

**MINUTES OF MEETING
GRAND HAVEN
COMMUNITY DEVELOPMENT DISTRICT**

A Continued Meeting of the Grand Haven Community Development District’s Board of Supervisors was held on **Thursday, November 3, 2011 at 10:00 a.m.**, at the **Grand Haven Village Center, Grand Haven Room, 2001 Waterside Parkway, Palm Coast, Florida 32137.**

Present at the meeting were:

Dr. Stephen Davidson	Chair
Peter Chiodo	Vice Chair
Marie Gaeta	Assistant Secretary
Tom Lawrence	Assistant Secretary
John Pollinger	Assistant Secretary

Also present were:

Craig Wrathell	District Manager
Matt Kozak	Wrathell, Hunt & Associates, LLC
Barry Kloptosky	Field Operations Manager
Howard McGaffney	Amenity Management Group (AMG)
Roy Deary	Amenity Management Group (AMG)
Jay Sampsell	S.E. Cline
Mia Marchio	Resident
Bonnie Humphries	Resident
Diane Layng	Resident
Vic Natiello	Resident
Lisa Mrakovcic	Resident

FIRST ORDER OF BUSINESS

CALL TO ORDER/ROLL CALL

Mr. Wrathell called the meeting to order at 10:00 a.m. He noted, for the record, that all Supervisors were present, in person.

SECOND ORDER OF BUSINESS

PLEDGE OF ALLEGIANCE

All present recited the Pledge of Allegiance.

For the benefit of residents in attendance who may wish to leave, Mr. Wrathell indicated that the tennis lottery item to be addressed during the Workshop, following this meeting, will be deferred to a later date.

THIRD ORDER OF BUSINESS

BUSINESS ITEMS

Mr. Kloptosky asked that Mr. Jay Sampsell, from S.E. Cline, be allowed to address the Board, as he must leave the meeting.

Mr. Sampsell identified three (3) major projects the District will need to address in the coming years. The first is constructing a new parking lot at the North Village Center and relocating the lawn croquet courts. The second item is the drainage issue on Sailfish Drive. The last item relates to the runoff on the tennis courts.

Regarding Sailfish Drive, Mr. Sampsell indicated the original preliminary proposal, presented to Mr. Kloptosky, involved adding storm drainage and was for \$136,000. The current proposal, for \$8,600, is to fix only the drains on the corners. Mr. Sampsell indicated, upon further review, he no longer feels it would be possible to add additional storm drainage; the revised idea is to mill and resurface the road after removing and rebuilding the curb. He feels he can create enough of a pitch when the concrete is poured. He discussed a clogged pipe in a manhole and indicated he could fix that problem, for another \$1,800. Mr. Sampsell clarified the cost to fix the manhole and repair the dip in the road would be an additional \$1,800.

Supervisor Davidson questioned the \$73,357 proposal amount. Mr. Sampsell indicated that is the cost to return, at a later date, and rebuild Sailfish Drive.

On MOTION by Supervisor Davidson and seconded by Supervisor Pollinger, with all in favor, the S.E. Cline proposal for Sailfish Drive storm inlet and pipe improvements, including drainage repairs, unclogging the manhole pipe and repairing the dip in the road, in a not-to-exceed amount of \$12,500, was approved.

In response to a question, Mr. Sampsell stated the crew could begin working in about one (1) week.

Regarding the depression repair at North Park Circle, Mr. Kloptosky indicated it is included in the capital budget items.

On MOTION by Supervisor Davidson and seconded by Supervisor Gaeta, with all in favor, the S.E. Cline proposal for depression repairs at North Park Circle, in a not-to-exceed amount of \$4,300, was approved.

Discussion ensued regarding similar drainage issues within the community. Mr. Sampsell explained the work to be completed on Sailfish Drive.

Regarding the tennis court runoff issue, Mr. Sampsell proposed pouring a trough/swale along the edge of the concrete, running ABS piping and tying into the master drainage system, with the troughs collecting the clay, which can then be reinstalled onto the tennis courts. Mr. Sampsell indicated the proposed work includes running new sidewalk, flipping a fence and gate and fixing other adjacent areas. Mr. Kloptosky indicated the \$89,000 proposal includes an \$11,200 line item for landscape removal, which can be removed, as Austin Outdoor can perform that work.

The Board thanked Mr. Sampsell for Cline's work throughout the community. Mr. Wrathell indicated Cline performs quality work in a timely fashion and at a competitive price.

A. Video Surveillance Tune Up Services

- **Dolphin Technical Solutions**
- **TEM Systems, Inc.**
- **Rapid Security Solutions *(to be provided under separate cover)***
- **Team Logic IT *(to be provided under separate cover)***

Mr. Kozak reviewed the proposals included in the agenda package. He indicated the Dolphin Technical Solutions proposal includes everything in the scope of work the District desires, including the tune up services, set up of a network-based server in the office, etc., for \$10,450. Mr. Kozak confirmed costs for reimbursement of travel expenses, such as gas and lodging, in an amount not-to-exceed \$700, per the proposal.

Mr. Kozak reviewed the TEM Systems, Inc., proposal noting it does not include setting up a server-based network; TEM recommends the District utilize an IT expert for that phase of

work. He indicated the total for the TEM proposal is approximately \$12,000, which does not include costs related to setting up a network.

Mr. Kozak indicated Rapid Security Solutions is not currently able to provide a proposal including the same scope of service. As neither Dolphin nor TEM mentioned it, Mr. Kozak called attention to Rapid Security Solutions' observation and opinion that, even if the internet speed is increased, the current cameras are not adequate to capture the desired images. Supervisor Gaeta disagreed with Rapid's opinion indicating the problem relates to the video card in Ms. Fargnoli's computer, as the images were crisp and clear when run through Dolphin's computer. Mr. Kloptosky explained in his discussions with TEM and Rapid, both indicated the cameras are good; the question is whether they have the zoom capability to do what the Board wants them to do. If they want better zoom quality, upgraded cameras would be necessary. Discussion ensued regarding the differing video/camera needs for the office and gates. Supervisor Gaeta felt all of the companies that presented stated the DVR units are fine and Mr. Kloptosky had indicated cameras are different throughout the community.

Mr. Kloptosky distributed a proposal from Team Logic IT, noting it is for two (2) cameras, the connections, computer and software education. Regarding office cameras, he noted both Team Logic and Rapid felt a regular security camera with a wall-mounted monitor would work better to stop incidents in the office, rather than the webcam approach being discussed. Supervisor Davidson noted that Dolphin's proposal is for webcams. Discussion ensued regarding a webcam or security camera system and Mr. Kloptosky indicated Ms. Fargnoli and Ms. Tucker voiced that they are uncomfortable with the idea of working in an environment where a camera and audio are taping them continuously.

Supervisor Gaeta felt the Board should consider having an interior camera at the entrance to Creekside, in case something happens.

Supervisor Davidson spoke in favor of a system in which cameras and recording devices are continuously running in those areas where CDD staff interfaces with the public.

Supervisor Chiodo recalled part of Dolphin's proposal included adjusting the cameras and his feeling that it is not necessary, as staff could do that. Mr. Kloptosky clarified staff currently adjusts the camera views; however, Dolphin's adjustments likely relate to more technical matters.

The Board directed Mr. Kozak to obtain revised proposals including two (2) domed cameras with two (2) audio/video DVRs, rather than webcams. Regarding the type of server proposed by Dolphin and the \$4,000 cost, Mr. Wrathell recommended researching whether the unit proposed exceeds the true needs of the office and whether a smaller, less expensive server system would suffice.

B. Request to Close Community Bank of Broward Account (CW)

Mr. Wrathell explained Community Bank of Broward's current economic situation and noted they have asked the District to close its accounts and move the funds to other banks. He recommended opening two (2) savings accounts. Mr. Wrathell asked if the Board is focused on investing in local banks or if yield is their priority. Supervisor Lawrence recalled a newspaper article giving Intracoastal Bank high ratings.

C. Approval of Fiscal Year 2012 Capital Plan (TL)

Supervisor Lawrence presented the Fiscal Year 2012 Capital Plan with the goal being to agree and approve projects for Mr. Kloptosky to proceed upon. He indicated, if all projects he and Mr. Kloptosky recommended are completed in Fiscal Year 2012, the District will exceed its capital budget. Supervisor Lawrence spoke of reserve accounts and proposed using the \$150,000 reserved specifically for roads to complete the roadwork.

On MOTION by Supervisor Lawrence and seconded by Supervisor Davidson, with all in favor, payment of the Sailfish Drive storm drain repair project, in a not-to-exceed amount of \$12,500, and the North Park Circle depression repairs, in a not-to-exceed amount of \$4,300, from the \$150,000 designated roadway reserves, was authorized.

Supervisor Davidson voiced his concern regarding the stop arrow markings on the roadway; he felt those that are faded should be addressed. Mr. Kloptosky felt the item could be addressed using the community line item. Supervisor Davidson felt that since it is a road related expense, it should come from the roadway reserves, not the community line item. The Board directed Mr. Kloptosky to obtain a proposal for the stop bar/repainting project. Mr. Wrathell advised that, once a proposal is received and the work is approved, the Board's motion can include approval to pay the expense from the roadway reserve funds.

Supervisor Gaeta questioned the cooler identified for use in the kitchen. Mr. Kloptosky indicated one (1) unit was ordered. Supervisor Gaeta asked if energy ratings and warranties were considered when the new unit was ordered.

Ms. Bonnie Humphries, a resident, asked if there are plans to stripe the parking lot at the Village Center.

A resident recalled Bright House Cable performing work in the community and noted areas where the resodding has not taken and the areas look bad. Supervisor Davidson directed Mr. Kloptosky to meet with Bright House regarding the issues.

Regarding restriping, Mr. Kloptosky indicated he obtained a proposal about three (3) years ago but it was delayed because the parking lot needed to be resurfaced.

Noting it appears to have been pushed to 2013, Ms. Diane Layng, a resident, asked the Board to consider adding benches and trash receptacles on Waterside Parkway, sooner.

Mr. Vic Natiello, a resident, indicated the outfall by his house needs additional spartina.

Discussion returned to adding benches and receptacles on Waterside Parkway and the cost to do so. The Board agreed to place the parking lot restriping and Waterside Parkway benches and receptacles back into the capital projects for Fiscal Year 2012.

Supervisor Gaeta questioned the \$15,000 line item amount for the Marlin Drive storage shed. Mr. Kloptosky confirmed \$15,000 is the reduced cost.

Supervisor Gaeta questioned Mr. McGaffney about the refrigerator units. Mr. McGaffney indicated he replaced a ten (10)-year old unit with a Food Service Warehouse's brand unit with an extended warranty.

<p>On MOTION by Supervisor Lawrence and seconded by Supervisor Davidson, with all in favor, the Fiscal Year 2012 Capital Plan, as revised, and authorizing Staff to proceed with the projects, was approved.</p>

D. Discussion: Incident Report Form (SD)

*****This item, previously Item E., was presented out of order.*****

Supervisor Davidson presented the Incident Report Form for the Board's consideration.

On MOTION by Supervisor Davidson and seconded by Supervisor Pollinger, with all in favor, the Incident Report Form, as presented, was approved.

E. Discussion: Resident Registration Procedures - Policy Questions (SD)

****This item, previously Item D., was presented out of order.****

Supervisor Davidson referred to Item #1 on Page 2, noting it was previously discussed and a motion approving the policy is necessary.

On MOTION by Supervisor Pollinger and seconded by Supervisor Lawrence, with all in favor, authorizing the Field Operations Manager and/or District Manager to develop and implement temporary policies and procedures, where no established procedure or policy exists, with those temporary policies and procedures being brought before the Board for discussion, authorization and a vote in order to become permanent policies, was approved.

Supervisor Davidson reiterated the lease related questions discussed at previous meetings and the District's monitoring of lease information and the information to be included on ID cards. The Board discussed automatic termination of the ID cards at the end of lease terms.

On MOTION by Supervisor Davidson and seconded by Supervisor Gaeta, with all in favor, placing lease term dates on tenant amenity ID cards, deactivating ID cards when the lease term concludes and requiring tenant or owner to provide valid lease to issue a new card, with the tenant paying \$5 per card, was approved.

Supervisor Lawrence referred to Item #2, regarding passes, indicating it should be daily for resident vendors and weekly for new home construction.

Mr. Wrathell recalled discussion at a previous meeting related to a notice letter sent to a resident by Mr. Clark. He noted the resident voiced his opinion that staff's claims are unjustified. Mr. Wrathell voiced his disagreement with the Board's approving the designation of a Board Member to act as a mediator. He feels the Board has the right to send a letter to anyone

they feel acted inappropriately; the person has the right to respond and have it put into the record but the Board does not need to mediate the situation in any way.

Supervisor Chiodo reported that the meeting did not occur; Ms. Fagnoli and Ms. Tucker indicated they do not wish to participate in this type of meeting. Supervisor Chiodo felt the Board should not proceed with a meeting and let the situation run its course.

Supervisor Pollinger recommended that future letters, such as this, contain an expiration date. He felt that leaving the term open-ended, meaning if the resident ever, again, in their lifetime, does something, is extreme and will cause residents to be fearful of even going to the office. Supervisor Chiodo suggested those letters be issued by the Field Operations Manager or the Amenity Manager because the perception is escalated to a higher legal level, when the letter comes from an attorney. Supervisor Pollinger voiced his opinion that the letter should come from the Board and should contain an expiration date.

Regarding the specific resident, Management's office will draft a letter, for the Board's signature, notifying him that the Board took his comments and now considers this a closed matter.

Acknowledging that customer service skills are not inherent, Supervisor Lawrence indicated he researched various training opportunities and offered to present options and proposals for a staff training seminar at the next meeting. The Board discussed including key AMG staff in the training. Supervisor Gaeta questioned if staff training will really be necessary, as the Board is taking a zero-tolerance approach, which will likely cause these instances to diminish. Supervisor Lawrence reiterated his opinion that it is important to train employees how to properly deal with these types of situations.

Ms. Lisa Mrakovic, a resident, felt AMG should be included.

Ms. Layng agreed that including this in AMG's contract is a good idea but AMG should pay for their portion of the cost for training. She agreed that customer service is not a natural skill for some and questioned how much training AMG's staff receives.

FOURTH ORDER OF BUSINESS

SUPERVISORS' REQUESTS

There being no Supervisors' request, the next item followed.

FIFTH ORDER OF BUSINESS

ADJOURNMENT

On MOTION by Supervisor Davidson and seconded by Supervisor Lawrence, with all in favor, the meeting adjourned at 12:02 p.m.

Secretary/Assistant Secretary

Chair/Vice Chair