

**MINUTES OF BUDGET WORKSHOP  
CELEBRATION COMMUNITY DEVELOPMENT DISTRICT**

A budget workshop of the Board of Supervisors of the Celebration Community Development District was held Tuesday, January 16, 2024, at 6:00 p.m. at the District Office, 313 Campus Street, Celebration, Florida 34747.

Present were:

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

Also present, either in person or via Zoom Video Communications, were:

Angel Montagna	Manager: Inframark, Management Services
Jan Carpenter	Attorney: Latham, Luna, Eden & Beaudine
Mark Vincutonis	Engineer: Hanson Walter & Associates
Brenda Burgess	Inframark, Management Services
Kerry Satterwhite	Inframark, Field Services
Russ Simmons	Inframark, Field Services
Residents and Members of the Public	

*This is not a certified or verbatim transcript but rather represents the context and summary of the workshop. The full recording is available in audio format upon request. Contact the District Office for any related costs for an audio copy.*

**FIRST ORDER OF BUSINESS**                      **Call to Order and Roll Call**

Mr. Filak called the workshop to order at 6:01 p.m.

Ms. Montagna called the roll.

Mr. Hulme was not present at roll call but arrived during the power point presentation.

**SECOND ORDER OF BUSINESS**                      **Pledge of Allegiance**

Mr. Filak led the *Pledge of Allegiance*.

**THIRD ORDER OF BUSINESS**                      **Public Comment Period**

There being none, the next order of business followed.

**FOURTH ORDER OF BUSINESS**                      **Discussion of My Celebration System Implementation**

Mr. Touzin reviewed the power point presentation regarding the new system.

Discussion ensued regarding some CROA pieces that have to be activated, expiration of CeleService contract, assignment of CeleService different from My Celebration, how work orders are created, how tickets are assigned to staff, possible instructional video to

post on the website, live date of February 1 anticipated, involving CROA in training and the transition to going live, exporting data, communicating about the launch of the app, potential questions and FAQs, use of social media and the District's website, CROA's review of the FAQs, management process, review of tickets, weekly reports on effectiveness, assign priority levels, certain required fields to submit a ticket, length of time for various priority levels, need terms of service in the app, hold people accountable for their actions, consequences for mischievous activity, example of street light pole numbers, issue of incomplete requests or unreadable photos, suggestion of survey email to follow each request at a future time, recommendation to include suggestions in FAQs, frequency of metrics being reported to evaluate effectiveness, each entity has its own admin access and the two do not comingle, feedback, mechanism to report bugs, reporting, available report templates, priority level shows on both ends, priority is determined by category or staff and not the resident, management's ability to change priority level, estimated length of time for various items to be addressed, automated reporting, survey questions and a block for comments, and internal tracking system.

Ms. Montagna provided an update regarding the charette for a community center with proposals due by Friday or Monday, to be considered the meeting on January 23, requested a point of contact with the firms to answer questions, and Mr. Hulme will assist in answering questions with the proposers.

Ms. Montagna will organize a phone call with GOGov, the vendor, in preparation for the launch of My Celebration.

**FIFTH ORDER OF BUSINESS**

**Adjournment**

The workshop was adjourned at 7:30 p.m.

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Secretary/Assistant Secretary

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Chairman/Vice Chairman