



## **Quarterly Report**

**Third Quarter FY 2009**

**April 1, 2009 to June 30, 2009**

### **FLORIDA YARDS & NEIGHBORHOODS Builder/Developer/Homeowner Association Outreach**

**Prepared by:**

**Chris Dewey, Program Coordinator  
Florida Yards & Neighborhoods**

**Submitted by:**

**BJ Jarvis  
County Extension Director  
Pasco County Extension  
36702 State Road 52  
Dade City, FL 33525**



**The Pasco County Florida Yards & Neighborhoods Builder and Developer Program is jointly supported by the Southwest Florida Water Management District and Pasco County through the Cooperative Funding Initiative**

## DISTRIBUTION

Southwest Florida Water Management District  
2379 Broad Street  
Brooksville, FL 34604-6899  
Attn: Sylvia Durell, Senior Communications Specialist

Dr. Charles S. Vavrina  
South Central District Extension Director  
University of Florida  
2686 Highway 29 North  
Immokalee, FL 34142-9515

Adelaida D. Reyes  
Community Services Director  
8620 Galen Wilson Blvd.  
Port Richey, FL 34668

*And, through Mrs. Reyes:*

    Pasco County Administrator, John Gallagher  
    Assistant County Administrator for Public Services, Dan Johnson

David Bracciano  
Demand Management Coordinator  
Tampa Bay Water  
2535 Landmark Drive, Suite 211  
Clearwater, FL 33761-3930

Esen Momol  
State Coordinator, Florida Yards & Neighborhoods  
University of Florida  
1515 Fifield Hall, P.O. Box 110670  
Gainesville, FL 32611-0670

Kathy Malone  
State Coordinator, Florida Yards & Neighborhoods Builder/Developer Program  
University of Florida  
112 Mehrof Hall, PO Box 110675  
Gainesville, FL 32611-0675

Members of Advisory Committee - see listing on next page

## ADVISORY COMMITTEE

### FLORIDA YARDS & NEIGHBORHOODS INITIATIVE FOR

Dave Bracciano Demand Management Coordinator Tampa Bay Water 2535 Landmark Drive, Suite 211 Clearwater, FL 33761-3930	Cindy Jolly Pasco Development Director 7530 Little Road, Suite 230 New Port Richey, FL 34654
Shea Hughes President Sunrise Landscaping P.O. Box 16531 Tampa, FL 33678	Peter Politis President Niagara Sprinkler Systems, Inc. 11131 Knotty Pine Dr. New Port Richey, FL 34654
Sylvia Durell Senior Communications Specialist SWFWMD 2379 Broad Street Brooksville, FL 34604-6899	BJ Jarvis Cooperative Extension Director Pasco County Extension 36702 State Road 52 Dade City, FL 33525-5198
Michael J. Garrett, P.E. Engineer III Pasco County Stormwater Management 7530 Little Road, Suite 230 New Port Richey, FL 34654	Cynthia Spiedel Planner II Pasco County Growth Management 7530 Little Road New Port Richey, FL 34654
Robert Tietz Pasco County Biologist Environmental Lands Division 4444 Grand Blvd. New Port Richey, FL	

**Florida Yards & Neighborhoods**  
Pasco County Residential Building, Development and Community  
Management Education Project

**Third Quarter Report**  
**1 April, 2009 to 30 June, 2009**

**Introduction**

The past quarter has been one of significant accomplishment and far reaching change. Major changes have resulted from passage of laws related to water resource management. The most prominent of these from a Florida Yards& Neighborhoods (FYN) perspective relate to mandatory education in Best Management Practices (BMP) for commercial applicators of fertilizer, removal of the ability of all Homeowner Associations (HOA) to prohibit Florida Friendly Landscaping (FFL) and creation of a variance from day of the week watering restrictions for soil moisture sensor based irrigation control systems with remote monitoring and adjustment capability.

These changes come at a critical time when awareness of water issues by citizens is very high due to drought management measures and elevated levels of drought messaging. This high awareness has been obvious due to a significantly increased number of requests by HOAs to consult about specific problems and to obtain general recommendations related to common area landscaping evaluation. In many cases, the inquiry was about drought tolerant plants in communities where there was significant drought tolerant plant material already present but being maintained with excessive irrigation.

These changes in law also bolster existing outreach efforts to HOAs and their Property Managers. Although the requirement for landscape maintenance companies and their employees to be certified in BMPs for Green Industries, does not impose a similar educational requirement for Property Managers and HOA boards, concentration on concurrently educating those segments of community area management will enable implementation of the BMPs.

New single family home construction permits remain severely depressed in Pasco County compared to recent historical levels (2000 to 7000 per year) with only about 345 permits issued in the first five months of 2009. However, even at that low level, inquiries have been received to secure assistance in bringing previously approved development projects forward with energy efficiency (structural insulated panels), renewable energy (solar photovoltaics) and water conservation (rainwater harvesting). Select Properties has two

multifamily affordable housing projects with a total of 110 units. The developer has met with the Florida Water Star Gold (FWSG) Program Coordinator to promote the full range of water conservation options in the planning process.

## **Success Stories**

The strategic plan to primarily engage with Property Managers was implemented during this quarter with great success. Central to this strategy was the formation of a partnership with OLM Inc., a landscape maintenance contract management company with many Community Development District (CDD) clients in numerous locations throughout Florida as well as in the southeast from Virginia to Texas.

Shortly after agreeing in principle to work together with their existing client communities in Pasco and beyond, OLM relayed the interest of Greenacre Property Management to provide Continuing Education Units (CEU) for 30 of their Community Association Managers (CAMs) serving as many as 150 individual communities throughout the Tampa Bay area. Some research revealed that the Program for Resource Efficient Communities (PREC) at the University of Florida had a Florida Department of Business and Professional Regulation (DBPR) approved program with 5 (CEU) in BMPs for Green Industries that had been developed by Ed Skvarch, Commercial Horticulture Agent in St. Lucie County and which was due to expire in May 2009.

With the assistance of PREC, we were able to schedule an all-day educational program on April 24, 2009 that covered the entire range of instruction for the BMPs enhanced with advanced nutrient source control and soil moisture sensor irrigation management. All of this was able to be provided at a cost of \$20 per CAM since PREC did not need to send announcements to prospective attendees nor do any registration and only minimal processing. The CAMs were mightily impressed with our ability to provide individual CEU certificates on the day of the training. This is only possible when the attendee list is known well before the class.

The training was delivered by the FYN Program Coordinator and the Florida Region Consultant of OLM, Inc. who is an extremely well qualified presenter with numerous professional certifications and abundant experience on the operational aspects of landscape maintenance. OLM's corporate interests meshed well with the objectives of BMPs for Green Industries and the combination of educational and operational perspectives contributed to increased audience interest, participation and acceptance. OLM, Inc provided an excellent lunch for the attendees (at no cost to participants) and maintained an appropriately low key company information selection without significant business promotion at the event. Greenacre Property Management provided the meeting room at the Carrolwood Cultural Center in Tampa.

Despite a fast paced and technically challenging series of presentations, the evaluations (see Appendix D) indicated a high degree of interest in taking the information and using

it to better select, engage and monitor their landscape maintenance contractor's practices. The evaluations also revealed a great amount of interest in being provided with a model landscape maintenance contract based upon the BMPs. This request was communicated to the FYN State office which has begun to work toward providing model contract provisions and language.

Since that training was completed, OLM has begun working with the Commercial Landscape Horticulture Agent in Collier County, to provide the same training to CAMs in the Naples area where OLM also has clients. Provision of the program in the Orlando area is also being discussed. The approach inaugurated in Pasco County is equally applicable statewide.

PREC has applied for continuation of the existing CEU course while preparing updated course content designed for the target audience of Property Managers and HOAs. Pending confirmation of continuing course approval, plans to provide the same training to Rizzetta and Co., another major property management company are underway and likely will be held in late August or September 2009. Although, the attendance by CAMs may only be approximately ten, if sufficient meeting room space is available at their Wesley Chapel office, perhaps an equal number of HOA board members can be enticed to attend the training despite them needing neither BMP certification nor CEUs.

The program continues to compile a directory of property management companies active in the Tampa Bay area which will benefit FYN Program Assistants working in Pasco, Hillsborough, Pinellas and Polk counties. Some of the larger companies manage communities statewide. The directory continues to be updated to include as much information as can be collected. It seeks to identify contact information about each community, their CAM and the landscape maintenance company.

## **The Next Quarter**

The wholesale strategic engagement with HOAs through their Property Managers will only be accelerated by the requirement that landscape maintenance companies be certified in BMPs for Green Industries by the end of 2013. Implementation of the BMPs will be similarly accelerated by training all three segments; HOA board (contract approval), Property Manager (contract preparation and management) and Landscape Maintenance Company (contract implementation). An equal understanding of the BMPs coupled with model landscape maintenance contract specifications and language could lead to early adoption of recommended practices. This remains the primary objective and all current indications point to a situation where no significant barriers exist and significant incentives are in place.

The removal of community deed restriction barriers to homeowner adoption of Florida Friendly Landscaping can only add to the momentum of change within the community as the Architectural Review Committees of the HOAs become increasingly familiar with the collection of practices that define FFL. Increasingly, the community will be adopting

within the common areas, the same practices that they may no longer prohibit their residents from implementing in their own yards.

A significant hurdle to making progress among homeowners is the absence of an exact definition of Florida Friendly Landscaping. A common faulty perception is that a Florida Friendly Landscape gets rid of the turfgrass or substitutes Bahiagrass for St. Augustinegrass. The FYN Official Yard Recognition Checklist makes no mention of any turfgrass type and only specifically mentions “lawn” under the “Right Plant, Right Place” principle in terms of maintaining it for specific uses (children, pets, recreation, swales, right of way). Consequently, a Florida Friendly Yard is not necessarily turf free. The checklist offers a standard definition if it can be agreed to use it for that purpose and it is consistently applied.

## **Summary**

As can be seen from the previous discussion, training in BMPs for Green Industries is increasingly central to the educational outreach effort to landscape maintenance, property management and HOA organizations and will support the homeowner education effort too. The program will continue providing BMP training for certification and for CEUs as appropriate for the specific target clientele while engaging HOAs to encourage adoption of Florida Friendly Landscaping in common areas and in residential landscapes.

**Program: FY09 Pasco County FYN program  
Qualitative Report – Task 2**

**Name:**

**Date:**

**Task Actions due by: March 31, 2009**

If you have additional information on your program's accomplishments that are not addressed in these tasks, please feel free to attach more pages to report. If actions are in planning stage, please explain and provide timeline for completion.

**Item:** Provide education through consultation, workshops and educational materials to builders, developers and landscape and irrigation contractors on how to create Florida-friendly landscapes

**Action:** New home building activity remains extremely low. Some reports have shown less than 350 new homes in the first five months of 2009. One developer, Select Properties, is seeking to provide affordable housing in two separate multi-family projects that have already received approval. In response to market changes, the developer seeks to build a green community with energy efficiency, solar photovoltaics and rainwater harvesting. The program will continue consultations as this project moves forward. The major effort in working with landscapers and irrigation contractors to create Florida-friendly landscaping is through existing communities.

**Item:** Provide education to condominium Property Managers, community/homeowner association members and managers, and professional Property Managers through workshops, one-on-one interactions, site visits, newsletter and newspaper articles, electronic media and distribution of printed materials

**Action:** This quarter has been especially busy with site visit consultations with numerous communities in Pasco County. It seems that high awareness has been created by drought messaging. These consultations work well with the main thrust of the HOA program which is to work through the Property Managers to effect systemic change in multiple communities simultaneously. The premiere event of the quarter was the full day training in BMPs for Green Industries presented to Greenacre Property Management and 30 of their Community Association Managers (CAM). This event was presented as a partnership between Cooperative Extension (education) and OLM Inc. (operations management).

**Item:** Coordinate with the District Florida Water Star<sup>SM</sup> — Gold Certification (FWSG) program coordinator and District FYN Builder and Developer Outreach Specialist to assist builders, developers, landscape and irrigation professionals on FWSG through one-on-one or group education events



**Action:** The Water Star Gold Certification program has been invited to attend meetings with developers such as Select Properties (mentioned above) to ensure it is considered as a qualifying Green Building certification process. A moribund construction market limits the opportunities for inclusion in new construction.

**Item:** Represent and support Pasco County interests regarding Green Building programs and efforts to benefit water resources

**Action:** The Program Coordinator remains involved in advancing Green Building in Pasco County. He continues to be involved in support of Facilities Management and the School Board on their Green Building projects. Additionally, he promotes Green Building certification to Community Development as they struggle with the foreclosed housing programs. Within the private building sector, he attends the Green Building Committee of the Tampa Bay Builders Association and supports their educational efforts for builders and building inspectors.

**Item:** Promote industry certifications through Florida Nursery, Growers and Landscape Association and Landscape Maintenance Association and certificate programs such as Department of Environmental Protection's or the University of Florida's Best Management Practices trainings

**Action:** As noted above, the DEP Best Management Practices for Green Industries is a major focus of the program. While, BMP education for CAMs is for the purpose of earning CEUs, that training supports certification training of landscape maintenance contractors by enabling the recommended practices. This is accomplished both by enabling the contractor to implement practices and by provision of model landscape maintenance contract specifications for inclusion in contract documents.

**Item:** Continue monthly meetings with Pasco County Extension horticulture and homeowner FYN staff and attend quarterly meetings with agents and staff from other counties

**Action:** The Program Coordinator works closely with Horticulture and FYN staff daily in routine matters and monthly to assure oversight, accountability and consistency of message delivery according to established guidelines. Regional and statewide coordination with agents and staff from other counties is assured through monthly Conservation Coordinating Committee meetings at Tampa Bay Water, In-service trainings and special programs.

**Item:** Track number of contacts that can be attributed to District media messaging

**Action:** While contacts directly related to District media messaging remain difficult to identify, it is highly likely that much of the increased awareness evidenced by increased requests for consultations with HOAs is indirectly a result of that messaging in concert with drought awareness messaging from a variety of media sources. The net result is an increased attention to water issues related to landscaping and increased intention to embark on community landscape demonstration projects.

**Item:** Obtain memberships to and attend meetings and conferences of Florida Green Building Coalition/U.S. Green Building Council, Florida Home Building Association, and other homebuilding associations as appropriate to outreach and as needed to support the District's promotion of programs

**Action:** Membership in Green Building and Homebuilding Associations are maintained as appropriate. The Program Coordinator continues to promote Green Building to hundreds of building professionals in all disciplines through the widely acclaimed Biweekly Green Building News Digest. This periodical e-mail based newsletter supports Green Building organizations with a special section announcing relevant educational events of the USGBC, FGBC and PREC. The coordinator is a regular member of the Green Building Committee of the Tampa Bay Builders Association.

**Description of significant accomplishment(s) this task period:**

(These activities are shared with the Governing Board — your opportunity to spotlight the value of your program.)

The most significant achievement during this task period was the BMP training of 30 CAMs from Greenacre Property Management Co. in partnership with OLM Inc. Those 30 CAMs are the functional managers of 150 Homeowner Associations throughout the Tampa Bay area. The evaluations (see Appendix D) from that event were proof of concept that Property Managers are critical partners in advising HOA boards as well as managing landscape contracts. After receiving the education, numerous comments indicated the CAMs felt empowered to knowledgeably question contractors before and after awarding contracts.

Not only will this partnership with OLM continue to pay dividends with trainings of CAMs from additional large and small property management companies, but it has already been picked up for presentation in the Naples area and perhaps the Orlando area as well.

**Report on behavior or knowledge change:**

Appendix D summarizes the impact on behavior and knowledge change achieved by the major educational event of the past quarter.

**Provide details on outreach related to Florida Water Star<sup>SM</sup> — Gold Certification program:**

The FY&N Program Coordinator consistently identifies opportunities and directs clients to the FWSG Program Coordinator as well as inviting the FWSG Program Coordinator to participate in meetings and events with builders and developers in attendance.

**Provide details on outreach to Property Managers of HOAs, COAs and others:**

The Program continues to assemble a directory of Property Managers throughout the Tampa Bay region. The assembled information identifies address, phone number, contact person, e-mail, and number of community association managers in each property management company. Additionally, it compiles information about the community association clientele including CAM, landscape management company and county where the community is located. This information is used to prioritize outreach events that provide CEUs for CAMs in BMPs for Green Industries with the largest companies being engaged first. This effort partners with OLM, Inc. in selection of clientele and delivery of the programming. The effort is magnified in impact by facilitating partnership with OLM, Inc. by Extension offices statewide.

**Report on Task Three activities by July 31, 2009.**

Task report on District **qualitative and quantitative** report forms to include: qualitative, quantitative and evaluative information on outreach contacts with target audiences; number of builders who incorporate FWGS in projects; report on regional meetings; report on education outreach through workshops; quarterly pre- and posttest findings; electronic and print media outlets and special events

**Program: FY09 Pasco County FYN Program  
Quantitative Report**

Name: Chris Dewey

Date: July, 2009

Task Period #: 3

Type of Outreach	No. of Events	No. of People
Educational workshops	0	0
Presentations to groups	8	154
Individual contacts (telephone, email, visitors)	1662	1662
Exhibits	0	0
Special projects or programs (please name)	0	0
Web site visitors		N/A
<b>Total Educational Outreach Events/Contacts</b>	<b>1670</b>	<b>1816</b>
Activity	Number	Reach
FYN Literature distributed		316
Newsletter articles	0	0
Newspaper articles published	1	
Electronic media (TV, radio)	0	0

## **Appendix A**

### Advisory Committee Meeting Notes

**FY&N Builder/Developer/HOA  
Advisory Committee Meeting  
June 30, 2009 10Am – 12 Noon  
NPR Extension Office**

**Meeting Participants:**

**Chris Dewey – FYN Program Coordinator**

**BJ Jarvis – Cooperative Extension Director**

**Sylvia Durrell – SWFWMD Project Manager**

**Cynthia Spidell – Growth Management Planner**

**Agenda**

1. Report of activities in the current quarter.
  - a.) Consultation with Homeowner Associations
  - b.) Directory of Property Management Companies and their clients in the Tampa Bay region
  - c.) Best Management Practices (BMP) for Green Industries training of Community Association Managers (CAM) with CEU (Greenacre Properties Inc. plus Naples and Orlando with OLM)
  - d.) Profit Opportunities – Compost, Green Foreclosed Homes --- other Green products unavailable through private business ( hybrid lawn mowers, insulating coatings, Corn Gluten Meal, etc.)
  - e.) Energy Efficiency and Conservation Block Grants – Public Education (PREC)
  - f.) Green Building projects and activities – Green Local Government Certification, Tampa Bay Builders Association’s Green Building Committee – Select Properties (110 affordable green)
  
2. Plan for the next quarter
  - a.) BMP for Green Industries training for CAMs and Landscape Maintenance Co’s
  - b.) Committee member suggestions
  
3. Relevant 2009 legislative actions
  - a.) SB 494 – Required BMP training by commercial fertilizer applicators
  - b.) SB 494 – Variance from day of the week irrigation for smart irrigation
  - c.) SB 2080 – Deed restrictions cannot prevent Florida friendly landscaping

Links to Bills:

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[CS/CS/CS/SB 494 Bill Text Enrolled PDF](#)

[SB 2080 Bill Text Enrolled PDF](#)

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## **Appendix B**

### **Newspaper Articles**

## Naturally Fertile

A plant cannot tell the difference between man-made nutrients made from fossil fuel or those released from organic matter in the soil by microbes. However, synthetic fertilizer only provides nutrients and does nothing to increase water-holding capacity, reduce runoff, improve soil structure or any of the other benefits of using an organic soil amendment. Organic compost is the dark brown, crumbly material that remains after microbes have decomposed yard waste, cow manure, food waste or other organic material. It directly and indirectly provides a wide range of essential nutrients, sugars and other complex bio-chemicals that are a rich source of complete nutrition for plants. In a word, it is fertility the way Mother Nature provides.

Soil is composed of minerals and decomposed organic matter. In landscape beds, mulch breaks down and the soil becomes more fertile over time. Take away the organic matter and you have a sterile growing medium poorly suited to growing anything requiring fertile soil. In much of Florida, we have sand which will best support plants adapted to low availability of water and nutrients. It is this ability to thrive in Florida's sandy soil and climate that makes drought tolerant native plants a particularly good choice to consider for those unable to improve soil fertility with organic matter.

Where we get in trouble is when we attempt to grow plants in sterile soil that require high fertility conditions to thrive. An example would be Floratam St. Augustinegrass. We succeed only by the frequent addition of water and inorganic fertilizer. The long-term consequences of this approach can be seen in the depletion of water supplies and the progressive deterioration of water quality due to fertilizer runoff and accumulation in water bodies.

Fertility enhancement is only one benefit of building up organic matter. Soil organics also stores excess nutrients, accelerates breakdown of both thatch and pesticide residues, improves soil structure and reduces incidence and severity of soil borne lawn grass diseases. Those are a lot of essential functions provided by such a humble material. The lack of a significant level of soil organics costs a lot in the form of higher water bills, storm water management, frequent fertilization and use of chemicals to control insect pests and disease. And some of these benefits may be unattainable in any other way at any reasonable cost.

If compost is such a miracle material in the landscape, why do so many go without its benefits? It may be that a backyard compost bin is prohibited by deed restriction in your community and even if it weren't, would it be capable of the volume required for even a small lawn? To apply just ½ inch of compost as topdressing to an existing lawn would require a whole cubic yard to cover just 650 sq. ft. And with a cubic yard of compost weighing half a ton, do we have the time, energy and stamina to apply it in 95 degree temperatures and near 100% humidity?



Consider this: if someone could deliver quality compost to your home and apply it ½ inch thick all over your lawn for roughly \$50 per 1000 sq. ft. (total cost), would you be a willing customer? I invite you to take a moment to respond by taking a short online compost use survey **at <http://pasco.ifas.ufl.edu/>**. Just click on the orange colored link at the top center of the webpage.

A Florida-friendly landscape uses less water, fertilizer and pesticides. You can get there by changing your high fertility landscape plants to those adapted to grow in sand and which naturally require lower inputs. Or you can naturally improve the soil to enable less frequent watering, fertilizing and pest control.

*The writer is the Florida Yards & Neighborhoods Program Coordinator in Pasco County Cooperative Extension, a position jointly funded by the Southwest Florida Water Management District and Pasco County. He can be reached at 727-847-8177 or e-mailed at [Cdewey@pascocountyfl.net](mailto:Cdewey@pascocountyfl.net)*

## **Appendix C**

### **Program Activities**

**April 1, 2009 thru June 30, 2009**

<h2>Cooperative Extension Service – Monthly Reports</h2>
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**Program Area: FY&N Program Coordinator – Builders, Developers and Homeowner Associations**

**Month:** April, 2009

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- **Special Programs/activities offered this month**

<u>Date</u>	<u>Topic/Location</u>	<u># in attendance</u>
8 April	Summertree Pointe West Landscape & Irrigation	6
20 April	FYN presentation at Holiday Lakes West HOA	20
24 April	Greenacre BMP for Green Industries (CEU) Carrollwood Cultural Center	32
30 April	FYN presentation at Lettingwell HOA at Meadowpointe CDD	10

- **Conferences/seminars/trainings/meetings attended this month**

<u>Date</u>	<u>Topic/Location</u>
1 April	Pasco Green Activities in Commissioners Conference Room
1 April	Pasco Budget info in Boardroom with D. Johnson
1 April	Pasco Visioning at Pasco-Hernando Community College
9 April	BMP program with OLM in NPR office
13 April	Lake Bernadette Landscape evaluation at Lake Bernadette
14 April	EECBG at Facilities Management
16 April	Community Based Social Marketing at SWFWMD Tampa Service Office
21 April	GOVNET demonstration for Code Enforcement in Conf Rm. A
22 April	FYN at Ivy Lake Estates
23 April	Neighborhood Stabilization in Boardroom
28 April	Landscape evaluation Windsor Place for Design Landscaping

28 April	EECBG webinar in Commissioners Offices
29 April	LEAP meeting in Commissioners Boardroom
30 April	Nansulate demo at Facilities Management

**Month:** May, 2009

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• **Special Programs/activities offered this month**

<u>Date</u>	<u>Topic/Location</u>	<u># in attendance</u>
1 May	Landscape Planning/Heritage Pines	4
6 May	Irrigation Workshop/ Brooker Creek	30
18 May	Florida Friendly Landscaping/ Gulf Highlands HOA	20
26 May	Grass Summit/ Lake Jovita	10

• **Conferences/seminars/trainings/meetings attended this month**

<u>Date</u>	<u>Topic/Location</u>
4 May	Model Landscape Contract/ Conference call
15 May	Compost/ Harry Hale Tree Service
18 May	BMP for Green Industries Certification/ Brooker Creek
27 May	Landscaping and Rizzetta & Co./ Concord Station
28 May	Cultural Diversity/ NPR
28 May	Green Development/ Ruby Tuesday@ NPR

**Month:** June, 2009

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- **Special Programs/activities offered this month**

<u>Date</u>	<u>Topic/Location</u>	<u># in attendance</u>
5 June	Nutrient Control/ Weeki Wachee	48

- **Conferences/seminars/trainings/meetings attended this month**

<u>Date</u>	<u>Topic/Location</u>
3 June	Cisterns at Tampa Bay Water in Clearwater
9 June	Landscape Consult at Caliente in Land O' Lakes
10 June	CCC meeting at Tampa Bay Water in Clearwater
16 June	Trail Connections at Progress Energy in New Port Richey
18 June	Tampa Bay Builders Association Green Building Committee at Landry's Seafood House in Tampa
22 June	Green Multi-family development w/ Comm. Mariano at Government Center
24 June	GOVNET demo for Pam Wright at Extension office NPR
30 June	FYN Advisory Committee meeting at Extension office NPR

## **Appendix D**

### **Evaluation of Best Management Practices for Green Industries Training**

## Evaluation of Best Management Practices for Green Industries Training

**Presented to Greenacre Properties, Inc.**  
**By Chris Dewey – Pasco County Cooperative Extension**  
**Florida Yards & Neighborhoods Builder/Developer/ HOA**  
**Program Coordinator**  
**And Paul Woods, OLM, Inc.**  
**At Carrolwood Cultural Center – April 24, 2009 from 10am to 4 pm**

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The program changed behavior and enhanced effectiveness	14	15	0	0	29
The program met your expectations	15	13	0	0	28
Supporting materials were relevant	13	13	0	0	26
Instructors used effective examples and illustrations	14	14	1	0	29
Sufficient time was allocated to cover material in each module	13	14	0	0	27

	Excellent	Good	Fair	Poor	Total
Quality of content	20	7	0	0	27
Delivery	17	8	2	0	27
Clarity and usefulness of visuals	18	8	1	0	27
Opportunity to ask questions	22	6	0	0	28
Training personnel's knowledge and professionalism	23	4	0	0	27

**1. What other topics you would like to see presented.**

1. Contract Development
2. Turf Types and Characteristics
3. Tree trimming techniques
4. Xeriscape plants and materials for grouping
5. Landscape plants
6. Cost for review of properties
7. Setting up contract specs for bidding

**2. How could this program be made more valuable for you?**

1. Available for Board Meetings
2. Hands on examples
3. Checklist for Property Managers when interviewing landscape contractors

4. Information on Florida grasses
  5. What to plant where
  6. Learn more about landscaping
- 3. What is the “best” thing that can happen if you use for information from this program?**
1. Help in reviewing and contracting landscapers
  2. Less Complaints by Associations
  3. Create safe environment and BMP in community
  4. Very appropriate for current climatic conditions
  5. Save money for Association
  6. Reduce water pollution
  7. Keep an eye on and question landscape contractors
  8. Save Water
  9. More knowledgeable to question and direct vendors
  10. We help improve water quality
  11. Understanding and questioning landscapers techniques
  12. I can help educate homeowners into better lawn care to make us both happy
  13. Grounds will look better and cost less to maintain
  14. Better CAM, better understanding landscape company practices
  15. Better irrigation of turf grass
  16. Made me aware of some problems
- 4. Were you happy with the overall structure of the program? Explain**
1. Yes. Informative
  2. Yes I found the switch off of lecturers helpful
  3. Must find a way to make presentation more interesting. Perhaps be more interactive w/audience
  4. Yes, but I think the detail was more for landscapers
  5. Yes well organized and presented
  6. Yes. Subject has not been addressed for CEU by more qualified individuals
  7. Yes. Very educational while also explaining the “whys” of the facts
- 5. What do you consider the best/worst aspects of the program?**
1. Best- Excellent materials supplied  
Worst – Needed more information on Florida types of fertilization
  2. Interesting but a little to much detail
  3. Great for landscapers
  4. Some of the technical information doesn’t apply as managers, but it was still informative
  5. Great for landscapers  
Interesting-but a little too much detail
  6. Parts got a little technical for the audience
  7. Too Long – Best – Good lunch



8. Worst- length
9. Overall, it was ok – no good/bad

**6. What practices that you currently use will be discontinued as a result of this program?**

1. Handling/disposing of chemicals
2. Method of fertilizing
3. Will work with contractor more closely

**7. What problems will be addressed by you being involved in this program?**

1. Irrigation
2. Fertilization
3. Irrigation
4. Turf management
5. Close look at landscape contract/practices
6. Irrigation system
7. Grass types
8. Install moisture sensors
9. Basic lawn care knowledge = better interaction with the homeowners

**8. What could have been done to make the program more valuable to you?**

1. More info on removal of pests
2. I was pleased with the program
3. Landscape design – trimming etc. of palms
4. I was pleased with the program

**9. Additional comments and/or observations.**

1. Thank you
2. Q7 in irrigation section is not well worded
3. Too serious
4. Enjoyed the class
5. Great Thanks
6. Add a little more humor
7. Great meeting - thank you very professional
8. I don't manage any properties yet but this was very informational and I could use some of this info on my personal property