

DISTRICT MANAGER PROGRESS REPORT

20
25



GATEWAY
SERVICES CDD

Prepared by:

CHELSEA O'RILEY

Letter from the DM

Dear Board Members and Team,

As District Manager for Gateway Services Community Development District, I am pleased to present an overview of our progress over the past year. Guided by the direction of the Board of Supervisors, this year's efforts have remained focused on executing established priorities, improving communication, advancing critical projects, and positioning the District for long-term success.

A key focus has been delivering on major initiatives that directly impact service reliability, infrastructure sustainability, and community amenities. From utility system improvements to ongoing capital projects, staff has worked diligently to move projects forward while maintaining high service levels across all operations.

Notably, the District has made significant progress toward the completion of the Meter Replacement Project. While challenges were encountered along the way, continued coordination and problem-solving have kept the project moving forward, bringing the District one step closer to delivering a technologically advanced metering system that will enhance both operations and community visibility to usage.

Vision for the Future

By aligning resources, strengthening internal processes, and maintaining a focus on Board-directed goals, we have continued to make measurable progress across key priority areas while laying the groundwork for future initiatives.

*Best,
Chelsea O'Riley
District Manager*

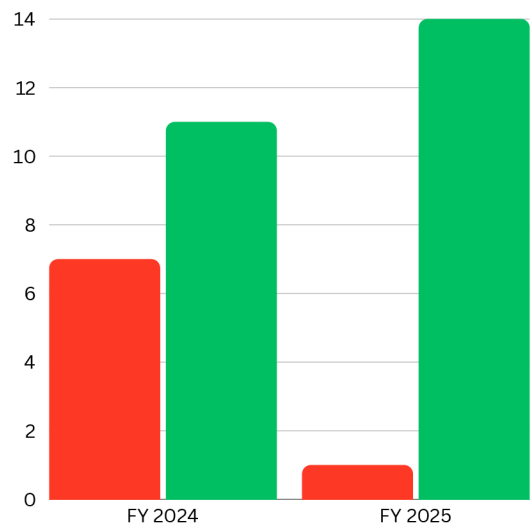
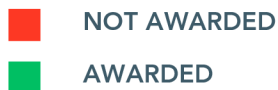


FINANCIAL TRANSPARENCY

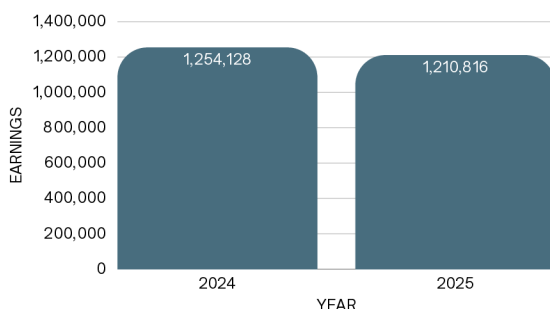
- The District maintained a strong commitment to fiscal responsibility, transparency, and long-term financial sustainability.
- Achieved a clean FY2025 audit with no findings, demonstrating strong internal controls. No material weaknesses were identified in internal control over financial reporting, and no instances of noncompliance were reported under Government Auditing Standards.
- Strengthened financial oversight through strategic staffing and cross-training.
- Transitioned Accounts Payable processes to SharePoint, improving transparency and workflow efficiency.
- Advanced digital transformation efforts, increasing accessibility and operational efficiency.
- Identified and implemented cost-saving measures, including approximately \$40,000 in annual savings from service adjustments.
- Reduced operational costs by bringing select services in-house while improving service quality.
- Negotiated health insurance premiums, resulting in over \$40,000 in savings.
- Evaluated insurance markets and operational efficiencies to reduce expenditures.
- Implemented a new assessment methodology in coordination with consultants and legal counsel to ensure compliance and long-term stability.
- Explored alternative revenue sources, including premium parking, to offset operational costs.
- General Fund operating reserves remained at a minimum of 3 months of operating costs.
- Secured over \$17,000 in sponsorships for Winterfest 2025.
- Obtained approximately \$200,000 through the Hazard Mitigation Grant Program (HMGP) to fund generator installations at lift stations.
- Coordinated and led grant acquisition efforts to enhance infrastructure resilience and long-term utility system reliability.

BID SOLICITATIONS

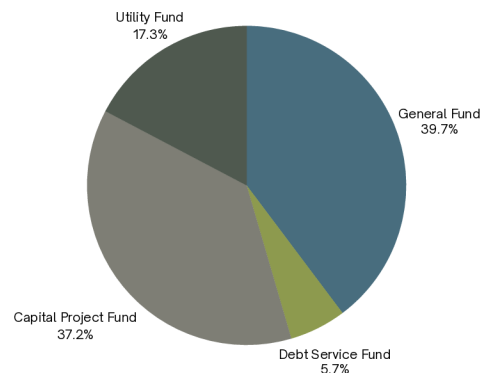
The District awarded more bids in FY 2025 than in FY 2024. The only unawarded bid was the initial solicitation for the meter box replacement project, which was subsequently awarded under a separate solicitation. These figures also include ITQs issued within the same timeframe.



INVESTMENT EARNINGS FY 24 & 25



FY 25 INVESTMENT EARNINGS BY FUND



COMMUNITY ENGAGEMENT



- Expanded the event sponsorship program and strengthened relationships with local businesses, increasing both financial support and community participation while fostering local economic activity through District-hosted events.
- Hosted a wide range of community events throughout the year, including Winterfest, Eggventure Hunt, Red, White & Pool, Youth Fishing Derby, Back to School Bash, Movies on the Field, and the Farmers Market, creating consistent opportunities for resident engagement.
- Partnered with Gateway Church to host the Jingle Jog 5K along the Linear Park, further activating District spaces and strengthening community collaboration.
- Launched and hosted a Lee Health Lecture Series in the Boardroom, providing residents with access to educational programming on a variety of health and wellness topics.
- Increased District leadership presence within the community to enhance awareness, improve communication, and strengthen relationships with residents and stakeholders.
- Continued monthly school recognition initiatives in coordination with the Board, highlighting local students and strengthening ties with area schools.
- Completed significant pool facility enhancements, including restroom improvements and upgraded amenities to improve the resident experience.
- Advanced efforts to onboard a concessionaire and expand programming to generate revenue thus increasing utilization of recreational facilities.
- Improved parks and recreational facilities through amenity upgrades and safety enhancements.
- Increased use of digital signage along Griffin Drive to promote upcoming events and improve real-time communication with residents.
- Enhanced online registration and engagement tools to support communication, participation tracking, and future outreach efforts.
- Actively engaged residents through town halls, community meetings, and presentations on key initiatives, including the Meter Box Replacement Project, District responsibilities, and service offerings.
- Leveraged community partnerships to encourage sponsorship and participation to increase awareness of organizations within Gateway.



MAINTAINING PUBLIC INFRASTRUCTURE



- Located and documented a previously unidentified manhole, improving system mapping accuracy and supporting ongoing infrastructure planning.
- Managed multiple utility system turnovers, ensuring compliance with District standards and proper documentation.
- Continued progress on the Street Lighting Conversion Project, improving system reliability and operational efficiency.
- Advanced the Meter Box Replacement Program and Smart Meter Pilot toward full-scale deployment.
- Completed the FGUA interconnect project, strengthening system redundancy and operational flexibility.
- Conducted Year 1 CCTV inspections of the sanitary sewer system to proactively identify maintenance needs and system deficiencies.
- Advanced lift station repairs, resiliency planning efforts to improve long-term system performance.
- Completed multiple pond restoration projects across Gateway and Pelican Preserve communities to improve water quality and environmental conditions.
- Enhanced GIS capabilities to improve asset tracking, mapping accuracy, and data-driven decision-making.
- Continued coordination and progress on the administrative building and commons project while maintaining stakeholder alignment and project continuity.
- Supported economic development efforts through infrastructure planning, system capacity analysis, and coordination with developers to ensure long-term service readiness.
- Completed generator installation project for critical infrastructure to improve resiliency during storm events.
- Implemented a District-wide quarterly roadway inspection program, ensuring roadway issues are identified and addressed internally or referred to the appropriate agency.
- Removed park hazards, including unsafe recreational equipment such as basketball court elements within Fun Park, to improve public safety.
- Completed design work for new monument signage at District administrative facilities.
- Conducted bridge inspections at Pelican Preserve and issued repair recommendations based on identified deficiencies.
- Transitioned portions of mowing services in-house, including Linear Park mowing, and descoped portions of the Mainscape contract, resulting in approximately \$35,000 in annual savings while maintaining service levels.
- Continued irrigation and landscape design efforts for system replacement projects, with no disruption to project continuity despite external coordination challenges.
- Issued design and bid solicitation for staff gauges used to monitor water level fluctuations in District stormwater ponds.
- Advanced preparation of bid specifications for Pelican Preserve Boulevard mill and resurfacing project by incorporating updated signage and bike lane markings to reduce mobilization costs and improve project efficiency.
- Completed implementing Pelican Preserve's entrance operation system for the community.
- Installed drainage improvements, including flat surface drain flumes to address standing water conditions along pedestrian pathways.
- Installed new "No Parking" signage along Westlinks Drive and Commonwealth Drive to improve traffic control and safety. Completed inventory of street signs requiring replacement.
- Completed Towne Lake Drive mill and resurfacing project planning.
- Completed repainting of The Commons Pool building, including newly installed doors, improving facility appearance and condition.
- Conducted annual fish stocking activities to support pond health and ecological balance.
- Completed swale reclamation work at Soccer Drive to improve stormwater flow and drainage performance.
- Advanced permitting efforts for the Soccer Complex parking lot expansion project.
- Applied for various grant opportunities for utilities and erosion resiliency.

PERSONNEL MANAGEMENT

- Implemented a new Human Resources Information System (BambooHR), improving onboarding, recordkeeping, and overall employee management efficiency.
- Established standardized workforce training and certification requirements across all departments to ensure consistency and operational readiness.
- Strengthened financial operations and continuity by adding a AP/Payroll Manager and implementing cross-training between key financial roles.
- Maintained operational continuity during multiple staff retirements while sustaining service levels and organizational performance.
- Promoted a strong organizational culture through staff engagement initiatives, recognition programs, and internal team-building activities.
- Hosted monthly safety trainings focused on workplace hazards, improving awareness and reinforcing safe work practices across all departments.
- Conducted regular “Lunch and Learn” sessions covering topics such as heat stress prevention, workplace hazards, and operational risk reduction.
- Organized internal staff engagement activities and friendly competitions to strengthen morale, collaboration, and workplace culture.
- Coordinated with insurance providers and Lee Health to ensure employees had access to no-cost annual physicals and preventative health screenings at GSCDD office through a mobile health unit.
- Completed a comparative benefits analysis of peer organizations and presented findings to the Board to support data-driven decisions on retention and recruitment strategies.
- Received \$5,000 reimbursement from insurance carrier for safety-related expenditures that impact personnel.
- Of the 35 positions within the District, 31 are currently filled. Employee tenure is distributed as follows: 51% have been with the District for 0–3 years, 16% for 3–5 years, 30% for 5–10 years, and 3% for more than 10 years.



PUBLIC SAFETY

- Removed hazards in parks and public spaces to enhance safety for residents.
- Transitioned ROW parking enforcement coordination to the Florida Fish and Wildlife Conservation Commission (FWC), improving coverage and response.
- Participated in the Local Mitigation Strategy (LMS) Working Group to support regional resilience planning.
- Served on the Lee County Disaster Advisory Council, contributing to emergency preparedness initiatives.
- Secured grant funding to enhance infrastructure resilience during storm events.
- Successfully resolved liability risks, including a trip and fall case, protecting District interests.
- Continued extra-duty detail services with Lee County Sheriff's Office for GSCDD assets and within communities.
- Continued extra-duty detail services with City of Fort Myers Police Department within the Pelican Preserve community.

BY THE NUMBERS

432

SeeClickFix requests processed



\$29K

Health insurance reimbursement received



11%

increase in Facebook followers

9

community events



with an estimated
8,000

people in attendance



14,713

work orders completed

73

annual Parks & Rec reservations



Managed

\$1MM

in grant funding



On average

75

calls answered per day

PROJECT OUTLOOK

PELICAN BLVD. ROADWAY IMPROVEMENTS

The project includes milling and resurfacing Pelican Preserve Boulevard, along with updated pavement markings and roadway striping. Work may also include installing designated bike lanes and restriping additional District roadways. The contractor will handle permitting and inspections, and traffic will be maintained throughout construction to reduce impacts to residents. During construction, please be aware of the speed and workers. Ant. Start: Summer 2026



ADMINISTRATION OFFICES & PARK IMPROVEMENTS

On November 26, 2024, the Board of Supervisors approved construction of the Administrative Offices and park components. The project includes office space, a boardroom, an Emergency Operations Center, an LCSO office, pickleball courts, additional court sports, and a trailhead. Construction is underway with anticipated completion in Fall 2026.



METER REPLACEMENT PROJECT

GSCDD has completed the pilot project for new meters, and full deployment is set to begin across the District. The meter box replacement program is ongoing as part of the full rollout, while meter installation will replace existing meters only. Once fully implemented, customers will have access to enhanced usage data through the customer portal. The project is funded through water rates and a low-interest State Revolving Fund loan, with completion expected by Fall 2026.



POND BANK RESTORATION

The pond bank restoration project includes the remediation of the identified and classified stormwater pond banks throughout the Gateway Services CDD. Ponds requiring restoration were identified by GSCDD's District Engineer and staff based on the severity level and proximity to residential properties. In 2025, the District completed the following ponds: 43, 75, 81. Funding of these projects was a low interest loan from the State Revolving Fund loan and for Pelican Preserve, self-funded through current assessments.



IRRIGATION SYSTEM REPLACEMENT

As part of the 2023 Bond Series, the Board of Supervisors identified the need to replace the District-owned irrigation within Gateway. As such, the Board decided to convert all battery power irrigation nodes along Gateway Boulevard, Griffin Drive, Soccer Drive and a few others to a "smart" system that can be controlled via an app. This project will be completed in 2026.



Looking Forward

Our District exists not only to meet statutory requirements, but to educate, support, and provide essential services that enhance the quality of life for our residents. This purpose drives everything we do, from utility services and infrastructure improvements to customer service and community engagement.

Looking forward, we are entering a period of continued growth and opportunity. Ongoing initiatives such as infrastructure upgrades, operational enhancements, and proactive maintenance efforts reflect our commitment to efficiency, reliability, and long-term sustainability. These efforts are more than projects, they are investments in the future of our community.

As District Manager, I am confident that our strength lies in our people. The professionalism, accountability, and dedication demonstrated across our administrative, utility, and public works teams are what allow us to deliver at a high level every day. Together, we support a system that keeps our community running smoothly and positions us for continued success.





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