

MINUTES OF WORKSHOP
DEER RUN COMMUNITY DEVELOPMENT DISTRICT

The Board of Supervisors of the Deer Run Community Development District held a workshop Wednesday, June 26, 2024 at 4:00 p.m. at the Island Club, 501 Grand Reserve Drive, Bunnell, Florida.

Present were:

David St. Pierre
Andre Poulin
Greg Dean
Gary Garner

Chairman
Vice Chairman
Supervisor
Supervisor

Also present were:

Jim Oliver
Katie Buchanan
Peter Armans
Kayla Rinker
Rich Gray
Alison Mossing
Natalie Clem
Officer Michelle Wichman

District Manager
District Counsel
District Engineer by telephone
RMS
RMS
RMS
RMS
Bunnell Police Department

Several Residents

FIRST ORDER OF BUSINESS

Roll Call

Mr. St. Pierre called the workshop to order at 4:00 p.m. and called the roll.

SECOND ORDER OF BUSINESS

Public Comments

Mr. Masten stated I want to publicly recognize Mr. St. Pierre and Mr. Dean. I had issues with pond maintenance, they put me in touch with Rich Gray, he came out and within 3 hours we had someone from Yellowstone taking care of half of the issue.

THIRD ORDER OF BUSINESS

Discussion of Scope of Work for District Management and Amenity Management Services

Mr. Poulin moved to table the item until the new board takes over after the November election and there being no second, the motion died for lack of a second.

Ms. Buchanan stated we were initially instructed to put all of your district services out to bid in an effort to price check. What we planned to do was bring the scope of work back to the board so that everyone can agree on what exactly you are looking for from your vendors. Then we will put that out so you can find updated pricing from interested people. This went out earlier in May and it didn't seem like the board had the opportunity to go back and review the scope in full so we are essentially doing a fresh start on the process to make sure. The goal is to make sure this scope lines up with your expectations. That way you have a list of action items that you can expect your vendors to provide and they understand what it is that you need from them. Vice versa, you can understand what you are supposed to rely on them to provide. The goal is to make it as specific and tailored to your community as we can so that everybody has a mutual understanding of their obligations and benefits under the agreements. The RFP package that you have has extra language in there that is in italics and that language is discussion points for you in your review of the scope or for us to talk about right now during the meeting. All of the italic will come out of what is actually distributed to the vendors. From the general process neither the amenity management work or the district management work are required to be publicly bid. That means that we don't have to advertise in the paper and there are no bid protest rights. I do encourage us to make sure that we have sufficient time for vendors to review the package and also ensure that we have enough detail in our package to make sure we get proposals that are easily compared. That way you have a good sense of apples to apples and you can better evaluate differences between the companies and their pricing. We can also talk about process as to how you want to evaluate. My experience shows me there are two paths, first is you can discuss it and informally decide, the alternative is that you can have a score sheet and points and everybody do a score sheet and we average the results. We need to decide which way you want to go and we want to approve the schedule. We contemplated doing it in a way that this comes back for your August board meeting but we want to make sure that is what you want.

Why don't we take the RFP package section by section to see if we have any discussion items in connection with either the italic language or the RFP.

Mr. Dean stated in late December in getting ready for our budget meetings, I suggested sending out requests for a quote for all our contracts

Mr. St. Pierre stated just to clear the air it was never my intent to have the amenity staff fired. My intention was to look into services provided by a lot of different companies as to maybe better the services we have here.

Mr. Dean stated we do not have to accept the lowest bid. The other thing is there are two pieces to this, there is a management side, which governs all our financial stuff as well as the day to day of the district. The other piece of it is the amenity center., this building, this piece of property, the pool, pickleball and bocce courts, etc. There are two pieces of it and they don't necessarily have to be under the same umbrella or contract.

Mr. St. Pierre stated we had a few discussions recently, I got with Kayla, about staffing, the hours that we staff here. I haven't heard back from her yet only because I haven't asked her for it. The other side, I talked to Jim about the operations management position about maybe we don't have enough coverage right now as far as our operations manager is here one day a week, we pay a lot of money for that, maybe it is time to change our model as far as how we approach this. Maybe it is time we have a fulltime maintenance person here and we hire them someplace else. We are going to move forward with the budget but in our conversations we want to make sure we cover everything.

Mr. Oliver stated I would like to add that from reading the minutes from the last few meetings there seems to be general misunderstanding of the role of the operations manager. It truly is intended to be a management position to provide oversight and direction to vendors providing contracted services,. It is accurate that Rich Gray is compensated to come out here one day a week, eight hours to manage these contracts. The two most important ones are the landscape maintenance contract and lake maintenance contract and to respond to residents like the pond maintenance matter discussed earlier. Those are the days he is out there. He is not performing hourly maintenance; different people that from RMS and other vendors handle those tasks. Rich is the one who gives them their assigned tasks and direction. I do know you are not just getting eight hours from Rich; he is the guy I get emails from at 11:00 at night or on Saturday at 5:00 p.m., he is frequently working on district operations and maintenance matters.

When he is reaching out for proposals, he is very good about getting multiple proposals when there is a service to be provided. you just can't call someone and get that proposal right off the bat. It can be a grind to get contactors to submit proposal and I think we went through that when you had the irrigation well issues a couple years ago. It is not easy, people are busy, but he doggedly goes after these things. I don't want anyone to think that Rich is serves the CDD only when on site on Mondays for eight hours.

Mr. Dean stated when Rich did come on there were times where he was here during the one day a week and he was doing maintenance work. He was billing us \$40 an hour for that in addition to the time he was here. When I pointed that out to Mac, Rich went back to the original agreement, which was just overseeing stuff and a maintenance guy was coming and being billed separately.

Mr. St. Pierre stated people were complaining about the pool, its cleanliness. We went through a similar thing last year where we started taking soft scrub pads and doing the tile ourselves. I got a message from a resident and shared it with Rich. Rich and I went back and forth texting that day and I put a lot of heat back on him to solve the problem and they got solved. When I ask him to do things he has taken care of it. I appreciate what you do but if I get you for eight hours one day a week, can we expand that a different way and what will it cost us to expand that and where do we go from there?

Mr. Dean stated we didn't have any specific roles and responsibilities for various positions that we were paying for. That is part of this whole process to put that in so we all understand everyone's role and responsibility.

Mr. Poulin stated this is not a price issue. Is this a price issue? We are not happy with the cost?

Mr. St. Pierre stated I don't think it is a price issue.

Mr. Poulin asked are we unhappy with their performance?

Mr. Dean stated certain areas, yes.

Mr. Poulin asked such as?

Mr. Dean stated communication, flat out. Incidents, many incidents that have happened in this amenity center pool, has the board been made aware of? To me particularly, none unless I have asked. That tells me that either everything is running really great or nobody is saying anything in hopes that nobody knows anything. I can't fix what I don't know of. So, we have

had a number of trespassing issues. How do we go about fixing it? Nobody has told me we have had trespassing issues. I have come across them and asked so if nobody tells me as a board member that we have trespassing issues, if I don't ask I don't know. How can I as a board member representing this community fix that problem or make suggestions to fix the problem. I don't know. There were numerous occasions.

Mr. Oliver asked is a particular supervisor been designated as the person to deal with staff regarding security matters?

Mr. St. Pierre stated somewhere along the line incidents staff bring to the board, to somebody.

Mr. Dean stated that should be me with the pool.

Mr. Oliver stated that should happen between meetings, also. We can improve the quality and timing of incident reporting.

Mr. Dean stated these are the things that in my mind we need to put in the RFP so we know what we are getting in the future.

Mr. Poulin stated coming back to communications, I never had bad communication, I think a lot of it has been process maybe, what is an incident, what is not an incident, an incident having documentation. I think that falls in on us by not asking the staff.

The board took a short recess after which the workshop reconvened.

Ms. Buchanan asked are there any other things you would like from your amenity team?

A resident asked are you saying the amenity manager does not have to make sure that things outside the building are in good working order daily?

Ms. Buchanan stated no, that is not what we are saying. We are saying that if you were to picture a chain of command you have Alison as the property manager and Kayla handling the amenities and staffing and you have Rich handling the maintenance and operations of the problems, like landscaping issues or sign issues or building issues.

A resident stated the pool is my concern. The amenities around the amenity center need to be kept up better.

A resident asked what about security around the amenity center after hours?

Mr. Dean asked it isn't the norm that the board get involved with personnel hiring.

Ms. Buchanan stated the reason for that is the distinction between a contractor and an employee and the more oversight the board has on hiring and firing the more they edge towards the continuum to employee which would then make us responsible under the IRS for other things that we don't want to be responsible for. What I have seen is that there may be language in there that if the board objects to an employee that they can have a conversation with the management company to try to address it. That is usually in the agreement itself.

A third party cleans the pool and I was moving that to Rich initially. Is that appropriate?

Ms. Mossing stated the pool cleaning falls under both amenity manager and operations are involved in managing that. Rich is involved in the operations of the pool equipment and provides oversight.

Ms. Buchanan asked do you think I should move that to the first section? That is overall responsibility of the company.

Mr. Oliver stated one reason it is good to have that under the amenity manager is it reinforces that responsibility each day to make your rounds, note what deficiencies there are and things that he or she cannot coordinate immediately they can get with the operations manager on it if it is a significant problem not just the appearance of it but appears to be a leak or water loss or that type of thing.

The following specific items were listed to be a part of the RFP, items to be placed under whose supervision, duties under each position, change verbiage to better describe certain duties.

Mr. Buchanan stated Option 1 is the amenity manager and facility attendant. I don't think that is what you need, that is not what you have currently. I think you have to have an operations component. Option 2 has your amenity manager, a facility attendant and your ops manager with an estimated hourly time understanding it is not billed on an hourly basis. Option 3 is amenity manager, facility attendant, ops manager and a maintenance technician, which is not something you had previously but you could price it out to see if it is something that would be beneficial to your community. Option 4 is the proposer tells us what they think would work for us.

Do you want these three scenarios? I'm in favor of deleting Option 1. I don't think it is helpful.

Mr. St. Pierre stated we need more hours for maintenance type position on the property. We need that and then hold them accountable.

Ms. Buchanan stated it sounds like Option 3 is what you want and they will price that out and first year price, second year, third year. We are going to delete Option 1 because we don't think it is helpful. I need direction on what days you want for your amenity manager.

Mr. Dean stated I recommend we stay with what we have now Monday through Friday and that gives the parttime attendant the weekends.

Ms. Buchanan stated your facility attendant is part time and it could be one person or two persons but we are estimating 635+ 128 hours for Saturday and Sunday only at this time.

If we were going to bounce back to district management it is much easier table and I will walk you through what they are. Management is performing active roles, administrative, maybe overhead costs like postage, mailing responsibilities, copies, things like that. Accounting services are actually keeping the district's books, financial revenue in connection or services performed in connection with certifying the assessment roll, preparing it as well as overseeing the amortization schedule for your bonds, information technology and website, that is developing the website, keeping with emails, server, generally the things that are required to comply with your technology requirements. Dissemination agent is required by your indenture and that is essentially a report prepared by the district and provided to the bondholders on an annual basis. Additional services are spec'd out what they are and they will give us pricing for those things to be billed on an as needed basis. Similar to your amenity management frequently you have three year pricing understanding that they may choose to hold their pricing or they may choose to do an escalation. That is dependent on the vendor.

Mr. Oliver stated I think this lays it out fine. In some cases for this company you would see one price for the first three. It is best to list everything.

Ms. Buchanan stated I think I have direction. I appreciate you going through this with me. I will do a redline from what you have previously seen and send it around for updates and we will probably move quickly to the extent that we want to get proposals back by August 7th. I'm going to target allowing a 30-day review and response period. Targeting the end of next week for distribution.

Mr. Dean stated why don't we bring this up at the meeting because I think it is on the agenda.

Ms. Buchanan stated we won't go into this detail.

There being no further discussion the meeting adjourned.

Secretary/Assistant Secretary

Chairman/Vice Chairman

DRAFT