



**Community  
Development District**

**September 1, 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**

August 25, 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, September 1, 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. Discussion Items**

A. Communication Needs: Follow-up from 01-20-22 Regular Board Meeting

1. Review Communication Matrix

[Exhibit 1](#)

2. Review Prior Board Discussion

[Exhibit 2](#)

B. Spring Leaf Collection in Non-Common & Non-PLM Areas

[Exhibit 3](#)

C. List of Supervisor Flanagan's Draft Technology Processes – VCIO

[Exhibit 4](#)

D. Update on Resident Survey



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**IV. Next Meeting Quorum Check: September 15, 9:00 AM**

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

**V. Action Items Review**

**VI. Adjournment**

Should you have any questions regarding the agenda, please email me at [dmcinnes@dpfgmc.com](mailto:dmcinnes@dpfgmc.com).

Sincerely,

*David McInnes*

David McInnes  
District  
Manager

# EXHIBIT 1

**Considered to be the current state of GHCCD communications**

Notes: Website is different from Amenity and MHOA and easily identifiable as such. Old Handbook out of date.

<u>Category</u>	<u>Frequency</u>	<u>Method</u>	<u>Comments</u>
<b><u>NEW RESIDENT INFORMATION</u></b>			
Registration	1 time	Paper	
Rules, Policies & Fees		Paper	<i>New</i>
Acknowledgments		Paper	
CDD vs MHOA		Paper	
Referrals to Web Site		Paper	
Internal and external contact lists		Community Infor. Guide	<b>Stop - OUT OF DATE</b>
Neighborhood map		Paper	Update after Town Houses Developed
<b><u>ANNOUNCEMENTS</u></b>			
Annual Meeting Schedule and Changes	Yearly	Newspaper	
Public Hearing Notices & RFPs	As Needed	Newspaper	
Meeting Notices and Agendas	Monthly	Eblast/Bulletin Board/Website	INC: <b><u>Ops Mgr Report &amp; Project Tracker</u></b>
Facility Open, Close and Constuction	As needed	Eblast	<b><u>Minutes and Financials</u></b>
Special "Town Hall" Meetings	As needed	Eblast /Bulletin Board	<b>Two held in 2022</b>
EX: communications / Security / LTPlan			
Input for major Constuction	Early in planning		<i>New process to start per Board decision</i>
Regular Meeting - Post Report	Monthly	Eblast	INC: <b><u>Link to Agenda for Ops Mgr Rept &amp; Project Tracker</u></b> <i>New process</i>
<b><u>STATIC INFORMATION</u></b>			
Legally Required Web Info	Update as needed	Website	
Tree Symposium		Website	<i>New</i>
Rules, Policies & Fees		Website	<i>New</i>

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**Communications (continued)**

**STAFF RESPONSE TO ISSUES AND QUESTIONS**

On occurrence      voice, email, meeting

**BOARD DISCUSSION & RESIDENT COMMENTS**

Board Meetings      Reg. Monthly      verbal

**INDIVIDUAL BOARD RESPONSE TO QUESTIONS**

On occurrence      email, verbal

# EXHIBIT 2

**Resident suggestions from 1/20/2022 Meeting:**

- Open ticket system on website to communicate with District
- Community mailbox
- More information posted to website
- Answers provided for questions raised during public comments
- Some Board Meetings held during evening hours
- Consolidation of 3 mailing lists into one list
- Website improvements
- Special notices of meetings where “high ticket items” would be discussed

**Supervisor suggestions from 1/20/2022 Meeting:**

- Favor electronic communication over print communication
- Increased funding for website improvements

313 Howden stated that he was reluctant to set a deadline at this time, due to the present engineering  
314 issues.

315 In response to a comment from Mr. Foley, Mr. Howden agreed that Mr. Kloptosky would not need  
316 to come to the next Workshop Meeting to provide an update on these items and clarified that Mr.  
317 Kloptosky could inform the Chair and District Manager of his time frame estimate.

318 F. District Manager: Howard “Mac” McGaffney/ David McInnes

319 This item was not discussed.

320 **FIFTH ORDER OF BUSINESS – Consent Agenda Items**

321 A. Exhibit 5: Consideration for Acceptance – The December 2021 Unaudited Financial Report

322 This item was not considered.

323 B. Exhibit 5: Consideration for Approval – The Minutes of the Board of Supervisors Regular Meeting  
324 Held December 2, 2021

325 Dr. Merrill noted that Line 47 should read “improve communication with the CDD”, not “improve  
326 communication with residents.”

327 Mr. Howden expressed that he believed a consensus was reached to have one written vendor review  
328 per year and to receive recommendations from vendors. Mr. Foley indicated that he agreed with  
329 Mr. Howden. Mr. McInnes requested confirmation that Mr. Howden would like Lines 446 through  
330 448 amended to be verbatim. Mr. Howden confirmed that he would like for this to be done.

331 Mr. Foley inquired about the action items under the Eighth Order of Business and indicated that he  
332 would like these items to receive a follow-up. Mr. McGaffney explained that the purpose of the  
333 action items was to summarize actionable items that had been discussed during the meeting.

334 Mr. Foley asked when the Board would like to discuss the action items. Dr. Merrill indicated that  
335 she had noticed several actionable items had not been included in the list of action items. She stated  
336 that she would like to discuss the action item summary at the end of each meeting and suggested  
337 following up on action items under the District Manager’s report. Mr. Howden requested to further  
338 discuss this matter under Supervisor Requests.

339 C. Exhibit 6: Consideration for Approval – The Minutes of the Board of Supervisors Workshop  
340 Meeting Held December 9, 2021

341 On a MOTION by Dr. Merrill, SECONDED by Mr. Polizzi, WITH ALL IN FAVOR, the Board approved  
342 the Minutes of the Board of Supervisors Regular Meeting Held on December 2, 2021, as amended, and  
343 the Minutes of the Board of Supervisors Workshop Held on December 9, 2021, for the Grand Haven  
344 Community Development District.

345 *(The Board recessed the meeting at 11:13 a.m. reconvened at 11:30 a.m.)*

346 **SIXTH ORDER OF BUSINESS – Business Items**

347 A. 11:30 a.m. to 1:00 p.m.: Time Specific Q&A with Residents on District Communications

348 Mr. Howden stated that the District Manager, Operations Manager, and Office Manager were no  
349 longer present at the meeting but noted that the Operations and Office Managers may rejoin the  
350 meeting. He requested to begin the Q&A with residents adhering to the 3-minute comment rule and  
351 noted that discussion would occur after the comments.

352 Resident Julia Dolgin expressed that she had found it difficult to communicate with Southern  
353 States, Mr. Kloptosky, and the CDD, noting that she had never received a return call or email. Mr.  
354 Howden clarified that Southern States was the HOA and could not be addressed by the Board.



355 In response to a question from Mr. Howden, Ms. Dolgin stated that she had been trying to find out  
356 who was responsible for a particular sidewalk. Mr. Howden explained that this would likely have  
357 to involve District Counsel and would take time to get an answer. Mr. Kloptosky confirmed that he  
358 was currently waiting on a response from District Counsel on this matter.

359 Mr. Flanagan asked how Ms. Dolgin would prefer to receive a response. Ms. Dolgin indicated that  
360 she would like to receive a response via email.

361 Mr. Foley suggested that residents be contacted with a time frame estimate if their questions are  
362 not able to be answered immediately. Mr. Flanagan recommended that the Board clearly outline  
363 the process of CDD communication.

364 Resident Donna McGevna recommended implementing an open ticket system on the website for  
365 residents to communicate with the CDD. She noted that the website needed to be ADA compliant.

366 Ms. McGevna discussed an incident in which a former resident had been selling clickers to access  
367 the community on Nextdoor and expressed security concerns. She stated that she had purchased  
368 the clickers to prevent non-residents from obtaining the clickers and mentioned that the resident  
369 had been selling the clickers due to a lack of rebate provided by the CDD office.

370 Mr. Howden explained that the clickers would not work, as they would need to be reactivated at  
371 the office. Ms. McGevna suggested sending out an e-blast to remind residents that they are required  
372 to turn in their clicker if they move. Mr. Flanagan recommended having a checklist for residents  
373 leaving the community.

374 Ms. McGevna indicated that multiple residents felt that the Board meetings disrupted multiple  
375 classes held in the Grand Haven Room, such as yoga and dance classes. Mr. Howden noted that  
376 this Q&A was meant to specifically discuss District communications, not general public comments.  
377 Ms. McGevna stated that residents were requesting for the Board meetings to be held at the  
378 Creekside Center. Mr. Howden reiterated that these comments should be made during Audience  
379 Comments.

380 Dr. Merrill asked what Ms. McGevna would recommend for residents to communicate their  
381 opinions outside of meetings. Ms. McGevna recalled that she had suggested a community mailbox  
382 but was told that a community mailbox would not work. Mr. Howden noted that he did not recall  
383 telling Ms. McGevna that a community mailbox would not work.

384 Ms. McGevna suggested having the community mailbox on the website and for the Board to read  
385 out submitted comments and questions during the first 10 minutes of each meeting. She expressed  
386 disappointment in the current state of the District website and added that she would like for the  
387 weekly e-blasts regarding community updates to return. Mr. Foley noted that he did not recall the  
388 weekly e-blasts Ms. McGevna mentioned but noted that he felt this was a good suggestion.

389 Ms. McGevna expressed that she felt important information was hidden in long reports and  
390 indicated that she would like to have bulleted summaries in addition to the full reports for residents  
391 to review. Discussion regarding website improvements ensued.

392 Resident Lisa Mrakovcic commented positively on the Board's transparency and efforts to  
393 communicate with residents. She indicated that she would like to have more information available  
394 on the website, particularly expensive projects.

395 Dr. Merrill asked if residents would prefer for meetings to be more interactive or if they would  
396 prefer to continue with the 3-minute comment format. Resident Kathleen Fuss noted that residents  
397 tend to leave the meeting after Audience Comments and often did not have their concerns addressed  
398 until the end of the meeting or at the next meeting. She requested for the Board to inform residents  
399 that their question may not be answered that meeting and to let them know when they could expect  
400 an answer.

401 Resident Dale Curran pointed out that many residents were unable to attend meetings, as they were  
402 held during the day. She suggested scheduling some meetings in the evening so that more residents  
403 would be able to attend and communicate their concerns.

404 Resident Pat Malak suggested consolidating the three mailing lists into a single mailing list to  
405 ensure residents received all communications. Mr. Flanagan noted that this would need to be  
406 discussed with District Counsel but indicated that he would be in favor of this idea.

407 Mr. Zelman indicated that he agreed the website should be used as a central point of  
408 communication. He inquired about what resources were being put towards the website, who was in  
409 charge of the website, and what the budget was for the website.

410 Mr. Polizzi noted that the current status of the budget was published in the meeting minutes. Mr.  
411 Polizzi explained that the website was currently underfunded and indicated that website  
412 improvements were a key part of the Board's strategic planning. He stated that the current operating  
413 budget for the website was about \$1,500 per year. He mentioned that Palm Coast had improved  
414 their website but that there had been controversy over the costs involved. He encouraged residents  
415 to give their input on what they would like the website to feature.

416 Mr. Howden asked if the Board should focus largely on electronic communications over print  
417 communications. Mr. Flanagan stated that he would like to focus on electronic communications but  
418 added that he would like to get feedback from residents on this matter as well.

419 Mr. Howden requested Mr. Clark to follow up on sharing email addresses across the 3 organizations  
420 for the mailing lists. Mr. Flanagan recommended that Mr. Clark look into having residents make  
421 the decision to share their email with all 3 organizations, rather than having the District make the  
422 decision to share the email addresses. Dr. Merrill suggested sending out a mass mailing to all  
423 homeowners regarding the website and email mailing list.

424 Mr. McInnes stated that he had received 3 emails from residents who had been unable to attend the  
425 meeting. He indicated that the first email had pertained to cell phone access at the gates. Mr.  
426 McInnes explained that the residents in the second email commented on poor communication with  
427 the CDD office. The residents acknowledged that they did eventually receive an update but that it  
428 often took weeks. Mr. McInnes stated that the third email contained a request from residents to give  
429 special notices for meetings that would discuss high-ticket or controversial items.

430 Mr. Howden asked how the Board would determine what was considered to be a controversial item.  
431 Mr. Polizzi indicated that he felt all changes should be presumed by the Board to be controversial.  
432 Mr. Howden noted that all items were already listed on the meeting agenda and report, and asked  
433 that the Board consider how this could be done differently to better communicate with residents.

434 Ms. Malak recommended highlighting large-ticket items on the agenda. Mr. Foley suggested  
435 making the agenda more descriptive to give residents more information on what was to be  
436 discussed. Mr. Polizzi recommended that the Board include the date that an item was going to be  
437 voted on, if the date was known. Mr. Flanagan suggested making the agenda a smart document that  
438 would allow residents to click on an item to bring them to the related page. Mr. McInnes noted that  
439 there would be a cost to this change, as this was not included for any other CDDs. He indicated that  
440 he would get back to the Board with the price.

441 Mr. Howden noted that items that were going to be voted on would typically be under Business  
442 Items. Discussion regarding the website ensued. Mr. McInnes explained that financial documents  
443 were required to be kept on the website for 2 years by law. He additionally noted that there was a  
444 cost per page for the agenda packet. Mr. Polizzi recognized the need to make the website a priority  
445 and stressed the importance of resident input.

446 Ms. Gallo noted that the HOA would not be able to exchange information, such as putting a ticket,  
447 from the HOA website to the CDD website in its current state. Mr. Flanagan noted that updates to

448 the CDD website would likely be more expensive than it would be for a corporation or the HOA,  
449 as the CDD had strict guidelines and laws to follow. Ms. Gallo recommended sending out weekly  
450 notices to better communicate with residents.

451 Mr. Howden acknowledged that more electronic communications were needed and stated that he  
452 would like to have discuss the website and periodic communications at a Workshop Meeting. Dr.  
453 Merrill indicated that she agreed with Mr. Howden but noted that she felt the Board needed to first  
454 establish rules of engagement. Mr. McInnes suggested that the Board review other CDD websites  
455 for ideas to use on the Grand Haven website. He mentioned that they would be able to view how  
456 much other Districts paid for their particular website hosting by reviewing the financial documents  
457 available on the websites.

458 Mr. Foley asked if the Board could include a link to a website containing the information requested  
459 by residents to the main CDD website. Mr. Polizzi stated that he would like to build a working  
460 committee around communications and expressed concerns that fragmenting the information  
461 source would create logistic problems.

462 Mr. Foley asked Mr. Clark if the CDD website could be linked to the Vesta website. Mr. Clark  
463 confirmed that links could be established but noted that having an interactive website may be  
464 difficult due to public record requirements. He added that the email list change that had been  
465 discussed earlier in the meeting would likely be able to be easily implemented.

466 Mr. Foley recommended having one-way communication on the website with information the  
467 Board would like disseminated to the public.

468 Mr. Howden asked if the Board would like to include items required on the CDD website, such as  
469 agendas and financial reports, on an amenity website. Mr. Polizzi indicated that felt the Board was  
470 on the right track and needed to focus on continuing the planning process for the website.

471 Mr. Howden asked the other Supervisors to look at the District directory and send Mr. McInnes  
472 and Mr. McGaffney their input on what they felt should be changed. Mr. Howden additionally  
473 requested for the rest of the Board to make a list of website priority items to send to Mr. McInnes.  
474 In response to a comment from Dr. Merrill, Mr. Howden asked that the Board compile a list of  
475 what they would like to communicate with the residents as well.

476 Mr. McInnes requested for the Board to send in their comments by January 28. Mr. Polizzi asked  
477 Mr. McInnes to provide the Board with a list of communication documents, including the frequency  
478 that the communication was being sent out. Discussion regarding the timeline for the Board to send  
479 Mr. McInnes their input and the level of detail they would like to have in their comments.

480 Mr. Howden stated that he would like the Board to give Mr. McInnis input on categories, timing,  
481 and methods. Mr. Howden requested for Mr. McInnes to collect Mr. Kloptosky's input as well. He  
482 noted that he there would not be time to discuss this at the February Workshop Meeting and asked  
483 that the Board submit their comments to Mr. McInnes within the next 2 weeks.

484 Mr. Howden asked if it would be critical to go through the unaudited financial report. Mr. McInnes  
485 confirmed that this would not be critical but noted that Exhibit 8 would be considered critical.

486 B. Discussion Resident Survey – Long Term Capital Plan (LTCP)

487 This item was not discussed.

488 C. Consideration of Setting a Date for Community Town Hall/Workshop

489 This item was not discussed.

490 D. Exhibit 8: Consideration & Adoption of **Resolution 2022-04**, Appointing Assistant Secretary

# EXHIBIT 3

## Leaf Collection

Non-PML

Non-Common Area

Private Lawn Maintenance “PLM” covers approximately 1/3 of all Grand Haven Residences. The PLM contractor removes any leaves in the streets. The PLM contractor is managed by the Grand Haven Master Association.

Common areas of Grand Haven are covered by the contract with VerdeGo for Landscape Maintenance. Leaves in the streets in these areas are blown up into the grassy areas and mulched when the grass is mowed.

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When a storm drain is total clogged, an outside firm is hired to clear it by “JetVac”. This is scheduled soon for a drain on Waterside Parkway (Common Area). Cost may range from \$2,000 to \$3,000 or slightly higher depending on the condition in the drain. This is only the 3<sup>rd</sup> or 4<sup>th</sup> time this has been done in Grand Haven in the last 15+ years.

After each heavy rain, Grand Haven Maintenance Workers tour the District to remove any debris on or in front of drains. Estimate cost is less than \$200 and is covered in the annual budget for Field Operations.

Earlier in 2022 after a heavy rain, residents in the North Park area reported some water was several inches deep in the streets and was beginning to back up in driveways. Examination in the area showed and improper elevation in one outfall. This was corrected and since then there has been no reported recurrence of water backup in the area.

Solitude reported that the main concern with leaves being blown into ponds, especially in high amounts, is that as the leaves decompose, they will also release nitrogen and phosphorus into the ponds. These are nutrients that can feed algae and plant growth. In ponds with aeration, because the water is actively rotating, the oxygen levels remain high. This means that the leaves will break down faster (healthier bacteria), and more completely, and the nitrogen and phosphorus that are released tends to be converted to chemical forms that are less usable to algae and other forms of aquatic vegetation.

VerdeGo has indicated the leaf collection in the streets would require a crew of 3 people and a one-day effort would cost approximately \$1,900 per day. They estimate 5 days to cover all non-common and non-PLM areas.

# EXHIBIT 4

*Following the Board's direction this draft document has been created to present the Board's thoughts and direction to Celera regarding their fulfilling the Virtual Chief Information Officers responsibilities and deliverables.—Supervisor Michael Flanagan (8/25/2022)*

Grand Haven CDD Board of Supervisors has engaged Celera to provide the functionality of a virtual Chief Information Officer (CIO). The Board has received two updates from the individual acting in this role. This document is intended to provide guidance from the Board regarding the work products expected from this role.

In the Information Technology (IT) industry two key roles drive the direction and realization of how the organization will move forward to maximize value from IT. These are the CIO and Program Managers. The teams which support these individuals execute under the direction of these individuals.

To ensure the Board and Celera are viewing the roles in the same state of mind, below are the expectations of what the two roles have responsibility for in the industry. Highlighted are the functions the Board expects the **CIO** to deliver and what the Board expects in the role of **Program Manager**.

## **CIO Duties and Responsibilities**

CIOs are responsible for the IT and computer systems that support enterprise goals. It is the CIO's job to innovate, collaborate, balance the IT budget and motivate IT staff.

The CIO's responsibilities include the following:

- Managing IT staff and developing department goals
- **Creating and delivering a recommended IT budget.**
- **Planning for the deployment and maintenance of IT systems (on premise and in Cloud) and operations.**
- **Recommending software acquisition and implementation needs, with anticipated costs.**
- **Developing, documenting, and enforcing IT procedures and best practices.**
- **Staying updated on IT trends and emerging technologies that will benefit Grand Haven and including in overall directional plans.**
- **Developing, documenting, and enforcing IT best practices across the organization.**
- **Ensuring IT strategies and processes support the Board's goals for Grand Haven.**
- Overseeing relationships with vendors, contractors and service providers

- Explaining to the Board the benefits and risks of new IT-related projects.

## Program Manager Duties and Responsibilities

Program Managers are responsible for overseeing the development of programs that support an organization's main objectives. Some of their primary duties include:

- Organizing daily activities based on the goals of the organization.
- Devising new programs that support the organization's objectives.
- Coming up with sustainable goals for the organization.
- Working with other departments to develop budgets and plans for the programs
- Evaluating and assessing the programs' strengths and weaknesses.
- Monitoring projects and overseeing project managers to ensure goals are met.
- Meeting with stakeholders to discuss program status and goals.
- Working with the marketing team to improve strategies.

Going forward the Board wishes to ensure the CIO provides all the capabilities highlighted in green. The Board has as high priority several key areas we expect the CIO to address in the next quarter. These include:

- IT budget
- Planning and documenting changes to practices and procedures

Specific technology areas the Board is looking for the CIO to address are:

## Security

- Direction for securing the CDD's networks, systems, mobile devices, and applications as an integrated environment currently and anticipated over the next 3-5 years.
- Business practice impacts and required changes currently and anticipated over the next 3-5 years.
- Life cycle costs for options with associated purchase, implementation, and support costs.

## Networking



- Direction for voice and data (land and mobile) communications to contain costs and deliver increased functionality.
- Consolidation of voice networks and future proof infrastructure for the next 5 years.
- Direction for changes to support current demands that delivers reliability and cost containment anticipated over the next 3-5 years.
- Life cycle costs for options with associated purchase, implementation, and support costs.

## **Servers**

- Options that will deliver highest value to cost ratio.
- Risk reward recommendations for onsite and Cloud. With insights into new options on the horizon.
- Life cycle costs for options with associated purchase, implementation, and support costs.

## **End User Devices**

- End user technology requirements to provide required functionality now and alignment with anticipated requirements and changes over the next 3 years.
- Life cycle costs for options with associated purchase, implementation, and support costs.