displayed a Demo Screen of Directories for the Board)

So let's say, your property managers or us, if you guys choose to have for our professional services, you're going to be working in the what's called the property directory most of the time, ok? So you'll see here and I'm going to go through these real quick, I'm not going to go too much into we'll be here for two hours, but you'll see all your directories are here, ok? Your gate attendance, properties, residents, vendor, vendors, your golf members, club members, right? Vehicles, visitors, users, even your pets, your furry friends. Now, if I pull up a property address: Four seven two yale circle, and now I'm in the property profile, ok? So here I have the property information. I don't know if you guys allow short term rentals. There are tools available to help manage short-term rentals. Like I said, a lot almost all the windows we do out there, I think golden Oaks too. That's short-term rentals. There's tools that are available to you, and if you're interested, we can go over that. But you'll see here the top tabs across the top. Okay, so I have the residents. I have all the residents that reside here, the cars, ok? You know, I know who the primary is and I know who the associated residents are. I have the credentials, ok? Ava has a transponder assigned to her plate 772 YA, you know, Chris has a Bluetooth credential, ok? You know, Ari has a pin code, so you have all your credentials here. I have all the vehicles assigned to everybody that lives within this household, ok? And again, you can task your residents with adding their own vehicles. You can allow them to submit a vehicle and add a vehicle request ticket that can then go and into your property manager or us and you have all the visitor data tied to this property. Okay, you have your vendors, any events that they added birthday parties, visitor activity, ok? So when a visitor came in, who they were, who let them in, how to grant access, LPR read grant access processed, expired visitors. Example: Greengrass landscaping, expired on July eighth, and then any restricted visitors. And then over here you have incidents, and I'll touch on that quickly here, and then you have your pet directory. Okay, so in Proptia, we have a service request module and a ticketing module. You guys can customize this to if you think ok what are some of the things that we are going to, that we could use Proptia for to digitize other things that maybe getting messy in email or phone calls? Well you guys can create any category you want, whether it's, hey, I need a new transponder, I need a new Bluetooth credential or security, ok? Strange vehicle dispute, burglary - you guys can create your own custom categories and topics associated to each category. And then you can also decide who gets notified of the different categories. So, if it's a security issue, that goes to the head of security and the head of security committee, ok? If it's a software issue, that goes to the installer and to Proptia, ok? So, you can route these different types of categories. Priority, street address, subject, ticket description, you can even do an address where we'll do latitude, longitude, GPS, add files, ok. So, this is a tool that allows you guys to, as it relates to security operations, to kind of get everything in here so that you can manage everything in one. Up top here, you have your equipment status. Now we see this all the time. If you get a call and say, hey, we can't get into this gate and you come over here and you see that a controller is offline going to show controller offline. It'll tell you it auto refreshes, ok, consistently, we're always calling to do that to the server to make sure your

systems are online. Your attendant, your gatehouse is online or offline, your LPR servers, online, offline, right? So you have equipment diagnostics because half of the equation is going to be hardware. You got software and you got hardware, ok? Now, you have a medium reservations. Now, I don't know if you guys reserve do a many reservation. But you can do that as well. You can add your amenities in the system, allow residents to reserve them. There's a ton of cool things you can do with that, and then you have your incidents and you also have tickets, ok? So hey, someone submitted a ticket, I got a new iPhone and for some reason I can't get the app. Who knows, give me anything. You're going to get anything. Okay, and then as well as incidents like we talked about, hey, I saw this black vehicle, it looked sketchy and here's a license plate number, it's a black Chevy Tahoe, closed it to open incidents in progress. So it's almost like now you're, you're using this as kind of like, like I said, a security operations platform communication, you can do mass email, mass text, if you want to compose a mass text and send it out to a segment of residents, send it out to only property managers, send it out to only board members. You can do that as well. Same with email. You can give a full email text editor I can send it to all residents. Hey, the north Gates down this weekend, please, please use the South gate. Okay, I can create custom groups, roles, I can send it to only specific users or maybe only members, ok? We have a lot of communities where they have club members that may not be residents, ok? So, you need to communicate something to the club members. Okay, so you have communications, you have folders, we went over directories, ok? That's all pretty self-explanatory. It's your data. Now, transactions. Turn all your reports, you have your transaction directories. I want to know all vendors. I want to know what vendors came in last night between 8:00 PM and 8:30 PM because there was an incidentally and we think it was a vendor. You can do it via all your different modules live monitor, which we looked at, that's just all real time transactions, whether it's access control visitor kiosk, license plate recognition, you have your advanced search modules, ok? I can search vehicle make, phone numbers, visitor names, and here are your access control tools. Now, depending what you guys decide you want to do for access control, whether it's barcodes, license plates, Bluetooth credentials, my community we use Bluetooth and my community, here in Irvine, and I have a Bluetooth credential on my phone. So, to get into my tennis court, I just, when I get within four feet of my tennis courts, it lets me in, ok? It's completely passive, that can be in my pocket, I can be carrying all my my gear and I can get in. Same thing if I drive up to the vehicle gate, ok? So, you can see what type of credentials you guys want to utilize and you can use multiple different types of credentials here access control tools. Now here's your credential directory. These are all credentials in circulation. Okay, who are they assigned to? What type is it? Okay, is it active? Is it expired? Want to run a report on when that credential was used, ok? I can manually control doors and gates. This is your access control tools, ok? Access levels. That's the lifeblood of access control, ok? When resident access level 24/7 all gates vendor access level, business, Monday through Friday, ok? Access levels get assigned to the individual, can get assigned to the vehicle, and you decide how you guys want to operate that and we can help you with that with customer success. We talked about past management reports, there's a lot of reports, ok? You can create custom reports. You can save your reports, you can automate your reports to run on a recurring basis. So, you want to build a visitor report. Let's just say you want to see active passes and you want that to recur daily and you want Jeremiah to get this report, Victor to get this report and Kevin to get this report. And I want to CC the board president, ok? Save preview sample report, set up your reports. That's for general reports, visitor reports, LPR reports. And then you have your settings, ok, your global options. Again, customer success will help you guys get this up and finally tuned, at least for your phase one and you can evolve with it, right? You know, you may start very simple day one, but as you guys get more acclimated to the system, you can maybe open it up a little bit, you know, maybe add, you know, give a longer leach to residents to your guards, ok? So, a lot of settings in the system, you can change name fields - there's some really cool things you can do. Roles and permissions, you guys create your own custom roles and permissions. Say you want to create a rule ahead of security and you want this to be available to all regular users, ok? I'm

going to create the head of security and that head of security may not want them to be able to do everything in the system. So, you come over here, go to your head of security that we just created. And then you can give them permissions, ok? Do you want them to be able to see or you can basically control what they can and can't do or can or can't see across your various modules, access control visitor management, reporting, settings, right? And then you have some equipment settings down here. So, so this is the administrative dashboard. This is where your, you or if you hire using the professional services, this is where we're going to live, and then you have some switches up here that you can decide which you wanna see right when you log in. And this can be unique to everyone's log. Okay, depending on what they care about seeing on a day-to-day basis. Security, they may want to see incidents visitors added today, and they may want to see the resident directory and let's see, I don't know passive inventory, ok? Okay, so that's the resident dashboard. So, we covered Visitor management. Okay, so the guardhouse visitor management. We covered access control, and again. Do you guys want to run barcodes transponders, if you guys are already using transponders, we can import those and you can continue to use them. We can use your existing readers. We covered license plate recognition. We didn't spend too much time on the visitor kiosk, but the visitor kiosk is pretty popular. Especially from a cost savings perspective, we have a lot of communities that, hey, do the middle of the night, they switch over to the visitor kiosk, the guard goes on patrol. This will do the same thing that a guard can do, scan passes, a visitor can call a resident directly, they can call the guard, they can call. Whomever. This is, this is basically used to either supplement a guard, replace a guard or provide a visitor throughput at another gate that perhaps is only residents today. Okay, and again it's all integrated. So you can see here this community here in Georgia, they have license plate recognition, they have a visitor kiosk. They have a Bluetooth reader right there, and I'll know that this white Lexus GX460 was let in, they came in, they scanned a pass, and the host was Chris Carl, ok? We covered the resident app. Now, the resident app just to kind of give you a quick overview from the resident app, most of the time residents are going to use it to add the visitors, but your Bluetooth credential can be in there. They can see their vehicles. They can see other members of their household, and the aggregate and the top all the visitors associated to all the members of the household. That they can, see contacts like gatehouse contact number. So the thing about the app is it's modular, and you, we can work with you decide, ok, what do you want to make available to the residents? You don't want to inundate the, you know, overwhelm the residents cause not everyone is very techy. You want to make sure that you're only just we're only displaying things on the app that you think that there are going to be it's going to be valuable to the residents, ok? Another thing is Proptia, say I'm the owner of the property and I want to be notified when my son as a visitor, I can be notified of that, ok? So he's having a party oh why all of a sudden is there six people being processed from my property at ten o'clock while I'm on vacation in Florida? Okay, well, that's weird. And then on the back end, all the reporting. We covered the LPR and as well as our LPR for access. So I'm going to stop there and open up for some Q and A but we covered pretty much all the modules. Now, one thing I do want to cover real quick is the implementation process. So Proptia is sold and installed by third party authorized dealers. We have several quality integrators in Florida. Now what would happen is that you guys obviously have the RFP, so we will put together the scope of work, the bill of material that's going to go to the and that's going to go into your RFP and you're going to get a proposal from the integrator. Now let's say you review the proposal, it works with your budget, checks off the boxes, it does what you guys want it to do. Then what will happen if you approve it, then what? What happens is you have a kickoff call. That kickoff call is going to be with their implementation team. The majority of that call is going to be talking about data, ok? Let's get your data. Is it accurate? Send it over to us. We'll massage it, we'll get it imported, and you're probably going to want to audit it because you don't want to put a bunch of bad data in a brand-new system. Once that data is in, then the hardware gets installed. Once the hardware is installed, then it's testing, then it's training, which will train your property managers, we'll train your gate attendance, and then what happens is you guys will

be sent over to customer success. For the first sixty days after you go live, you are working with customer success. They are basically your right-hand man to make sure that your property managers, your administrators are fully up and running and they get familiar with the system. We're not just going to leave you hanging out to dry from day one. And then if you choose to do a professional service, then that will go on with the rest of the system. We'll continue to customer success on our, on our professional service team will continue to administer the system for you guys if you choose to do so. And that's it. I want to bore you to death, but I'll leave I'll open it up for some Q and A.

Jim Ward: Questions from the board. My head's like exploding kind of thing, But it is what it is.

Gary Hamilton: We are looking at an RFI on both sides, right? On the opposite as well. So that'll check out any vehicles leaving so that we know. And one thing that kind of thought in my mind here you said every night somebody comes along and at eleven o'clock or one o'clock in the morning says "Hey, there's still a vehicle here and he was supposed to be done" What do they do? They come knocking my door and say, hey, your friends are still here. So we had too much and had some fun and they're crashing. Is that something that we'd be?

Vickey DeLuca: I think it's only when there's issues that arise. All of us have been in communities, I mean we have altercation when we were at Grand Isles and again they could alert the police based on the license plate number and give them more information, you get to them quickly and then help. Yeah I think it's only when there's something going wrong, Gary, that, you know, we would. We can see people falling, but that would be something we would care about at this moment.

Gary Hamilton: Are we thinking as a Board and we haven't had a lot of discussions about the paper side of it. I know that one of our properties that we have elsewhere, they come in, we, we do the the kiosk thing my wife puts the, my daughter's name down, they come in through the guard check, they get their little piece of paper to go anywhere in there through the other gates that are in there to get the other parts of the community. Yeah, you have to have that. Yeah.

1:53:04 : Chris Carr : You can set it where you can group it where let's say the Visitor and like you give your daughter E-pass, right? And she can only get into a gate that you live behind, maybe not another gate that you do not live behind. So we can set those pass types to only be and even license plates to only allow access to the gates or doors that should they should be allowed access to. So it's not just a free for all.

Vickey DeLuca: Gary, I have to say I like the idea of a pass just because of Denise's question before this has been here and it will see the pass and they're supposed to be there, then again, there's nothing you can do about it, I think if we have a lot of people that come in during high season. And again, if they've got an accurate pass then they just walk them by. She asked a great question, that sort of prompted where that could be successful for us.

Taras Brady: Can you hear me? Yeah.

Jim Ward: Yes ma'am, we got you.

Taras Brady: I think that a lot of this is conversation that the CDD board is going to have to have on policies and procedures because we are not all going to agree on everything and the one thing I'm just going to continue to remind you is it's public roads. I can come in and I can leave my car in there for days,

it doesn't matter, so I really hope that it is not the board's intention to monitor how long people are having visitors like the one person just said, we will have to come up with policies and procedures for how we're going to do this and who is going to be looking at that data because, you know, I don't want everyone knowing if my pool boy doesn't leave until eleven o'clock at night, that's nobody's business. And I don't have a pool by the way I'm just saying. Those are policies procedures that this board is going to have to come up with. There will not be one person making that decision.

Chris Carr : Policies and procedures are the name of the game. That is and it can change, but that's a very, very important key point.

Jim Ward: I've listened to two of these or and I think there were now on the third one, kind of a thing and you know, what what I've learned is there is so much that you can do with any of these systems. You can pick and choose what you want and, you know, for us, we're going to have to limit some of I don't want to say limit. We're not going to need some of the features that they have. The point to me that I have really learned is how can we make this as easy and as fast as we can for the residents to get in, to get out, to be able to add their guests to make it as seamless as possible for, for our residents. So to me that, you know, the vendors who are making these presentations, I'm, I'm seeing all of the features they have, but that's all of that process seems to allow us to make those kinds of decisions more easily. In connection with terrace comment, I agree, we're going to come up with policies and procedures on what we're going to do, but that's going to be relatively limited in terms of what we do more so we will need to ensure quick, fast, seamless, easy way in which to provide this to our community. So.

Chris Carr: Yep, I would recommend to create a temporary pass one day and then decide what you want to do for a permanent pass and start there. Okay.

Vickey DeLuca: I think we need to make sure that we work with Greg on since we are public streets, what we legally, you know, and implement because they are public streets like Terra said, we can't restrict access. Right. So we just need to work with you to make sure we're following guidelines since they are public streets.

Jim Ward: Yep, so it's going to be an interesting process but you know, I think if we use or pick a vendor, whatever you want to do, we'll pick a vendor that it's easy, it's quick, it's yeah it has all of the features that we need, has the reports if we need them, we may not use Fifty percent or more of what they offer, but if they have it, that's a good thing.

Chris Carr: And think about the professional services because really the first six months is where is where you're going to learn a lot. You're going to learn a lot. With the professional services, you're going to see the data ok what type of tickets are we getting? What's the feedback we're getting from the residents and the guards, and that's all available to you, and then you take that info, we obviously can handle that for you, but then you can take that information and say, well, we can handle this or let's pivot and maybe, you know, make a permanent pass valid for a year, right? So you guys are hitting the nail on the head. It's it truly needs to be a kind of a crawl walk, run scenario. Because these I'm not going to lie, these are the these implementations, they're a heavy lift, especially with the number of homes you guys have.

Denise Blakely: Being that we are a CDD, I think we need to have a discussion on what is the purpose of this. I mean, we have a guard shack, which isn't a guard shack. We have roads we want gated which we

can't really keep everyone out. So it is mostly for optics and to be used as a deterrent. So I think we need to sit down and get a list of what is the exact purpose, what are we looking for?

Jim Ward: Any other questions from the board? Yes ma'am.

An Unidentified female member of the Audience: Okay, is it my understanding that this company is for our costs will be based on what we, what data we want because it sounded like the one before we got it all whether you wanted it or not. Am I right?

Jim Ward: Chris I don't know the answer to that question, but just generally speaking, what I have seen is that the programs that they have will just call it that, the program that they have you can pick or choose whatever you need in the program, you get it all, but you don't need to use all of it.

An Unidentified female member of the Audience: You could choose, so is there a cost of having less.

Chris Carr : Yeah.

Jim Ward: They usually do.

Chris Carr : it is based on Utilization. So if you say, ok, we want to monitor, we want license plate cameras on two lanes, then it's X per month. If we want it on four lanes, it's Y per month. So we don't charge based off of number of seats licenses, number of residents or homes. It's based off of the module utilization, which makes it quite a bit more economical especially in the HOA industry because you're paying for what you guys are going to use.

Jim Ward: Some do that another vendor may have a different pricing structure, we'll just have to see that when we get to that point in the process.

An Unidentified female member of the Audience: Well, the other question I have that I do like the passes, I do like the passes and I like the idea it gives you directions. However, I get deliveries from Amazon like at two o'clock in the morning Four o'clock in the morning. I mean, we have to like probably work through some of these vendors that are going to come in and out all hours and they're not going to go just to one.

Jim Ward: Did get that question Chris?

Chris Carr : Yeah, that's typical. Amazon, so there's a couple of things, so you really don't have too many options with FedEx and UPS. They don't have the technology for like an Amazon key, you could do that. Now what you can do though is because we have a unique vendor module. You can add FedEx and UPS as a vendor, right? And then now you have it's easily identifiable that says a FedEx truck, and this is the time it came in, right? And this is the time it left, so you can add them, but for like delivery drivers, your pretty limited and because like she's like she said, they're going to come in and they're going to go to multiple homes. You can't really do much unless you put in a GPS unit on them. It's, it's, it's really tough in that regard.

Jim Ward: Any other questions?

An Unidentified male member of the Audience: Just the one on reporting groups, Okay weddings. If we have, you know, a hundred or more people in a group that are coming in on the same day, how does that work? So.

Chris Carr : So if you say you have a wedding and you want to add, you create So you can log in, create an event, let's just call it, you know, the car wedding, you can upload a list, a spreadsheet of all their names, their emails, send them, send them an e-pass or you can add them one at a time. It is basically you are bulk uploading the visitor list and creating an event, and that event is displayed as such. So you know, like if you guys want to run a report and say, ok, how many events did we have this past weekend? You can easily run that and then see how many attendees were processed to those events.

Jim Ward: Any other questions?

Gary Hamilton: Integration with other apps that the Master HOA may come up with would it be fully integrated, integratable?

Jim Ward: As a part of our process I don't think we should, I don't know whether that's possible to do or not, but that's something I think should be limited or let that happen with the HOA and whatever we do if they want to integrate, if it's possible, we can do that if the HOA chooses not to, we don't have to But I would try to stay away from that, just simply because the HOA, we do not want to see the HOA's information in our system. So.

Chris Carr: We can if they're using Sync or HOA star, we can integrate it with them. It is a data integration to single sign on, we do it all the time. But yeah, that, that's, you made a perfect point like let's just see what they're using and if they want us to integrate, we can do that.

Jim Ward: Questions. Chris, thank you very much for your time and appreciate it. I know you have the RFP, if you have any questions, you're welcome to reach out to me personally. You should have my contact information. I'm glad to help you through the process.

Chris Carr: Absolutely. Thank you everyone for your time. I appreciate it. Have a great day.

Jim Ward: Okay, thank you Chris. Okay.

An Unidentified female member of the Audience: Have we already or are we in the process of ending our current relationship or is this for the purpose of comparing features and costs?

Jim Ward: Your current vendor is Ramco. They are still with us, they will stay with us until the board goes through the process of an RFP. Ramco can bid on this to the extent they desire to do so. And then the board will make a decision on whoever the vendor is, if it's not Ramco, it will get transitioned, if it's Ramco, it will just get implemented on the new agreement, a new schedule of fees and services.

Vickey DeLuca: So last week the board meeting Jim brought forward to the board to have us vote on assigning the Ramco contract to the CDD, of which we approved, and Jim has executed that contract. So again, the CDD is as he said, now responsible and we did that at last week's meeting, so

An Unidentified female member of the Audience: I'm sorry I wasn't able to attend.

Vickey DeLuca: Again, no worries, but I thought I'd just sort of share the process with you on how we took assignment of that contract, so again it's important.

Jim Ward: Yes ma'am.

An Unidentified female member of the Audience: I have a question regarding something that Darlene said about comparing features and things like that. The board through this RFP process has already identified the features, the metrics, those kinds of things that you think are appropriate for a system, and that's why these people have been invited to present to us. Do you understand my question?

Jim Ward: Yes, so we the district….

An Unidentified female member of the Audience: It seems like there's oh we'll have to look into that or we'll have to look into that. So I'm curious what the priorities are?

Jim Ward: There's two RFPs that are out on the street. One is for personnel and the second is for technology. This is the technology side of the RFP. Those two RFPs vendors been prepared, the scope of services has been prepared. The Scopes of services in the technology side are a little more generic than what you would see, for example, on the people side or for building a bridge or something of that nature. Vendors are encouraged to submit all of the features and services they have for their product along with fee schedules. Once those come in, the board will look at all of those proposals, all of those fees, all of the services that they provide, and they'll go through a process of ranking them based on price, based on experience, based on the services they want to provide, and then pick a vendor from them, from all of those. Then we'll move forward with the process from there on the people side is much easier, it just identifies rates and Hours of service and things of that nature, they'll pick basically who is the least priced vendor or the most experienced vendor, those kinds of objectionable any kind of criteria similar to that. And then we'll move forward with the process of in terms of implementation.

An Unidentified female member of the Audience: And what's the timeframe?

Jim Ward: Oh, forever. This is, this is not easy, the people end is less is probably easier. Vickey may know a little better than I do, but I am guessing, you know, if we, for lack of a better term, get to September are in a process to pick a vendor, it's going to be three or four months to do the transition, implement the services probably a little longer. I'm not going to say they're complicated, but the services they provide are really very they're amazing from what I can tell from what I've seen. And I think it's just going to take a couple of months to get through this process. Especially all the training part in the meantime I will still maintaining the contract. Yes. We'll maintain the existing contract and then terminate that as when you know when we can.

Vickey DeLuca: And Ramco was sent out RFP as well.

Jim Ward: Yes

Robert Brady: So they responded?

Jim Ward: The responses are not due until the end of the month. So we'll know what in the end of the month who responds. One vendor already has said they are going to decline, which is Alosant, as I mentioned.

Robert Brady: So you haven't heard from Ramco one way or the other.

Jim Ward: No, but I haven't heard from any other vendor either one way or other than the ones we're giving the presentations. Right.

An Unidentified male member of the Audience: Hey Jim. Do any of the vendors you're looking at do people and technology?

Jim Ward: I have not, they have all been sent both pieces of the RFPs, but I don't know the answer to your question. I'm guessing you'll get Two separate vendors.

Jim Ward: Yes ma'am.

Kathi Burke: I was unable to be present at the last meeting. The question is, can the CDD share with the residents the current active contracts they have been transferred over to them? What are the company names and term expiration? Will the CDD let the terms of these companies continue through expiration. And if not, what is the cost incurred for the payouts on those contracts? I know it's a lot of questions.

Jim Ward: The Ramco contract was transferred to the CDD as is. We have a sixty day termination clause in the contract that was transferred from the HOA to the CDD, so the CDD may terminate that contract, but all on sixty days notice, but all of the rest of the terms in the RAM code contract, whatever. I think there's like buyout clauses for equipment and things of that nature. They remain in place and the district can avail themselves to those, whatever those buyout provisions will be at some point in the, in the future.

Kathi Burke: Do you know what the cost is going to be to buy out Ramco if you choose another company? Is the second thing.

Jim Ward: As I indicated, we can terminate on sixty days notice. The buyout provisions, as I said, have not changed in the existing contract. So whatever they maybe, we can exercise those if, if appropriate.

Gary Hamilton: The HOA has that contract. The HOA, the HOA currently has its own assets.

Vickey DeLuca: Yeah, they can go see it today.

Kathi Burke: I thought you said that it was transferred over to you.

Vickey DeLuca: It's the same.

Jim Ward: It is a sustained contract. It's just an assignment of the existing contract to the CDD.

Gary Hamilton: Okay. I think the other one is the Pond. On the take that over here?

Jim Ward: We did assume both the pond excuse me, the lake, the water management system, which includes the lakes and the littorals. We have different vendors on site.

An Unidentified female member of the Audience: I have a question about that cause the Are you guys doing areas or something? What is it called?

Jim Ward: Not yet. You know, every community asks that very same question and yes, it is on the plate, it's just, you got to give us time for that one. So, you know, the lakes, we evaluate a lot of different items like the Littoral shelves need to go in. You really don't have a lot of them. So we need to evaluate that. You evaluate whether you had these aeration devices or fountains as you call them, but there's a number of different kinds of things that you can use, so that's on the plate to be evaluated, but is they're great ideas that do need to be looked at and evaluated in this community, so.

An Unidentified female member of the Audience: Sorry, minutes is there accessibility to minutes for the meetings so if somebody's unable and how it would go into?

Jim Ward: The minutes of the meeting are on the district's website separately in the agenda package are always the prior set of minutes, which are also on the agendas on the website. So you can always go to the district's website for the minutes agreements, you know, a lot of documents are out there. My personal contact information is also on the website and you're welcome to contact me personally. That's my email.

An Unidentified female member of the Audience: Forward them?

Jim Ward: You may forward them anywhere. You can tell your residents. Right, right. You can always look on the website for that kind of information.

Vickey DeLuca: Yeah, it's a government agency. Yeah, so it has to have its own, but there's a beautiful when you go to TernbayCDD.org, there is a beautiful section right in the middle of the page that says what's new. And so it's right there super easy to look at.

Jim Ward: I'm going to try to get the videos of this meeting and the last one on the website, but they're huge files, so I'm not sure we're going to be able to do it, but we'll try.

Robert Brady: May I make an observation here? Looking at all these vendors to me it looks like they all provide basically the same type of service. It's like, what do we want to do. So that being said, do any of these vendors have a system in operation in this area actually see or listen, you know, take notes from it et cetera etc.

Jim Ward: I'm going to answer question one and then question two. So question one is yes, there are some vendors in the area that I, one of the vendors I think has local installations in this area. Some may not. The RFP was written such that you would look, we look basically statewide to make sure that they have installations in place. You will not be able to go to those installations because they are public meetings and then have to be transcribed. So you can't go to them and kind of ask questions as a board kind of a thing. You're going to have to evaluate the RFPs as you get them on the piece of paper and you see in front of you, you may discuss them, we can ask the vendor more questions, we can ask for another meeting, but leaving the project to go look at these is not going to be possible. Perfect. Any other questions or any other questions from the audience on anything else other than access control? No, no?

Denise Blakely: is there an update on bridges?

Jim Ward: Bridges. Oh my favorite subject in this world, so for those of you who missed the last meeting that we had. I think I indicated to the board that the original vendor that we had kind of had a number of problems with the personnel, they couldn't have staffs etc. So we terminated that contract and moved on as a part of while we were in the middle of that process. We had an engineering inspection done of all of the bridges to make sure that they were structurally sound. That report came back and indicated that the structure underneath all of the wood is structurally sound. Let's understand these bridges were built in the 2004/2005 time schedule for structurally sound there are absolutely no problems with them. They were in really great shape at this point. However, it did note that the entire top all of the wood structure is in bad bad shape, whether you call it the decking, the side, the side railing or anything else that's wood on those, those bridges. So we went through a process and we did another request for proposals or a bid for lack of a better term to find a vendor that was interested or could do a job bigger than what we originally anticipated to be done. We had interest from three or four bridge companies of those three or four, one bridge company bid was a company called York Bridge Concepts. It is the actual vendor who installed the original bridge. The board awarded the contract to York at our last board meeting, and we are in the process of finishing the agreement with them. The timing is difficult for this work, so it's going to be probably the first quarter of twenty six before we start the bridge work, and that's being a little optimistic getting it's a lot of wood that we have to acquire and there's a lot of these kind of bridges going in this county right now. So it's just going to be a long time schedule and getting it done.

An Unidentified female member of the Audience: asked about the materials being used.

Jim Ward: I don't really know what's on this existing bridge, but we are, we are looking they bid on a material that's better than what we have that will give you more of a twenty to twenty five year life. These have lasted you twenty years. They're pretty much at the end of their life schedule. So it's a little similar, but the materials have, you know, have changed over twenty years since the original one went in, so we do have a little better material going in than what you saw twenty years ago. I think.

An Unidentified female member of the Audience: I may have missed it and so they were replacing all of the wood at all of the. So we're going to be replacing all of the wood on all of the bridges?

Jim Ward: I will tell you a bridge is going to have to be shut down for probably sixty days or more. Each bridge in order to do this kind of work, so be prepared to go around when we do these closings. We're going to try to do one bridge at a time, so as you know, if you got four bridges, that means you got, we got four months worth of work just to get them done. So it's a long process, just be prepared for that.

An Unidentified female member of the Audience: Any chance we could do that every season?

Jim Ward: I think the desire for from the board and you all can correct me if i'm wrong, is to get this done as soon as possible because whether it's January or the summer, it needs to be done, but I think the board has a sense that they would like to get this done as soon as possible.

An Unidentified female member of the Audience: Okay, thank you.

Jim Ward: And I hope you'll like the bridges.

A conversation about the bridge railings and the bridge near the Golf course which was indecipherable due to cross conversation.

Denise Blakely: There's an area where we were considering or we had talked about a while ago about maybe putting in a dog park. Not talking about the dog park right now, but just talking about the area there. And it's about used as a dumping ground. I have some pictures right here. I don't know who's dumping. And it looks like tractors, it looks like.

Jim Ward: Oh yeah, it looks like trackers, it looks like big pieces of concrete. Probably using it as a staging area.

Denise Blakely: Yeah, there's all kinds of these I'm sure that I will take with them like this is filled with doors and there's all kinds of other storage units back there, but my main concern is these big huge pieces sidewalk in concrete, there's tires, there's broken tractors back there. It's.

Tara Brady: Denise, that's all back behind that gate, right? If the gate were closed, they couldn't get back there by the maintenance shed.

Denise Blakely: It's not behind the gate as soon as you pull into the little driveway there by the maintenance or to the right, just like all dumped over.

Tara Brady: We'll put that on the list to Clay for stuff that Lennar has to clean out before they actually leave.

Denise Blakely: Okay perfect.

Tara Brady: while I'm up before I forget, we had made the decision a couple of meetings ago. To have the back construction gate closed and at that time Lennar wouldn't do it for us. Now that we are in control of that contract, I just want to confirm with the board that we are going to do that. And then we have not actually discussed the consensus of the Roving patrol. So, the other four Board members, I want to see what are your thoughts? My opinion is we can terminate the Roving Patrol as of now, but I would like your thoughts on that.

Vickey DeLuca: Yeah, Tara, I made that comment last time, I'm in agreement with you all, I mean, I don't know they do any good.

Gary Hamilton: I mean I agree with you and I've heard a lot of residents here that I talk to agree with that sentiment. We're paying a lot of money for the vehicle. What are they doing? They only go around from six o'clock to whatever, right? Half the time they're sleeping. On the flip side of it is, it is nice to see a patrol car that is just driving around. I mean I think it's from a mentality standpoint of geez there is somebody out there watching, right? Tara, you had mentioned it earlier at one point of maybe coming up with a contract with the county sheriff's Department to come in here to do that. And, and my question is going to be circling back to that. If we are county roads, why aren't they doing that for free?

Tara Brady: I don't know that we would need to pay them to do it as a contract. We just need to say, hey, they're not county roads. They're public roads. So we just need to have that conversation with the sheriff's office to say, hey, you have several people that come in and live in here, as one was following me in the golf cart the other night and I laughed cause I'm like, oh, if they're at their quota and they need to

give somebody a ticket I might get in trouble right now. But, just to have them drive through, that's just a conversation that we need to have with the sheriff's office, but I wanted to wait until after we took over control of the gate.

Vickey DeLuca: Tara I've got a question for you and for the board here is that when I was at the Tiki last night that Robin's control guy was going into the amenities center, going into other buildings here, I don't know what he does to check on that contract. My only question is, do we, we already have to pay until the end of the month?

Tara Brady: You only have to pay them for seventy-two hours, we can.

Vicey DeLuca: Yep. Well, what I was trying to say is there's no way to ask the master association. Again, I'm just saying I don't know what his scope of work is. It's just not driving around.

Jim Ward: So I'm going to be a little more global. Just in the global sense, those private security companies that do that within these kinds of gated communities, in my opinion, are useless. I think you should do what you're I think we need to terminate the contract, be done with it. Then to the extent we can work with the Charlotte County Sheriff's office to come in and do whatever it is they do on a normal basis, that's a solid solution for this issue. Gary, to, to your point, if we want to have additional services by Charlotte county, we can always pay for that and have them come in on an added basis, but at least we can work with them, hey, it is gated, but please come in and do your patrols as you might normally do. And they will.

Gary Hamilton: I mean even at the difference of opinion; I'm not disagreeing that we need this ramp up. What have you seen from other communities I've seen them personally where you get a community involved and these people they jump at the chance. People want to be on the community control and so we got a vehicle, right, that's owned by whatever, and they put together. Is that a HOA or that's like a neighborhood launch and people everybody wants to be on, I mean there's like you can't get anybody in any other committee, but when it comes to the neighborhood watch, and they're all over.

Yeah, terrible idea. I think you're really, I'm sorry it's a terrible idea for a thousand reasons. It's terrible idea.

Denise Blakely: The government would be liable. One thing I do want you guys to know is that I did talk to Tim about the robin patrol, which he states is inadequate. The other thing is this guy charges he gets paid for mileage and Tim has forced him now to turn in as mileage and invariably he's charging fifty, sixty, seventy miles a night. We're like, we're a two-mile community. Tim's like, I have no idea how he can go seventy miles. What's he doing going up to Publix back? But again, I had this conversation with Tim, but I wanted to share with you guys.

Jim Ward: I think you guys are in the right path. Terminate the contract. Let's talk to the county. Let's move on, get this contract transitioned and then we, you know, we can deal with whatever else we want to do. But if we're calling it, Community Patrols are a terrible idea. Okay, we got a plan. Any other questions?

Vickey DeLuca: Tara, do you want to make the motion?

Tara Brady: Nope, I don't need a motion.

Jim Ward: You're done? We're all done, ok? The motion is in that we're off the record. Thank you very much.

THIRD ORDER OF BUSINESS   **Public Comments**

Public Comments: - Public comment period is for items NOT listed on the agenda, and comments are limited to three (3) minutes per person and assignment of speaking time is not permitted; however, the Presiding Officer may extend or reduce the time for the public comment period consistent with Section 286.0114, Florida Statutes
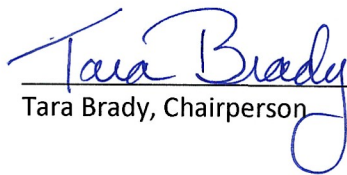
FOURTH ORDER OF BUSINESS   **Adjournment**

Ms. Brady adjourned the meeting at approximately 12:31pm.

> **On MOTION made by Gary Hamilton, seconded by Vickey DeLuca with all in favor, the meeting was adjourned.**

Tern Bay Community Development District

_____
James P. Ward, Secretary

_____
Tara Brady, Chairperson