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[www.csidfl.org](http://www.csidfl.org)

Get notified from the City of crucial information, weather advisories, missing children/adults, criminal activity, & homeland security issues. **Code Red** delivers a voice message to 60,000 residents per hour. Code Red attempts each telephone number 3 times and will leave a message in your voice mail if you have an answering machine. Make sure your phone number is updated & valid...visit: **CoralSprings.org/codered**

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See videos covering:

[Frequently Asked Questions](#)

[The Canal System in CSID](#)

[Calculating a Water Bill](#)

[Field Services Functions](#)

[Processing Wastewater](#)

[Potable Water Treatment](#)

All videos are produced in-house utilizing the talents of our staff. You can link to our videos from our website at: [csidfl.org](http://csidfl.org)

The monthly Board of Supervisors meeting is held on the 3rd Monday of each month. We would enjoy your participation.

# Coral Springs Improvement District

## June 2014 Newsletter

### CSID WILL REDUCE YOUR ANNUAL ASSESSMENT FOR A THIRD YEAR

THE BOARD OF SUPERVISORS WILL BE HOLDING A PUBLIC HEARING AT THE JULY BOARD OF SUPERVISORS MEETING AT WHICH TIME THE 2014/2015 DRAINAGE BUDGET WILL BE ADOPTED. PART OF THE BUDGET PROCESS IS SETTING THE ASSESSMENT RATE FOR ALL LANDOWNERS IN CSID. THE BOARD OF SUPERVISORS IS HAPPY TO ANNOUNCE THAT THERE WILL BE ANOTHER REDUCTION IN THE ASSESSMENT AMOUNT ON YOUR COUNTY TAX BILL. LAST YEAR AND ALSO THE YEAR PREVIOUS WE WERE ABLE TO REDUCE THE YEARLY EXPENSE BY \$10 EACH YEAR.

**THIS YEAR THE SUPERVISORS WILL VOTE TO REDUCE THE ASSESSMENT BY \$15 PER ASSESSABLE LAND UNIT. AFTER ADOPTING THE BUDGET THIS YEAR, THE TOTAL REDUCTION ON YOUR COUNTY TAX BILL FOR THE LAST THREE YEARS WILL BE A WHOPPING 18.7 %. WE ARE HERE TO SERVE!**



Ted Mena-Vice President

I believe that when we take a common sense approach to matters that affect the lives of our residents, then the resident and the District are both satisfied with the outcome.



Duane Holland-Secretary

In this ever-changing regulatory environment, I look at our operations with a global viewpoint to help identify and develop a strategic plan for the future of the District.



Dr. Martin Shank-President

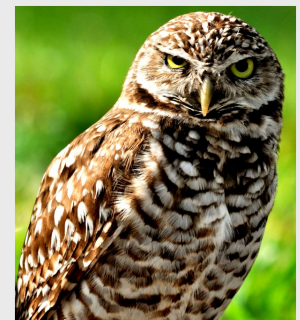
My goal is to exceed the water industry standards and to save money by looking toward conservation and renewable energy. I truly enjoy meeting the residents we serve and will strive to exceed your expectations.

As Dr. Shank bikes around the District, he has observed some of the wildlife that share their homes with us. "I have noted a pleasant increase in the number of Burrowing Owls that are nesting along our canals," said Dr. Shank.

Burrowing Owls do not nest in trees but dig holes in the ground in which to lay their eggs. This makes them very vulnerable to dogs, other animals and lawn care equipment.

While the Burrowing Owl is not considered an endangered species, they are on the watch list for their decreasing population statewide.

Please respect their nests and stay at least 50 feet away. If you see a nest, please call our drainage office and we will send our crew out to tape-off the areas until the eggs are hatched.



## The Annual Consumer Confidence Report will be available on our website.

This year the regulatory agencies are allowing the publication of the CCR (Consumer Confidence Report) to be published on our website rather than mandating that we mail this important report. Simply visit [www.csidfl.org/ccr.html](http://www.csidfl.org/ccr.html) to view the 2013 Broward County Health Department approved report.

We want to be sure every resident is satisfied with the services we perform in the field. To help accomplish this we have been issuing comment cards at each resident's home when we are called to fix a leak, unclog a sewer line or help you understand your water use. When our crew visits your home, please share your thoughts on our employee's helpfulness, courtesy, timeliness, and communication. This self addressed stamped comment card will be left with you at your residence.

Here are a few of the comments we have received .....

*"Frank and Mark were very friendly and kept me informed. They took care of my issue."*

*"Your employee Mark came to my home on Saturday evening at 7:30pm. He was knowledgeable and helpful."*

*"Awesome Guys! Two guys showed up immediately, discovered the source of the issue and resolved the problem"*

*"I am very grateful for the quick repair. I reported the problem at 7 pm and by 7:55pm, Dave was here working"*

*"Fantastic Service. Very Helpful, Thanks Mark and Frank"*

*"Thanks to Mark and Frank the problem is gone...like it never happened"*

*"Excellent Service...Finished Quickly and explained the issue to me in understandable terms. FIVE STARS"*

**Coral Springs Improvement District**

**Are we meeting your expectations? Please circle your answer below.**

Was our response time reasonable?	Yes	No
Were our personnel courteous and helpful?	Yes	No
If completion of the job requires us to return, (laying sod, patching the roadway, etc.), did we notify you of an approximate return date?		
	Yes	No
I contacted CSID to report an issue with: Water Sewer		
Comments: _____		
_____		
_____		
Comments may also be entered on our website: <a href="http://csidfl.org">csidfl.org</a>		

## Hurricane Season is Here! Are you prepared?

Now is the best time to stock up on supplies like bottled water, batteries, flashlights, non-perishable foods like canned meats, vegetables, fruits, soups, pet food, coffee, PB&J, breads, cookies, snacks, non-electric appliances like can openers, plastic storage containers, aluminum foil, sterno for cooking, paper plates and plastic utensils, prescriptions, food for infants, extra baby items like diapers, wipes, first aid kit, fresh clothing and bedding, citronella candles, tarps, garbage bags, cleaning supplies like bleach and all purpose cleaners, cash, gas for generators, games, books, playing cards, children's activities, lawn chairs, tents, rain gear, adhesive tape, nails, tools, etc.



## Are you overwatering?

Now is the perfect time to "tune up" your irrigation system. Check for any sprinkler heads that are broken or missing. Be aware of the South Florida Water Management District watering restrictions. If you are home a lot, try operating the timer in the manual position so you are only watering when the grass needs the water.

There are many products at your home improvement store that automatically turn off the irrigation timer if there has been a recent rain event. GET ONE! You will recoup the investment by putting less water on your lawn.





*The CSID staff was pleasantly surprised to see that over 250 of our residents and their families took part in our first open house. We appreciate the fact that many parents brought their young children to this hands-on event. It was a beautiful day for learning how the water we need for our daily life is processed and also to learn of the safeguards we take to keep your water safe.*

*Many participants were especially surprised at the lack of odor when they toured our sewage treatment plants. They received a first-hand look at the sewage process after attending a mini-seminar about our pre and post disposal techniques.*



*In recognition of three former members of the Board of Supervisors who were the force behind developing our capital improvement plan, financing these projects, and moving forward with the construction, the current board has dedicated the streets within the CSID campus to those former board members, Robert Fennell, Sharon Zich and Glen Hanks.*

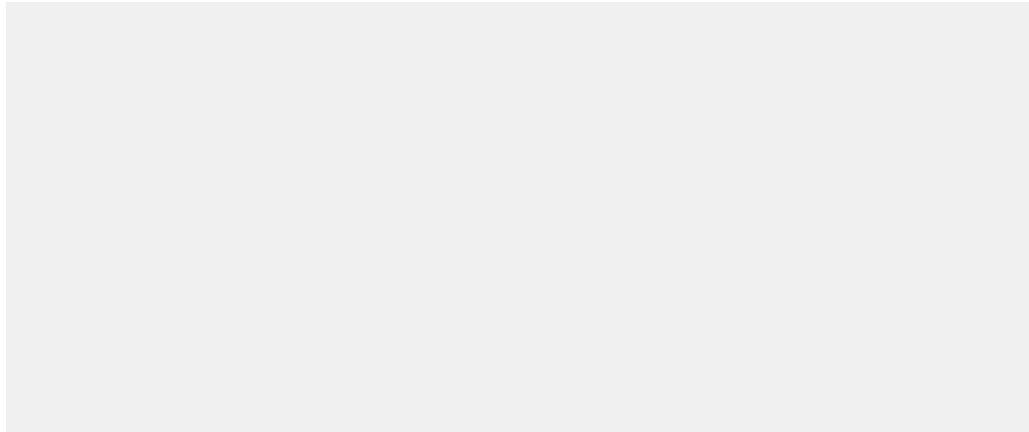




***Coral Springs Improvement District***

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**A Message from the Board President**

**Dr. Martin Shank**



I want to thank all the residents that came out to our Open House. The number of residents far exceeded our expectations. I received praise about our facility and the CSID employees who conducted the tours. One misconception about CSID that kept coming up was that this District is part of and run by the City of Coral Springs. Yes, we serve residents of the City, but this District is independently owned and supervised by the property owners under the authority granted by the State of Florida. We are here to provide the best water to drink, safely process your wastewater, and prevent the District from flooding during bad storms.

All three supervisors must live in the District and our loyalty lies with the residents of the Coral Springs Improvement District. While we support the City's initiatives, our main mission and loyalty lies with the residents of this District and the people we serve.

Some of the other tasks we have undertaken are the servicing of fire hydrants, maintenance of some passive parks that belong to the District, and maintenance of the well fields from which we draw our water.

We are always looking for ways to save money and reduce our rates. **IN THE LAST THREE YEARS WE HAVE MANAGED TO LOWER THE ASSESSMENT ON YOUR PROPERTY TAX BILL BY 18.7%.** We are also evaluating our water/sewer rate structure so see if we can find more savings.

We value your input and knowledge. We encourage you to attend our monthly board meetings or contact any of the Board of Supervisors to give your opinion.

**The Board of Supervisors monthly meeting is held every 3rd Monday at 4:00pm**