



**PORT MALABAR HOLIDAY PARK
MOBILE HOME PARK RECREATION DISTRICT**

215 Holiday Park Blvd. NE
Palm Bay, Florida 32907-2196
Office: 321-724-2240

BOARD OF TRUSTEES

SPECIAL MEETING AGENDA
February 16, 2018 – 10:00 AM

Allison Kelly
Chairman

Donna Matton
Trustee

Bob Shortlidge
2nd Vice-Chairman

Keith Rittscher
Secretary

Ellouise Raffo
Trustee

Kendra Bender
Treasurer

Helen Ferguson
Assistant Treasurer

Bob Eldridge
Trustee

Barbara Whitneck
Trustee

Traci DelGaudio
District Manager

Ryan Poliakoff
District's Attorney

* To comment on an item, after you have been recognized by the Chair, please go to the microphone and clearly give your name and address for the record. You may speak for up to three minutes. Note: If formal action is to be taken on an item by the Board, public comment will be requested prior to the vote.

NOTE: MINUTES OF BOARD MEETINGS ARE PREPARED IN SUMMARY FORM ONLY. PER CHAPTER 286.0105 FLORIDA STATUTES, IF ANY PERSON DECIDES TO APPEAL A DECISION OF THE BOARD HE/SHE SHOULD ARRANGE FOR A VERBATIM RECORD OF THE PROCEEDINGS WHICH INCLUDES THE TESTIMONY IN EVIDENCE ON WHICH THE APPEAL IS MADE.

"A community intended and operated for persons 55 and older"



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1. Meeting call to order

2. Invocation

3. Pledge of Allegiance

4. Roll Call

5. District Manager Job Performance Review

Trustee Discussion on qualifications of position: **Allison Kelly**; On the job description, under the educational requirements it reads: "Graduate from an accredited four year college or university program with 3+ years as a Chief Administrative Officer in a municipal government or equivalent combination of experience and training. High School degree or Technical Degree will be considered with 5+ years of direct hands on and field management experience, budget responsibilities and administrative experience." Personal attributes it says: "Manage, supervise, and coordinate all activities of the District in an effective, efficient, and professional manner; Requires professional knowledge and the ability to conceive, analyze, evaluate, and exercise good judgment and willing and able to effectively implement, efficiently carryout and continually support programs desired by the Board of Trustees; Must have good management intrapersonal skills, financial administration and the design of financial accounting/reporting systems, working knowledge of the public works system, understanding of fund investments, public relations, and the general accounting and computer software generally utilized by Florida local government; Must be able to accept constructive criticism, redirect changes in plans, priorities, policies and procedures as approved by the Board of Trustees. Communicate District business to the Board of Trustees a minimum of once per week via email or sooner if required. Use of appropriate and professional "people skills" when interacting with residents, Trustees, employees and all outside companies. A strong understanding of budget preparation is essential. Ability to work independently yet within the scope of direction of the Board of Trustees. Thorough knowledge of Florida Statutes relating to Special Recreation Districts as outlined in the Florida Special District Handbook." Under finance: "Control and administer the District's finances and budget(s) in accordance with the Board's direction and applicable regulations with the timely submission of all reports required by other agencies. Research and apply for grants applicable to the District needs or requirements." I'm not going to go into all the payroll procedures but she is responsible for accuracy of payroll and employee vacation time. That is the job description of the District Manager. I will now go onto my review. I made a comparison of Traci's resume. Where in Traci's resume is her financial experience? How has she done any adjustments? I see none of these reflected in her resume. My review of her resume is, I do not see how this qualifies her for this position. **Keith Rittscher**; I also agree with everything said. My comment is this, we're going on qualifications, I have nothing against Traci but she is not fulfilling her requirements. I want a star, I want someone that can show us things we don't know. I want someone that can lift the



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weight, help me to do things, I want to be the number one park. I want someone that doesn't just meet the minimum requirements but goes over that. **Bob Shortlidge;** I have 2 written warnings regarding Traci. I have prepared a statement. I spent a lot of time in the office as acting maintenance supervisor. Traci interacted with the public in a positive way. I personally asked Traci to things for me and she did them in a timely manner. There were a few things I had to remind her of so they would get finished. She has strong computer skills. She openly admitted to me she knew very little about government grants. Though she is willing to take classes. Are we willing to go for a probationary period of 9 months to 1 year for her to be trained properly. In regard to the 2 write ups, I have gone over them. There are a lot of accusations from both parties. When a person lies, they damage their honesty and trust. **Donna Matton;** I was a supervisor of 80 workers. I did all the evaluations. In this park from Mr. Anderson on, they did not have a college education. Some of them came from the work pool, Cheryl. She was a secretary and she learned. I learned my job by working and helping. Traci is willing to learn. When Mr. Anderson was here he would call me because he didn't know how to talk to employees. Another Trustee would go out with him to talk to residents because he couldn't do it. Cheryl was on her way out because she could not work with people. I can tell you about a lot of them, but none of them had a college education. This paperwork that came out was not here when Traci first came in for her job. I sent my evaluation for Traci in 4 weeks ago, I sent it to Allison. She a few days later told me she shredded it. These letters came out, these papers should not have been given out. I later found out it was against the Sunshine law. These were given out regarding something we'd be voting on to make us think "maybe we don't want her". The girl is willing to learn, she is doing her job. We all have flaws. She asks for help. Thank you. **Bob Eldridge;** She's never lied to me. The one question I had was answered. This paper was no in existence when she was given the job. Whether or not she's qualified, people who are not college educated can get the job done. My city manager who was never more than a secretary, took that job when the manger walked out. She ran the town for 20 years. When they came to me and asked if I wanted a shot at Chief after 5 years on the police force I said, yea I'll take a shot. I was given a one-year probation. I did that for 17 years. I know this can be done. If she fails or not, that is something she can do on her own. She can't do anything in a 90-day period. The probation needs to be extended. Do I think Traci will make it? I don't know. All these things being brought up from 2 years ago, I've heard it at several meetings. It doesn't mean anything to me anymore. If the person was not prosecuted at the time of the alleged crime, obviously there was nothing there. Every job that she has done, she's bettered herself. None of the people we had before her were college educated. We've got to give her a chance. As to lying, I don't think any of us can stand here and say we've never lied. **Helen Ferguson;** What I would like to bring up is that the 5 year's experience she has, is not enough for the job she has to do. She has done a great job in most areas. I think she needs more education, finical, budget all of those things. She's excellent with the people in the park. We are all humans we all might not be able to get out and do what we want to do. The budget, I think she's done well on that but she hasn't done a full budget sine she's been on. Financial, she's done well but she's had a lot of help. She's been lax in quite a few things. **Kendra Bender;** I



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did a full performance review. I did an objective test. I have an objective and a subjective. The objective performance review was 11 questions. You rate the employee on a scale of 1-5 with 5 being the highest. I did this twice and went back, I wanted to be as objective and honest as possible. I liked what Keith said about wanting a star. 5 was distinguished, 4 was commendable, 3 was fully satisfactory, 2 was needs improvement, and 1 was marginal. The results that I received were 2.5 in between only satisfactory or needs improvement. I could not give one single 4 or 5 which is disconcerting. On this subjective part I took the job description and came up with positives and negatives. This job description was available when she took the job. It might have been modified because I know there was discussion on the college degree. Traci obviously does not meet the job requirements per se. Now when working with Traci I was in there about 4 weeks with her. I found her helpful. She worked well with the people and employees. She made the difficult decision of firing a well-liked employee. Traci and Bre did a wonderful on the audit. Finance she does a portion of the finances fine.

Payroll process is excellent, she has really nice computer knowledge and her hours, I think they're fine. When it comes to her weaknesses, I have not seen any proactive proposals. I haven't seen written reports about departmental activity. There has been no goal setting. There have not been any recommendations for changes or improvements. I was very unhappy with the presentation at Monday night's meeting. It wasn't prepared for. At one point Allison's email was up on the screen and that's just unacceptable. She did inform me she does not have any experience preparing a budget. She has not performed when it comes to presenting us with income and expense projects and budget adjustments. Something that kind of got me this morning, because I've spent a lot of time on this. Bob and Traci were in the office after Monday night's Meeting, they were looking at the budget to determine what we can afford to pay and where we are at with wages. I shouldn't have to research that information she should research it and present it to us. I have seen no research in applying for grants, but like Donna I have promoted people from within without college degrees. That being said, I would have hoped she'd be taking classes, that hasn't happened. She has learned how to run the proper accounting reports something that Mike never did. If we kept her she would need management training. The best education is measuring ourselves. I like Traci she's a good person but I would like to see classes. I am willing to listen to the people and the rest of the Board. **Ellouise Raffo**; I submitted my letter of interest for this seat after Saturday's meeting. I saw conflicts arising that I felt I could help with. I have had years of administration, government, committee and conflict management experience that I can put to use on this Board. There are 2 separate issues, 1st the job description compared to the resume and 2nd, the written warnings. After reading the job description and the resume I really question the wisdom of the Board placing Traci in this position. Suffice to say, nothing in education comes close to meeting the job description. Many skills in attitude and management are sadly still very lacking, I'll say right now, it requires more. Holiday Park needs an experienced manager now.

Barbara Whitneck; I really can't say anything bad about her. She may be learning as she goes. I had a position that 129 men had to teach me but I learned it, and I did a good job. There's more to this park, we need somebody to, as they say, be a star. One thing, I called her to let her know people were putting up "slow children at play" signs. She said



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people were doing that to enforce the speed limit. You and I know you don't post signs where we live. I like her I think she's nice but I don't think she has the experience to be a star. **Allison Kelly**; When I started my review I was not thinking we were going to be making comparative analysis so I'm going to share a few things with you based on Trustee comments. When Traci took this position and I became acting Chairman, I was in the office a lot. I always take notes when I talk to people, what I've asked them to do and for follow up. Part of the responsibilities for District Manager is to take direction from the Board, implement policies, make sure the Deed Restrictions are being followed and treat our residents and employees with the upmost respect. December 12th, I asked Traci to develop a spreadsheet for bulk orders for the maintenance compound. I told her, I know you have very limited budget experience but please start to develop a spreadsheet for the budget based on past ones. I strongly suggested she ride around the park in the morning and afternoon. I asked her to please update the master list for violations and keep track of where she was and how many violations were sent out. I noticed there was dumping at the compound I asked her create a "No Dumping" sign for the compound so it would not continue, and that was never done. On 12/13 to include the number of 1st violations I have not gotten 1 report. From November 17 to February 16 I have talked to Traci about the leak in the roof. It became very apparent after the hurricane. I have asked her numerous times to contact the contractor. Wednesday, she finally did. November 18th I went out to the pool with her and Jose, we have a major leak in the warm pool. It was never fixed properly, our deck is caving in there's mold and mildew. I asked her to post jobs on Craigslist for our maintenance crew, she told me they were posted. She lied to my face and told me she posted them. I need to trust the district manager. That's one of the letters I wrote regarding her performance. I was getting frustrated, I heard through the grapevine that she was telling people she couldn't get her work done because I was micromanaging. I stepped back and stayed out of the office. I still have 27 things on this list that have not been completed, her follow-through is very negative. Those are my comments I'm sorry for being so blunt. There are things that have slipped through the cracks and will continue.

Public questions/answers:

John LaLima, 1055 Sunflower; I've been a snowbird here for 18 years, I've gone through I don't even know how many managers and none of them come close to meeting your qualifications. You want someone to meet all of that, be prepared to spend \$100,000. 3 months is not enough time. You need a minimum of 6 months. Yes, Traci probably messed up on a lot of stuff. You can't complete all the tasks that you're looking for, she has 9 members on this Board asking her to do stuff. It's just Her and Bre. I believe she should be given a further chance. **Meredith Prisco 1256 Shell**; We are here for a specific purpose, we are missing the very main point. I can tell you this quite frankly, when I was in the corporate world, I had the knowledge for every position in my department. I put in my proper paperwork for a supervisory position and my boss came back and said "All though you are very well skilled, you don't have all the requirements we need for this position. He informed me they hired a young woman with a 4 year degree and I was asked to train her. At that time, I turned in my resignation. If it is decided she gets kept on in her position, my big request would be



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she pays for all of her own classes. My reason being, she's not meeting all the requirements that she should already have. Second thing, she lacks the skill and proper requirements for the job in the first place. When we are looking for employees, it is more sound to go through an agency and they find candidates that meet most of what you need. **Barbra Hoffman, 1021 Little;** We sat in the meeting we were presented with a woman that ran circles around Traci. We are all hurt because we want this park to come back up. We keep lowering the bar. The fact that we were shut out of that meeting. I have nothing against Traci but to have the responsibility at our age, we should be able to have people that know what they're doing. Thank you, Allison for opening up the Board. **Sal Cursi 1107 Keystone;** I totally agree with you in a perfect world, that's what I want to. We let Traci take over temporarily, knowing her qualifications at that time. I've been through a few managers, one had a bad attitude, one I guess he stole his qualifications stunk. Does Traci have it? No. I don't think we are giving her enough time. Since I've been in this park, we've never really even had a manager. If we really want to be numero uno, put a number on it. **Marlene George 1214 Dove;** I have 2 points. The first is more personal. The problem I have had with the neighbors at 206, they have a little girl living in the shed. I came over and talked to Traci. I had called the police the night before because someone was banging on the door and she told grandma and the baby to get inside. Bre has witnessed police over there going through her purse. I asked Traci if she had informed Allison, she said no. I decided to send an email to Allison and she thanked me because she did not know. Something that important needs to be passed along. We need to keep up the quality in this park. It's for seniors, we need to feel safe. That's my first issue. My second is, you all talk about training onsite training. We are all seniors and the Board members are volunteers it's not up to them to make it a part time job. She was probably a great clerk. **Chuck Roane, Borel;** I have been here since 1990 and I have been very happy here. There's problems, show me a place that doesn't have problems. There's times it was pathetic how the park looked it looks nice and cleaned and squared away. I'm at a point in my life I don't give a darn. **Bruce Crabb, 442 Neighborly;** We had a lady run this park many years ago for 16 or 17 years. We ran the office with 1 person. We went into the big time, we had 3 people in office and we couldn't run the park. I've been through 7 managers, one them was stealing from us. Now we have this problem. I agree with Bob, I don't care how many qualifications you make on a piece of paper. As far as Traci, we need somebody that has office procedure in there. The bookkeeper and the treasurer do the budget, it's not brain surgery. Traci is very good with people. A 3 month probation isn't enough my recommendation is put her on another 90 day probation. Let's have a little bit of you know, I don't want to micromanage, never mind the fact that we've had trustees that have hidden information. We have become a big city in this park for some reason. **Toni Beatty, 127 Holiday Park;** I don't know exactly what requirements were in effect at the time they gave this job to Traci. It's unfair you would give her a job she wasn't qualified to do. It should have been nipped in the bud. If she were willing to meet the requirements that pertained to the job, she should be given a longer probation. I've seen her out on the golf cart. **Allison Kelly;** People are getting hung up on the college education. That's not what we are saying is required. It also says a high



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school education is acceptable as well. **Brenda Ambrose, 241 Blossom;** First of all thank you to the board, I don't know Traci very well, I'm talking about a manger for large park like we are. Trustees should not be training the manager. A 3 month probation would be perfect if the qualifications were there in the first place. **Karen Carreiro, 181 Holiday Park;** Bottom line is qualifications. You need to have some knowledge and it sounds kind of farfetched to me. We are not talking about Traci we are talking about a district manager. **Elaine Wilde 1181 Lindsey;** I have spoken honestly and outwardly about Traci. We weren't given a chance when Traci got hired and I have read all the minutes. I sincerely think Bud Getz appointed her with his vote. A job description was available, Traci typed it. I want to address something Bob Eldridge said, you have to press charges against someone in order to get them arrested. Police don't just show up and arrest you. Jody Storozuk should be in jail right now. The bottom line is, nobody pressed charges. Ethically and legally can Traci do this job? We have a person that cheated us and he was helped by Traci. Please wake up. I am being honest. **Meredith Prisco, 1256 Shell;** Property manager salaries are running at \$30,000. **Leanna Johnson, 309 Holiday Park;** I think it was grossly unfair to put Traci in this position. I feel bad and it wasn't fair to her to do this to her.

Trustee Remarks and Recommendation

Allison Kelly; Before we move on, I have given this to all of the Trustees on this board.

It is dated 2/16/18 at 3:27am. I have had to discuss Jody Storozuk, Sharon Johnson and Traci DelGaudio with our attorney. He has read the minutes and has started to ask me questions. He did bring up the issue of changing documents. He states "Among other things, whether or not a person has committed a crime depends on their intent to commit a criminal act. Using bad judgement may not constitute a crime. I know there were arguments at the time that what she, Traci, did was not intended to defraud the district. I don't know what solid evidence there is that she was complacent in the district managers fraud and if she knew why she was recreating and modifying receipts. If we think we have proof of a felony we should contact the authorities." I have not sent any copies of these documents to him. This was just in conversation. He has asked for those copies and as Chairman of the Board I have a legal obligation to do so.

Action: Motion to remove Traci as District Manager made by Keith Rittscher, Bob Shortlidge seconds

Trustee Comment; **Ellouise Raffo;** The letters and responses come into play. The first concern, the auditor and if everything was sent out on time. If Traci had placed the call to them as soon as possible none of that would have happened. These are things that if she were doing her job, they would not be problems. The violation letters that weren't sent out. She was there for 18 months. She knows you have to have office procedure. If she hasn't learned that by now, she's not going to learn anytime soon. Her responses are excuses. It is clear that she lied about posting jobs. I think there is enough her that I would not vote to maintain her. **Keith Rittscher;** Leanne stated what I was thinking. We were very unfair to Traci to put her in this position. We



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messed up. Bob Shortlidge; To the people saying it was unfair for us to put Traci in this position, I hear what you're saying. Traci out herself in that position by applying for the job.

Public Comment; **Sal Cursi, 1107 Keystone;** If you relieve Traci of the manager's position, will you give her back her old position? **Allison Kelly;** By virtue of the employment laws of Florida, it would be unethical to demote Bre. **Phil Matton, 265 Holiday Park;** I see where this is going and she's not going to get her old job back. I just ask you to not press charges and destroy her life. Why? Just let her go and leave it alone. **Allison Kelly;** This is not to be vindictive. The attorney has asked for copies of the documents and I have to give them to him. **Mark Bodoh, 121 Holiday Park;** Once this takes place how do we proceed with find a manager? **Allison Kelly;** I can go back and pull out the other resumes we have. We can ask them to come back for an interview. We will take a verbal vote. Yes would be to remove, no would be to stay. **Bob Eldridge;** No. **Donna Matton;** No. **Bob Shortlidge;** Yes. **Helen Ferguson;** Yes. **Kendra Bender;** Yes. **Keith Rittscher;** Yes. **Barbara Whitneck;** Yes. **Ellouise Raffo;** Yes. **Allison Kelly;** Yes. Traci has been dismissed as District Manager. I will start reviewing past resumes.

Call for vote; Motion passed 2 nays

6. Adjournment; Motion to adjourn made by Bob Shortlidge, Kendra Bender seconds. 11:48pm.