

1 **MINUTES OF MEETING**

2 **GRAND HAVEN**

3 **COMMUNITY DEVELOPMENT DISTRICT**

4 The Workshop Meeting of the Board of Supervisors of the Grand Haven Community Development
5 District was held on Thursday, October 6, 2022 at 9:03 a.m. in the Grand Haven Room, at the Grand Haven
6 Village Center, 2001 Waterside Parkway, Palm Coast, Florida 32137.

7 **FIRST ORDER OF BUSINESS – Call to Order/Roll Call**

8 Mr. McInnes called the meeting to order and conducted roll call.

9 Present and constituting a quorum were:

| | | |
|----|--|---------------------------------------|
| 10 | Chip Howden | Board Supervisor, Chairman |
| 11 | Kevin Foley | Board Supervisor, Vice Chairman |
| 12 | Dr. Merrill Stass-Isern (<i>via phone</i>) | Board Supervisor, Assistant Secretary |
| 13 | Michael Flanagan | Board Supervisor, Assistant Secretary |
| 14 | John Polizzi | Board Supervisor, Assistant Secretary |

15 Also present were:

| | | |
|----|-----------------|--|
| 16 | David McInnes | District Manager, DPFG Management & Consulting |
| 17 | Barry Kloptosky | CDD Operations Manager |

18 *The following is a summary of the discussions and actions taken at the October 6, 2022 Grand Haven CDD*
19 *Board of Supervisors Workshop Meeting.*

20 **SECOND ORDER OF BUSINESS – Pledge of Allegiance**

21 The Pledge of Allegiance was recited.

22 **THIRD ORDER OF BUSINESS – Discussion Items**

23 A. Draft Rule Regarding Gate Limited Access – *Under Separate Cover*

24 As the District Counsel was unable to attend this meeting, the Board proceeded with the next
25 discussion item.

26 B. Update from Operations Manager Regarding Preparations for Hurricane Ian & Post Storm Actions
27 & Damage Assessment

28 Mr. Kloptosky gave an overview of the preparations and effects of the hurricane, providing a
29 timeline of communications and when power and internet came back up for the amenity facilities.
30 Mr. Kloptosky noted that internet had been restored later for Creekside, so e-blasts could not be
31 sent out until Monday. Mr. Kloptosky added that they had been in contact throughout the storm
32 with the District’s debris removal vendor, and that an initial assessment of damages had been
33 conducted by them on Monday, with various stages of debris removal beginning in the following
34 days. Fallen trees at the croquet courts at Creekside, damaged fences, and a toppled mail kiosk were
35 also observed, and these were to be addressed in-house.

36 Question from the Board regarding action plans in preparing for future storms were addressed, and
37 comments were made from Supervisors suggesting that improvements could be made in both levels
38 of communication and the extent of redundancies in place. Supervisors Foley and Howden
39 suggested that details on debris cleanup responsibility could have been better communicated to
40 residents. In response to a Supervisor question, Mr. Kloptosky stated that he could look into having
41 another backup generator for critical systems in case of another main generator failure. Mr.
42 Kloptosky additionally recalled the process with FEMA reimbursement following Hurricane
43 Matthew, noting work that had been done previously with District Counsel and specific budget

44 coding for disaster cleanup. Additional suggestions were made by the Board for more synergy in
45 preparations and mass communication with peer organizations such as the master association, as
46 well as the coordination of a formalized post-mortem review with staff for items that could be
47 improved or more organized. A request was made for the Operations Manager to provide insight
48 on what could be done prior to storms to reduce efforts that staff needed to undertake for their list
49 of preparations.

50 C. Exhibit 1: Update on Resident Survey – Supervisor Polizzi

51 Mr. Polizzi provided an update on the survey. He stated that there 510 paper surveys were sent in,
52 and 272 online surveys were completed, for a total of 782 surveys. He noted that 370 surveys were
53 sent through the office and mentioned that 1,069 comments had been submitted. He stated that
54 online responders to the survey reported satisfaction with the current amenities and indicated that
55 a number of the comments received were pertaining to access to the community. He noted that 90%
56 of the online survey responders felt the Board needed to improve on communication and that 85%
57 of the online survey responders approved of the CDD’s landscaping.

58 Discussion ensued regarding what data would be most valuable, breaking out data based on each
59 resident’s age and duration living in Grand Haven, eliminating some demographic questions which
60 may be unnecessary, and whether to have Snap Survey input the comments that were received. In
61 response to a Supervisor question, Mr. Polizzi explained the format of the data to be received,
62 comparing it to an Excel database.

63 *(The Board recessed the meeting at 11:10 a.m., and reconvened the meeting at 11:21 a.m.)*

64 *(Dr. Merrill left the meeting at 11:21 a.m.)*

65 1. Reporting Needs – *To Be Distributed*

66 The majority of the Board spoke in favor of reports documenting the comments associated
67 with “Yes” answers broken out from documented comments associated with “No” answers
68 for the remodel, as well as for security, facilities expansion, and conveyance paths. Mr.
69 Polizzi noted that Snap Survey could provide chart visualizations of the survey data, as
70 well as detailed summary reports with comments included, and that he could request a
71 quote from them in the immediate term. Mr. Polizzi additionally acknowledged that the
72 overall results could change, noting the percentage of completed surveys received thus far
73 and the time it took for Snap Survey to enter data into their system from surveys returned
74 via mail. The Board requested for slices of data to be cut based on responses from the 41-
75 65 and 66-80 age groups, as well as 1-5 and 6-15 years of residence.

76 D. Communication Needs: Follow-Up from 01-20-22 Regular Board Meeting & 09-02-22 Workshop

77 1. Exhibit 2: Continued Review of Communication Matrix

78 2. Exhibit 3: Continued Review of Prior Board Discussion & Supervisor Comments Sent to
79 DM

80 3. Exhibit 4: Discussion of Potential Website Additions

81 Mr. McInnes noted that a number of website examples from other CDDs and respective
82 web host vendors had been provided for the Board’s review. The Board expressed support
83 for focusing on changes that could be made to the CDD website, and discussion ensued
84 regarding narrowing down the number of sites to review and pull features from. The Board
85 discussed whether they could work with Vesta on the website, with comments made asking
86 whether they could look into potentially lifting from the design of the Grand Haven site
87 that Vesta had, and merging this design with the CDD website’s contents. Following
88 further discussion on ownership rights and website functionality needs, the Board agreed

89 to send their suggestions for site additions and features to the District Manager, who would
90 then work with Supervisor Flanagan to narrow down the number of companies to a
91 maximum of three for the Board's future consideration. The Board agreed to have the
92 involvement of the CDD's current web host vendor, Campus Suite, as part of future website
93 discussions.

94 Following discussion, Mr. Howden noted that Dr. Merrill had been particularly concerned
95 about the communication needs, and suggested that other aspects of communications issues
96 could be discussed at a later point when the whole Board could be present to participate.
97 The Board proceeded with the next Order of Business.

98 **FOURTH ORDER OF BUSINESS – Next Meeting Quorum Check: October 20, 9:00 AM**

- 99 • Quorum Check

100 Mr. Foley, Mr. Flanagan, and Mr. Howden stated that they would be in attendance at the next
101 meeting scheduled for October 20, which would fulfill a quorum. Mr. Polizzi stated that he would
102 be in attendance remotely. Dr. Merrill was not present for the quorum check.

103 **FIFTH ORDER OF BUSINESS – Action Items Review**

104 Mr. McInnes provided the list of action items as discussed in the meeting, being as follows:

- 105 • The District Manager will work on a post-storm review, with a debriefing report on improvements
106 that could be made going forward in responses to similar natural disasters.
- 107 • The District Manager will work with Mr. Flanagan on website enhancements.

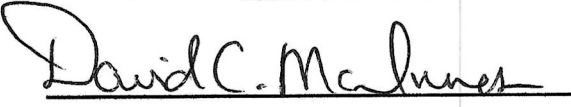
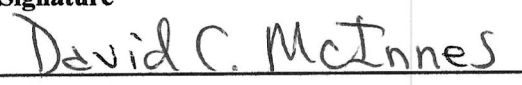
108 Additional Supervisor comments were heard regarding the process for getting laptops and tablets
109 for the Board.

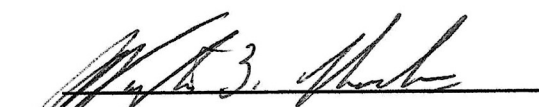
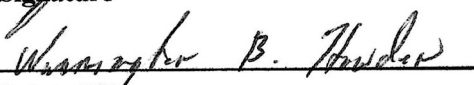
110 **SIXTH ORDER OF BUSINESS – Adjournment**

111 The Board adjourned the meeting, at 1:00 p.m., for the Grand Haven Community Development
112 District.

113 **Each person who decides to appeal any decision made by the Board with respect to any matter considered
114 at the meeting is advised that person may need to ensure that a verbatim record of the proceedings is made,
115 including the testimony and evidence upon which such appeal is to be based.*

116 **Meeting minutes were approved at a meeting by vote of the Board of Supervisors at a publicly noticed
117 meeting held on November 3, 2022.**

118 
Signature

Printed Name


Signature

Printed Name

119 Title: Secretary Assistant Secretary

Title: Chairman Vice Chairman