

**CELEBRATION
COMMUNITY DEVELOPMENT DISTRICT
WORKSHOP AGENDA PACKAGE**

Tuesday, January 16, 2024

Remote Participation:

Zoom: <https://us02web.zoom.us/j/3797970647>, Meeting ID: 3797970647

--or--

Call in (audio only) (415) 762-9988 or (646) 568-7788, 3797970647#



313 Campus Street
Celebration, Florida 34747
(407) 566-1935

Celebration Community Development District

Board of Supervisors:

Greg Filak, Chairman
Tom Touzin, Vice Chairman
David Hulme, Assistant Secretary
Jack McLaughlin, Assistant Secretary
Cassandra Starks, Assistant Secretary



Staff:

Angel Montagna, District Manager
Jan Carpenter, District Counsel
Jay Lazarovich, District Counsel
Mark Vincutonis, District Engineer
Russell Simmons, Field Manager

Workshop Agenda Tuesday, January 16, 2024 – 6:00 p.m.

1. Call to Order and Roll Call
2. Pledge of Allegiance
3. Public Comment Period
4. Discussion of GOGov System Implementation
5. Adjournment

The next meeting is scheduled for Tuesday, January 23, 2024

District Office:

313 Campus Street
Celebration, FL 34747
407-566-1935

www.CelebrationCDD.org

Meeting Location:

In person: 313 Campus Street, Celebration, FL
Participate remotely: Zoom <https://zoom.us/j/3797970647>
OR dial 415-762-9988 or 646-568-7788, ID 3797970647



My Celebration App

Go Gov Go Live

Overview

- ▶ Update on status of changes to My Celebration App
- ▶ Resident communication
- ▶ Management process
 - ▶ Usage
 - ▶ Escalation
 - ▶ Communication
- ▶ Transition from Celeservice



Update on Status of My Celebration App

- ▶ All known bugs have been addressed
- ▶ CROA items have been added
- ▶ Back end categories have been addressed

Resident Communication

- ▶ CCDD web page have links for instructions to download and use My Celebration App
- ▶ CCDD Facebook page will be communicating launch of App
- ▶ FAQs will be developed and placed on CCDD web page
- ▶ Work with CROA to include this Monday Matters and Friday Flash
- ▶ Need to be ready to answer resident questions as they call in

Management Process

- ▶ Review all incoming tickets
- ▶ Weekly report to be reviewed by management to gauge effectiveness
- ▶ Each ticket must have an update every 5 days unless a specific action date is registered
- ▶ Assign priority levels to tickets
 - Priority level 1 - damage to property or safety - immediate response
 - Priority level 2 - serious issue that could affect safety
 - Priority level 3 - maintenance needs to be scheduled
 - Priority level 4 - general question or inquiry

Transition from Celeservice

- ▶ Management will close all Celeservice tickets and open new My Celebration tickets
- ▶ Management will monitor Celeservice until that service closes