

The Villages®
Community Development Districts
Community Watch

Shay Gate

REVIEW OF OPERATIONS



Review of Shay Gate

- Facility acquired by the Village Center Community Development District
- Located on Griffin Avenue at the perimeter of The Villages on the east side of U.S. Highway 441
- Community Watch is responsible for the operation and maintenance of the gate
- Regulations pertaining to government facilities

Core Values

- Hospitality
- Hard Work
- Innovation & Creativity
- Stewardship



~ Hospitality ~

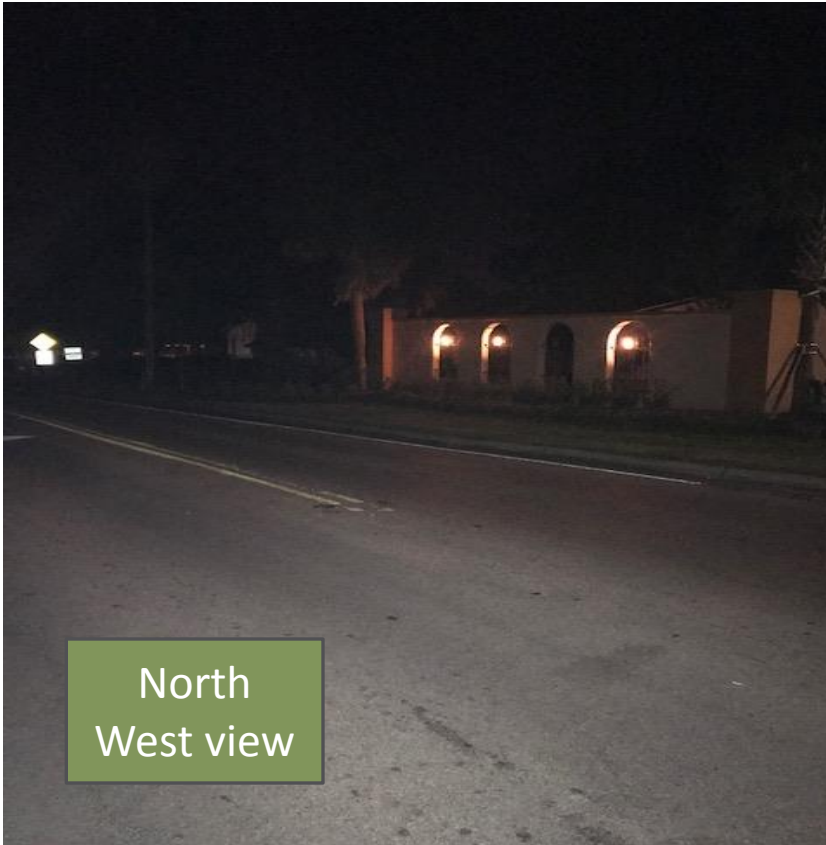
One of the first signs of hospitality in The Villages is our friendly and resourceful gate attendants!

Operation of Shay Gate

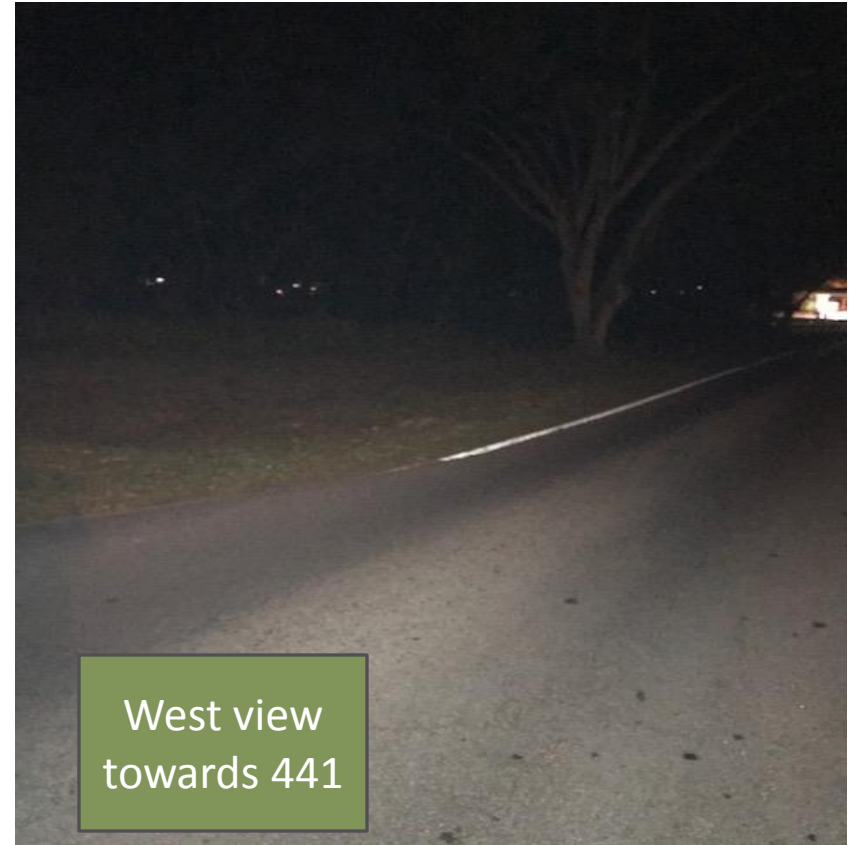
- Staffed gate with no gate arms
- Attendant is present to greet guests and provide assistance when requested
- No restroom at gate location
- Patrol Driver relieves gate attendant as needed
- Potential hazards exist due to the proximity closest restroom facility used by the gate attendant
 - Restroom facility is not owned or operated by the District Government

Shay Gate at Night

241 steps to the nearest restroom



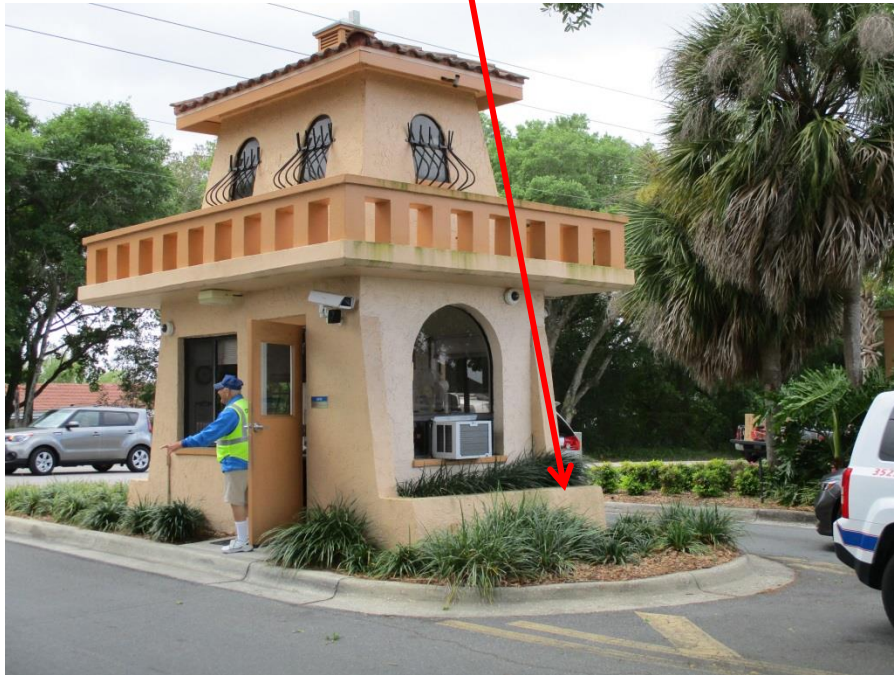
Proximity of Privately Owned Restroom Facility to Shay Gate



Shay Gate

Proposed Restroom Addition

Area For Proposed Addition



Entry Lane – Exit Lane



Technology at Shay Gate

- AAC requested Staff review available technology to replace a gate attendant at Shay Gate
- Consideration of current level of service
 - Technology removes the element of hospitality that The Villages is known for and service level that Residents experienced at the time of purchasing their property
- Technology creates a potential challenge with one-way communication
- Varied level of technology use and knowledge among residents and visitors
 - Potential to create traffic queuing issues while acquiring requested information
- If technology were added there would still be no gate arms

Shay Gate Traffic Count

Average of 1,732 Vehicles Per Day

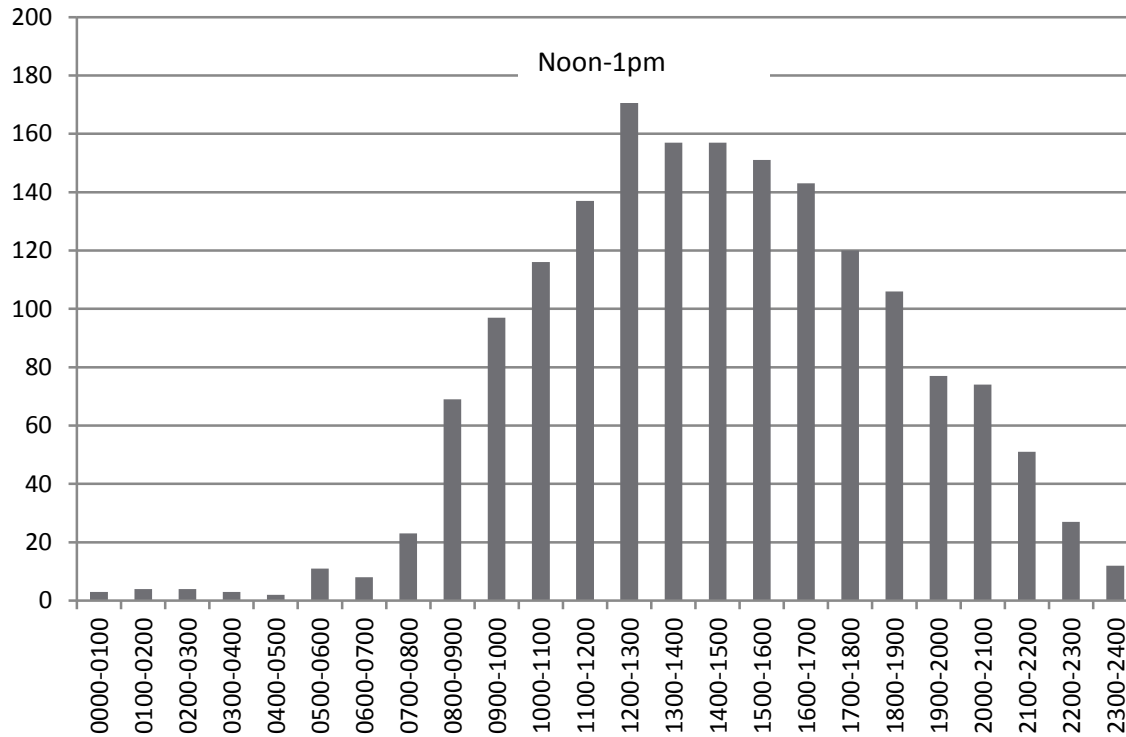
Shay Gate								
Hand Held Traffic Count Survey								
Date:	3.19	3.20	3.21		3.26	3.27	3.28	
Day	Tuesday	Wednesday	Thursday		Tuesday	Wednesday	Thursday	Daily Hourly AVG
0000-0100	2	4	2		2	3	4	2.8
0100-0200	5	1	6		2	5	2	3.5
0200-0300	3	3	3		5	4	4	3.6
0300-0400	1	3	1		4	3	4	2.6
0400-0500	5	1	1		1	1	2	1.8
0500-0600	18	13	8		11	5	8	10.5
0600-0700	17	5	7		6	7	4	7.6
0700-0800	20	20	38		15	24	21	23
0800-0900	62	64	81		84	65	60	69.3
0900-1000	86	81	117		92	99	107	97
1000-1100	73	113	140		136	111	120	115.5
1100-1200	113	116	135		195	123	142	137.3
1200-1300	200	187	186		170	185	182	185
1300-1400	140	156	194		165	146	141	157
1400-1500	148	150	156		160	167	160	156.8
1500-1600	161	145	147		150	155	145	150.5
1600-1700	143	137	150		115	152	158	142.5
1700-1800	152	121	128		85	122	113	120.1
1800-1900	119	101	130		79	107	101	106.2
1900-2000	81	82	79		62	71	85	76.6
2000-2100	64	76	92		41	87	85	74.2
2100-2200	52	59	51		36	48	60	51
2200-2300	21	24	29		18	50	22	27.3
2300-2400	9	11	9		13	15	12	11.5
Daily Totals	1687	1674	1890		1647	1755	1742	1,732
3.19 police looking for person in white coversals 3.19 person looking of address on Cindy Driver					3.26 directions to golf cart bridge 3.26 directions to Silver Lake C. C. 3.27 2 requests for directions to Silver Lake C. C. 3.27 2 request for directions to Aloha Way 3.27 request for directions to Heathrow Ave. 3. 28 3 requests for directions to Silver Lake C. C. 3. 28 police request for directions to Orange Blossom 3. 28 request for directions to Paradise Rec. Center			

Shay Gate Peak Traffic Hours

March 19-21 & March 26-28, 2019

RESIDENT / VISITOR GATE ATTENDANT ASSISTS DURING COUNTS

Daily Hourly Average



Current Gate Staffing on the east side of 441.



**BOONE GATE
STAFFED**

**WALES GATE
UNSTAFFED**

**SHAY GATE
STAFFED**

**JEFFREY GATE
UNSTAFFED**

Removal of gate attendant at Shay Gate and replacement with technology would result in three consecutive unstaffed gate locations on the east side of 441.



**BOONE GATE
STAFFED**

**WALES GATE
UNSTAFFED**

**SHAY GATE
(technology)
UNSTAFFED**

**JEFFREY GATE
UNSTAFFED**

Staff Recommendation

- A bathroom facility is essential at the Shay Gate Attendant for consistency, safety, and comfort of the staff.
- The installation of the electronic technology device will provide communication without the personal hospitality that the gate attendant provides and jeopardizes the current level of service.
- As a commitment to our core values and consideration of current building code requirements, Staff recommends approval to move forward with acquiring formal solicitations to construct a restroom facility at the Shay Gate.
- Staff estimates the restroom construction to cost \$135,000- \$165,000
- Staff will investigate the operation of the gate including the use of hand held signs to improve the interaction between the gate attendant and residents