COMMUNITY DEVELOPMENT
DISTRICT

December 5, 2019
REGULAR MEETING
AGENDA
November 26, 2019

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 Regular Meeting on Thursday, December 5, 2019 at 10:00 a.m., in the Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137. The agenda is as follows:

1. CALL TO ORDER/ROLL CALL

2. PLEDGE OF ALLEGIANCE

3. PUBLIC COMMENTS (3-Minute Rule; Non-Agenda Items)

4. BUSINESS ITEMS
   A. Continued Discussion: Holiday Openings of Courts
   B. Continued Discussion: Resident Online Directory/Community Information Guide
   C. Consideration: Responses to RFP for Security Services
      i. Allied Universal
      ii. Guard One Security
      II. Ramco Protective
   D. Discussion/Consideration: RFP for Landscape Maintenance Services
   E. Discussion: Organizational Structure/Format for Meetings/Workshops
   F. Discussion: Two (2) Designated Creekside Parking Spaces for CDD Business
   G. Ratification of Paul Culver Construction, Inc., Change Orders
      i. Change Order No. 6
      II. Change Order No. 7

ATTENDEES:
Please identify yourself each time you speak to facilitate accurate transcription of meeting minutes.
5. CONSENT AGENDA ITEMS
   A. ACCEPTANCE OF UNAUDITED FINANCIAL STATEMENTS
      • Unaudited Financial Statements as of October 31, 2019
   B. APPROVAL OF MINUTES
      I. October 17, 2019 Regular Meeting
      II. November 7, 2019 Regular Meeting

6. NEXT MEETING DATE
   • December 19, 2019 at 10:00 A.M., Community Workshop
      o QUORUM CHECK

<table>
<thead>
<tr>
<th>Name</th>
<th>Yes</th>
<th>No</th>
<th>Phone</th>
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<tr>
<td>Marie Gaeta</td>
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<tr>
<td>Ray Smith</td>
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<td>Kevin Foley</td>
<td>Yes</td>
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<tr>
<td>Stephen Davidson</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Tom Lawrence</td>
<td>Yes</td>
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7. STAFF REPORTS
   A. District Engineer: DRMP, Inc. [David Sowell]
   B. Amenity Manager: Amenity Management Group, Inc. [Larry Stuart]
   C. Operations Manager: [Barry Kloptosky]
   D. District Counsel: Clark & Albaugh, LLC [Scott Clark]
   E. District Manager: Wrathell, Hunt and Associates, LLC [Howard McGaffney]

8. SUPERVISORS’ REQUESTS

9. OPEN ITEMS

10. ADJOURNMENT

Should you have any questions, please do not hesitate to contact me directly at (904) 386-0186.

Sincerely,

Howard McGaffney
District Manager

FOR BOARD MEMBERS AND STAFF TO ATTEND BY TELEPHONE
CALL-IN NUMBER: 1-888-354-0094
CONFERENCE ID: 7491428
COMMUNITY DEVELOPMENT DISTRICT
Hi Daphne:

Please include this email and the attached signage in the upcoming meeting packet under an item: Continued Discussion re Holiday Openings of Courts. Please also email same asap to the BOS, since we will need these signs on the courts in time for Thanksgiving play.

Thanks!

Happy Thanksgiving (almost)

Dr. D.

Works for me.

Scott D. Clark
Clark & Albaugh, LLP
700 W. Morse Boulevard, Suite 101
Winter Park, Florida 32789
(407) 472-0326 (direct line)
(407) 647-7600 (phone)
(407) 647-7622 (facsimile)
sclark@winterparklawyers.com
www.winterparklawyers.com
Good Morning Dr. Davidson,

Thank you for reaching out to us regarding the use of Grand Haven’s tennis courts during the holidays. If the court is to remain open while staff is on vacation, there are a couple of best practices we would suggest. A reminder that existing rules still apply (including operating hours) should be posted during this time. Notice that the courts are unattended and are “use at your own risk” should also be provided. Attached is a sample of what such signage may look like. I hope this helps. Please let us know if you have any further questions.

Best Regards,

Ryan Rupnarain, ARM CPSI
Sr. Loss Control Consultant
Egis Insurance & Risk Advisors
250 International Parkway, Suite 260
Lake Mary, FL 32746
Direct: (321) 273.2047
Mobile: (407) 878.9971
Fax: (407) 732.7321
Email: RRupnarain@egisadvisors.com

www.egisadvisors.com  www.fia360.org

Associate Member of the Year Award Winner Florida Association of Special Districts (FASD)
Preferred Partner of the Year Award Winner Florida Consortium of Public Charter Schools (FCPCS)
NOTICE

TENNIS FACILITY IS UNATTENDED

PLEASE USE AT YOUR OWN RISK
CDD RULES REMAIN IN PLACE
For the benefit of the respondents, the Board of Supervisors will utilize the criteria below during the selection process. The criteria are ordered from most important to least important in descending order.

<table>
<thead>
<tr>
<th>Personnel Qualifications</th>
<th>30 percent</th>
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</thead>
<tbody>
<tr>
<td>Security Services Experience</td>
<td>30 percent</td>
</tr>
<tr>
<td>Proposal Presentation</td>
<td>10 percent</td>
</tr>
<tr>
<td>Price</td>
<td>20 percent</td>
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<tr>
<td>Computer Experience</td>
<td>10 percent</td>
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<table>
<thead>
<tr>
<th>PROPOSER</th>
<th>NOTES</th>
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<tr>
<td>Allied Universal</td>
<td></td>
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<tr>
<td>Guard One Security</td>
<td></td>
</tr>
<tr>
<td>Ramco Protective</td>
<td></td>
</tr>
</tbody>
</table>

Board Member’s Signature ____________________________
COMMUNITY DEVELOPMENT DISTRICT

4CI
Grand Haven – Business Review/Rate increases

June 2019
Number of unemployed persons per job opening, seasonally adjusted
Click and drag within the chart to zoom in on time periods

Hover over chart to view data.
Note: Shaded area represents recession, as determined by the National Bureau of Economic Research.
US Job Openings: Macro Level

U.S. job openings rate matches all-time high

Monthly job openings rate, total U.S. (seasonally adjusted)

- currently 6.2 million job openings in the US
- highest number since tracking started in 2000

Note: Rate is calculated by dividing the number of job openings by the sum of total employment and job openings.

PEW RESEARCH CENTER
Employed vs. Unemployed

A different view of employment and unemployment

Among total U.S. civilian non-institutional population, ages 16 and over, Jan. 2017 (not seasonally adjusted)

Employed: 59.2%

Unemployed: 3.2%

Want a job but haven’t searched in previous year: 1.4%

Want a job but haven’t searched in past 4 weeks: 0.9%

Don’t want a job right now: 35.2%

Note: Percentages may not add up to 100% due to rounding.
PEW RESEARCH CENTER
Recruiting Tools

- Partners in Employment (P.I.E)
- Referral program for existing employees
We need a rate increase just to keep up with the market, and in 2017 we didn’t keep up

Industry-wide average SP wages have gone up across the US; if we don’t get increase wages we lose the war for talent

Average hourly SP wage in the US (3-5% increases every year)

Our medical costs are going up across the US

Average medical post per hour (10-15% increase per year)

Securitas predicting 4-6% wage increases!

- Average hourly SP wage in the US
- Average medical cost per hour
Higher pay rates lead to:

- Lower turnover
- Higher quality professionals
- Lower service interruptions
- Better service
- Higher client satisfaction

Just like any industry … pay is directly correlated with quality.
The Next slide shows our turn over at Grand haven From March 8,2019 through today.

This does not show the past year while the company was U.S.Security. But Ensure you we are looking at the same issue with turn over.

We are in the high 80s for turn over. Wages play a big role in this.
Turnover %

Jan 1, 2018 - May 31, 2019, by Month
Weighted average pay rate for a Security officer in Palm Coast, Florida.

The average hourly pay for a Security Officer is $12.12.

<table>
<thead>
<tr>
<th>State</th>
<th>Employment (1)</th>
<th>Employment per thousand jobs</th>
<th>Location quotient (9)</th>
<th>Hourly mean wage</th>
<th>Annual mean wage (2)</th>
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<tbody>
<tr>
<td>California</td>
<td>155,540</td>
<td>9.15</td>
<td>1.19</td>
<td>$15.90</td>
<td>$33,070</td>
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<tr>
<td>New York</td>
<td>118,760</td>
<td>12.65</td>
<td>1.64</td>
<td>$17.22</td>
<td>$35,820</td>
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<tr>
<td>Texas</td>
<td>88,250</td>
<td>7.29</td>
<td>0.95</td>
<td>$14.46</td>
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<tr>
<td>Florida</td>
<td>85,690</td>
<td>9.95</td>
<td>1.29</td>
<td>$13.36</td>
<td>$27,790</td>
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<td>Illinois</td>
<td>47,460</td>
<td>7.92</td>
<td>1.03</td>
<td>$16.13</td>
<td>$33,560</td>
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</tbody>
</table>
The immediate need

- Spirit of partnership
- A well-informed mutual agreement that leads to a glide path for enhanced wages which will result in quality security professionals, increased retention, program developments and portfolio efficiencies.

What happens if we don’t act?

- Management’s inability to stop recruiting / filling posts, inability to enhance training and shift efforts to program development and efficiencies
- Loss of institutional knowledge
- Loss of talent to Grand Haven because of higher wages at other area’s
# Current Rates

## Proposed Pricing

<table>
<thead>
<tr>
<th>Position</th>
<th>Hours Per Week</th>
<th>Pay Rate</th>
<th>Bill Rate*</th>
<th>Holiday / OT Rate</th>
<th>Weekly Cost</th>
<th>Annual Cost</th>
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<tbody>
<tr>
<td>Officer</td>
<td>152</td>
<td>$10.50</td>
<td>$15.00</td>
<td>$22.50</td>
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<tr>
<td>Site Supervisor</td>
<td>40</td>
<td>$11.50</td>
<td>$15.93</td>
<td>$23.89</td>
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Sales tax

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<th>Weekly Cost</th>
<th>Annual Cost</th>
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<tbody>
<tr>
<td>Sales tax</td>
<td>$0.00</td>
<td>$0.00</td>
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**TOTALS**

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>TOTALS</td>
<td>192</td>
<td>$2,917.20</td>
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</tbody>
</table>
## Proposed Rates Option 1

### Proposed Pricing

**Allied Universal's Proposed Billing Rates and Budget**

**Grand Haven**

<table>
<thead>
<tr>
<th>Position</th>
<th>Hours Per Week</th>
<th>Pay Rate</th>
<th>Bill Rate*</th>
<th>Holiday / OT Rate</th>
<th>Weekly Cost</th>
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<tbody>
<tr>
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<td>Site Supervisor</td>
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<td>$12.00</td>
<td>$17.91</td>
<td>$26.86</td>
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Sales tax: $0.00, $0.00

**TOTALS** 192

$3,174.24, $165,060.48
## Proposed Rates Option 2

### Allied Universal's Proposed Billing Rates and Budget

**Grand Haven**

<table>
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<th>Position</th>
<th>Hours Per Week</th>
<th>Pay Rate</th>
<th>Bill Rate*</th>
<th>Holiday / OT Rate</th>
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<td>Site Supervisor</td>
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<td>$13.50</td>
<td>$19.58</td>
<td>$29.37</td>
<td>$783.20</td>
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**Sales tax**

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<tbody>
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<td>Sales tax</td>
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</table>

**TOTALS**

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<td>TOTALS</td>
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<td>$3,567.84</td>
<td>$185,527.68</td>
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# Proposed Rates Option 3

## Allied Universal's Proposed Billing Rates and Budget

### Grand Haven

<table>
<thead>
<tr>
<th>Position</th>
<th>Hours Per Week</th>
<th>Pay Rate</th>
<th>Bill Rate*</th>
<th>Holiday / OT Rate</th>
<th>Weekly Cost</th>
<th>Annual Cost</th>
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<tr>
<td>Officer</td>
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<td>$13.50</td>
<td>$19.85</td>
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<tr>
<td><strong>TOTALS</strong></td>
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<td>$3,870.00</td>
<td>$201,240.00</td>
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</table>
“Your Safety Is Our Concern”

A Proposal For Security Services To

“What Matters To You, Matters To Us”

Guard One Security
927 Beville Rd # 107
Daytona Beach, FL. 32119
November 5, 2019

"What Matters To You, Matters To Us"

Guard One Security
927 Beville Rd. #107
Daytona Beach, FL 32119
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmittal Letter</td>
<td>Tab C</td>
</tr>
<tr>
<td>Key Employees</td>
<td>Tab D</td>
</tr>
<tr>
<td>Similar Contracts/References</td>
<td>Tab E</td>
</tr>
<tr>
<td>Qualifications of Company</td>
<td>Tab F</td>
</tr>
<tr>
<td>Letter of Authority</td>
<td>Tab G</td>
</tr>
<tr>
<td>Familiarity with Laws</td>
<td>Tab H</td>
</tr>
<tr>
<td>License and Organization</td>
<td>Tab I</td>
</tr>
<tr>
<td>Interpretations and Addenda</td>
<td>Tab J</td>
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<tr>
<td>Proposal Forms</td>
<td>Tab K</td>
</tr>
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<td>Contract Award</td>
<td>Tab M</td>
</tr>
<tr>
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<td>Tab N</td>
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<tr>
<td>Insurance</td>
<td>Tab O</td>
</tr>
<tr>
<td>Indemnification</td>
<td>Tab P</td>
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<td>Protest Regarding RFP</td>
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<td>Proposal Ranking</td>
<td>Tab T</td>
</tr>
<tr>
<td>Pricing Form</td>
<td>Tab U</td>
</tr>
</tbody>
</table>
TAB C
November 5, 2019

Grand Haven CDD  
Barry Kloptosky  
Operations Manager  
2 North Village Pkwy.  
Palm Cost, FL. 32137

Dear Mr. Kloptosky,

Guard One Security has fully and completely reviewed the Grand Haven RFP. We are confident in our understanding of the contractual needs, obligations and the post orders as provided in this RFP.

With strong support from Cynthia Gartzke, our Daytona Branch Manager, Guard One Security stands ready to provide the highest standards of professionalism and deliver consistent operational performance to Grand Haven CDD immediately. Our emphasis on vigilance, through proactive, responsive security management ensures Guard One Security will provide the highest level of care and attention to the Grand Haven CDD account.

Guard One Security is a proven leader in the Security industry with a strong footprint across the United States. A leader that maintains a competitive edge over our competition by focusing on High Standards and Consistency in providing exceptional service and identifying the unique expectations of our clients on an individual basis. We attach great importance to the integrity of our actions and to the reliability and credibility of the service we provide, thereby building mutual trust and promoting good cooperation between our company and our clients. Guard One Security sets the bar in the security industry by offering our clients world class service, innovative leadership, superior training and cutting edge technology.

Guard One Security believes that the foundation and success of our business is our fully trained security enforcement professionals in the field. Without a solid foundation no company will be successful. Our team is our most important asset and we believe that if you “treat employees like they make a difference, they will”.

Guard One Security is unique in the fact that our entire leadership team boasts backgrounds in local, state and federal law enforcement with domestic and international experience. Our Senior Management team has established a strong infrastructure of internal growth with proven leaders in sales, operations and management. Guard One Security is an award winning company and was listed as one of the Top Guard Watch & Patrol Companies in the United States in 2018. Guard One Security is a strong financial company with annual revenues of $46 million dollars with approximately 3500 employees. Guard One has a unique portfolio of clients and we service clients from single patrol accounts to several national accounts.
Guard One Security’s goal is to continue on the path of success through organic growth combined with excellent client satisfaction, successful leadership, along with providing highly trained officers and technology that will allow us to build on our reputation and remain one of the top security companies in the United States.

Sincerely,

Terry R. Conrad
Vice President of Operations, Florida Division
Guard One Security
Tab D
Corporate Background

Guard-One Security, founded in 1997, is the newly acquired Security Division of Security Solutions of America. This division has kept the name of Guard-One Security but has expanded with the addition of C H Security Services, founded in 2002. The senior management team of Security Solutions of America hand-picked Guard-One Security and C H Security Services to be the foundation of their Security Division due to the experience, quality and integrity displayed by both agencies and their respective management teams. By joining these two remarkable agencies to develop Guard-One Security, Security Solutions of America has established a Security Division that stands-out among its competitors.

Legal Company Name

S&S Management Group LLC d/b/a Guard-One Security

Date of Incorporation

August 21, 2012

State of Incorporation

North Carolina

Type of Ownership

Limited Liability Corporation

Federal Tax ID Number

46-0841682

Organization Information

Guard-One Security’s revenues for the past year totaled $46,032,695. Our security division, Guard-One Security, is listed in the top 100 list for private companies in North Carolina and we are also listed in the top 20 security guard companies in the United States.

Guard-One Security currently has 3,500 employees serving customers from 25 branch offices in the following states: Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, Ohio, South Carolina, Tennessee, Texas and Virginia.
Organizational Structure

High standards and consistency are our guiding forces. This places even more demand on our senior management team to set the example and lead a branch staff that can recruit with effectiveness and retain customer and employee loyalty. The experience cultivated through the years by this senior management team has uniquely prepared them to lead one of the finest security firms assembled.

With full support from a highly experienced senior management team, Guard-One Security has a solid foundation of excellent service to build upon. We have outlined the responsibilities of our team members who, if awarded, would be directly responsible for the operation and administration of Department of Military Affairs’ contract. Resumes for the below individuals are found on the following pages.

- Supports Security Division
  - Robert F. Copeland, CEO

- Oversees Security Program
  - Mike Brentnell, Senior Vice President
  - Terry Conrad, Vice President of Operations
  - Cindy Gartzke, Branch Manager
  - Stacy Wright, Account Manager

- Patrol, Monitor, and Log
  - Uniformed Guards
Guard-One Security
Key Person Resume

Robert F. Copeland
Chief Executive Officer

Education:
B.S., North Carolina State University
M.B.A., UNC Charlotte

Experience:

Guard-One Security
Chief Executive Officer
2017 to Present

Guard-One Security
President Security Division
Guard-One Security merged with C H Security Services to become the foundation of the Security Division of Security Solutions of America.

C H Security Services
President
2002 to 2015
In 2002, Mr. Copeland purchased Executive Security Services of Atlanta, Georgia and changed name to C H Security Services, LLC. Mr. Copeland increased sales 300% and tripled the earnings of this security services company that provided armed and unarmed services in the metro Atlanta area to a customer base that included gated communities, country clubs, industrial sites, government offices and retail clients. He implemented expansions into North and South Carolina as well as drastically improved his company’s customer service.
1995 to 2002

Rite Industries Inc.
President

From 1995 to 1999, Mr. Copeland was President and CEO of RITE INDUSTRIES, INC. Manufacturer of dyestuffs for the textile and paper industries with sales in 1995 of $90 million, which was acquired by a private equity fund, Dimeling Schreiber and Park, in 1999. Together with Advent International and Capital Resource Partners, negotiated and implemented a leveraged buy out of Rite. Immediately cut $2 million from overhead. Introduced a new product, liquid fiber reactive dyes, which in 2 years was generating $8 million in new revenues. Identified and closed 4 acquisitions: Dalcolor ($5 million sales), Polychem ($4 million sales), L & S Supply ($3 million sales), Amber Industries ($12 million sales). In 1997, completely refinanced bank debt to enable expansion/acquisition program. Acquired an empty manufacturing facility in Dalton, GA, established a new company, Polychem of Georgia, and consolidated all operations of three of the acquisitions into it (the 4th, Amber was merged into Rite).

From 1999 to 2001 Mr. Copeland was the President and CEO of GLOBAL CHEMICAL SOLUTIONS, INC. Formerly Polychem of Georgia, a specialty chemical manufacturer (dyestuffs and flame retardants) serving the floor coverings industry with sales of about $10 million employing 30. Company was acquired by Dimeling Schreiber and Park in 1999 and sold to Synalloy Corporation in July 2001. Simultaneously, appointed CFO of Rite Industries (see below). Responsible for financial management, budgeting, banking relations, and human resources at both sister companies, and leadership of all facets of Global. Generated excellent cash flow enabling half the acquisition-related debt to be paid off in the first year of the deal; negotiated credit agreement amendment facilitating a substantial dividend pay out, a major goal of our investor/owners, Dimeling. Introduced a dust mite control product for carpet treatment, and a patented inorganic lubricant technology for fiber manufacturing. Subsequently, assisted owners in divesting Company to Synalloy in July 2001. In August 2001, resigned duties and entered into a non-compete.
Guard-One Security
Key Person Resume

Alan R. Stevens
Executive Vice President
Government Services

License and Certification: Supervisor/Manager North Carolina Office of State Personnel
Member of ASIS

Specialized Training: National Drug Enforcement Officer Academy
FBI National Academy – 176th Session

Education: B.S. Social Science, North Carolina State University/Campbell University 1973

Experience:

Guard-One Security
Executive Vice President Government Services
2012 to Present
Plans and implements strategy for targeting opportunities for responding to competitive solicitations. Defines competitive approach for preparing a winning proposal. Seeks and responds to opportunities to deliver formal presentation of company capabilities to potential clients. Develops private security guard services opportunities among Federal, State, County, and City government agencies. Performs direct oversight of contract performance ensuring that contract administration and work performance meets company professional standards. Reviews and analyzes results of contract progress meetings to ensure highest quality of services is delivered to clients and to take timely corrective action when needed.

Allegiance Security Group, LLC
Vice President Government Services
2007 to 2012
Established and maintained private security guard services opportunities among Federal, State, County, and City government agencies. Formulates and executes strategy for targeting opportunities for responding to competitive solicitations. Defines competitive method for preparing a winning proposal.
Pursues and responds to opportunities to deliver formal presentation of company capabilities to potential clients. Performs direct oversight of contract performance ensuring that contract administration and work performance meets company professional standards. Reviews and analyzes results of contract progress meetings to ensure highest quality of services is delivered to clients and to take timely corrective action when needed.

Security Services of America, Inc.
Government Services Business Development Manager
Provided direction to company efforts for achieving annual marketing goals in the government marketplace. In 2005, was the project manager for a $6,000,000 contract for the Federal Protective Services that provided security guards to all Federal Buildings in the Miami, Florida area.

North Carolina State Bureau of Investigation
Senior Assistant Director
Operational supervisor of forensic science services, including management of two crime laboratories.
Supervised 85 agents and 36 support personnel.

North Carolina State Bureau of Investigation
Special Agent and Special Agent-in-Charge of Coastal and Capitol District (Jacksonville, NC/Raleigh, NC)
Administrative and Operational Supervision of all District activities. Investigated major crimes (murder, robbery, rape, larceny, embezzlement, assault). Performed “undercover” work in the area of controlled substances crimes. Supervised drug enforcement activities. Supervised district criminal investigations.
Guard-One Security
Key Person Resume

Mike Brentnell
Senior Vice President

License and Certification: Private Investigator License
Certification in Advanced Education – Interrogation, Physiology, Psychology

Specialized Training: Expert Witness and Court Appointed Polygraph Examiner

Education: BS, Criminal Justice/Corrections, Troy University, 1982
Forensic Polygraph Graduate, Academy of Forensic Polygraph, 1983

Professional Affiliation: Member, American Society of Industrial Security
Member, Association of Former Intelligence Officers
Member, Northeast Exchange Club

Honors: Liaison for Department of Defense Polygraph Institute in Eastern Europe
Member of the first United States delegation of specialists in the detection of deception to Russia and Estonia, 1993
Appointed Official Deputy Consultant by the Ministry of Internal Affairs in Moscow to initiate due diligence for Western companies doing business in Eastern Europe, 1991
Co-author of articles for the Florida Polygraph Association, American Polygraph Association, American Society of Industrial Security of polygraph matter around the world.
Honorary member of the National Academy of Security, Estonia, Talin

Experience:

Guard-One Security/Sterling Holland Security, LLC
Senior Vice President

2013 to Present
Draft Business plans, sales initiatives, performance strategies and quarterly business reviews for executive level management and offer feedback on their effectiveness. Conduct profit & loss analysis, contract variance assessments, manager and administrator performance evaluations, budget forecasting and risk management. Track the progression of the latest RFPs and ITBs for new opportunities and develop and direct proposal processes from introduction to presentation.

2008 to 2013

Allegiance Security Group, LLC
Vice President National Sales
Effect overall growth by increasing customer base, generating new business opportunities through networking, direct and indirect sales and expanding services to existing customers. Plan and implement strategy for targeting opportunities for responding to solicitations. Track the progression of the latest RFPs and ITBs for new opportunities and develop and direct proposal processes from introduction to presentation.

2000 to 2008

Security Services of America
Vice President National Sales
Effect overall growth by increasing customer base, generating new business opportunities through networking, direct and indirect sales and expanding services to existing customers. Plan and implement strategy for targeting opportunities for responding to solicitations. Served as major client liaison and participated in the establishment of national accounts. Track the progression of the latest RFPs and ITBs for new opportunities and develop and direct proposal processes from introduction to presentation.

1995 to 2000

Certified Security Service, Inc.
Regional Business Development Manager
Effect overall growth by increasing customer base, generating new business opportunities through networking, direct and indirect sales and expanding services to existing customers. Assisted with acquisitions, sales and profit and loss management. Responsible for building a network of offices, hiring and training management, developing client base and gaining profitability.

1984 to 1995

Brentnell Enterprises Inc.
President and CEO
Guard-One Security
Key Person Resume

Terry R. Conrad
Vice President of Operations

License and Certifications:
- Certified Indiana Law Enforcement Officer
- Florida Security Agency Manager
- Florida Security Class D
- EMS First Responder
- Hazmat Technician
- Firearms Expert
- SFHHA

Honors:
- Employee Achievement Award 2010
- Client Service Excellence Award 2012, 2013, 2014
- Excellent Performance Award 2018
- Meritorious Service Award 1993
- Human Relations Award 1997
- Top Performer Award 2013, 2014
- Top Sales Award 2017, 2018
- 1000 Hour Club 2017, 2018

Education:
- Indiana Law Enforcement Academy
- ILEA Pre-Basic
- Indiana State Police - IDACS
- Ivy Tech State College
- Dale Carnegie Course
- FEMA – Multiple Courses

Experience:
Guard-One Security
Vice President of Operations
2014 to Present
Provides direction and support to executive management, regional, district and branch managers and supervisors. Provides oversight for branch operations throughout the State of Florida. Effect overall growth for increasing customer base, generating new business opportunities through direct and indirect sales, promoting marketing initiatives and expanding services to existing clients. Conducts profit & loss analysis, contract negotiations, budget forecasting and risk management. Instrumental for the growth of the company, developing and writing responses to RFP’s and ITB’s for local, regional and national accounts. Directs and leads operational startups for all accounts.

U.S. Security Associates
Branch Manager
Managed all financial activities for branch. Provided Profit & Loss analysis, reduced branch expenditures during first year of management. Negotiated contracts for new clients and to retain current clients. Developed and implemented program of employee oriented management for all staff. Mentored and coached employees resulting in an increase in the retention of employees. Responsible for the overall growth of all branch operations, effect overall growth by increasing customer base, generated new business opportunities through direct and indirect sales.

Prestige Services
Director of Access Control
Provided effective leadership and management of all client services, employees and management. Responsible for new business opportunities, new startups, operations, managed P & L. Defined strategy and business plans and consistently surpassed revenue goals.

Mr. Conrad served over 16 years in law enforcement. He served as a Deputy Sheriff, a Police Chief and provided contract law enforcement for the U.S. Marshal Service. He worked with the drug task force and the search and recovery scuba dive team.
Experience:

GuardOne Security
Branch Manager
2017 to Present

Cynthia Gartzke is a successful manager who has worked for Guard One Security since 2017. Cynthia is the recipient of many company awards, including in 2018, both the 1000 Hours Club and the Turnaround Award. Cynthia is known in the company for being capable of turning an underperforming branch into a viable, self-sustaining branch. Guard One Security and Cynthia's clients and Officers all know that she will look out for them all, allowing everyone to prosper.

Cynthia has overseen security accounts for multiple companies, often balancing a phenomenal workload without losing touch with the human side of management. At one point, Cynthia oversaw 22,000 hours at client sites, keeping track of the officers and their schedules on a weekly basis. Cynthia's leadership creates a very loyal following by employees and clients alike. Cynthia holds a 5-Star Google rating from both Clients and Employees.
Guard-One Security
Key Person Resume

Stacy Wright
Account Manager

Education:

Bachelor of Arts in Psychology and Sociology, Flagler College
Master of Arts in Criminology, Law & Society, UFC
Passed her PhD. Criminology, Law & Society Qualifying Exams, UFC
CPR/AED Certified

Experience:

2017 to Present

Guard-One Security
Account Manager

Stacy has over 7 years’ experience in the Security industry. She is currently an Account Manager overseeing several accounts for our Daytona Beach Guard One Branch. She is dedicated and loyal to Guard One, passionate about her job, involved with her accounts and treats her employees with fairness. She followed Cynthia Gartzke, the Daytona Beach Guard One Branch Manager on her move from their old company and is instrumental in the smooth operation of the Daytona Beach Branch Office.
References
Non Amenity Management

Matanzas Shores Owners Association
Brit Masters, Manager
110 East Collector Road
Palm Coast, FL 32137
386-447-7443

Islander Beach Resort
Martha Radune, Manager
1601 S. Atlantic Ave.
New Smyrna Beach, Fl. 32169
386-427-3452

The Landings
Michael Knupp, Security Committee Chairman
1900 Landings Blvd.
Sarasota, Fl. 34231
941-924-1050

Harborside Condos
Bill Marger, Manager
7911 Sailboat Key Blvd.
South Pasadena, Fl. 33707
727-299-7023

Pet IQ
Jessica Smith, Manager
530 Fentress Blvd.
Daytona Beach, Fl. 32114
386-675-0699 X229
Tab F
November 5, 2019

**Grand Haven CDD**
Barry Kloptsky  
Operations Manager  
2 North Village Pkwy.  
Palm Coast, FL. 32137

Dear Mr. Kloptsky,

Thank you for allowing us to present *Guard-One Security* to *Grand Haven CDD*. Through this presentation, we hope to demonstrate to you how our *Guard-One Security* service can make a difference in your perception of contract security providers. Let us show you how we *REINFORCE THE SHIELD*.

**Invested Professionalism**

At *Guard-One Security*, we guarantee to provide the highest standards of professionalism and deliver consistent operational performance to our clients. The investment we make in your personal security demands our accountability and requires the highest level of responsibility.

**Applied Vigilance**

Our emphasis on vigilance, whether through proactive, responsive security management or through diligent investigations, ensures *Guard-One Security* provides the highest level of care and attention.

**Trusted Loyalty**

*Guard-One Security* will demonstrate with integrity that we value loyalty by vowing our utmost commitment to our people and customers.

Our team would appreciate the opportunity to prove what *Guard-One Security* effort and service can mean to *Grand Haven CDD*. If I can provide any additional details or be of help in any way, please do not hesitate to let me know. I look forward to speaking to you again soon.

Sincerely,

*Terry R. Conrad*

Terry R. Conrad  
Vice President of Operations, Florida Division  
*GuardOne Security*
Guad-One Security is a premier security services provider because of our fundamentally unique business concepts. The following is a summary of those concepts:

- With a cumulative 150 years of security experience, our Senior Management is dedicated to one principle...supporting quality security officers leads to satisfied security clients. When we take good care of our officers, they in turn will ensure excellent service at Grand Haven CDD.

- Guard-One Security offers each full-time officer a quality package which establishes the foundation of our good employment relationships. By investing in our employees, we show them respect and our commitment to their wellbeing. In turn, our employees exhibit the core values of our company and reflect those same values in their relationship with our customers and their employees.

- Guard-One Security will spare no effort in our proposal to recruit the right officer for each client by utilizing intensive pre-employment screening followed by our training to prep our people to meet our customer’s expectations at the highest levels.

- Our security instruction is the state of the art comprehensive security training. We provide our officers with the finest security education in the following five stages: Pre-Assignment Security Orientation, On-site Immersion Training, Ongoing Site-specific Training, Security Distance Learning, and Post Specific Accreditation.

- Guard-One Security develops security planning that instills peace of mind and allows our customers to be part of a value-added partnership. Whether it is a comprehensive transition strategy detailing every element of succession from a prior vendor or it’s an Emergency Management Plan providing peace of mind should disaster strike, our depth of planning is vital to security mission success.
Our Mission Statement

The Guard-One Security intends to concentrate on growth partnered with quality. We are focused on providing **quality service** and **taking care of our people**. We believe that if we treat our people as our most important asset, they will take care of our clients ensuring our goal **to be the best service provider in our industry** is achieved. Because we are **service-driven**, we go the above and beyond expectations to provide **esteemed** personal service to our clients. Our overall reputation for quality in security operations, patrol, and investigations will translate into value creation for both our company and our customers’ businesses.

Our Senior Management team will establish a strong infrastructure of internal growth with proven leaders in sales, operations and management. Our acquisition program will focus on companies with solid reputations for service and rely on our philosophy that former owners can be good team members and operators. We will instill an attitude of **family** in all our operations.

Our Management team will form a network of business development personnel with proven track records in government and commercial sales that will deliver **consistent growth that does not sacrifice quality for revenue**.

We take pride in giving our work our best effort by adhering to the highest ethical standards. We intend to become the benchmark by which all security service providers are measured.

“**Excellence is a process, not just an outcome.**”

Price Pritchett
Our Team Leaders..our commitment

High standards and consistency are our guiding forces. This places all the more demand on a senior management team to set the example and lead a branch staff that can recruit with effectiveness and retain customer and employee loyalty. This senior staff's experience through the years has uniquely prepared them to lead one of the finest security firms ever assembled.

With a cumulative 150 years of security experience, our leadership team is dedicated to one principle...supporting quality security officers leads to satisfied security clients. We take good care of our officers and they in turn will ensure good service at Grand Haven CDD.

We have proven to customers all across the nation that a decision to enlist Guard-One Security may be the last contract security service selection they are ever required to make. The following page illustrates our organizational structure as it applies to Grand Haven CDD.
Management Approach

From the moment our contract is signed our experienced management team will begin the transition phase. Cynthia Gartzke, the Daytona Beach Branch Manager will lead the transition team and will be the person who is directly responsible for the successful operation of the security for Grand Haven CDD. Cynthia will be assisted by Terry Conrad, the Vice President of Operations and Stacy Wright, Account Manager serving the Daytona Beach Florida area. Guard-One Security corporate office will also provide legal and HR assistance.

Cynthia Gartzke will be the point of contact for the Grand Haven CDD. She will meet with Grand Haven CDD Management several times throughout the transition to ensure that all your needs are met.

Cynthia will then continue to lead the supervision of the start up and continued operation of your account. Cynthia and Stacy will be responsible for the set up of your account, overseeing the hiring, day to day operation and Quality assurance for your site.

Cynthia Gartzke’s Contact information is listed below.

Cynthia Gartzke  
Branch Manager  
GuardOne Security  
327 Beville Rd., Suite 107  
Daytona Beach, Fl. 32119  
386-333-9137  
cynthia.gartzke@guardonesecurity.com
Mission and Organization

Guard-One Security Infrastructure

Guard-One Security uses an inverted pyramid hierarchy. We believe that our officers are our most valuable asset and the Senior Management Team ultimately works to support their needs.

“*If you love your company and love what you do, you will serve your customers better - period!*”

Tom Peters
Guard-One Security Benefits Program

Guard-One Security recruiting approach has always been geared towards establishing a long-term relationship with our people and developing the tenure that gives our customers the peace of mind they deserve.

Retaining quality security officers is the contract security partnership’s goal, and this program is a huge step towards this objective. Concern for only short-range staffing needs leads to turnover and poor client service; therefore, we must demonstrate our combined interest in our most valuable security resource. Only then can we begin to build the tenure that leads to an extensive job knowledge and better client perception of a security program’s overall competency.
Recruiting Programs

**Uniforms**
Each full time security officer will be provided a complete set of uniforms. The value of this equipment at Guard-One Security substantial volume discount is approximately $300.00. Guard-One Security replaces uniform items without charge for normal wear and tear.

**Holidays**
Guard-One Security employees will observe the holidays as designated for employees of Grand Haven CDD. Officers will be paid time-and-one-half on holidays worked. If an officer does not work on a given holiday, that employee receives no pay or premium for that day.

**Vacations**
Guard-One Security employees receive one week vacation after one year of continuous service and two weeks at their second year anniversary with no attendance infractions. They are paid the one or two weeks pay the pay period following their service anniversary.

**Minimum Shift Length**
We guarantee a minimum four hour shift to any of our officers who are called in to work an unscheduled shift.

**Pay Periods**
Security officers are paid bi-weekly; the payroll weekends at the completion of the Friday graveyard shift.

**Paycheck Cards and Direct Deposit**
Guard-One Security are issued paycheck cards. These cards eliminate many issues associated with paychecks such as loss or delays. Our employees are also given the option of direct deposit.
Recruiting Programs

**Optional Tailored Benefits**

Many of our clients wish to add additional benefits for the officers assigned to their facilities. Examples of these additions include:

- **Perfect Attendance Pay**
- **Work-related Tuition Reimbursement**
- **Non-worked Holiday Pay**

Guard-One Security Recognition Programs

**Extra Effort Award**

Any studies have shown that employees who appreciate their job are more motivated to provide excellent service. For this reason, **Guard-One Security** directs all managers and supervisors to watch for the things our officers do that can be described as “extra effort”. We give each manager authority to give an “**Extra Effort Award**”, an instant recognition by a $10.00 cash award, to any officer for any action that enhances our service to our customers.

**Platinum Performer**

Any **Guard-One Security Officers**, recognized by management or by recommended by a client for excelling expectations, are eligible to receive a personalized letter and certificate from our President and CEO along with a bonus check. **Platinum Performers** are also acknowledged in our company newsletter.

**Continued Service**

**Guard-One Security** also recognizes officers for their continued service at the One, Five, Ten and Twenty Plus year benchmarks. Each recipient will receive a letter of appreciation along with a $100.00 bonus per year of satisfactory continuous service.
Selection and Assignment

Established Fundamentals

By paying competitive wages, offering an excellent benefit package, and respecting our employees, Guard-One Security finds and retains the best in security officers, supervisors and managers.

Recruiting

Our company applies a number of resources for the recruitment of personnel. An integral part of our recruitment effort is our Officer Referral Program. Current team members who refer an accepted applicant are provided a cash bonus. Additionally, we believe that our military service members returning to home and school has been our best source of employees. We appreciate their service to our country and support the hiring of our veterans. Furthermore, we also recruit at local colleges and universities, veteran’s organizations, church and senior citizens groups, as well as media advertising. Moreover, officers on Grand Haven CDD current security staff will be considered, if requested, but must meet all Guard-One Security employment criteria.

Selection

Our selection process begins with establishing basic criteria for Security Officers at Grand Haven CDD. These criteria could include, but are not limited to:

- High school diploma
- Relevant experience as required by Grand Haven CDD.
- Capability to exercise good judgment, tact, and discretion
- Must be neat in dress and grooming, able to deal courteously, tactfully, and effectively with others, in person and on the telephone
- Must be able to communicate clearly with others in English
- Must have a positive, cheerful attitude and give assistance willingly
- Must possess initiative, maturity, integrity and be highly ethical
- Strong attention to detail, especially under stress
- Treat Grand Haven CDD business information as confidential
- Respect privacy and maintain the integrity of both Grand Haven CDD and Guard-One Security
Selection and Assignment

In addition, Guard-One Security requirements for Security Officer Candidates include, but are not limited to, the following:

- Candidate must have access to a telephone and reliable transportation
- Candidate must be at least 18 years of age, as documented by original or photo copy of appropriate document
- Candidate must be a U.S. citizen or provide documentation allowing residency and authorization to work. As appropriate, must have an Alien Registration Receipt Card I-151 or Resident Alien Card I-551
- Candidate must read, write, and speak English fluently and demonstrate comprehension of written English and the ability to respond in writing
- Candidate must have qualifying police criminal record
- In concert with the provisions of the Americans with Disabilities Act (ADA), must be physically able to perform assigned duties
- Candidate’s application must include previous verifiable employment for a period covering ten (10) years or to first employment, whichever is less
- Candidate must be licensed to drive and possess a safe driving record
- Candidate must have a Social Security Card

We will review and ask for your concurrence on the officer selection criteria.

The candidate also must read and sign the Guard-One Security Drug and Alcohol Policy Form and successfully pass a comprehensive drug screening conducted by a local laboratory. This is a requirement for all Guard-One Protective Services employees.

Guard-One Security is an Equal Opportunity Employer. We comply with all state and Federal applicable laws, executive orders, and regulations regarding non-discrimination in employment, including the Americans with Disabilities Act (ADA). All personnel actions including recruiting, selection, promotion, and discipline are made without regard to race, color, religion, sex, national origin, or disabilities.
Selection and Assignment

Background Checks and Drug Screening

Guard-One Security completes a thorough process including drug screening and applicant background checks.

This process will cover the following items:

10. Drug Testing
11. Social Security Verification
12. E-verify
13. State, Federal, and Local
14. Criminal Background Checks
15. Employment History
16. Driver’s License Check
17. Credit Check (when applicable)
18. References

Assignment

Guard-One Security management team will review successful candidates with you prior to placing them on the job. No officer will be placed on the job until prior employment and background data has been verified by Guard-One Security and the candidate has successfully passed the drug screening.

Following the assignment process is a diligent training process. Selected candidates must receive all basic Security Officer Training required by the state and by Guard-One Security.

Finally the employee must complete the site-specific training for the assigned customer’s location. The details of our training program are found on the following pages.
“Platinum” Security Officer Training Program

Guard-One Security provides its security officers with a five-stage approach to competency training. Our training program recognizes that certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations, and policies on appearance and conduct, are the same regardless of where the person may be assigned. On the other hand, individual clients usually have special situations and circumstances, which require additional specialized training. Our training program has been designed to meet both general and site-specific requirements.

Tier I Training: Pre-Assignment Security Orientation

19) Given immediately after hire
20) Conducted by State Certified Educators.
21) Covers and Tests on the following topics in detail prior to assignment

1. The Security Officer’s Role
2. Public Relations
3. Observation and Communications
4. Fire Protection and Safety

Any Guard-One Security officer intended to operate a vehicle on customer premises is also trained on specific safety and operational requirements. Be it a golf cart, truck or automobile, safety is the primary emphasis.

As an additional service to Grand Haven CDD we are prepared to train our Security Officers at your location in first aid and CPR. This provides an extra measure of protection for your employees.
Training

**Tier II Training: On-Site Immersion Training**

(22) Specifically related to each post location.

(23) Training plan will be developed for your review prior to start-up.

(24) Create a Training checklist that will contain a summary outline of all duties for each post.

(25) Conduct a written examination to measure the specific job knowledge for each officer assigned.

**Tier III Training: Ongoing Site Specific Training**

(26) On-going program designed to continually assess the officers’ knowledge of procedures and instructions for your facility and to revise training to conform to any changes.

(27) Your Guard-One Security Operations Manager (and Field Supervisor, if appropriate) will maintain contact with Grand Haven CDD representative to incorporate changes as they occur and ensure post orders and training requirements are updated.

(28) Individual officers will be tested on changes as they are implemented to ensure consistent knowledge by all your security team.
Tier V Training: Post-Specific Accreditation

(32) Ensures that all of our commitments to you are met and that trained and competent personnel cover all posts.

(33) With your concurrence we will cross-train all assigned officers on all posts to provide back-up when necessary and to provide scheduling flexibility.

(34) We also employ a “Flex Force” concept to meet this commitment. Additional officers and supervisory personnel will be trained on all requirements of your facility.

(35) We will never schedule or assign an officer to work a post for which he or she has not been properly trained.

(36) All of our training materials and instructions will be continually assessed by your Operations Manager to ascertain that we have sufficient resources and knowledge to provide the proper coverage to your facility.

(37) We will certify each and all assigned and Flex Force personnel as “Accredited” when your Operations Manager is satisfied that their training is current and they have had appropriate experience at Grand Haven CDD.

(38) We will provide our status to you on this accreditation at least quarterly or as requested. We believe this program of accreditation is unique and goes beyond the standard of training and knowledge enhancement in our industry.

You Can Monitor Training

All that Guard-One Security or any security company claims to do in training is only meaningful if it is done. We will maintain records of training for each and every officer assigned to Grand Haven CDD for review at your request.
TRAINING TEAM

Cynthia Gartzke
Branch Manager

Current Branch Manager
13 years of Contract Security Management
25 years of Management Experience
Florida Security Agency Manager License
Florida Class D Security License
Completed Business Management Courses

Stacy Wright
Account Manager

Current Account Manager
7 years of Security Experience
5 years of Security Management
BA – Psychology and Sociology
MA – Criminology
Passed PhD Criminology Exams
Adjunct Professor at Flagler College
Guard-One Security has, on numerous occasions, established security service with training and performance requirements similar to Grand Haven CDD. In doing so, we have developed transition procedures which routinely and successfully meet the various demands placed upon us and which preclude turmoil or confusion. What follows are example Transition Timelines that allow our Operations Management/Corporate Field Services Support Teams to ensure that they have done the preparation and covered the items necessary to provide for as seamless a transition as possible. The timelines will start at the Contract's Award Date.

Transition Program Outline

The goal of this transition plan is continuity of security operations at your facilities. To accomplish these objectives, over the period between the contract award and the contract starting date, Guard-One Security has defined a staged set of tasks, along with a calendar scheduled to synchronize with the identified start-up date. To accomplish the tasks detailed in the Transition Plan, we have a team consisting of key Guard-One Security personnel whose responsibility will be to ensure an orderly transition.

Transition Plan Tasks

1. Initial agreement on Transition Plan schedule.
2. Follow-up meetings of Transition Team.
3. Review of site plans, security programs and all additional security procedures.
4. Personnel selection and screening of current security staff.
5. Recruitment, qualification, and screening of replacement personnel as required.
6. On-site training of all personnel, including site familiarization.
7. Logistical activity involved in delivering:
   - Equipment
   - Uniforms
   - Miscellaneous materials and supplies
8. Change-over operational dynamics during the 24-hour period of actual change on the effective start-up date, involving timekeeping, shift changes, supervision, equipment interchange, etc.

Task 1: Initial Agreement

An illustration of an orderly, planned transition program is shown in the Transition Schedule. Further, the proposed schedule is flexible to accommodate critical review of each task by the Transition Team and Grand Haven CDD. After review and initial agreement by all parties the transition schedule will be put into effect.

Task 2: Transition Team

Task 2 is depicted on the schedule as an initial meeting immediately after the contract award. This initial meeting is followed by four (4) weekly meetings thereafter, monitoring the other tasks of the Transition Program and problems/progress addressed and corrected to date. Essential to the achievement of the Transition Plan objective is the close working relationship between key personnel from Guard-One Security and Tech Data.
Transition Corporation. Early involvement of members of the Transition Team will ensure complete preparedness at date of contract start-up. The Transition Team proposed involves responsible personnel from Guard-One Security and Grand Haven CDD.

Task 3: Review of Site Plans, Security Programs, and Documentation
It is recommended that the Transition Team undertake further review and examination of existing security plans and contingency documents. Tech Data Corporation’s existing Post Orders will be used as a basis to begin this task. Additionally, we will request permission to conduct a security survey of each facility to ensure we understand and fully appreciate all aspects of the physical layout of the facility along with any special equipment or procedures for which unique training requirements may exist. Our survey will include employees’ work routines and the status and condition of all security related installations including, but not limited to, fences, barriers, doors, gates, locks, access control procedures, and property control procedures.

Task 4: Personnel Selection and Screening of Current Security Staff
Guard-One Security recognizes the possibility that some current security officers may meet the upgraded personnel requirements of Guard-One Security’s general criteria for hiring. We plan on interviewing those people due to their familiarity with security work at your facilities. They could become valuable Guard-One Security employees in the future.

Task 5: Screening of New Personnel
Once current applicants have been contacted and Guard-One Security begins to receive responses to recruitment efforts, the screening process will begin in earnest. All applicants, whether current Security officers at Tech Data Corporation’s facilities or new applicants, will be subject to the Guard-One Security screening and recruitment procedures. To ensure a smooth selection process, Guard-One Security proposes to conduct job interviews and local reference checks to achieve a preliminary qualification status. If acceptable, the candidate would then undergo the required background investigation and interview process.

Task 6: On-site Training of All Personnel
After the screening process and once all personnel have been selected and completed the Guard-One Security Orientation, site training will begin at Grand Haven CDD. The on-site training covers all facility security functions and is scheduled not to interfere with the present day-to-day operations. The training is scheduled on a per shift basis and allows the initial cross-training process to begin.

Task 7: Logistical Activity
Guard-One Security is fully aware of the equipment and material requirements specified in this contract. The following proposed schedule addresses those requirements:

1. Equipment and uniforms ordered, upon award of the contract.
2. Uniforms fitted for all personnel - 1-2 weeks.
3. Uniforms at District office - 2 weeks.
4. Uniforms issued - 3 weeks.

Each logistical requirement will be addressed in advance and will be coordinated by the appropriate Transition
Team member to reduce any potential duplication of efforts.

**Task 8: Operation Dynamics during Changeover**
Guard-One Security believes that a smooth transfer of responsibilities can be affected at the termination of existing contracts through the full involvement of the Transition Team. Additional and retained personnel will be issued their uniforms and any equipment required during the final week of the existing contract. Guard-One Security’s Supervisory personnel will be on site at the start of the job to ensure a smooth transition. This consistency of supervision will continue for a period necessary to ensure all security officers are comfortable and knowledgeable of their duties and responsibilities.

**Task 9: “Business Review” Meeting**
Periodically Guard-One Security will request a "Business Review Meeting" between Guard-One Security’s Management team and **Grand Haven CDD Management**. The first proposed meeting would be within the first 7 to 10 days after start-up and a follow up at the 30-day marker.

*Guard-One Security has provided timeline checklists on the following pages that work in conjunction with the previously detailed specific tasks to ensure a fluid transition.*
Transition

TRANSITION TEAM

Cynthia Gartzke
Branch Manager

Cynthia will lead the Transition Team for the Grand Haven CDD account.

Cynthia Gartzke
386-333.9137 (office)
cynthia.gartzke@guardonesecurity.com

Stacy Wright
Account Manager

Stacy will provide support for the transition for the Grand Haven CDD account.

Stacy Wright
386-333.9137 (office)
stacy.wright@guardonesecurity.com
Doing the Right Things the Right Way

Guard-One Security quality policies and quality roles are defined and documented for the organization as a whole and for the individual processes associated with service delivery. Proof of quality policy compliance is built into the procedures for each service delivery process.

As an example, the quality policy for employee selection dictates that each employee must meet certain defined hiring standards. Quality procedures specify that proof of compliance with each standard must be included in the employee’s file. Quality is assured through a combination of the following:

- Regular review of employee records for proof of compliance with each employee.
- Compliance reviews, conducted by specialists who examine each element of compliance documentation for completeness and accuracy.
- Formal annual quality assessments, conducted by internal auditors who inspect branch documentation to ensure every branch is following approved quality policies and procedures.

We are strictly accountable for meeting established quality standards for employee selection, training, and supervision processes, client communication processes, and more.

Our focus is on the processes. The quality and integrity of the processes ultimately drive our ability to satisfy customer needs and meet regulatory requirements, while achieving and improving customer satisfaction. Entirely voluntary, our investments in quality assurance controls and ongoing oversight are clear indications of our commitment to consistently implementing best practices and continuously improving service.

What all this means for our clients is that across all of our sites throughout the nation, our employees, our security officers, leadership and security services meet the same exacting quality standards.

Quality Management Principles

Globally accepted quality management principles provide the basis for performance improvement and organizational excellence.

Customer focus
We listen to clients and respond with tailor-made security service programs that evolve with client needs.

Leadership
We have top security company talent leading our teams, from empowered on-site personnel to immediately accessible branch and regional management.

Involvement of people
We employ invested, career-track security professionals who are recognized and rewarded for their contributions.
System approach to management
We manage security services operations with systematic processes for personnel selection, security officer training, performance management and client communications.

Continual improvement
Our managers review performance with clients on schedule and follow through on improvement commitments without fail.

Quality Management Translates to Client Retention
We attribute the strength and length of our client relationships in large part to our quality assurance system. Guard-One’s client retention rate consistently exceeds 90 percent.
Emergency Planning

Emergency Response Planning and Management

An old adage of emergency experts is: **“An actual disaster may never go as planned, but without planning you can be sure it will go much worse.”** Of all the services offered by Guard-One Security in this proposal, there is none any more important than helping our customers be prepared to deal with emergencies that impact business operations such as individual personnel accidents to a major fire that destroys facilities and brings the conduct of business to a halt, perhaps for an extended period.

Guard-One Security has the expertise, the resources and the commitment to help ensure that Grand Haven CDD has the benefit of the best planning possible to cope with emergencies in your business. An effective emergency response plan is developed through teamwork, validated through testing, regularly reviewed and continually updated as experience and changes dictate. Considering just some of the threats, emergencies, and disasters a business or facility can be exposed to says that a “one size fits all” emergency response plan is impractical if not impossible.

Some examples of events that can affect businesses include: fires, hurricanes, tornadoes, floods, earthquakes, chemical spills, bomb threats and real explosions, power outages, arson, on-the-job accidents, theft of products and proprietary information, fraud, sabotage, civil riots and labor disorder, transportation accidents and failures.

While the risk to a specific business from any of these examples may be small, these and any others that may relevant to Grand Haven CDD should at least be discussed by those involved in a plan preparation process.
Emergency Planning

Prevention

The primary goal of any emergency plan should be to reduce the risk of injury or death to any occupant of Grand Haven CDD facilities and secondarily, to protect property. With those goals as our starting point, we feel it is entirely possible to prepare a plan that you and your employees will feel can be effective in almost any emergency.

Preparedness

Decisions must be made as to what will be done to reduce risks and implementation begun. Guard-One Security will recommend what resources can be made available, how quickly and in specific quantity, based on the severity of the emergency.

*A key note: Plans and preparations should cover 24/7!*

Response

Real emergencies and disasters tend to happen when you are least prepared, i.e., holidays, nights and weekends. That again is where your contract with Guard-One Security can be the ultimate backup plan. We operate around the clock, have the communications systems already in place and can activate personnel quickly.

Recovery

Major events/disasters, such as extensive fires, floods, or explosions, may have a long term impact on a company’s business. Senior management will generally determine what action Grand Haven CDD must take to recover. Guard-One Security stands ready to provide services to protect property and assist in any way possible to help our clients get back on their feet and going again.

*An emergency response plan is of little value unless it is tested and revised on a continuing basis.*
Sporting and Special Events

Temporary or short-term security required by sporting and special events coverage (tournaments, conferences, trade shows, demonstrations, etc.) generally require a fairly large number of officers for a relatively small amount of time.

Guard-One Security has been able to provide our clients with this specialized service by capitalizing on a critical asset. We utilize off-duty or on leave military personnel for televised sporting events, international trade shows, and major work stoppages. They have the training, the experience and the discipline to serve the security needs of your important event. Because the aforementioned special events call for security officers that must respond to ever-changing circumstances, we know that our choice of our men and women in the service is the optimal selection for such situations. Additional needs are staffed by selected qualified officers and managers, appropriately uniformed.

Inspection and Patrol Services

Guard-One Security maintains a Patrol and Inspection Division. With vigilant supervision, these motorized patrols are in constant cellular contact.

Patrol Services include:

- Patrol Inspections
- Patrol Escorts
- Alarm Response
- HOA Patrol Services
Corporate Command Center

Maintained 24/7
- Dispatch
- Tablets equipped with Field Force allowing instant feedback for any incidents
- Call Center – Answers all land line phones in Company after hours
- Remote CCTV Monitoring at Client Sites to Dispatch Patrol
- Monitors all GPS units for patrol and investigations
- Handles all officer check-in and check-off calls
- Creates electronic DAR reports, inspections and incident reports
- Coordinates all patrol service via voice over IP

Manages
- Cold Start Jobs
- Officer Safety Call In
- Vehicle Patrols equipped with Field Force Tablets that can communicate with our clients in real time while utilizing photographs or video

Monitoring
- Remotely surveilling our security personnel randomly and periodically
- Remotely confirming the safety and security of our personnel
- Remotely recording for any legal or disciplinary actions
- Monitor Client sites 24/7 via CCTV and we will dispatch armed or unarmed Patrol Vehicles to incident
Additional Services

General Investigative and Protective Services

Our experienced team finds the truth. People will lie but the evidence does not. Guard-One Security offers the following additional services:

*Insurance Investigations*
*Domestic and Family Investigations*
*Computer Forensics*
Guard-One Security is affiliated with the following associations:

- ASIS International (American Society for Industrial Security)
- BOMA (Building Owners’ and Managers’ Association)
- CAI (Community Association Institute)
- IFMA (International Facility Managers’ Association)
- IAHSS (International Association of Healthcare Safety and Security)
- National Registered Emergency Medical Technicians
# Client Service Survey

**Branch:** ____________________________  
**Date:** ____________________________

<table>
<thead>
<tr>
<th>Security Officer Retention</th>
<th>Post Ownership</th>
<th>Excel</th>
<th>Good</th>
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<td>Written Reports (Overall Grade)</td>
<td>Care of Equipment</td>
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<td>Security Officer Incident Response</td>
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<td>Employee Fraternization</td>
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<td>Client/Public Interaction Skills</td>
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<td>Poor</td>
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<td>Billing/Payroll</td>
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<td>Poor</td>
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<td>Security Operations Manual</td>
<td>Overall Service Rating</td>
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<td>Good</td>
<td>Fair</td>
<td>Poor</td>
</tr>
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</table>

**Client Comments:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**Proposed Solutions:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**Action Taken:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

______________________________  
Client Signature  

______________________________  
Manager Signature
OUTSTANDING SERVICE AWARDS
2018

SECURITY LETTER “TOP” GUARD WATCH & PATROL COMPANIES – 2018
#18 Guard-One Security/Security Solutions of America

2018 GRANT THORNTON NORTH CAROLINA 100® (NC100) LIST
We are proud to be recognized in the 2018 Grant Thornton North Carolina 100® (NC100) list, which recognizes the substantial impact of private companies in North Carolina!
Why Choose Guard-One Security?

We will differentiate ourselves from our competitors by virtue of a single premise.

We will do what we say we are going to do.
Benefits of Choosing Guard One Security

- **Management** – Branch office is 40 minutes from Grand Haven CDD.

- **Senior Vice President** – Mike Brentnell will be involved and available to Grand Haven CDD.

- **Vice President of Operations** – Terry Conrad will assist Cynthia Gartzke with the transition and will provide support for your account. Terry will be available to Grand Haven CDD.

- **Branch Manager** – Cynthia Gartzke will be responsible for the Grand Haven CDD account. She will oversee the transition, the training and overall operation of your account.

- **Account Manager** – Stacy Wright will assist Cynthia Gartzke provide and strong support for the Grand Haven CDD account and will be available to Grand Haven CDD.

- **Officer Pool** – All security personnel will live within 20 miles of Grand Haven CDD.

- **Training** – We provide thorough pre-assignment computer training and Post Order, Protocol and Customer Service training in our office with testing at the end of the instruction.

- **On Site Training** – Additional training hours based on need for more training or at Client request. Written tests will be given to all officers, on a monthly basis covering duty and protocol related issues. All training is provided at **NO COST**.

- **Client Meetings** – Guard One management team will meet with Client and selected officers to discuss/review performance, any suggestions to improve performance or procedures, etc. We will also use this time to recognize officers for a job well done. *These meetings will be weekly or at the Client request but no less than monthly.*

- **Post Inspections** – Post inspections shall be conducted on all shifts on a regular basis and all results shall be documented and available to Client to ensure quality assurance.

- **Uniforms** – Uniforms will consist of black pants, blue or white shirts, tie, jackets and name tags. Client will have the option to choose/change the uniform color or style. All uniforms are provided to the officers at **NO COST**.

- **Hiring Current Staff** – Guard One will offer employment to any officer that the Client wishes to retain.
Benefits of Choosing Guard One Security

- **Special Events or Emergencies** – Guard One will provide additional officers for any special events or in the event of emergencies.

- **Medical Benefits** – Officers will be offered medical and dental insurance options at minimal cost.

- **Vacations** – Officers will be eligible for vacations after one year of service. Vacations will grandfathered for current officers.

- **Incentives** – Officers have the opportunity to receive numerous awards and bonuses. The awards include extra effort awards, excellent service awards, meritorious awards, continued service awards, etc. All of which include a bonus.

  The officers can receive bonuses for employee referrals, client referrals, achievement, etc.

- **Best of All** – Our company and our management team believes in treating people the way we want to be treated and we not only treat our employees as part of our team – **We treat them like FAMILY!**
CORPORATE/BOARD RESOLUTION
RESOLUTION AUTHORIZING SUBMISSION OF A PROPOSAL AND EXECUTION OF
CONTRACT WITH GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT IN PALM
COAST, FLORIDA TO CARRY OUT SECURITY SERVICES

WHEREAS, S&S Management Group LLC, is a Non-Florida (Foreign) Limited Liability
Company. WHEREAS, S&S Management Group LLC, desires to accomplish the objective as set
forth in its Scope of Services.

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS of the S&S
Management Group LLC; that said Board hereby authorizes and instructs Terry Conrad to submit
a proposal and to enter into a contract in the name and on the behalf of this corporation with Grand
Haven Community Development District in Palm Coast, Florida for the operation of Uniformed
Security Services.

Thereupon declared this resolution duly passed and adopted this 8th day of November, 2019.

ATTEST

[Signature]
Rich Frye
Signature of Secretary of the Board

Rich Frye
Printed Name of Secretary of the Board
Tab H
Guard-One Security is familiar with all federal, state and local laws. We comply with all federal, state and local applicable laws, ordinances, executive orders, and regulations regarding non-discrimination in employment, including the Americans with Disabilities Act (ADA). All personnel actions including recruiting, selection, promotion, and discipline are made without regard to race, color, religion, sex, national origin, or disabilities.
GuardOne Security

Tab I
CERTIFICATE OF EXISTENCE
(Limited Liability Company)

I, Elaine F. Marshall, Secretary of State of the State of North Carolina, do hereby certify that

S&S MANAGEMENT GROUP LLC

is a limited liability company duly formed, and existing under the laws of the State of North Carolina, having been formed on 22nd day of August, 2012

I FURTHER certify that, as of the date of this certificate, (i) the said limited liability company is not dissolved under the terms of its articles of organization, (ii) the said limited liability company’s articles of organization are not suspended for failure to comply with the Revenue Act of the State of North Carolina, (iii) that said limited liability company is not administratively dissolved for failure to comply with the provisions of the North Carolina Limited Liability Company Act, (iv) that this office has not filed any decree of judicial dissolution, articles of dissolution, articles of merger, or articles of conversion for said limited liability company.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal at the City of Raleigh, this 10th day of October, 2019.

Elaine F. Marshall
Secretary of State
I certify from the records of this office that S&S MANAGEMENT GROUP LLC is a North Carolina limited liability company authorized to transact business in the State of Florida, qualified on September 3, 2013.

The document number of this limited liability company is M1300005532.

I further certify that said limited liability company has paid all fees due this office through December 31, 2019, that its most recent annual report was filed on April 1, 2019, and that its status is active.

I further certify that said limited liability company has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Tenth day of October, 2019

Secretary of State

Tracking Number: 9609059441CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication
Public Access System

S & S MANAGEMENT GROUP LLC (SOUTH DAYTONA)

<table>
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<th>Expires</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>BB1700020</td>
<td>09/14/2020</td>
<td>LICENSE ISSUED</td>
</tr>
</tbody>
</table>

Physical Address
927 BEVILLE ROAD
#107
SOUTH DAYTONA FL 32119
(727) 286-8969A

Mailing Address
927 BEVILLE ROAD
#107
SOUTH DAYTONA FL 32119

Principals
None

Companion License
None
GuardOne Security

Tab J
Guard One Security has reviewed the entire Grand Haven CDD RFP GH-SS-19-01 and has no questions related to any part of the RFP. Guard One Security has no intentions of seeking any modifications or withdrawing our proposal at any time.
Tab K
SECTION 7: BASIC ORGANIZATION INFORMATION
(to be completed by proposer)

DATE SUBMITTED  November 15, 2019

1. Proposer  Guard One Security

   Company Name

   an Individual
   a Limited Liability Company
   a Limited Liability Partnership
   a Partnership
   a Corporation
   a Subsidiary Corporation

2. Proposer’s Address

   Street Address  927 Beville Road #107

   P.O. Box (if any) ____________________________

   City  South Daytona  State  FL  Zip Code  32119

   Telephone:  386-333-9137  Fax ____________________________

   1st Contact Name  Terry R. Conrad  Title  Vice President of Operations

   2nd Contact Name  Cynthia Gartzke  Title  Branch Manager

3. Parent Company Name (if applicable)  S & S Management Group dba Guard One Security

4. Parent Company Address (if different):

   Street Address  20 Mansell Court East, Suite 500

   P.O. Box (if any) ____________________________

   City  Roswell  State  GA  Zip Code  30076

   Telephone:  470-825-1700  Fax  704-972-0642

   1st Contact Name  Rich Frye  Title  CFO

   2nd Contact Name  Mike Brentnell  Title  Senior Vice President

5. List the location of the Proposer's office which would perform GHCDD work.

   Street Address  927 Beville Road #107

   P.O. Box (if any) ____________________________
6. If the Proposer is a corporation, is it incorporated in the State of Florida?
   Yes (✓) No ( )

   6.1 Does the Proposer have a Federal Employer Identification number (FEIN)?
      Yes (✓) No ( ) FEIN: 46-0841682
      If no, please explain

   6.2 Is the Company in good standing with the Florida Secretary of State, Division of Corporations?
      Yes (✓) No ( )
      If no, please explain

      Date incorporated 6/25/18 Charter No. ________________

      Is the applicant registered with the State of Florida? Yes (✓) No ( )

   6.3 If Proposer is not a Florida corporation, provide the following:

      State in which the Proposer is organized: North Carolina

      Is the Proposer in good standing with that State? Yes (✓) No ( )
      If no, please explain

      Date Proposer was organized: 8-21-12

      Is the Proposer registered as a foreign corporation with the State of Florida?
      Yes (✓) No ( )
      If no, please explain
7. If the Proposer is a partnership (including a limited partnership or limited liability partnership) or limited liability company, is it organized in the State of Florida? 
   Yes (✓) proceed to Question 7.1   No ( ) proceed to Question 7.2 

7.1 If yes, is the Proposer registered with the Florida Department of State, Division of Corporations? Yes (✓) No ( )

   If no, please explain ______________________________________________________________________________________
                                                                                                        ______________________________________________________________________________________

Is the Proposer in good standing with the State of Florida? Yes (✓) No ( )

   If no, please explain ______________________________________________________________________________________
                                                                                                        ______________________________________________________________________________________

   Date Proposer was organized: 6-25-18 __________________________

7.2 If no, provide the following:

State in which the Proposer is organized: N/A __________________________

   Is the Proposer in good standing with that State? Yes ( ) No ( )

   If no, please explain ______________________________________________________________________________________
                                                                                                        ______________________________________________________________________________________

   Date Proposer was organized: N/A __________________________

   Is the Proposer registered as a foreign partnership or limited company with the State of Florida? Yes (✓) No ( )

   If no, please explain ______________________________________________________________________________________
                                                                                                        ______________________________________________________________________________________

8. Does the Proposer hold any registrations or licenses with the State of Florida, applicable to the contract? Yes (✓) No ( )

8.1 If yes, provide the following information and attach one (1) photocopy of each listed license (attach additional sheets if necessary):

Type of registration Branch License

   License No. BB1700020 ___________ Expiration Date 9/14/2020 __________________________

   Qualifying individual Cynthia Gartzke ___________ Title Branch Manager __________________________
List company(s) currently qualified under this license

S & S Management Company d/b/a Guard One Security

---

8.2 Does the Proposer hold any registrations or licenses, applicable to the contract?
Yes (✔) No ( ) (attach additional sheets if necessary)

If yes, please list and provide a photocopy of each listed license or registration:
Certificate of Existence, North Carolina (Please see Tab I)

---

9. List the Proposer's total annual dollar value of work completed for each of the last three (3) years.

<table>
<thead>
<tr>
<th>Year</th>
<th>Dollar Value</th>
</tr>
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<tbody>
<tr>
<td>2016</td>
<td>$19,132,075</td>
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<tr>
<td>2017</td>
<td>$35,265,270</td>
</tr>
<tr>
<td>2018</td>
<td>$46,032,695</td>
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</table>

10. List the Proposer's total annual dollar value of work completed, to date, for 2019.

2019 $54,550,000

11. What are the Proposer's current insurance limits? (Provide a copy of applicant's Certificate of Insurance). An example of an insurance certificate is attached hereto as Exhibit A.

- General Liability $1,000,000
- Automobile Liability $1,000,000
- Workers Compensation $1,000,000
- Expiration Date 1/1/2020

12. Has the Proposer been cited by OSHA for any job site or company office/shop safety violations in the past two (2) years? Yes ( ) No (✔) (attach additional sheets if necessary)

If yes, please describe each violation, fine, and resolution:

---

12.1 What is the Proposer's current worker compensation rating?

0.82

12.2 Has the Proposer experienced any worker injuries resulting in a worker losing more than ten (10) working days as a result of the injury in the past two (2) years? Yes (✔) No ( ) (attach additional sheets if necessary)

If yes, please describe each incident

Please see attached sheet.
Worker Injuries

Guard One Security has experienced (5) worker injuries resulting in a worker losing more than (10) working days as a result of the injury in the past two years.

1) Armed Officer was injured when a bullet grazed his leg.

2) Officer tripped causing injury to their lower back, leg and arm.

3) Officer fell and hit their head and cut their knee.

4) Officer experienced a displaced shoulder.

5) Officer fell and received a petellar fracture.

Specific details pertaining to the above listed injuries could not be released.
13. Is the Proposer currently involved in any litigation? Yes ( ) No (√)
If yes, describe the nature of the litigation (*attach additional sheets if necessary*)

N/A

14. Has the Proposer been involved in any litigation within the past five (5) years?
Yes ( ) No (√) If yes, describe the nature and outcome or ruling of the litigation (*attach additional sheets if necessary*)

N/A
The undersigned hereby authorizes and requests any person, firm or corporation to furnish any pertinent information requested by the Grand Haven Community Development District, or its authorized agents, deemed necessary to verify the statements made in this application or attachments hereto, or regarding the ability, standing and general reputation of the applicant.

Guard One Security
Name of Proposer

This 15 day of November, 2019

Terry R. Conrad, Vice President of Operations
[Print name and title]

State of Florida
County of Sarasota

The foregoing instrument was acknowledged before me this 12 day of November, 2019 by Terry Conrad, of Guard One Security who is personally known to me or who has produced self as identification and who did (did not) take an oath.

Signature of Notary taking acknowledgment

MARCY GAYLE CONRAD
Notary Public – State of Florida
Commission # GG 157000
My Commission Expires Feb 27, 2022
Bonded through National Notary Assn.
STATE OF Florida
COUNTY OF Sarasota

I, Terry R. Conrad, do hereby certify that I have not, either directly or indirectly, participated in collusion or proposal rigging. Affiant is a VP of Operations at the firm of Guard One Security, and authorized to make this affidavit on behalf of the same. I understand that I am swearing or affirming under oath to the truthfulness of the claims made in this affidavit and that the punishment for knowingly making a false statement includes lines and/or imprisonment.

Dated this 15th day of November 2019.

Terry R. Conrad
Signature by authorized representative of Proposer

State of Florida
County of Sarasota

The foregoing instrument was acknowledged before me this 12 day of November 2019 by Terry Conrad, of the Guard One Security, who is personally known to me or who has produced self as identification and who did (did not) take an oath.

Marcy Gayle Conrad
Signature of Notary taking acknowledgment
The undersigned hereby authorize(s) and request(s) any person, firm or corporation to furnish any pertinent information requested by the Grand Haven Community Development District, or their authorized agents, deemed necessary to verify the statements made in this proposal or attachments hereto, or regarding the ability, standing and general reputation of the proposer.

Guard One Security
Name of Organization

This 15th day of November, 2019

By: Terry R. Conrad
Terry R. Conrad, VP of Operations
Print Name and Title

State of Incorporation: North Carolina

State of Florida
County of Sarasota

The foregoing instrument was acknowledged before me this 12th day of November, 2019 by Terry Conrad of Guard One Security, who is personally known to me or who has produced self as identification and who did (did not) take an oath.

Signature of Notary taking acknowledgment

MARC CONRAD
Notary Public – State of Florida
Commission # OQ 1370300
My Comm. Expires Feb 27, 2022
Basis of Award/Right to Reject or Award

Guard One Security agrees the District reserves the right to reject any and all proposals, make modifications to the work, and waive any informalities or irregularities in proposals, as it is deemed appropriate.
Contract Award

Guard One Security agrees within (30) days of receipt of Notice of Award, that we will enter into and execute the Contract in substantially the form included in the proposal documents.
Tab N
Site Visit

Guard One Security was aware that we could have scheduled a site visit but chose not to as our Daytona Branch Manager, Cynthia Gartzke previously managed the Grand Haven account for several years. She is familiar with the site and has a full understanding of the security operational needs of the site.
Tab O
**SAMPLE**

**CERTIFICATE OF LIABILITY INSURANCE**

**This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not affirmatively or negatively amend, extend or alter the coverage afforded by the policies below. This certificate of insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder.**

**IMPORTANT:** If the certificate holder is an additional insured, the policy(ies) must be endorsed. If subrogation is waived, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

**PRODUCER**
El Dorado Insurance Agency, Inc.
El Dorado Sec Svrs Ins Agy
3673 Westcenter Drive
Houston, TX 77042

**CONTACT NAME:** Kimberly Ann deGreef
**PHONE:** 832-320-4505
**FAX:** 832-320-4555

**E-MAIL ADDRESS:** kimberlyann@eldoradoinsurance.com

**INSURER(S) AFFORDING COVERAGE**

Zurich: Steadfast Ins. Co. 26387
Zurich: American Insurance Co. 16535
S&S Management Group, LLC

**INSURED**

OBA: Guard-One Protective Services
20 Mansell Ct. E., Suite 500
Roswell, GA 30076

**COVERAGES**

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<td>Errors &amp; Omissions</td>
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<td></td>
<td>AUTOBLY LIABILITY</td>
<td>$5,000,000</td>
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<tr>
<td></td>
<td>UMBRELLA LIABILITY</td>
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<tr>
<td></td>
<td>WORKER'S COMPENSATION AND EMPLOYERS' LIABILITY</td>
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**DESCRIPTION OF OPERATIONS /LOCATIONS /VEHICLES**

[Additional Remarks Schedule, may be attached if more space is required]

**CERTIFICATE HOLDER CANCELLATION**

**SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.**

**AUTHORIZED REPRESENTATIVE**

R.L. Ring, Jr./KDEGRE

© 1988-2014 ACORD CORPORATION. All rights reserved.
Guard One
SECURITY

Tab P
INDEMNIFICATION

Guard One Security agrees to fully indemnify and hold harmless the District and the District Manager, from and against all claims, damages, costs and losses arising, in whole or in part, from proposer's negligence or breach of contract, as more fully set forth in the Contract.
Tab Q
Guard One Security understands that contained within the Grand Haven CDD RFP GH-SS-19-01 shall be construed as or constitute a waiver of District's limitations on liability contained in section 768.28, Florida Statutes, or other statute of law.
Guard One Security has included all forms that were provided in the proposal.
Tab S
Guard One Security understood the guidelines for protesting. We had no reason or intention of filing any protest regarding the proposal documents, including specifications or other requirements contained in the Request for Proposals.
Proposal Ranking and Evaluation

Guard One Security understands the District's evaluation criteria and process.

The Evaluation Criteria sheet is attached.
GuardOne
SECURITY

Tab U
SECTION 11: PRICING FORM

THE PROPOSER SHALL COMMIT TO AN HOURLY RATE FOR SPECIAL CIRCUMSTANCES OR NEEDS THAT MAY OCCUR DURING THE CONTRACTUAL PERIOD. THIS HOURLY RATE IS OUTSIDE OF THE ANNUAL SECURITY FEE AND OVERALL PROPOSAL PRICE.

$ 20.50 per man-hour for special circumstances

Please provide an annual total for the SECURITY SERVICES PROPOSAL, as outlined in the scope for the period from December, 2019 to December, 2020.

$ 198,372.66 Total [December 2019 to December 2020]

Please provide a monthly total for above term: $ 16,531.06 Monthly Total

Please provide an annual total for the SECURITY SERVICES PROPOSAL, as outlined in the scope for the second twelve (12)-month period, December, 2020 to December, 2021.

$ 204,374.99 Annual Total [YEAR 2: December 2020 to December 2021.]

Please provide a monthly total for Year 2: $ 17,031.25 Monthly Total

Please provide an annual total for the SECURITY SERVICES PROPOSAL, as outlined in the scope for the third twelve (12)-month period, December, 2021 to December, 2022.

$ 210,477.16 Annual Total [YEAR 3: December 2021 to December 2022]

Please provide a monthly total for Year 3: $ 17,539.76 Monthly Total

The District reserves the right to adjust the staffing and hours of operation as needed.
COMMUNITY DEVELOPMENT DISTRICT

4CIII
Table of Contents

- Guard Service Proposal
- Computer System Proposal
- Replacement of Access Panels Proposals
- Company Information and References
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Weekly Rate</th>
<th>Hourly Rate</th>
<th>Weekly Hours</th>
<th>Annual Cost</th>
<th>Date Schedule</th>
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<tbody>
<tr>
<td>Site Supervisor (Pay Rate 13.00)</td>
<td>40.0</td>
<td>$19.00</td>
<td>760.00</td>
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<td>Security Officer (Pay Rate $11.00)</td>
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<td>Security Officer #2 (Temporary)</td>
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<td>$19.85</td>
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<td>Security Office Holiday Rate</td>
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<td>$8.47</td>
<td>1,219.68</td>
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<tr>
<td>Computer (Included Proposal)</td>
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<td>$0.00</td>
<td>$0.00</td>
<td>See Proposal Attached</td>
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<tr>
<td>Mobile App &amp; FASTAccess</td>
<td></td>
<td></td>
<td>$110.00</td>
<td>$5,720.00</td>
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</tr>
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</table>

Sub-Total: $3,026.80  $158,613.28

Taxes: $161.61  $9,518.80

Total: 168,000  $3,208.41  $168,130.08

"Computer System is included for The Conservatory at no charge and will be the sole property of The Conservatory at the end of the 4th year of the contract without additional cost. Original System base price is $29,906.50. In case of contract termination pursuant to paragraph 10 of the Contract before the end of the 4th year, The Conservatory shall have the Option to purchase the Computer System at time of termination. The Option shall be at a 10% reduction from the original price if after the end of the 1st year, The Option shall be at a 15% reduction from the original price if after the end of the 2nd year. The Option shall be at a 20% reduction from the original price if after the end of the 3rd year. Ramco Certified Team shall maintain the Computer System at no additional cost to The Conservatory during the entire 4 year term of the Contract."

Ramco Protective of Orlando, Inc.

Date: 11.14.2019

Benjamin W Griggs

THE CONSERVATORY PROPERTY OWNERS' ASSOCIATION, INC.

Date: 11.14.2019
To: Grand Haven Community Development District  
Howard McGaffney  
Attn: 2300 Glades Road, Suite 410W  
Boca Raton, Florida 33431  
USA

Phone

<table>
<thead>
<tr>
<th>Salesperson</th>
<th>Payment Terms</th>
<th>Expiration Date</th>
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</thead>
<tbody>
<tr>
<td>Benjamin Griggs</td>
<td></td>
<td>Nov 20, 2019</td>
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<table>
<thead>
<tr>
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<th>DESCRIPTION</th>
<th>UNIT PRICE</th>
<th>TOTAL PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dell PowerEdge Server (includes Intel Xeon Processor, Dual Hard Drives Mirrored for Fault Protection (RAID 1), Windows Server 2016 Operating System, (15-CALS-O/S) (15-CALS-RES), LCD Monitor, APC Battery Back-UPS, Internal RDX Drive with one (1) disk for Backup Purposes.)</td>
<td>$7,925.00</td>
<td>$7,925.00</td>
</tr>
<tr>
<td>1</td>
<td>ABDI Proprietary ScanFast ID License</td>
<td>$3,500.00</td>
<td>$3,500.00</td>
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<tr>
<td>1</td>
<td>RAMCO GateAccess Web Package</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>ABDI Proprietary CMS Administrative Software License. Static IP required for security purposes (installed on Community-owned hardware)</td>
<td>$1,500.00</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>3</td>
<td>Dell Optiplex Network Managed PC (thin-client) (includes LCD flat panel monitor, Intel iCore Processor, MS Windows 10 Professional, APC Battery Back-UPS, and Laser Printer for reports and/or guest pass printing)</td>
<td>$1,850.00</td>
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<td>1</td>
<td>DL Scanner with Cable</td>
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<tr>
<td>1</td>
<td>ABDI Proprietary Call Authorization Module</td>
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<td>$3,500.00</td>
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<tr>
<td>1</td>
<td>ABDI Proprietary CMS Software License</td>
<td>$4,000.00</td>
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<tr>
<td>2</td>
<td>ABDI Proprietary Gate Control Software (per gate), includes real-time traffic viewer</td>
<td>$2,350.00</td>
<td>$4,700.00</td>
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</table>

|               | SUBTOTAL                                  | $31,650.00  |
|               | SALES TAX                                 | $2,215.50   |
|               | TOTAL                                     | $33,865.50  |

Payment Options  
Select your preferred payment option / purchase terms*:  
[ ] Check Purchase (purchase amount $33,865.50)

* If this quote contains lease payment options, the lease options are provided as an estimate only. Final lease payment amount is subject to credit verification and applicable taxes as required by law.
Please contact me if I can be of further assistance.

To accept this quotation, sign here and return:

Thank You For Your Business!
To: Grand Haven Community Development District  
Howard McGaffney  
Attn: 2300 Glades Road, Suite 410W  
Boca Raton, Florida 33431  
USA  

Phone:  
Salesperson: Benjamin Griggs  
Expiration Date: Dec 14, 2019  

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<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>UNIT PRICE</th>
<th>TOTAL PRICE</th>
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</thead>
<tbody>
<tr>
<td>4</td>
<td>Continental Panel (Super2), with NIC and 2MB Extended Memory - installation (if applicable) priced separately. Note: All sales are final. No returns will be accepted.</td>
<td>$1,360.00</td>
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<td>Delivery and Installation</td>
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<td>SALES TAX</td>
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<td></td>
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</tbody>
</table>

Payment Options  
Select your preferred payment option / purchase terms*:  
[ ] Check Purchase (purchase amount $5,954.55)  

* if this quote contains lease payment options, the lease options are provided as an estimate only. Final lease payment amount is subject to credit verification and applicable taxes as required by law.

Notes  
Please contact me if I can be of further assistance.

To accept this quotation, sign here and return:  

Thank You For Your Business!
Ramco Protective Services has been a leading security force since 2008, with established operations in more than one-third of Florida's counties. A single-source provider of comprehensive security and access control solutions, Ramco operates through its Guard, Gate, and Intelligence divisions. The organization fortifies residential and corporate security with a complete range of physical and technology-based packages that tailor to the client's needs. Family-owned and operated, Ramco prides itself on its team-wide dedication to professionalism and integrity, and commitment to secure residences, corporations, malls, hospitals, and many more with honor and treat all with respect.
Philosophy

To provide the highest standard of guard service combined with being able to cater to any other facet of the security industry. Growing throughout North America not just selling particular products, but building packages to fit client needs.

To grow, but to continue to retain our identity and provide those special products and services which were our hallmark from the beginning.

To be associated with outstanding communities, companies, and other firms. Through planning and innovation, help each customer reach their maximum potential.

To significantly contribute to a safer environment to which we belong and to live under, in which we live and work.

To be a firm that is enjoyable to work for, and rewarding to work with.
Ramco Business System

RBS is who we are and how we do what we do.

[Image of a Ramco Business System van and three individuals in uniform.]
ABDI-CMS (Community Management System)

- Community Management System (CMS) Our flagship product is the industry's most comprehensive and intuitive community management system on the market today. CMS increases the effectiveness of management staff, security officers and Board/Committee members by providing the information-tracking capabilities they need. CMS supports communities of any size and offers multiple search criteria, printing customizable guest passes, numerous utilities and practically unlimited reporting capabilities.
ABDI

EASY TO USE
Frequent security officer turnover is a fact of life in a gated community. This attrition, coupled with the reality that many guards have limited computer skills, can pose a major problem. ABDi's software is extremely intuitive and easy to learn. In fact, the training time required for an entry level guard is measured in minutes, not days or even hours.

EXPERIENCE
ABDi's software was developed by a former security guard. ABDi serves a nationwide client base of 900+ communities ranging in size from a few homes to 18,000 residents and one gate to 30 gate locations. Our staff's average tenure with ABDi is 12 years. This broad experience allows us to anticipate and avoid potential problems to complete even the most complicated installations quickly and efficiently.

RELIABLE
It doesn't matter how great a product is if it doesn't work consistently. In a gated community, if the security software or access control system isn't working, the security guards and community manager take the heat. ABDi's products are optimized to ensure maximum uptime.

MODULAR & EXPANDABLE
Every ABDi system is engineered based on the community's specifications. Since community wants and needs change frequently as a result of new priorities and circumstances, ABDi offers numerous useful modules that can be included in the initial system installation or added in the future.

CUSTOMIZABLE
We understand that each community is unique. An off-the-shelf product might work for some, but not all. Therefore, ABDi will customize our software to suit your community's specific needs. ABDi is the only software provider in the industry that offers customizable solutions. All custom programming is done by our in-house staff.

REAL-TIME
Changes made in the CMS database are instantly available at every location. ABDi can network your system via broadband internet service, fiber-optic cable, hardwire or wireless mesh.

RELIABLE
It doesn't matter how great a product is if it doesn't work consistently. In a gated community, if the security software or access control system isn't working, the security guards and community manager take the heat. ABDi's products are optimized to ensure maximum uptime.
ABDI Features

► CALL AUTHORIZATION SYSTEM - ABDI’s Call Authorization (Voicemail) System allows residents to leave a voicemails authorizing their guests or contractors directly into the access control system. In communities without an automated system, residents have to call the gatehouse staff to let them know they were expecting a guest or contractor. The task of fielding these phone calls pulls them away from processing visitors into the community. Eliminating this mundane task allows your gatehouse staff to focus on their primary responsibility - ensuring the safety and well being of your community. The Call Authorization (Voicemail) System is one of our most popular add-on features. Its popularity stems from the fact that it benefits your residents, gatehouse staff, management and guests alike.

► Resident Web Package (GATEACCESS.NET) - is our most useful and popular set of add-on features. It integrates seamlessly with ABDI’s security software, thus allowing security personnel to focus on their primary task - welcoming guests into the community. The Resident Web Package gives residents with internet access the ability to perform a variety of useful functions without interfering with guardhouse operations or putting the community’s data at risk. Residents can also use free mobile apps for iOS and Android devices. (available features denoted by *)

► iCMS - app on the Apple iPad/iPhone The revolutionary ABDi iCMS app combines the latest smart device technology with ABDI’s professional experience and programming creativity. It was developed exclusively by Applications by Design to assist gatehouse staff to more effectively handle busy visitor lanes. iCMS by ABDI allows your gatehouse personnel to handle busy visitor entrances by giving them the ultimate mobile tool. Pressured contractors and impatient visitors can be processed directly at their respective vehicles as far as 300 feet from the gatehouse itself using the iPhone 4, iPad 2 and iPod Touch WiFi capability. It allows the gatehouse officer to use the device’s on-board camera to document a photograph of the visitor along with the details of the vehicle he/she is driving. iCMS functions include multiple search criteria to display resident guest lists, speed-dial functionality (iPhone cellular activation is necessary), and even visitor pass capability (with the purchase of an optional mobile thermal printer). iCMS functions with ABDI’s Call Authorization, Video Capture and Gate Control optional modules.
The GateAccess.net subscription provides the following benefits:

- **Guest List**: Manage their guest information. Multiple party/event guest lists can be easily entered for the date of the event.
- **FastAccess**: Send electronic passes directly to guests via email or text.
- **Contact Information**: Update their email addresses & telephone numbers.
- **Guest Arrival Notification**: Elect to receive automatic arrival notifications via email, text message and/or push notifications when their guests are checked in.
- **Entry Records**: View a report on who has been granted access to their property. The report can be filtered to show the specific information desired.
- **Vacation Notification**: Notify security of when they are out of town.
- **Pet Information**: Register their pets including uploading pictures.
- **Resident Directory**: Select information that their neighbors can view.
- **Login Information**: Change their username and password.
- **Mass Notification System**: Receive email, text or telephone (voice recorded) messages from the community manager (additional per message charges apply).
- **Overview**: View community news, telephone directory and document library (financial reports, community rules/regulations, emergency preparedness, etc.).
- **Read Only**: View occupants and vehicles registered with the community.
- **Help**: Each screen includes a Help Button for instructions on using the system.
**Redefine your expectations**
- You rely on your contracted security guard company to be a key contributor to your security program. Security providers powered by TrackTik are committed to enforcing industry best practices, which drives reliability, operational transparency, and accountability.

**Data at your fingertips...**
- Make data-driven security decisions and transform information into business intelligence.

**Discover our Client Portal**
- Flexible permission levels allow each user to have a customized view of the data that is important to them
- Intuitive notification options provide you with critical data as soon as it's recorded
- The multi-location dashboard gives you real-time access to the activities at one or all locations
- Gain insight into trends while being able to drill down to specific sites and incidents
- Access detailed, content-rich incident analytic reports in real time
- Review historical data for detailed analysis

- Automated incident and exception notifications
- Automated shift, daily, and weekly summary reports
- A web portal that allows you to view the details of the activities at one or all of your locations
- A guard tour system tailored to the needs of your locations
- Customized reporting tailored to your locations
- An incident analytic dashboard and detailed analytic reports
Professional Guard Services

Ramco Protective offers more than just your regular security officer. Blending first class training with unique technologies to give our officers the tools to make them the best in the industry. Ramco officers are trained to high standards to be courteous yet firm while maintaining control of your property. We serve many industries including Condominium Associations, Homeowners Associations, Shopping Malls, Hospitals, Commercial properties and Construction Sites.
ACCESS CONTROL SYSTEMS

INNOVATION, INSTALLATION AND SERVICE

Access control and security systems are a popular solution for any size business, such as an access control entry system into office buildings, industrial sites, gated communities, hotels, apartment complexes, colleges and casinos. They can be either a “stand-alone” and/or “computer-based” access control security solution which enable an authority to control access to an area.

Access control is a matter of Who, Where, and When. An access control system determines Who is allowed to enter or exit, Where they are allowed to enter or exit, and When they are allowed to enter or exit. It’s a convenient way to allow access, or limited access, into authorized areas on an individual basis.

We install and repair pedestrian Access Control systems:

- Proximity Card & Keypad systems, Biometric fingerprint scanners, Call Boxes, Remote Gate Entry systems.

We install and repair vehicle access control systems with the following technologies:

- RFID systems (Radio Frequency Sticker System), Telephone Voice Over IP entry systems and Bar Code Entry systems.
Security Camera Systems

► PROTECT YOUR PROPERTY AND HAVE PIECE OF MIND

► Think about Video Surveillance not as security cameras, monitors, and recorders, but as a new set of eyes watching over your business 24/7. Our Security Cameras can help provide you with peace of mind, helping you always know what is happening at your business. Ramco Protective is the Florida security camera experts in HD security cameras giving you remote access and control from the palm of your hands. At Ramco Protective we will design a Video Surveillance system specifically to meet your needs.

► Smartphone Accessibility
► Pan/Tilt/Zoom Cameras
► Licence Plate Cameras
► Video Analytics
► Receive Email Alerts
► Infrared Cameras
Gate Automation And Service

- WE DESIGN QUALITY AUTOMATIC GATE SOLUTIONS
- Ramco Protective offers a large selection of high quality Gate Automation solutions. Whether it's from Residential to heavy duty Commercial gates, Ramco will deliver the gate automation quality you are looking for. Gates we offer include but not limited to: Entry Gates, Driveway Gates, Automatic Gates, Iron Gates, Apartment Gates, Wrought Iron Gates, Rolling Gates, Etc.

- Sliding Vehicle Gates
- The slide gate is mounted parallel to the inside of the fence and slides horizontally back and forth across the gate opening. The slide gate uses rollers on the bottom of the gate to support it. These rollers typically ride along a metal track that has been installed along the ground across the gate opening. Slide gates are sometime also called "rolling gates" or "V-track gates".

- Vertical Gate Arm:
- Barrier Arm Gate
- Barrier arm gates consist of a vertical barrier arm that is rotated in and out of the gate opening. Barrier arm gates are used to control vehicles, not pedestrians. As it is very easy for a person to walk beside or climb over or under the gate arm, barrier arm gates provide almost no security.

- Architectural Swing Gates
- Swing gates are hinged on one side and swing open and closed like a door. Swing gates typically travel a 90 degree arc between their open and closed positions. Swing gates can consist of a single leaf or double leafs and can be in-swinging or out-swinging.
Over a decade of serving the State of Florida is a statement of not only our rich history, but of the diversified company Ramco Protective is today. Comprised of leading brand products and services, that serve our diverse statewide markets. Since our establishment we continued to expand, grow, and innovate. We are a very different company than we were in 2008. Yet the same passion for innovation and leadership that drove our early success continues on throughout the organization. We’ve positioned ourselves as leaders in the various markets of Guard Service, Access Control Systems, Cameras, Gates, and more. A model that has been shaped by our commitment to providing products and services that help our customers be successful. Our products and services are diverse but the passion to solve problems for our customers resonates throughout the organization, in the leadership of all of our associates. No matter what we provide or where we provide it, we share a spirit and culture that unite us. Its our people and our culture that make the difference. We believe that everyone’s job is equally important to the ultimate success of the business and have created an organization where individuals can truly make an impact. The ability to adapt, innovate, and improve has been central to our success over the last 10 years and this will continue to drive us as we strive to be better today than we were yesterday and better tomorrow than we are today.

Benjamin W. Griggs - Vice President
References

**ARDEN**

**Client:** Arden  
**Contact:** Amy Blackman  
**Phone:** 561.398.2111  
**Email:** amy@myardenfl.com

**Kitson & Partners**

**Client:** Kitson & Partners  
**Contact:** Al Dougherty- COO  
**Phone:** 239.877.3108  
**Email:** adougherty@kitsonpartners.com

**Ocean Hammock**

**Client:** Ocean Hammock  
**Contact:** Chris Abdalla  
**Phone:** 386.446.0085  
**Email:** cabdalla@mayresort.com

**Heathrow Community**

**Client:** Heathrow Community  
**Contact:** Deanna Simms  
**Phone:** 407.333.8884  
**Email:** heathrow@cbsonline.net

**Talis Park**

**Client:** Talis Park  
**Contact:** Butch Stewart  
**Phone:** 239.250.6886  
**Email:** bstewart@kitsonpartners.com

**Pelican Landing**

**Client:** Pelican Landing  
**Contact:** Cheryl McFarland  
**Phone:** 239.947.5977  
**Email:** Cheryl@pelicanlanding.com

**Marsh Landing**

**Client:** Marsh Landing  
**Contact:** Janet Williamson  
**Phone:** 904.239.5453  
**Email:** JWilliamson@marshlanding.org
Ramco In the News
Form W-9
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

1. Name(s) as shown on your brokerage tax return. Name is required on this line; do not leave this line blank.

2. Business name disregarded only names different from above

Ramo Protective Of Orlando, Inc dba RAMCO PROTECTIVE SERVICES

3. Check appropriate box for federal tax classification; check only one of the following seven boxes:

☐ Individual (sole proprietor or trust)
☐ Corporation
☐ Partnership
☐ Trust/Est.
☐ Unrelated party nonprofit company. Enter the tax classification (e.g., corporation, partnership, etc.)

Note: For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.

4. Exemptions (boxes apply only to certain entities, not individuals; see instructions on page 3):

☐ Exempt payee code(s) apply (if any)

☐ Exemption from FATCA reporting code (if any)

Print or Type

Print or Type

See Special Instructions at the top of page 2.

Part I

Taxpayer Identification Number (TIN)

Enter your TIN in this appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

Addressee: RAMCO PROTECTIVE SERVICES

Altamonte Springs FL 32701

Social security number

Or

Employer Identification number

Part II

Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number for the number to be issued to me; and

2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of failure to report all interest or dividends on my tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of real property, cancellation of debt, contributions to an individual retirement account (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest or dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of real property, cancellation of debt, contributions to an individual retirement account (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here

Signature of U.S. person

Date

05 JUNE 2018

General Instructions

Definitions of terms as used in the Internal Revenue Code unless otherwise noted. For further developments, information about developments affecting Form W-9 (such as 'legislation enacted after we release it) is at www.irs.gov/if.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain the correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return, Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest paid)
- Form 1099-DIV (dividends)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stocks or mutual fund sales and certain other transactions by brokers)
- Form 1099-K (sales from real estate transactions)
- Form 1099-K (sales from real estate transactions)

- Form 1099-B (sales from real estate transactions)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-INT (interest paid on savings accounts)

- See Special Instructions at the top of page 2.

Cat. No. 10231X

Form W-9 (Rev. 12-2014)
**CERTIFICATE OF LIABILITY INSURANCE**

*THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.*

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

**PRODUCER**

ALLSTATE INSURANCE

622 N FEDERAL HIGHWAY

BOYNTON BEACH, FL. 33435

**INSURED**

RAMCO PROTECTIVE OF ORLANDO INC

DBA: RAMCO PROTECTIVE SERVICES

401 CENTER POINT CIR STE 1527

ALTAMONTE SPRINGS, FL 32701

**CONTACT**

NAME: TRISHA TENBROECK

PHONE: 561-417-6164

FAX: NO 561-417-7579

EMAIL: TRISHA@ALLSTATE.COM

INSURER A: ALLSTATE INSURANCE COMPANY

19232

**COVERAGES**

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<thead>
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<th>COVERAGES</th>
<th>CERTIFICATE NUMBER:</th>
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<td>If yes, describe under DESCRIPTION OF OPERATIONS below</td>
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**DESCRIPTION OF OPERATIONS / LOCATION(S) / VEHICLES** (Attach ACORD 101, Additional R e m e n s Schedule, if more space is required)

**CERTIFICATE HOLDER**

THE CLASSICS PLANTATION HOA INC

5672 STRAND COURT STE 1

NAPLES, FL 34110

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

**AUTHORIZED REPRESENTATIVE**

[Signature]

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CERTIFICATE OF LIABILITY INSURANCE

This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not affirmatively or negatively amend, extend or alter the coverage afforded by the policies below. This certificate of insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Insurance Office of America, Inc.
1855 West State Road 434
Longwood, FL 32750

INSURED
Ramco Protective of Orlando, Inc., DBA Ramco Protective
401 Center Point Circle
Suite 1527
Altamonte Springs, FL 32701

INsurER: Zenith Insurance Company
NAIC#: 13269

COVERAGE

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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES

CERTIFICATE HOLDER
The Classics Plantation HOA, INC
5672 Strand Court Suite 1
Naples, FL 34110

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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The ACORD name and logo are registered marks of ACORD
CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFER NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Levi And Associates Ins. LLC
2700 N Federal Hwy Suite #300
Boca Raton FL 33431

INSURED
Ramco Protective of Orlando, Inc. dba Ramco Protective
41 Center Pointe Circle
1527 Altamonte Springs FL 32701

CERTIFICATE NUMBER: MPL1982280
REVISION NUMBER: 11/18/2017

EXCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks (910), may be attached if more space is required)


Certificate Holder Named as Additional Insured with regard to General Liability. Blanket Waiver of Subrogation Applies. 30 Day Notice of Cancellation.

CERTIFICATE HOLDER
The Classics Plantation HOA, INC
5672 Strand Court Suite 3A
Naples, FL 34110

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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COMMUNITY DEVELOPMENT DISTRICT

4D
GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

REQUEST FOR PROPOSALS NO. GH-LMS-2020-01
LANDSCAPE MAINTENANCE SERVICES

TABLE OF CONTENTS

1. COPY OF NOTICE
2. INSTRUCTIONS TO PROPOSERS
3. EVALUATION CRITERIA
4. BASIC ORGANIZATION INFORMATION FORM
5. PRICING FORM
6. NON-COLLUSION AFFIDAVIT
7. ACKNOWLEDGEMENT OF RECEIPT AND PROPOSAL SIGNATURE FORM
8. CONTRACT FORM
EXHIBIT A – LIST OF CONTRACT DOCUMENTS

EXHIBIT B – WORK AUTHORIZATION FORM

EXHIBIT C – GENERAL RELEASE

EXHIBIT D – ADDENDA, AS APPLICABLE

EXHIBIT E – LANDSCAPE AND IRRIGATION MAINTENANCE SPECIFICATIONS (Exhibits #1-#10 attached)
GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT
NOTICE OF SOLICITATION FOR REQUEST FOR PROPOSALS

Landscape Maintenance Services
Flagler County, Florida

Notice is hereby given that the Grand Haven Community Development District (the “District”) requests proposals to provide landscape maintenance services (Request for Proposals No. GH-LMS-2020-01) including but not limited to maintenance of turf, trees, shrubs, ground cover, irrigation, hardscape, as well as trash removal throughout the District, as more specifically set forth in the landscape and irrigation maintenance specifications.

The project manual, provided herein, comprised of proposal and contract documents will be available for the public inspection and may be obtained beginning on Monday, December 16, 2019 beginning at 10:00 a.m., by contacting Daphne Gillyard by phone at (877) 276-0889 or by email at gillyardd@whhassociates.com

Firms desiring to provide services for this project must submit seven (7) printed copies of the required proposal no later than 12:00 p.m., on Thursday, February 6, 2020 at the office of the Operations Manager, located at 2 North Village Pkwy., Palm Coast Fl. 32137, ATTN: Barry Kloptosky. Proposals received after the time and date stipulated above will be returned unopened to the Proposer. In addition, an electronic copy of the proposal in PDF format must be emailed to Daphne Gillyard at gillyardd@whhassociates.com no later than 12:00 p.m., on Thursday, February 6, 2020. Proposals will be opened at the Operations Manager’s office in Palm Coast on Thursday, February 6, 2020 at 12:30 p.m.

Ranking of proposals will be made in accordance with the criteria set forth in the ranking worksheet contained within the Request for Proposals. The District reserves the right to reject any and all proposals, with or without cause, to waive minor technical errors and informalities or to accept the proposal which, in its judgment, is in the best interest of the District.

Howard McGaffney
District Manager
Grand Haven Community Development District
INSTRUCTIONS TO PROPOSERS

1. **Due Date:** Sealed proposals must be received no later than 12:00 p.m., on Thursday, February 6, 2020 at the office of the Operations Manager, 2 North Village Pkwy., Palm Coast, FL. 32137, ATTN: Barry Kloptosky. Proposals will be opened publicly on that date and at this location at 12:30 p.m.

2. **Consideration of Proposals:** Proposals will be presented to the Board at the Thursday, February 20, 2020 Grand Haven CDD Meeting, scheduled to be held at 10:00 a.m., at the Grand Haven Village Center, Grand Haven Room, 2001 Waterside Parkway, Palm Coast, Florida 32137. Firms submitting proposals are invited to attend and will have up to 15 minutes to present their proposal to the Board of Supervisors.

3. **Proposal Guaranty:** A certified or cashier’s check on any national or state bank, or a proposal bond in a sum not less than 5% of the amount proposed, made payable to the District, must accompany each proposal as a guarantee that the Proposer will promptly enter into an agreement to do the work. Bidders opting to submit proposal bonds and not being awarded the Final contract will have the proposal bond released. The Proposal guaranty should be submitted with the understanding that the Proposer will not withdraw his proposal for a period of sixty (60) days after proposals are received.

4. **Signature on Proposal:** In addition to executing all forms, affidavits, and acknowledgements for which signature and notary blocks are provided, the Proposer must correctly sign the Acknowledgement of Receipt and Proposal Signature Form. If the proposal is made by an individual, that person’s name and business address shall be shown. If made by a partnership, the name and business address of an authorized member of the firm or partnership shall be shown. If made by a corporation, the person signing the proposal shall show the name of the state under the laws of which the corporation was chartered.

5. **Familiarity with laws:** The Proposer is assumed to be familiar with all federal, state, and local laws, ordinances, rules and regulations that in any manner affect the work. Ignorance on the part of the Proposer will in no way relieve the proposer from responsibility.
6. Qualifications of Proposer: The contract, if awarded, will only be awarded to a responsible Proposer who is qualified by experience to do the work specified herein. The Proposer shall submit with its proposal satisfactory evidence of experience in similar work and show that it is fully prepared with the necessary organization, capital, and equipment to complete the work to the satisfaction of the District.

7. No proposer shall submit more than one proposal. Proposers shall be disqualified and their proposals rejected if District has reason to believe that collusion may exist among the Proposers, the Proposer has defaulted on any previous contract or is in arrears on any existing contract, or for failure to demonstrate proper licensure and business organization.

8. Interpretations and Addenda: All questions about the meaning or intent of the proposal documents are to be directed in writing to the District c/o Wrathell, Hunt and Associates, LLC, 2300 Glades Rd., Suite 410W, Boca Raton, Florida 33431, Attention District Manager, or via email to Daphne Gillyard at gillyardd@whhassociates.com.

9. Interpretations or clarifications considered necessary by the District Manager in response to such questions will be issued by addenda via email or delivered to all parties recorded as having received the proposal documents. The final date/time for questions, interpretations or clarifications to be considered will be Monday, January 27, 2019 at 5:00 p.m. Only questions answered by formal written addenda will be binding. No interpretations will be given verbally. All questions and answers will be distributed to all Proposers.

10. Submission of Proposal: Submit seven (7) copies of the proposal forms, the proposal security and other requested attachments at the time and place indicated herein, which shall be enclosed in a sealed envelope, marked with the project title and name and address of the Proposer and accompanied by the required documents. In addition, a PDF copy of the proposal must be emailed to Daphne Gillyard at gillyardd@whhassociates.com.

11. Modification and Withdrawal: Proposals may be modified and withdrawn by an appropriate document duly executed and delivered to the place where proposals are to be submitted at any time prior to the time and date the proposals are due. No proposal may be withdrawn after opening for a period of sixty (60) days.

12. Proposal Documents: The Request for Proposals will be available on Monday, December 16, 2019, beginning at 10:00 a.m. from the District Manager’s Office, 2300 Glades Rd. Suite 410W, Boca Raton, FL 33431. Contact Daphne Gillyard at (954) 426-2105 or by email at gillyardd@whhassociates.com.

13. Proposal Form: All blanks on proposal forms must be completed in ink or typewritten. The proposal shall contain an acknowledgment of receipt of all Addenda (the numbers of which must be filled in on the Acknowledgement Form). In making its proposal, each Proposer represents that it has read and understands the proposal documents and that the proposal is made in accordance therewith, including verification of contents of proposal package against the Table of Contents.
14. **Basis of Award/Right to Reject or Award:** The District reserves the right to reject any and all proposals, make modifications to the work, and waive any informalities or irregularities in proposals as it is deemed appropriate.

15. **Contract Award:** Within fourteen (14) days of receipt of the Notice of Award, the Proposer shall enter into and execute the Contract in substantially the form included in the proposal documents.

16. **Interview/On-site visit:** All bidding Contractors must comply with an interview process to ensure credibility. A requirement of the interview process may include an on-site visit to other property serviced by the Proposer that follows a similar scope of services as of the maintenance agreement provided herein. The District Horticulturalist and District Operations Manager may conduct the site visits and determine if the quality of work meets expectations. The District Horticulturalist and District Operations Manager may conduct the interview process with the Proposer and provide a summary of the interview to the District Board of Supervisors.

17. **Mandatory Pre-Proposal Site Meeting:** Any Proposer wishing to have his Proposal considered is required to and shall attend the Mandatory Pre-Proposal Site Meeting hosted by the District Horticulturalist and District Operations Manager, located at the CDD Office at 2 North Village Parkway, Palm Coast, Florida 32137, on Tuesday, January 14, 2020 at 10:00 AM. The purpose of the Mandatory Pre-Proposal Site Meeting is to allow Proposers the opportunity to inspect the Grand Haven community. This scheduled Mandatory Pre-Proposal Site Meeting shall be the only opportunity for a Proposer to inspect the community.

18. **Insurance:** All Proposers shall include as part of their proposal a current Certificate of Insurance detailing the company’s insurance coverage. A sample certificate is included as an attachment to the Basic Organization Form. In the event the Proposer is notified of award, it shall provide proof of Insurance Coverage, as stated in the Contract form provided herein, within fourteen (14) calendar days after notification, or within such approved extended period as the District may grant. Failure to provide proper proof of insurance coverage shall constitute a default. The District shall be named as an additional insured per the insurance requirements contained in the Landscape and Irrigation Maintenance Services Agreement.

19. **Indemnification:** The successful Proposer shall fully indemnify and hold harmless District, the District Board, Staff and Representatives, from and against all claims, damages, costs and losses arising, in whole or in part, from Contractor’s negligence or breach of contract, as more fully set forth in the Contract form, provided herein.
20. Limitation of Liability: Nothing herein shall be construed as or constitute a waiver of District’s limitations on liability contained in section 768.28, Florida Statutes, or other statute or law.

21. All proposals shall include the following information in addition to any other requirements of the proposal documents:

A. A narrative description of the Proposer’s approach to providing the services as described in the scope of services, provided herein (limited to 5 pages).

B. A Pricing Form for landscape and irrigation services delivered to the Grand Haven Community Development District is attached and should be completed by the Proposer. Proposers should use the Map of the District to determine the service area of landscape and irrigation work to be delivered to the District.

C. Proposer’s Organizational Chart

D. List position or title and corporate responsibilities of key management or supervisory personnel. Include resumes for each person listed; list years of experience in present position for each party listed and years of related experience.

E. Describe proposed staffing levels.

F. Financial statements for 2019, 2018 and 2017

G. A list and description of landscaping/grounds maintenance projects undertaken for each of the last three (3) years for projects of similar size and scope to Grand Haven CDD, including the scope of services provided, the name of the project District and a contact name and phone number.

H. A listing of the total annual dollar value of work, as described above under G, completed for each of the last three (3) years.

I. List all other contracts related to the provision of services by the Proposer in which the company is presently engaged.

J. A list of all Community Development Districts served, including the size and dollar amount of the annual contracts with each District.

K. Three references, including the name, address and phone number of a contact person, from projects of similar size and scope. The references may, but are not required to, overlap with projects or contracts as listed above under G and I.

L. Current certificates of insurance.
M. A list of any and all lawsuits that the Proposer is or has been a party to in the past five (5) years.

N. A list of any and all licensure disciplinary actions the Proposer or its employees is or has been a party to in the past five (5) years.

O. Completed copies of all other forms included within the proposal documents.

21. Any protest regarding the Proposal Documents, including specifications or other requirements contained in the Request for Proposal, must be filed in writing within seventy-two (72) hours after the receipt of the proposed project plans and specifications or other contract documents. The formal protest setting forth with particularity the facts and law upon which the protests is based shall be filed within seven (7) calendar days after the initial notice of protest was filed. Failure to timely file a notice of protest or failure to timely file a formal written protest shall constitute a waiver of any right to object or protest with respect to aforesaid plans, specifications or contract documents.

22. The proposals shall be ranked in accordance with the criteria included in the Evaluation Criteria sheet, contained within the proposal documents.
GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

REQUEST FOR PROPOSAL NO. GH-LMS-2020-01

LANDSCAPE MAINTENANCE SERVICES

Evaluation Criteria

1. Experience: (25 points)
   – Current and past record and experience of the respondent serving similar size Community Development Districts.
   – Volume of work previously awarded to the group.
   – Past performance for the district in other contracts including character, integrity, reputation of respondent, etc.

2. Personnel: (20 points)
   – Geographic location of firm’s headquarters or office in relation to the project.
   – Adequacy and capabilities of key personnel, including the project manager and field supervisor.
   – Present ability to manage this project.
   – Evaluation of uncompleted workload.
   – Proposed staffing levels.
   – Contractor Operations Manager holds a college degree in horticulture or related field with a minimum of five (5) years industry experience.
   – Contractor and all subcontractors will provide continuous qualified supervision by a supervisor with appropriate horticultural experience and training.

3. Price: (20 points)
   – 20 points will be awarded to the Proposer submitting the lowest total bid for completing the work for the initial three (3)-year term of the contract. All other proposals will receive a lower point allocation, based upon the reasonableness of the proposed price. Proposer shall submit pricing for Year One, Year Two and Year Three, individually.

4. Financial Capability: (10 points)
   – Demonstration of financial resources and stability as a business entity, necessary to complete the services required.

5. Understanding of Scope of Work: (25 points)
   – The proposal demonstrates an understanding of the district’s needs for the services requested.
GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

BASIC ORGANIZATION INFORMATION

Date Submitted ____________________, 2020

1. Proposer __________________________________________
   [Company Name]
   | | An Individual
   | | A LLC
   | | A LLP
   | | A Partnership
   | | A Corporation
   | | A S. Corporation

2. Proposer’s Company Address:

   Street Address ____________________________________________

   P.O. Box (if any) __________________________________________

   City ______________________ State _______________ Zip Code ______________

   Telephone _______________________ Fax no. ______________________________

   1st Contact Name ____________________________ Title _____________________

   2nd Contact Name ____________________________ Title _____________________
3. Parent Company Name (if applicable) _____________________________________

4. Parent Company Address (if different)

   Street Address ________________________________________________________

   P.O. Box (if any) ______________________________________________________

   City _______________________ State _______________Zip Code _____________

   Telephone ________________________ Fax   _______________________________

   1st Contact Name ___________________________ Title ______________________

   2nd Contact Name ___________________________ Title ______________________

5. List the location of the Proposer’s office which would perform GHCDD work.

   Street Address ________________________________________________________

   P.O. Box (if any) ______________________________________________________

   City _____________________ State _____________________ Zip Code _________

   Telephone _____________________________ Fax No. _______________________

   1st Contact Name __________________________ Title ______________________
6. If the proposer is a corporation, is it incorporated in the State of Florida?

yes (   ) (Proceed to Question 6.1)   no (   ) (Proceed to Question 6.2)

6.1. If yes, provide the following:

Is the company in good standing with the Florida Secretary of State, Division of Corporations? yes (   ) no (   )

If no, please explain _______________________________________________

________________________________________________________________

________________________________________________________________

Date Incorporated ________________________ Charter No. ______________

6.2. If no, provide the following:

The state in which Proposer is incorporated: ___________________________

Is the company in good standing with that state? yes (   ) no (   )

If no, please explain _______________________________________________

________________________________________________________________
Date incorporated ______________________ Charter No. ________________

Is the applicant registered with the State of Florida?  yes (   )  no (   )

7. If the Proposer is a partnership (including a limited partnership or limited liability partnership) or limited liability company, is it organized in the State of Florida?

   Yes (   ) (Proceed to Question 7.1)  No (   ) (Proceed to Question 7.2)

7.1. If yes, is the Proposer registered with the Florida Department of State, Division of Corporations?  yes (   )  no (   )

   If no, please explain ________________________________________________

   ________________________________________________

   ________________________________________________

   Is the Proposer in good standing with the State of Florida?  yes (   )  no (   )

   If no, please explain ________________________________________________

   ________________________________________________
Date Proposer was organized: ______________________________

7.2. If no, provide the following:

The state in which Proposer is organized: ______________________________

Is the Proposer in good standing with that state? yes ( ) no ( )

If no, please explain _______________________________________________
________________________________________________________________
________________________________________________________________

Date Proposer was organized: ______________________________

Is the Proposer registered as a foreign partnership or limited liability company with the State of Florida? yes ( ) no ( )

If no, please explain ______________________________________________

8. Does Proposer hold any registrations or licenses with the State of Florida applicable to the contract?

  yes ( )  no ( )
8.1. If yes, provide the following information and attach one (1) photocopy of each listed license (attach additional sheets if necessary):

Type of registration __________________________________________________________

License No. ___________________ Expiration Date ____________________________

Qualifying Individual ___________________ Title_______________________

List company(s) currently qualified under this license _________________________

______________________________________________________________

8.2. Does the Proposer hold any registrations or licenses with Flagler County applicable to the contract? yes ( ) no ( )

If yes, please list and provide a photocopy of each listed license or registration:

______________________________________________________________

9. List the Proposer’s total annual dollar value of work completed for each of the last three (3) years starting with the latest year and ending with the most current year.


10. What is the Proposer’s current insurance limits? (Provide a copy of applicant’s Certificate of Insurance) An example of an insurance certificate is attached hereto as Exhibit A.

General Liability $__________________
Automobile Liability  $_________________

Workers Compensation  $_________________

Expiration Date  $_________________

11. Has the proposer been sited by OSHA for any job site or company office/shop safety violations in the past two years?  yes (   )  no (   )

If yes, please describe each violation, fine, and resolution

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

11.1. What is the Proposer’s current worker compensation rating?

________________________________________

11.2.1 Has the Proposer experienced any worker injuries resulting in a worker losing more than ten (10) working days as a result of the injury in the past two years?  yes (   )  no (   )

If yes, please describe each incident

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
The undersigned hereby authorize(s) and request(s) an person, firm or corporation to furnish any pertinent information requested by the Grand Haven Community Development District or their authorized agents, deemed necessary to verify the statements made in this application or attachments hereto, or regarding the ability, standing and general reputation of the applicant.

______________________________                                  By: ___________________________
Name of Proposer

This _______ day of ____________, 2014            By: ___________________________
[Name and Title of Person Signing]

(Apply Corporate Seal, if filing as a corporation)

State of Florida
County of ________________

The foregoing instrument was acknowledged before me this _____ day of ____________, 2014, by ________________________, of the _______________________ who is personally known to me or who has produced _______________________________ as identification and who did (did not) take an oath.

________________________________
Signature of Notary taking acknowledgement
Pricing Instructions: This Pricing Form is intended to cover landscape and irrigation services delivered to Grand Haven Community Development District. A map of the District is attached, outlining the boundaries of the District and delineating the area of service for landscape and irrigation work to be performed according to the Landscape and Irrigation Maintenance Specifications. In order to determine accurate pricing for the landscape and irrigation services to be delivered to the Grand Haven Community Development District, Proposers should refer to the Landscape and Irrigation Maintenance Specifications which provides the detail regarding the work to be performed by the Proposer if awarded the Final Contract.

Grand Total (this “Grand Total” should be completed by the Proposer. The bid amount entered should correspond with the scope of services provided in the Landscape and Irrigation Maintenance Specifications for the Grand Haven Community Development District).

$_______________________        $_______________________           $_______________________

Additional costs, replacement costs, hourly rates: This section of the Pricing Form is intended to target any of the Proposer’s additional costs, replacement costs, and man-time/equipment hourly rates. The sections listed below correspond with the sections in the Landscape and Irrigation Maintenance Specifications. The detail behind each section listed below can be found in the Landscape and Irrigation Maintenance Specifications.

Section F (f): Per event mowing charge due to inclement weather
$_______________________ Per Mow

Section R (3): Full time, on site irrigation technician
$_______________________ Hourly Rate

Section S: Price Quote for New and Replacement Plants
$_______________________ 4” container plants
$_______________________ 1-gallon plants
$_______________________ 3-gallon plants
$_______________________ 7-gallon plants
$_______________________ 15-gallon trees & plants
$_______________________ 30-gallon trees & plants
$_______________________ 60-gallon trees and plants
$_______________________ Sabal Palms

Section T: Price quote for Man and Equipment Time Required to Create New Plant Beds and Renovate Existing Plant Beds:
$_______________________ Hourly Rate (Man-time)
$_______________________ Equipment Hourly Rate
Proposer shall submit pricing for a three (3)-year term of the contract

Map of Grand Haven Community Development District (Outlined in Black)
GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT

AFFIDAVIT OF NON-COLLUSION

State of ________________

County of ________________

I ____________________________, do hereby certify that I have not, either directly or indirectly participated in collusion or proposal rigging. Affiant is a ____________________ in the firm of _____________________________________________, and authorized to make this affidavit on behalf of the same. I understand that I am swearing or affirming under oath to the truthfulness of the claims made in this affidavit and that the punishment for knowingly making a false statement includes fines and/or imprisonment. Dated this ___ day of _________________, 2014.

____________________________________
Signature by authorized representative of Proposer
This Proposal for Landscape Maintenance Services has been submitted on this ____ day of ____________, 20__ by _________________________ [company] whose business address is ________________________________________________________________________________, telephone number is ________________, and fax number is ________________.

The undersigned acknowledges, by the below execution of this proposal, that all information provided herein has been provided in full and that such information is truthful and accurate. Proposer agrees through submission of this Proposal to honor all pricing information sixty (60) days from the date of the Proposal opening, and if awarded the contract on the basis of this Proposal to enter into and execute the services contract in substantially the form included in the proposal documents.

Proposer understands that the inclusion of false, deceptive or fraudulent statements on this proposal constitutes fraud; and, that the District considers such action on the part of the Proposer to constitute good cause for denial, suspension or revocation of a proposal for work for the Grand Haven Community Development District.

Furthermore, the undersigned acknowledges receipt of the following addenda, the provisions of which have been included in this Request for Proposal.

Addendum No. ____________________ dated _________________________
Addendum No. ____________________ dated _________________________
Addendum No. ____________________ dated _________________________
Addendum No. ____________________ dated _________________________
Addendum No. ____________________ dated _________________________
Addendum No. ____________________ dated _________________________
The undersigned hereby authorize(s) and request(s) any person, firm, or corporation to furnish any pertinent information requested by the CDD, or their authorized agents, deemed necessary to verify the statements made in this proposal or attachments hereto, or regarding the ability, standing and general reputation of the proposer.

_____________________________    By: __________________________
Name of Organization

This _____ day of ___________, 20___   By: __________________________
Name  and Title of Person Signing

(Apply Corporate Seal if filing as a Corporation)

State of Incorporation _________________

State of _________________

County of _________________

The foregoing instrument was acknowledged before me this _____ day of ___________, 2014, by __________________________, of the ____________________________ who is personally known to me or who has produced ________________________________ as identification and who did (did not) take an oath.

________________________________________
Signature of Notary taking acknowledgement
LANDSCAPE MAINTENANCE SERVICES AGREEMENT
BETWEEN
GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT AND

_______________________________

THIS AGREEMENT FOR LANDSCAPE MAINTENANCE SERVICES (herein the “Agreement”), entered into this ___ day of _______________, 20__, by and between Grand Haven Community Development District, a Florida community development district (the "District") and __________________________ (the "Contractor").

WITNESSETH:

WHEREAS, the District is a local unit of special purpose government created in accordance with the Uniform Community Development District Act of 1980, Chapter 190, Florida Statutes, as amended; and

WHEREAS, the Contractor desires to provide such landscape maintenance services to the District; and

NOW, THEREFORE, in consideration of the mutual covenants and agreements expressed herein, and other good and valuable consideration, the parties hereto agree as follows:

1. **Engagement and Provision of Services.** The District hereby engages the Contractor for the services described as "General Landscape Maintenance" and "Palm Tree Pruning”, as such terms are defined and more fully described in Exhibit "E" attached hereto and incorporated herein, (collectively, the "Services") to be performed within the District. The Contractor agrees to furnish and be solely responsible for all labor, equipment and materials required to perform the Services.

2. **Term.** This Agreement shall become effective on **April 1, 2020 (the "Effective Date")** and shall continue through **September 30, 2020 (the "Initial Term")** unless sooner terminated pursuant to Section 6 or 7 hereof. Unless this Agreement has been previously terminated by either party pursuant to the terms herein, upon the expiration of the Initial Term this Agreement shall automatically renew under the pricing for Year 2, and thereafter for Year 3. Unless otherwise terminated by either party pursuant to the terms herein, the agreement shall automatically renew under the same terms as Year 3, until such time as either party gives to the other at least sixty (60) days written notice of its desire to terminate; upon the expiration of such sixty (60)-day period this Agreement shall be terminated.
3. **Compensation and Payment to Contractor.**

   a. **General Landscape Maintenance.** The District agrees to compensate the Contractor for the General Landscape Maintenance Services at an annual rate of:

   - **Year 1: (April 1, 2020 through September 30, 2020)** $_________________
   - **Year 2: (October 1, 2020 through September 30, 2021)** $_________________
   - **Year 3: (October 1, 2021 through September 30, 2022)** $_________________

   The District agrees to compensate the Contractor for performance of the General Landscape Maintenance portion of the Services payable in equal monthly installments. Compensation by the District shall be payable upon receipt of proper written invoice from the Contractor. All invoices to be submitted within thirty (30) days of completed work.

   b. **Palm Tree Pruning.** The District agrees to compensate the Contractor for the Palm Tree Pruning portion of the Services at an annual rate of:

   - **Year 1: (April 1, 2020 through September 30, 2020)** $_________________
   - **Year 2: (October 1, 2020 through September 30, 2021)** $_________________
   - **Year 3: (October 1, 2021 through September 30, 2022)** $_________________

   The Palm Tree Pruning shall be performed once annually and in accordance with the description of the Services set forth in Exhibit "E". Upon the annual completion of the Palm Tree Pruning, and subsequent to District's inspection and approval of the work performed, District shall make payment to the Contractor after receiving a written invoice from the Contractor. Horticulturalist or Operations Manager to approve all subcontractors prior to work being performed. All invoices to be submitted within thirty (30) days of completed work.

   Maintenance activities not covered by the Services (as described in Exhibit "E") shall be performed upon request of District or its authorized representative and shall be separately invoiced by the Contractor upon completion of said work as quoted by Contractor prior to performance. Invoices from Contractor submitted within thirty (30) days of completed work are payable upon receipt and are due on the last day of the invoice period.

4. **Quality of Service.** Contractor agrees to perform its duties hereunder in a "first class" and professional manner and complete the Services in such a way that is reasonably acceptable to District. If, at any time, District should become dissatisfied with the level of work being performed by Contractor or claims that Contractor has failed to perform any Services, such dissatisfaction or claim shall be submitted to Contractor in writing.

5. **Insurance.**

   a. The Contractor shall, at its own expense, secure all insurance policies, including employee insurance, necessary for the proper provision of the Services and
maintenance of the District's landscape facilities. All insurance shall be issued by companies authorized to do business under the laws of the State of Florida, and must be acceptable to the District. The Contractor shall furnish certificates of insurance to the District prior to commencing work under this Agreement, naming the District as an additional insured, and the Contractor shall maintain such certificates in full force and effect. Each certificate shall clearly indicate that the Contractor has obtained insurance of the type, amount and classification as required for strict compliance with this Section 5, and there shall be no material change or cancellation of any insurance policy without thirty (30) days prior written notice to the District. Insurance coverage shall be as follows:

i. Worker's Compensation: The Contractor shall provide worker's compensation coverage for all employees. The limits shall be the statutory limits for worker's compensation and $1,000,000 for employer's liability.

ii. Comprehensive General Liability: The Contractor shall provide coverage for all operations including, but not limited to, Contractual, Products and complete Operations and Personal Injury, in an amount of at least $1,000,000 combined single limit.

iii. Automobile liability Insurance for bodily injuries in limits of not less than $500,000 per person and accident for property damage of not less than $500,000 per accident out of or resulting from the operations, maintenance or use by Contractor or any owned, non-owned or hired automobiles, trailers or other equipment required to be licensed.

iv. Other Insurance: The Contractor agrees to acquire and maintain such other insurance as may be reasonably required by the District during the term of this Agreement.

Contractor shall provide the CDD with the evidence of the above insurance when responding to this RFP. No certificate of insurance shall be acceptable to the CDD unless it provides that any changes or termination within the policy periods of the insurance coverage as certified shall not be effective without ten (10) days prior written notice to the CDD.

In the event the Contractor retains subcontractors, the Contractor shall be responsible for assuring that all subcontractors carry insurance in the minimum amount set forth in this Paragraph 5.

b. Acceptance by the District of any evidence of insurance submitted by the Contractor does not relieve or decrease in any manner the liability of the Contractor for performance of the services. The Contractor is responsible for any losses, claims or costs of any kind arising out of or related to the Services or this Agreement which the Contractor's insurance does not cover.

6. Termination. This Agreement can be terminated by either party, upon sixty (60) days prior written notice to the other party. In the case of an event of default by the Contractor, the District
may terminate this Agreement in accordance with the terms set forth in Section 7.

7. **Default.** For the purposes hereof, an "Event of Default" (herein so called) shall mean and refer to the existence of any one or more of the following enumerated circumstances, conditions or events after the giving of any notice which may be specifically called for herein and the passage of any cure period which may be specifically granted herein without cure of the proscribed circumstance, condition or event:

   a. **Material Default.** A default by Contractor in the performance of any material obligation or covenant of this Agreement and the default is not cured within thirty (30) days following written notice thereof, or such additional time as may reasonably be necessary under the circumstances;

   b. **Bankruptcy or Receivership.** Contractor applies for or consents to the appointment of a receiver, trustee, or liquidator of all or a substantial part of its assets, or makes a general assignment for the benefit of its creditors, or files a voluntary petition in bankruptcy or a petition seeking reorganization, composition, arrangement with creditors, liquidation or similar relief under any present or future statute, law or regulations, or files any answer admitting the material allegations of a petition filed against it in any such proceeding, or is adjudicated bankrupt or insolvent, or takes any action in anticipation of dissolution; or

   c. **Reorganization or Dissolution.** Any final order, judgment, or decree (that is, any order, judgment, or decree affirmed on appeal to a court of last resort or, where no appellate review is sought, after the expiration of any period to appeal) is entered without the application, approval, or consent of Contractor by any court of competent jurisdiction, approving a petition seeking reorganization, dissolution, composition, arrangement with creditors, liquidation, or similar relief under any present or further statute, law or regulation with respect to Contractor, or appointing a receiver, trustee, or liquidator of all or a substantial part of Contractor's assets, and such order, judgment, or decree continues unstayed and in effect for sixty (60) days.

Upon the occurrence of an Event of Default hereunder by Contractor, District shall be entitled to avail itself of any and all rights and remedies against Contractor available at law or in equity, including without limitation the following rights and remedies: (a) the right to extend the time for performance by Contractor without thereby affecting or waiving District's other remedies under this Agreement, (b) the right to declare the termination of this Agreement by written notice delivered to Manager, in which event this Agreement shall be terminated at the time designated in such notice, (c) the right to institute an action against Contractor for specific performance, injunctive relief, and/or (with or without terminating this Agreement) for recovery from
Contractor of all damages suffered, incurred or sustained by District as the result of, by reason of, or in connection with the default, and (d), at the sole option of District, performance of the duty or payment of the obligation giving rise to the default, in which event any expenses reasonably incurred in connection therewith shall be reimbursed by Contractor upon demand, together with interest on the amounts so expended at the maximum rate allowed by law from the date of expenditure to the date of reimbursement.

8. **Notices.** Any notice required or permitted to be given by the terms of this Agreement or under any applicable law by either party shall be in writing and shall be either hand delivered or sent by certified or registered mail, postage prepaid, return receipt requested. Such written notice shall be addressed to:

**District:**
Grand Haven Community Development District  
Attention: District Manager  
2300 Glades Rd., Suite 410W  
Boca Raton, FL 33431

With a copy to:  
Clark, & Albaugh, LLP  
Attention: Scott Clark  
700 W. Morse Blvd, Suite 2101  
Winter Park, FL 32789

**Contractor:**
__________________________  
__________________________  
__________________________  
__________________________

9. **Indemnification.** The Contractor agrees to indemnify, save harmless and defend the District, its officers, directors, board members, employees, agents, and assigns, from and against any and all liabilities, claims, penalties, forfeitures, suits, legal or administrative proceedings, demands, fines, punitive damages, losses, liabilities and interests, and any and all costs and expenses incident thereto (including costs of defense, settlement and reasonable attorneys' fees, which shall include fees incurred in any administrative, judicial or appellate proceeding) which the District, its officers, directors, board members, employees, agents, and assigns, may hereafter incur, become responsible for or pay out to the extent arising out of (i) the Contractor's breach of any term or provision of this Agreement, or (ii) any act or omission of the Contractor, its agents, employees or subcontractors, in the performance of this Agreement.
10. **Compliance with All Laws, Regulations, Rules and Policies.** The Contractor recognizes that the community development district is a governmental entity, that its assets are public facilities and that their operation is subject to all applicable statutes, rules and regulations.

   a. At all times, the Contractor is expected and required to operate within and comply with all applicable federal, state and local laws and regulations including, but not limited to, all environmental, labor, employment and insurance laws and regulations, as well as the rules and policies of the District.

   b. The District is a local unit of special purpose government created in accordance with the Uniform Community Development District Act of 1980, Chapter 190, *Florida Statutes.* Contractor agrees to comply with all applicable requirements of the "Sunshine Law," the "Public Records Law," the Community Development Districts Law, and all other statutes and regulations applicable to Contractor.

   c. Contractor shall promptly comply with all rules, laws, regulations, policies and notices and shall not keep or accumulate any flammable, polluting, or hazardous materials or substances on district property except in quantities reasonably necessary to carry out its duties under this Agreement. The Contractor shall hold the District harmless from any fines, penalties, costs and damages resulting from the Contractor's failure to do so. The contractor shall immediately discontinue any activity, which is in violation of law and shall remedy the same immediately; the Contractor shall be responsible for the payment of any associated fines or penalties.

   d. Contractor shall be responsible for all payroll taxes and payments required under employment insurance laws with respect to employees of Contractor performing pursuant to this agreement.

11. **District a Public Entity.** Contractor acknowledges that District is a local unit of special purpose government created pursuant to and in accordance with the Uniform Community Development District Act of 1980, Chapter 190, *Florida Statutes.*

12. **Order of Documentation.** This Agreement supersedes all prior and contemporaneous agreements and understandings between the parties, whether written or oral, relating to the subject hereof. Any further agreements must be mutually agreed upon between the parties in writing and signed only by authorized officers of the parties.

13. **Attorneys' Fees.** In the case of the failure of either party hereto to perform and comply with any of the terms, covenants or conditions hereof, and such terms, covenants or conditions, or damages for the breach of same are enforced or collected by suit or arbitration or through an attorney at law, whether suit or arbitration or through an attorney at law, whether suit or arbitration is brought or not, the party so failing to perform and comply hereby agrees to pay the other party hereeto a reasonable sum of money for attorneys' fees, together with the costs, charges, and expenses of such collection or other enforcement of rights in any such litigation or arbitration.

14. **Subordination.** This Agreement shall be subordinate to any existing mortgage, assessment or lien, and all amendments, future advances, modifications, and renewals thereunder, for so long
as any such mortgage, assessment or lien encumbers any portion of the Grand Haven Community Development District.

15. Covenants and Representations. The Contractor acknowledges that it has read and agrees to all terms, provisions requirements of this Agreement. Contractor represents and warrants that it is a limited liability company duly organized and validly existing in the State of Florida, is qualified to conduct business in the State of Florida, and has the capacity and full power and authority to enter into and carry out the agreements contained in, and the transactions contemplated by, this Agreement, and that this Agreement has been duly authorized and executed by Contractor and, upon delivery to and execution by District, shall be a valid and binding Agreement of Contractor.

16. Governing Law and Jurisdiction. This Agreement shall be interpreted and enforced under the laws of the State of Florida. Any litigation arising under this Agreement shall be venued in the Circuit Court of Flagler County, Florida. THE PARTIES WAIVE TRIAL BY JURY AND AGREE TO SUBMIT TO THE PERSONAL JURISDICTION AND VENUE OF A COURT IN FLAGLER COUNTY, FLORIDA.

17. Independent Contractor Status. At all times hereunder, the Contractor shall undertake all duties, obligations, and responsibilities as an independent contractor, and not as an agent or representative of the District. It is further acknowledged that nothing herein shall be deemed to create or establish a partnership or joint venture between the District and the Contractor. The Contractor has no authority to enter into any contracts or agreements, whether oral or written, on behalf of the District.

18. Waivers. No failure by either party to insist upon the strict performance of any covenant, duty, agreement or condition of this Agreement or to exercise any right or remedy upon a breach thereof shall constitute a waiver of any such breach or of such or any other covenant, agreement, term or condition. Any party hereto, by written notice executed by such party may, but shall be under no obligation to, waive any of its rights or any conditions to its obligations hereunder, or any duty, obligation, or covenant of any other party hereto. No waiver shall affect or alter this Agreement, but each and every covenant, agreement, term and condition of this Agreement shall continue in full force and effect with respect to any other then-existing or subsequent breach thereof.

19. Captions. The captions for each paragraph of this Agreement are for convenience and reference only and in no way define, describe, extend or limit the scope or intent of this Agreement, or the intent of any provision hereof. Whenever used, the singular number shall include the plural, the plural the singular, and the use of any gender shall include all genders, as the context requires.

20. Successors and Assigns. The Contractor may not assign this Agreement or any of the rights and duties expressed herein except with the District's prior written consent which must have District Board approval. All provisions of this Agreement shall be binding upon, inure to the benefit of, and be enforceable by and against the respective legal successors and assigns of District or Contractor.

21. Preparation of Agreement. The Contractor and the District have had equal input in the drafting of this Agreement and, in consideration thereof, the language used in this Agreement will
be construed according to its fair and common meaning and will not be construed more stringently or liberally for either party.

22. **Severability.** If any provisions of this Agreement are held to be illegal or invalid, the other provisions shall remain in full force and effect.

23. **No Property Interest or Recordation.** No property interest (real or personal) is conveyed hereby and neither party shall record this Agreement or any memorandum or notice thereof in the public records.

24. **No Modification.** No modification, waiver, amendment, discharge or change of this Agreement shall be valid unless the same is in writing and signed by the Parties against which such enforcement is or may be sought. This instrument contains the entire Agreement made between the parties and may not be modified orally or in any manner other than by an Agreement in writing signed by all parties hereto or their respective successors in interest.

25. **Time of the Essence, Force Majeure.** Time shall be of the essence as to all dates and times of performance under this Agreement. Notwithstanding the foregoing, in the event the deadline for the performance of an action or the giving of a notice falls on a Saturday, Sunday or national holiday, or any period provided for in this Agreement shall expire on a Saturday, Sunday or national holiday, then the date for the performance of such action or giving of such notice, or the expiration date of such period, as applicable, shall be automatically extended to midnight of the next following business day. Also, any provision of this Agreement to the contrary notwithstanding, any failure or delay of either party to perform as provided under this Agreement shall not be a breach of this Agreement, and any applicable deadline shall be automatically extended, if and to the extent such failure or delay results from any of the following: act of God, inclement weather, discovery of any adverse physical or environmental condition of the subject property, moratorium or other stop work order issued by any governmental authority, terrorist act, war, riot or civil commotion or delay caused by the other party. In the event contractor cannot perform, or is delayed in the performance of, the Services as a result of any such described event, District shall be relieved of the obligation of paying Contractor for such unperformed Services for the period of time the Services are actually delayed or hindered.

26. **Counterparts.** This Agreement may be executed in any number of counterparts, each of which shall be deemed an original and all of which, taken together, shall constitute one and the same instrument.

27. **Public Records.** The District is subject to the requirements of Chapter 119 of the Florida Statutes pertaining to Public Records. As such, all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received by the District in connection with the transaction of its official business are public records. Regarding this Agreement, Contractor shall comply Chapter 119, Florida Statutes, as follows:

A. Keep and maintain public records required by the District to perform the services that are the subject of this Agreement.
B. Upon the request of the District’s Custodian of Public Records, provide the District with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided by law.

C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the District.

D. Upon completion of the Agreement, transfer, at no cost, to the District all public records in Contractor’s possession or keep and maintain public records required by the District to perform the services that are the subject of this Agreement. If Contractor transfers all public records to the District upon completion of the Agreement, Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Contractor keeps and maintains public records upon completion of the Agreement, Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the District, upon request from the District’s custodian of public records, in a format that is compatible with the District’s information technology systems.

E. IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE DISTRICT’S CUSTODIAN OF PUBLIC RECORDS AT THE ADDRESS LISTED FOR THE DISTRICT IN THIS AGREEMENT.
IN WITNESS WHEREOF, District and Contractor have hereunto set their hand and seals on the date and year first written above.

Signed and Sealed
in the presence of:

BOARD OF SUPERVISORS GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT

Witness

By: __________________________
   Chair/Vice Chair

Witness

CONTRACTOR

Witness

Name, Title

Witness
LIST OF CONTRACT DOCUMENTS

1. CONTRACT FORM

2. WORK AUTHORIZATION FORM

3. GENERAL RELEASE

4. ADDENDA, AS APPLICABLE

5. LANDSCAPE AND IRRIGATION MAINTENANCE SPECIFICATIONS (Includes exhibits #1-10)
EXHIBIT B

WORK AUTHORIZATION FORM

Exhibit B

Work Authorization

Contract No. ______

Contract No. ______

Date: __________, 2014

Work Authorization No. _____ - _____

To: ____________________________ (company name)

Pursuant to the Landscape Maintenance Services Agreement dated ____________, the Contractor agrees to perform the services described below for a fixed fee to be computed in the manner set out below or in accordance with Sections 3(a) and 3(b) of the Agreement.

Description of Work Authorization services:

Bill to: District

The following is/are applicable to this Work Authorization as marked:

_____A. As a result of this Work Authorization, the Contractor shall be compensated a fee in the amount of $______________.
B. Contractor shall proceed immediately with this Work Authorization on a time and material basis in accordance with the Contract Documents. Time and material tickets should be submitted daily to the Program Manager.

C. Contractor shall proceed immediately with this Work Authorization on a unit price basis in accordance with the Contract Documents.

The total amount of this Work Authorization should be full and complete consideration to the Contractor for performance of the services set forth above and the Contractor hereby waives any and all claims arising out of or related to the services covered by this Work Authorization.

Contractor shall commence the aforesaid authorized services upon the execution hereof and shall perform the same in accordance with the terms and conditions of the Agreement which remain in full force and effect.

This Work Authorization represents the entire and integrated agreement between the parties, and supersedes all prior negotiations and qualifications, for these authorized services; but this Work Authorization and the services contemplated herein is, except as otherwise specifically provided herein, subject to all the terms and conditions of the Agreement including without limitation, those concerning payment.

<table>
<thead>
<tr>
<th>Accepted and Agreed by Contractor:</th>
<th>For District:</th>
</tr>
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<tbody>
<tr>
<td><strong>Company Name</strong></td>
<td><strong>Grand Haven Community Development District</strong></td>
</tr>
<tr>
<td>By: ______________________ Date: __________</td>
<td>By: ______________________ Date: __________</td>
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<td>By: ______________________ Date: __________</td>
<td>By: ______________________ Date: __________</td>
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For review and Approval (if applicable):

<table>
<thead>
<tr>
<th>District Engineer: __________________________</th>
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<tr>
<td>By: ______________________ Date: __________</td>
</tr>
<tr>
<td>Completed by: ______________________ Date: __________</td>
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</tbody>
</table>
EXHIBIT C

GENERAL RELEASE

The undersigned, for and in consideration of the payment of the sum of $_________________, paid by Grand Haven Community Development District, (hereinafter referred to as District), receipt of which is hereby acknowledged as complete compensation for performance of Contract Number ________________, does hereby fully and completely discharge and release the District, its agents, employees, consultants, officers, directors, successors and assigns, the District Manager, and the District Engineer from any and all debts, accounts, promises, damages, liens, encumbrances, causes of action, suits, bonds, liabilities, judgments, claims and demands whatsoever, in law or in equity, which the undersigned ever had, now has or might hereafter have on account of labor performed, material furnished or services rendered, directly or indirectly, for the contract between the parties dated ________________ (the Contract). The undersigned here certifies that all material men, suppliers, subcontractors or others furnishing labor, goods, supplies or materials in connection with the Contract have been fully paid and satisfied and hereby agrees to hold harmless and indemnify District from any such claims, liens, demands, judgments, causes of action, suits or other liabilities which District/Engineer may incur as a result of any such non-payment or other dispute. The undersigned further agrees that in the event the District is required, in its sole discretion, to enforce this release or the Contract in court proceedings or otherwise, then District shall be allowed to recover reasonable attorney’s fees and costs incurred, whether incurred at trial, on appeal or in alternative dispute resolution.

Witnesses:     _______________________________

Print Name of Contractor

_______________________   ________________________________

Authorized Signature

State of Florida

County of _________________

The foregoing instrument was acknowledged before me this ____ day of ________________, 2014, by __________________________, who is personally known/produced identification.

___________________________________
Notary Public

State of Florida at Large

My Commission Expires
EXHIBIT D

ADDENDA
LANDSCAPE AND IRRIGATION MAINTENANCE SPECIFICATIONS

Grand Haven Community Development District
2014 Request for Proposals

A. General:

1. Contractor will furnish all horticultural supervision, labor, materials, equipment and transportation required to maintain the landscape as specified herein.

2. The work force and equipment is to be personally presentable at all times, by being dressed in clothing or uniforms making the employees identifiable. Contractor will supervise workforce to ensure they conduct themselves in an efficient, well-mannered, well-groomed and workmanlike manner at all times.

3. All bidding Contractors must comply with an interview process to ensure credibility. A requirement of the interview process will include an on-site visit to other property serviced by the Proposer that follows a similar scope of services as of the maintenance agreement provided herein. The District horticulturalist and any other designated District representatives will conduct the site visits and determine if the quality of work meets expectations. The District horticulturalist will conduct the interview process with the Proposer and provide an evaluation of the Proposer to the District Board of Supervisors. The District Board of Supervisors reserves the right to request presentations from Proposer’s regarding their ability to perform the proposed landscaping maintenance services provided herein. The presentation date may be scheduled during the District Meetings.

4. All materials must conform to these specifications. The designated CDD representative must approve any changes in the type or manufacturer of materials specified herein.

5. Qualified personnel, at the expense of the Contractor, will promptly repair any damage to irrigation, landscape lighting systems, or other hardscape improvements, as a result of maintenance or any other problem caused by Contractor’s personnel.

6. Contractor will provide all labor, transportation and supervision necessary to perform the work described herein.

7. Field personnel will be equipped with all necessary supplies, tools, parts and equipment and will be trained to perform work in a safe manner.
8. Personnel will be licensed for all applicable maintenance functions, including any pesticide applications, as required by law, and personnel will be “certified” to evidence adequate training as follows:
   a. Required state license for pesticide applications
   b. Certified through FDEP/ UF-GI training in Florida Best Management practices

9. All work performed by Contractor will be coordinated with the District to minimize disruption and to maximize safety to people and vehicular traffic on the property.

10. The Contractor shall provide all operations as described in this RFP, Monday through Friday, except as approved by the designated CDD representative.

B. Supervision and Management Reporting:

1. Contractor must employ an Operations Manager who holds a college degree in horticulture, or a related field, with a minimum of five (5) years industry experience, to oversee the onsite manager(s) and landscape personnel.

2. Contractor and all subcontractors will provide continuous qualified supervision by a supervisor with appropriate horticultural experience and training.

3. Contractor will conduct a weekly property inspection with a Designated CDD Representative and will complete a signed weekly performance report showing completed contractual requirements. Contractor will document and correct any landscaping maintenance deficiencies within one (1) week and will include a status update for work requiring a longer period to accomplish.

4. Contractor will check property regularly during the week to maintain a quality appearance and will provide the designated CDD representative with a monthly written report on the condition of all lawn areas, shrubbery, trees, irrigation systems, and the general conditions of the property. This report will include a list of all contractually required tasks performed during the past month (mowing, fertilizing, spraying, etc.) and a written explanation for any contractual tasks not performed and the reason for non-performance. A credit for the cost of any contractual task not performed will be issued to the CDD within 30 days of the non-performed task date.

5. Contractor will be proactive in identifying any landscape site conditions that affect long-term plant health and vigor and will advise the District accordingly.

6. Each quarter, the Contractor shall schedule a meeting with the Designated CDD Representative to evaluate a preventative spray program based on existing and climate conditions (Fungicide etc).
7. At the commencement of the contract, the Contractor shall provide a general annual schedule for all operations including, but not limited to, spraying, mulching, pruning, etc.

C. Inspections:

1. The designated CDD representative and the Contractor will conduct inspections weekly. Items discovered to be deficient during the walk/drive through must be corrected within one (1) week. (Designated CDD representative may require additional inspections.)

2. A Contractor representative shall be available at all times via telephone or pager in case of emergency. Contractor will respond promptly to address emergency situations.

D. Contractor’s Vehicles and Equipment:

1. Contractor’s service vehicles must be well maintained and clean in appearance. Vehicles must be properly licensed and tagged and operated only by licensed personnel. Contractor’s name will be prominently displayed on all vehicles.

2. All Contractor vehicles must operate in a safe and courteous manner while on the District’s property. Pedestrians have the right-of-way and service vehicles are expected to yield. All Contractor vehicles must not park on vacant lots and will avoid driving over sidewalks and walkways.

3. All trailers and maintenance equipment must be in good condition and present a clean and neat appearance. Grand Haven CDD does not have on-site storage facilities.

4. Tools and equipment must be properly suited for their purpose and used in a safe manner, utilizing the appropriate safety gear when necessary.

E. Policing and General Cleanup:

1. Contractor will remove all litter and debris from lawn areas, planting beds, walkways, storm drains and roadways, as service is performed in those areas.

2. Contractor will remove all grass and weeds growing between expansion joints and cracks in pavement and walkways. This may be controlled with the use of herbicides, on a weekly basis. Curb areas are to be swept or vacuumed periodically to keep a neat and presentable appearance.

F. Turf Grass Specifications:

1. Mowing:
   a. Frequency of mowing is determined by the type of turf being serviced and adjusted to coincide with seasonal growth rates to maintain a consistent, healthy appearance of the turf. Contractor will mow St. Augustine turf and Zoysia turf weekly from
March 15 through September 30 and every other week, October 1 to March 15. Scheduled cuts missed due to inclement weather will be made up upon approval by the designated CDD representative. St. Augustine Turf will be cut thirty-eight (38) times per year with a rotary-type mower.

b. **Bermuda Turf**: (Soccer Field and Volleyball Court) will be cut forty-four (44) times per year with a reel-type mower.

c. **Bahia Turf** will be cut twenty-one (21) times per year with a rotary mower. Bahia adjacent to the circle formed by Chinier Street, Front Street and Lagare Street will be cut up to forty-four (44) times per year with a rotary-type mower.

d. **Bermuda Turf**: will be cut one hundred forty-eight (148) times per year with a reel-type mower. During periods of tournaments and over-seeding, turf will be cut five (5) times per week, not to exceed ten (10) additional cuts. Mowing will occur three (3) times per week all year. In December and January mowing will occur two (2) times per week.

e. **Bermuda Turf/Sedge Combination Turf**: will be cut up to one hundred forty-eight (148) times per year with a reel-type mower.

f. Contractor will provide a per-event mowing charge, should weather conditions require additional mowing. This cost will also be used to calculate a mowing credit, should a missed mowing not be rescheduled due to weather conditions.

g. Mower blades will be kept sharp at all times to prevent tearing of grass blades.

h. Various mowing patterns will be employed to ensure the even distribution of clippings and to prevent ruts caused by mowers. **Bermuda Turf** mowing patterns will follow a 6/12, 9/3, 8/2 and 4/10 directional pattern change with every mow.

i. Grass clippings will be left on the lawn to restore nutrients, unless excess clippings create an unsightly appearance.

j. St. Augustine Turf will be cut to a mowing height of 3 to 4½ inches, and no more than 1/3 of the leaf blade will be removed with each mowing.

k. Bahia Turf will be cut to a mowing height of 3½ to 4½ inches.

l. **Bermuda Turf & Bermuda Turf/Sedge Combination Turf**: will be maintained at a mowing height of 4/16 to 5/16.

m. **Bermuda Turf**: (Soccer Field and Volleyball Court) will be maintained at a mowing height of 1¼ - 2 inches.
n. **Bahia Grass Storm Water Outfalls:** In order to better control pond bank erosion adjacent to community storm water outfall structures, and in accordance with DOT specifications, a three-foot-wide border of Bahia Grass has been installed adjacent to the concrete storm water outfall structures (mitered end sections) and running contiguous with the coquina rock/riprap in the outfall sluiceway down to the waterline. Responsibility for maintenance of the outfall structure border Bahia Grass will rest with the GHCDD. The Bahia Grass will be mowed once every two weeks during the growing Season from March 1 to November 30 for a total of 22 cuts. A hand mower or string Trimmer may be used in these areas and shall be determined according to space allowed for access. See Exhibit for Storm Water Outfalls Map.

2. **Edging & Trimming:**
   a. Contractor will neatly edge and trim around all plant beds, curbs, streets, trees, and buildings, etc. to maintain shape and configuration. “Hard” edging and string trimming shall be performed in conjunction with each turf mowing. “Soft” edging and cleanup of bed areas shall be performed with each turf mowing.
   b. Edging equipment will be equipped with manufacturer's guards to deflect hazardous debris.
   c. All walks will be blown after edging, to maintain a clean, well-groomed appearance.
   d. All grass runners will be removed after edging to keep mulch areas free of weeds and encroaching grass.
   e. Areas mutually agreed to be inaccessible to mowing machinery will be maintained with string trimmers or chemical means where environmental conditions permit.

3. **Debris Removal:**
   a. Prior to mowing, each area will be patrolled for trash and other debris to reduce the risk of object propulsion and scattering, excluding areas concentrated with trash (e.g., dumpster zones, dock areas, and construction sites).
   b. Removal of all landscape debris generated on the property during landscape maintenance is the sole responsibility of Contractor, at no additional expense to the District.
   c. Care will be taken not to blow grass clippings and the debris into storm drains inlets in street gutter or storm water detention ponds (lakes). If an employee or subcontractor of Contractor is observed and confirmed to be in violation of the foregoing sentence, then, upon notice by the District, Contractor shall not allow the violating employee or subcontractor to work on the property.
4. Fertilizer *(see fertilization section of this RFP)*

5. Insect, Disease and Weed Control *(See insect, disease and weed control section of this RFP)*

6. Cement Walkways - Contractor will remove all grass and weeds growing between expansion joints and cracks in walkways on a weekly basis. This may be controlled with the use of herbicides.

G. Grand Haven Special Services:

1. Natural Areas: The visible areas (within five (5) feet of existing bed lines) of natural vegetation, as designated on the site map, shall be kept free of dead branches or unsightly weeds and vines that detract from the appearance of the landscape. Particular attention will be given to invasive grape vines through manual and/or chemical means. This shall include both sides of the “living wall”.

2. Emergency Evacuation Gates: The Emergency Evacuation gates shall remain free from vines, overgrown brush, fallen trees or any other debris that might prevent vehicles from driving through these exits in the event of an emergency. A weekly check of all emergency evacuation gates should be performed and any items that might impede an exit shall be removed at once. A report to the CDD representative should be made weekly as to the condition of the gates. One (1) Gate is located at South Lake Drive circle and South Park Road. One (1) gate is located at Kite Court circle and South Park Road. One (1) gate is located at Riverbend Drive circle and South Park Road. One (1) gate is located at Creekside Drive circle and North Park Road. One gate is located at the Crossings at the end of Crosslink Court. *(See Exhibit #4 Wildfire Mitigation Map)*

3. Trail System, Esplanade, Walking Path, Piers, Wooden Foot Bridges and Montegue Bridge attached Map 11

   a. Coquina walkways shall be box bladed, raked and sprayed monthly to maintain a smooth walking surface; area shall be maintained weed free, algae free and mold free. Additional shell may be required to add to the path at an additional charge with written authorization from the Grand Haven CDD Representative.

   c. Area east of the esplanade, to the top of the waterway embankment shall be mowed, trimmed, or sprayed to maintain a clean natural appearance of primarily tree and palmettos on a monthly basis. This only applies to CDD own properties.

   d. All Walkways and trail systems need to be trimmed and maintained of overhanging branches and shrubbery on walkway. This includes piers and walking bridges.
H. Natural Areas and Vine Control:

1. Saw Palmettos and other native plants growing in plant beds, street medians and roundabouts are to be maintained like other plants and shrubs so that they retain their natural shape and form. Only dead fronds should be removed from Saw Palmettos. They should not be “hurricane cut” like Sabal Palms are inappropriately hurricane cut.

2. Natural Areas: The visible areas of natural vegetation shall be kept free of dead branches or unsightly weeds and vines that detract from the appearance of the landscape. Dead fronds on Saw Palmettos, 5’ visible from bed and sidewalks shall be removed.

3. Vine removal and control:
   a. Vines growing in plant beds, street medians and roundabouts, and other landscaped areas are weeds and are to be removed pursuant to the general requirement to keep plant beds free of weeds.

I. Cord Grass and Other Ornamental Landscape Grasses:

In general, Cord Grass has been used as follows in our community:

- As natural landscaping on community owned lake slopes.
- As a buffer between St. Augustine grass and other landscaping or natural areas.
- As landscaping next to curbs or sidewalks.

1. The pruning and other landscaping requirements for Cord Grass vary with the application:
   a. Grand Haven property containing lake slopes – in general, no pruning is required, unless heavy weed pressure dictates that the grass be cut back in order to eradicate the weeds or there are situations where the grass is matted down or has a messy appearance. Such pruning will be performed on an as needed basis as determined by the designated CDD representative, based on recommendations from the Contractor. All weeding and maintenance on lake banks should be done monthly. Contractor should remove any dead grass during their monthly scheduled maintenance.
   b. Landscape buffer next to St. Augustine grass:
      i. No pruning is required (the objective is for the grass to assume its natural shape and form).
      ii. A one (1) foot mulch buffer will be maintained between the arching tip of the grass and the St. Augustine grass.
   c. Landscaping next to curbs or sidewalks – shear as necessary to assure clear passage.
2. Ornamental grasses: Ornamental grasses require infrequent pruning, and they will be pruned on an as needed basis as determined by the designated CDD representative, based on recommendations from the Contractor.

Other ornamental grasses include Muhly Grass, Evergreen Paspalum, and Flax Lily.

J. Plant Beds and Mulching:

1. Contractor will keep all plant beds edged, as per the edging and trimming requirement of the Turf Grass Specifications section of this RFP.

2. Contractor will weed the plant beds as necessary to maintain a weed-free appearance. A preemergent weed killer may be used to control weeds, if the Contractor desires.

3. Mulching: Medium sized pine bark mulch will be used to dress property beds. Mulch will be replaced to a depth of two (2) to three (3) inches one (1) time per year, in March or April. A 6” unmulched bared circle will be maintained around the root flare at the base of all trees (including native trees)

4. No mulch should be over dressed on trees causing the root flare to be covered.

5. Pine Straw shall be used on all lake banks on all pond banks from St, Augustine did to high water mark once per year in March or April.

K. Shrubbery:

1. All shrubbery is to be kept pruned, fertilized and sprayed for insect and disease control.

2. Plant growth regulators may be used to provide a consistent and healthy appearance for certain varieties of plant material and ground covers, upon receiving approval from the designated CDD representative based.

3. Any plant material that is damaged or obstructing traffic (e.g., pedestrian, automobile) will be pruned as needed.

4. All dead plant material in landscaped beds should be removed during monthly maintenance.

5. Clippings are to be removed by Contractor following pruning.

6. Pruning: Contractor will prune all shrubbery to maintain the natural form of the plant, maintain growth within the limitations of the plant bed, eliminate damaged or diseased wood, and provide sight distance requirements, if needed. All pruning cuts will be made with hand shears on a slight slant ¼ inch above a healthy bud or node. Gas or electric-powered mechanical shears will not be used on any shrubs. Additional requirements:
a. Pruning cuts will be made so that the base of the individual shrub, mass planting or hedge will be wider than the top, so that the exposed sides of the hedge will receive sufficient sunlight for strong, healthy growth.

b. Feather Prune Junipers: Parsoni Juniper and Blue Pacific Juniper are generally used in mass plantings, and they are the primary junipers used in Grand Haven landscapes. These Junipers will be feather pruned as follows:

i. Each plant in the mass planting should be feather pruned, by hand, annually, during the winter months, when the plant is dormant. This is done by removing several of the oldest (longest) branches by cutting them off at a growing node (i.e., deep within the interior of the plant) in order to create a layered effect within the plant that permits air and sunlight to penetrate the interior of the plant.

ii. The plants should be lightly hand pruned seven (7) times during the growing season. This pruning should begin in May and continue through December, at regular monthly intervals.

c. Pocket prune all other shrubs (shrubs other than junipers):

i. Each plant should be pocket pruned, by hand, every other year, during the winter months, when the plant is dormant. This is done by removing several of the most congested leaders back to a growing node (i.e., significantly reduce their length). Congested leaders are branches which have a large flush of growth resulting from prior pruning cuts. Removing these leaders permits air and sunlight to penetrate the interior of the plant, which stimulates healthy growth throughout the plant.

ii. The plants should be lightly hand pruned seven (7) times during the growing season. This pruning should begin in May and continue through December, at regular monthly intervals.

L. Ground Covers:

1. Ground covers will be confined to plant bed areas by manual or mechanical means, as environmental conditions permit.

2. Ground covers such as Asiatic Jasmine, will be pruned twenty-six (26) times per year with “weed-eating” type edging equipment as follows but, in no circumstance, should this equipment be used if it will result in injury to tree trunks at the base of the tree:

   a. The perimeter of the plant bed will be edged to keep Asiatic Jasmine off street curbs.
   b. Individual plants rising above the rest of the plants will be pruned to produce a smooth plant surface.
c. The interior of the bed will be “edged” to keep the Asiatic Jasmine a minimum of three (3) feet from the base of all trees (includes native trees).

M. **Annuals:**

Part of Grand Haven’s Horticultural Consultant’s flower-management process is to prepare a rolling twelve (12)-month plan for flower rotations. Seasonal and environmental conditions are carefully considered in determining the plants to be used in each rotation. The Consultant utilizes spreadsheets included in Exhibit #3(b) to specify the type of flower to be used in each plant bed and the number of flowers required, based on plant spacing, which varies with the type of flower to be used.

One (1) of the Consultant’s goals is to manage the process so that only three (3) flower rotations will be required each year; however, the Consultant needs the contractual flexibility to add a fourth rotation, or a partial rotation, should the installed plants fail, prematurely. The Consultant also needs the contractual flexibility to utilize perennials, or flowering shrubs (e.g. Yellow Lantana), in lieu of annuals.

1. Contractor will actively participate in the flower-management process and will proactively make recommendations for improving the appearance of plant beds. The Consultant is responsible for approving the flowers to be installed.

2. Annual flowers will be changed three (3) times per year. Contractor will provide the following pricing schedule:

   a. Price for providing flowers for each rotation based on 12” spacing.
   
   b. Price for a fourth rotation with flowers based on 12” spacing.
   
   c. Unit price for plants used to replace plant failures in selected beds.
   
   d. Unit price adjustment if additional plants or fewer plants are required based on deviations from the based 12” spacing.
   
   e. List of any annuals or perennials whose price deviates from the unit price used to determine the price for the two (2) basic rotations for each year (also include the proposed price for each of these annuals).

   e. As indicated previously, from time to time, District will specify the use of perennials rather than annuals for a plant rotation. List the price of any perennials whose price deviates from the unit price used to determine the price for the two (2) basic rotations for each year (also include the proposed price for each of these perennials).

f. A Fourth rotation will be held in reserve in case of flower failure in order to repair which will be implemented in the consultant discretion.
g. CDD Consultant will check each planting to verify plant count within CDD property.

3. Fungicides and insecticides will be applied, as needed, to maintain healthy planting beds.

4. Annual flower beds will be serviced twenty-four (24) times per year to remove flowers that are fading or dead ("deadheading") to prolong blooming time and to improve the general appearance of the plant. Contractor will replace failed plants at his expense for plants lost due to insect or disease problems and off-color plants not conforming to plant beds desired color.

5. All soils are to be roto-tilled to a depth of 12” after removing old flowers and prior to installing new flowers. The annual mix soil will be replenished two (2) times per year.

6. “Flower Saver Plus®” (or a comparable soil mix), which contains beneficial soil microorganisms and rich organic soil nutrients, will be incorporated in the annual flower planting soil, at the time of each flower change. Supplemental top-dressing with a controlled-release fertilizer and/or soluble liquid fertilizer (such as Peters 20-20-20) will be applied to enhance flowering and plant vigor.

7. See Exhibit #3 for the following items:
   a. A map showing the location of existing flower beds.
   b. A copy of the worksheet used to calculate the number of flowers required for each flower rotation.

N. Palm Trees:

1. All palm trees will be pruned once per year. The pruning will be timed so that seed pods and brown fronds can be removed at the same time. Only dead, badly damaged, or diseased leaves should be removed. Under no circumstances should palms be “hurricane cut” or should green fronds be removed. Further, leaves with relatively small amounts of tip damage caused by salty air should not be removed.

2. In order to prevent the transmission of disease among palm trees, Contractor will sterilize pruning equipment by soaking cutting tools in liquid bleach for ten (10) minutes, after pruning each palm tree.

3. Contractor must remove all pruned material from site.

5. Trees should not be pruned in the 10/2 form. See above recommendations for pruning.

6. All palm pruning contractors need to be improved CDD Consultant.
O. Native and Nursery-Grown Trees (Including Ornamental Trees):

1. Contractor will provide an updated specialty tree count shown in Exhibit #8 for specialty trees including but not limited to, Washingtonian’s, etc.

2. All trees will be pruned, fertilized and treated for insect and disease control. "Native and Nursery Grown Trees" are to be maintained with a clear truck elevation of ten (10) feet.

3. Tree pruning:

   a. Live Oak “street” trees: Branches will be kept “lifted” up to ten (10) feet off the ground, and trunks will be cleared of sprouts monthly. All pruning cuts are to be made outside the branch collar.

   b. Native Live Oaks and other trees in street medians: Branches of trees bordering roadways will be kept “lifted” up to ten (10) feet off the ground, and trunks will be cleared of sprouts once per year. All pruning cuts are to be made outside the branch collar.

   c. Ornamental trees and small trees: Ligustrum trees, Oleander trees, East Palatka Hollies and Crape Myrtles:

      i. These trees shall be hand pruned to maintain their natural shape and form (e.g., Ligustrum trees should not be pruned to look like gum drops, East Palatka Hollies should not be pruned to look like Christmas trees, and Crape Myrtles should not be topped or “hat racked”). Crape Myrtles should only have seed pods removed and no branches larger than a pencil should be pruned. Natural shape of Crape Myrtles should be maintained.

      ii. Rejuvenation pruning: Annual rejuvenation pruning should be performed in the winter months by making selected pruning cuts deep within the tree canopy to permit sunlight to penetrate the interior of the canopy and to promote airflow within the canopy. The pruning cuts should be made with hand shears on a slight slant ¼ inch above a healthy bud or node. Mechanical shears should not be used.

         For Crape Myrtles, the rejuvenation pruning consists primarily of removing small twiggy growth under and within the tree canopy in order to keep the trunk clean and allow air circulation and to help prevent powdery mildew disease. Further, it should result in removing any "suckers" or water sprouts that develop along the main stem or from roots.

      iii. Maintenance pruning: These ornamental trees should be lightly hand pruned seven (7) times during the growing season. This pruning should begin in May and continue through December, at regular monthly intervals.
4. **Mulching:** A 6” unmulched bared circle will be maintained around the root flare at the base of all trees (includes native trees).

5. **Tree stakes:** Tree stakes, used to support newly planted trees or to support trees that are being rejuvenated, will be removed within twelve (12) months of installation, unless the designated CDD representative gives written approval for keeping them in place. Contractor will replace trees damaged by tree straps left in place beyond 12 months at no cost.

**P. Fertilization:**

1. All sidewalks, roads, curbs, and patios will be swept clean of any granular fertilizer after application to minimize staining.

2. Contractor will not allow fertilizers, pesticides or herbicides to drain into community retention ponds.

3. The community uses reclaimed water for irrigation purposes. This water contains a high nitrogen content which needs to be monitored to determine appropriate fertilizers. Contractor is responsible for testing this water, on a quarterly basis, and for proposing changes to fertilization requirements to the appropriate CDD representative.

4. The following table specifies the fertilization requirements for turf, trees, shrubs and annuals used in our community:

<table>
<thead>
<tr>
<th>Category</th>
<th>Type of Fertilizer</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turf Grass</td>
<td>19-0-19 in slow release form with pre-emergent herbicide</td>
<td>February</td>
</tr>
<tr>
<td></td>
<td>9-0-21 in slow release form</td>
<td>April</td>
</tr>
<tr>
<td></td>
<td>16-0-16 in slow release form</td>
<td>June</td>
</tr>
<tr>
<td></td>
<td>9-0-21 in slow release form</td>
<td>August</td>
</tr>
<tr>
<td></td>
<td>0-0-22 in slow release form</td>
<td>September</td>
</tr>
<tr>
<td></td>
<td>19-0-19 in slow release form with pre-emergent herbicide</td>
<td>November</td>
</tr>
<tr>
<td>Annuals</td>
<td>14-14-14 with FE, Mg, Mn – all 100% slow release</td>
<td>At installation</td>
</tr>
<tr>
<td>Plant Type</td>
<td>Fertilizer/Insecticide</td>
<td>Treatment Details</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>10-20-20 with fungicide and/or insecticide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knock Out Roses</td>
<td>Slow release granular fertilizer</td>
<td>Foliar spray including insecticides to control chili thrips</td>
</tr>
<tr>
<td>Shrubbery established plants</td>
<td>No fertilization required.</td>
<td></td>
</tr>
<tr>
<td>Shrubbery new plants</td>
<td>Time release fertilizer</td>
<td>Time release fertilizer appropriate for our water and soil conditions which is capable of lasting 6 months</td>
</tr>
<tr>
<td>Sabal and Washingtonian palms</td>
<td>No fertilization is required.</td>
<td></td>
</tr>
</tbody>
</table>
| All other Palms                   | Fertilize only with slow-release fertilizer containing nutrients in the following ratio- 2 (nitrogen): 1 (phosphorous): 3 (potassium): 1 (magnesium). Use Nurserymen’s Sure Gro or the equivalent in accordance with the manufacturer's directions based on the size of tree being fertilized. | • March 1  
• May 1  
• July 1  
• September 1 |
| Native and nursery grown live oaks| No fertilization is required.   |                                                                                  | N/A        |
| Ornamental Trees--Note A          | No fertilization is required.   |                                                                                  | N/A        |

Note A – Ornamental trees include East Palatka and other Hollies, Ligustrum trees, Oleander trees, Crape Myrtles, and other similar types of trees.
Q. Insect, Disease and Weed Control:

1. Turf grass:
   a. Treatment of turf areas for turf damaging insect infestation or disease and weed control will be the responsibility of Contractor. Contractor will prepare and implement an integrated pest management program which complies with University of Florida guidelines. A written description of the program will be provided to District as part of the contractor’s response to this RFP.
   b. All products will be applied as directed by the manufacturers’ instructions and in accordance with all state and federal regulations.
   c. Contractor must possess an active certified Pest Control License issued through the Florida Department of Agriculture and Consumer Services. Only trained applicators will apply agricultural chemicals.
   d. Grand Haven has an on-site water source for use in spray applications.
   e. The timing, number and type of chemical applications will be determined by the integrated pest management plan described above and by the condition of the turf and environmental conditions.
   g. Annual applications of insecticide will be applied for control of chinch bugs and other insects detrimental to turf; three (3) follow-up spot treatments for control of chinch bugs.
   h. A pre-emergent herbicide will be applied to the turf two (2) times per year for weed control.

3. Shrubbery: Plants will be treated chemically as needed to effectively control insect infestation and disease as environmental and horticultural conditions permit. Special emphasis will be placed on treatments to prevent caterpillar infestations of Dwarf Oleanders and all other Oleanders.

4. Palm trees:
   a. Sabal palms and Washingtonian palms: Treat for insect problems and plant diseases on an as needed basis.
   b. Specialty palms (Canary Island Date palms, Medjool Date palms, Senegal Date palms (Reclanata), Sylvester palms, etc.: Apply both a soil drench and a foliar drench containing appropriate fungicides and insecticides six (6) times per year in the growing season.
5. Ornamental and nursery-grown shade trees: Spray as necessary to control insect infestations such as tent caterpillars.

6. Native trees in natural areas: Spray as necessary to control insect infestations such as tent caterpillars.

R. Irrigation Systems:

1. Contractor will inspect the performance of the District’s sprinkler system once per month. This will include inspection of sprinkler heads, timer mechanism, pipes, valves, and each zone. The system will be inspected visually for turf burning, washouts, line breaks and any other problems that could affect the proper operation of the system with each additional visit to the property.

2. Irrigation rotors and spray nozzles will be kept free of grass and other plant material to ensure proper performance.

3. Contractor will dedicate a full-time equivalent (30-hour minimum) on-site irrigation technician(s) to the service area. Contractor’s on-site Irrigation Tech shall sign in and out on the Grand Haven irrigation daily log located at the main gate upon entering and leaving the community for each visit. Irrigation log must add up to 30 hours or Grand Haven will receive a credit for the deficient hours.

4. Contractor will maintain, clean and service the filters for reclaimed water located throughout the community. These filters are located on Waterside Parkway, south of Egret, where four (4) are located. Two (2) filters one (1) located on each corner North and South of Waterside Parkway and Montague Street. One (1) on Marlin Drive at the north entrance of the reclaimed water pond. Currently there are seven (7) but additions shall be included in this section and will be added as they are installed.

5. Battery controlled irrigation systems are used in several locations in the community. The location of these systems is identified in Exhibit #7. All batteries for battery-operated valves shall be replaced throughout the year as needed.

6. The four (4) pressure reducing valves at the point of connection with golf course reclaimed water main line shall be cleared and adjusted once per month. This shall be coordinated with the golf course superintendent.

7. The community water source is reclaimed water that creates high buildup of bi-carbonates and sodium during dry conditions. N-Control, or similar product, is required on a quarterly basis to break down bi-carbonate and sodium build up. Treatment is currently provided by the Grand Haven CDD. If the Grand Haven CDD discontinues treatment, an alternative will be provided by the Contractor at an additional cost, under a separate agreement.

8. Minor nozzle adjustments and timer adjustments will be performed with no additional charge.
9. Contractor will promptly inform the District of any system malfunction or deficiencies.

9. Irrigation from the irrigation system shall be tested two (2) times per year, to assure proper fertilization programs and pH adjustments are in place and submitted to District.

11. Irrigation schedules shall be provided to the designated Grand Haven CDD Representative, and must comply with current regulations and restrictions.

12. Repairs for items such as head replacement, broken lines, pumps or timers will be performed upon the District’s approval and billed accordingly. Any damage caused by Contractor’s personnel shall be repaired promptly at no cost to the District. In the event that a problem arises to the system that could result in additional damage or threat to safety, Contractor will immediately make the necessary repairs and then contact the District.

13. Contractor will submit a price quote for common irrigation parts and for the hourly man-time rate to be charged for billable irrigation system repairs.

14. Normal response time to repair any part of the system will be 24 hours. In the event of a hazardous condition, a response time of four (4) hours is required.

15. Drip irrigation is used in a number of locations throughout the community (see Exhibit #7). Pre-filters are installed at the valve for each location and all drip lines are equipped with “auto flush valves” at the end of each run to relieve the hose of any standing water in the lines. The pre-filters must be maintained frequently to prevent algae growth and build up.

S. Price Quote for New and Replacement Plants:

As part of the bid package, the Contractor will provide unit prices to be charged for trees and plants installed in new plant beds as well as replacement trees and plants for existing plant beds (note – these prices will include the cost of labor and any equipment used to install new or replacement plants):

1. 4” container plants
2. 1-gallon plants
3. 3-gallon plants
4. 7-gallon plants
5. 15-gallon trees and plants
6. 30-gallon trees and plants
7. 60-gallon trees and plants
8. Sabal palms

Contractor will replace all trees and plants which fail during the first year after installation at his expense.
T. **Price Quote for Man and Equipment Time Required to Create New Plant Beds and Renovate Existing Plant Beds:**

As part of the bid package, the Contractor will provide hourly rates to be charged for labor and heavy equipment (e.g. Bobcats) used to either create new plant beds or remediate existing plant beds (note - the cost of labor and any equipment used to install new or replacement plants, including annuals, is included in the cost of those plants and will not be covered by separate man-time or machine-time charges).

U. **Provisions:**

1. Plant replacement: any existing plant material, including sod, that dies as a result of improper maintenance practices shall be replaced and warranted at the sole expense of the landscape Contractor.

2. The Contractor will receive payment for the infrequent service costs that are billed by occurrence. Contractor will submit their invoices for payment within thirty (30) days of completion of work.

3. Damaged Property: Contractor will be responsible for any damage caused to structures or property during the performance of this contract. (Including but not limited to, pools, pool decks, screen, stucco, etc.)

4. Contractor shall also be liable for the compensation and acts of any employee it hires in the performance of its duties hereunder, and does hereby agree to indemnify the CDD of any claims, loses, damage, actions, liability and expense in contract or in tort in connection with loss of life, bodily injury and/or property damage arising out of Contractors actions, or the actions of Contractor's agents or employees.

V. **Exhibits:**

1. Grand Haven Master Plan
2. Master Community Map
3. (a) Annual Flower Beds Map (b) Flower Rotation Spreadsheet
4. Wildfire Mitigation Map
5. Waterway Map
6. Circle Island Map
7. Irrigation Maps
   a. Piping Map
   b. Irrigation Clock Map
8. Specialty Tree Count
9. Storm Water Outfalls Map
10. ANSI A 300 Standard Practices (Pruning)
11. Trail System Walking, Paths, etc.
Exhibits to Landscape & Irrigation Maintenance Specifications (#1-#10)
Exhibit #1: Grand Haven Master Plan
Exhibit #2: Master Community Map (outlined in black)
### Exhibit # 3(b) Flower Rotation Spreadsheets

<table>
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<th>Grand Haven Flower Rotation</th>
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<th>Plant Name B</th>
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Exhibit #5: Waterway Map
Exhibit #7: Irrigation Maps (includes both (a.) Piping Map and (b.) Irrigation Clock Map)
### Exhibit #8 Specialty Tree Count

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<th>LOCATIONS</th>
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<th>CANARY/M EDJOOL PALMS</th>
<th>WASHINGTONIAN PALMS</th>
<th>SAG PALMS</th>
<th>LIGUSTRUM (multistem)</th>
<th>MAGNOLIA</th>
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<td></td>
<td>STREET OAKS</td>
<td>CANARY/MEDJOO L PALMS</td>
<td>WASHINGTONIAN PALMS</td>
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Exhibit #9: Storm Water Outfalls Maps
Exhibit #10: ANSI A300 Standard Practices (Pruning)
for Tree Care Operations —
Tree, Shrub, and Other Woody Plant Management —
Standard Practices (Pruning)
Approval of an American National Standard requires review by ANSI that the requirements for due process, consensus, and other criteria for approval have been met by the standards developer.

Consensus is established when, in the judgement of the ANSI Board of Standards Review, substantial agreement has been reached by directly and materially affected interests. Substantial agreement means much more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered, and that a concerted effort be made toward their resolution.

The use of American National Standards is completely voluntary; their existence does not in any respect preclude anyone, whether he has approved the standards or not, from manufacturing, marketing, purchasing or using products, processes or procedures not conforming to the standards.

The American National Standards Institute does not develop standards and will in no circumstances give an interpretation of any American National Standard. Moreover, no person shall have the right or authority to issue an interpretation of an American National Standard in the name of the American National Standards Institute. Requests for interpretations should be addressed to the secretariat or sponsor whose name appears on the title page of this standard.

CAUTION NOTICE: This American National Standard may be revised or withdrawn at any time. The procedures of the American National Standards Institute require that action be taken periodically to reaffirm, revise, or withdraw this standard. Purchasers of American National Standards may receive current information on all standards by calling or writing the American National Standards Institute.
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>ii</td>
</tr>
<tr>
<td>1. ANSI A300 Standards—Scope, purpose, and application</td>
<td>1</td>
</tr>
<tr>
<td>2. Part 1—Pruning Standards</td>
<td>1</td>
</tr>
<tr>
<td>3. Normative References</td>
<td>1</td>
</tr>
<tr>
<td>4. Definitions</td>
<td>1</td>
</tr>
<tr>
<td>5. Pruning practices</td>
<td>4</td>
</tr>
<tr>
<td>6. Pruning objectives</td>
<td>6</td>
</tr>
<tr>
<td>7. Pruning methods (types)*</td>
<td>7</td>
</tr>
<tr>
<td>8. Palm pruning</td>
<td>7</td>
</tr>
<tr>
<td>9. Utility pruning</td>
<td>8</td>
</tr>
<tr>
<td><strong>Figures</strong></td>
<td></td>
</tr>
<tr>
<td>4.4 Standard branch definitions</td>
<td>2</td>
</tr>
<tr>
<td>5.3.2 A cut that removes a branch at its point of origin</td>
<td>5</td>
</tr>
<tr>
<td>5.3.3 A cut that reduces the length of a branch or parent stem</td>
<td>5</td>
</tr>
<tr>
<td>5.3.8 A cut that removes a branch with a narrow angle of attachment</td>
<td>5</td>
</tr>
<tr>
<td>8.3a Frond removal location</td>
<td>7</td>
</tr>
<tr>
<td>8.3b An overpruned palm</td>
<td>8</td>
</tr>
</tbody>
</table>

Annex A—Pruning cut guideline ................................................. 10  
Annex B—Specification writing guideline ...................................... 11  
Annex C—Applicable ANSI A300 interpretations .................................. 13  

* The term pruning type is replaced with the term pruning method. The purpose of this is to label the processes detailed in section 6 with greater accuracy.
ANSI A300 Standards are divided into multiple parts, each focusing on a specific aspect of woody plant management (e.g. Pruning, Fertilization, etc).

These standards are used to develop written specifications for work assignments. They are not intended to be used as specifications in and of themselves. Management objectives may differ considerably and therefore must be specifically defined by the user. Specifications are then written to meet the established objectives and must include measurable criteria.

ANSI A300 standards apply to professionals who provide for or supervise the management of trees, shrubs, and other woody landscape plants. Intended users include businesses, government agencies, property owners, property managers, and utilities. The standard does not apply to agriculture, horticultural production, or silviculture, except where explicitly noted otherwise.

This standard has been developed by the Tree Care Industry Association (TCIA), an ANSI-accredited Standards Developing Organization (SDO). TCIA is secretariat of the ANSI A300 standards, and develops standards using procedures accredited by the American National Standards Institute (ANSI).

Consensus for standards writing was developed by the Accredited Standards Committee on Tree, Shrub, and Other Woody Plant Management Operations – Standard Practices, A300 (ASC A300).

Prior to 1991, various industry associations and practitioners developed their own standards and recommendations for tree care practices. Recognizing the need for a standardized, scientific approach, green industry associations, government agencies and tree care companies agreed to develop consensus for an official American National Standard.

The result – ANSI A300 standards – unify and take authoritative precedence over all previously existing tree care industry standards. ANSI requires that approved standards be developed according to accepted principles, and that they be reviewed and, if necessary, revised every five years.

TCIA was accredited as a standards developing organization with ASC A300 as the consensus body on June 28, 1991. ASC A300 meets regularly to write new, and review and revise existing ANSI A300 standards. The committee includes industry representatives with broad knowledge and technical expertise from residential and commercial tree care, utility, municipal and federal sectors, landscape and nursery industries, and other interested organizations.

Suggestions for improvement of this standard should be forwarded to: A300 Secretary, c/o Tree Care Industry Association, Inc., 136 Harvey Road - Suite B101-B110, Londonderry, NH, 03053.

ANSI A300 (Part 1)-2008 Pruning was approved as an American National Standard by ANSI on May 1, 2008. ANSI approval does not require unanimous approval by ASC A300. The ASC A300 committee contained the following members at the time of ANSI approval:

Tim Johnson, Chair
(Artistic Arborist, Inc.)

Bob Rouse, Secretary
(Tree Care Industry Association, Inc.)

(Continued)
<table>
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<th>Organizations Represented</th>
<th>Name of Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Nursery and Landscape Association</td>
<td>Warren Quinn</td>
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<tr>
<td>American Society of Consulting Arborists</td>
<td>Donald Zimar</td>
</tr>
<tr>
<td>American Society of Landscape Architects</td>
<td>Ron Leighton</td>
</tr>
<tr>
<td>Asplundh Tree Expert Company</td>
<td>Geoff Kempter</td>
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<tr>
<td>Bartlett Tree Expert Company</td>
<td>Peter Becker</td>
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<td>Davey Tree Expert Company</td>
<td>Joseph Tommasi</td>
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<td>International Society of Arboriculture</td>
<td>Bruce Hagen</td>
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<td>National Park Service</td>
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<td>Gordon Mann</td>
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<td>Dane Buell</td>
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<td>Ed Macie</td>
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<td>Utility Arborist Association</td>
<td>Matthew Simons</td>
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<td>Additional organizations and individuals:</td>
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<td>American Forests (Observer)</td>
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<td>Mike Galvin (Observer)</td>
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<td>Peter Gerstenberger (Observer)</td>
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<td>Richard Rathjens (Observer)</td>
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<td>Richard Roux (NFPA-780 Liaison)</td>
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<td>ASC A300 mission statement:</td>
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</tbody>
</table>

**Mission:** To develop consensus performance standards based on current research and sound practice for writing specifications to manage trees, shrubs, and other woody plants.
American National Standard for Tree Care Operations —

Tree, Shrub, and Other Woody Plant Maintenance – Standard Practices (Pruning)

1 ANSI A300 standards

1.1 Scope

ANSI A300 standards present performance standards for the care and management of trees, shrubs, and other woody plants.

1.2 Purpose

ANSI A300 performance standards are intended for use by federal, state, municipal and private entities including arborists, property owners, property managers, and utilities for developing written specifications.

1.3 Application

ANSI A300 performance standards shall apply to any person or entity engaged in the management of trees, shrubs, or other woody plants.

2 Part 1 – Pruning standards

2.1 Purpose

The purpose of Part 1 – Pruning is to provide performance standards for developing written specifications for pruning.

2.2 Reasons for pruning

The reasons for tree pruning may include, but are not limited to, reducing risk, managing tree health and structure, improving aesthetics, or achieving other specific objectives. Pruning practices for agricultural, horticultural production, or silvicultural purposes are exempt from this standard unless this standard, or a portion thereof, is expressly referenced in standards for these other related areas.

2.3 Implementation

2.3.1 Specifications for pruning should be written and administered by an arborist.

2.3.1.1 Specifications should include location of tree(s), objectives, methods (types), and extent of pruning (location, percentage, part size, etc).

2.3.2 Pruning specifications shall be adhered to.

2.4 Safety

2.4.1 Pruning shall be implemented by an arborist, familiar with the practices and hazards of pruning and the equipment used in such operations.

2.4.2 This performance standard shall not take precedence over applicable industry safe work practices.

2.4.3 Performance shall comply with applicable Federal and State Occupational Safety and Health standards, ANSI Z133.1, Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) and other Federal Environmental Protection Agency (EPA) regulations, as well as state and local regulations.

3 Normative references

The following standards contain provisions, which, through reference in the text, constitute provisions of this American National Standard. All standards are subject to revision, and parties to agreements based on this American National Standard shall apply the most recent edition of the standards indicated below.

ANSI Z60.1, Nursery stock
ANSI Z133.1, Arboriculture – Safety requirements
29 CFR 1910, General industry
29 CFR 1910.268, Telecommunications
29 CFR 1910.269, Electric power generation, transmission, and distribution
29 CFR 1910.331 - 335, Electrical safety-related work practices

4 Definitions

4.1 arboriculture: The art, science, technology, and business of commercial, public, and utility tree care.
4.2 **arborist**: An individual engaged in the profession of arboriculture who, through experience, education, and related training, possesses the competence to provide for or supervise the management of trees and other woody plants.

4.3 **arborist trainee**: An individual undergoing on-the-job training to obtain the experience and the competence required to provide for or supervise the management of trees and other woody plants. Such trainees shall be under the direct supervision of an arborist.

4.4 **branch**: A shoot or stem growing from a parent branch or stem (See Fig. 4.4).

4.4.1 **codominant branches/codominant leaders**: Branches or stems arising from a common junction, having nearly the same size diameter (See Fig. 4.4).

4.4.2 **lateral branch**: A shoot or stem growing from another branch (See Fig. 4.4).

4.4.3 **parent branch or stem**: A tree trunk or branch from which other branches or shoots grow (See Fig. 4.4).

4.4.4 **scaffold branch**: A primary branch that forms part of the main structure of the crown (See Fig. 4.4).

4.5 **branch bark ridge**: The raised area of bark in the branch crotch that marks where the branch and parent stem meet. (See Figs. 5.3.2 and 5.3.3).

4.6 **branch collar**: The swollen area at the base of a branch.

4.7 **callus**: Undifferentiated tissue formed by the cambium around a wound.

4.8 **cambium**: The dividing layer of cells that forms sapwood (xylem) to the inside and inner bark (phloem) to the outside.

4.9 **clean**: Selective pruning to remove one or more of the following non-beneficial parts: dead, diseased, and/or broken branches (7.2).

4.10 **climbing spurs**: Sharp, pointed devices strapped to a climber's lower legs used to assist in climbing trees. (syn.: gaffs, hooks, spurs, spikes, climbers)

4.11 **closure**: The process in a woody plant by which woundwood grows over a pruning cut or injury.

4.12 **crown**: Upper part of a tree, measured from the lowest branch, including all the branches and foliage.

4.13 **decay**: The degradation of woody tissue caused by microorganisms.

4.14 **espalier**: The combination of pruning, supporting, and training branches to orient a plant in one plane (6.5).

4.15 **establishment**: The point after planting when a tree's root system has grown sufficiently into the surrounding soil to support growth and anchor the tree.

4.16 **facility**: A structure or equipment used to deliver or provide protection for the delivery of an essential service, such as electricity or communications.

4.17 **frond**: A leaf structure of a palm.

4.18 **heading**: The reduction of a shoot, stem, or branch back to a bud or to a lateral branch not large enough to assume the terminal role.
4.19 interfering branches: Crossing, rubbing, or upright branches that have the potential to damage tree structure and/or health.

4.20 internode: The area between lateral branches or buds.

4.21 job briefing: The communication of at least the following subjects for arboricultural operations: work specifications, hazards associated with the job, work procedures involved, special precautions, electrical hazards, job assignments, and personal protective equipment.

4.22 leader: A dominant, typically upright, stem — usually the main trunk. There can be several leaders in one tree.

4.23 lion's tailing: The removal of an excessive number of inner and/or lower lateral branches from parent branches. Lion's tailing is not an acceptable pruning practice (6.1.7).

4.24 live crown ratio: Crown height relative to overall plant height.

4.25 mechanical pruning: A pruning technique where large-scale power equipment is used to cut back branches (9.3.2).

4.26 method: A procedure or process for achieving an objective.

4.27 peeling: The removal of dead frond bases without damaging living trunk tissue at the point they make contact with the trunk. (syn.: shaving)

4.28 petiole: A stalk of a leaf or frond.

4.29 pollarding: Pruning method in which tree branches are initially headed and then reduced on a regular basis without disturbing the callus knob (6.6).

4.30 pruning: The selective removal of plant parts to meet specific goals and objectives.

4.31 qualified line-clearance arborist: An individual who, through related training and on-the-job experience, is familiar with the equipment and hazards in line clearance and has demonstrated the ability to perform the special techniques involved. This individual may or may not be currently employed by a line-clearance contractor.

4.32 qualified line-clearance arborist trainee: An individual undergoing line-clearance training under the direct supervision of a qualified line-clearance arborist. In the course of such training, the trainee becomes familiar with the equipment and hazards in line clearance and demonstrates ability in the performance of the special techniques involved.

4.33 raise: Pruning to provide vertical clearance (7.3).

4.34 reduce: Pruning to decrease height and/or spread (7.4).

4.35 remote area: As used in the utility pruning section of this standard, an unpopulated area.

4.36 restoration: Pruning to redevelop structure, form, and appearance of topped or damaged trees (6.3).

4.37 rural area: As used in the utility pruning section of this standard, a sparsely populated place away from large cities, suburbs, or towns but distinct from remote areas.

4.38 shall: As used in this standard, denotes a mandatory requirement.

4.39 shoot: Stem or branch and its leaves, especially when young.

4.40 should: As used in this standard, denotes an advisory recommendation.

4.41 specifications: A document stating a detailed, measurable plan or proposal for provision of a product or service.

4.42 sprouts: New shoots originating from epicormic or adventitious buds, not to be confused with suckers. (syn.: watersprouts, epicormic shoots)

4.43 standard, ANSI A300: The performance parameters established by industry consensus as a rule for the measure of extent, quality, quantity, value or weight used to write specifications.

4.44 stem: A woody structure bearing buds, foliage, and giving rise to other stems.

4.45 structural pruning: Pruning to improve branch architecture (6.2).
4.46 **stub**: Portion of a branch or stem remaining after an internodal cut or branch breakage.

4.47 **subordination**: Pruning to reduce the size and ensuing growth rate of a branch or leader in relation to other branches or leaders.

4.48 **sucker**: Shoot arising from the roots.

4.49 **thin**: Pruning to reduce density of live branches (7.5).

4.50 **throw line**: A small, lightweight line with a weighted end used to position a climber's rope in a tree.

4.51 **topping**: Reduction of tree size using internodal cuts without regard to tree health or structural integrity. Topping is not an acceptable pruning practice (6.1.7).

4.52 **tracing**: The removal of loose, damaged tissue from in and around the wound.

4.53 **trunk**: The main woody part of a tree beginning at and including the trunk flare and extending up into the crown from which scaffold branches grow.

4.54 **trunk flare**: 1. The area at the base of the plant's trunk where it broadens to form roots. 2. The area of transition between the root system and trunk (syn.: root flare).

4.55 **urban/residential areas**: Populated areas including public and private property that are normally associated with human activity.

4.56 **utility**: A public or private entity that delivers a public service, such as electricity or communications.

4.57 **utility space**: The physical area occupied by a utility's facilities and the additional space required to ensure its operation.

4.58 **vista/view prune**: Pruning to enhance a specific view without jeopardizing the health of the tree (6.4).

4.59 **wound**: An opening that is created when the bark of a live branch or stem is cut, penetrated, damaged, or removed.

4.60 **woundwood**: Partially differentiated tissue responsible for closing wounds. Woundwood develops from callus associated with wounds.

5 **Pruning practices**

5.1 **Tree inspection**

5.1.1 An arborist or arborist trainee shall visually inspect each tree before beginning work.

5.1.2 If a condition is observed requiring attention beyond the original scope of the work, the condition should be reported to an immediate supervisor, the owner, or the person responsible for authorizing the work.

5.1.3 Job briefings shall be performed as outlined in ANSI Z133.1, subclause 3.1.4.

5.2 **Tools and equipment**

5.2.1 Equipment, tools, and work practices that damage living tissue and bark beyond the scope of normal work practices shall be avoided.

5.2.2 Climbing spurs shall not be used when entering and climbing trees for the purpose of pruning.

Exceptions:
- when branches are more than throw-line distance apart and there is no other means of climbing the tree;
- when the outer bark is thick enough to prevent damage to the inner bark and cambium;
- in remote or rural utility rights-of-way.

5.3 **Pruning cuts**

5.3.1 Pruning tools used in making pruning cuts shall be sharp.

5.3.2 A pruning cut that removes a branch at its point of origin shall be made close to the trunk or parent branch without cutting into the branch bark ridge or branch collar or leaving a stub (see Figure 5.3.2).
5.3.2 A cut that removes a branch at its point of origin. (See Annex A – Pruning cut guideline).

5.3.3 A pruning cut that reduces the length of a branch or parent stem shall be made at a slight downward angle relative to the remaining stem and not damage the remaining stem. Smaller cuts shall be preferred (see Fig. 5.3.3).

5.3.4 When pruning to a lateral, the remaining lateral branch should be large enough to assume the terminal role.

5.3.5 The final cut should result in a flat surface with adjacent bark firmly attached.

5.3.6 When removing a dead branch, the final cut shall be made just outside the collar of living tissue.

5.3.7 Tree branches shall be removed in such a manner so as to avoid damage to other parts of the tree or to other plants or property. Branches too large to support with one hand shall be precut to avoid splitting of the wood or tearing of the bark (see Figure 5.3.2). Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

5.3.8 A cut that removes a branch with a narrow angle of attachment should be made from the outside of the branch to prevent damage to the parent branch (see Figure 5.3.8).

5.3.9 Severed branches shall be removed from the crown upon completion of the pruning, at times when the tree would be left unattended, or at the end of the workday.

5.4 Wound treatment

5.4.1 Wound treatments shall not be used to cover wounds or pruning cuts, except when necessary for disease, insect, mistletoe, or sprout control, or for cosmetic reasons.
5.4.2 Wound treatments that are damaging to tree tissues shall not be used.

5.4.3 When tracing wounds, only loose, damaged tissue shall be removed.

6 Pruning objectives

6.1 Pruning objectives shall be established prior to beginning any pruning operation.

6.1.1 Objectives should include, but are not limited to, one or more of the following:
- Risk reduction
- Manage health
- Clearance
- Structural improvement/correction
- View improvement/creation
- Aesthetic improvement
- Restoration

6.1.2 Established objectives should be specified in writing (See Annex B – Specification writing guideline).

6.1.3 To obtain the defined objective, the growth cycles, structure, species, and the extent of pruning to be performed shall be considered.

6.1.4 Not more than 25 percent of the foliage should be removed within an annual growing season. The percentage and distribution of foliage to be removed shall be adjusted according to the plant’s species, age, health, and site.

6.1.5 When frequent excessive pruning is necessary for a tree to avoid conflicts with elements such as infrastructure, view, traffic, or utilities, removal or relocation of the tree shall be considered.

6.1.6 Pruning cuts should be made in accordance with section 5.3 Pruning cuts.

6.1.7 Topping and lion’s tailing shall be considered unacceptable pruning practices for trees.

6.2 Structural: Structural pruning shall consist of selective pruning to improve tree and branch architecture primarily on young- and medium-aged trees.

6.2.1 Size and location of leaders or branches to be subordinated or removed should be specified.

6.2.2 Dominant leader(s) should be selected for development as appropriate.

6.2.3 Strong, properly spaced scaffold branch structure should be selected and maintained by reducing or removing others.

6.2.4 Temporary branches should be retained or reduced as appropriate.

6.2.5 Interfering, overextended, defective, weak, and poorly attached branches should be removed or reduced.

6.2.6 At planting, pruning should be limited to cleaning (7.2).

6.3 Restoration: Restoration shall consist of selective pruning to redevelop structure, form, and appearance of severely pruned, vandalized, or damaged trees.

6.3.1 Location in tree, size range of parts, and percentage of sprouts to be removed should be specified.

6.4 Vista/view: Vista/view pruning shall consist of the use of one or more pruning methods (types) to enhance a specific line of sight.

6.4.1 Pruning methods (types) shall be specified.

6.4.2 Size range of parts, location in tree, and percentage of foliage to be removed should be specified.

6.5 Espalier

6.5.1 Branches that extend outside the desired plane of growth shall be pruned or tied back.

6.5.2 Ties should be replaced as needed to prevent girdling the branches at the attachment site.

6.6 Pollarding

6.6.1 Consideration shall be given to the ability of the individual tree to respond to pollarding.

6.6.2 Management plans shall be made prior to the start of the pollarding process for routine removal of sprouts.
6.6.3 Heading cuts shall be made at specific locations to start the pollarding process. After the initial cuts are made, no additional heading cuts shall be made.

6.6.4 Sprouts growing from the cut ends of branches (knuckles) should be removed annually during the dormant season.

7 Pruning methods (types)

7.1 One or more of the following methods (types) shall be specified to achieve the objective.

7.2 Clean: Cleaning shall consist of pruning to remove one or more of the following non-beneficial parts: dead, diseased, and/or broken branches.

7.2.1 Location of parts to be removed shall be specified.

7.2.2 Size range of parts to be removed shall be specified.

7.3 Raise: Raising shall consist of pruning to provide vertical clearance.

7.3.1 Clearance distance shall be specified.

7.3.2 Location and size range of parts to be removed should be specified.

7.3.3 Live crown ratio should not be reduced to less than 50 percent.

7.4 Reduce: Reducing shall consist of pruning to decrease height and/or spread.

7.4.1 Consideration shall be given to the ability of a species to tolerate this type of pruning.

7.4.2 Location of parts to be removed or clearance requirements shall be specified.

7.4.3 Size of parts should be specified.

7.5 Thin: Thinning shall consist of selective pruning to reduce density of live branches.

7.5.1 Thinning should result in an even distribution of branches on individual branches and throughout the crown.

7.5.2 Not more than 25 percent of the crown should be removed within an annual growing season.

7.5.3 Location of parts to be removed shall be specified.

7.5.4 Percentage of foliage and size range of parts to be removed shall be specified.

8 Palm pruning

8.1 Palm pruning should be performed when fronds, fruit, or loose petioles may create a dangerous condition.

8.2 Live healthy fronds should not be removed.

8.3 Live, healthy fronds above horizontal shall not be removed. Exception: Palms encroaching on electric supply lines (see Fig. 8.3a and 8.3b).

Figure 8.3a Frond removal location.
9.2.2 Utility pruning operations are exempt from requirements in subclause 5.1, Tree Inspection, for conditions outside the utility pruning scope of work.

9.2.3 Job briefings shall be performed as outlined in ANSI Z133.1, subclause 3.1.4.

9.3 Utility crown reduction pruning

9.3.1 Urban/residential areas

9.3.1.1 Pruning cuts should be made in accordance with subclause 5.3, Pruning cuts. The following requirements and recommendations of 9.3.1.1 are repeated from subclause 5.3 Pruning cuts.

9.3.1.1.1 A pruning cut that removes a branch at its point of origin shall be made close to the trunk or parent branch, without cutting into the branch bark ridge or collar, or leaving a stub (see Figure 5.3.2).

9.3.1.1.2 A pruning cut that reduces the length of a branch or parent stem shall be made at a slight downward angle relative to the remaining stem and not damage the remaining stem. Smaller cuts shall be preferred (see Fig. 5.3.3).

9.3.1.1.3 The final cut shall result in a flat surface with adjacent bark firmly attached.

9.3.1.1.4 When removing a dead branch, the final cut shall be made just outside the collar of living tissue.

9.3.1.1.5 Tree branches shall be removed in such a manner so as not to cause damage to other parts of the tree or other plants or property. Branches too large to support with one hand shall be precut to avoid splitting of the wood or tearing of the bark (see Figure 5.3.2). Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

9.3.1.1.6 A cut that removes a branch with a narrow angle of attachment should be made from the outside of the branch to prevent damage to the parent branch (see Figure 5.3.8).
9.3.1.2 A minimum number of pruning cuts should be made to accomplish the purpose of facility/utility pruning. The structure and growth habit of the tree should be considered.

9.3.1.3 Trees directly under and growing into facility/utility spaces should be removed or pruned. Such pruning should be done by removing entire branches or leaders or by removing branches that have laterals growing into (or once pruned, will grow into) the facility/utility space.

9.3.1.4 Trees growing next to, and into or toward, facility/utility spaces should be pruned by reducing branches to laterals (5.3.3) to direct growth away from the utility space or by removing entire branches. Branches that, when cut, will produce sprouts that would grow into facilities and/or utility space should be removed.

9.3.1.5 Branches should be cut to laterals or the parent branch and not at a pre-established clearing limit. If clearance limits are established, pruning cuts should be made at laterals or parent branches outside the specified clearance zone.

9.3.2 Rural/remote locations – mechanical pruning

Cuts should be made close to the main stem, outside of the branch bark ridge and branch collar. Precautions should be taken to avoid stripping or tearing of bark or excessive wounding.

9.4 Emergency service restoration

During a utility-declared emergency, service must be restored as quickly as possible in accordance with ANSI Z133.1, 29 CFR 1910.331 – 335, 29 CFR 1910.268, or 29 CFR 1910.269. At such times, it may be necessary, because of safety and the urgency of service restoration, to deviate from the use of proper pruning techniques as defined in this standard. Following the emergency, corrective pruning should be done as necessary.
A-1 Three-cut method
Multiple cutting techniques exist for application of a three-cut method. A number of them may be used to implement an acceptable three-cut method.

A-1.1 The technique depicted in Figure 5.3.2 demonstrates one example of a three-cut method that is common to hand-saw usage. It is not intended to depict all acceptable three-cut method techniques.
Annex B
Specification writing guideline

A300 (Part 1)-2008 Pruning standards are performance standards, and shall not be used as job specifications. Job specifications should be clearly detailed and contain measurable criteria.

The words “should” and “shall” are both used when writing standards. The word “shall” is used when writing specifications.

Writing specifications can be simple or complex and can be written in a format that suits your company/the job. The specifications consist of two sections.

I. General:
This section contains all aspects of the work to be performed that needs to be documented, yet does not need to be detailed.

Saying under the General section that “all work shall be completed in compliance with A300 Standards” means the clauses covering safety, inspections, cuts, etc. will be adhered to. There is no need to write each and every clause into every job specification.

Other items that may be covered in the General section could be: work hours and dates, traffic issues, disposal criteria, etc.

The second section under Job Specifications would be:

II. Details:
This section provides the clear and measurable criteria; the deliverables to the client.

This section, to be written in compliance with A300 standards, shall contain the following information:

1. Objective – Clause 6
   These objectives originate from/with the tree owner or manager. The arborist shall clearly state what is going to be done to achieve the objective(s).

   Objectives can be written for the entire job or individual trees. Rarely can one or two words clearly convey an objective so that all parties involved (client, sales, crew, etc.) can visualize the outcome.

2. Method – Clause 7
   Here the method(s) to be used to achieve the objective are stated. Again, depending on the type of job, this can be stated for the individual tree or a group of trees.

3. Location – Clause 7.2.1, 7.3.2, 7.4.2, 7.5.3
   This is the location in the tree(s) that the work methods are to take place.

4. Density – Clause 7.3.1, 7.3.3, 7.5.1, 7.5.2, 7.5.4
   This is the amount or volume of parts that are to be removed and can be stated exactly or in ranges.

5. Size – Clause 7.2.2, 7.3.2, 7.4.3, 7.5.4
   This is the size or range of sizes of cut(s) utilized to remove the volume specified.

   NOTE: Items # 4 & 5 are directly related to resource allocation, staffing and dollars.

SAMPLE PRUNING SPECIFICATIONS

#1. Scope: Large live oak on west side of pool

   Objectives: Increase light penetration through east side of tree. Reduce risk potential of 1-inch-diameter branches falling.

   Specifications: All broken branches and 1-inch-plus diameter dead branches shall be removed from the crown.

   The three lowest 8-inch-plus diameter branches on the east side shall be thinned 25 percent with 1-inch- to 3-inch-diameter cuts.

   NOTE: All work shall be completed in compliance with ANSI A300 and Z133.1 Standards.
#2. **Scope:** 1 Arizona ash  
**Objective:** Enhance structure/structural development.  
**Specifications:**  
- General: All pruning shall be completed in compliance with A300 Standards.  
- Detail: Thin crown 20-25 percent with 1-inch- to 4-inch-diameter cuts. Reduce west codominant leader by approximately 12 feet.  

#3. **Scope:** Twenty-three newly installed evergreen elms  
**Objective:** Maximize establishment – reduce nuisance while enhancing natural growth habit.  
**Specifications:**  
- Retain as much size as possible and 80-90 percent density of foliage.  
- Lowest permanent branch will be 6 feet above grade in four to five years.  
- Retain all sprout growth originating 18 inches above grade on trunk and 4 inches out from branch attachments throughout crown.  
- Remove weakest rubbing branches.  
- Remove dead branches.  
- Reduce broken branches or branches with dead ends back to live laterals or buds. Heading cuts can be used.  
- Maintain all growth originating between 1.5 feet(18 inches) and 6 feet 6 inches (78 inches) behind adjacent edge of walks. Heading cuts are OK.
Annex C
Applicable ANSI A300 interpretations

The following interpretations apply to Part 1 – Pruning:

C-1 Interpretation of “should” in ANSI A300 standards

"An advisory recommendation" is the common definition of “should” used in the standards development community and the common definition of “should” used in ANSI standards. An advisory notice is not a mandatory requirement. Advisory recommendations may not be followed when defensible reasons for non-compliance exist.

C-2 Interpretation of “shall” in ANSI A300 standards

"A mandatory requirement" is the common definition of “shall” used in the standards development community and the common definition of “shall” used in ANSI standards. A mandatory requirement is not optional and must be followed for ANSI A300 compliance.
Exhibit#11: Trail System, Walking paths, Esplanade, Piers, Wooden Foot Bridge and Montegue Bridge
CHANGE ORDER

Project: 19-030
Grand Haven Community Development
2 North Village Parkway
Daytona Beach, FL 32114

Contractor: Paul Culver Construction, Inc.
1301 Beville Rd. - Suite #6
Daytona Beach, FL 32119

The Contract is Changed as Follows:

Install six (6) new electric recepticles at arches and replace two (2) duplex recepticles with quad recepticles $1,160.00

<table>
<thead>
<tr>
<th>Sub total</th>
<th>$1,160.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>10% O &amp; P</td>
<td>$116.00</td>
</tr>
<tr>
<td>Grand Total</td>
<td>$1,276.00</td>
</tr>
</tbody>
</table>

☐ GMP If this box is checked, Contract Sum shall mean Guaranteed Maximum Price

The Original Contract Sum was $453,304.00

Net Change by Previously authorized Change Orders $31,752.60

The Contract Sum prior to this Change Order was $485,056.60

The Contract Sum will be ☑ INCREASED ☐ DECREASED ☐ UNCHANGED

The new Contract Sum including this Change Order will be $486,332.60

The Contract Time will be ☑ INCREASED ☐ DECREASED ☐ UNCHANGED 1 DAYS

Contractor: Paul Culver Construction, Inc.
Architect: Brane Heck Architects, Inc.
Owner: Grand Haven Community Development
1301 Beville Rd. - Suite #6
606 N.E. First Street
Daytona Beach, FL 32119
Gainesville, FL 32601
2 North Village Parkway
Palm Coast, Florida

Date: 10-28-2019

To be completed by the Project Manager
☐ Remaining contingency sufficient to support approval of Change Order
   Reason Code (1, 2, 3, 4, 5)
☐ Project Manager recommends approval
PM: Paul K. Culver
Date: Wednesday, October 30, 2019
Notes:
CHANGE ORDER

Change Order not valid until signed by Contractor and Owner

Project: 19-030
Grand Haven Community Development
2 North Village Parkway
Daytona Beach, FL 32114

Contractor: Paul Culver Construction, Inc.
1301 Beville Rd. - Suite #6
Dayton Beach, FL 32119

The Contract is Changed as Follows:

Install an additional 142 LF of gutter and associated downspout.

2,038.00

Sub total 2,038.00

10% O & P $203.80

Grand Total: $2,241.80

☐ GMP If this box is checked, Contract Sum shall mean Guaranteed Maximum Price

The Original Contract Sum was $453,304.00

Net Change by Previously authorized Change Orders $33,028.60

The Contract Sum prior to this Change Order was $486,332.60

The Contract Sum will be 
☐ INCREASED ☐ DECREASED  
☐ UNCHANGED $2,241.80

The new Contract Sum Including this Change Order will be $488,574.40

The Contract Time will be 
☐ INCREASED ☐ DECREASED  
☐ UNCHANGED 3 DAYS

 Contractor: Paul Culver Construction, Inc.
1301 Beville Rd. - Suite #6
Daytona Beach, FL 32119

Architect: Brane Heck Architects, Inc.
608 N.E. First Street
Gainesville, FL 32601

Owner: Grand Haven Community Development
2 North Village Parkway
Palm Coast, Florida

By: Paul Culver
Date: 10-28-2019

Project Manager recommends approval
PM: Paul K. Culver
Date: Wednesday, October 30, 2019

Notes:
## GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT
### BALANCE SHEET
### GOVERNMENTAL FUNDS
### OCTOBER 31, 2019

<table>
<thead>
<tr>
<th>Major Funds</th>
<th>Total Governmental Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSETS</td>
<td></td>
</tr>
<tr>
<td>Operating account</td>
<td></td>
</tr>
<tr>
<td>SunTrust - operating acct $304,304</td>
<td>$304,304</td>
</tr>
<tr>
<td>SunTrust - petty cash</td>
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<td>Investments</td>
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<td>Stonegate Bank</td>
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</tr>
<tr>
<td>Finemark</td>
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</tr>
<tr>
<td>Finemark - ICS</td>
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<tr>
<td>Centennial Bank</td>
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<tr>
<td>Intracoastal Bank</td>
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</tr>
<tr>
<td>Iberia - (MMKT)</td>
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</tr>
<tr>
<td>SBA -161601A</td>
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<tr>
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</tr>
<tr>
<td>Accounts receivable (rev deferred)</td>
<td>29,475</td>
</tr>
<tr>
<td>Deposits</td>
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</tr>
<tr>
<td>Assessments receivable</td>
<td>27,464</td>
</tr>
<tr>
<td>Total assets</td>
<td>$3,206,384</td>
</tr>
</tbody>
</table>

| LIABILITIES          |                          |
| Liabilities:         |                          |
| Accounts payable     | $113,746     | $113,746    |
| Retainage payable    | 24,227       | 24,227      |
| Due to other entity  | 109          | 109         |
| Total liabilities    | 138,082      | 138,082     |

| DEFERRED INFLOWS OF RESOURCES |                          |
| Deferred receipts       | 25,437       | 25,437      |
| Total deferred inflows of resources | 25,437 | 25,437 |

| FUND BALANCES          |                          |
| Committed              |                          |
| Disaster               | 690,235      | 690,235     |
| Assigned               |                          |
| 3 months working capital | 836,831 | 836,831 |
| Unassigned             | 1,515,799   | 1,515,799   |
| Total fund balances    | 3,042,865   | 3,042,865   |

| Total liabilities, deferred inflows of resources and fund balances | $3,206,384 | $3,206,384 |

---

**Note:** The table above represents the balance sheet for the Grand Haven Community Development District as of October 31, 2019.
### GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCES
GENERAL FUND
FOR THE PERIOD ENDED OCTOBER 31, 2019

<table>
<thead>
<tr>
<th></th>
<th>Current Month</th>
<th>Year To Date</th>
<th>Adopted Budget</th>
<th>% of Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment levy: net of allowable discounts</td>
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<td>$ -</td>
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<td>595</td>
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<tr>
<td>Tennis fees</td>
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<td>284</td>
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<tr>
<td>Room rentals</td>
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<td>550</td>
<td>2,000</td>
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<td>Interest and miscellaneous</td>
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<td>1,548</td>
<td>5,500</td>
<td>28%</td>
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<td><strong>Total revenues</strong></td>
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<td>2,977</td>
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<tr>
<td><strong>EXPENDITURES</strong></td>
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<tr>
<td><strong>Administrative</strong></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Legislative</td>
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<tr>
<td>Supervisors - regular meetings</td>
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<td>Supervisors - workshops</td>
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<tr>
<td>Financial &amp; administrative</td>
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<td>Assessment roll preparation</td>
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<td>Auditing services</td>
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<td>Arbitrage</td>
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<td>22,499</td>
<td>371,531</td>
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</table>
GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT
STATEMENT OF REVENUES, EXPENDITURES,
AND CHANGES IN FUND BALANCES
GENERAL FUND
FOR THE PERIOD ENDED OCTOBER 31, 2019

<table>
<thead>
<tr>
<th>Field operations</th>
<th>Current Month</th>
<th>Year To Date</th>
<th>Adopted Budget</th>
<th>% of Budget</th>
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<td>Electric utility services</td>
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<td>Aquatic contract: lake watch</td>
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<tr>
<td>Aquatic contract: aeration maintenance</td>
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<td>Lakebank spraying</td>
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<td>Horticultural consultant</td>
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<td>Landscape enhancement</td>
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<td>4,509</td>
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<tr>
<td>Stormwater system repairs &amp; maintenance</td>
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<tr>
<td>Roads &amp; bridges repairs</td>
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<tr>
<td>Sidewalk repairs &amp; replacement</td>
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<tr>
<td>Landscape maintenance contract services</td>
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<td>531,420</td>
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<td>Landscape maintenance: croquet</td>
<td>-</td>
<td>-</td>
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<td>Oak tree pruning</td>
<td>6,900</td>
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<td>35,000</td>
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<td>Optional 3rd flower rotation</td>
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<td>Irrigation repairs &amp; replacement</td>
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<td>Street light maintenance</td>
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<td>Lift truck repairs &amp; maintenance</td>
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<td>45</td>
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<tr>
<td>Holiday lights</td>
<td>109</td>
<td>109</td>
<td>9,000</td>
<td>1%</td>
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<tr>
<td>Staff support and amenity operations</td>
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</tr>
<tr>
<td>Payroll</td>
<td>31,268</td>
<td>31,268</td>
<td>478,146</td>
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<td>Merit pay/bonus</td>
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<td>Payroll taxes</td>
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<td>62,398</td>
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<td>Health insurance</td>
<td>6,921</td>
<td>6,921</td>
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<td>Insurance: workers’ compensation</td>
<td>26,002</td>
<td>26,002</td>
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<tr>
<td>Payroll services</td>
<td>264</td>
<td>264</td>
<td>3,700</td>
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<tr>
<td>Mileage reimb: operations manager</td>
<td>-</td>
<td>-</td>
<td>2,750</td>
<td>0%</td>
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<tr>
<td>Car allowance: staff</td>
<td>-</td>
<td>-</td>
<td>5,000</td>
<td>0%</td>
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<tr>
<td>Amenity Management Group, Inc.</td>
<td>39,769</td>
<td>39,769</td>
<td>477,225</td>
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<tr>
<td>Amenity Operations &amp; Maintenance, Inc.</td>
<td>5,149</td>
<td>5,149</td>
<td>61,795</td>
<td>8%</td>
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GRAND HAVEN  
COMMUNITY DEVELOPMENT DISTRICT  
STATEMENT OF REVENUES, EXPENDITURES,  
AND CHANGES IN FUND BALANCES  
GENERAL FUND  
FOR THE PERIOD ENDED OCTOBER 31, 2019

<table>
<thead>
<tr>
<th>Item</th>
<th>Current Month</th>
<th>Year To Date</th>
<th>Adopted Budget</th>
<th>% of Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amenity A/C maintenance and service</td>
<td>-</td>
<td>-</td>
<td>3,750</td>
<td>0%</td>
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<tr>
<td>Fitness equipment service</td>
<td>425</td>
<td>425</td>
<td>7,500</td>
<td>6%</td>
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<tr>
<td>Amenity cable/internet</td>
<td>1,094</td>
<td>1,094</td>
<td>14,500</td>
<td>8%</td>
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<tr>
<td>Office supplies: field operations</td>
<td>1,930</td>
<td>1,930</td>
<td>11,000</td>
<td>18%</td>
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<tr>
<td>Village center telephone, fax</td>
<td>121</td>
<td>121</td>
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<tr>
<td>Creekside telephone &amp; fax</td>
<td>191</td>
<td>191</td>
<td>10,000</td>
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<tr>
<td>Pool/spa permits</td>
<td>-</td>
<td>-</td>
<td>875</td>
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<tr>
<td>Pool chemicals</td>
<td>-</td>
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<td>13,176</td>
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<td>Pest control</td>
<td>45</td>
<td>45</td>
<td>3,050</td>
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<tr>
<td>Amenity maintenance</td>
<td>1,121</td>
<td>1,121</td>
<td>90,000</td>
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<tr>
<td>Community maintenance</td>
<td>14,408</td>
<td>14,408</td>
<td>90,000</td>
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<tr>
<td>CERT operations</td>
<td>-</td>
<td>-</td>
<td>500</td>
<td>0%</td>
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<tr>
<td>Repairs &amp; maintenance: projects</td>
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<td></td>
<td></td>
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<tr>
<td>Fire &amp; security system</td>
<td>348</td>
<td>348</td>
<td>3,350</td>
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<tr>
<td>Security operations</td>
<td></td>
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<tr>
<td>Security staffing contract services</td>
<td>8,277</td>
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<td>186,000</td>
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<tr>
<td>Additional guards</td>
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<td>15,000</td>
<td>0%</td>
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<tr>
<td>Guardhouse &amp; gate facility maintenance</td>
<td>160</td>
<td>160</td>
<td>21,000</td>
<td>1%</td>
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<tr>
<td>Gate communication devices</td>
<td>-</td>
<td>-</td>
<td>20,000</td>
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<tr>
<td>Gate operating supplies</td>
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<td>-</td>
<td>22,000</td>
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</tr>
<tr>
<td>Special events</td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td>Miscellaneous contingency</td>
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<td>4,000</td>
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<tr>
<td>Total field operations</td>
<td>220,965</td>
<td>220,965</td>
<td>2,975,791</td>
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**Infrastructure reinvestment**

Capital improvements

<table>
<thead>
<tr>
<th>Item</th>
<th>Current Year</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>General infrastructure replacement/repair</td>
<td>100,965</td>
<td>1,181,681</td>
<td>9%</td>
</tr>
<tr>
<td>Total infrastructure reinvestment</td>
<td>100,965</td>
<td>1,181,681</td>
<td>9%</td>
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<tr>
<td>Total expenditures</td>
<td>344,429</td>
<td>4,529,003</td>
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</table>

Excess/(deficiency) of revenues over/(under) expenditures  

<table>
<thead>
<tr>
<th>Excess/(deficiency) of revenues</th>
<th>Excess/(deficiency) of revenues</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>over/(under) expenditures</td>
<td>(341,452)</td>
<td>(250,660)</td>
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Fund balance - beginning (unaudited)  

<table>
<thead>
<tr>
<th>Fund balance - beginning (unaudited)</th>
<th>3,384,317</th>
<th>2,820,076</th>
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<tr>
<td>Committed</td>
<td>690,235</td>
<td>690,235</td>
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<tr>
<td>Disaster</td>
<td>690,235</td>
<td>690,235</td>
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<tr>
<td>3 months working capital</td>
<td>836,831</td>
<td>836,831</td>
</tr>
<tr>
<td>Unassigned</td>
<td>1,515,799</td>
<td>1,042,350</td>
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<tr>
<td>Fund balance - ending</td>
<td>3,042,865</td>
<td>2,569,416</td>
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</table>

Fund balance - ending (projected)  

<table>
<thead>
<tr>
<th>Fund balance - ending (projected)</th>
<th>3,042,865</th>
<th>2,569,416</th>
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</thead>
<tbody>
<tr>
<td>Committed</td>
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<td>690,235</td>
</tr>
<tr>
<td>Disaster</td>
<td>690,235</td>
<td>690,235</td>
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<tr>
<td>3 months working capital</td>
<td>836,831</td>
<td>836,831</td>
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<tr>
<td>Unassigned</td>
<td>1,515,799</td>
<td>1,042,350</td>
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<tr>
<td>Fund balance - ending</td>
<td>3,042,865</td>
<td>2,569,416</td>
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<tr>
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<td>Num</td>
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<td>KENNETH BROKAW</td>
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<tr>
<td></td>
<td>572.910 - Payroll Expense</td>
<td></td>
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<tr>
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<td>572.910 - Payroll Expense</td>
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<td>572.910 - Payroll Expense</td>
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<td>DD</td>
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<td>572.910 - Payroll Expense</td>
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<tr>
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<td>572.910 - Payroll Expense</td>
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<td>572.910 - Payroll Expense</td>
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<tr>
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<td>TOTAL</td>
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## GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT
CHECK REGISTER
FOR THE MONTH ENDED OCTOBER 31, 2019

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<th>Type</th>
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<th>Name</th>
<th>Account</th>
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<td>572.785 · Community Maintenance</td>
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# GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT
CHECK REGISTER
FOR THE MONTH ENDED OCTOBER 31, 2019

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# GRAND HAVEN COMMUNITY DEVELOPMENT DISTRICT
## CHECK REGISTER
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## GRAND HAVEN
### COMMUNITY DEVELOPMENT DISTRICT
### CHECK REGISTER
### FOR THE MONTH ENDED OCTOBER 31, 2019

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The Board of Supervisors of the Grand Haven Community Development District held a Regular Meeting on Thursday, October 17, 2019, at 10:00 a.m., in the Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137.

Present at the meeting were:

Dr. Stephen Davidson, Chair
Tom Lawrence, Vice Chair
Marie Gaeta (via telephone), Assistant Secretary
Ray Smith, Assistant Secretary
Kevin Foley, Assistant Secretary

Also present were:

Howard McGaffney, District Manager
Scott Clark, District Counsel
Barry Kloptosky, Operations Manager
Stacie Acrin, Grand Haven CDD Office
Donna Conforti, Grand Haven CDD Office
Larry Stuart, Amenity Manager - Vesta/AMG
Andrew Huebner, Assistant Amenity Manager - Vesta/AMG
Sue O’Lear, Amenity Office Manager - Vesta/AMG
Roy Deary, Vesta/AMG
Jay King, Vesta/AMG

Residents present were:

Al Lo Monaco, Tom Byrne
George Behler, Morgan Evans
Vic Natiello, Karen Durand
Don Plunkett, Robert Whiting
Jerry Kagan, Charles Greer
John Polizzi, Rob Carlton
Denise Gallo, Ron Merlo

FIRST ORDER OF BUSINESS

CALL TO ORDER/ROLL CALL

Mr. McGaffney called the meeting to order at 10:03 a.m. Supervisors Davidson, Lawrence, Smith and Foley were present, in person. Supervisor Gaeta was attending via telephone.

Disclaimer: These summary minutes are intended to highlight the topics discussed, items being considered and actions taken.
SECOND ORDER OF BUSINESS  PLEDGE OF ALLEGIANCE

All present recited the Pledge of Allegiance.

THIRD ORDER OF BUSINESS  PUBLIC COMMENTS (3-Minute Rule; Non-Agenda Items)

Resident Karen Durand expressed her disappointment in the conditions of the common area landscaping and deterioration over the past year. Resident John Polizzi discussed the Tennis Advisory Group (TAG) and requested that the CDD communicate better about what it is, who is on it and when the meetings would be held. Resident George Behler discussed a kudzu plant issue on CDD property and asked if the CDD was addressing the issue.

Resident Jerry Kagan asked why the agenda was not e-blasted until yesterday instead of one week in advance. He discussed Vesta’s Café revenue cost-share arrangement with the CDD and voiced his opinion that it should be a set percentage, such as 20% off the top. He mentioned concerns about the paint color but did not elaborate. Mr. McGaffney stated that agendas are posted on the CDD website at least seven days in advance, which meets the statutory requirements.

FOURTH ORDER OF BUSINESS  CONSULTANTS, GUEST REPORTS & PRESENTATIONS

• Presentation: Village Center Amenity Building Landscape Design and Proposal, Louise Leister, Horticultural Consultant

Ms. Leister presented a rendering and discussed the design plans for the new landscaping at The Village Center and noted the following:

➢ It would have more of a “free, natural” look, with natural boulders to match the stonework on the building and turtle sculpture area.

➢ Drainage areas would have a dry river bed to accept water flow when it rains.

➢ Fewer plants would be used to reduce overgrowth and maintenance.

➢ The landscaping was Mediterranean-themed to match the new building color.

➢ The new landscaping would be lower maintenance and require less irrigation.
Discussion ensued regarding the types of trees, plants and flowers under consideration, irrigation, including lighting after the design is finalized, illuminating the walkway, best time to install the landscaping, etc. Mr. Kloptosky estimated that the building stucco project would likely be completed in February.

Ms. Leister stated that the landscaping project would be awarded through the Request for Proposals (RFP). Regarding Ms. Durand’s comments about the poor condition of the landscaping, Ms. Leister noted that the new fiscal year commenced; therefore, landscaping projects that were on hold, due to budget constraints, were now underway.

Supervisor Smith asked if the landscape budget adopted for Fiscal Year 2020 was adequate to complete the landscaping projects that Ms. Leister wants to complete. Ms. Leister stated that work was being completed according to need, with the worst items being addressed first; it is a good budget and she would work within it but additional funds would always be welcomed. Ms. Leister was asked to compile a list of the landscape needs for the next year to two years, along with the approximate costs for each project, for presentation at a future meeting, and to provide monthly updates of the projects and progress, which could be communicated to Mr. Kloptosky and the Board.

Ms. Leister discussed the landscape plans for the area with the new military monument, including a hedge for privacy and to distinguish it from other areas.

Supervisor Smith asked if funds were being raised for the landscaping. Dr. Rob Carlton, a resident, stated that the group organizing the monument was raising funds for the “area”, with the thinking of installing a retaining wall behind the monument, similar to the wall behind the turtle sculpture, and benches. There were no conversations about who would pay for a hedge but contributions to the project were still being received and the cost for the hedge could possibly be shared; if the raised funds exceed what is needed, the group might give it to the CDD to go towards maintaining the monument area.

Ms. Leister stated that the District previously received grant funds for expensive work, such as vine removal, but she did not think those grant funds would be available anymore.

Ms. Leister asked to review the RFP and discuss it with Mr. Kloptosky. The RFP should be updated, as many more areas were added compared to before; the landscape contractor currently maintains certain areas despite them not being in the contract. Mr. McGaffney stated that Ms. Leister should attend another meeting to discuss the plans for the $112,000 budgeted. To start the Fiscal Year 2021 budget planning, recommendations and costs would be needed.
Ms. Durand discussed the prior Advisory Council with various committees that compiled lists of landscape issues. Ms. Leister felt that working with committees slows the process.

Discussion ensued regarding the landscaping design plan and Yellowstone’s cost estimate. The Board Members expressed their support for the design plan and the price range for the project; proposals would be obtained.

FIFTH ORDER OF BUSINESS

A. Continued Discussion on: Survey Results [Amenity Center Holiday Schedule]

Mr. Stuart reported the following results from surveying the amenity employees:

➢ Were employees willing to work on Christmas Day and New Years Day? One employee was willing to work those days but three would be needed; therefore, it would not be possible to staff the amenities without forcing some employees to work.

It was determined that Christmas Day would be closed and employees were to have been asked about working a half-day on Thanksgiving and New Years Day. Discussion ensued regarding the extent of which amenities would be open, should both amenity centers be open, why three employees would be necessary, whether one person would be sufficient for a five to six hour shift, etc.

The results of resident survey were as follows:

➢ 21% response from the 1,800 properties.

➢ With regard to the 1,800 properties, 8.3%, or 159, wanted the amenities or some part open one or more of the holidays.

➢ 13% did not want the amenities open at all on the holidays.

Discussion ensued regarding the survey results, whether the 8.3% that wanted the amenities open on the holidays was a high enough number to merit opening the facilities on the holidays for which the amenities are traditionally closed, staffing options, staffing only one person on the holidays, leaving outside amenities unlocked on the holidays, legal and liability issues of opening and allowing use of the amenities without supervision, etc.

Board Member preferences:

• Supervisor Lawrence: Keep facilities closed on the holidays being discussed but leave all amenities outside of the pool areas unlocked, except the bathrooms.
• Supervisor Gaeta: Keep all amenities closed on those holidays. Questioned how
guest fees would be collected.

• Supervisor Smith: Agreed with Supervisor Lawrence. He did not agree with the
interpretation of the survey results and suggested consulting professionals.

• Supervisor Foley: Keep the amenities open for several hours on the holidays
being discussed and staff with one person.

Supervisor Davidson discussed the potential for damage to the District’s amenities,
which are very expensive, if left open and unsupervised. Supervisor Foley felt that there was
little risk of damage.

On MOTION by Supervisor Davidson and seconded by Supervisor Lawrence,
with Supervisors Davidson and Gaeta in favor and Supervisors Lawrence, Smith
and Foley dissenting, keeping all amenity facilities and amenities closed on
Thanksgiving, Christmas and New Years, was not approved. (Motion failed 2-3)

On MOTION by Supervisor Lawrence and seconded by Supervisor Smith, with
Supervisors Lawrence, Smith and Foley in favor and Supervisors Davidson and
Gaeta dissenting, keeping the Amenity Facilities closed on Thanksgiving,
Christmas and New Years and leaving all amenities outside the perimeters of
The Village Center, Creekside Amenity Center and pools unlocked, was
approved. (Motion passed 3-2)

B. Ratification of: Paul Culver Construction, Inc., Change Orders No. 1-5

Mr. Kloptosky presented Change Orders No. 1 through 4. There were issues with
Change Order No. 5 so approval should be deferred.

On MOTION by Supervisor Davidson and seconded by Supervisor Lawrence,
with all in favor, the Paul Culver Construction, Inc., Change Orders No. 1
through 4, were approved.

Discussion ensued regarding the paint color selected for The Village Center.

C. Discussion on: Proposed District Policy Regarding Use of Special Events Fund

Mr. McGaffney stated that the District lacked a policy or guidelines regarding how
Amenity Management uses CDD funds budgeted for special events.
Mr. Deary stated that the items typically covered by the special events budget funds included labor/staffing, supplies, food and possibly entertainment for the event. Vesta does not make money from special events and looks to be reimbursed directly; it is a pass-through approach and Vesta attempts to maximize the special events budget to the benefit of the entire community. Mr. King stated that Vesta tries to use existing labor for special events so labor charge only occurs when additional staff is necessary for the special event. Depending on the community, when possible, Vesta tries to find sponsors for special events, which helps the event budget go further, and, there is occasionally a charge for an event, which also helps offset the cost to put on the event.

Discussion ensued regarding what and the types of events that the special events fund could be used for, whether guests should be allowed to attend special events and should they be charged a fee, the signup/ticket distribution or sales procedure for special events, free versus fee-based events, etc.

Mr. McGaffney stated that he would draft guidelines for how Amenity Management can use the budgeted special events funds.

The meeting recessed at 12:45 p.m., and reconvened at 12:56 p.m.

D. Consideration of: Authorization to Publish Notice of RFP for Landscape Maintenance Services

This item was discussed during the Fourth Order of Business.

On MOTION by Supervisor Davidson and seconded by Supervisor Gaeta, with all in favor, authorizing Staff to update and publish a Request for Proposals for Landscape Maintenance Services and compensating Ms. Leister for her time reviewing and assisting with updating the RFP, was approved.

- Amenity Manager: Amenity Management Group, Inc. [Larry Stuart]

This item, previously Item 8B, was presented out of order.

Regarding Vesta’s progress addressing the recently identified deficiencies, Mr. Deary stated that, despite the challenges due to the extensive construction in the community, Vesta was actively addressing the deficiencies. Mr. Stuart was embracing the need to lead, assess and improve the amenity team, attempting to engage and communicate with residents and the Board and Staff through weekly updates and embracing the tangible support that Vesta can and does provide. Mr. Deary stated that Mr. Stuart filled positions that were needed and
understood the need for thorough and sustainable processes, in coordination with the District Manager and Operations Manager. He felt that the foundation was forming and, within 30 to 45 days, the amenity operations would be moving forward with a lot of energy.

Ms. Sue O’Lear, the new Amenity Office Manager, discussed her background and experience.

Mr. Andrew Huebner, the new Assistant Amenity Manager, discussed his background and experience and responded to questions.

Supervisors Lawrence and Foley expressed their dissatisfaction with the changes at Café. Discussion ensued regarding complaints that Board Members received regarding the food prices, quality and quantity, the revenue share amount that Vesta returns to the CDD, etc.

Mr. Stuart and Mr. Deary discussed the why certain changes were made, the small number of complaints received in the Café and that those were addressed immediately, the surveying of Café guests for their preferences to gauge what menu items they wanted, etc.

Supervisor Gaeta proposed eliminating the Café revenue sharing arrangement, as, in her opinion, it was possibly driving Vesta’s price increases and might have created some of the Café issues being discussed. She expressed her disagreement with the opinions of Supervisors Lawrence and Foley regarding pricing and comparing the Café to chain restaurants.

Mr. Stuart invited the Board Members to dine at the Café, as some of them had not within the last week or so.

Supervisor Davidson believed the perception regarding the increased prices and that the Café was no longer an amenity but was trying to be run like a professional café. His preference would be to eliminate the Café revenue share arrangement and for the Café to reduce prices by the percentage that was being shared with the District.

Discussion ensued regarding a portion of Mr. Stuart’s salary being tied to Café revenue.

Mr. McGaffney did not discount Vesta’s attempts to address the deficiencies but noted that Vesta was given an extension from 30 days to 120 days to make the necessary changes; the 120 days was now up. He stated that he and Mr. Kloptosky believed Vesta would need more than just a little more time to “right the ship”. He expressed concerns about the current Amenity Services contract and stated that, administratively, it needs to be amended, and asked the Supervisors to think about how they want the Café to be run. He stated that the deficiencies identified with regard to the Café had nothing to do with quality or employee pay. The issues were about communications, operations and maintenance (O&M) and oversight.
Communications includes how Amenity staff interacts with the Operations Manager and how the prior Amenity Manager interacted with the Operations Manager; he felt that this situation was improving. Regarding the O&M issues, the tennis courts were only a small portion of the contract that Vesta must oversee. Regarding oversight, he stressed that Vesta must have someone manage the on-site Amenity Manager.

Mr. McGaffney stated that amending the Amenity Services contract would probably require the RFP process.

**E. Update/Discussion on: Property Purchase [425 Riverfront Drive]**

Mr. Clark recalled that he prepared a form of contract consistent with the discussion at the last meeting; it was transmitted to the broker who presented it to the seller and the seller’s attorney. If the seller agrees to the terms of the agreement, a 90-day period of due diligence would commence; during that time the District Engineer must be engaged to fully evaluate the site, tests might be necessary, an appraisal must be obtained and the existing Development of Regional Impact (DRI), Planned Unit Development (PUD), approvals, etc., must be researched. Costs of approximately $15,000 to $20,000 would be incurred during the 90-day period.

Discussion ensued regarding financing options for the purchase and/or improving the property, status of the property next door, what the purchased property might be used for, etc.

**F. Discussion on: Realtor Roundtable Questions [November 7, 2019]**

Supervisor Davidson urged Board Members to email their questions for the realtors to Management’s office so that the questions can be sent to the realtors, prior to the roundtable.

**G. Continued Discussion on: Military Monument**

This item was discussed during the Fourth Order of Business.

**SIXTH ORDER OF BUSINESS**

**CONSENT AGENDA ITEMS**

Mr. McGaffney presented the Consent Agenda items.

**A. ACCEPTANCE OF UNAUDITED FINANCIAL STATEMENTS**

- Unaudited Financial Statements as of August 31, 2019
  - Updated CIP

Supervisor Davidson questioned the irrigation repair expenses, which seemed high to him. Mr. Kloptosky discussed the expensive repairs that were made. Supervisor Davidson asked for the irrigation expenses to be evaluated to make sure they were valid.
Supervisor Foley asked about the “ Adopted Budget”, “ Unassigned” amount on Page 4.

B. APPROVAL OF MINUTES

I. August 1, 2019 Continued Regular Meeting

II. August 1, 2019 Community Workshop

III. August 15, 2019 Regular Meeting

The following changes were made to the August 15, 2019 Regular Meeting Minutes:

Line 10: Add “(via telephone)” after “Lawrence”

Line 13: Delete “(via telephone)” after “Foley”

On MOTION by Supervisor Gaeta and seconded by Supervisor Lawrence, with all in favor, the Consent Agenda Items, as amended to include revisions to the minutes previously submitted to Management and today’s revisions, were approved.

SEVENTH ORDER OF BUSINESS

NEXT MEETING DATE

- November 7, 2019 at 10:00 A.M., Regular Meeting
- November 21, 2019 at 10:00 A.M., Community Workshop

This item was an addition to the agenda

- QUORUM CHECK

All Supervisors confirmed their attendance at the November 7, 2019 meeting and the November 21, 2019 workshop.

EIGHTH ORDER OF BUSINESS

STAFF REPORTS

A. District Engineer: DRMP, Inc. [David Sowell]

There was no report.

B. Amenity Manager: Amenity Management Group, Inc. [Larry Stuart]

This item was presented following Item 5D.

In response to a question regarding the Tennis Advisory Group (TAG) being formed, Mr. McGaffney explained that the Amenity Manager was to assemble and work with the TAG; it was not supposed to be a function of the CDD Board. Supervisor Foley disagreed, as he believed the Chair provided clear instructions of how the TAG members were to be selected and felt that it was not being compiled properly. Mr. McGaffney stated that type of process
would equate to the CDD Board telling the Amenity Manager who to select. Supervisor Davidson stated that he wrote the guidelines 10 years ago and he felt that they should still be followed now to have fair representation of various interest groups in the community, with two representatives from each and at least two non players to represent the interests of the remainder of the community; it did not require a public audience.

Mr. John Polizzi, a resident, stated that he did not believe the CDD needed to be involved in the TAG; however, he felt that there should be transparency and communication to the community that it is being re-established. Supervisor Davidson stated that the Amenity Manager should notify the community, not the CDD.

C. Operations Manager: Barry Kloptosky

Mr. Kloptosky had nothing additional to report.

D. District Counsel: Clark & Albaugh, LLC [Scott Clark]

Mr. Clark reported the following:

- Hurricane Matthew FEMA Claim: An appeal would likely be necessary for the denied expenses related to debris removal for lack of documentation or other information. Mr. Clark stated the Federal Emergency Management Agency (FEMA) denied several debris removal invoices for lack of backup and other reasons. Discussions with FEMA were ongoing.

- City of Palm Coast Code Enforcement Violation Notice: The City had been cooperative about including Firewise wildfire mitigation into the prior Interlocal Agreement; efforts were underway to amend the current Interlocal Agreement.

- Public Comment Policy and Agenda Formatting

Supervisor Davidson recalled that, in the past the public was generally allowed to speak without always being held to the three minute time limit; however, with the growth of the community came a much larger number of residents that led to more comments, it has become necessary to create a more structured Public Comments procedure.

Mr. Clark stated that CDDs typically have Public Comments early in the meeting, which can take a large amount of the meeting time. The purpose of Public Comments is to give citizens a chance to comment on decisions that the Board would make before it makes them. It can but is not required to allow citizens to raise matters that they want the Board to address, instead of what is on the agenda, which frequently occurred because residents have the expectation that answers to their questions should be immediately provided. In order for
meetings and workshops to flow smoothly, enforcement of the three-minute rule has become necessary; however, there may be times for exceptions. He reviewed the sample resolution.

Mr. Clark responded to questions, as follows:

- Taking public comments is not required at workshops because it is only required when decisions are being made or actions are being taken, which cannot be done at a workshop.
- Technically, the Board is not required to take public comments about anything that is not on the agenda; however, most Boards allow comments on non-agenda items.
- If the Public Comments section early in the meeting is limited to non-agenda items, the Board would essentially be committing to taking public comments during the specific agenda items prior to making a decision or taking action.
- The Public Comments section could apply to both agenda and non-agenda items and the Board would not be required to take public comments during the specific agenda item, with the exception of at Public Hearings.

Discussion ensued regarding enforcing the three-minute time limit, whether to respond or address matters during Public Comments, whether to take public comments during each agenda item, etc.

E. District Manager: Wrathell, Hunt and Associates, LLC [Howard McGaffney]

There was no report.

NINTH ORDER OF BUSINESS

SUPERVISORS’ REQUESTS

Supervisor Gaeta stated that the Community Information Guide (CIG) would be distributed next week.

TENTH ORDER OF BUSINESS

OPEN ITEMS

This item was not discussed.

ELEVENTH ORDER OF BUSINESS

ADJOURNMENT

There being no further business to discuss, the meeting adjourned.

On MOTION by Supervisor Smith and seconded by Supervisor Lawrence, with all in favor, the meeting adjourned at 2:35 p.m.
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<th>Chair/Vice Chair</th>
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The Board of Supervisors of the Grand Haven Community Development District held a Regular Meeting on Thursday, November 7, 2019, at 10:00 a.m., in the Grand Haven Room, at the Grand Haven Village Center, located at 2001 Waterside Parkway, Palm Coast, Florida 32137.

Present at the meeting were:

Dr. Stephen Davidson, Chair
Tom Lawrence, Vice Chair
Marie Gaeta, Assistant Secretary
Ray Smith, Assistant Secretary
Kevin Foley, Assistant Secretary

Also present were:

Howard McGaffney, District Manager
Scott Clark, District Counsel
Barry Kloptosky, Operations Manager
Stacie Acrin, Grand Haven CDD Office
Donna Conforti, Grand Haven CDD Office
Larry Stuart, Amenity Manager - Vesta/AMG
Roy Deary, Vesta/AMG
Jay King, Vesta/AMG
Karen Kull, Realtor
Matthew Wilson, Realtor
David Alfin, Resident and Realtor
Denise Gallo, Resident and Realtor

Residents present were:

Al Lo Monaco
George Behler
Vic Natiello
Don Plunkett
Laura Foley
Barbara Wright
Debbie Bryan
Beth Hagan
Bob Gillies
Kenneth Ersbak
Allan Roffman
Bob Schwarzlow

Tom Byrne
Morgan Evans
Karen Durand
John Noble
Ron Merlo
Mike Wright
Eileen Mills
Pat Powell
Rusty Gillies
Patricia Blinn
Bill Greene
Otto Bohmueller
Norm Silberdick
Kathleen Fuss
Charles Greer
Geraldine Marsh
John Giordano
Mike Frichol
Kathy Gargiulo
Mike Campbell
Donald Blinn
Karen Greene

Disclaimer: These summary minutes are intended to highlight the topics discussed, items being considered and actions taken.
FIRST ORDER OF BUSINESS

CALL TO ORDER/ROLL CALL

Mr. McGaffney called the meeting to order at 10:05 a.m. All Supervisors were present, in person.

SECOND ORDER OF BUSINESS

PLEDGE OF ALLEGIANCE

All present recited the Pledge of Allegiance.

THIRD ORDER OF BUSINESS

CONSULTANTS, GUEST REPORTS & PRESENTATIONS

• Realtor Roundtable: MAINTAINING AND ENHANCING GRAND HAVEN'S COMPETITIVE EDGE, NOW AND IN THE FUTURE

Panelists: David Alfin, Denise Gallo, Karen Kull, Mathew Wilson

Supervisor Davidson introduced the panelists.

A list of questions was included in the agenda book. The realtors were responded to and provided input on the following questions, in the order identified:

1. What are Grand Haven's overall strengths and weaknesses as perceived by realtors and by buyers?

   Strengths: Gated, location on the Intracoastal Waterway, abundance of preserve areas, golf course, lifestyle options, variety of home options,

   Weaknesses: Short driveways in some areas, CDD fees, realtors who do not understand the value of what a CDD provides and/or how to articulate it to prospective buyers and prohibition of fences.

9. In your professional opinion, given the age of our community, what areas of improvement should this Board be concerned with to remain competitive regarding new developments?

13. What are realtor observations about things we can do to make Grand Haven more attractive to buyers? Where is the obvious work needed; Village Center bathrooms, landscaping, cafe, Village Center fitness center?

Questions 9 and 13 were addressed together.

Areas of Improvement: Landscape improvements and trimming so that the Intracoastal Waterway can be seen from the golf club area, poor condition of the pier, appearance of the
3. What will be the impact of the new planned communities up and down the Colbert Lane/Route 100 corridor on Grand Haven's "desirability"? How will these communities be marketed and by whom? What can Grand Haven do to increase its "desirability" in the face of increasing competition from newer communities?

Impact: More people will see Grand Haven when passing by to new communities, could attract buyers who do not want to build new and want a community that is already built out could be attracted to Grand Haven, Grand Haven has advantage of established amenities while new communities are just starting to build them and it could take years for them to be built,

What Can Grand Haven Do: Improve overall common area landscaping to improve the first impression, continue developing community social, clubs and/or activity groups for people that want to participate, communicate the “good” of Grand Haven to realtors who are not familiar with the community and what it has to offer, hold realtor and buyer workshops to educate about Grand Haven and make sure all areas of Grand Haven and the overall appearance are pristine.

7. How do Grand Haven’s homes compare in price to similar homes in the gated communities on the barrier island?

Some barrier island communities have comparatively priced homes. some communities are offering golf memberships to outside residents, etc.

11. Why have people bought and not bought in Grand Haven?

Bought: Gated, commonality such as knowing someone who lives in Grand Haven, location, appearance and amenities, social opportunities,

Not Bought: Buyers opposed to CC&Rs, gates, short driveways and parking in streets not allowed, no fences allowed, aging Grand Haven demographic.

2. What major considerations influenced buyers to select or reject Grand Haven as a place to live?

4. What are the selling points for homes in Grand Haven?

5. Do the Grand Haven homes east of Colbert have the same value as those west of Colbert?

6. What are the negatives for Grand Haven homes?
8. What impact will new gated communities have on Grand Haven home prices?

10. In addition to our many amenities and low assessment rates, what other comments do you hear from your clients, both positive and negative?

12. How do prospective buyers react to our amenities when they see them?

Questions 2, 4, 5, 6, 8, 10 and 12 were addressed by the realtors when responding to the other questions.

Additional Question: What amenities/activities were most important to buyers in making their decision to purchase?

Most Important (no particular order and depending on the buyer’s interest):
- Biking/walking trails, pools, fitness facilities, common areas, pickleball, golf, top-notch amenities, dog park and boating.

Discussion ensued regarding the CDD fees and the many benefits that are provided compared to other communities and focusing on attracting buyers relocating to the area.

The meeting recessed at 11:03 a.m., and reconvened at 11:10 a.m.

FOURTH ORDER OF BUSINESS

Resident Norm Silberdick stated that the Creekside basketball courts are used periodically; however, the soccer field is rarely used. He suggested converting the soccer field to a dog park. Supervisor Lawrence stated that Wild Oaks has a dog park.

Resident Ron Merlo voiced his opinion that the Amenity Manager, Mr. Stuart, was doing a great job but, if prices go up, he expects the same quality. He questioned why Vesta does not share half the Café profits with the CDD or staff.

Resident John Noble recalled that the realtors stated that the cost of the CDD was a drawback to purchasers. He discussed the most recent tax bills, the amount of the CCD assessment and the CDD’s budget and asked about future planning, etc. Mr. McGaffney stated that he previously explained the budget process to Mr. Noble. Supervisor Smith stated that the CDD has a plan for the future, hired an outside consultant to prepare a capital analysis of the CDD for the next 20 years but, specifically in detail for the next five years.
Resident Kathleen Fuss expressed appreciation for the water fountain shoe cleaner at the pickleball courts; tennis players should be notified that they can clean their shoes at the pickleball courts.

Mr. Otto Bohmeuller referred to the CDD-owned area between the Golf Course Clubhouse and the Intracoastal and asked that it be cleared so that the Intracoastal can be seen. Regarding the drawback of short driveways mentioned during the Realtor Roundtable, he noted that some residents installed circular driveways.

Resident Geraldine Marsh discussed the request for residents to update their information for the Community Information Guide (CIG) and noted that the new CIG did not contain the updated information.

Ms. Karen Durand asked if a cost-benefit analysis of the possible purchase of the vacant land by the unfinished condos was performed and, if so, asked if it could be provided to residents. Mr. McGaffney stated there was no analysis yet.

Ms. Marsh discussed the dog parks in Wild Oaks and expressed her support for a dog park in the area mentioned by Mr. Silberdick.

Regarding the area that Mr. Bohmeuller wants cleared, Supervisor Lawrence explained that it is a St. Johns River Water Management District wetland so it cannot be cleared. Mr. Bohmeuller questioned if the District was specifically told they cannot enter it.

FIFTH ORDER OF BUSINESS

• Discussion: Village Center Café – Menu Prices, Quality and Quantity of Food

This item, previously Item 5E, was presented out of order.

Supervisor Lawrence distributed a summary of the Café price increases, prepared by some residents, along with photographs of food from the Café and other restaurants. He discussed the profitability of the Café and that a portion of the Amenity Manager’s salary is based on the Café profitability, which he felt, caused the Amenity Managers to place greater emphasis on the Café. He recalled that the original deficiency list did not include Café prices, quantity and quality; however, Vesta paid a lot of attention to the Café, despite it not being on the deficiency list; he felt that now those items would top a new deficiency list. He urged Vesta to return the Café operations and food to how it was prior to Mr. Stuart.

• Discussion: Scope of RFP for Amenity Management Services
This item, previously Item 5I, was presented out of order.

Mr. McGaffney reviewed the spreadsheet about the amenities included in the agenda book, which detailed the regular and holiday hours of operation for all amenities, the amenity staff positions and estimated number of coverage hours for each type of position, whether positions are hourly or salaried, etc.

Discussion ensued regarding the estimated hours of operation, daily coverage, number of hours positions should be staffed, staff positions and responsibilities, staffing requirements to include in the Request for Proposals (RFP), etc.

Mr. Deary stressed the importance of the RFP to reflect the expectation levels of the Board. The number of labor hours required drives the contract pricing and level of service; therefore, determining the number of coverage hours expected was a good starting point. Mr. King stressed the importance of determining the level of coverage, job descriptions, whether staff can perform multiple duties or must be dedicated to a specific position at all times, such as signing in, etc. He noted that most other communities use a scan access system, which does not require a dedicated greeter to sign people in. Mr. Deary stated that defining the number of expected hours for specific duties, such as tennis court maintenance and janitorial services was good, as those were not defined in the prior RFPs. Mr. Stuart discussed staffing needs. Mr. McGaffney acknowledged that the amenity office and/or customer services were understaffed and the new RFP could be adjusted to reflect the coverage needed and expected.

Discussion ensued regarding job titles, corresponding job descriptions and expected number of hours of coverage, what duties the current staff performs, the frequency of when certain duties are performed, how the proposed staffing levels for the new RFP compare with the current levels, increasing staffing for various positions, etc.

Ms. Marsh discussed current staffing deficiencies during busy times.

The meeting recessed at 12:20 p.m., and reconvened at 12:43 p.m.

Mr. McGaffney presented a spreadsheet detailing the Café profit, expenses, labor and food costs and revenue share with the CDD for Fiscal Year 2018. Discussion ensued regarding the terms in the current Amenity Management contract with regard to Café management and staffing, whether additional oversight and/or staff is necessary, defining the scope of work and job descriptions for various Café and amenity staff positions, the duties and benefits of having an Assistant Amenity Manager and Amenity Office Manager, necessity of additional amenity
staff to avoid employee burnout and whether the current level of the Café sales could support an increase in Café staffing. Possibly eliminating the profit share arrangement and requiring Vesta to lease the Café, only allowing the Café to make a maximum profit of 1% of revenue and requiring Vesta to give the CDD 100% of any profit above 1% or reducing the Café prices by the amount that Vesta would pay in rent and utilities, if they were required to pay rent on the Café, was discussed. Mr. McGaffney noted things to consider with the changes to the Café operations proposed, the need to determine how the Board wants the Café to operate and for the intended Café operations to be clearly define in the RFP. Mr. King discussed the challenges of running a small restaurant. Mr. McGaffney discussed his preference to have the Café operations built into the Amenity Management contract and noted the unlikely probability of finding an independent restaurant operator who would run a café under the criteria the Board was discussing. He stated the importance of determining the type of food menu expected and including that in the RFP.

**Discussion: Community Information Guide & Discussion: Online Resident Directory**

These items, previously Items 5F and 5G, were presented out of order.

Supervisor Davidson expressed his opinion that the CDD should no longer be involved in creating the CIG and suggested the RFP require Amenity Management to provide an online, interactive, password protected resident directory. Mr. Clark stated the challenge would be the public records law and was of the opinion that, since the Amenity Management company is employed by and paid by the CDD, an online directory could also be subject to the public records law, as the obligations extend to contractors of a public agency. If the intent were to have a private, password protected portal, he felt that the HOA should do it. Discussion ensued regarding public records law, possibly transitioning to an online CIG, the extensive errors in the recent CIG, ad revenue, refunding one advertiser, asking the HOA to consider providing an online CIG and Americans with Disabilities Act (ADA) requirements for websites.

Resident Tom Byrne felt that eliminating the hardcopy CIG could affect some residents who might not use a computer.

**District Counsel: Clark & Albaugh, LLC [Scott Clark]**

This item, previously Item 8D, was presented out of order.

Mr. Clark stated that the process to purchase the vacant land was proceeding slowly because the seller is abroad. The District’s offer had a 90 day inspection and 120 day close
period but the response from the seller asked to compress it to 60 and 90 days. The seller also wanted the closing to have a covenant that the District would not build anything on the property. He spoke to the seller’s attorney about both of those; the seller’s “no build” request was because they did not want the District to buy the property at a discounted price and then sell it to an entity that would build a competing complex. A potential compromise would be for the District to agree that, for three years, no competitive multi-family project would be constructed; if the District agreed to that provision, he felt that the sale could proceed.

- **Operations Manager: [Barry Kloptosky]**

  This item, previously Item 8C, was presented out of order.

  Mr. Kloptosky reported the following:

  ➢ Village Center Stucco Repair Project: Project was proceeding well. The following Change Order from Paul Culver Construction Inc., was presented:

  Change Order No. 6, $1,276: Install six new electric receptacles at the arches and replace two duplex receptacles with quad receptacles.

  On MOTION by Supervisor Davidson and seconded by Supervisor Gaeta, with all in favor, the Paul Culver Construction, Inc., Change Order No. 6, in the amount of $1,276, was approved.

  Mr. Kloptosky stated Change Order No. 5 was being revised and would be presented at a future meeting and more change orders would be presented for additional work, such as replacing and adding gutters and other work that should be completed as part of this project.

  Mr. Kloptosky presented a $35,000 estimate from BAB Tennis Courts (BAB) to resurface Courts 1 through 7. Discussion ensued regarding other repairs needed and whether to resurface the courts now or defer it to January.

  On MOTION by Supervisor Lawrence and seconded by Supervisor Smith, with all in favor, the BAB Tennis Courts proposal to resurface Courts 1 through 7, in a not-to-exceed amount of $35,000, was approved.

  ➢ Village Center Office Renovation: Work was underway; a floor plan was presented.

  ▪ **Amenity Manager – Report Resumed**
Mr. Stuart referred to the planned resident food tasting event and asked about charging each attendee $5 for $15 to $20 worth of food or should it be funded from the Amenity special events budget at a rate of $5 per person for 200 attendees. The consensus was to charge attendees $5.

Operations Manager – Report Resumed

Mr. Kloptosky reported the following:

- Pond Bank Erosion – Pond 14: One bank was being repaired and now other residents asked to have their banks done. The District Engineer, Horticultural Consultant and Mr. Kloptosky would meet to evaluate the conditions.

- 14’ Christmas Tree for Village Center: Former supplier is no longer an option and no others have 14’ live trees, with the exception of one in North Carolina.

Discussion ensued regarding purchasing a 14’ artificial tree.

On MOTION by Supervisor Lawrence and seconded by Supervisor Gaeta, with all in favor, authorizing the Operations Manager to purchase an artificial Christmas tree, as discussed, in a not-to-exceed amount of $8,000, or to purchase a real tree, if available, was approved.

A. Discussion: Wildfire Mitigation in District, Florida Forest Service

- Community Wildfire Risk Assessment and Recommendations
- Firewise Communities/USA Certification Renewal

This item was deferred.

B. Discussion: City of Palm Coast Update on Interlocal Agreement Regarding District Common Area Wildfire Mitigation

- Planning and Scheduling for Wild Oaks Stormwater Presentation

This item was deferred.

C. Continued Discussion: Keeping Grand Haven Grand, Part 2

This item was deferred.

D. Discussion: Process/Procedure for Opening Locked Courts During Holidays

- Evaluation of Play (i.e., weather conditions)
- Protection of Community Assets
- Controls of Unauthorized Users
This item was deferred.

**E. Discussion: Village Center Café – Menu Prices, Quality and Quantity of Food**
This item was presented prior to Item 5A.

**F. Discussion: Community Information Guide**
This item was presented prior to Item 5A.

**G. Discussion: Online Resident Directory**
This item was presented prior to Item 5A.

**H. Discussion: Transmission of Agenda via Eblast**
This item was not discussed.

**I. Discussion: Scope of RFP for Amenity Management Services**
This item was presented prior to Item 5A.

**SIXTH ORDER OF BUSINESS**

**CONSENT AGENDA ITEMS**

Mr. McGaffney presented the Consent Agenda items.

**A. ACCEPTANCE OF UNAUDITED FINANCIAL STATEMENTS**

- Unaudited Financial Statements as of September 30, 2019
  - Updated CIP

**B. APPROVAL OF MINUTES**

I. September 19, 2019 Rescheduled Regular Meeting, a Public Hearing and Rescheduled Public Hearings

II. October 3, 2019 Community Workshop

**SEVENTH ORDER OF BUSINESS**

**NEXT MEETING DATE**

- November 21, 2019 at 10:00 A.M., Regular Meeting

It was noted that a community workshop was scheduled for November 21, 2019, rather than a regular meeting; however, today’s meeting would be continued to November 21, 2019 and the workshop would be cancelled.
All Supervisors confirmed their attendance at the November 21, 2019 continued meeting.

EIGHTH ORDER OF BUSINESS

A. District Engineer: DRMP, Inc. [David Sowell]
   There was no report.

B. Amenity Manager: Amenity Management Group, Inc. [Larry Stuart]
   This item was presented prior to Item 5A.

C. Operations Manager: [Barry Kloptosky]
   This item was presented prior to Item 5A.

D. District Counsel: Clark & Albaugh, LLC [Scott Clark]
   This item was presented prior to Item 5A.

E. District Manager: Wrathell, Hunt and Associates, LLC [Howard McGaffney]
   There was no report.

NINTH ORDER OF BUSINESS

Supervisor Gaeta asked to present a review of the survey results at the next meeting.

TENTH ORDER OF BUSINESS

This item was not discussed.

ELEVENTH ORDER OF BUSINESS

There being no further business to discuss, the meeting was continued.

On MOTION by Supervisor Davidson and seconded by Supervisor Lawrence, with all in favor, the meeting was recessed at 2:22 p.m., and continued to November 21, 2019 at 10:00 a.m., and cancellation of the November 21, 2019 workshop, was approved.
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Exception

*January Meeting Date is one week earlier to accommodate District Manager’s schedule*
1. FEMA Matters

I will provide updates on the Hurricane Matthew reimbursement status. We are working through the process of providing updated information to FEMA.

2. Multifamily Land near golf course

The seller has provided comments to the contract offer, which will be discussed and updated.

3. Golf Course Encroachments

I will discuss issues involving encroachments adjacent to Parcel K (see map)
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<tr>
<th>Parcel ID</th>
<th>Owner</th>
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Physical Address: 320 RIVERFRONT DR, BOCA RATON, FL 33431
### OPEN ITEMS

<table>
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<tr>
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<tbody>
<tr>
<td>A</td>
<td>9(^{th}) Green Park Plan (Louise Leister – August 3, Update/Concept)</td>
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<td>B</td>
<td>Café Renovation</td>
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<td>C</td>
<td>Updated Comprehensive CEMP Vol. 1</td>
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<td>D</td>
<td>Long Range Capital Planning</td>
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<td>E</td>
<td>Future Facility Planning</td>
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<td>F</td>
<td>Cell Phone Gate Access</td>
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<td>G</td>
<td>Long Range Parking Plan - Village Center</td>
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<td>H</td>
<td>Croquet Court Planning - Creekside/Village Center</td>
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<tr>
<td>I</td>
<td>Assistant Operations Manager</td>
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