



**Community
Development District**

August 4, 2022

**Workshop Meeting
Agenda**



OFFICE OF THE DISTRICT MANAGER
250 International Parkway, Suite 208 • Lake Mary, Florida 32746
Phone: (321) 263-0132 • Toll-free: (877) 276-0889

July 28, 2022

ATTENDEES:

Meetings/Workshops are now held in person.

Residents may view via Zoom using the information below:

Link:

<https://vestapropertyservices.zoom.us/j/7055714830?pwd=dUFTN091cjVHZzluYUN0blEwUUUydz09>

Meeting ID: 7055714830

District Website: <https://www.grandhavencdd.org/>

Board of Supervisors
Grand Haven Community Development District

Dear Board Members:

The Board of Supervisors of the Grand Haven Community Development District will hold a Workshop Meeting on Thursday, August 4, 2022, at 9:00 a.m., in the Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137.

I. Call to Order/ Roll Call

II. Pledge of Allegiance

III. Presentations

A. Solitude – Pond Water Quality & Related Matters

IV. Discussion Items

A. Security – Gate Access, Process Efficiency, & Access Issues

1. Public Comments – 10AM-10:30AM – *longer if needed*

2. Visitor/Vendor Vehicle Gate Operations

[Exhibit 1](#)

3. Previously Submitted Resident Comments

[Exhibit 2](#)

4. Wild Oaks Resident Survey

[Exhibit 3](#)

5. Supervisor Comments

[Exhibit 4](#)



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V. Next Meeting Quorum Check: August 18, 3:00 PM – FY23
Budget PH at 5:00 PM

John Polizzi	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Dr. Merrill Stass-Isern	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Kevin Foley	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Michael Flanagan	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO
Chip Howden	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO

VI. Action Items Review

VII. Adjournment

Should you have any questions regarding the agenda, please email me at dmcinnes@dpgmc.com.

Sincerely,

David McInnes

David McInnes

District

Manager

EXHIBIT 1

VISITOR / VENDOR – VEHICLE GATE OPERATIONS

GENERAL

Current Gate Staffing. Normal operations – 1 Guard 24/7/365. Additional Guard 8:30 AM-1:30PM 5 days (business) a week. Second Guard handles all call box and incoming phone calls.

The Crossings has 133 properties and one PLM vendor. Wild Oaks has 182 properties (approx. 160 occupied) and multiple lawn maintenance vendors. Construction is ongoing in Wild Oaks.

Entry of all vehicles at all gates is capture by camera and maintained on a time stamped backup electronic record for one month.

CALL BOX BACKGROUND

All data transmission between gates and controlling server have been converted to wireless. All underground electrical for gate movement has been replaced.

Boxes at North and South Gates, Wild Oaks, Crossings may be used to reach guard at the main gate or a residence. If a residence is called a land line must be used to admit the vehicle.

Guards have visual view of driver and vehicle at North and South gates, the Crossings and Wild Oaks and admit certain vendors like UPS, FedEx, USPS, Amazon, newspapers without a pass.

With the GateHouse Solutions upgrade in July, Guards have a tablet and input information into the system and can initiate printed passes. Prior to the upgrade, passes were not vehicle specific and were written the night before use. After current training on the new system is complete, handwritten logs and passes will no longer be used. The new system can generate complete statistical reports on all the gate operations.

Following is a limited general summary of visitor and vendor procedures.

Gate operations at the main gate.

VENDORS AND VISITOR WITH VALID PASSES

Guard opens gate and no log entry is made.

VISTORS (without a valid pass)

Historically, guard would check the handwritten log to see if access has been requested, give the visitor the pass and open the gate. If there is no request on record in the handwritten log, the guard called the residence to approve the request for entry, logs the information manually, gives the visitor a pass and then opens the gate.

With the GateHouse Solutions upgrade, the guard checks the system to see if a gate pass has been requested and will print the pass and open the gate. If there is no request in the system,

the guard calls the residence to approve the request for entry, enters the information in the system, prints the pass and opens the gate.

VENDORS (without a valid pass)

Historically, the guard would check the handwritten log to see if access has been requested, give the vendor a pass and open the gate. If there is no request in the log, the guard would phone residence for approval, manually log each vehicle, and give the vendor a pass and open the gate.

With the GateHouse Solutions upgrade, guard calls the residence for approval, enter vendor information in the tablet, then prints a pass in the guardhouse to give to the vendor before opening the gate.

Gate operations at Crossings and Wild Oaks. Visitor /vendors, not using the call box to contact a residence, call the main gate on the call box:

VISITORS (who have not used call box directly to residence)

Historically, guard at main gate would check the handwritten log to see if access had been requested and open the gate. If there is no request on record in the log, the guard calls the residence to approve the request for entry, logged the information manually and then opened the gate.

With the GateHouse Solutions upgrade, the guard checks the system to see if access has been requested and opens the gate. If there is no request in the system, the guard calls the residence to approve the request for entry, enters the information in the system and then opens the gate.

VENDORS (who have not used call box directly to residence)

Historically, guard at main gate would check the handwritten log to see if access has been requested and open the gate. If there is no request in the log, the guard called the resident for approval, logged each vendor manually and opened the gate.

With the GateHouse Solutions upgrade, the guard at main gate checks the system to see if access has been requested and opens the gate. If there is no request in the system, the guard calls the resident for approval, enters vendor information into the system and opens the gate.

Gate operations at North and South gates. Visitor /vendors, not using the call box to contact a residence, call the main gate on the call box. The main gate guard instructs them to come to the main gate for entry.

EXHIBIT 2

Hi Mac:

Thank you for taking the time to meet with us Friday April 1st. As we discussed I wanted to provide you with a written summary of the topics we reviewed. The intent is purely constructive. We love Grand Haven and believe it is the best community to live anywhere in the surrounding area. Access to Grand Haven amenities, activities and events are a key attraction and reason why we decided to live here. With that, many others outside of our community gain access to our community and enjoy our amenities without sharing the responsibility to support it financially.

Here is a summary of observations, concerns, examples and recommendations that I would like to socialize with you and the Grand Haven board to help improve our community.

The Current Situation:

- Grand Haven amenity activities, events and café' volume has increased tremendously. That's great!
- The increased volume has led to access and use by non-residents limiting or preventing access by residents. (non-residents not staying overnight)
- Ineffective security and security policy gives easy access into Grand Haven by non-residents.
- Overall costs to support and maintain our amenities continues to increase.
- Roads in Grand Haven may be public, but the resident supported amenities are not public.

Observations/Concerns:

- Grand Haven amenity activities, events and café' volume has increased tremendously. At a high level, that's great!
 - That's why we chose to live in Grand Haven and pay the fees we do.
 - The result will be increased value and desirability for people to live in Grand Haven.
 - Some of the many events include the following: all amenity daily activities, pool, gym, tennis, bocce, café', etc., Trivia night at the café, Bingo, book sales, New Year Eve, Valentine's Day, St. Patrick's day.
- The increased volume has led to access and use of Grand Haven amenities by non-residents limiting or preventing access by residents.
 - Resident proactive outreach, promotion and invitation for Grand Haven activities, events and facility use.
 - Amenity proactive outreach, promotion and invitation for Grand Haven activities, events and facility use. Email blasts from the amenities office.
 - Ineffective security controls.
- Ineffective security policy and controls gives easy access into Grand Haven by non-residents.
 - A resident without a security card must show photo ID to gain access into the community. That's okay. Shouldn't everyone?
 - Anyone "going to the café'" is given immediate access to our community and no credentials are needed. More concerning is the fact that a license plate is not being recorded.
 - Unmonitored outside access to our community presents a significant security risk. There have been a number of recent examples including a recent drug bust in our community along with home and vehicle break-ins.
 - Residents should be called if a contractor comes to the gate. That's not happening.
 - Overall costs to support and maintain our amenities continue to increase.

Recommendations:

- **Implement tighter security policy and controls – this starts at the main gate**
 - Anyone and everyone entering Grand Haven through the guard gate should have to provide adequate identification to access our community regardless of the reason or purpose.
 - Photo ID, recording of license plate, etc.
- **There should be no non-resident access to any of the amenities unless a visitor pass is attained in the office.**
 - All overnight visitors are required to register / sign in at the office and get a visitor pass.
 - Non-resident daily visitors / guests should have to check-in and gain a daily pass at the rate of \$10/per person/day. (inclusive of café')
 - We should stop the proactive outside solicitation of the Grand Haven amenities.

Best Regards,
Rudy Lerro and Paul Bordonaro

Resident Comments (as provided by a Supervisor):

- “The turtle in front of Grand Haven Village Center is advertised on the “Turtle Trail” map. So all you have to do to get into Grand Haven is say you are going to see the turtle. Residents were not given a say in whether they wanted the turtle and definitely were not told it would be advertised on a map and open up the community to anyone who wanted to “see” the turtle.”
- “I have also witnessed bicycles and motorcycles entering the south and north entrances by just going around the gates. Maybe there could some way to make those entrances more secure...”
- “I have concerns about telephone # call from the gate to our homes that is not the # that shows CDD Grand Haven but on our caller ID shows some wireless #.”

EXHIBIT 3

Wild Oaks Guardhouse Survey w/Security Feedback March 2022

Final Survey Results:

Responses 107/150 71% Estimated Active Residents

Guardhouse Question:

Yes 66/107 62% Favored Staffed Guardhouse

No 41/107 38% Don't Support at this time

Support Increase Assessment:

Yes 43/107 40% Willing to fund by Wild Oaks

No 64/107 60% Includes those responding "No"

Comments Analysis – 88 Individuals and Couples submitted comments.

Categories Unscientifically Built for Security Improvements from comments:

Implement Double Gates or new Gate Technology 11 Responses;

Better Grand have Guard Coverage 8 Responses;

General Security Improvements for Access and Identification 15 Responses;

Improved Access System thru cellular, interactive, etc. 26 Responses;

Extrapolations done by CDD Supervisor.

EXHIBIT 4

I. Gates

- Prevent exiting vehicle from opening entrance gates
- Install closing arms behind swing gates
- Relocate main vendor entrance
- Cell phone/mobile device use for gates
- Options to increase challenge to enter all gates where a guard is not present
- Change of gate access device codes to eliminate access by old devices.
Remember you can get many cars to capture the codes in on board systems
- Add access control gates on walking/biking paths to eliminate this open access weakness
- Piggybacking at Gates by non residents
- Mobile access to Gate control to allow for guest/workers to enter
- Limited public access

II. Guards

- Evaluate processes to improve guard efficiency
- Reevaluate staffing levels to allow more guard interaction
- Build community awareness of when to call the Sherriff not the gate guards
- Weak or inconsistent Access control at Gates
- Guard resource issues at peak weekday times
- Roving Guard for Off-hours patrols

III. Other Security

- Examine Vendor pass process
- Determine if there are better alternatives to current call boxes
- Work with county/city to keep a vegetative barrier around GH to deter intrusion into GH
- Add emergency call boxes at strategic locations inside GH
- Send out yearly reminders on visitor access, vendor access
- Changing Vendor Access from 5 Day rule to something more restrictive if not needed
- Monthly Metrics on Activity, Access, Time to Open Gates, other metric the Guard Company recommends
- Update the Post Orders to insure their relevance to residents
- Fencing between Grand Haven and Waterfront Park

IV. Other than Security

- Add crosswalk ahead signs
- Add stop signs before blind spot curves
- Add speed cameras at strategic locations throughout GH and update policies to permit Board to issue GH tickets for speeding
- Send out yearly reminders on speed limits, street parking, and visitor parking
- Add conveyance path to get bicycles off of the roads
- Non-residents using the café without paying an additional fee.

V. Post Order Compliance

- Guards allowing non-residents in for café access
- Vendors or visitors allowed in without proper credentials
- Inconsistent following of Post Orders