

20439 Mack Avenue: Proposed Golf Simulator

Applicant (Tyler Walker) Response to City Questions

September 2, 2026

1. How are non-playing guests prevented from entering?

Access to the facility will be limited to registered customers who have an active reservation or authorized access. The facility will utilize an electronic access-control system, with the system and door-security components being designed and/or installed with FlyLock Security Solutions.

Rather than providing unrestricted access to the general public, access credentials can be assigned to individual customers and controlled through the access-management system. Customers will be informed that access is limited to the individuals authorized under their reservation. The customers will receive 2 codes. The first code is good for up to 10 minutes after their scheduled tee time to get them in the main door. The second code is for the simulator and will also be good for up to 10 minutes after their scheduled tee time.

Interior and exterior security cameras will also provide an additional layer of accountability. Unauthorized entry or activity can be reviewed through the security system. Also, as part of the customer agreement, the customers membership/access can be cancelled if they are caught allowing others into the building.

2. What about customers allowing strangers in behind them?

Customers will be expressly prohibited from allowing unauthorized individuals to enter the facility behind them. This policy will be included in the customer agreement and posted within the facility.

The electronic access-control system provided through FlyLock will allow us to better control and monitor access rather than relying solely on a traditional key or an unsecured shared entry code. FlyLock has specific technology. Security cameras and entrance to flag when there has been a "tailgating" incident I will also provide visibility of the entrance and activity occurring around the building.

If a customer violates the access policy, their access privileges can be suspended or terminated.

3. When and how often are the cameras being reviewed? Who is reviewing them?

The facility will have 24/7 video monitoring through Avigilon, with cloud-based storage retaining video for two weeks. The system will be motion-activated, including the exterior cameras, so monitoring will begin when motion is detected.

For non-emergency issues such as lockouts, piggyback access, or other access-related concerns, notifications will come directly to ownership. We want to minimize any unnecessary

burden on City services and will take responsibility for addressing these issues. I will also be able to manage and update the access system remotely through the app or computer.

For emergency situations, including physical altercations or situations requiring emergency medical assistance, emergency services will be contacted first, followed by notification to me so that I can monitor and assist with the situation remotely.

4. Someone getting locked inside after hours — is this possible?

The facility will be designed so that customers can safely exit the building at any time without requiring an employee to be physically present.

The access-control and door hardware will be designed with life-safety and emergency-egress requirements in mind. FlyLock Security Solutions provides commercial access control, door hardware, emergency lockout services, and security systems, and the final installation will be coordinated to comply with applicable building and life-safety requirements. Customers will have a designated means of contacting the business for assistance.

5. What are your procedures for handling an unexpected lockout or access-control malfunction. When will this happen? Will this be in place on day one?

Yes. The procedures for handling lockouts and access-control issues will be in place from day one. Any issues with access controls or lockouts will be the responsibility of ownership.

The access-control system can be managed remotely, allowing me to make changes or troubleshoot access issues from anywhere. The system will also utilize a hard-wired internet connection, which should help minimize potential connectivity and access issues.

6. Will the owner respond and not use Public Safety for after-hours issues?

Yes. The business will establish an after-hours contact procedure so that routine business-related issues are directed to the owner/operator or designated business contact rather than automatically contacting Public Safety.

Examples would include access issues, equipment problems, reservation questions, or other non-emergency matters.

Public Safety would, of course, be contacted when there is an actual emergency involving an immediate threat to a person's safety, fire, medical emergency, criminal activity, or another situation requiring emergency assistance. We do not expect Public Safety to serve as the after-hours customer-service or facility-management provider.

7. Who will monitor the interior for alcohol and drug use, and who determines if someone is too intoxicated to use the equipment?

The facility will have a strict policy prohibiting illegal drug use and inappropriate or unsafe behavior. Customers will be required to agree to the facility's rules and terms of use.

Because this is a golf simulator facility, safe operation of the equipment is important. If an individual appears to be impaired to the point that they cannot safely use the simulator or is behaving in a manner that creates a safety concern, the business reserves the right to stop their use of the facility and require them to leave.

The facility will be under 24/7 video monitoring, and any notifications or concerns regarding customer behavior will be directed to ownership.

There will be no alcohol or drugs permitted inside the facility. We understand, however, that an individual could potentially arrive at the facility already impaired. In a non-emergency situation, ownership will address the issue directly and require the individual to stop using the facility and leave if necessary.

For more serious situations, such as a physical altercation, property damage, or an individual attempting to drive while impaired, emergency services or law enforcement will be contacted as appropriate. Our goal is to address issues promptly while also avoiding unnecessary involvement of City services when ownership can safely resolve the situation.

Security cameras will provide monitoring of the facility when employees are not present. The cameras are intended to provide accountability and allow the owner/operator to review incidents or concerning activity.

The business will not attempt to make medical determinations regarding intoxication. The standard will be whether a person's behavior creates a safety concern or violates the facility's rules. In an actual medical or safety emergency, Public Safety or emergency medical services will be contacted.

8. Will the building be able to prevent interior noise, including club impacts, music, talking, or arguing?

The business recognizes that noise is an important concern, particularly because of the nearby residential properties.

Golf simulators use naturally creates some level of impact noise from golf clubs and golf balls, but the facility will utilize appropriate construction and operational measures to minimize sound transmission to neighboring properties. This will include insulation, acoustic treatment, appropriate wall/ceiling assemblies, and sound-absorbing materials where appropriate.

The facility will also have rules regarding excessive music, yelling, arguing, and other disruptive behavior

Security cameras and remote monitoring will provide the owner/operator with the ability to identify complaints or disruptive behavior and address violations with the responsible customer. Customers who repeatedly create excessive noise can have their access privileges revoked.

We also support limiting unnecessary activity around the exterior of the building during late-night hours by turning off access to the rear-door and requiring Mack Avenue access only.

9. Will rules regarding excessive music, yelling, arguing, and other disruptive behavior be in place on day one? Will there be signage? Do the cameras have audio?

Yes. These rules will be in place from day one and will be clearly outlined in the customer/user agreement. Customers will be expected to maintain reasonable noise levels and behave respectfully toward other customers and the surrounding neighborhood. Continued violations could result in a customer's membership or access privileges being revoked.

We will also have signage inside the facility and at the exterior entrances reminding customers to be considerate of the surrounding neighbors. We understand the importance of minimizing noise and disruption, particularly given the facility's proximity to residential areas.

The video monitoring system will also include audio. Because the system is motion-activated, activity at both the Mack Avenue entrance and rear entrance will trigger monitoring, allowing us to review both video and audio if an issue occurs.

10. Who will monitor cars arriving and leaving after hours, including vehicle doors, trunks, and people talking behind the business?

Exterior security cameras will monitor the building entrances and surrounding areas. This will provide the owner/operator with the ability to review vehicle activity and customer activity around the facility.

We understand the concern that late-night noise can come not only from the golf simulator itself, but also from vehicle doors, trunks, conversations, and people congregating outside.

For that reason, customers will be instructed to enter and leave through the designated front entrance (Mack entrance) and to avoid congregating or conducting unnecessary activity at the rear of the building.

*We are also willing to implement a policy that **all customer foot and vehicle traffic be directed to the front of the building after 10:00 p.m.** This will help keep late-night activity away from the neighboring residential area and directly address the concern raised by the City.*

11. How will Public Safety have access in the event of a medical emergency?

The facility will maintain a clear emergency-access plan. Emergency responders will be able to access the building through the designated entrance, and the access-control system will be coordinated with applicable fire and life-safety requirements.

In the case of an emergency, there is also an option to give the department of public safety an access code to keep on file so that they may have access anytime in case of an emergency. They have had locations in other cities that this has worked extremely well in.

In the event of a medical emergency, fire, or other situation requiring immediate assistance, the appropriate emergency services will be contacted immediately. The business will not expect the owner or an employee to substitute for police, fire, or emergency medical personnel.

Additional Commitment Regarding Late-Night Operations

We understand the City's concern regarding the effect of a 24-hour business on surrounding residents. Our intention is not to create a high-traffic or disruptive late-night environment.

We are willing to establish operating policies specifically addressing late-night activity, including:

- *Directing all customer vehicle and pedestrian traffic to the front of the building after 10:00 p.m.;*
- *Prohibiting customers from congregating outside the building;*
- *Prohibiting excessive exterior noise, yelling, arguing, or disruptive behavior;*
- *Using electronic access control and security monitoring;*
- *Using security cameras to monitor entrances and exterior activity;*
- *Establishing an after-hours business contact for non-emergency issues;*
- *Suspending or terminating customer access for violations of the facility's rules; and*
- *Contacting Public Safety when an actual emergency requires their assistance.*

Again, thank you to the City Safety Department for taking the time to review the proposed operation and for raising these questions. We appreciate the opportunity to provide additional details on our procedures and are happy to address any additional questions or concerns.