

Raymond "Boz" Bossert, *General Manager*
 Ariel Fells, *Director of Human Resources*
 Coral Benka, *Director of Finance*
 Jamal Baskin, *Director of Community Services*
 Roger Jacobson, *Director of Operations*
 Brandon George, *Director of Utilities*



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 Ray Brooks, *Board of Supervisors*
 Dr. John McLaughlin, *Board of Supervisors*
 Greg Norton, *Board of Supervisors*
 Melissa Dahl, *Board Secretary*

Date: 22 April 2024 Report Period 1-31 March 2024

To: District Board of Supervisors, Staff and Residents

Subject: General Managers REPORT, APRIL 2024

Summary: *(A summary of events since last meeting. This will include an assessment in safety, security, Infrastructure, fiscal issues and general government for the District. This area should also address any external/regional factors that may impact the city.)*
 Your District continues to move forward with no major issues. We continue to see progress on initiatives instituted over the past few months, its slow and steady but making an impact in security, code enforcement, utility procedures, etc... Major projects are ongoing and repairs and other maintenance items across the district. We continue to engage in community activities with some major events on the horizon.

DUE OUTS from 28 March 2024 meeting:

None- all issues/questions answered at the Board meeting

Human Resources:

Employee Roster: 38 full-time | 15 part-time | 3 vacancies | 1 temporary positions

Employee Roster a/o 04/01/2024

Department	Full-Time Employees	Part-Time Employees	Vacant Positions	Temp Positions	Total Employees
Board of Supervisors		5			5
Administration	3				3
Community Services	1				1
Recreation	4	3			7
Finance	2		1		3
Utilities – Customer Service	3		1	1	4
Code Enforcement	2				2
Security	2	7	1		10
Construction Services	1				1

Equipment/Mechanic	1				1
Roads & Drainage	6				6
Grounds	5				5
Utilities - Operations	8				8
TOTALS	38	15	3	1	56

Payroll/Salary Expenses (as of 03/22/2024):

Department	Current Year Salary Budget	Budget YTD Actual	% of Budget	% of Year Complete
Administration	\$ 214,922.00	\$ 128,900.77	60%	50%
Community Services	\$ 65,100.00	\$ 34,120.46	52%	50%
Recreation	\$ 165,106.00	\$ 56,763.71	34%	50%
Finance	\$ 148,353.00	\$ 60,456.26	41%	50%
Utilities – Customer Service	\$ 134,815.00	\$ 42,983.83	32%	50%
Code Enforcement	\$ 47,240.00	\$ 38,877.84	82%	50%
Security	\$ 172,690.00	\$ 91,615.89	53%	50%
Equipment/Mechanic	\$ 37,586.00	\$ 19,075.97	51%	50%
Roads & Drainage	\$ 331,328.00	\$ 139,057.80	42%	50%
Grounds	\$ 141,398.00	\$ 96,202.10	68%	50%
Utilities - Operations	\$ 529,478.00	\$ 192,809.38	36%	50%
	\$ 1,988,016.00	\$ 900,864.01	45%	50%

Overtime Expense (for previous two pay periods):

A new pay type (Emergency) was added to payroll to accurately track overtime pay and report it as accurately as possible. Primarily, the District pays overtime (1.5x hourly rate) in three ways:

- Overtime – true overtime; recorded work time for more than the required 40 hours per week
- On-Call (UTS OPS) – one hour of on-call time is paid per day that an employee is on-call
- Emergency (UTS OPS) – when an employee who is on-call must dispatch to respond to an after hours utility service call

The graphs below detail each of the overtime pay types and amounts paid in the previous two pay periods:

Pay Period	Check Date	Overtime Hours	Overtime Amounts
2/10/24 to 2/23/24	3/1/2024	43.19	\$ 1,278.42
2/24/24 to 3/08/24	3/15/2024	41.34	\$ 1,204.32
3/09/24 to 3/22/24	3/29/2024	19.03	\$ 520.69

Pay Period	Check Date	On Call Hours	On Call Amounts
2/10/24 to 2/23/24	3/1/2024	28.00	\$ 949.11

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2/24/24 to 3/08/24	3/15/2024	21.00	\$	674.37
3/09/24 to 3/22/24	3/29/2024	28.00	\$	850.55

Pay Period	Check Date	Emergency Hours		Emergency Amounts
2/10/24 to 2/23/24	3/1/2024	22.00	\$	759.83
2/24/24 to 3/08/24	3/15/2024	23.00	\$	692.91
3/09/24 to 3/22/24	3/29/2024	26.00	\$	805.71
		166.22	\$	7,735.91

Overtime Expense by Department (02/10/2024 to 03/22/2024)

Department	Total Overtime Paid	Dept % of Total
100 Administration	\$ 180.47	2%
1000 Utilities - CustServ	\$ 353.05	5%
1100 Utilities - Operation	\$ 5,345.14	69%
200 Community Services	\$ -	0%
300 Recreation	\$ 242.60	3%
400 Finance	\$ 395.74	5%
500 Code Enforcement	\$ -	0%
600 Security	\$ 52.48	1%
700 Grounds	\$ 138.63	2%
800 Roads	\$ 847.33	11%
900 Equipment	\$ 180.47	2%

Position Vacancies: (as of 04/01/2024) *Vacancy is due to employment separation/termination

- Customer Service Representative (FT; Utilities Customer Service)
 - *New Hire expected to start 22-Apr-2024*
- Accounting Manager (FT; Finance)
 - *New Hire expected to start 22-Apr-2024*
- Unarmed Security Guard (PT; Security)
 - *New Hire expected to start 22-Apr-2024*

New Hires

- Customer Service Representative – Maria Angola Garzaro

Internal Promotions

- Brandon George, promoted to *Director of Utilities* – now serving as the Department Head for Utilities Operations and Utilities Customer Service.
- Ruth Callupe, promoted to *Utilities Office Manager* – within the Utilities department and direct supervisor for Utilities Customer Service staff.
- Roger Jacobsen, promoted to *Director of Operations* – now serving as the Department Head for Code Enforcement, Security, Permits, and Recreation.
- Sarah Heither, promoted to *Operations Assistant* – working alongside the Director of Operations and serving the four sub-departments therewithin.

Pending Staff Departures

- None

Professional Development

- **March 26, 2024 – South Florida State College Career & Transfer Fair**
 - District representation among other employers and university representatives speaking with college students about career and internship opportunities.
 - In Attendance: Ariel Fells, *Director of Human Resources*
- **March 27, 2024 – G-300 Intermediate Incident Command System for Expanding Incidents**
 - 24-hour DHS/FEMA Approved Course
 - In Attendance: Jamal Baskin, *Director of Community Development*

Roads and Drainage:

Roads repaired or re-paved- 37 potholes.

Streetlights repaired- 1 fixed.

Swales cleared/checked- 95 miles of swales, easements, Right of Ways

Retention ponds checked- 11 ponds checked and cleared.

Street signs repaired- 19 signs.

Projects completed/ongoing-

-Conference room work at District office

-Racquet Courts updates

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Next 30 days projects-

- Scheduling the street resurfacing with Polston Engineering
- Road and swale repairs across the District
- Street light plan

Water and Wastewater Utility: March 2024

Total water usage- 27,047,000 / last month March 2024\ YTD total---74,441,000 million gal _____

Total wastewater processed- 14,919,000 last month MARCH 2024\ YTD total---40,938,000 million gal _____

Valves checked / exercised 20 / total MAR 2024\ YTD exercised -904 valves _____

Hydrants checked/ exercised 0 started new plan this month-will have updated number for April. All hydrants in district exercised for the year. / Total this year 416 Jan 2023 _____

Manholes inspected 15 / total this year---235 inspected -148 repaired thru March 2024- 30 planned for rehab in Tanglewood coming up

Repair of lines 3 sewer line repairs for Feb 2024.-----contractor breaks

- County permitting for the new building at UNIT 4
- CI2 solutions are scheduled to install our chlorine and PH analyzers at both wastewater plants in April that will wrap up that part of ARPA
- New CI2 eff meter installed, old one was not reading correctly after lightning hit or power surge.
- 2 more lift stations on scada! We now have one lift station left to put on scada and all lift stations will be online! 3 more pressure sensors remaining as well.
- Inspection at Unit 4 this month.

-Painted all air lines, cleaned up, all paperwork updated and organized

-Inspection went pretty well, one issue is backflow failed, monarch repaired and still failed I am waiting on a new backflow for re inspection.

- Purchased 1st small generator for tech trucks to power low pressure pumps during emergency conditions.
- Aeration trays are built waiting on fabrication of all the brackets then they will be installed, by contractor.
- Also generator quote for unit 4 building- currently building is not on generator backup power so chlorine don't get dosed with power out that cannot be like that,
- Grinder pump at master lift station, broke, It is still being repaired, within next 3 weeks
- NOVO work order and maintenance presentation/ went well, we are deciding whether to go with them or not. For asset management.
- Hydrant flushing and exercising plan has been put together.
- App in future to simplify it. Part of NOVO.
- High service pump #1 has got new seals and is back in service at water plant
- #2 pump was sent out for seals now should have back soon.
- Started budget planning, rough draft, having sit downs with my managers and plant operators, to plan for future expenses.
- Unit 4 ponds mowed and disked going into rainy season good to go
- Got quote for un 23 pond that needs to be cleaned before rainy season
- All monthly samples for all 3 plants completed.

Safety/Security:

(This will be provided by the Sherrif and Fire departments)

1. We have had 255 calls (UP) for service, 55 (UP) written incident reports; 25 Traffic stops, 11 Traffic citations, 15 traffic verbal warnings and 10 crash investigations. 3 Thefts, 1 burglary, 5 battery (family disturbance), 3 arrests, 25 extra patrols.

So Far in 2024- We have had 1415 calls for service, 152 written incident reports; 90 Traffic stops, 59 Traffic citations, 81 traffic verbal warnings and 48 crash investigations. 13 Thefts, 15 burglaries, 23 battery (family disturbance), 17 arrests, 110 extra patrols.

2. Total for the 2023;

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We have had 2064 calls for service, 316 written incident reports; 194 Traffic stops, 151 Traffic citations, 168 traffic verbal warnings and 17 crash investigations. 22 Thefts, 38 burglaries, 82 battery (family disturbance), 32 arrests, 55 extra patrols.

- 3. Fire- Responded to 45 events (25x Fire calls and 20x EMS events). In 2024- we have had 200 events (75 Fire, 125 EMS)

SNL Security-

757.78 total work hours in March 2024 +20.33 hours Overtime) - Average- 189 hrs per week, Average 27.72 hours per day.

72 incidents reported this month/59 Last Month / 35 at the same time last year.

7415.4 total miles patrolled (2 cars)/ Total miles in 2024- 113,000 miles for both cars.

TOP 5 ISSUES		
Animal issues	7	12%
Suspicious Activity	12	16%
Misc events	12	22%
Resident Help	5	7%
Noise	5	7%

SNL Code enforcement-

- 72 infractions, 70 closed violations, 2 Open cases
 - 41 for Parking (378in 2024)
 - 4 high grass (179 in 2024)
 - 2 RV (28in 2024)
 - 13 Trash Cans (379 in 2024)
 - 9 vehicle (94 in 2024)
 - 2 water (16 in 2024)
 - 45 trash (342 in 2023)
 - 0 sign violations (136 in 2024)

○ 0 structure (15 in 2024)

- Warnings issued- 10 / 296 YTD
- Violation compliance- 169 /367 YTD
- Pending Fines in process- 11 (High Grass) (~\$4500)
- Payments made on past violations- \$500 / \$500 YTD- \$0
- PAST DUE violation fees – \$5500
- Recurring issues/locations – 15+ locations (DOWN 15%)

Golf Operations:

Averaged 333 Rounds per day, this is down from 358 prior year.

Member Rounds 5,788 / prior year 5,088 (14% increase YOY)

Outing Rounds 438 / prior year 498 (12% decrease YOY)

Public Rounds 4,113 / prior year 5,515 (25% decrease YOY)

Total Rounds 10,339/ prior year 11,101 (7% decrease YOY)

Green fee revenue \$175,645 / prior year \$219,727 (20% decrease YOY)

Driving Range revenue \$11,089 prior year \$10,530 (5% increase YOY)

Pro -shop revenue \$44,582 / prior year \$41,983 (6% decrease YOY)

Membership Revenue \$0 / Prior year \$0 (No increase YOY)

Expenses:

COGS \$35,365 / Prior year \$25,785

Golf Ops Labor \$29,271 / prior year \$29,380

Golf Ops Expense \$5,176 / prior year \$3,892

Maintenance Labor \$59,208 / prior year \$53,829

Maintenance Expense \$38,781 / prior year \$45,059

Major events these past 30 days and analysis-

- 4/3-4/4 MGA Couples Championship
- 4/6-4/7 State Elks Tournament
- 4/10-4/11 WGA Eclectic Tournament
- 4/27 Choices Tournament

Major events in the next 30 days-

- 5/2 FFAA Tournament
- 5/11 Robert Saffold Tournament
- 5/27 MGA Couples Tournament

Projects Completed-

Projects in the execution-

- Painting of all buildings
- Replacing Damaged A/V system
- Replacing divider wall

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Golf Course Maintenance

- Begin Aerifying Turtle Run week of 4/29
- 5/8" coring tine to a depth of 6" on a 2"x2" spacing on greens
- We will verticut greens two directions
- Roll greens
- Top dress heavy
- Apply pre-emergent for goose and crab grass control
- Apply dolomite to greens @ 1,000 lbs./acre
- Apply profile/ceramic @ 2,000lbs./ac to greens
- Apply sulfate of potash
- Apply Granular to speed up healing
- Aerify collars and approaches with 3/4" coring tine
- Aerify tees with 3/4" coring tine
- Aerify fairways with 5/8" coring tine
- Verticut fairways 2 directions
- Apply 15-5-15 with Ronstar @ 325lbs./acre
- Apply Command @ 200lbs./acre
- Started receiving drainage for greens on 4/9/2024
- Start staging material for greens renovation on 4-22-2024. We will use the east side of the club house parking lot

Restaurant operations:

Food sales- \$132,964 / prior year \$137,018 (3% decrease YOY)
Beverage sales- \$61,453 / prior year \$70,380 (13% decrease YOY)
Misc. Rev \$1,771 / Prior year - \$3,627 (51% decrease YOY)
TOTALS- \$196,188/ prior year 211,026 (7% decrease YOY)
Total entrees served 6948/ prior year 7,749 (10% decrease YOY)
Average entrée cost \$15.05 / prior year \$14.05 (7% increase YOY)
Beverage cart \$7,870/ per round cost \$.76/ PY \$13,029 per round cost \$1.17

Expenses:

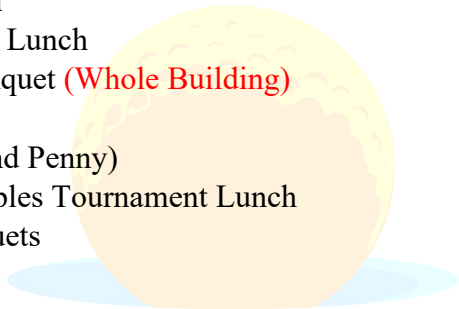
COGS \$75,991 / Prior year \$81,243
Restaurant Labor \$67,801 / prior year \$66,229
Restaurant Expense \$12,788/ prior year \$15,573

<u>March 2024</u>	<u>MON</u>	<u>TUE</u>	<u>WED</u>	<u>THU</u>	<u>FRI</u>	<u>SAT</u>	<u>SUN</u>	
LCH/DNR	212	237	259	184	177	289	317	<i>Average by day</i>

<u>March 2023</u>	<u>MON</u>	<u>TUE</u>	<u>WED</u>	<u>THU</u>	<u>FRI</u>	<u>SAT</u>	<u>SUN</u>	
LCH/DNR	337	277	135	221	334	221	215	<i>Average by day</i>

Major events next 30 days-

- 5/2 FFAA Tournament Lunch
- 5/11 Robert Saffold Memorial Tournament Lunch
- 5/12 Mother’s Day Brunch
- 5/14 Chamber Scholarship Lunch
- 5/17 Annual Chamber Banquet (**Whole Building**)
- 5/20 Trivia Night
- 5/24 Live Music (Roger and Penny)
- 5/27 MGA Memorial Couples Tournament Lunch
- 19 Total Events and Banquets



Community Services/Recreation

MARCH 2024

Pool Memberships

New memberships: 8 indiv/ 11 fam

Total current memberships: 177

Total current members: 348

Revenue: \$3475

Total revenue YTD: \$6065 (20.21%)

2023-24 revenue goal: \$30,000

Facility Usage: 950 Scan ins by 199members

Classes: 18 classes held, 10 members attended

Racquet Club Memberships

Resident New: 5 individual/ 3 family

Total current memberships: 214

Total current members: 289

Revenue: \$1025

Non-Resident

New memberships: 2 individual/ 0 family/ 9 Monthly

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Total current memberships: 109
Total current members: 127
Revenue: \$750

Total revenue YTD: \$8,950(29.86%)

2023-24 revenue goal: \$30,000

Facility Usage: 2248 Scan ins by 291 members

Fitness Memberships

New memberships: 2
Total current members: 87
Revenue: \$250
Total revenue YTD: \$1,750.00 (17.5%)
2023-24 revenue goal: \$10,000

Facility Usage: 480 Scan ins by 83 members
Classes: 9 classes held, 10 members attended

Silver Sneakers members: 2 new/ 44 total

Dog Park Memberships

New memberships: 7
Total current memberships: 172
Revenue: \$0

Facility Usage: 198 Scan ins by 44 members

Community Center/Library Access

New memberships: 4
Total current members: 89

Facility Usage: 198 scan ins by 44 members
Revenue: \$0

All Inclusive Membership (Golf Members)

New memberships: 3 individual/ 2 family

Total current memberships: 124

Total current members: 196

Revenue: \$0

All Inclusive Membership (Non-Golf)

New memberships: 0 individual/ 4 family

Total current memberships: 33

Total current members: 82

Revenue: \$1500.00

2023-24 revenue goal: \$5,900 (62.7%)

Daily Pool Passes

Admissions: 762 residents / 106 non-residents

Revenue: \$5091.75

Total revenue YTD: \$6584.40 (32.9%)

2023-24 revenue goal: \$20,000

Racquet Club Day Pass

Admissions: 17

Revenue: \$83.70

Facility Rentals

Community Center

Days rented: 1

Revenue: \$950

Picnic Pavilion

Days rented: 5

Revenue: \$175.00

Island Pavilion

Days rented: 1

Revenue: 35.00

Total revenue YTD: \$4735 (47.35%)

2023-24 revenue goal: \$10,000

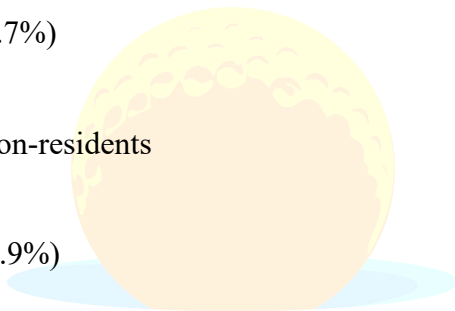
Community Development

March 2024

Communications

Email List

New subscribers: 17



SUN 'N LAKE
FLORIDA'S CENTERPIECE
COMMUNITY

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Total current subscribers: 3,021
Emails sent: 10
Email open rate: 51%

Facebook

New followers: 70
Total current followers: 4,585
Posts: 37
People reached: 26,338

GoGov App (Highlighted below is last month data)

New app downloads: 246 (215 iOS, 31 Android)
Total app downloads: 1,183 (868 iOS, 245 Android)
New registrations: 55
Total current registrations: 155
Notifications sent: 17

Advertising/Promotions

Tanglewood Concert Series Sponsorship
Cost \$1,000.00 total (paid in June)

Welcome Home Heartland magazine & app (Highlands News-Sun)
Cost \$541.20
Distribution 35,000

Community Banners: Cost \$4,104

Grants

Applications submitted: 1

- AARP Community Challenge – physical improvements to Island
- Highlands County Recreation & Parks Advisory Committee – replacement of Island Bridge

Applications in process: 3

- FDEM Hurricane Loss Mitigation Program – motorized shutters for District Office, Community Center & Recreation Office

Reimbursements pending: 1 - \$200,000 from State for playground in progress

Professional Development

- Leadership Highlands visit to State Capitol, met with local & state reps
- Completed FEMA Training G-300 Intermediate Incident Command System for Expanding Incidents (3-25/3-27)
- Signed up for FEMA Training G-400 Advanced Incident Command System Command & Gener (4-15/4-16)

Budget/Finance: for FEB 2024

1. Our District budget is on track. We have expended approx. \$6,846,744 so far this year, a **53% expenditure rate, we expected to have spent 50%**. (\$12,800,000 Budgeted)
2. Our revenue this period is \$1,196,880 to date is \$9,341,114 approx. **74% of our expected revenue this year** (\$13,800,000), no issues. We planned for 50% revenue collection.
3. General Administration expended this report \$56,620 YTD \$303,705, 46 % utilization.
4. Community services expended this report \$19,486 YTD \$80,371 62% utilization
5. Recreation Services expended this report \$31,052, YTD \$169,738 43% utilization
6. Finance services expended this report \$23,979, YTD \$119,514, 31% utilization
7. Code enforcement expended this report \$16,121, YTD \$71,955, 71% utilization
8. Security expended this report \$32,913, YTD \$149,227, 60% utilization
9. Building and grounds expended this report \$38,083 YTD \$243,251, 56% utilization.
10. Roads and Drainage expended this report \$50,328 YTD \$927,624, 67% utilization.
11. Equipment and vehicle MAINT expended this report \$7668, YTD \$36,610, 47% utilization.
12. Capital Improvements expended \$53,608, YTD \$425,000, utilization +400%
13. Utility Department expended this report \$231,068, YTD \$2,256,838 budget 53% utilization
14. Utility Revenue this period was \$539,809, YTD \$2,278,902 68% of expected revenue.
15. Utility CIP expended this report \$0, YTD \$126,198. 19% utilization.
16. Golf expended this report \$188,992, YTD \$1,0630,96 56% utilization
17. Restaurant expended this report \$118,293 / total budget \$801,848, 43% utilization
18. TOTAL expended this report \$6,846,744 / total budget \$12,800,000 % utilization 53%
19. Reserves totals \$6,554,396, a 10% decrease from last report /amount ~\$800K
20. Expenditures over \$25K- NO required MOTIONS (5 in total= \$326,466)

District Administration:

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1. **Permits:** Summary on Building Permits since OCT 2023= Total 87 Building/ 75 Land clearing, 19 Misc (approx. \$454,125) (+\$70K since last month)
 - a. New Construction- 13 (\$50K), Land Clearing/Driveway- 8 (\$450)
 - b. Number of Homes with occupancy since OCT 2024- 213
 - c. Total Revenue for March- \$72,495
 - d. All permits issued are ½ of last month.
2. **External meetings-** N/A
3. **HOA meetings attended-** Director of operations attended 5 HOAs, GM attended the Tanglewood HOA
4. **Manhole Inspection:** Maxx Environmental will continue work in Tanglewood. They will also inspect the remaining manholes in the district and give us a final status and cost to seal those that need repair. There is \$100,000 in the budget for 2024 (we have expended approx. \$50K) to begin the process of inspection and repair on Tanglewood manholes for \$50K.
5. **Bond status:** Working with the Bond Company we have 30 land parcels for sale as of March 2024. Signs have been placed. This leaves less than 400 remaining parcels from the initial Bond. We will transition the legal closing work to the new Law Firm.
6. **Closed out past due accounts:** We completed 20 past due negotiations to bring up to date parcels with liens or past due fines/assessments. Total payment to the District was over \$150K. we have over 1030 still outstanding 680 being Bond dealings.
7. **Employee of the Month:** Santford Milton Eugene Roepstorff - Honorary Designation, after 22 years of dedicated service.
8. **District EV Concept:** We will continue to have meetings with Vendors/State leadership on Electric Vehicle charging at District locations as well as a future EV vehicle plan for the Public Works trucks. There are federal and state funding opportunities for this. Initial costs to convert 10 vehicles and add charging stations is approx. \$20K monthly.

General Manager COMPLAINT TRACKER-

- Since the last Board meeting, we have had (15) GM level complaints. (13) Have been resolved at a lower level and we are working the other (2). We may have 2 issues presented to the Board. The Fire initiation and storm water issues on Santiago street..

HOLIDAY Activities:

1. 50th Anniversary planning
2. Memorial Day Planning

MAJOR Initiatives in the next 30-60 DAYS:

1. Assessment of departments by General Manager
2. All District Contracts being reviewed.
3. Department equipment assessment and repair/purchase
4. GRANT requests and preparations- **working thru Jamal**
5. Street light install plan- **completed the assessment, conducting the install timeline**
6. Road resurfacing Plan- **bid accepted awaiting the timeline. \$500K**
7. Wastewater Plant planning
8. Recreation plan review- **Updating the map**

SUN "N LAKE DISTRICT
Raymond "BOZ" Bossert
District General Manager

C: Board members
C: Department Heads
C: File