



**MASTER MANAGEMENT**  
*Century Village East Community Services*

**Minutes of Master Management Board Meeting**

**January 18, 2024**

Board Secretary, Gene Goldman, called to order the open meeting of the elected volunteer Board of Directors of CVE Master Management at 9:30 a.m.

**Roll Call:**

**Present** - Eli Okun, Michael Routburg, Les Gerson, Barry Warhoftig, Gene Goldman, Amy Conner, Paul Bourque

**Remote** - Joe Roboz

Following the Pledge of Allegiance, a moment of silence was held for those who gave their lives in service to preserve our democracy.

**2024 Election of Officers to the CVE Master Management Board of Directors - Gene Goldman: (9:31:24 a.m.)**

Board Secretary, Gene Goldman, congratulated re-elected MM Board Members Eli Okun, Amy Conner, and Paul Bourque. He explained the voting procedures and the ballot process, referencing the Corporate Bylaws and Robert's Rules of Order. The regular open Board meeting will follow. Sherrie Duffy and Meryl Brunelle were ballot counters.

**President -**

Les Gerson nominated Eli Okun for President of the corporation. Being no other nominations, the vote was taken and Eli was re-elected by a vote of 7 to 0 with 1 abstention.

**2024 Election of Officers to the CVE Master Management Board of Directors cont'd. - Eli Okun: (09:36:08 a.m.)**

Eli hoped to live up to their expectations and thanked the BOD members for being re-elected, and presided over the remainder of the election of officer, as well as the regularly scheduled monthly BOD meeting.

**1st Vice President -**

Barry Warhoftig nominated Michael Routburg for 1st Vice President. Being no other nominations, the vote was taken and Michael Routburg was re-elected by a vote of 7 to 0 with 1 abstention.

**2nd Vice President -**

Amy Conner nominated Les Gerson for 2nd Vice President. Being no other nominations, the vote was taken and Les was re-elected by a vote of 7 to 0 with 1 abstention.

**Secretary -**

Michael Routburg nominated Gene Goldman for Secretary. Being no other nominations, the vote was taken and Gene was re-elected by a vote of 7 to 0 with 1 abstention.

**Treasurer -**

Gene Goldman nominated Barry Warhoftig for Treasurer. Being no other nominations, and vote was taken and Barry was re-elected by a vote of 7 to 0 with 1 abstention.

**Open CVE Master Management Board of Directors Meeting - Eli Okun:**

**(9:42:28 a.m.)**

**Meeting Minutes:**

**(09:42:37 a.m.)**

**The Board unanimously approved the Minutes of the December 21, 2023, Board Meeting and the January 11, 2024, Executive Session Meeting as presented.**

**President's Report - Eli Okun:**

**(09:43:18 a.m.)**

Eli congratulated Paul Bourque and Amy Conner on being re-elected to the MM Board, and thanked the delegates that voted for re-electing him to the Board.

1) Comcast Upgrade -

Under the new Comcast contract effective January 1st Residents will receive two X1 digital boxes installed for free with new voice-activated remotes. Being there are many units needing the upgrade, it will be organized building by building. We will be sending out an email as to the schedule and how to sign-up to have this done very shortly. We are currently organizing this with Comcast. Eli advised Residents not to go to the Tech. at the Clubhouse on Tuesday's 8:00 am to 12:00 pm for this upgrade. The Tech. should only be used to make a free appointment to have a repair made to your TV. If you have noticed an increase in your Comcast bill. Eli clarified there is **no** increase to your bill from our contract. It has nothing to do with MM. It seems that Comcast had previously had a special discount on Wi-Fi that has ended. If you receive an increase on your bill, please call Comcast first to verify why the increase and ask them if they have another special or any new offers. Val reiterated any recent increase in your Comcast bill has nothing to do with the 2024 contract with Master Management.

2) Look Ahead 2024 Update -

**(09:45:35 a.m.)**

The MM Board and staff were excited for a very productive year full of Village projects and improvements. Eli mentioned a few of the planned projects for the year; finally the construction of a new guardhouse at the main gate on Hillsboro Boulevard; the construction of a perimeter wall on Hillsboro Boulevard; and the continued development of CVE Central Park. Bulldozers were on site preparing the Central Park infrastructure. Eli said the wrap installation on utility boxes has begun and looked very nice. We intend to install 2 lake fountains this year and completed the installation of the new sound system in Le Club, as well as the Activity Centers and will continue to upgrade the landscaping around the Village. MM continually strives to make this a better and safer Community.

**Treasurer's Report - Barry Warhoftig:**

**(09:47:11 a.m.)**

**December 2023 Financial Report -**

For the month ending December 31, 2023, the Revenue was \$1,250,124 and Expenses were \$1,458,231. The Net Expenses exceeded Revenue by \$208,107. YTD Revenue was \$15,217,760 and YTD Expenses were \$14,915,562. The YTD Revenue exceeded Expenses by \$302,198.

The balance sheet shows Cash on Hand of \$3,485,224. The Assessments Receivable on uncollected items are \$110,461. Total Assets are \$4,680,798 with Total Liabilities of \$3,288,025 and Total Equity of \$1,392,773.

In regard to the Assessments Receivable on uncollected items totaling \$110,461, approximately 53% is comprised of 19 units that are over 90 days delinquent and total \$58,000.

**Executive Director's Report - Vallen Smikle:**

**(09:48:57 a.m.)**

Val thanked those present in the room and participating online for attending the meeting and taking the time to keep informed about what's going on in the community.

1) Upcoming Projects Update -

a. CVE Central Park -

Irrigation lines were installed and electric work and landscaping will follow. Val asked Residents to stay off the grassy areas of the park where workers will be grading down several areas beginning with the section closet to Richmond and the Clubhouse areas behind Grantham and Ashby.

b. Sidewalks -

**(09:50:04 a.m.)**

Val was happy to report the major sidewalk project MM aimed for last year was successfully completed at North Drive. MM was hoping to collaborate with other associations to add sidewalks at their community. The primary focus for the year was to complete the sidewalk on Lyndhurst Drive from the south pool to the north pool to provide a smooth and safe way to cut through the big loop on Century Boulevard. Lyndhurst Drive is the major throughway connecting the two boulevards from end to end.

c. Utility Wraps -

**(09:50:40 a.m.)**

MM completed the 2<sup>nd</sup> utility wrap out of the 21 wraps that will be done throughout the community. The 1<sup>st</sup> utility wrap was installed at Berkshire A on Century Boulevard. There are some wraps at utility boxes we will not be able to do due to heat concerns so the wraps would not take. Sticking with the mantra of keeping CVE beautiful, some unsightly boxes will be removed. The wraps will need periodic refreshing approximately every 3 to 5 years. He complimented the designs, and thanked Project Manager, Dennis Barreto, and Committee Member volunteers Laura Routburg, Barbara Gerson, and Caryl Berner for their efforts. (Refer to video at Time Stamp to view picture and video presentation.)

d. Closed Caption -

**(09:52:25 a.m.)**

Val was pleased with the feedback received. Residents were using the heavily requested closed-caption feature for the meetings. Access the tool on your phone by clicking on the bottom of the screen. If you have any questions or need assistance enabling closed caption, contact MM Customer Service who will be happy to assist.

e. MM Connect App -

**(09:52:1 a.m.)**

The MM team constantly strives to improve and grow as an organization. The MM Connect app lineups are under review for enhancement. Residents were encouraged to send any feedback, ideas, and app suggestions to customerservice@cvedb.com or contact MM Customer Service at our office. Commission Bernie Parness mentioned at the CenClub meeting to watch city meetings live. One feature Commissioner Bernie Parness requested MM to talk about and was also brought up at the CenClub meeting was watching the City meetings live. Our capabilities with our equipment we have does not allow for live feeds. We have to do recorded feeds only but we do have the feature on our App that when a city meeting is played we will have that button to click so you can watch the meetings live from your phone or electronic device. We'll have the email blast setup where you can watch it via Zoom; however, we do partner with the City which is why you saw a county meeting last night regarding the "trash land-fill".

Val wants everyone to know we do work in ways to try to keep the community not just informed of what is going on within your community but what is happening outside the community with both Broward County and the City of Deerfield Beach.

- g. Caring Beyond the Gates - **(09:54:19 a.m.)**  
CVE Master Management has an internal volunteer program called Caring Beyond the Gates where MM staff members voluntarily clean up areas throughout the city area. The program will be reintroduced in the spring. He encouraged Residents to who are interested in volunteering can participate in the cleanup of areas such as SW 10th Street, Military Trail, Century Boulevard, or possibly the city beach cleanup which is this Saturday the 20<sup>th</sup>. If you are interested in volunteering for Caring Beyond the Gates contact MM to sign up. He thanked Resident, Peter Silbermann, for taking the time to help pick up trash along SW 10th Street and hoped that this was the kick start to keeping it clean.
- h. 50-Year Anniversary - **(09:55:27 a.m.)**  
The 50th Anniversary of Century Village East is fast approaching, and MM wants to ensure everyone in the community was aware of this milestone event including those new to the Village. To spread awareness, the Board voted to advertise with banners at the 3 main entrances and along the Boulevard on light poles leading up to the Clubhouse. Buttons will be available for everyone to wear, as well to celebrate the wonderful community. As Red Buttons said, "It's been a way of life since 1974." Everyone was invited to celebrate this significant occasion with a party followed by a Town Hall meeting planned for March 21<sup>st</sup>. (Refer to the video at Time Stamp to see the design of banner.)
- i. Street Signs - **(09:56:49 a.m.)**  
New street signs will be installed to replace the ones that are incomplete or missing and hoped to finish by the end of the year. The new signs will display not only the name of the street, like Lyndhurst Drive, but also include street name indicators; for example, Lyndhurst Drive L through k. This is an ongoing program that began some time ago, but the plan is to complete it by the end of this year.

**Transdev Services, Inc. - General Manager - Craig Garcia:**

**(09:57:44 a.m.)**

- 1) Transportation Report -  
Craig provided an update on the bus transportation for the Village.
- a. Staff -  
Two bus routes were combined yesterday due to 2 driver callouts and late arrivals and not as a result of fleet unavailability. Management thought it was best to find coverage and were able to find a replacement driver for 1 of the routes.
- b. Fleet Status - **(09:58:39 a.m.)**  
The bus fleet was in good standing and running as efficiently as possible. Despite not having a recent update from Creative, they have been providing spare parts such as compressors, leveling valves, and airbags to keep the buses in service. There have been no reported airbag issues reported in the last 3 month, which is an improvement. However, there's still a long way to go concerning the compressor and we're waiting for a follow up from Creative. Unfortunately, there was an unexpected delay with the EV demo bus company, but were working to resolve the situation and will provide an update once the bus is ready. Transdev was enthusiastic about conducting the demo and eagerly anticipates rescheduling the event.

- c. Bus Technology - **(09:59:51 a.m.)**  
The bus technology is operating well. Passio was contacted last week for modifications and will continue to contact them for any additional changes necessary. Craig was confident all buses were being tracked accurately and assured going forward. He highly recommended Residents use the real-time bus tracking system to avoid waiting in adverse weather conditions. He said they're working on that to make it perfect.
- d. Speeding - **(10:00:46 a.m.)**  
Craig has been utilizing technology to monitor the bus drivers closely. The transportation company was currently seeking technology that can generate reports for speed. Unfortunately that technology and Transdev, they can only give Transdev only buses that are speeding over 10 mph. Craig requested a report of any bus that goes over 5 mph; however, they do not have that technology at this time. While waiting for this technology, the buses are being observed manually and spot-checked daily to monitor the drivers. The transportation company takes speeding very seriously. Any driver caught exceeding the speed limit will receive coaching and monitoring and possible suspension. Last week, 2 drivers were suspended for speeding, 1 resigned their position because they felt they were only doing 5 miles over the speed limit for only a minute or two. Craig was investigating why certain areas on routes 5 and 3 have been known hotspots for speeding. He personally visits the area and stops drivers who exceed the speed limit of 15 mph. Transdev has a zero-tolerance policy when it comes to speeding and promised it would get better.

Following Eli's inquiry regarding the driver shortage of 2 drivers, Craig explained when employees call out or do not show up, Transdev does its best to ensure that the shift is covered by a Supervisor or an Administrator or himself will assist at the Clubhouse. Craig reassured they will do their best if the situation happens again.

Les noticed speeding in the Village improved but there was still work to do. He said buses were speeding on straightaway areas past the Ventnor pool, and on North Drive on his way to the meeting. Contact Craig directly to report speeding so the issue can be addressed manually and immediately. Please provide the date and time of the incident, so that he can review the records from that day. He attends daily and monthly meetings where the top issues discussed are safety, speeding, and customer service, none of which he has missed. There has never been a speeding incident resulting in injury or damage in the 1.6 million miles of operation within the Village over the past 4 years, which is a testament to their commitment to monitoring and improving safety in the community.

Per Michael's inquiry when the new air compressor pump integration would be available, Craig advised the matter was escalated to Transdev upper Management and Creative and will follow up with his Manager, Derek and copy Val with updates. Val expressed confidence in Craig's ability to get it done. Craig ensured the company educates their drivers and stresses the importance of checking passenger IDs before they Board the Village buses per Amy's request following mentioning of an incident where a non-resident was able to Board a bus into the Village although it was not confirmed if it was a Transdev bus. He confirmed Barry's inquiry that buses were tracked and monitored by time, speed, location, driver, and how many passengers are on Board. (Refer to video at Time Stamp for full discussion.)

**Allied Universal Security - Security Director - Christopher Kelley:**

**(10:16:14 a.m.)**

- 1) Village Security Report -
  - a. Pedestrian Safety -

No pedestrian accidents were reported for the month of December. Vehicles were urged to stop at all crosswalks and wait until the pedestrian has crossed the road completely before proceeding to ensure safety. Bicycles and anything on wheels being driven must adhere to the rules of the road. They are considered a type of vehicle and must adhere to all intersections, stopping for pedestrians, stopping at stop signs letting the vehicle that has the right-of-way to go first. Only pedestrians on foot have the right-of-way. Failing to stop at stop signs puts safety at risk.

b. Phone Numbers -

**(10:17:18 a.m.)**

The system for registering guests, family members, and vendors have undergone changes due to technological advancements. The new phone number is 833-773-0808. If prompted to enter a PIN number when calling in a guest, please go to the Security office to update your contact information. MM developed an app called "Gatehouse Solutions" to call in guests and vendors. Contact Security if you need assistance with the app.

c. Broward Sheriff's Office Report -

**(10:18:47 a.m.)**

During the month of December BSO issued citations for various offenses including 2 for unlawful speeding on Century Boulevard; 1 for failure to display registration; 1 for failure to use due care, likely obstructing a pedestrian crossing the street; and 6 for improper backing. Please be careful and stop for all pedestrians. Chris mentioned the undercover officer on Century Boulevard was using a Toyota Corolla yesterday.

d. Badges -

**(10:19:43 a.m.)**

Visit the CenClub on the first floor by the Box Office to obtain a new or replacement badge. Old badges are no longer valid and must be turned in for new ones. Security is checking badges at the gates and has the right to confiscate any invalid or expired badges so make sure they have not expired by checking the date on the back of the card. Your badge will be confiscated if you share it with friends, spouse, or family member. Photocopied badges are considered fraud and will be confiscated. BSO is stopping vendors in the Village, and it's important to follow speed limits. (Refer to the video at the Time Stamp to see the new ID badge.)

Val reiterated BSO also stops vendors and to be mindful of the Village speed limits in the Village. Chris hands over stacks of confiscated badges on a weekly basis to CenClub as they are the property of CenClub. For access to the Clubhouse, a valid badge is necessary and guests must provide identification to be scanned by security.

Paul questioned what illegal backing in meant. He also made a suggestion to show a proper ID card in the Reporter. Val concurred with Paul's suggestion to post a picture of the new ID badge in the Reporter.

Michael asked about the phone number on the badges. Craig advised the security number on back of badge goes to main gate in case you need to contact Security for any reason 24/7.

e. Gates -

**(10:24:21 a.m.)**

Stop at the markings indicating where to stop at the gates. Yesterday a car ran over the arm bar causing damage. The community was in high season and very active, having processed 99,600 vehicles through the Gates, so please be patient. Contact Director Kelly if you have any concerns, adding he is onsite at various times to ensure the staff is doing a good job.

Les desired to publicly reiterate his concerns about the functionality of the gate reader and arm bars at the East and West Gate rising simultaneously, and suggested investigating whether it was the technology, software, or the reader that was malfunctioning. Chris advised the guards have a protocol to report gate malfunctions and will follow up with management for a solution. Michael mentioned this is a valid point and has not gone away for a long time. The Board took the matter under advisement for a Workshop topic. Paul said re. visitor gate that sometimes is backed up with delays, we should look at what should be done because people call in to check the phone number and it creates delays. If people do not have the proper credentials perhaps we should circle them back out to the back of the line. Barry mentioned a related question when there are times when the gate arms are possibly not mechanically working properly and the gate arm is open or stays open. (Refer to video at Time Stamp for full discussion.)

**Business:**

**(10:33:12 a.m.)**

Old - N/A

New - N/A

**Announcement:**

**(10:33:20 a.m.)**

The next CVE Master Management Public Board Meeting is scheduled for Thursday, February 15, 2024, at 9:30 a.m. in the Le Club Theatre and available on Zoom. Notification will be announced via email blast.

**Member Comments:**

**(10:33:39 a.m.)**

Amy expressed her gratitude for being re-elected and thanked the Directors who voted. She looked forward to a great year.

Les congratulated all the Master Management, CenClub, and COOCVE Board Members recently elected. Serving on the Boards enables them to serve the Residents in a positive manner. He looked forward to a successful year of projects that benefit the Residents.

Barry reiterated the importance of pedestrian safety. Pedestrians have the right of way at marked crosswalks. Be alert and stop for pedestrians about to cross the street. Although pedestrians have the right of way, it is important that the pedestrian look both ways. Barry noticed many pedestrians and bikers do not follow this advice and assume that cars will always stop. He witnessed a pedestrian looking at their phone while crossing a legal crosswalk. Certain crosswalks, like West Drive and Century Boulevard or East Drive and Century Boulevard, can create a false sense of security that vehicles will stop because of the stop signs. Barry implored everyone to look left and right before crossing and cautioned bikers to do the same, especially when using a pathway. In the coming years the focus will be on identifying areas where sidewalks are needed, especially where people frequently walk on the roadway when sidewalks would be more convenient and safer. Currently, 2 to 3 areas were identified areas for sidewalks. The sidewalk installed eighteen months ago has significantly reduced the number of pedestrians walking in the center of the road, especially those heading to the Clubhouse or pool. However, even with sidewalks in place, some people still choose to walk in the roadway, which is a safety hazard. He urged pedestrians to pay attention to their surroundings and utilize sidewalks and pathways where available to avoid incidents, referencing the Lyndhurst South pool with a new sidewalk installed approximately 1.5 years ago, yet Barry still sees people walking in the middle of the street when the sidewalk is there. Barry congratulated everybody elected to serve on the Village Boards, and wished a good and healthy New Year.

Michael congratulated the individuals re-elected to the Board, noting it reflected positive support of the community. He expressed the importance of motorists showing consideration for bikers on the road. Unfortunately, some pedestrians are not mindful of their surroundings and unintentionally obstruct cyclists by walking in the middle or stopping on the pathways. If bicyclists encounter such situations, they can use horns or warning signals to alert pedestrians. He urged people to be more mindful of their surroundings, especially when they are on or near bike paths. Michael also mentioned the MM Board has 8 members and has to decide whether or not to fill the vacancy after Donna Capobianco resigned to serve on the COOCVE Board. People put forth time and a lot of effort for the community when serving on the Board. He is optimistic for the coming year and looked forward to making progress in areas where possible.

Paul expressed his gratitude to the CVE delegates who voted for him, and congratulated re-elected Members Eli and Amy and others from various Associations. He believed his contribution in this effort helped his re-election and will continue bringing his experience to share with the Board and Associations for the betterment of the Community. He observed individuals in the crosswalk using their phones but do not actually cross. To address this issue, he suggested people wait near the crosswalk markings and step aside if they wish to use their phones. Rules must be followed for safety reasons, and it is important to address those who disregard them. Let's work together and remain healthy and we can improve the community.

**Adjourn:**

**(10:42:23 a.m.)**

Meeting was adjourned.

(For greater detail, those wishing to hear all comments, discussions, and debates are encouraged to view the meeting video in its entirety or by using the time markers above on [www.CenturyVillageEast.com](http://www.CenturyVillageEast.com). Meetings may also be viewed on our Community TV Channel 98.)

Respectfully submitted on behalf of,



Gene Goldman

Secretary

CVE Master Management Board of Directors

The signature above indicates only that these are the minutes adopted by the Board of Directors in open session on February 15<sup>th</sup>, 2024.