

**GRAND HAVEN SAFETY/SECURITY AD HOC FACT FINDING GROUP:
REPORT TO CDD: FEBRUARY 17, 2011**

1. FINDING: CURRENT PURCHASE OF OR SALE OF PROPERTY: Inability to control, keep track of or solve issues related to current purchase of or sale of property; keeping track of renters and issuing and deactivation of fobs, gate cards and ID cards in those situations.

Possible Solutions:

- **At sale of GH property: Operations Manager is to insure the deactivation of fobs/gate cards and ID cards IMMEDIATELY AFTER CLOSING.**
- **At sale of GH property: Policy should be to require new owners to come into Operations Managers Office within 7 days to get new cards and fobs. This policy should be the same as property owners who lose their card or fobs.**
- **At sale of GH property: List of GHMA management Co. Estoppels received to be forwarded to Operations Manager's Office weekly. Access to information to be given to GHMA.**
- **Need new policy & procedure regarding picture ID cards so that resident ID cards contain bar code and/or magnetic strip that can be deactivated when no longer eligible to be used at amenities.**
- **Will need card reader at each amenity center.**

Cost: Major

2. FINDING: RENTAL AND LEASE AGREEMENTS: Rental and lease agreements are often not being recorded which creates difficulty in correctly issuing resident gate passes and picture ID's.

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Possible Solutions:

- There needs to be written procedures on how to interface with GHMA.
- In an effort to get owners and/or renters to supply a copy of the lease to Operations Manager's Office, an email blast is needed to all owners and residents on the lease policy and possible fines for those who don't comply,
- All future email blasts for CDD should include a paragraph about renter and lease policies. It is necessary to have all leases and rental recorded to properly authorize picture ID's or gate access cards and fobs.

Cost: Minimal

3. FINDING: NEED WRITTEN POLICIES AND PROCEDURES FOR ISSUING RESIDENT ID CARDS, GATE ACCESS CARDS AND FOBS. The CDD needs to establish complete written policies and procedures of this process. This is necessary to help to track property sales, rentals, leases, and foreclosures and would help provide greater control over the process.

Possible Solutions:

- Policies and procedures for issuing, terminating and reissuing the resident picture ID Cards, gate access cards, and fobs needs to be clarified in much greater detail.

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- Procedures should include ability to produce reports and data as needed by Operations Manager and CDD to monitor the process.

Cost: Minimal

4. FINDING: RESIDENTS REQUESTING MULTIPLE DAY PASSES: Residents violating gate access security by how requesting multiple day passes for visitors. Want to make sure that the real owner is actual one requesting the pass.

Possible Solutions:

- Require that all multiple day passes be requested in person by the owner or owner's spouse unless the person they are requesting the pass for is on their "Preferred List."
- Owner or owner's spouse must show up at gate with ID.

Cost: Minimal

5. FINDING: UNDESIREABLE ACTIVITIES IN UNMONITORED AREAS IN GH: Based on recent problems with fighting and loitering on the soccer field action is needed to eliminate this. Also, other areas that have limited visibility such as the basketball courts, areas around the pool heater, and/or other areas.

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Possible Solutions:

- Install camera or cameras overlooking soccer field, basketball courts and pool equipment heater areas, etc., if necessary.
- Install lighting, if needed.
- Put up signs stating “Area under video surveillance.”
- Install higher fencing or relocate the existing fencing around pool equipment heater areas, and etc.

Cost: Moderate

6. FINDING: MONITORING AUTHORIZED TENNIS PLAYERS ON COURTS: Problem with determining if tennis players using courts are those authorized. Tennis players not putting their ID cards in the VC Office or in the ID holder on the fence outside as required. There is a liability and safety issue with unauthorized players.

Possible Solutions:

- For security and because of liability issue, the rule should be enforced. There is an agreement with the AMG Management and Tennis Advisory group to do this, but it need to be done on a consistent basis.

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- When tennis courts are closed, signs should be posted on each court saying courts are closed. This is to prevent resident/guest injury as well as CDD liability.

Cost: minimal

7. FINDING: INAPPROPRIATE USE OF GATE FOBS TO EXIT GH: Resident gates being opened and remaining up because residents press fob on way out gate exit gate. Raising the enter gate in this way means it won't close again until another vehicle enter. Unauthorized cars can enter while gate remains up.

Possible Solutions:

- Send out an email blast to residents using fobs asking them to not press clicker on way out gates and why.

Cost: Minimal

8. FINDING: GRAND HAVEN EMERGENCY PLAN: Flagler County Emergency Services Chief and the GH CERTS Team Leader indicate that the GH community should have 1. A Emergency Evacuation Plan (EEP) in case of a natural disaster like a fire or hurricane and 2. A Long Term Recovery Plan (LTRP) that would be implemented after a disaster. These plans have not been developed for Grand Haven.

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Possible Solutions:

- CDD ask GH CERTS Team to work with the FCEMS Chief to develop and implement a GH EEP that is compatible with the existing Flagler County EEP developed by FCEMS.
- CDD work to develop LTRP for GH.
- Since many GH residents are not on the Flagler Emergency Notification System from FCEMS, request the CDD request Amenities Center Manager to send all residents a notice instructing them to sign up for Emergency Notification System by phone or email.

Cost: Minimal

9. FINDING: KEY/CODE CONTROL PROCEDURE: No written Key/Code Control Procedure or Policy in place for security when staff changes occur and to monitor all GH staff and staff keys. Controls needed to improve Key/Code security.

Possible Solutions:

- Operations Manager develop written policy and procedures for monitoring and control of all staff keys, facility key and spelling out process of control of keys/codes when staff changes.

Cost: Minimal

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10. FINDING: SAFE VISIBLE STREET SIGNS AND TRAFFIC CONTROL SIGNS: Need for all street signs and traffic control signs to be checked to see if safe, in need of painting or repair so they are safe and can be easily seen by emergency vehicles and other community traffic entering and traveling through and around GH.

Possible Solutions:

- CDD ask Operations Manager to check the GH street signs to see if up safe and visible, especially those that emergency vehicles use.
- CDD consider putting up signs at each gate reminding people that Florida law gives pedestrians the right of way at all cross walks or alternating painting the “Walking Man on the Street” at the crosswalks.
- Insure all traffic circles in GH (not Cul-de-sac) are properly sign for traffic flow direction.
- While checking for street signs the Operations Manager should also check for clear line-of-sight at intersections and be sure that all traffic control signs are clearly visible. If needed, cut back and/or remove bushes, trees and limbs.

Cost: _ Minimal

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11. FINDING: UNAUTHORIZED USE OF DOG PARK AT WILD OAKS: Posting sign in this area will help in policing this park while there is evidence that non residents are trespassing in.

Possible Solutions:

- Put up sign in Dog Park saying: “This park for GH residents only.

Cost: Minimal

12. FINDING: WE HAVE PROBLEMS WITH SPEEDING ON GRAND HAVEN STREETS:

Possible Solutions:

- Have a representative from CDD contact Flagler Sheriff’s Office and request them on quarterly basis to place an electronic mobile speed monitoring device in GH to monitor when and where speeding is occurring and then patrol and ticket offenders at those times and places.
- GH purchase a electronic speed control device for use solely in GH if unable to use one from Sheriff’s Office.

Cost: Minimal/Major

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13. FINDING: INFORMATION REGARDING CRIME STATS FOR GH FOR 2008-2010 AS SUPPLIED BY THE FLAGLER COUNTY SHERIFF'S OFFICE:

Possible Solutions:

- This is the fact finding information the AD Hoc Group received as per the CDD's request.
- See Appendix A, which is a Table of the Reported Incidents Within GH from 2008 to 2010.
- See Appendix B, which is a Graph of the Reported Incidents Within GH from 2008 to 2010.

Cost: Undetermined