

# MINUTES OF MEETING

## HARMONY COMMUNITY DEVELOPMENT DISTRICT

The regular meeting of the Board of Supervisors of the Harmony Community Development District was held Thursday, October 24, 2013, at 6:00 p.m. at 7251 Five Oaks Drive, Harmony, Florida.

Present and constituting a quorum were:

Steve Berube	Chairman
Ray Walls	Vice Chairman
David Farnsworth	Supervisor
Kerul Kassel	Supervisor
Mark LeMenager	Supervisor

Also present were:

Gary Moyer	Manager: Moyer Management Group
Tim Qualls ( <i>by phone</i> )	Attorney: Young vanAssenderp, P.A.
Mark Catanese	Jungle Lasers
Todd Haskett	Harmony Development Company
John Miklos	Bio-Tech Consulting
Residents and Members of the Public	

### FIRST ORDER OF BUSINESS

#### Roll Call

Mr. Berube called the meeting to order at 6:15 p.m.

Mr. Berube called the roll and stated a quorum was present for the meeting.

### SECOND ORDER OF BUSINESS

#### Approval of the Minutes of the September 26, 2013, Regular Meeting

Mr. Berube reviewed the minutes of the September 26, 2013, regular meeting, and requested any additions, corrections, notations, or deletions.

Ms. Kassel stated page 21 should be \$50 per square foot instead of \$500.

On MOTION by Mr. LeMenager, seconded by Mr. Walls, with all in favor, unanimous approval was given to approve the minutes of the September 26, 2013, regular meeting, as amended.
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### THIRD ORDER OF BUSINESS

#### Audience Comments

Ms. Donna Goldberg stated I am President of the Ashley Park Condominium Association. Some of our residents ride bicycles fairly early in the morning for exercise. They asked me to come to the CDD Board to ask if you could keep people from parking in the bicycle lanes. They stay on the bicycle lanes, but people are parking there, especially when they drop off their kids in the morning.

Ms. Kassel stated we wish we could help you.

Ms. Goldberg stated I know, but I told the residents I would raise the issue. The other item is, I have also been made aware that early in the morning, kids riding their bicycles to school when it is still a little dark out. Kids do not have lamps on their bicycles, and they are very hard to see when people are driving in their vehicles. I do not know what can be done for kids to have lights on the front of their bicycles when they are riding to school.

Mr. LeMenager stated that sounds like something that would be useful to have a discussion with the principal. Maybe they can have a safety presentation at the school.

Ms. Kassel stated for the parents. In terms of the streets and the bicycle lane, that is a County issue because the roads are County roads. The sheriff would have to enforce that, not the CDD. We have no jurisdiction over the roadways.

Mr. LeMenager stated the bicycle lanes are not really legal. The line is drawn on the road, but they have no basis in legality. I suggested what to do to Mr. Jim Lentz a long time ago if he really wanted bicycle lanes, which is to create another completely separate sidewalk system. This system is no system whatsoever.

Mr. Farnsworth stated a lot of kids actually do ride on the sidewalk, in which case, except where they have to cross a road, they might run into a pedestrian, but they will not get hit by a vehicle.

Ms. Goldberg stated this resident mentioned that she did not see the kid on his bicycle because of the lighting at the time of the morning, and he did not have lights on his bicycle. She was concerned.

Mr. Berube stated some kids ride in a fairly crazy fashion, too.

Ms. Goldberg stated I indicated that I would mention something at today's meeting.

Mr. Berube stated they are two admirable requests, but unfortunately we are not able to do anything for them.

Ms. Goldberg stated at least I have direction to tell the residents.

Mr. Berube stated call the Osceola County sheriff's non-emergency number and ask them about the bicycle lanes.

Mr. Farnsworth stated the suggestion to talk to the school was also a good idea.

Ms. Goldberg stated I will talk with them.

Ms. Kassel stated riding on the sidewalk would be darker than riding on the streets because the street lights illuminate the streets in most places.

Mr. Berube stated if you are on Facebook and a part of the Harmony Families group, post something on that subject and see what happens. Most of the kids' mothers are in that group, and you will get a response.

Mr. LeMenager stated that is true because someone is on there frequently complaining about the drivers while the kids are waiting for the bus.

Mr. Berube stated that is correct. That page gets a lot of attention.

**FOURTH ORDER OF BUSINESS**

**Subcontractor Reports**

**A. Aquatic Plant Maintenance – Bio-Tech Consulting**

**i. Monthly Highlight Report**

Mr. Miklos reviewed the monthly aquatic plant maintenance report contained in the agenda package and available for public review in the District Office during normal business hours.

Mr. Miklos stated Mr. Greg Lanzano will be out here next week to review and treat the ponds.

**ii. Proposal for Quarterly Pond Maintenance**

Mr. Berube stated this proposal is to change our maintenance schedule for all ponds to quarterly instead of monthly.

Mr. LeMenager stated I think the ponds are looking rather ratty. I do not think they look as good as they used to. I do not know that we necessarily want to do less than what we are doing now. I could be wrong, but I do not think they look as nice as they once did.

Mr. Walls stated they are definitely fuller now.

Mr. Berube stated I have not seen a negative.

Mr. Walls stated this proposal is not to reduce the level of service that we are getting on the CDD-owned ponds. It is to bring the golf course ponds in line with the same level or service as the CDD-owned ponds.

Mr. Berube stated that is correct; we are not changing the level of service for CDD-owned ponds. This proposal is to expand quarterly service to all ponds. We have quarterly service for nine ponds, everything except for the golf course ponds which are monthly, and we made that change a little more than a year ago.

Ms. Kassel stated so now we are talking about moving every pond to quarterly service.

Mr. Berube stated that is correct, moving everything to quarterly service.

Ms. Kassel stated so that is reducing our service.

Mr. Farnsworth stated but not the golf course ponds.

Ms. Kassel stated yes, this proposal says for the 34 CDD-owned and golf course ponds.

Mr. Farnsworth asked how did we get involved with the golf course ponds?

Mr. Berube stated we are responsible for maintenance of all ponds.

Mr. Farnsworth asked including the golf course?

Mr. Berube stated yes.

Mr. LeMenager stated including the ones we do not own.

Mr. Berube stated they are all part of a stormwater system that is all integrated. They should all get the same maintenance throughout to maintain the integrity of the flood-control system, which includes the maintenance of their ponds.

Mr. LeMenager stated it works really well, and we definitely want to keep it in good shape.

Mr. Berube stated about a year ago, we took nine ponds and reduced them from monthly service to quarterly service. We held back on the balance of them and kept them at monthly service, which are largely on the golf course, to see what the effect was. Now we are proposing going from nine ponds on a quarterly service schedule to all 34 ponds being on a quarterly service schedule, in light of the fact that they have not changed much.

Mr. Farnsworth asked does the golf course have any say in it?

Mr. Berube stated not for the maintenance of the ponds. That is up to us.

Mr. Walls stated if they wanted to have a certain aesthetic look on those ponds, they could pay for that themselves.

Mr. LeMenager stated which they have done.

Mr. Walls stated we are talking about the basic maintenance that keeps the stormwater ponds functioning properly.

Ms. Kassel asked is it Mr. Miklos's opinion that quarterly maintenance on the golf course ponds, as well as the other ponds, will be sufficient?

Mr. Miklos stated I would prefer to come out monthly. I think it has been working fairly well, but that is completely up to the Board. Coming out quarterly, I think you will

notice my presence a little more. If you give the ponds three months to grow, then we come out and perform our service, it will be more of a big event for spraying and hand removal. Now, I come out every month and spot spray in various locations and remove some of the exotics. For quarterly service, I would have to come and do a lot more work to the ponds so you would see more dead material because the ponds would be more overgrown. I personally think the monthly service level is better based on being out here in the field.

Mr. LeMenager stated if we are looking at Lakeshore Park and that is being serviced quarterly now, then that is probably why I do not think it looks as good.

Mr. Berube stated the big negative I see is addressing the filamentous algae.

Mr. Miklos stated that makes the water look like pea soup.

Mr. Berube asked is that difficult to get rid of?

Mr. Miklos stated yes.

Ms. Kassel stated it will be worse if we let it go for three months.

Mr. Miklos stated the proposal does say that if we need to come out, we will come out one time for no charge. It is hard to fight the algae. If you notice on the golf course ponds, I believe pond 16 which is a little pond in the back, it has algae on it all the time. I will spray it and come back, and it looks like I never did anything.

Mr. Berube asked which is better to deal with filamentous algae, monthly or quarterly?

Mr. Miklos stated monthly, definitely during the summer.

Mr. Berube stated monthly or quarterly does not make a lot of difference in its growth. It is difficult to get rid of whether you treat it monthly or quarterly.

Mr. Miklos stated that is correct. It is hard to get rid of no matter what. If the pond has a three-foot to four-foot ring around it when I come every month, I can keep it to that size, or I can get rid of it altogether. If I come every three months, the pond may be totally topped out, I will have to add a lot more chemical to be able to get rid of it, and you are using more chemical all at once instead of spreading it out over 12 visits versus four or five with monthly service.

Mr. Walls asked are the algae impacting the drainage function of the pond?

Mr. Miklos stated I would not think so unless it gets really thick and clogs up. As long as you keep it away from the outfall structures, for the most part.

Mr. Berube asked are the outfall structures in the center of the pond down deep?

Mr. Boyd stated no, they are on the edges. If you have a bad surface bloom, it could get into the outfall structure.

Mr. Berube stated you are referring to the concrete structures.

Mr. Boyd stated that is correct.

Mr. Miklos stated not the ones in the woods and wetlands but the ones that are actually in the ponds.

Mr. Boyd stated it will block the orifice that lets the water out over a slow period of time. It could also block the outfall itself.

Mr. Berube asked do the ponds have a major drain in the center down deep?

Mr. Boyd stated it depends on which pond you are talking about.

Mr. Berube stated the long one at Lakeshore Park.

Mr. Boyd stated yes, they are connected to each other, and the last one has an overflow that goes into the wetlands.

Mr. Berube stated so it would be almost impossible to clog up the one at Lakeshore Park.

Mr. Boyd stated the algae will not go down that deep.

Mr. Miklos stated algae will grow deep, but once the algae grow and become buoyant, that is when you see things getting clogged up.

Mr. Berube asked if we really wanted to attack that without chemicals, what is the alternative? To rake it out?

Mr. Miklos stated yes.

Mr. Berube asked can you get it?

Mr. Miklos stated it would be a lot of work. Raking it out might not get rid of it. Chemical treatment is really the best way to get rid of it. Raking it out helps but it grows down to the bottom, and I will not be down there with a snorkel and a mask trying to get rid of it. We have to wait for it to get to the top. The chemical is the best way to eradicate it. Weather and temperature changes in Florida impact the ponds. I treat ponds all over central Florida, and there are some where I have never seen algae in them ever, then there are ponds where I cannot keep the algae out at all.

Mr. Berube stated we have a couple ponds like that.

Mr. Miklos stated it really depends on the chemistry of the water and how everything works.

Ms. Kassel asked based on this information, do we want them to submit another contract proposal for monthly?

Mr. Berube stated I think we will have more discussions in how we want to change. I think the manager's office can submit it to them based on our conversation.

Mr. LeMenager asked does it make sense to have more treatments during hurricane season and less during the rest of the year? That is mainly what they are there for, a rain event like Tropical Storm Fay.

Mr. Miklos stated we have not had an active hurricane season in a while. The season comes every year, but we have not had a decent hurricane or anything of that level.

Mr. Berube stated with or without weeds, the ponds will absorb water and expel water, with the exception of what Mr. Boyd mentioned where the smaller orifices are clogged that control the outflows. On a realistic basis, the more green material in the pond, the better off we are. It is soaking up water and nutrients, which is exactly what we want to have happen. We have been planting ponds for years, planting materials to absorb excess nutrients. To a limited degree, you do not want to let them get overgrown.

Mr. Boyd stated it is a dual activity. You are trying to maintain the function but if you let them go, the aesthetics can get really bad and hard to recover.

Mr. Miklos stated it is hard to recover once things have gotten bad because it is hard for me to be selective on things and not kill the pickerel weed but get rid of what is growing on the top of the pond. Then we end up mechanically removing that material on 34 ponds. Once you let it go, it is a lot of work to get it back where it needs to be.

Mr. Berube asked if we exclude the current proposal we received, is the maintenance being provided now working well?

Mr. Miklos stated I think so.

Ms. Kassel stated even though you are providing quarterly service on the CDD-owned ponds.

Mr. Miklos stated that is correct. The golf course ponds are still being serviced monthly. To be honest, if I am out here, I look at all the ponds. I think there was a home owner living off pond 34 who would call and complain, so I treat that pond every time I am here. I do not want to be here and then a couple days later, someone calls with a

complaint and then I have to come all the way back out here. I may not treat them all, but I at least take a look at them every time I am here.

Mr. Berube asked is there something we should do differently today?

Mr. Miklos stated I do not think so. I think it is working for the most part. As long as you are happy with the way things are looking, I am happy with how things are going now.

Mr. Berube stated I reviewed the proposal they submitted. It comes down to significantly less maintenance for just a little less money. I think it was 10% or 11% less money. It is always nice to save money, but after listening to what Mr. Miklos said, the path we are on right now seems to be working. I would say to save \$1,300 or \$1,400 is risky.

Ms. Kassel stated I agree.

Mr. Walls stated I was disappointed with the amount of the proposal. They reduced the amount of time they come out by two-thirds, but they only reduced the cost by 11%. If that is their proposal, then so be it. If we are going to stay with the schedule we have now, then instead of having specific ponds that are treated monthly or quarterly, the ones they treat monthly are the problem ponds, wherever they may be, whether they are golf course ponds or CDD-owned ponds. They should come out and address those.

Ms. Kassel stated essentially, that is what is happening now.

Mr. Walls stated that is correct, but I want to codify that is the plan and go about it that way. I do not think it makes sense to treat certain ponds on a monthly basis, no matter what they look like, and others are treated quarterly, no matter what they look like. I would like to come up with some type of plan where the ponds that need attention monthly are treated monthly, and the ones that need it quarterly are treated quarterly.

Ms. Kassel stated my only problem with that is, right now, that is pretty much what we are getting and we are paying a certain price for it. If they issue us a new contract, the price may increase.

Mr. Walls stated these are just our instructions to them. They are doing the same amount of work.

Mr. Berube stated that is correct. We will continue on the same plan they are doing now, based on what we heard from Mr. Miklos tonight, treating things as needed.

Mr. Walls stated yes, that is what he said. It is not necessarily for specific ponds, but just do what you need to do when you come out here. We are not changing anything else.

Mr. Berube stated when I reviewed the proposal, I think the owner of Bio-Tech figured out what they are really doing when they are out here and priced it accordingly that they are going to do more work in between, as needed.

Mr. Moyer stated so on an informal basis, Mr. Haskett can say there are three ponds back here that look great but two up here that look terrible, and he can direct them to treat those two this month and leave the other three. That is the way I envision doing it.

Mr. Berube stated we are not going to change their contract at all. The proposal was a nice request, but we will leave it alone.

Ms. Kassel stated so we are not codifying anything. We just have an informal understanding.

Mr. Walls stated it is codifying the fact that we are asking him to do it.

Mr. Berube stated I think Mr. Haskett handles vendors pretty well. I have never had a problem with their services. I am just trying to make sure we are doing the right thing.

Mr. Haskett stated they do a good job. They will do right by us.

Mr. Berube stated officially we are dismissing the proposal to switch to full quarterly pond maintenance.

### **B. Reservation System**

Mr. Berube stated we discussed a proposal last month, which was forwarded around.

Ms. Kassel stated I have not seen it.

Mr. LeMenager asked is it in the agenda package?

Ms. Kassel stated no.

Mr. Berube stated we had some conversations at the previous meeting that we are going to try to consolidate a lot of activities into this reservation system if we go with it.

Mr. Catanese stated my company is based out of New Jersey. We do a lot of work in the northeast. Our product was called National Geomatica, and we have gone to the next generation of that product, which we now call Geo3.0 (*jee-oh-three-oh*). This product is an enterprise system that is web based and can be used for everything generally. What we do specifically is tailor it toward municipal applications for everything from dog licensing to rental registrations to parks and recreation applications. We have a variety of things from planning and zoning through recreational applications. This system is based on Progress Pacific, which is a big company out of the Boston area. They are a global

company and a big software development firm. It is platform-as-a-service product. What we do as the service vendor and a partner of Progress Pacific is create the applications for our clients. We would set a client up with what we call a zone, and then we put the applications they are going to use into that zone. We have developed over 300 applications for various towns. We can take those as templates. For example, say you want a dog licensing application. We might take it from another town, insert it into your system, you tell us what you like and do not like about it, and then we tailor it to meet the needs of the client who is going to be using it. We can also build things from scratch. When I talked with Mr. Haskett about the boat reservation system, we did not have anything specifically like that, but we would build it from scratch based on the need. The nice thing about it is you can use as little or as much as you want. Everything ties together in the system through integrated databases. I went to the County and pulled all the tax data for the various properties within Harmony. You can click on one of these properties. It will pull up the property records and show the owner, the address, and other information. You can attach maps to this so we can tie into Bing, which will zoom in and show that property. You can tie in the access cards. You can tie in any complaints or violations or whatever you want to manage that comes down to a property level.

Mr. Farnsworth asked would this mean that the HROA and their enforcements could be tied into this same database?

Mr. Haskett stated they could, but I doubt the management company would want to do that since they have their own proprietary software. I do not think we would want to comingle HROA and CDD software.

Mr. Catanese stated you can use as much or as little as you want. If that is something you want as far as the system is concerned, yes it can be done. It depends what you want to do with it, which is up to you. I spoke with Mr. Haskett about the boat reservation system, and we developed a product that I can demonstrate. The idea behind it is internally, you will be able to manage the boats. You will see how much they are being utilized, see the wait lists, and see the schedules. People can go out and open the dock, make sure the boats are coming back undamaged, and everything can be managed through the administrative side as well as allow for the public to be able to reserve the boats through your website. They just login, reserve one or more boats for a certain period of time. You can have their records saved, whether they have taken the boating

class, whether they have left a deposit on retainer or by check, and when that is released. I have all the boats entered, including the kayaks, pontoons and fishing boats.

Mr. Berube stated you mentioned the deposit system that your program will handle. What is the back office side of that? Do you have an office that handles payments? Or will that be up to us to settle or set up how people leave a deposit on the boats?

Mr. Catanese stated we can do that several ways. You can continue with how you are doing it now and it is just noted in the system. If I have a registration in the system, then I can login and make my reservations. If I were to leave my deposit on retainer, you would then mark it in the system that I left my deposit and I do not need to drop off a check every time I reserve a boat. Or if I decide I do not want to do it that way, you can manage it through the system. It will say that I have or have not dropped off my check. When I am done with my reservation, that check will be returned to me or I may say to keep it for the next reservation.

Ms. Kassel asked there is nothing already set up to do a preauthorization on a credit card that you can do through the system?

Mr. Catanese stated there is not, but we can tie it into a system that will do that. We have tied it into online payment systems through banks or to PayPal, which we can do for this system. If you have something you already work with and they have the ability to talk to external systems, then we can tie to it. Our system is open and it depends on what your bank system is.

Mr. Berube stated one of the things we struggle with now is the administration of deposits: cash, checks, credit cards.

Ms. Kassel stated a credit card could have expired seven years ago but no one checks them. Most of the credit cards have expired or the checks are no longer good, so what good are the deposits? We are not depositing the checks and we are not using the credit card number. We just have it on file if we need to use it, but we have not. That is why I asked if your system could do a preauthorization, so if someone puts in their credit card information, the system will preauthorize the card and see if that money is available, but it will not actually debit their account for that amount or collect that money.

Mr. Catanese stated we can hook up to an external system that does that. We have done that before. The user interface for this system can work through your website.

Mr. Walls asked is this hosted locally? Is it something we would host?

Mr. Catanese stated it is hosted on our system. The page runs on our system, but it can be framed into your website.

Mr. Walls stated you are talking about the design itself.

Mr. Catanese stated yes.

Ms. Kassel asked you are a resident of Harmony?

Mr. Catanese stated yes, we just moved in and we love it. When I log into the system, I get my own user page. From this user page, I will be able to see any of my current registrations. I would also be able to see if I have a deposit on retainer. The nice thing about a system like this is you let the system be the bad guy. If I do not have a deposit on retainer, then the system can say the reservation is pending until I arrange for that deposit or we verify the credit card or however you work it. If that is not done, then it is my fault. I have been told up front, and the system has told me I need a deposit. If you want to override that for someone, you can only look like the good guy. The system will give that message but you can take someone's check on a particular day or however you want to do that. That is something that can be shown on this page if you want that: the status of my deposit, the status of past reservations, if I damaged the boat in the past. Rules can be built into this to tell me that when I go to make a reservation, anything you want the person being told will be available.

Ms. Kassel stated we can have a boat use agreement that they have to agree to in order to complete their reservation. Then they are exposed to what the rules are, and they are agreeing to them. Right now, we have a paper copy, and no one looks at those after they are filled out. We would prefer to do away with that paperwork and have it on the system. Then anytime someone reserves a boat, they have to agree to these rules.

Mr. Catanese stated you either have to click to sign off or put in today's date or whatever is necessary, and that is required to complete the reservation.

Mr. Berube stated half is already there shown as "boat training completed." That is requirement number one. The other one will be the daily boat use agreement, which can be incorporated once and then it is in the system.

Ms. Kassel stated boat training being complete is something that administration has to input as being verified that they completed the training.

Mr. Berube stated that is correct. It is presumed that once boat training is completed, you sign the agreement that you have completed the training and you agree to all the liability releases and so forth.

Mr. Catanese stated that is part of the rules you would put into the system to show on the home page that I have completed the boat training program, or when I make a reservation, it will note that I have to complete this training before my reservation.

Ms. Kassel stated it could even be that we do away with the paper one altogether. Even for them to make a boat orientation appointment, they have to read all of the liability provisions and agree to them. Then we can do away with that piece of paper as well.

Mr. Berube stated yes. The less paper, the better.

Mr. Catanese stated once I go into the system, I see the calendar and you can set up the calendar anyway you need to. What I discussed with Mr. Haskett is that no reservations are accepted on Tuesdays. You can see all Tuesdays are blocked out. Another thing we discussed was reservations start 30 minutes after sunrise and end at 30 minutes before sunset. Those times change throughout the year, so we can put in the rules to make that change. When I go to select a time block, hours outside those parameters are not even available. What we set up is if there are reservations for a particular day but other boats or timeslots are open, the days appear yellow on the calendar. If the day is completely open, it is white. If it is not open or past, it turns gray. If I want to make a reservation for Saturday, it tells me all the boats are available. It shows the day at the top. Something we can set up with was to use a slider rather than picking blocks. I would set the slider to say what times I want to reserve the boat. If I want to reserve a boat for 9:00 a.m. to 1:00 p.m., this will show all the boats available. If one is reserved, it will show on the bottom as allowing me to put my name on a wait list. I can reserve multiple boats during that time slot. When I click "ok," it shows me what I reserved and the time slots. Then it wants to know who the passengers are. Since I am making the reservation, it allows me to put myself in. The question to the Board is, do you need the names of every passenger. Should that be required? Can I pull from the names of other people registered in the system? If my wife is in the system and has her card, do I list her name? Am I allowed guests? If they do not have an access card, may I take them as a passenger? You can let us know those types of things or if people should just type in their names.

Mr. Walls stated I do not think we need the names of passengers.

Mr. Berube stated I agree, just the name of the responsible party.

Mr. Catanese stated so it will be just whoever is making the reservation.

Mr. LeMenager asked can we reserve more than one boat at a time?

Ms. Kassel stated yes, if you want to reserve two or three kayaks.

Mr. LeMenager asked one person is going to use two or three kayaks?

Ms. Kassel stated I went kayaking yesterday and Rachel made the reservation for two kayaks. I came with her. Sharon came with us, and we did not call because we knew a staff member was going to be there so we would just get another kayak.

Mr. Walls stated I think we would limit motorized boats to one, but the kayaks and canoes can be reserved up to the number that are available.

Mr. Haskett stated the Board discussed not having passengers listed, but it is important to know the number of passengers so the staff can have the correct number of life jackets out.

Ms. Kassel stated I supposed it will not hurt to have that.

Mr. Walls stated I think you can have the number of passengers. I do not think you need their name.

Mr. Berube stated we need the name of the responsible party and how many people are in the party.

Ms. Kassel stated regarding the slider, I do not think we want people to be able to reserve a boat for the entire day. With that slider, they would be able to do that.

Mr. Catanese stated we can put rules in to limit motorized boats for four hours. There is another rule that you have to give the boat time to charge, so there is an hour between reservations. Those types of things can be programmed. We were under the impression that the deposit was per boat, but we learned that it is per reservation. This would be the one standard charge and will show how it is done. The deposit is either on retainer, and I would know that from my record when I logged in, or I can say I will give you a credit card or a check when I show up. If it needs to be tied into some sort of validation system, we can do it online and there can be a third button to address the deposit online. Once I am finished, the system can email them confirmation that the reservation is in the system showing all their information. Before the validation screen, we can show the rules and require they agree to them. Whatever you want the system to do, let me know and that

can be put in there. Once that is done, it is complete as far as the public is concerned. On this end, the reservation has been put into the system. To make it easier to be managed in-house, we have come up with another calendar for the admin. That will let me go to a specific date and choose the date. Now I can see administratively what boats we have and what blocks of time they are being reserved for. We can set this up so that it can be printed for the staff to go out and meet people at the boats. Once the boats come back in, it allows them to make notes on them. This can be accessed from a laptop, an iPad, anything like that so you can access this in the field. If I need to make a comment or make changes, or if they returned it damaged, I can make a note that it was returned damaged and I can enter what the damage was and submit it. Whatever process you need to take from there can be done, but it is noted in the system what the result of that was.

Mr. Berube stated we have an iPad now. It has wireless capability.

Mr. Haskett stated that is correct.

Mr. Berube asked so it is both wireless and has local internet?

Mr. Haskett stated yes.

Mr. Berube stated I believe we could put this whole system on that and the staff could complete the boat inspections on the iPad right at the dock.

Mr. Haskett stated yes, that is the hope for the whole program.

Mr. Catanese stated if there is a checklist they need to complete, that can be put in there. It will make it easy to access to the iPad with drop-down menus and check boxes so it is easy to fill out.

Mr. Berube stated beyond the boats, we have a reservation system for facilities, such as pool areas, picnic areas as Lakeshore Park, and so forth.

Mr. Catanese stated those would be done in the same type of manner. We have done this in other towns, more of this type of reservation system since we have never done boat reservations. We have programs to reserve facilities and many of the systems we have designed take payments for that. Many of them have facilities where a room like this might be the whole room or half the room or the side of the room with the kitchen. We can set it up so that you can change it depending on what the people reserve. They change their fees based on whole room rentals or half rooms or whatever they reserve. All that can be built in.

Mr. Berube stated we had a fee discussion as part of the workshop we had prior to this meeting. We decided to hold all of them, pending what we saw tonight. Many things we discussed earlier were predicated on this coming into existence here.

Mr. Catanese stated the nice thing about this system is that it follows what you want. We will make it do what you decide. This is the second generation of our municipal application process. We started out saying it was a dog licensing system, and this is how you use it. That does not work, because everyone does it a little differently and they have different needs. That is why we went to a system like this where you tell us how you do it. Obviously, you have something that works for your community, and you just want this as a tool to manage what you are doing in the real world. Whatever you need, this system can be changed to meet those needs.

Mr. Walls asked what if I am interested in reserving the boat every Saturday? Can you set up user specific rules that would apply to a specific user? Maybe they can only choose one Saturday in a month or something along those lines.

Mr. Catanese stated yes. Whatever those rules happen to be, we can include that in the system. You may say that you cannot reserve the boat more than one month in advance or you cannot reserve more than three times during a month. You decide what those rules are.

Mr. Walls asked you can apply those to specific users?

Mr. Berube stated you are trying to allow the system to block abusive use of the boats.

Mr. Walls stated yes.

Mr. Farnsworth stated it sounds like you would block an abusive action. It would not have to be a particular person.

Mr. Berube stated the system can just identify it. You want back-door office lockout ability.

Mr. Walls stated yes.

Mr. Berube stated that way no one has to be the bad guy because the system will address it and will not accept that kind of reservation.

Mr. Catanese stated for the client that has a room reservation system, mostly it involves their community room and their convention hall. You can see this reservation is for the entire room. There is Hall A and Hall B. It shows a green dot when it has been

reserved when it is approved. There are various facilities in their parks that they reserve through the system. You can see when they reserve one hall, it shows half a circle, and that is a pending reservation. That is how this looks from the administrative side. They can cancel a reservation or change a reservation or whatever else from that part of the system. It is a similar type of interface where they will go to the calendar, they will see what is reserved, they will choose the facility, and they choose the time blocks that we can set up as a slider instead of blocks of 30 minutes like this client. I need to enter the name of my event, when it ends, what I am reserving, and all of my information. Sometimes documentation needs to be provided. The system figures out the fee and saves the reservation.

Mr. Berube stated I really like what I see. We have a lot of things that can be plugged into this. The question I have is that you indicated there would be no charge. That would be great, but there has to be some charge somewhere.

Mr. Catanese stated usually what we try to do is base it on fee-based events. If you get a fee, then we get a fee. We do not charge for programming. We do not charge for customizations. We do not charge for training. We do not charge a user charge. If it was something like the reservation where you are charging a reservation fee, then maybe we receive a couple dollars per reservation. So you would get \$25 and we get \$3. It is on a transaction basis. My partners like to do it that way because it seems fair. If I never reserve anything, then I am never paying for this system. If I am using it or if I am the one causing the change, then I should pay for it. Sometimes our clients do not like to do it that way. They need a budget. They will not know how many reservations they will have, so they cannot determine their budget number. In that case, we will try to figure out if we were to charge \$3 per reservation, how many do you think we will have, and we will get a lump sum for that. It can also be done that way.

Mr. Berube stated right now, we do not charge any fees. That is something we grappled with earlier today. The only fees we have are for the deposit, either on the boat or for a facility. I do not expect you to work for free. What do you suggest?

Mr. Catanese stated I moved down here because of this community. I wanted a nice community for my children. I have family in Melbourne, and we wanted to come to Florida. I wanted to grow my business down here. I would like to show that this is a town in Florida that is using this program when I go to my next meeting. People are not

impressed when I show them towns in New Jersey who are using it because it does not mean anything to them. I do not mind using this for marketing purposes. If we start using this system for everything here, then being a partner with Progress Pacific, I do not pay for use of the system. The company pays for a portion of it, so it is really not costing me anything except our time. I was at the convention in Boston last week, and we were talking about building the boat reservation system. The guy at Progress Pacific said his community rents boats and he will put me in touch with them because it is a great idea. Already it is working. Unless it gets out of hand and if there are too many facilities, then we can start talking about a fee. For this with the facility reservation and other minor things, it is not a big deal.

Mr. Berube stated that is fair enough. You are a resident here, and you hear these horror stories all the time where people get set up with a free system. Then eight months later, they say it will cost \$10,000 per month, or they are going to pull the plug. I do not expect that in this case, but we need to be real. None of this happens at no cost. There is a fee there somewhere. I am just being cognizant of that. If you want to use this as a stepping stone, I think we could probably keep you busy. I like it. I liked it from the first time I talked with you last month, and your timing was incredible. Mr. Haskett has looked around at other reservations systems and has probably had more experience with this than anyone else. The fact that Mr. Catanese is here probably indicates Mr. Haskett likes this system.

Mr. Haskett stated yes. We met a couple weeks ago and discussed the options. This is getting close to what we discussed. There are still some tweaks to do as you just discussed. Based on all of the other things I looked at, this is the most user friendly for all of us to use. I think that is what we need, keep it simple. As long as it gets the boats reserved and the staff shows up on time, that is what we need.

Mr. Farnsworth asked have the staff members looked at this?

Mr. Haskett stated yes, we had a web meeting with Mr. Catanese, Mr. Rick Druckenmiller and Mr. Paul Calabro. Mr. Catanese was demonstrating it, and staff confirmed it was something they could do.

Mr. Berube stated as far as I am concerned, we are ready to go. There is no money involved with this. Do we need a motion to proceed?

Mr. Moyer stated by consensus, I think you have Mr. Haskett keep working on it.

*The Board agreed unanimously to direct Mr. Haskett to continue working with Mr. Catanese on the reservation system, as demonstrated and discussed.*

Mr. Berube stated we appreciate the demonstration and that you tailored it to us. You had pictures of the boats and have done some work on it already. It was a nice demonstration. Mr. Haskett will be your main contact, and I am sure there will be more conversations.

**C. Landscaping – Davey Commercial Grounds Management**  
**i. Monthly Highlight Report**

The monthly landscape maintenance report is contained in the agenda package and available for public review in the District Office during normal business hours.

Mr. Berube stated I had a meeting with Davey yesterday at the request of Mr. Garth Rinard and Mr. Jon Rukkila. My big concern is the long delays in getting things accomplished on the paid addons. Ms. Kassel has been overseeing the additional plantings over the last four months.

Ms. Kassel stated it was approved some months ago. It was not that long ago because I looked into it. It was at the July meeting when it was approved. Three-quarters of the work is done, and they have been working on Beargrass alley. They did complete almost all of it at this point, but I did not hear back from Mr. Rinard. He sent a proposal, and I emailed him back because the Beargrass alley proposal came back quite a bit higher than the original proposal. I asked about it and I never heard back from him. I followed up but I did not hear anything back. We may not want to use them because of the timeframe and lack of responsiveness. We may not want to use them going forward for refurbishments, which might get us into a difficult situation because whoever we use will be responsible for replacing plant material that they are not taking care of that Davey is maintaining. That might create a problem.

Mr. Berube stated during the conversation with Mr. Rinard and Mr. Rukkila yesterday, I walked around and showed them some hot spots that I was not happy with. I explained that I was not happy with the explanation month after month that they are still waiting for soil samples to come back. I said realistically that if we are going to award them with extra paid work, then we will ask for a completion date. If we do not get good completion dates or if they miss the dates, then we will probably look to using other landscapers. I happened to be standing alongside where Triple Palm's house is, next door to mine. The owner of that landscape company is pretty responsive. I think Mr. Rinard

understood, but in my conversation with him, he is still very resistant to putting on additional help. That is where their trouble is; they do not have enough staff on the ground. He will admit to it, that he cannot hire anyone at the prices they pay. He is very clear. I reminded him that mulching is approaching on the schedule, as is tree trimming. I think he understood, but when he told me he was having a hard time hiring employees and that was not going to change until the spring when colleges he has been visiting let out, that told me something. He also indicated that the four proposals we approved were 99% completed. Clearly, in Ms. Kassel's opinion, that is not true.

Ms. Kassel stated I would say they are 80% complete.

Mr. Berube stated realistically, they started working on all of them the last two weeks. As I look around Lakeshore Park, I am getting a little frustrated with them. There is a lot of dead grass at Lakeshore Park. A lot of the planter beds look lousy. The schedule for mulching and tree trimming is coming. I do not know if they have enough personnel to handle it and keep up with the standards we have. I do not know what the rest of the Board members see when you are out, but that is what I see.

Mr. Walls stated I am getting a little concerned with the sod. When I was in Town Center last night, it is full of crab grass. As you walk down Schoolhouse Road, there is a lot of crab grass. They are not putting down the herbicide or something is going on.

Mr. Haskett stated there are some areas of crab grass. They are treating some of it, especially on the soccer field. There was some crab grass taking over. They are fertilizing next week, so I presume they will do some preventive maintenance on the weeds themselves.

Mr. Walls stated what I am seeing and the way it is coming up, there is a pretty good growth. It is not something that just happened one day.

Mr. Haskett stated I will monitor that.

Mr. Berube stated to Ms. Kassel's point about switching contractors, I noticed something happened at the dog park playground. The timbers came out of the ground. Is that in anticipation of landscaping around that facility? I discussed with Mr. Haskett a little about going to Triple Palm for a proposal. Do we need to switch away from Davey a little bit to provide some encouragement to them? The frustration level is growing. I do not want to have to get on the contractor every month.

Mr. Haskett stated I think it would be a fair practice to get proposals from other people, as long as you have a defined scope of work.

Mr. Walls stated let us see what the price is.

Mr. LeMenager stated yes.

Ms. Kassel asked what about the issue of having one contractor installing plant material and Davey maintaining it? Who is responsible for it?

Mr. Haskett stated Davey would still be responsible for the maintenance and trimming and such.

Ms. Kassel stated that is correct. But if Davey did not install it, are they willing to maintain it?

Mr. Walls stated the companies installing it usually provide a warranty for a period of time.

Mr. Berube stated if we go with Triple Palm, Mr. David Dalton lives here.

Mr. Haskett stated typically a plant would die if it is not planted properly or if it does not get enough water. The CDD controls the irrigation part of it. I would not have a concern at this point. Davey already has the maintenance contract for those parks.

Mr. Berube stated being experts, if there is a problem with the plant right away, they should say something to Mr. Haskett. They should notice, and then we can call the contractor who installed it. We lose plants all the time. There are large areas where plants have been removed because they have died over the years. Though the contract says the landscape contractor is responsible to keep everything alive, we have never held them accountable for it. I understand the concern, but I think it is a minor one. My goal is to make sure Davey becomes our prime and sole landscape contractor. The only way we are going to get that point across to them is to take business away from them or give business to someone else that they could have had. We have the rest of the book that Davey prepared prior to awarding those four projects. There are eight or ten other areas that Ms. Kassel has reviewed with them.

Ms. Kassel stated yes, there are many more to be done.

Mr. Berube stated I told them that they missed that work last year and that money is gone. If the Board agrees to move forward with this or to solicit a price from Triple Palm, I am in favor of that.

Mr. LeMenager stated this could be called special projects.

Mr. Berube stated yes, or landscape upgrades.

Mr. LeMenager stated that is fine.

Ms. Kassel stated I am happy to meet with Mr. Dalton and show him the proposal from Davey and ask what he can do.

Mr. Berube stated I am sure Mr. Haskett can contact him regarding the dog park.

Mr. Haskett stated yes.

Mr. Berube stated I think there are some other small projects, such as putting shrubs at the pool to eliminate gaps in the fence and on the back of the fence. If we are going to give Triple Palm some business, we have a lot of small projects.

Mr. LeMenager stated I think Davey is into maintenance and not necessarily special projects. There is nothing wrong with that.

Mr. Walls stated I do not know that we want to take Davey away from maintenance to do special projects.

Mr. Berube stated that is the problem, and that is what happened.

Mr. LeMenager stated I think that sounds exactly like what the issue is: they do not have enough people to do these special projects. So let them do the maintenance.

Ms. Kassel stated it sounds like they will not have enough people either.

Mr. Berube stated Mr. Rinard was very clear. I said there was an easy way to hire people, and that is to pay more money. He did not receive that well. We made some progress, but I still see that they are not going to have a lot of people onsite for a while.

#### **D. Field Manager**

##### **i. Dock and Maintenance Activities Report**

Mr. Haskett reviewed the monthly field activities report contained in the agenda package and available for public review in the District Office during normal business hours.

Mr. Haskett stated I apologize I did not update this report for boat orientations. There were about six attendees this past month, held on the second and fourth Saturday of each month. They are pretty well attended and it takes about an hour for the orientation if they cooperate.

Mr. Berube stated I noticed the refurbishment of doggie pots. Was that largely cleaning them up and spraying them with shiny black paint?

Mr. Haskett stated yes. We made some new lids for the trash containers themselves and riveted those on. We spent \$300 for a new container.

Ms. Kassel stated at the August 29 meeting, we approved the purchase of two regular kayaks and one fishing kayak. But it appears we got one regular kayak and two fishing kayaks. I am wondering why what we voted on was not done.

Mr. Berube stated Mr. Haskett discussed this with me before he ordered them. I cannot remember the specifics, but there was some question about the pricing. I changed the proposal.

Mr. Haskett stated the two fishing kayaks are still kayaks, similar to the non-fishing kayak. My theory is that you can use it for pleasure or for fishing, and we came in under budget. Either you fish in it or you do not fish in it.

Mr. Berube stated we got more boats for less money.

Ms. Kassel stated that may be true, but they are not as comfortable for kayaking if you are not fishing.

Mr. Berube stated that was an unanticipated consequence.

Ms. Kassel stated we actually discussed that at the CDD meeting.

Mr. Farnsworth stated I think I asked that question.

Mr. Berube asked what do you mean that it is not comfortable?

Ms. Kassel stated uncomfortable because of the position you are sitting and the fact that you have this stuff in front of you. It is not as pleasant an experience to kayak in a fishing kayak if you are not fishing.

Mr. Berube stated I guess I should have thought about that before I made the change. I apologize.

Ms. Kassel stated I will request that you not make changes to something we voted on in the future.

Mr. Berube stated fair enough. We will get another kayak if it continues to be a problem.

Mr. LeMenager stated we do not need another kayak.

Mr. Berube stated we are using them all the time. Ms. Kassel clearly had to take out the uncomfortable kayak because none of the others are available.

Mr. LeMenager asked has there been a time yet when more than four were in use?

Mr. Berube stated probably not.

Mr. Haskett stated the Board requested that we maintain a fuel log, which has been accomplished. They sign out the fuel, and it balances out.

Mr. Berube stated gasoline usage went down \$100 this month. It is just an observation.

Mr. Haskett stated it balances when we go to the fuel station.

Mr. Berube stated I do not need to look at this long term. The trend line was steadily increasing for a little while. We do not know if it is legitimate or not, but we have to ask the question.

Mr. Haskett stated in the past, we discussed an inventory list. The accountant, Ms. Tiziana Cessna, requested an inventory of all of our equipment. She was quite happy to receive that. I have aluminum tags that are numbered and bar coded that we can put on all the equipment. I am waiting for Mr. Walls or whomever wants to participate in that, or I can send you the list. We are trying to figure out how to link the bar code with pictures. I put it in group ranges of \$5,000 or more, \$1,000 to \$5,000, \$500 to \$1,000, \$250 to \$500, and anything under \$250, within reason. I did not list every screw driver we have. There are probably 40 items on the list.

Mr. Walls stated I will email you this week and schedule a time.

Mr. Haskett stated that would be great. A resident from Ashley Park came into my office a couple times, concerned about high school kids parking at the parking spots at the Ashley Park pool. There are seven or eight parking spots, and the kids do park there. I put signs up along the street, and it happened exactly as I said would happen, where they moved out of the street into the community even more. The resident requested that we put up No Parking signs or Swim Club Use Only or something to that effect.

Mr. Berube stated a sign that says Residents Only.

Mr. Haskett stated they are residents. The majority of these kids are residents.

Ms. Kassel stated a sign that says Parking for Swim Club Use Only.

Mr. Walls asked is that our parking lot?

Mr. Berube stated yes. There are other abuses, as well. There are two Chevrolet pickups that park there all the time.

Mr. Walls asked so if I live across the street, I cannot park there?

Mr. Haskett stated that is a good question.

Mr. Berube stated I believe that whole block of land is ours, including the parking lot.

Mr. Haskett stated that is correct.

Mr. Berube stated those two pickups are always parked there, side by side, but they are never in the pool.

Mr. LeMenager asked how do we give that back to the condominium association?

Mr. Berube stated maybe we can trade them for their playground.

Mr. Haskett stated a sign with a post saying No Parking is about \$130.

Mr. Farnsworth asked where are you going to push those teenagers to park?

Mr. Berube stated to the next street over.

Mr. Farnsworth asked what is going to happen when they cannot park here? Where is the next location they will use?

Mr. Haskett stated they will go to the next street.

Mr. Berube stated the problem is, when they park in the pool parking lot, when residents want to go use the pool, they have no place to park. Every parking spot is taken, but no one is in the pool.

Mr. Farnsworth stated I was not objecting to it. I was just asking a philosophical question. Kids have to park somewhere, so where is the next location they will go to?

Ms. Kassel stated it is an appropriate question, to see what the impact will be.

Mr. Berube stated maybe Harmony Square Drive West.

Mr. Haskett stated the condominium association has installed signs on the streets, which has pushed them into our parking spots.

Mr. LeMenager stated they can park on Clay Brick, recognizing that those signs are not legal.

Mr. Berube stated the students used to park all along the roads and clogged it up, and residents got mad. I have no problem putting a sign in our parking lot. What will it say? We have some signs that say No Trespassing with a notation of the Florida Statute. Maybe we can use them and see what happens. It cannot say No Parking because that will not work.

Ms. Kassel stated Parking for Swim Club Use Only; All Others Will Be Towed.

Mr. Walls stated if we are going to put up a sign, it needs to say the car will be towed.

Mr. Berube stated Swim Club Parking Only; Others Subject to Towing.

Mr. Haskett stated that will make some residents very happy.

Mr. Berube stated make the sign large enough so no one can say they did not see it.

Mr. Haskett stated the shade structure is up. It passed final inspection, so that is complete. We started the renovation of the Ashley Park pool cabana area by removing the pergola. It was good we did that because it was not in good shape.

Mr. Berube stated it was getting ready to fall down.

Mr. Haskett stated that is correct, except for the steel beams, which were starting to rust anyway.

Ms. Kassel stated it did not last very long.

Mr. Berube stated those were bad construction practices.

Ms. Kassel stated that is true all through Ashley Park.

Mr. Berube stated they had the towers that went up, and they put in a plain steel U bracket and dropped wooden beams in there and tied it all together with ungalvanized wire. Nothing was painted until it was all assembled. Then it was painted white, and water got between the wood and the steel bracket. Parts rusted and the water damaged the wood. Everything just rotted and it was ready to come down. I do not think there was a solid piece of wood anywhere on the top of that pergola.

Mr. Haskett stated that is correct; that one was bad.

Mr. Berube stated it was a cheap construction.

Mr. Haskett stated the pavers are being set next week around the pool where the pergola used to be. We are reconfiguring the drain that runs around the pool because it needs to be fixed. It is starting to pop up to where people will stub their toes on it, so we will correct that issue. The following week is when we will start pressure washing the roof of the building, and the week after that we will be repainting it.

Mr. Berube asked will you be renting a lift or two to get the guys up there?

Mr. Haskett stated yes, we are thinking about the cupola at the top and the red flag that needs to be painted. We will rent a lift with a boom on it so they are not walking on the metal roof. At the same time, we will make use of the lift to do the Swim Club roof. Irrigation is going well. We had a Maxicom issue, so if you saw some dry patches at the entrances and some areas on Cat Brier, there was a mix up of some times on what is sent to a controller and when it is supposed to run. We got that figured out and it is working well again.

Mr. Berube asked did this take place during Mr. Mike Walker's last renovation of Maxicom to help reduce the water bills?

Mr. Haskett stated no, that does have a little to do with it because I am always demanding more water. I understand the conservation issue, but when I have been responsible to make sure plant material stays alive, I am a little pickier about it.

Mr. Berube stated water is far cheaper than replacing greenery.

Mr. Walls stated put out what you need.

Mr. Berube asked what about the trash can, bench and picnic table at the dog park?

Ms. Kassel stated the trash can is there now, but the bench is not. The trash can is on the new pad they put in one of the flower beds.

Mr. Berube stated I missed it when I drove by.

Mr. Haskett stated we are still waiting on posts that need to be made for the benches and picnic table.

Ms. Kassel asked what is happening with the other pad that the trash can used to be on?

Mr. Haskett stated we are going to pull that up. It is in a bad location and the sprinkler hits it.

#### **ii. Buck Lake Boat Use Report**

Mr. Haskett reviewed the monthly boat report contained in the agenda package and available for public review in the District Office during normal business hours.

#### **iii. Discussion of Additional Field Staff**

Mr. Berube stated last month we discussed adding a fourth staff person, and we tabled it until this month to let everyone review it, including the administrators. I have not heard much negative about it and there are a lot of positive things.

Ms. Kassel stated I did not see it last month, and I have a couple comments.

Mr. Berube stated Mr. Haskett had some reservations last month. Now that you have had time to think about it and you have heard where we want to go, are you generally positive toward doing this?

Mr. Haskett stated I crunched some numbers, and I think the numbers will work. I think we have done a good job of making the numbers work no matter what they are. Just looking at the budget for pool service, typically you will spend four hours a day for the pool service itself, three days a week, which will be less than the \$15,000 we are paying now. Sidewalk repairs are every now and then. It depends how much we put into it.

Mr. Berube stated we can look at all these budget line items, but we do not know where we will be relative to salaries a year from now.

Mr. Haskett stated I also researched the certified pool operator certification, and we can have staff certified for that activity. I also want to go through it so I have the license. We are ready to move forward with that if the Board approves it. The course is two days, and the person who used to do the health inspections here now has her own school, which would be very beneficial for us.

Mr. Berube asked what is the cost per person for that course?

Mr. Haskett stated it ranges between \$300 to \$350 per person.

Mr. Berube stated I had figured \$500.

Ms. Kassel asked is there an additional certification fee or test or examination fee?

Mr. Haskett stated no. As long as the teacher certifies you, then you are certified. It is not a State license. It is more of a certificate.

Mr. Berube asked do you think you can keep a fourth employee busy?

Mr. Haskett stated yes, absolutely.

Ms. Kassel stated I reviewed the proposal. It seems to me that some of the figures are probably lowballed. We might be instead of \$5,000 difference in what we are budgeted for, we might be closer to \$10,000 or \$15,000. These are people who are just trained, and they do not have an understanding how pools operate. We may incur damages or consulting fees or extra costs to bring the pools back up if management of the pools is an issue because it will be done by people who are new at doing this.

Mr. Berube stated it was my anticipation that we would have an orderly exit by Robert's where she will know what is happening. We will not just terminate her contract one day. She will know what is going on, and we will ask her to walk our staff through the process so that we have a nice transition and so we do not have an abrupt changeover. I think she would be amenable to handling that, so Robert's will not go away immediately. It will not be like Monday our staff takes over.

Ms. Kassel stated yes, and therefore, you will have extra costs that are not really anticipated in the budget.

Mr. Berube stated that is correct.

Ms. Kassel stated I think it is the same thing with having a staff member who is policing the pools sometimes. We may still need to bring in the sheriff if that person is not as effective. When people see a sheriff, they may be a lot more likely to fall into line than if there is just a staff member there. Even if they are good with people, it may be that

having the staff member does not really address the issue. We may have some costs related to that. We may also be thinking about how the sidewalk repairs will work. We are taking men off of jobs that they are doing now and putting them on sidewalk repairs. Some of the things they have been taking care of, they will not be doing. We are not necessarily working that into our budget consideration. All I am saying with that is we need to anticipate that our additional costs may be \$10,000 or \$15,000, rather than \$5,000 that is described in the proposal. Let us be aware of that and agree that may be the case before we vote yes or no.

Mr. Berube stated no argument to that. When you are anticipating something like this, it is hard to get exact numbers. We do not know the salary we are going to pay the next employee yet, so we do not know the salary number and whether or not he takes health insurance and those kinds of things. This was just an idea, a proposal, to say this is where we are at. If it is \$10,000 or \$15,000 more each year, then we have another staff member to do things that really do not show up by having people onsite. I think Mr. Haskett has already considered that the fourth employee will not be purely for sidewalks or purely for pool service, but it gives him the ability to shuffle four employees over a seven-day week. I think he can handle primarily pools during pool season and primarily sidewalks with a couple employees without really damaging what we are already doing: bathrooms, trash, doggie pots. That is my anticipation after talking with Mr. Haskett. I think the fourth employee gives more flexibility.

Mr. LeMenager stated it gives us the ability to have three staff members six days a week.

Mr. Berube stated yes, however it all works out.

Mr. LeMenager stated the other day would have two employees.

Mr. Berube stated our big coverage will be the facilities.

Mr. LeMenager stated there is only one answer that I want to hear, and that is if Mr. Haskett is comfortable taking care of the pools in-house under this proposal. That was really my only concern last month.

Mr. Haskett stated yes.

Mr. LeMenager stated then I will vote in favor of it.

Ms. Kassel stated as long as we understand it may add another \$10,000 or \$15,000 to the budget.

Mr. LeMenager stated yes, we increased our budget.

Mr. Berube stated I think we will be fine.

Mr. Walls stated I think the budget is solid in terms of covering this.

Mr. LeMenager asked how much did we add to fund balance this year?

Mr. Moyer stated \$136,970.

Mr. LeMenager asked we increased the assessment how much?

Mr. Berube stated 2%, or \$80,000.

Mr. LeMenager stated the operation and maintenance assessment increased 5.5%.

Mr. Berube stated that is correct, and we added \$84,000 to the budget. If we add the same amount to fund balance as we did this year, plus the \$84,000 in increased assessments, we will end up with a \$200,000 surplus at the end of the fiscal year.

Mr. LeMenager stated we have enough in the budget to cover this.

Mr. Moyer stated \$31,000 is from Severn Trent, and \$10,000 is from not hiring one employee for a period of time.

Mr. Berube stated we will still have \$140,000 or \$150,000.

Mr. LeMenager stated we have it covered. I think we all recognize that over time, we have to start adding more staff people.

Mr. Berube stated when you look around at everything they do, such as the doggie pots, that takes some time. There is a trade-off of the time and the small amount of materials. We have five like-new looking doggie pots which would otherwise cost us \$350 each, which is \$1,800. I would guess we did not even spend \$500 in time and materials for those.

Mr. Haskett stated no.

Mr. Berube stated the staff has the ability to do those kinds of things. Look at the renovation at Ashley Park. Sometimes there will be unanticipated costs.

On MOTION by Mr. LeMenager, seconded by Mr. Walls, with all in favor, unanimous approval was given to hire a fourth full-time employee, as proposed.
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Mr. Haskett asked are we looking at a 60-day turnover for pool service?

Mr. Berube stated you need to hire someone first.

Mr. LeMenager stated you have our full permission to do as you see fit.

Mr. Berube asked is the certified pool operator training off property?

Mr. Haskett stated yes. It is two days.

Mr. Berube asked will you certify everyone?

Mr. Haskett stated yes.

Mr. Berube asked will you do it one or two at a time?

Mr. Haskett stated probably two at a time for travel cost considerations.

Mr. Berube stated you can get two certified now. The third staff member can be certified with the fourth employee after he is hired, along with Mr. Haskett.

Mr. Haskett stated we will get that going immediately.

Mr. Berube stated get the first two certified now. Talk with Robert's and let her know what is going on. If that takes her through the end of the year or something, it will be an orderly process. The staff is not certified yet.

Mr. Walls stated we need the fourth employee first.

Mr. Haskett stated yes, we will hire him before we get pool training.

Mr. Farnsworth asked do you have any idea who that fourth employee might be?

Mr. Haskett stated no.

Mr. Berube asked do we need to give you salary guidance?

Mr. Haskett stated we will work that out.

Mr. LeMenager stated there was a figure in the proposal, full-time for \$50,000.

Ms. Kassel stated including benefits.

Mr. Berube stated that number anticipated about what Don is making now, considering salary and benefits. I used the number where Don is and I think we typically start them a little low and then after 90 days, they get a little increase. I think that was the range I proposed.

Mr. Haskett stated Mr. Brock Nicholas indicated we will figure that out.

## **FIFTH ORDER OF BUSINESS**

### **Developer's Report**

There being nothing to report, the next order of business followed.

## **SIXTH ORDER OF BUSINESS**

### **District Manager's Report**

#### **A. Financial Statements**

Mr. Moyer reviewed the financial statements as included in the agenda package and available for public review in the District Office during normal business hours.

Mr. Moyer stated we had a good year in fiscal year 2013, and we will add about \$136,000 to fund balance. A large part of that came from the Severn Trent payout.

Mr. Berube stated do not forget we paid someone else those funds to recover them from Severn Trent.

Mr. Moyer stated Severn Trent paid all that.

Mr. Berube asked have they paid back the legal fees?

Mr. Moyer stated yes.

Mr. Berube stated we paid the legal fees.

Mr. Moyer stated and Severn Trent paid you back.

Mr. Berube stated I understand that, but we initially paid out money. It is not free money and then Severn Trent paid it back. It is a zero, but we understand. Are these our final numbers? Or we will wait until the end of this month before we get the final numbers?

Mr. Moyer stated we will go through this month and the numbers will be adjusted somewhat before we close the books. There is a likelihood this number will change.

Mr. Berube asked at this point, that money is going into an unassigned fund balance?

Mr. Moyer stated I will address that on one of the next agenda items for the Board to consider, but the answer is yes.

Mr. Berube stated the financial statements look better and better every month.

**B. Invoice Approval #162 and Check Run Summary**

Mr. Moyer reviewed the invoices and check summary, which are included in the agenda package and available for public review in the District Office during normal business hours, and requested approval.

On MOTION by Mr. Walls, seconded by Mr. LeMenager, with all in favor, unanimous approval was given to the invoices, as discussed.
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**C. Assignment of Fund Balance as of September 30, 2013**

Mr. Moyer stated this is a housekeeping item. The accounting staff feels that under the Governmental Accounting Standards Board rules, GASB 54 that I refer to periodically, the Board needs to take action to allocate fund balance. What is shown is what we are currently carrying on our balance sheet: operating reserves for \$366,305, renewal and replacement for \$185,000, and self-insurance reserve for \$50,000. I will ask the Board to approve that, which means that all of the rest of it falls to the bottom in the unassigned category.

Mr. Walls stated that is fine.

Mr. LeMenager stated I agree.

Mr. Walls stated we will not know the final numbers until the adjustments are made.

Mr. Moyer stated that is correct.

Ms. Kassel asked so this has nothing to do with unassigned fund balance? It is just a truing up of what the reserve amounts are?

Mr. Moyer stated this is nothing more than for the Board to take formal action on what we have been doing all along.

Ms. Kassel stated I am still unclear what the purpose is.

Mr. LeMenager stated it is just to make official what is in our financial statements.

On MOTION by Mr. LeMenager, seconded by Mr. Walls, with all in favor, unanimous approval was given to the assignment of fund balance, as presented.
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#### **D. Discussion of District Credit Card**

Mr. Berube stated Mr. Haskett has switched over to Amazon for a significant number of purchases. We save a lot of money and a lot of freight, which is a good deal. Amazon has a credit card that pays back 3% on purchases through them, 2% on gasoline, and 1% everywhere else. I thought it would be a good idea, based on how much money we are likely to spend on Amazon this year and how much money we spend on gasoline. We can shift a lot of other open account purchases to using credit cards, such as North-South Supply and some of the others, and we can collect those rebates. The problem is that Amazon will not give an agency, like the CDD, a credit card. It is through Chase, and Chase will not issue the credit card to us because they want a personal guarantee. Someone at Severn Trent was kind enough to look at BB&T for a business credit card. The problem there is that it is nowhere near as generous as Amazon. It is a 1% rebate for everything.

Mr. Walls asked how do you get the payments made fast enough so they do not charge interest, based on the way we go through the approval process?

Mr. Moyer stated the Board would have to authorize us to pay them in advance and then ratify the payments. That is how we handle a lot of payments that are time sensitive.

Mr. Berube stated it would require some changing. There would be an application for the credit card. I anticipate if we had that credit card, we would probably eliminate the debit cards and maybe the Home Depot card to take advantage of the 1% rebate. It might

be \$20,000 per year, and 1% is \$200 which would come back in the form of a Visa prepaid card. I do not know that it is worthwhile to go through all the systemic changes that would be required for \$200. Probably not. The Amazon card looked good but it was quickly ruled out. I want to express my thanks to the office for providing this information.

Mr. Moyer stated they were glad to do it.

**E. Public Comments/Communication Log**

Mr. Moyer reviewed the complaint log as contained in the agenda package and available for public review in the District Office during normal business hours.

**F. Website Statistics**

Mr. Moyer reviewed the website statistics as contained in the agenda package and available for public review in the District Office during normal business hours.

**SEVENTH ORDER OF BUSINESS**

**Staff Reports**

**A. Attorney**

There being nothing to report, the next item followed.

**B. Engineer**

Mr. Boyd stated Mr. Haskett requested that I review some of the alleys, so I am looking at those in a time efficient manner. Neighborhood H-1 is under construction and going well. It is scheduled to be substantially complete by the end of February 2014. As part of the process in having a neighborhood ready to come online, an important part of that is preparation of the plat. This will be recorded by the County and will end up creating lots that the home builder buys. To do that, we ultimately will need the CDD to sign the plat, as well as the developer and the County before it goes to the Board of County Commissioners and then recording. It is not ready yet but it is being prepared now. Once it is ready, I will provide a draft to Mr. Berube. I will ask that the Board consider authorizing the Chairman to sign that plat at such time as it is ready to be signed so that we would avoid a situation of needing to wait for a meeting to have it signed and submitted. It is not ready yet. The County will start reviewing it within the next week or so. Realistically, it will probably be another four weeks before it is ready, but I wanted to bring that to your attention for your consideration.

Mr. Farnsworth stated it could very likely be past next month's meeting before it is signed.

Mr. Boyd stated that is possible.

Mr. Farnsworth stated you are just requesting authorization for it to be signed.

Mr. Boyd stated that is correct. It could be after next month. There is an outside chance it might be before then, but I highly doubt it.

Mr. Walls stated I would like to see a copy of the draft of the plat.

Mr. Boyd stated I will do that.

Ms. Kassel stated he can send us a copy when it is ready.

Mr. LeMenager asked will this be a lot map essentially?

Mr. Boyd stated that is correct.

Mr. Berube stated this is pretty routine.

Mr. Boyd stated yes.

Mr. Walls stated if the Board is going to authorize it, I would like to see it.

Ms. Kassel stated it has been done before. We can say that we are authorizing the Chairman to sign, but we expect to have the engineer send us a copy of it when it is ready to be signed.

<p>On MOTION by Ms. Kassel, seconded by Mr. Walls, with all in favor, unanimous approval was given to authorize the Chairman to sign the plat for Neighborhood H-1, with a copy of said plat to be distributed to the Board prior to signatures.</p>
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Mr. Berube stated about the time Mr. Boyd mentioned he was going to review the alleys, I went to the Facebook page and asked the families who live here what they thought. Some people told me. I received one comment and a picture that someone sent me. The issues are ponding. Several people commented. They are both fairly new alleys where the problems are. One resident complained about cracks in the asphalt. I pointed out that if she drives on regular roadways, they also have cracks, which she has noticed, but she maintained that we are supposed to fix the alleys.

Mr. Walls stated you may already have this on the list, but the alley that connects Cupseed to Beargrass is bad.

Mr. Boyd stated we looked at six or eight alleys.

Mr. Walls stated on the south side of that alley, there is ponding and water accumulates.

Mr. Haskett stated that was one we noticed.

Ms. Kassel stated I cannot recall whether or not the new docks and bridges and concrete are part of the informal replacement schedule.

Mr. Boyd stated I am pretty sure we added those.

Ms. Kassel stated I am making the request to make sure they are included.

Mr. Berube stated I am sure we did because we had the numbers.

Mr. Boyd stated I will verify they are included, but I am 95% sure we added those.

Ms. Kassel stated perhaps in early 2014, we can review the schedule again because there were some changes Mr. Boyd was going to make.

Mr. Boyd stated we can do that.

## **EIGHTH ORDER OF BUSINESS**

### **Supervisor Requests**

Mr. Berube stated you should have received an email from Ms. Brenda Burgess about a conference phone in relation to Ms. Kassel's concern last month about the lousy phone service. Ms. Burgess found one on the government approved website for Staples for \$424, and the regular Staples website was \$323. Apparently when you are a government and you buy from Staples, you pay one-third more. We probably should not buy from the government website. When I received that email, I switched to Amazon, who lists that very same phone for \$284.99. Interestingly enough, someone is selling it used, like new on Amazon for \$99. I think for \$99, we ought to take a chance on this conference phone and plug it in to see if it is any better.

Mr. Farnsworth asked is that just one phone that someone has?

Mr. Berube stated yes.

Ms. Kassel stated I took a look, also, and found the same price. I also looked at the reviews. I did not find a lot of them, but the reviews that I saw from about three people gave it four or five stars.

Mr. Berube stated I looked at the same thing. I thought I saw five reviews, but everyone said it was pretty good. They were paying \$300 for it. For \$99, I do not see a lot of risk.

Mr. Farnsworth stated the only risk is if we drop it off the edge of the table.

Ms. Kassel stated if we buy it with a credit card, most of them have a protection plan.

Mr. Berube stated Mr. Haskett has an account with Amazon. If we are going to buy this phone, I will hand him what I printed so that he will know what to buy.

Mr. Haskett stated I will take care of it. Thanks to Mr. Berube introducing me to Amazon, we have saved a lot of money just in shipping fees.

Mr. Berube stated for \$79 a year at Amazon for a Prime account, you get free two-day shipping on nearly everything.

Ms. Kassel stated not everything is Prime; only certain things qualify for Prime.

Mr. Berube stated that is correct.

**NINTH ORDER OF BUSINESS**

**Adjournment**

The next regular meeting is scheduled for Thursday, November 21, 2013, at 6:00 p.m.

The meeting adjourned at 8:00 p.m.

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Gary L. Moyer, Secretary

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Steve Berube, Chairman