

Kensington Park Master Association, Inc.

Minutes of the Access & Patrol Committee Meeting Held on October 10, 2005

Present: Jackie Boyer, Norm Harris, Wayne Nelson, Rae Wakelin, Carolyn Oppie, KPMA Administrator and Bob Marino, KPMA President.

Not Present: Rosemary Hammer, Jon Lowdermilk, Lisa Mair, Carl Sheusi, and Cliff Thompson

A meeting of the Kensington Park Master Association Access & Patrol Committee was held at 2:00 pm, on Monday October 10, 2005 at Kensington Golf & Country Club, 2700 Pine Ridge Rd., Naples, Florida.

Devon Sands and his girlfriend Chelsea were present at the meeting. A discussion took place prior to bringing them into the room about the possibility of letting Chelsea back onto Kensington grounds driving. After a decision was reached Devon and Chelsea were brought into the room and told that Chelsea would be allowed to drive into Kensington, but if she disobeyed just 1 rule or regulation, not just vehicular rules, then she would not be allowed into Kensington ever again. They both promised that they had learned their lesson and would obey all rules & regulations from now on.

Meeting was called to order at 2:10pm and the minutes of the meeting of September 20th were approved as written.

Manager's Report:

- Since the last committee meeting we have had 1 person quit and have hired 1 person. Still looking for a person between the hours of 11pm to 7am shift Thursday through Sunday.
- There have been 30 incidents since last committee meeting. The most frequent with a total of 9 are for the various Clubhouse doors that have remained open after hours. Bob Crissman is given a copy of these incidents for the purpose of determining which of his staff needs to be reprimanded or re-trained on how to close up the Clubhouse. Three have been for contractors being in the community after hours, 3 for residence false alarms, 2 for garage doors open and 2 for bags of debris left in the roadway and the others were for minor incidents.
- After giving the uniform people an ultimatum, either fix it or be fired, they have done an adequate job of turning around the service. The driver has made an enormous change of attitude and currently we are working together to get the situation under control.
- ISN has installed computers, software, monitors and cameras at both guard houses. The database has been updated with phone numbers and the voicemail should be operational this week. The bar codes are the next item of input into the database. They are working this week to set up the system to interact with software and our current bar code reader system. They still have to put a cable into the ground at the Eatonwood Lane gatehouse for the license plate camera to work correctly. Discussion arose around the aspect of having the residents be responsible for any additional information input into the system, after the bar codes were input, on the website. Once the website is working properly it will be the resident's responsibility to update the information.

-A decision was made to have the speed control gun on the patrol cart at all times and intermittently would be used to report speeding vehicles in Kensington. After reports are done with speeding vehicles, 1 to 2 letters will be sent out with as warnings. The third offense will result in bar code blocking as well as a \$100 fine for the infraction.

- Discussion arose about the Training Policies and Procedures. The information presented was not what the Committee wanted. The Committee wants precise information on job descriptions of Administrator-A&P Manager, Team Leader, Assistant Team Leader, A&P Staff, and Patrol Staff with emphasis on step by step instruction and flow chart of organization. General Policies & Procedures, training information for Gate Operations and Roving Patrol to be included. They want to see the material that Wyndemere has but no decision was made to pattern our policies after theirs. A decision was made to have a workshop at another time to hammer out the information that the Committee feels should be in the Training Policies & Procedures, as well as getting a list of pros and cons with having the A&P Manager position stay with the Administrator. A description of what makes this a good decision or not, to change the job description of the Administrator with emphasis on this information being presented to the Board by the November meeting. Norm Harris is to check his calendar and get back to everyone with a date and time that will work for everyone.

With no further business to discuss the meeting was adjourned at 3:39 pm.

For the Access & Patrol Committee
Carolyn S. Oppie, KPMA Administrator