



**Community
Development District**

February 2, 2023

**Workshop Meeting
Agenda**

District: **GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT**

Date of Meeting: Thursday, February 2, 2023
Time: 9:00 AM
Location: Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137
Website: <https://www.grandhavencdd.org/>

Ways to Follow Meeting:

Zoom:

<https://vestapropertyservices.zoom.us/j/7055714830?pwd=dUFTN091cjVHZzluYUN0bIEwUUYydz09>

Phone (Listen Only): +1 (929) 205-6099

Meeting ID: 7055714830#

Revised Agenda

- I. Call to Order/ Roll Call**
- II. Pledge of Allegiance**
- III. Presentations**
- IV. Discussion Items**
 - A. Café Renovations – Operations Manager – 60 mins.
 - B. FY 2024 Budget – Continued – 30 mins. – Amenity Manager
 - C. **Property Owner Survey Presentation – Supervisor Polizzi – 15 mins.**
- V. Next Meeting Quorum Check: February 16th, 9:00 AM**

[Exhibit 1](#)

[Exhibit 2](#)

[Exhibit 3](#)

[Exhibit 4](#)

[Exhibit 5](#)

[Exhibit 6](#)

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
Nancy Crouch	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> REMOTE	<input type="checkbox"/> NO

VI. Action Items Review

VII. Adjournment

EXHIBIT 1

Things to get done									
Priority #	Priorities	Completion Date	Components	Who is involved	Information Needs	Cost Estimate	Expected Outcomes	Plan	Quick Hits
1	Incorporate Survey into LTP	Feb.23	Café	All Board	Survey Results	TBD but < \$1mm	Architect plan, bids & construction in 2024	OM and DM to find architects to make proposals to board by June 23	Adjust approx. \$1mm in LTP. AM to amend menu to include vegetarian items.
			Modernize Gate Access and consider changes to eliminate tailgating.	OM and DM	Survey Results & comps from other communities	TBD	Cellular/self-serve gate access	Vanessa/Barry to continue on current path and provide updates on progress with expected completion dates at each meeting	Insert here efforts underway that can be done without further discussion in 23
			Facility Expansion	OM and DM	Survey Results and OM opinion on needs	TBD	Needs analysis from mgmt by June		
	Make a plan for parcel K	Dec.24	Facility Expansion	Board, Barry, DM	Limits on development				
2	Consider and implement alternatives to allow OM to focus solely on mtncnc and projects. Admin., reporting and comms. Assigned to staff chief.	April.23	Needs for chief of staff to relieve some of OM workload. More field and office workers?	DM, OM, Board, consultant?	Comparable structures from other CDD's?	Maybe \$30m+ annually	Rewrite of job descriptions and org chart.	OM, DM and chair to discuss alternatives for presentation to the Board	
3	Drive down meeting times	Feb. 23	Board makes policy. Period!	Mgmt, Board	Limit discussion times. Comments are not essential from every member. Agree with another just say so.	0	Meeting times to be <= 3 hrs.	Use meeting time for decision making only on regular items and topics teed-up at workshops. Limit discussion and debate. Experiment with fact-finding group for communications.	1)Establish fact-finding group for communications. Deliver expectations to the group and ask for estimated time of completion for decision making. 2) Discuss ideas with DM prior to meeting to see about alternatives.
4	Establish Communications Policy	Jun.23	Email Policy, text policy, website	Supervisor xxxx to draft. DM, Vanessa	Categories of regular information to be provided.	0 to \$12m/year	Modernized user friendly website that contains all desired information	One supervisor TBN to engage with a small fact-finding group of residents to make presentation to the board of alternatives to choose from. Fact-finding group process to be described to board by counsel at January meeting.	As an interim step, start regular communications based on information stemming from Board meetings and workshops now. Board to agree on eblast info from Chair at every meeting for things such as stop sign, wind screen, new board member updates, proposed rule changes just as examples.
	Write annual report every year	By March 31 every year	What did we plan to do and what did we do?	Chair to write, Barry, Vanessa, David & Board	Meeting minutes, project completions and WIP report.	Minimal	Highlights of accomplishments with reference to budget and LTP.	Chair to begin review of year to write a report	KJF to provide Sea Colony example.
	Choose and implement a new WIP schedule to replace the CIP	April.23	Capital project data	OM, Off Mgr, DM	Information from budgets	Minimal	Implementation of a schedule to replace the current CIP. Loaded on website.	DM and OM to agree on a new template for presentation to the board	Chair to provide examples to board
	Develop relationship with City and County Leaders	June. 23		Chair, DM, OM	Who are the right contacts politically?	0	Better coordination post emergency events	Determine best contacts.	
5	Maintain LTP	Annually	Rev/Exp of O&M/Cap. See effect on assess.& fund balances	DM OM and Board	Annual Budgets/Analysis of Plan vs. Actual	Minimal	Revised LTP to be made part of annual presentation to residents	Chair and DM to continue work weekly	One-pager to be part of every agenda package

Priority #	Priorities	Completion Date	Components	Who is involved	Information Needs	Cost Estimate	Expected Outcomes	Plan	Quick Hits
6	Create better visibility at intersections for pedestrians, bikes and vehicles	August.23	Serious pruning or removal and replacement of plants.	Louise, Barry	Inspections to be done	Not sure. Need info.	Improved visibility for all at selected intersections.	Louise to do inspections with recommendations to Barry	Removal of palmetto at North Gate?
7	Establish a Pond & Pond Bank Plan	Jun.24	aeration needs,pond bank needs,expert opinion on LT pond needs	Barry, contractor, MA, Counsel	Can we insist on pond bank plantings enforced by MA	Need info	Coordinated written plan with MA	Answer question: do we want/need to establish a joint enforceable set of rules for residents to follow for pond bank plantings. Barry to report back to Board on contractor suggestions for needed pond maintenance over the LTP.	
8	Consider solar or other options to offset rising electric cost	Sept.23	Are there options other than just solar?	Barry & chosen consultant	Realistic sites and projected savings	Need info	Clear cost efficient Plan or no-plan to be reviewed every 3 years		Have solar experts start on assessment?
9	Make a plan for VC Croquet Court	March.23		Mgmt., Board & residents	Fact-finding group?	TBD			
10	Establish a plan or no plan for perimeter fencing	Dec. 24		Mgmt, Counsel	What needs do we have for perimeter control	?	Written statement of our decision	Answer question about the need to have control vs. cost.	

EXHIBIT 2

FY23 Things to get done

Prioritized Things	Desired Completion	Components	Who s/b involved *	Information Needs	Cost Estimate	Quick Hits
Board Member Assignments	February, 2023	Define Board Leads: Communication Strategy Website Redevelopment Governmental(City/County) Interface Safety/Security etc.	Supervisors Staff Management Residents*	Role Definition Sub Strategies Policies	TBD	Chair Foley - Staff Oversight Vice Chair Polizzi - GHMA Liason
Staffing Levels - FY24 Needs	FY24 Budget	Numbers,Compensation,Benefits	Staff Management Board	Comp. Survey Role Assessment Recommendation	Zero Based	Start with Needed Roles
Safety/Security Strategy	On-going FY23	Next Step Actions Defined/Prioritized	Supervisors Staff Management Residents*	Define Priorities Determine Costs Plan and Budget Board Approval	TBD	Stop Sign Project Completion
Website Strategy	FY24 Budget	Direction Set with Plan/Budget	Supervisor Flanagan Staff Management Residents*	Build off work Determine Partner Build Roadmap Recommendation	TBD FY23 TBD FY24	Leverage Assessment Reviewed 12/22
Communications Strategy	FY23 Start FY24 Budget	Tactical Improvements/ Roadmap Roadmap Funded	Supervisor Staff Management Residents*	Focus on Gaps Key Outcomes Roadmap Resources/Costs Recommendations	Zero Based	Staff Implement Operational Protocols Outputs(3) FY22 Assess Value
Governmental Interface Strategy	FY24	Alignment with City/Cnty Programs	Supervisor City/Cnty. Staff District Mgr.	City/Cnty Org. Rev. Alignment w/CDD Recommendation Roadmap to integr.	Zero Based	Discussion with Board and City/Cnty Rep
Technology Strategy	FY23 Build on New Capab. FY24 Execute Roadmap	Current Capabilities Direction Define Next Technology Needs Assess Impact of Needs	Supervisor Staff Management Virtual CIO(???) Other SMEs	Define Outcomes Prioritize w/FY24 Resources/Costs Roadmap FY24 Plan Align	Zero Based	FY23 Build upon New Capabilities

* If using resident volunteer then work product to the board can only be a list of alternatives and not a policy or suggestion. Need to avoid any kind of Sunshine Law violations.

EXHIBIT 3

Prioritized Things	Desired Completion Date	Components	Who s/b involved	Information Needs	Round # Est of Cost	Quick Hits
Communications	6/30/2023	Continue to completion modified website. / Once completed evaluate gaps of communication that still exist. /Establish more regular communication with the HOA	Supervisor Flanigan and CDD staff for Website/superviosor Pollizi for HOA	Supervisors submit ideas and choose vendor for Website	TBD	
Security and Safety	6/30/2023	1. Modification of all gates to make more user friendly to residents and safer to community 2. Inspection of roads and walkways to assure safety of pedestrians, cyclists and vehicles	One supervisor to head project and the CDD staff and possible Louise	Survey results, cost analysis of possible new gate equipment	TBD	Continue with software updates that are already in progress for security
Meeting efficiency	11/30/2023	Reorganize agenda for efficiency/limit discussion times/more use of remote speakers to eliminate payment of drive time/Better organization of all relevant documents for supervisors-store in a PC or tablet/Chairman and DM to be more active in organizing and limiting discussion/consider specific supervisor leads for projects for better efficiency.	All supervisors and DM	Agreement of supervisors and DM	No cost	
VC restaurant	12/31/2024	Continue evaluation of menu to include vegan and gluten free and ethnic items/ rotation of menu items/continue special events and special menus based on holidays/plan for modified updating of cafe and equipment and incorporate cost into the budget and establish a timeframe/include a take out window and window for cafe ordering when at pool/More input from JL on additional resident events/staffing at VC/possible expansion of hours	Board of supervisors, OM, DM , Director of Amenities and architect	Speak with amenity director regarding cafe menu options and events./agree on extent of modified up date of cafe, obtain pricing and set timeline	TBD	
Staffing needs	12/31/2023	Evaluation of present staffing, possible reorganization of responsibilities /examine need for OM assistant and field workers/consider using a professional job recruiter	Board of supervisors, OM and DM	Conference with OM to include all supervisors and DM	TBD	
Grand Haven Perimeter	Over next 5-10 years	Obtain price for survey . Place in 2024 budget. From the survey establish the areas that need boundaries. Consider green boundaries/and or fencing. This is a long term project. Set time periods for completion	Engineer, CDD Board, CDD staff	Survey	TBD	

My goals:

1. Communication - I would like to see us have a new website up and running within 6 months

Identify gaps of communication from resident idea pool and implement within one year.

2. Security - we need to put a list of things to accomplish with dates. Starting with implementation of all the software, to obtaining an overview of the needs of the gates and an overall look at security. Timeline one year

3. Reorganization of meetings, leaving policy only to the supervisors - outcome should be meetings and workshops of less than 3 hours.

Obtain PCS or tablets for the supervisors that store and organize all relevant documents so that we do not have to be printing out countless documents

4. Start immediate communication with Vesta and John L. To implement immediate short term ideas provided by residents from survey at cafe - such as menu changes. Workshop after Barry has had time to visit his ideas for modernizing our cafe. Work out a timeline for implementation. Timeline within one year

These are my ideas that are highest on the priority list but not all my goals

EXHIBIT 4

Prioritized Items	Desired Completion	Components	Who s/b involved	Information Needs	Cost Estimate	Quick Hits
Leverage Board member expertise	Jan-23	Establish boundaries of responsibility Obtain Board members agreement on area they will be responsible for Document how to use operation processes/procedures in planning	Supervisors Staff and Management	Role Definition Supervisor qualifications Existing documentation	TBD	
Establish time limits for Supervisor comments on topics	Feb-23	Define adequate time amount for proper discussion and Supervisors allotted amount. How to secure additional relevant time. Document for current and future Board members to refer to	Board, DM		Hourly cost to document	
Establish yearly cost/return evaluation criteria on food and beverage costs to residents	Jun-23	Amenity menu cost comparison to restaurants not subsidized Operations cost sheet for Café Real estate costs for restaurants in Palm Coast	Amenity mgt., DM, OM, Board	Costs Comparable menu examples	TBD	
Esplanade 'remodel'	Aug-23	Will there be FEMA money to offset costs Current state evaluation Plan for stabilizing and safety	DM, OM, Board	FEMA submission list DM and OM on actions and cost	TBD	
IT Business plan	Jun-23	Document that presents 3-5 year use, IT, DM, OM, Board aging, replacement, change for all business technology the CDD uses.		Current plan	TBD	
Safety/Security Strategy	On-going FY23	Technology changes to control staffing Entrance design changes to control tailgating	Guard contractor,	Define Priorities & Costs Plan and Budget		

Technology changes to validate requester access

DM, OM, Board

Board Approval

Mark road center for visual lane separation

TBD

Evaluate natural impediments to visibility on Waterside Parkway and all entrance/exit gates (Crossings, GH, Wild Oaks) and if necessary provide plan for remediation

Arborist, OM



EXHIBIT 5

Things to get done

Prioritized Things	Desired Completion Date	Components	Who s/b involved	Information Needs	Round # Est of Cost	Quick Hits
Communications Policy	5/1/2023	Email Policy Text Policy	Vanessa	Content and updates - maybe ask that residents respond when received?		Start regular communications based on information stemming from Board meetings and workshops now.
		Website Quarterly (?) socials	Vanessa or website John Lucansky	updates weekly or more if immediate info needs announced free form/update on latest info	socials = \$2000/year	Such as stop sign, wind screen, new board member updates, proposed rule changes just as examples.
Security	Apr-23	new policy on gate access cell phone use	Vanessa and Security company			
Community Involvement	Jun-23	invite interested and qualified members of community to help on designated "focus groups"	CDD	define which of our priorities require input from residents (probably all!) create a short "qualifications sheet" for interested residents to submit for review create a brief description of the task/goal		

EXHIBIT 6

Grand Haven CDD

Resident Survey

PRESENTATION DOCUMENT

Our 10 Year Plan Inputs Drove Survey Process:

- Reserve Study Results, July 2019
- Operational Staff
- District Manager
- **Lacking** Resident & Amenity Staff Input
- Resident Survey chosen input method

Process Began with assigning Board Member :

- Potential Partners Researched
- Survey Companies - limited Interest
- Survey Monkey and Snap Survey Proposed
- Snap Survey Selected, better fit for CDD needs

Snap Survey Guided Board on approach:

- Limited Questions to 10-15
- Publish a Paper Survey, friendly to GH Demographics
- Responses on-line or thru paper
- Establish Demographic Framework
 - Display Survey Form
- Data Base of Response for future use

Snap Survey Built and Managed Program:

- Survey Responses open for a month
- Control Numbers used to prevent duplicates
- Processed all Electronic and Paper Surveys
- Developed Custom Reporting
- Final Response Data Base – CDD PROPERTY

BZ Mailing Selected to Print & Mail Surveys:

- Current Oak Tree Processor, familiar with Resident List
- GHMA provided current resident list
- GH Resident Proofing Team (5) signed off on final Survey
- Mailed 1830 Surveys on August 23
- Received 973 Responses (53.2%), Great Participation!!!

Board defined Custom Reports:

- Driven from raw data review
- Reports 1-2, Years Resident <6 & 6-15
- Reports 3-4, Resident Age 41-65 & 66-80
- Reports focused on 4 Questions:
 - Café Remodel
 - Security Improvements
 - Expansion of Facilities
 - Path for Personal Conveyances

What Did we Learn from Residents:

- **Café Remodel:**

- Strong Café Advocacy
- Professional Design Plan
- Preference for Targeted Improvements
- Remain Open during Remodel Work
- Minimize Costs to Community
- Menu Expansion – Vegan & Dietary options
- **Quick Hits Ideas:** Expand Hours and Menu
Poolside Ordering
More TVs in Cafe

* **Kitchen Impact designed into approach**

What did we learn from Residents (cont.):

- **Security Improvements:**

- Emphasized Access Control
- Provide Resident Self-Service Capabilities
- Improve Technology for ease of use
- Guard Training Improvements
- Limit Access by Non-Residents
- Better Change Management
- Problem Communications Improvements

- **Even the “No” Group Supported Most of above.**

What did we learn from Residents(Cont.):

- **Facilities Expansion:**

- Resident “Value” Driven Expansion
- Favor LT Plan Driven Projects
- Improve Existing Facilities Utilization
- Disability Access Improvements
- Parking Improvements, needs driven

- **Personal Conveyances Path:**

- Very Low Level of Support
- No Actions Planned

Next Steps for Survey Results:

- Custom Reports Available on Website
- Consider Town Hall Feedback
- Update 10 Year Plan with Survey Learnings
- Define Plans to Implement Survey Feedback

Learning from Resident Survey:

- Surveys are effective for Resident Feedback
- Create More Concise Questions
- Resident Input can focus initial planning
- Residents' vision can create the future Grand Haven