

DMB-CL Staff				AAM Staff				First Service Staff				Brown Staff			
Position	FTE of Support Located at MP	FTE of Support Located Offsite	Cost	Position	FTE of Support Located at MP	FTE of Support Located Offsite	Cost Shown for Staff is Mid-point of Range Proposed	Position	FTE of Support Located at MP	FTE of Support Located Offsite	Cost	Position	FTE of Support Located at MP	FTE of Support Located Offsite	Cost
Manager Community Operations	1	0.1		General Manager	1	0		Community Manager	1			General Manager	1	0	
Coordinator Community Operations	1	0		Administrative Communications Assistant	1	0		Assistant Community Manager	1			Assistant Manager - Administration	1	0	
Manager Community Engagement	1	0.1		Lifestyles Director	1	0		Lifestyle/Engagement Manager	1			Communications/Events Coordinator	1	0	
Communications	0	0.25		Compliance/CC&R Enforcement Coordinator	1	0		Administrative Assistant	1			Compliance & Architectural Coordinator	1	0	
Facilities Director	0	0.35		Facilities Director	1	0		Maintenance Supervisor	1			Maintenance Supervisor	1	0	
Maintenance Technician	0	0		Maintenance Technician	1	0		Maintenance Technician	0			Maintenance Technician	0	0	
Corporate Support	0	0.5		Corporate Support	0	1.5		Corporate Support	0	1.3		Corporate Support	0	1.7	
Proposed Total Staffing & Cost (includes cost for Ambassadors)	3	1.3	\$ 441,579.00	Proposed Total Staffing & Cost (includes cost for Ambassadors)	6	1.5	\$ 510,958.88	Proposed Total Staffing & Cost (includes cost for Ambassadors)	5	1.3	\$ 552,708.00	Proposed Total Staffing & Cost (includes cost for Ambassadors)	5	1.7	\$ 458,800.00
Outsourced and Non-Labor Costs				Outsourced and Non-Labor Costs				Outsourced and Non-Labor Costs				Outsourced and Non-Labor Costs			
Software	Outsourced		\$ 8,597.65	Preventative Maintenance Program	Optional	Premium PMP	\$ 1,800.00	Software			\$ 6,000.00	Software			\$ -
Website/Computer Support	Outsourced		\$ 46,240.00	Website/Computer Support		E-Docs	\$ 300.00	Website/Computer Support			\$ 180.00	Website/Computer Support			\$ 800.00
Monthly Statements	Outsourced		\$ 16,504.80	Monthly Statements		Outsourced	\$ 18,564.00	Monthly Statements	Outsourced		\$ 21,840.00	Monthly Statements	Outsourced		\$ 6,552.00
Design Review	Outsourced		\$ 21,000.00	Design Review		AAM	\$ -	Design Review		First Service	\$ -	Design Review	Brown		\$ -
Pool Service	Outsourced		\$ 49,930.00	Pool Service		AAM	\$ -	Pool Service		First Service	\$ -	Pool Service	Outsourced		\$ 49,930.00
Various Maintenance Support	Outsourced		\$ 95,410.00	Various Maintenance Support		AAM/Outsourced	\$ 36,335.00	Various Maintenance Support		Outsourced	\$ 95,410.00	Various Maintenance Support	Outsourced		\$ 95,410.00
Legal Enforcement Collection Costs	Outsourced		\$ 20,562.00	Legal Enforcement. Collection		Outsourced	\$ 20,562.00	Legal Enforcement. Collection		First Service	\$ -	Legal Enforcement. Collection	Outsourced		\$ 20,562.00
Mileage			\$ -	Mileage			\$ 1,666.67	Mileage			\$ -	Mileage			\$ -
Desk/Cell Phones	Outsourced		\$ 14,760.00	Desk/Cell Phones		Outsourced	\$ 15,720.00	Desk/Cell Phones		Outsourced	\$ 15,360.00	Desk/Cell Phones	Outsourced		\$ 12,600.00
Total Outsourced & N/L Support			\$ 273,004.45	Total Outsourced & N/L Support			\$ 94,947.67	Total Outsourced & N/L Support			\$ 138,790.00	Total Outsourced & N/L Support			\$ 185,854.00
Grand Total Cost for Staff, Outsourced & N/L Support			\$ 714,583.45	Grand Total Cost for Staff, Outsourced & N/L Support			\$ 605,906.55	Grand Total Cost for Staff, Outsourced & N/L Support			\$ 691,498.00	Grand Total Cost for Staff, Outsourced & N/L Support			\$ 644,654.00

Cost/FTE of labor support (includes all labor/mgmt. fees)	\$ 102,692.79	Cost/FTE of labor support (includes all labor/mgmt. fees)	\$ 68,127.85	Cost/FTE of labor support (includes all labor/mgmt. fees)	\$ 87,731.43	Cost/FTE of labor support (includes all labor/mgmt. fees)	\$ 68,477.61
Cost/FTE of total support (includes all costs)	\$ 166,182.20	Cost/FTE of total support (includes all costs)	\$ 80,787.54	Cost/FTE of total support (includes all costs)	\$ 109,761.59	Cost/FTE of total support (includes all costs)	\$ 96,217.01

% of Labor Capability Provided (7.5 FTE = 100%)	57%	% of Labor Capability Provided (7.5 FTE = 100%)	100%	% of Labor Capability Provided (7.5 FTE = 100%)	84%	% of Labor Capability Provided (7.5 FTE = 100%)	89%
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# of Units Under Management	(not under DMB controlled HOA Board) 2,100	# of Units Under Management	205,174	# of Units Under Management	89,360	# of Units Under Management	40,000
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BBB Rating	Not Rated	Not Rated	BBB Rating	25 Reviews 1.5 stars	A+	BBB Rating	9 Reviews 1.0 Stars	A+	BBB Rating	9 Reviews 2 Stars	A+
Yelp Ratings	Not Rated	Not Rated	Yelp Ratings	5 Reviews	2.5 Stars	Yelp Ratings	59 Reviews	2.0 stars	Yelp Ratings	61 Reviews	3.0 Stars
Glassdoor Ratings	Not Rated	Not Rated	Glassdoor Ratings	23 Reviews	3.5 Stars	Glassdoor Ratings	587 Reviews	3.1 Stars	Glassdoor Ratings	2 Reviews	4.6 Stars

References from HOA Boards not controlled by DMB	(1) 5 Stars	(0) 4 Stars	(1) 3 Stars	References from HOA Boards not controlled by DMB	(3) 5 Stars	(1) 4 Stars	References from HOA Boards not controlled by DMB	(3) 5 Stars	(2) 4 Stars	References from HOA Boards not controlled by DMB	(2) 5 Stars	(1) 4.8 & (1) 4 Stars
If Include references from DMB Controlled HOA Boards	(2.5) 5 Stars	(1.5) 4 Stars	(1) 3 Stars									

Personnel Certifications	Personnel Certifications	Personnel Certifications	Personnel Certifications
<p>Rebecca Zieber, Assistant Manager, Community Operations: BSC, LLB, and Associate of Social Responsibility; Certified in Mediation and Facilitation</p> <p>Rachele Stock, Coordinator, Community Operations: 14 years with Maricopa County Courts; Certified Mediator; Licensed Real Estate Agent</p> <p>Rhiannon Miett, Manager, Community Engagement: BAS Recreation Management with options of Resort and Lodging Management, Tourism, and Event Management</p> <p>Offsite Support: (10%) Tabatha Long, Vice President, Community Operations: PCAM, CMCA, AMS, MBA (10%) Kathryn Prusinski, Director, Community Engagement: BA Communications, Minor in Contemporary Social Issues. Certified Behavioral Specialist & Master Facilitator (25%) Jesse St Clair, Manager, Community Assets: Certified Pool Operator (10%) Scott Rowan, Director, Community Asset Management: ISA Certified Arborist, Municipal SPC, TRAQ, WE-1515 AM (25%) Kate Ellingson, Director Communications (10%) Darrell Mead, Director of Accounting: CPA (40%) Accounting Support</p>	<p>All of our Arizona based Community Managers have obtained or are working towards obtaining their Certified Arizona Association Manager (CAAM) certification through the Arizona Association of Community Managers (AACM). You can expect that your On-Site General Manager will have a CAAM designation but may also have a designation such as the CMCA, AMS or PCAM from CAI (Community Associations Institute).</p> <p>Although we do not require staff members to acquire landscaping certifications, we do currently have several employees on staff that have obtained their Sustainable Landscape Management (SLM) certification through the Arizona Landscape Contractors Association, which can be a valuable resource to Marley Park. Our SLM certified employees help encourage our communities to follow specific trim cycles and utilize low-to-no water use plants when designing and modifying their landscape. The goal of this program is to reduce water consumption and allow the plants selected by the landscape architects to grow more naturally.</p> <p>AAM IT Staff Degrees: • Univ. of Southern California - Bachelor of Science/Business with emphasis on IT and Operations • Georgetown University - Bachelor of Science/Business with emphasis on IT and Operations • Arizona State University - Master of Business/Information Management</p> <p>AAM IT Staff Certifications: One or more of the members of the AAM IT staff has at one time held the following designations: • PPMP – Project Management Professional • MBA – Masters of Business Administration from ASU • MCITP – Microsoft Certified Technical Specialist • Comp TIA A+ – Computing Technology Industry Association • MCP – Microsoft Certified Professional • MCSE – Microsoft Certified System Engineer • CCA – Cisco Certified Administrator • Cisco SMB Specialization for Engineers • CCNA – Cisco Certified Network Associate • SAP of America Certified</p> <p>Off-Site Facilities Support Certifications and Licensing: • Pool Certification • SLM Certification • AAM subsidiary - Associated Contracting Resources (ACR) - Arizona General Contractor License</p>	<p>Community Manager: Certified Manager of Community Associations (CMCA) minimum and Association Management Specialist (AMS) through the Community Association Institute (CAI) Sustainable Landscape Management Certification (SLM) through the Arizona Landscape Contractors Association (ALCA)</p> <p>Assistant Community Manager: minimum of CMCA and SLM shown above</p> <p>Maintenance Supervisor: Certified Pool Technician</p> <p>Offsite Support: We have a huge team of people in our Peoria and Scottsdale offices not to mention our office in Irvine. We have associates with Master Degrees and CPA's; Iraq and Desert Storm War Veterans; Cisco Engineers and Software Developers which we require 4 year degrees and Cisco Certifications for all the way down to Associates degrees and GED's. Our longest tenured associate has been with us for 37 years and our Human Resources Team makes sure we have the right people to do the right jobs at the right time, on time, each and every day. Marley Park will benefit from everyone we have on staff</p>	<p>General Manager: CAAM & CMCA certified. Candidates with additional certifications, such as AMS, PCAM and LSM, will be considered as preferred candidates</p> <p>Assistant Community Manager: CAAM certified. Candidates with additional certifications, such as AMS, PCAM and LSM, will be considered as preferred candidates</p> <p>Communications/Events Coordinator: CAASP certified</p> <p>Compliance & Architectural Coordinator: CAASP certified</p> <p>Maintenance Supervisor: ALCP certified Facilities Maintenance certified through Electric League of Arizona Facilities Maintenance certified through Electric League of Arizona</p> <p>Brown Community Management's Division includes a Senior Vice President at Brown Community Management who has a B.S. degree from Arizona State University, and has more than 10 years in the industry. The Engineering, Field Services and Service & Support staff have degrees in Information Technology or other related fields and/or Microsoft certifications or Comp TIA certifications. CompTIA is the preferred qualifying credential for technical support and IT operational roles. It is about much more than PC repair. Our IT support team is also a member with specific equipment certifications for Sophos and Cisco. Support staff is better prepared to troubleshoot and problem solve. Technicians understand a wide variety of issues ranging from networking and operating systems to mobile devices and security. A+ supports the ability to connect users to the data they need to do their jobs regardless of the devices being used.</p>

Industry Awards Last 3 years	None	Industry Awards Last 3 years	<p>2019:</p> <ul style="list-style-type: none"> Ranking Arizona #4 Homeowners Association Management Amanda Shaw, President – AZ Business Leaders Best Place to Work Book of Lists Awards Listed in December AACM G.E.M. Awards held in September <p>2018:</p> <ul style="list-style-type: none"> Ranking Arizona #6 Homeowners Association Management Book of Lists #1 HOA Management Firm Best Place to Work #18 G.E.M. Awards 15th Anniversary – Recognition 50 Managers CAAM Certified 10+ Years / 11 G.E.M. Recipients AACM Founding Member Recognition AACM Committee Recognition, Amanda Shaw Board Treasurer <p>2017:</p> <ul style="list-style-type: none"> Ranking Arizona #8 Homeowners Association Management Book of Lists #1 HOA Management Firm Best Place to Work #17 AACM Rising G.E.M. Award, Community Manager, Kim Gonzalez (Community Managers Rahul Bhatt, Jennifer Thomasson & Dave Wisnosky Manager of the Year Finalists) AACM Instructor of the Year, Regional VP, Pam Hilliard AACM Committee Recognition, Amanda Shaw Board Treasurer 	Industry Awards Last 3 years	13 years consecutive Ranking Arizona #1 Management Company in Arizona	Industry Awards Last 3 years	<p>Multiple ALCA (Arizona Landscape Contractors Association)</p> <p>Top Companies to work for in AZ by AZ <i>Central</i>, Top of the Phoenix Lists: HOA Management Firms by Phoenix Business Journal, The Best of Arizona Business: HOA Management by Ranking Arizona, G.E.M. Awards by AACM (Arizona Association of Community Managers), Multiple "Manager of the Year" and "Rising GEM" awards (GEM stands for Guided Excellence in Management.)</p>
Formal/Recurring Training to Board & Committees	None	Formal/Recurring Training to Board & Committees	<p>Once AAM understands the specific needs of Marley Park, AAM will tailor a variety of on-site trainings to ensure the Board has the knowledge and tools to effectively lead and make informed decisions. For example, a member of the AAM Finance team can conduct a training to help the Board understand their financials or a member of the IT team can conduct a demo of AAM's technological offerings. We offer training on conducting effective Board meetings and how to be an effective Board member. We also provide training on Reserve Funding and can coordinate training on insurance, Fair Housing and Legislative Updates for the Board on-site. This is at no additional cost to the Association.</p> <p>In addition, AAM has provided leadership and legislative training to thousands of Board members, and continues to offer multiple training, often quarterly, opportunities throughout the year to help develop the skills and knowledge necessary to effectively lead and make informed decisions. Previous training topics have included, law updates, budget training, importance of reserve studies, association insurance and landscaping tips. These trainings are hosted at our corporate office, typically on Saturdays, and are complimentary to all Board members. At no additional cost and separate from Board specific training, AAM will provide training and committee charters for all designated committees and attend committee meetings when requested by the Board. For example, training for committees could include any legislative changes that may affect that particular committee to ensure compliance with state statutes. Additionally, AAM will review and explain committee charters with each committee member to ensure that each member understands how to adhere to the scope and responsibility as outlined in the charter and will also review a recommended committee code of conduct to ensure a commitment to confidentiality.</p> <p>On an annual basis, AAM will provide Board Orientation training to newly elected Board members. This training will include all the basic functions and responsibilities of being a Board member. Same will apply to newly appointed committee members. Additionally, as mentioned above, AAM hosts quarterly Board training and an Annual legislative update, which is open to all Board members. At the Board's request, AAM will also provide onsite training for the Marley Park Board at the Board's convenience.</p>	Formal/Recurring Training to Board & Committees	<p>0-30 days- Expectations Meeting w/ all sited staff, Jennifer Clifford, our VP, Board and other non-sited associates</p> <p>0-30 days- IT Training for our systems, website, payables software</p> <p>0-60 days: Board Training 101 (reading our financials, roles and responsibilities, AZ Law 101)</p> <p>Quarterly Training in various topics like (some topics change annually): Compiling a Budget, Legislative Updates, Community Governance, VRBO/AirBNB Issues.</p> <p>FirstService Exposition and Conference- November 8, 2019 at Talking Stick Resort, Scottsdale. A no charge event for all board members and some committee members each year in November with 100 local vendors and 2 educational sessions put on by local attorney's.</p> <p>Other Opportunities:</p> <ul style="list-style-type: none"> Budgeting and Reserve Planning Legislative Updates Online Voting Staffing and Asset Management Policies and Compliance Board Roundtable Events to discuss issues plaguing similar communities <p>Owner/Volunteer based topics such as: Are You the Right Fit for A Committee? Aspiring Board Member 101 Committee Charters and Formation.</p> <p>Additional Education Opportunities: In-house subject matter experts are available from around the country to help educate our clients on all topics relating to our industry Library of over 400 articles on all subjects Board Advantage- board education portals on our site for individual online training</p> <p>How Often: Board is minimum of quarterly and committees are several times per year</p>	Formal/Recurring Training to Board & Committees	<p>Formal and comprehensive board training will be provided in conjunction with well-respected, HOA attorneys. Board trainings will include emphases in financial management, community governance, how to run a board meeting, proper vendor selection processes, etc. The training will be conducted at Marley Park, to allow all board members to conveniently attend</p> <p>Formal training will be provided for incoming board and committee members. Brown Community Management will also provide quarterly trainings, or more frequently as needed, to educate regarding new legislation and case law affecting the HOA industry</p>
Custom Web Reporting Access for HOA Board Members	No	Custom Web Reporting Access for HOA Board Members	Yes	Custom Web Reporting Access for HOA Board Members	Yes	Custom Web Reporting Access for HOA Board Members	Yes
IT/Computer Supported By Staff or Outsourced	Both	IT/Computer Supported By Staff or Outsourced	Staff	IT/Computer Supported By Staff or Outsourced	Staff	IT/Computer Supported By Staff or Outsourced	Both