

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

A Community Workshop of the Grand Haven Community Development District's Board of Supervisors was held on **Thursday, January 5, 2012 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
Tom Lawrence	Assistant Secretary

Also present were:

Matt Kozak	Wrathell, Hunt & Associates, LLC
Doug Paton	Wrathell, Hunt & Associates, LLC
Barry Kloptosky	Field Operations Manager
Howard McGaffney	Amenity Management Group (AMG)
Al Lo Monaco	Resident
Frank Benham	Resident
Theresa Waters	Resident
Bob Crouch	Resident
Gary Noble	Resident
Diane Layng	Resident
Frank Mrakovcic	Resident
Lisa Mrakovcic	Resident
Daniela Todd	Resident
Rose Merlo	Resident
Jack Loechner	Resident

FIRST ORDER OF BUSINESS

CALL TO ORDER/ROLL CALL

Mr. Kozak called the community workshop to order at 10:02 a.m., and noted, for the record, that Supervisors Davidson, Chiodo, and Lawrence were present, in person. Supervisors Gaeta and Pollinger were not present.

SECOND ORDER OF BUSINESS

PLEDGE OF ALLEGIANCE

All present recited the Pledge of Allegiance.

THIRD ORDER OF BUSINESS

CONSULTANTS, GUEST REPORTS &
PRESENTATIONS

- **Ad Hoc Fact Finding Group: Resident District Services Satisfaction Program,**
 - **Conclusions/Recommendations: Survey Monkey**
 - **Revision 1**

Mr. Benham reported that the revisions to the report were minor and the message and conclusions have not changed.

Mr. Benham stated it was determined that the satisfaction survey can be incorporated into Survey Monkey. He discussed the four (4) levels of service offered by Survey Monkey. The recommendation was to purchase the platinum package, which provides online assistance, as well as telephone support, for maximum flexibility. Mr. Benham noted that the cost for this package is \$702.00 per year, if they act now.

Mr. Benham advised that the work of the Ad Hoc Fact Finding Group was completed and that the information should be used by others preferably with computer and systems knowledge.

Supervisor Davidson asked if the format provided can be adapted into Survey Monkey or if it requires modification.

Mr. Loechner noted Survey Monkey is a good tool and that the committee included questions that will encourage the respondents to provide details, as opposed to “yes” or “no” responses. Mr. Loechner indicated that many of the questions relate to demographics. He encouraged the Board to retain this part of the study, as this is the only way to determine the background and interests of the respondents. In response to Supervisor Davidson’s question, Mr. Loechner advised that this format cannot be adapted into Survey Monkey. He indicated that the tool is only as good as the mechanic and suggested that the Board appoint someone who understands it and the service being purchased.

Mr. Kozak inquired about the format required by Survey Monkey. Mr. Loechner explained that Survey Monkey has developed a service that will send broadcast emails and the responses received will be applied in the analysis format chosen by their representative. After viewing the questionnaire, Survey Monkey advised that they could handle all of the items in the survey. The output may look a little different but they can handle the questions and data table. Mr. Loechner explained that the tool created by Survey Monkey is designed to incorporate any

type of questionnaire. He assured the Board that this program will work and noted that it is probably the only way to get to the recipients.

Mr. Benham stated that Survey Monkey's Platinum Package will help develop the physical tool. Ms. Layng emphasized that the questions will not change.

Supervisor Davidson asked if the interface person must be very tech savvy, such as a webmaster. Mr. Loechner commented that it is more of a research analyst's position. Ms. Layng asked Mr. Kozak if anyone in his firm has these abilities. Mr. Kozak advised that Ms. Gillyard, Director of Administrative Services, is computer savvy. Mr. Kozak felt he could spearhead the project, from this point, and coordinate with Survey Monkey. Supervisor Chiodo felt that the person who interfaces with Survey Monkey must be able to define the information they wish to have correlated. Mr. Loechner volunteered to meet with the person they choose to discuss what must be internalized in order to run the program.

Mr. Kozak suggested placing the Platinum Package on the next Consent Agenda. The Board agreed.

Supervisor Chiodo asked if Survey Monkey has a privacy policy with regard to email. Mr. Loechner responded affirmatively. Supervisor Davidson pointed out that the District is in the process of collecting consent forms for the community database and there are individuals who do not wish to receive email or e-blasts or have their email addresses sent out. He presumed that they would be excluded from the survey. Supervisor Lawrence suggested that the District compile its own list, with a link to Survey Monkey that includes the questionnaire.

Discussion ensued regarding the possibility of using an annual customer satisfaction survey. Mr. Loechner felt it was a good idea. Ms. Layng expressed that she would rather see the Board come up with different ideas for getting the residents to come to the Board Meetings and/or contact the proper authorities if they are dissatisfied. She felt this would perpetuate more personal contact, as opposed to a survey.

FOURTH ORDER OF BUSINESS

REPORT: Field/Operations Manager

Mr. Kloptosky recalled that the Board directed him to obtain "no parking" signs for Waterside Parkway. He presented the signs for the Board's approval and noted that the question arose as to whether anyone wants them installed there. Supervisor Davidson felt they need a more tasteful design.

Supervisor Lawrence pointed out that there are many signs on Waterside Parkway and questioned whether this was advisable. He felt that the residents know not to park on Waterside Parkway. Supervisor Davidson recalled that specific locations were discussed due to members of the public parking, exiting their vehicles and fishing in the ponds. He asked if this was still a problem. Mr. Kloptosky stated since this was originally discussed, he directed his staff to keep an eye on those areas and they have not seen a problem, nor have they received any complaints in the office in this regard. Supervisor Davidson noted that the “no trespassing” signs are helping on Pond 2. Mr. Kloptosky indicated the signs are still there and he has heard no complaints.

Supervisor Davidson stated this will not serve a function unless there is a problem. He suggested holding this action in abeyance and looking for more attractive signs, should they become necessary in the future.

Mr. Kloptosky displayed the Planet Merit Award and Supervisor Davidson explained why the award was presented to the CDD.

Mr. Kloptosky reported that S.E. Cline completed the first phase of the Sailfish Drive road repair project which included repair of the drains on the corner of Sailfish and Waterside, along with the curb and the macadam repairs. A survey of the entire street was ordered to determine the elevations, should they decide to move forward with additional curb area repairs. Mr. Kloptosky suggested completing an analysis of the troubled areas once the survey is completed and possibly correcting those curbs, as well. He explained that ultimately, the street must be milled, crowned and resurfaced to divert the water to the proper curbing and drains.

Supervisor Davidson recalled a recent prolonged rainstorm and noted that previously, the area would have turned into a pond or lake. Except for accumulations at the sides of the curbing and the gutters, there was no ponding across the road.

Mr. Kloptosky reported on the status of the Front Street Esplanade pavers. He advised that the city released the permits for the South and Center Park sections. A survey was not required for the North, as one was already completed. Mr. Kloptosky noted that the project will resume within the next week to week-and-a-half.

Mr. Kloptosky recalled that two (2) sheds were to be ordered for Marlin Drive. He had decided to complete the permitting first, in case there were problems with the city. The city has

questions regarding the zoning as well as some property line issues. Mr. Kloptosky indicated that once the permit is issued, a deposit will be given and the sheds will be ordered.

With regard to the pergola project at The Village Center, Mr. Kloptosky noted that the city questioned several items in the architect's plans, which has stalled the project, but the architect is working with the city; the contract was signed, the deposit was paid and the materials were ordered. Mr. Kloptosky hopes to have the permit finalized within the next week.

Mr. Kloptosky reported that, prior to the holiday, he telephoned Mr. Jason DeLorenzo, the newest city council member, and briefly explained the permitting problems. Mr. DeLorenzo agreed to meet with Mr. Kloptosky, along with several contractors and Supervisor Davidson, to discuss the ongoing permitting issues that Grand Haven has been experiencing with the city. He is trying to schedule the meeting for next week.

Mr. Kloptosky advised that the lift truck is onsite and thanked the Board for their attentiveness to this issue. He stressed that the liability issue of someone getting hurt while fixing the streetlights has been eliminated. Mr. Kloptosky expressed that this is the best purchase the Board could have made and stated the productivity has increased four-fold.

With regard to the Village Center spa repairs, Mr. Kloptosky reported that the spa heater was replaced and the marcite was completed. Mr. Kloptosky explained that the marcite must cure for three (3) to four (4) weeks before hot water can be added. Pool Sure contributed \$2,000 towards the repair, which will be reflected in their monthly chemical bill, resulting in a reduction to approximately \$200 per month, until the \$2,000 is paid. Mr. Kloptosky further noted that AMG is contributing \$2,646, which he believes will be deducted from their January bill. He indicated that the total cost of the repair was \$4,885.06. The credits total \$4,646 and the charge to the CDD was \$239.06. Mr. Kloptosky advised that the spa should be open in another week. Supervisor Chiodo expressed the Board's thanks to AMG for their contribution.

Mr. Kloptosky advised that a resident reported that one (1) of the light poles in the center of the court was leaning severely. Mr. Kloptosky detailed how the lift truck was used to secure the top of the light to keep it from falling. He felt that the lights on the older courts were improperly installed. A proposal was obtained from B.A.B. Tennis, for approximately \$3,000. Mr. Kloptosky indicated that he will contact Cline, and several other contractors, to obtain additional quotes. He indicated that there are three (3) other lights that will eventually need to be replaced.

Supervisor Davidson suggested conducting some type of test on the metal and the bolts on the other three (3) lights and, if they are deemed strong enough to hold, finding out if they can be cleaned, sealed with a rust preventative coating and have a canopy placed over them to prevent further damage. Mr. Kloptosky informed him that they have already looked at a number of the bolts on the other three (3) and some are rusted and cannot be salvaged. Mr. Kloptosky was unsure how long they will last. Ms. Layng pointed out that this is a safety issue and advised the Board that if they are knowledgeable, they are responsible for rectifying the situation. Mr. Kloptosky clarified that the condition of the leaning light was much more severe than the remaining three (3). He stressed that the others are showing signs of the same problem but are nowhere near the same condition.

Mr. Kloptosky indicated that Dolphin Technical Solutions, LLC, will be on site on Monday to begin the project in the office. He reported that Bright House has worked with them to upgrade the service in The Village Center and Creekside offices. The offices will be getting increased service speed, as well as a dollar savings, as two (2) of the AT&T lines will be eliminated. He advised that, by signing the Bright House contracts for Creekside and Village Center, they will be saving \$3,300 per year. Dolphin will look into eliminating many of the AT&T DSL lines, which will result in additional savings.

Discussion returned to the spa repairs. Mr. McGaffney clarified that the feeders, which were supposed to be serviced by Pool Sure, failed overnight and dumped five (5) gallons of muriatic acid into the spa. He stressed that, for safety reasons, no one should enter the spas until the chemicals are checked. On Saturday morning, the individual who services the spas on the weekends realized the problem and closed the spa.

FIFTH ORDER OF BUSINESS

DISCUSSION ITEMS

A. Business Plan: Program Description Outlines (BOS)

Supervisor Davidson recalled that in the beginning of the past year, the Board embarked upon writing a business plan for the community, which had never been done. He highlighted the nine (9) areas that were part of the original business plan. Supervisor Davidson explained that there were outlines for each of the sections the Board worked on and he requested that the Board Members present their narratives.

Supervisor Chiodo reported that he was responsible for delivering the amenity services model, which was the precursor to the Ad Hoc Fact Finding Group. He expressed his feeling that this particular program is completed and the next step is to execute the tool. Supervisor Davidson asked if he would be willing to work with Ms. Gillyard and Mr. Kozak regarding implementation. Supervisor Chiodo responded affirmatively.

Supervisor Chiodo indicated that he was also responsible for Task #5, which was characterized as “no special assessments”. He explained that this task was to develop a long-term financial plan, including projected annual assessments. This was to be at least a five (5)-year plan to ensure that the Board is looking far enough in advance so that, in any given year, a special assessment will not be required. Supervisor Chiodo noted that the work was principally focused on Management developing the financial plan and this is well underway.

Mr. Kozak advised that the key point of the analysis was the assumptions. He explained that the plan uses a 3½% increase escalator, for each year, for the O&M expenses and a 4% increase for infrastructure reinvestment. With regard to the debt service, the maximum annual debt service amount number was used. Supervisor Chiodo stressed that they must continuously revisit unbudgeted expenses, which may not be covered by the increase escalator. He suggested that this item remain open. Mr. Kozak will work with Supervisor Chiodo on five (5)-year projection scenarios for unbudgeted expenses and will continue to do so, on an annual basis.

Supervisor Lawrence reported that his first task was to preserve and protect CDD assets, which consisted of two (2) parts: a ten (10)-year infrastructure renewal plan, which he will continue to work on, and development of a comprehensive maintenance plan for the CDD’s assets. He advised that Mr. Kloptosky is responsible for the preventative maintenance program.

Supervisor Lawrence’s second program was to maximize Grand Haven CDD political capital within Flagler County. He opined that the current program, where the Board Members develop relationships with Palm Coast and Flagler County elected officials and staff, works. This is being done on a regular basis. Supervisor Lawrence stated, if needed, the community will be mobilized to appear before either the city council or the Board of County Commissioners, as was done for the stormwater tax credit issue.

Supervisor Davidson reported on his two (2) tasks, which were “Communications – Internal and External” and “Outside Sources of Funding”. A narrative outline was distributed entitled, “locating resources and securing any available external funding for the Grand Haven

CDD”. Supervisor Davidson discussed the key initiatives, which were completed at no significant cost to the District.

Supervisor Davidson suggested that the Board appoint an external funding resource liaison. This person should periodically review all available print and electronic media regarding external funding opportunities and resources applicable to the community. Supervisor Davidson discussed other sources to contact regarding available funding opportunities. It was agreed that the liaison will be appointed when the full Board is present.

Supervisor Davidson discussed “Communications – Internal and External”. He noted that the Board will appoint a Public Relations Coordinator and a Public Information Officer. He stressed the importance of maintaining a current resident e-blast target database. Supervisor Davidson reviewed the responsibilities of the Public Relations Coordinator and the Public Information Officer and volunteered to serve in both roles. His appointment will be placed on the next Consent Agenda.

B. School Field Trips on CDD Property

Supervisor Davidson reported that Ms. Gretchen Butler, the Eagle Coordinator, arranged to bring in schoolchildren for a 20 to 30-minute presentation by members of the Audubon Society and allow them to view the eagles with Audubon Society equipment. Supervisor Lawrence recalled that this was discussed and approved at the last meeting. No further action is required.

C. Update: Conflict Resolution Training (TL)

Supervisor Lawrence reported that the training was very productive. He pointed out that the average residents do not understand how the CDD works and do not want to understand; they prefer to go directly to a CDD contact to have their issue resolved. He emphasized that the CDD employees are dedicated to doing a good job.

Supervisor Lawrence indicated that the course reviewed skills for communicating with and influencing residents and how to manage difficult or angry residents; he feels that the key is to encourage the participants to periodically review the course material.

While discussing the development of a customer satisfaction and service strategy, it was noted that the division of work between the CDD staff and the AMG staff must be seamless. Supervisor Lawrence volunteered to meet with Mr. Kloptosky and Mr. McGaffney to review the

list and initiate procedures for improving the interface with the residents. He reiterated the importance of making it easier for residents to have their issues resolved.

Discussion ensued with regard to private property issues. The CDD staff will direct the residents to Mr. Railsback.

D. Update: Community Directory (MG)

Supervisor Davidson reported that staff is beginning to receive the yellow sheets from the residents. Email reminders are being sent regarding the January 31 cut-off date.

E. Update: RGA – ADA Assessment (MK)

Mr. Kozak reported that he relayed to Mr. Click his disappointment regarding the Phase II design construction documents not being available for this agenda. Mr. Click informed Mr. Kozak that the documents are ready but have not been sent because a final internal quality control check must be conducted. Mr. Kozak advised the Board that the construction design documents will be on the next Board of Supervisors agenda.

Mr. Kozak noted that Mr. Click conducted research on the pool lifts and found a supplier that is willing to install a pool lift for \$4,500, with an additional \$300 for the cover, which is less than the approved amount. Supervisor Lawrence reminded Mr. Kozak that the Board concurred that a permanent lift, with a cover, was better than a portable lift.

F. Stormwater Tax Credit (MK)

Mr. Kozak reported that the letter regarding the stormwater tax credit was sent to Ms. Jessup, Customer Service Manager, with the City of Palm Coast. The amount of the check will be \$1,981 and it will take three (3) weeks to process. He advised there are two (2) other accounts, east of Colbert Lane, that were already credited, bringing the total amount of credits to approximately \$5,000. Supervisor Davidson clarified that the credit does not have to be applied to the physical location; it can be applied to the entire bill owed to the City of Palm Coast.

*****The meeting recessed at 11:43 a.m.*****

*****The meeting reconvened at 11:50 a.m.*****

G. Update: Crossings Road (SD)

Supervisor Davidson reported that two (2) weeks ago, he met with Ms. Sarah Lockhart, Ms. Denise Bevins, Mr. Ray Tiner and Mr. Bill Butler regarding this project. Also in attendance were Mr. Vic Natiello, representing the Firewise Communities USA Board and Mr. Chip Howden, representing the CERT Team.

Supervisor Davidson reviewed the 16-page application and indicated that it is a formal technical site plan for a Notice of Proposed Change (NOPC) to a Development of Regional Impact (DRI). He noted that the DRI is controlled by the Regional Planning Council.

Supervisor Davidson explained that an Administrative Site Plan can amend the DRI without going through the NOPC. If the Administrative Site Plan is approved by the Regional Planning Council, a development order is issued. The city, as steward of the DRI, is going through this process. Supervisor Davidson referred to the Affidavit of Corporate Identity, noting that someone from the Board must be appointed to act as the authority for the corporate identity, which, in this case, is the Grand Haven CDD. A resolution will appoint the agent and that person will complete the initial paperwork. He pointed out that some of the paperwork can be completed by the Board and some must be filled out by Mr. Adam Mengel, Planning and Zoning Director for Flagler County, who has agreed to assist the Board with completing their paperwork, as well as develop a construction site plan.

Supervisor Davidson reviewed the "To Do" list compiled for completing the application. He advised the Board that he was asked to provide a resolution authorizing him to act as the agent to pursue permitting from the City of Palm Coast, in Flagler County, for a secondary emergency ingress/egress path in and out of The Crossings. He was also asked to secure a resolution authorizing Mr. Mengel, to act as agent to the City of Palm Coast for the CDD regarding the Crossings Road project. Supervisor Davidson asked that these two (2) resolutions be placed on the next Consent Agenda. He advised Mr. Kozak that he will forward the appropriate language to him. Supervisor Lawrence pointed out that this will save the District about \$20,000.

H. Anatomy of a Data Solution

Supervisor Davidson reiterated that Dolphin will be on site next week for installation. He discussed the spreadsheet provided by Mr. Gaeta showing the changes to be made to their existing equipment. Mr. Gaeta interceded with Bright House, on the District's behalf, and submitted two (2) contracts for execution, which will reduce the CDD's fees. Supervisor Lawrence suggested communicating this information to the community to make them aware of the savings. Further savings are anticipated by eliminating the DSL lines.

I. Analysis of Delinquent Taxes

Mr. Kozak referred to a spreadsheet showing the developer parcels that were approved previously for conveyance to the CDD. He pointed out that once the parcels are transferred, the District will be responsible for paying any back taxes.

SIXTH ORDER OF BUSINESS

REPORT: District Manager

- **NEXT MEETING/WORKSHOP**
 - **BOARD OF SUPERVISORS MEETING**
 - **January 19, 2012 at 9:30 A.M.**
 - **COMMUNITY WORKSHOP**
 - **February 2, 2012 at 10:00 A.M.**

Mr. Kozak noted the dates of the upcoming meeting and workshop. He advised that at the Board meeting in late February, a public hearing will be held to adopt the amenity rule changes. A draft of the advertisement will be placed on the next agenda.

Supervisor Davidson discussed giving gate access devices to residents for vehicles registered in a foreign country. Supervisor Lawrence assumed that the access device would be used for a rental car when the residents are in the United States. He felt it should be left up to Mr. Kloptosky to use common sense.

Supervisor Davidson indicated that vacant lots owned by an individual will be included in the directory; however, the 20 or 30 vacant lots identified as being owned by banks, holding companies, etc., will not. The Board agreed.

Supervisor Lawrence asked if the District has received all of the money due from the current engineer. He recalled that once the funds were received, the Board agreed to move forward with an RFQ. Discussion ensued regarding the desired criteria. The draft RFQ will be forwarded to the Board by Mr. Kozak and placed on the next Consent Agenda. Mr. Paton confirmed that the money owed to the CDD by the engineer has been paid in full.

SEVENTH ORDER OF BUSINESS

OPEN ITEMS

Supervisor Davidson reviewed the open items list and the Board agreed to remove Items F and G.

EIGHTH ORDER OF BUSINESS

SUPERVISORS' REQUESTS

Supervisor Davidson asked Mr. Kozak to provide an update on the purchase of new tables. Mr. Kozak reported that Mr. McGaffney feels the wooden tables are getting old and he provided a quote for new plastic tables for the meeting room. The Board agreed with the purchase. Mr. Kozak will coordinate with Mr. McGaffney to obtain additional quotes and place them on the next BOS agenda.

Supervisor Chiodo requested that Mr. Kloptosky check the pond closest to 52 Front Street, as it has been emitting an odor for quite awhile.

Supervisor Lawrence discussed maintenance of the detention ponds and the use of copper sulfate. He indicated that the alternate chemicals used to kill the algae are ineffective, resulting in green ponds. Supervisor Davidson discussed the use of biochar, which is powdered charcoal as a base, to which a bioengineered photosynthetic nitrogen-fixating microorganism is applied. Supervisor Lawrence noted that the bottoms of the ponds have high phosphate, so even if they are able to stop the nitrogen from coming in, they will still have phosphate leeching.

Mr. Kloptosky noted that he was told by James, from Aquatic Systems, that instead of copper sulfate, two (2) alternative chemicals are being used and are working effectively. Supervisor Lawrence requested that Mr. Kloptosky follow up with James, obtain information regarding these chemicals and report back to the Board.

NINTH ORDER OF BUSINESS

ADJOURNMENT

There being no further business, the workshop adjourned at 12:33 p.m.

Secretary/Assistant Secretary

Chair/Vice Chair