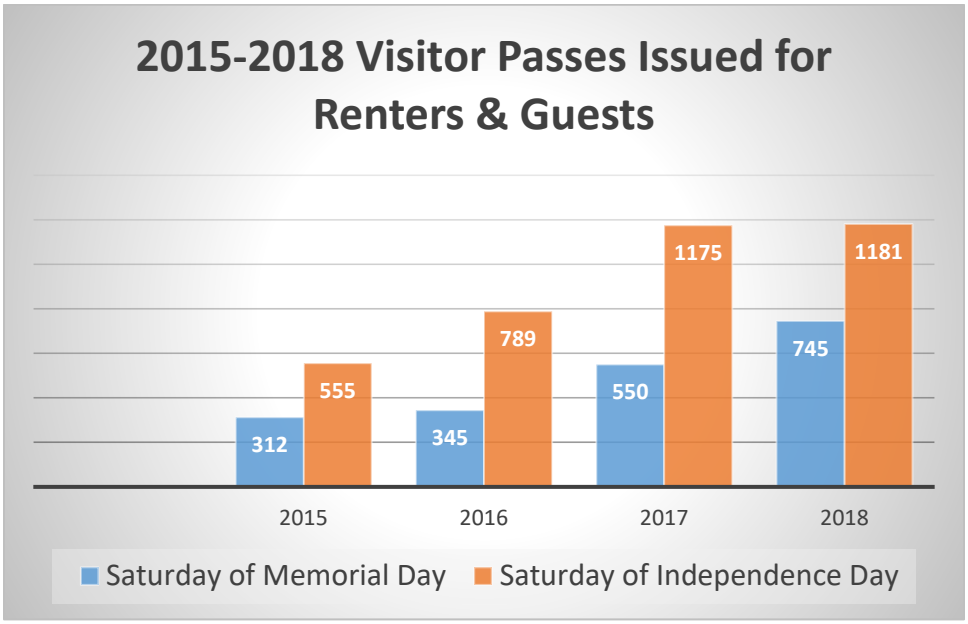
Review of Gate Access on Saturday, June 30, 2018

Many owners have contacted SIPOA to express their concern and frustration about the traffic delays at the gate during the afternoon of June 30th. The following is some information to explain how and why there were delays.

We are fortunate to live in a beautiful community that many people want to visit. We also have many owners and their family members who come to enjoy all the holiday festivities. The Saturday prior to the Independence Day holiday is **always** the highest volume day of the year. The weekend of Memorial Day and the Saturday after Independence Day are next. Last weekend we issued more visitor passes than the same Saturday in 2017, and 2017 was already a record increase of 48% over 2016.

The number of visitor passes issued on Saturdays for the two major summer holidays has increased by over 100% since 2015.



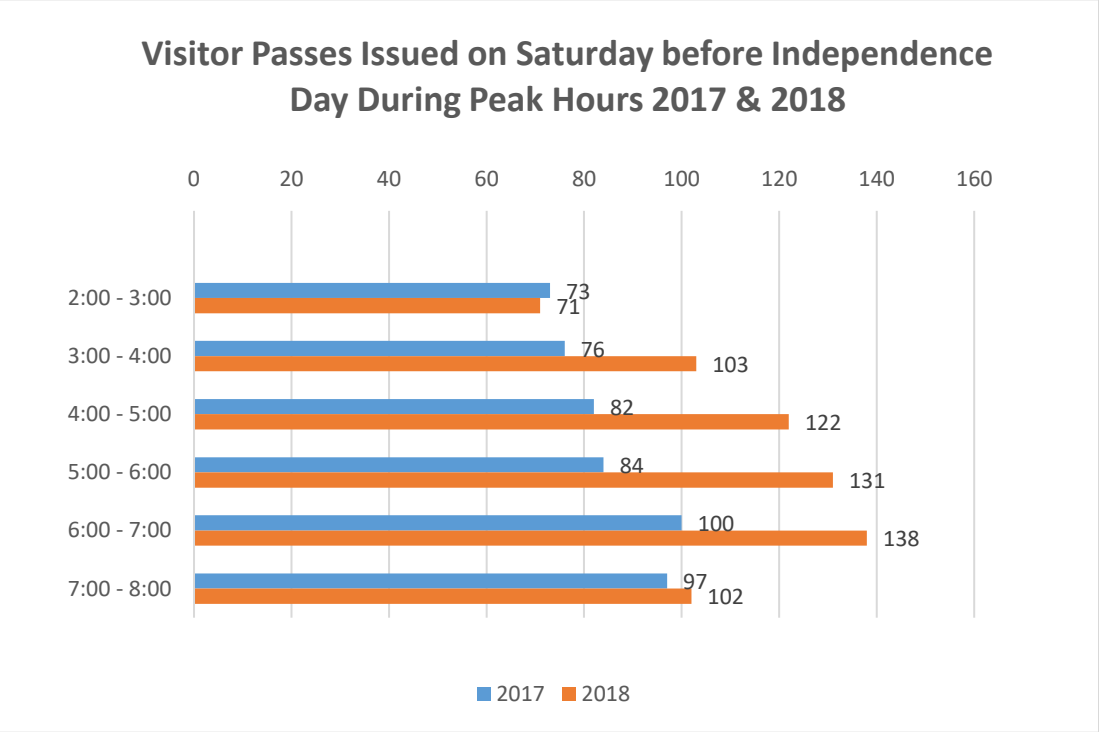
Unique considerations on a peak-season Saturday:

- Traffic Volume
- Island Access
- Use of the GateAccess System
- Human Resources

Traffic Volume:

Our Security contractor anticipates high summer volume and adds extra officers to the duty roster during the peak hours of 2:00p.m. – 8:00p.m. each weekend. During off-season months we process an average of 300-500 visitor passes on Saturday. On a typical summer Saturday we process 700-850 visitor passes. On June 30, 2018 (Saturday prior to Independence Day) the gate processed 1,181 visitor passes. 596 of those passes were issued in a 6 hour time period. That's an average of almost 2 passes per minute!

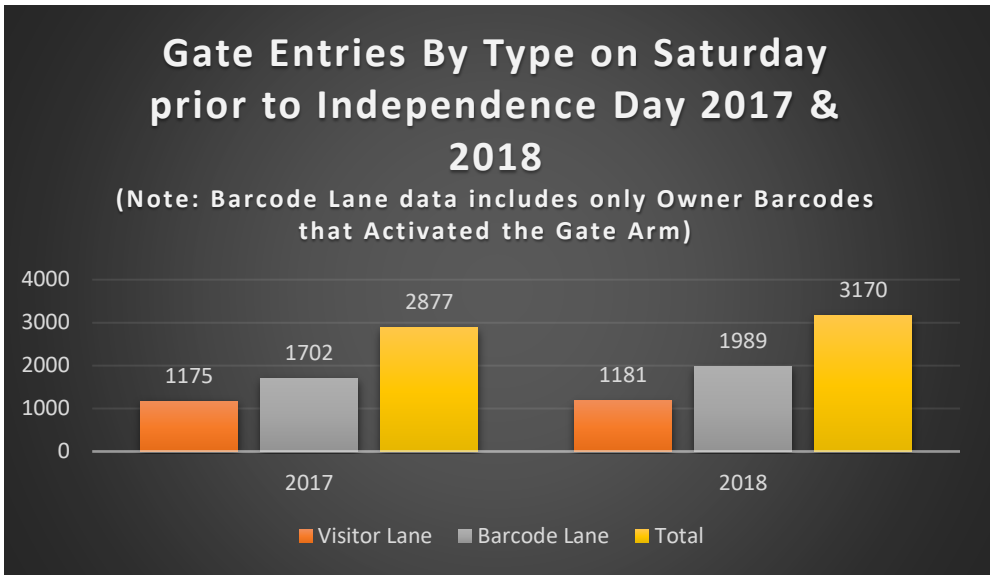
Most rental companies have a checkout time of 11:00a.m. We have a lot of activity in the outbound lanes on Saturday mornings. As many Seabrookers know, on Saturdays between 10:00a.m. and noon Bohicket Road from Plowground to Maybank, and Main from Maybank to River is a parking lot of renters exiting the islands. Many of the rental companies have check-in times in the mid-to-late afternoon. Guests arrive in anticipation of those times and similar to the morning outbound traffic, we have a heavy influx in the afternoon. If possible, please plan travel accordingly.



In addition, we have noticed an increase in the number of vehicles per rental address. Many properties are rented to groups that come from various locations who then meet at the rental property. This adds to gate traffic volume. When gate passes are entered by the rental companies they have the option to specify the maximum number of vehicles per property. If that limit is reached, no additional passes are issued.

One unusual factor in last week's arrivals was an accident on I-26 near Columbia. Many of the renters arriving from the Charlotte area told the officers that they had been stuck in traffic there for a while. That resulted in many vehicles that had been delayed by the accident arriving here in a short span of time.

Before we attribute all the traffic issues to rental and other guests, the visitor passes issued last Saturday accounted for only 37% of the entry volume for the day. Similarly, in 2017 it was 40%. The rest of the entries were vehicles with barcodes which could include both owners and the contractors that work on Saturdays such as cleaning and other service vehicles.



Island Access:
Access to Seabrook Island is via one lane and during heavy volume times, traffic backs up. The traffic line includes both guests and owners, but there isn't a safe way to pull owners out of the line to get them to the barcode lane before they reach the entrance to Landfall Way. We have been working with the Town to explore the addition of a second inbound lane from the Marina entrance to Landfall Way. Design, budget and other factors are still in the research and development stage.

We recognize that sitting in a line of traffic is one of the most frustrating experiences drivers have and we have tried various methods to reduce the length of the line and the bottleneck at Landfall Way. The officers routinely walk the line and direct vehicles with valid passes to the barcode lane where an officer is stationed to open the gate arm.

In 2016, we directed many of the vehicles without passes to the Amenity Office where we had staff stationed to issue guest passes. We then routed the vehicles through the barcode lane. That process didn't reduce the backups as much as we had anticipated. Owners contacted us to express their displeasure that guest vehicles were using the barcode lane and slowing owner entry.

In 2017 we detoured some vehicles through the SIRE parking lot for processing. Vehicles turning out of the SIRE parking lot into the barcode lane had some "near-misses" with owner vehicles approaching from the direction of Landfall Way, multiple vehicles in the lot impact SIRE access, and the parking lot isn't on SIPOA property.

We've also had suggestions about processing vehicles in the Admin Office lot. That could be an option, but would require four additional officers for traffic control and pass processing, two additional IPads, printers and scanners, plus two more software licenses. We will discuss this with the Board to determine if the extra overtime plus hardware/software costs are warranted for a few weekends each year.

Another alternative is to close the outbound lane periodically and allow only owners who are in line between Town Hall and Landfall Way to enter through that lane. Several additional officers would be

required for that lane reversal and outbound drivers would be delayed until the inbound traffic is routed to the inbound lane beyond the gatehouse.

An item of note is that at about 6:00p.m. on Saturday, CCSO told our officers that the road to the Kiawah gate was backed up to the traffic circle. We're not alone in the access or volume issues. The Post & Courier also addressed access to other beach communities in the attached article.

https://www.postandcourier.com/news/coastal-sc-s-traffic-hell-surges-with-explosive-charleston-growth/article_a32157f2-7965-11e8-b1be-97f65ee6a50e.html

Use of the GateAccess System:
The GateAccess system worked well. There were no software issues that contributed to the delays. However, we do need more owners to use the system for us to take full advantage of the features that speed guest pass processing.

In January, SIPOA mailed information on the new GateAccess.net system and mobile app to every property owner. In addition, we have promoted the new guest-voucher system in the eblast for several months so owners can use it for family and friends. Also posted are specific instructions for entering VRBO guests.

Use of the system is important in helping us process guests quickly. The rental companies are required to use the GateAccess.net system to enter guest passes for all their properties. Owners and VRBO hosts can use the system to enter passes and email or text a guest pass voucher to their guests. The guest simply prints the voucher or stores it on their phone and when they arrive, the voucher is scanned and a pass prints automatically in 10-15 seconds.

Last weekend, almost every rental company guest presented a voucher – about 50% of the visitor passes issued. Guests of owners and VRBOs made up the other 50% where the officer had to enter the address, access the pass and print it. In fact, some guests didn't have any pass in the system – they arrived with a payment receipt from VRBO thinking that was sufficient for entry. Those guests were routed behind the gate until the officers could contact the host and enter a gate pass. This takes an officer away from their assigned post to speak with the guests, call the owners and then issue the pass.

Other guests were phoned-in at the last minute by their host. This also takes an officer off-task. A phoned-in pass takes a minimum 2-3 minutes to enter and process. If the pass is entered in the database by the owner, the pass takes less than a minute. Not as fast as a voucher, but still an improvement.

The GateAccess system enables the officers to process passes when they're outside the gatehouse. This is a feature the prior system lacked. As they did last weekend, during peak traffic times the officers walk the traffic line with IPads and a portable scanner and printer. They can greet the visitor, process and issue passes and then direct the vehicle to an officer stationed near the gate arm to let them through. Last week this worked successfully until about 4:30p.m. Saturday was very hot and humid and with the air temperature and the heat radiating off the pavement the ambient temperature was well over 100 degrees. The IPads automatically shut down when they reached 95 degrees. The officers immediately switched to the backup process. They walked the line and radioed the guest's info to an assigned officer in the gate who printed the pass and had it ready when the vehicle reached the gatehouse. They still

maintained pass speed at about 2/minute. We've ordered cooling pads for the IPads that we anticipate will allow them to run longer.

Human Resources:
The fastest way for Security to be able to process visitors is to have them focused on getting vehicles through the gate rather than on other tasks. On Saturday afternoons, all their resources need to be allocated for that purpose.

For those owners that already use the GateAccess.net system, we encourage you to be a resource for other owners who have not yet used it. Every online voucher/pass in the system will help reduce visitor processing time.

As mentioned earlier, requesting passes by phone or calling the gate asking why the traffic is backed up, isn't the best use of our human resources. Again, we understand everyone's frustration. Honking, yelling and swearing at the officers is inappropriate and doesn't get vehicles through more quickly. Sadly, the officer reports and videos from the day indicate that the renters were very courteous and patient overall It was our owners that were abusive.

Our owners are the Island's greatest resource as community ambassadors. Many of the visitors in the traffic line are family members of fellow owners, or maybe owners who only come here a few times a year. Our officers try to represent our island well, and our owners' actions speak for who we are as a community. We appreciate your patience on these few weeks each year that we have extraordinary delays.

We hope this answers your questions about the recent gate delays. If you have any further questions or comments please contact SIPOA at: publiccomment@sipoa.org.

Heather Paton, AMS, CMCA, PCAM
Executive Director