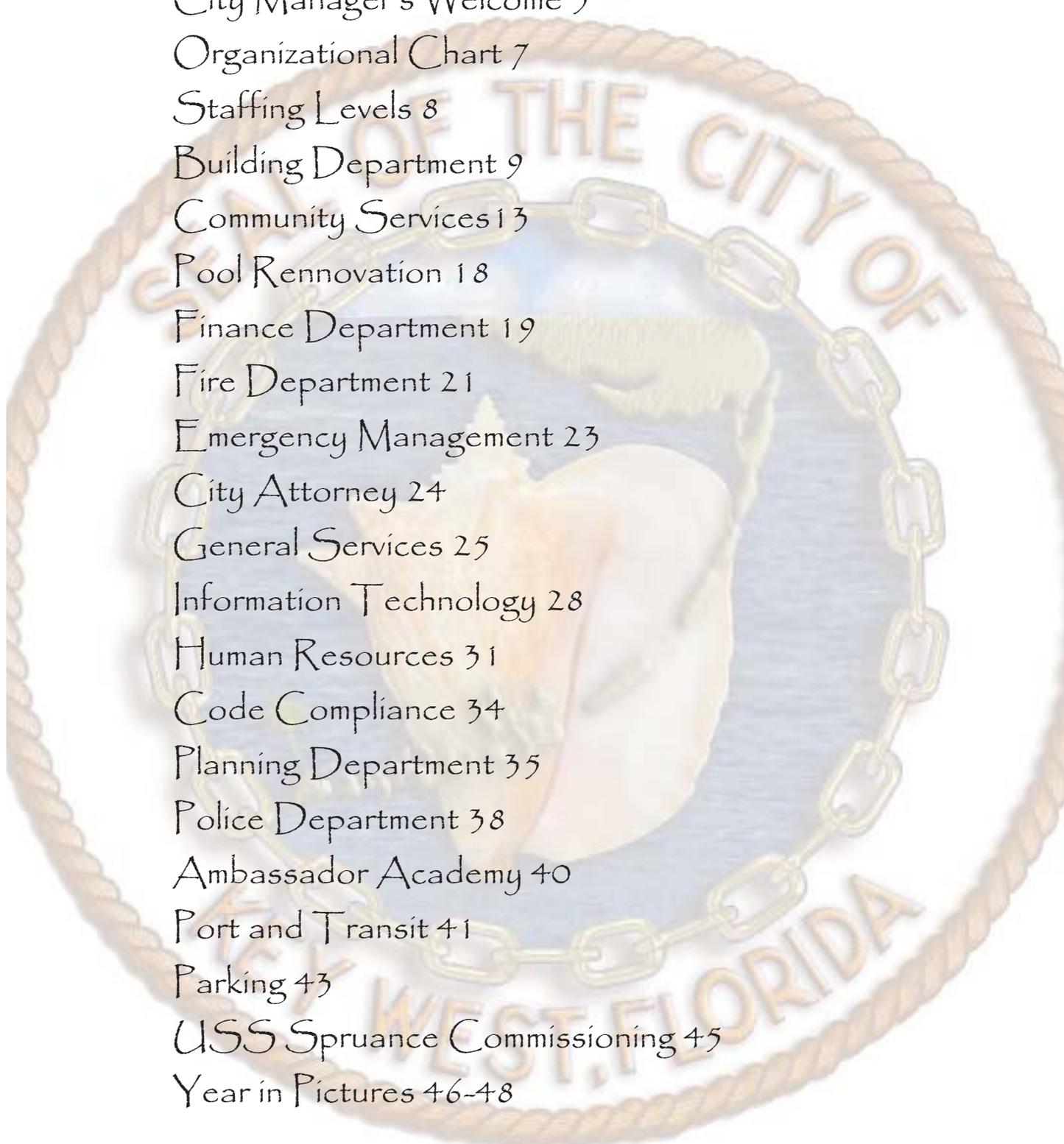


City of Key West

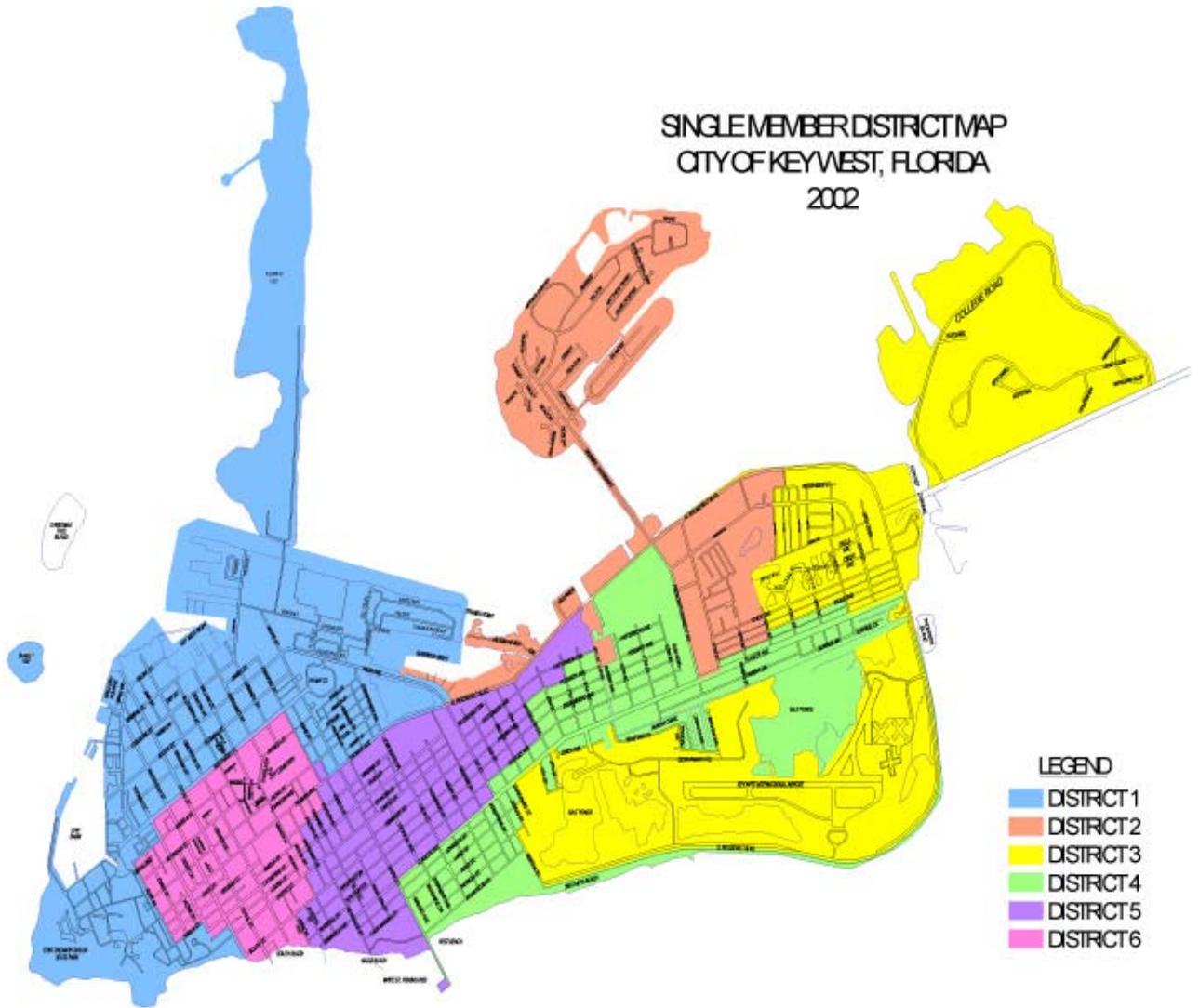
2011 Annual Report

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The seal of the City of Key West, Florida, is a circular emblem. It features a central figure of a man in a white shirt and blue vest, holding a staff. The figure is surrounded by a rope border and a chain. The text "CITY OF THE CITY OF" is visible at the top and "KEY WEST, FLORIDA" is visible at the bottom of the seal.

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SINGLE MEMBER DISTRICT MAP
CITY OF KEY WEST, FLORIDA
2002



Key West City Commission

Key West is divided into six voting districts, represented by six city commissioners who are up for election every four years. The 7th City Commission seat is occupied by the mayor, who is elected every two years. The six district commissioners are chosen by voters within their district. The mayor is elected by the citywide electorate.

Craig Cates, Mayor
ccates@keywestcity.com

District 1: Jimmy Weekley
jweekley@keywestcity.com

District 2: Mark Rossi
mrossi@keywestcity.com

District 3: Billy Wardlow
bwardlow@keywestcity.com

District 4: Tony Yaniz
tyaniz@keywestcity.com

District 5: Teri Johnston
johnston@keywestcity.com

District 6: Clayton Lopez
clopez@keywestcity.com

Boards, Commissions and Committees

To serve on a Board or Committee you may submit a resume along with a letter of interest to the Office of the City Clerk.

Historical Architectural Review Commission 809-3973

Tree Commission 809-3768

Art in Public Places Board 809-3844

Bahama Village Redevelopment Advisory Committee 809-3836

Civil Service Board 809-3772

Community Traffic Safety Team 809-3855

Contractors Examining Board 809-3732

Keep Key West Clean and Green Committee 809-3962

Key West Duval Street Committee 809-3844

Monroe County Local Hazard Mitigation 809-3965

Strategic Planning Committee 809-3834

Key West Bight Management District Board 809-3834

Planning Board 809-3722

Sustainability Advisory Board 809-3836

Truman Waterfront Advisory Board 809-3791



Standing: District 1 Commissioner Jimmy Weekley, District 5 Commissioner Teri Johnston, District 3 Commissioner Billy Wardlow, District 4 Commissioner Tony Yaniz.
Seated: District 2 Commissioner Mark Rossi, Mayor Craig Cates, District 6 Commissioner Clayton Lopez.

City Manager



3132 Flagler

(305) 809-3881

Jim Scholl, Director

2011 was a challenging year punctuated with a great number of accomplishments. We finished the move from Angela Street to our temporary City Hall at Habana Plaza and we've moved ahead on determining the future permanent location for city government. In addition, the Madeline Bean Building was demolished, making way for added downtown parking.

As you'll see in the pages that follow, each city department has had a successful year improving public safety while remaining within stringent budgetary parameters. I've always said that, in addition to our responsibility for the public's welfare, we as government employees have a sacred trust to fiscal responsibility. We must earn and retain the public's trust with every decision we make. And I feel confident that we have completed another year of fine accomplishments while sticking to our budget.

In 2011 we milled and paved Eaton Street, and we accomplished it in less than a week. We were also able to abate the flooding issue on Northside Drive, and address several other areas' stormwater issues.

The complete remodel of the Martin Luther King, Jr. Community Center Pool is something that our staff is especially proud of. Now that we've begun the long-awaited development of the park at the Truman Waterfront, this pool will take on an even larger role in the overall community, serving as a jewel at the top of the park. And what a jewel it is, with its new tile, updated design and tropical artwork!

We also had the unique honor in 2011 of hosting the commissioning of this nation's newest guided missile destroyer - the USS Spruance. For a town that has such a rich military history, this important ceremony is an historic event, and you'll see some of the details in the following pages.

This annual report is our opportunity to let you -- our community -- know what we've done to continue caring for and bettering our island city.

J. K. Scholl

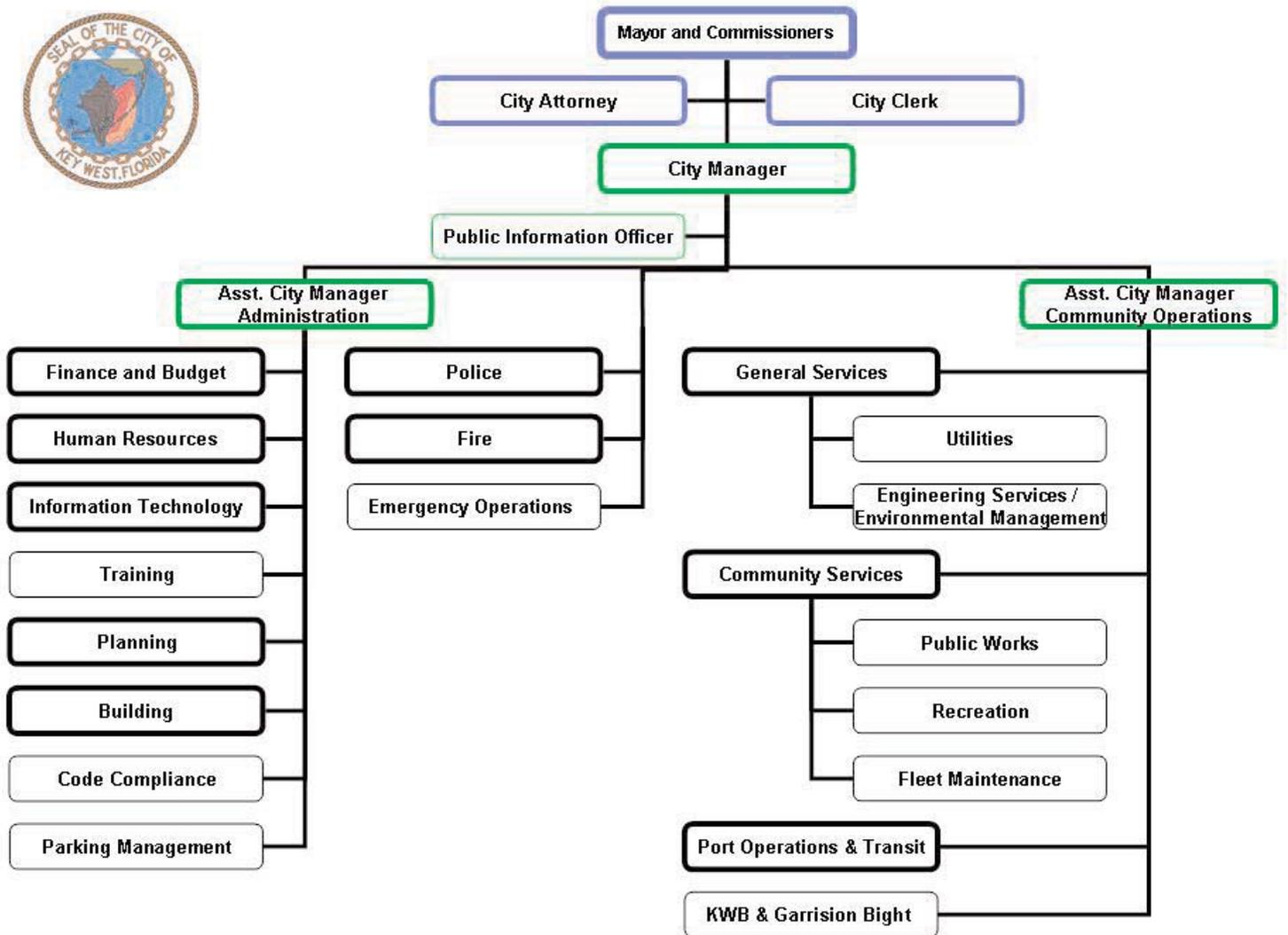


The City Manager's office consists of: (top, left to right) Portia Navarro, Assistant City Manager Mark Finigan, City Manager Jim Scholl, Assistant City Manager David Fernandez, and Maria Ratcliff. Navarro serves as assistant to Fernandez and Finigan, and Ratcliff is executive administrator to the City Manager. In the inset (left) is Vivian Perez, who serves as assistant to the Mayor and City Commission. Inset on the right is Alyson Crean, communications manager for the City of Key West and public information officer for the Key West Police Department.

City Organizational Chart

The primary duties of city government are: the health, safety and welfare of the citizens. In order to attain this, the following components are vital: police, fire, building, code compliance, emergency operations, emergency services, planning, historic preservation, permitting property management, port and transit, utilities, infrastructure maintenance, recreation, information management, public information, budgeting, meeting facilitation and records management.

To accomplish this, the City is organized as follows. Notice that there are two major divisions, the administrative side, and the operations side.



CITY OF KEY WEST

FY 11/12 Budget Staffing Levels with Ten Year History

	Full Time Equivalents by Fiscal Year									
	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11
General Fund										
City Commission*	2.00	1.00	1.00	1.00	1.00	2.00	2.00	1.00	1.00	1.00
City Manager	4.00	6.00	4.00	5.00	4.00	3.00	3.00	5.20	4.60	4.40
City Clerk	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.00	3.00
Citizens Review Board			1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Parking									12.00	15.55
Asst. City Manager	2.00	2.00	2.00	2.00	2.00	2.00	2.00			
Finance	15.20	16.45	17.45	17.45	16.45	16.20	16.20	15.68	14.28	14.40
Human Resources	6.00	6.00	6.00	5.50	4.50	4.50	4.50	4.50	4.50	4.50
Information Technology	5.00	4.50	4.50	6.50	7.00	7.00	7.50	7.00	8.00	8.00
Training	1.00	0.50	0.50	0.50	0.50	0.50				
City Attorney	4.50	5.13	4.50	4.50	4.50	4.50	4.25	4.25	4.25	4.25
City Planner	6.00	6.00	6.00	7.00	7.00	7.00	7.00	7.50	9.00	7.00
Fleet Maintenance	6.75	6.75	6.00	7.00	7.00	7.00	6.55	4.55	4.75	4.75
Public Works	41.00	32.25	33.50	36.00	34.00	36.00	30.15	29.15	28.80	33.78
Engineering	4.10	3.10	3.10	3.10	3.50	4.25	6.75	3.25	4.20	4.03
Facilities Maintenance								8.00	8.00	9.00
Disaster Recovery									0.63	0.63
Police and Marine Div	123.00	133.00	133.00	137.00	137.00	137.00	133.00	122.00	121.20	122.75
Fire Department	73.00	73.00	73.00	73.00	73.00	73.00	73.50	71.50	71.50	71.50
Building Services	21.00	22.00	22.63	22.63	23.00	25.75	18.50	14.75	9.75	9.75
Code Compliance							9.00	6.00	7.00	8.00
LRA	2.00	6.00	6.00							
EOC						1.00	0.50	0.50	0.50	0.50
Cemetery		3.50	2.25	3.00	3.00	3.00	4.00	4.00	4.98	
Mallory Square	8.80	8.30	7.18	7.34	7.08	6.34	6.98	8.18		
Port Operations	1.47	2.47	2.47	2.47	1.97	1.82	1.82	1.62	1.57	1.70
Truman Waterfront										0.50
Parks and Recreation	32.50	34.75	34.75	34.75	36.25	37.75	39.25	33.25	31.32	33.32
Bicycle Education	1.50	2.50	2.50	2.50	1.50	1.50				
Total General Fund	364.82	379.20	377.33	383.24	379.25	386.11	381.45	355.88	355.82	363.31
Other Funds										
Infrastructure Surtax	10.90	10.90	10.90	13.90	16.50	13.75	5.00	1.80	0.50	0.33
Internal Improvements							3.00	4.00	4.00	4.33
Truman Property				6.00	5.00	4.50	5.50	2.25	2.25	
Sewer	17.75	17.83	9.83	9.06	9.06	9.06	9.10	6.73	4.15	4.15
Stormwater Utility	14.00	0.33	0.33	1.78	2.78	2.78	2.80	2.00	1.60	1.60
Solid Waste	34.00	33.66	33.66	11.03	12.03	12.03	11.90	11.19	10.15	10.15
Key West Bight	14.46	14.46	14.34	16.26	17.26	26.36	30.59	28.79	25.58	20.75
Transit System	28.59	29.09	30.85	31.51	39.51	40.51	43.89	43.74	30.85	31.25
Garrison Bight	7.97	7.97	9.30	9.30	9.30	13.10	14.35	13.60	14.15	12.90
Insurance	1.50	1.50	2.50	3.00	3.00	3.00	3.25	3.25	3.25	3.25
Bahama/Caroline TIF							4.00	4.00	4.00	
Total Other Funds	129.17	115.74	111.71	101.84	114.44	125.09	133.38	121.35	100.49	88.72
Total All Funds	493.99	494.94	489.04	485.08	493.69	511.20	514.83	477.23	456.30	452.02

*Excludes elected officials

Building Department



3130 Flagler Avenue

(305) 809-3956

John Woodson, Director

Mission

The associates and management of the Building Department understand fully that the relationship between our customers, contractors, and designers is paramount in quantifying our success throughout the year. With fair and equitable treatment and with effective communication, we will strive to provide the utmost level of quality service. We will serve as ambassadors in the enforcement of many codes and ordinances with the highest ethical standard possible. We will exhibit professionalism through continued certifications and education and promote a teamwork environment with a dedication to the health, safety and welfare of the public.

Department Overview



Director John Woodson

The City of Key West Building Department is comprised of three divisions: Building, Development, and Services. The duties of the Department are:

- Issues building permits and Business Tax Receipts
- Supports Historic Architectural Review Commission (HARC)
- Issues Certificates of Occupancy or Lodging
- Provides Code Enforcement services
- The Building Inspection Services
- Provides construction inspection services
- Investigates complaints of unsafe structures
- Reviews construction projects for compliance with code & HARC standards



Angel Rubago, Marta Cabaleiro, Gerzale Hill, Angie Garcia

Accomplishments:

- Flood Plain Manager position added. Will help reduce FEMA Flood Insurance rates.
- Plumbing Inspector position added.
- Initiated daily morning inspector personnel meetings to help improve knowledge of inspection practices and review.
- Initiated policy to have inspectors available each morning for customer service to address contractor and owner/builder concerns.
- Preparing to hold quarterly public meetings at Old City Hall to provide information about the Building Permit process and answer any questions from citizens, contractors, and architects to improve ease of permitting
- Begin process to defeat senate bill 760 and HB1063, engage the assistance of city lobbyist. The bill is attempting to do away with occupational license and the city would lose revenue
- Successfully implemented new tow permits, new process
- Successfully implemented change to street performers/street activist permitting process.
- Implemented 23 month post card notification system to alert applicants that permits will expire after 180 days.

City Clerk



3126 Flagler Avenue

(305) 809-3831

Cheri Smith, City Clerk

Mission:

The City Clerk's Office is committed to serving the public by striving for excellence, providing complete and accurate information while preserving the records of the City and maintaining a professional level of service.

The City Clerk is the official records keeper of the City and custodian of the City Seal. The City Clerk is appointed by and reports to the City Commission. Responsibilities of the City Clerk include:

- o Recording the minutes and all official actions of the City Commission
- o Prepare all City Commission meeting agendas
- o Attesting to and maintaining custody of all records of the City Of Key West
- o Administering the publication and supplementation of the City Code Book
- o Process, record, file and advertise ordinances, resolutions and notices
- o Establishing and coordinating the City's records management program in compliance with state law
- o Respond to public records requests
- o Administer oaths of office
- o Maintain official City zoning map
- o Provide Notary Services

The City Clerk is also the chief elections administrator for municipal elections and special elections in Key West. The Clerk also serves as a member of the Elections Canvassing Board. As elections administrator the Clerk's Office is responsible for:

- Qualifying candidates for Mayor, City Commission and Utility Board
- Receiving qualification papers and campaign treasurers' reports
- Handling initiative and referendum petitions and charter amendments
- Administering Oath of Office to all elected officials
- Conduct elections for two members to the Retirement Committee-Board of Trustees of the Municipal Firefighters' and Police Officers' Retirement Trust Fund and three

members to the General Employees' Pension

Other responsibilities include:

- Prepares budget for City Clerk's Office and City elections
- Receives and open bids
- Administers filing of Domestic Partnerships

Accomplishments

- Prepared City Commission meeting packets for distribution for 32 Commission meetings and workshops
- Attended 108 hours of Commission meetings
- Attended and participated in 21 hours of the City Manager's agenda setting
- Administered 32 City Commission packets to be placed on the City's web site for citizen perusal
- Administered 17 new ordinances passed by City Commission to be placed on City's web site for citizen perusal
- Administered and attested to 361 Resolutions and 17 ordinances
- Administered 43 calls for bids
- Administered 12 filing of Domestic Partnerships
- Administered approximately 1000 hours of research for requests for documents
- Administered 200 hours preparing minutes for the Commission
- Administered 24 hours for the publication of 4 supplements to the City's Code Book
- Administered 100 hours preparing agendas, minutes and attending meetings for Bahama Village Redevelopment Committee, Key West Bight Management District Board, Strategic Planning Committee, Sustainability Committee and City Charter and District Boundary Review Committee
- Administered 40 hours of training for the Legistar paperless agenda
- Qualified 12 candidates for office



Senior Deputy Clerk Sue Harrison, Deputy Clerk Angela Budde and City Clerk Cheri Smith

Community Services

627 Palm Avenue

(305) 809-3767

Greg Veliz, Director

Rod Delostrinos, Deputy Director



Mission:

To provide and maintain the City's infrastructures for the City of Key West residents and visitors through quality services.

Vision:

Highly maintained City facilities, streets and sidewalks with efficient operations.

Department Overview

The Community Service Department consists of six divisions who function as a team to accomplish goals and objectives. Sharing similar skill sets, labor and equipment is necessary to complete projects in an efficient manner. This also makes it possible to provide cost effective services to our citizens and guests.

Public Works

Public Works maintains over 80 miles of City streets and their associated sidewalks, storm drains, street signs and light fixtures as well as providing janitorial services to all City facilities. This division also provides support for many special events, parades and festivals. Public Works provides the placement and removal of barricades, as well as clean up and removal of debris after many events. The division also assists the police and fire departments during emergencies such as traffic accidents, oil spills, and fires. The superintendent and key staff of the division are members of the Emergency Management Team and are elements in helping prepare the City during storm events. The deputy director of Community Services, administrative assistant, superintendent, two foremen and 57 staff members are located at 633 Palm Ave. Questions regarding Public Works can be directed to Superintendent Richard



Sarver at 305-809-3757.

Public Works, along with contract crews, maintain approximately 2.4 million linear feet of City rights-of-way. This measurement does not include the Duval Street Corridor and one block in each direction, which additionally are swept, as well as sidewalks pressure washed approximately eight times a year. The City operates three street sweepers, which are in operation 365 days a year. Associates also mow grass, weed, sweep and blow

sidewalks, remove trash/debris and return abandon shopping carts to the proper locations. This year during Fantasy Fest, over 1,300 barricades were placed and removed from the parade route. Over 150 trash and recycling containers were staged in the event area. This is in addition to the 130 metal cans that are maintained and permanently in the Duval Corridor. Public Works also repairs potholes on city maintained streets. Storm catch basins are cleaned six to eight times annually and as needed during storm events. Public Works assists the police with abandoned vehicles and assists the Building and Code departments with derelict homes.

Installation of street signs and road striping are safety priorities for Public Works. Crews paint "Stop" bars, residential parking designations, stripe centerlines, and yellow curbing. Public Works also installs signs that have been knocked down due to storm events and due to routine maintenance.

Historical Key West Cemetery

Key West's unique cemetery lies in the heart of Old Town. The main entrance and sexton's office is located on the corner of Angela and Margaret Street. Within the 19-acre cemetery Bahamian mariners, Cuban cigar makers, Spanish American War veterans, soldiers, millionaires, paupers, Catholics, Protestants and Jews rest side by side, echoing the city's diverse heritage. Cemetery Sexton Russell Brittain who can be reached at 305-292-8177.

The Key West City Cemetery was established in 1847 following the disastrous hurricane of October 11, 1846, where the beachside cemetery was unearthed by winds and seas. This continues to be an active cemetery with over 100 internments a year. Within the fenced area, between 80,000 and 100,000 people are interred.

A great deal of research has been done in order to digitize the burial records for all 19 acres of the historic cemetery. Guided tours are available through the Historic Florida Keys Foundation and free self-guided tour maps are available at the cemetery entrance.

Parks & Recreation

The Recreation division provides citizens with well-maintained facilities and a safe environment for all to enjoy. Our staff maintains facilities that serve over 125 teams of all ages, all year round. Parks and Recreation is managed by Randy Sterling at 305-809-3769.

The Dr. Martin Luther King Community Center and Pool is located on the corner of Catherine and Thomas streets. Manager Lee Thompson can be reached at 305-292-8248. The facilities are open and free to the public. This facility underwent a major overhaul in 2011, turning it from an older functional facility to the jewel in the crown of Key West. The facelift took several months, but the resulting facility features safe, attractive surfaces. One of the highlights is the new tropical artwork throughout the facility. The artist, Sandy Rico, also works for Public Works!

The Frederick Douglass Gym and Band Room is located on the corner of Emma and Olivia Streets, supervised by William Stafford at 305-293-8305. The gym is air-conditioned and has weight room facilities. Adjacent rooms are used for after-school programs and computer training. Between 75 and 100 youth utilize the facilities daily. The PAL program is partnering with the City to run the Little Conch Basketball Program and the After School Tutoring program. The Little Conch Basketball League coordinator is William Stafford. The tutorial program at the Band Room is taught Monday through Friday, 2:30-6:00pm, for 25 children from grades 1-5. The Bahama Village Music program, also uses the Band Room, consists of the Children's Choir, taught by Katchen Duncan, and has 35 children participants and 20 young people also participate in a Drum/Drill Team Thursday's from 5-6pm.

Recreation also provides support for athletic programs, providing daily maintenance of all playing fields, which includes dragging, marking lines, cleaning, mowing, and fertilizing throughout the year.

Other Recreation Facilities include: Clayton Sterling Complex, which consists of four baseball fields and batting cages is located at the corner of Kennedy Drive and North Roosevelt Boulevard. Rosa Hernandez Softball Field which is ½ acre is located at the corner of Kennedy Drive and Northside Dr. Wickers Sports Complex is six acres located at Kennedy Drive. Sonny McCoy Indigenous Park located at the corner of Atlantic Blvd and White Street is 10 acres and houses the bocce courts and the Wildlife Rescue. Bayview Park on the corner of Truman Avenue and Jose Marti Drive is four acres and offers basketball goals, tennis courts, softball field, playground and facilities for the Boys and Girls Club. An in-line hockey rink is located at the corner of Bertha and Atlantic Blvd. The 17th Street Median is two acres between Northside Drive and Donald Ave, Cozumel Park is ½ acre on the corner of 20th Street and Donald Ave. Bill Butler Park is ½ acre on Poorhouse Lane. John and Mary



Spottswood Park is ½ acre at the west end of Seminole Street.

Smather's Beach is 3000' x 70' located on South Roosevelt Blvd. Rest Beach is one acre on Atlantic Blvd. Simonton Beach is one acre located at 0 Simonton Street. South Beach located at the end of Duval Street. Little Hamaca Park is 13 acres at the end of Government Road. Truman Waterfront is 32.4 acres at the west end of Southard St.

This year the City of Key West used approximately \$750,000 in federal grant money under the

American Reinvestment and Recovery Act to replace all ball field lighting to more efficient "green" appliances. Installation of another "green" product, Flexi-pave, at the Bayview Park has made the playground safer and easier to maintain. In addition, new restroom facilities were constructed at Bayview Park near the tennis courts.



Landscaping

The Landscaping division is located at 633 Palm Avenue. This is the ultimate "green" department. If it's green, we will take care of it. Landscaping staff is proud of the hard work, dedication, and skills they maintain in the upkeep of our urban canopy.

Landscaping designs, implements and maintains our landscaping projects, trims trees, plants trees, and removes tree hazards from right-of-way.

Landscaping inspects commercial landscaping projects, sidewalk, sewer, pool excavation and tree conflicts. There are many free informational brochures available at the 633 Palm Avenue office on how to care for your trees and landscape.

Fleet Services

The City of Key West Fleet Service is responsible for repairs and maintenance on over 400 City vehicles and equipment including police, fire and the Key West Transit buses. Fleet Services also provides all unleaded and diesel fueling for the City fleet. Fleet Service is doing their part by going green. Fleet switched to a bio-diesel blend for all City vehicle and equipment use and more recently changed the unleaded fuel to an ethanol blend. The division performs over 2000 vehicle/ equipment repairs and maintenance requests per year. Eduardo Herrera is the Fleet Management Administrator located at 627 Palm Avenue and can be reached at 305-809-3905.

In addition to these primary functions, all new vehicle purchases are made through the Fleet Department. The staff includes the fleet management administrator, inventory specialist, three lead mechanics, two certified mechanics, one apprentice mechanic, one paint and body specialist, and two fleet vehicle helpers. The staff is able to respond 24/7 to any vehicle or equipment emergencies and is a key element in our emergency response situations.

Our team works to enhance the quality of our vehicles and equipment so all departments can deliver high quality of service to our citizens. It is our goal that all depart-

ments will be capable of higher efficiency and quality by reducing vehicle down-time. This is proven by the length of time we are able to keep vehicle in service.

Facilities Maintenance

The Facilities Maintenance Team recognizes that the relationships that exist among our customers and vendors are an integral part of our success. We were established to meet the construction and maintenance needs of our customers through effective communication and by providing the highest quality skills and service. We demand the highest ethical standards of ourselves. Our associates are the single most important asset of the department.

The Facilities Maintenance Team or (FMT) was established to meet the repairs, maintenance and construction needs of City of Key West. As the City expands acquiring property and facilities, the team is ready to step in and assist in all facets of maintenance and construction. The staff consists of electricians, welders, plumbers, A/C specialist, carpenters, mason, roofer, back flow specialist, and general construction. The team is skilled at a journeyman or higher level. The individuals are dedicated and flexible to cover more than one trade whenever necessary. FMT is supervised by Brett Wright at 5701 College Road and can be reached at 305-809-3755.



Pool Magic!



Crews worked diligently to get the Martin Luther King Community Pool finished and open to the public for the Fourth of July.

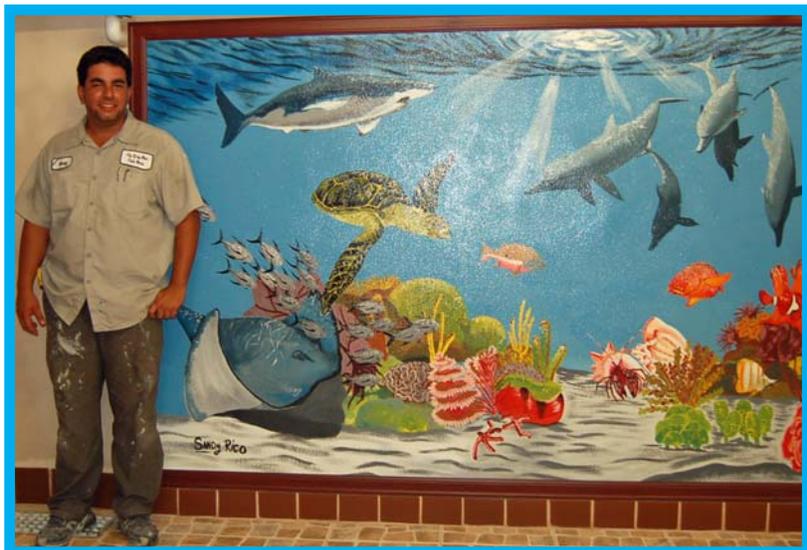
The upgrades turned what had been an average municipal swimming pool into a showcase. The pool's old fiberglass liner was replaced with Starbright stucco, highlighted with cobalt blue tile. Two regulation size steps make access easier than the single step it once had. Lap lanes that have faded with sun and age were repainted.

The pool deck has been transformed from painted concrete to natural stone pavers laid out in a herringbone pattern. Bright new aluminum handrails replaced the chain link fence that once surrounded the facility.

In addition, the entire lower level was revamped with new plumbing and stucco. Glass entry doors now allow natural light to flow into the entrance, and also highlights the undersea murals, hand painted by local artist and Public Works staffer Sandy Rico.

"This is going to be the centerpiece of what will eventually be the cornerstone of the community," said Community Services Director Greg Veliz. "As we redo the surrounding parks it will be a highlight of the entire community."

The pool and its surrounding parks are practically contiguous with the Truman Waterfront, where the city will be enhancing several acres of open green space that looks out onto Key West Harbor.



Finance Department



3140 Flagler Avenue

(305) 809-3822

Roger Wittenberg, Director

Mission

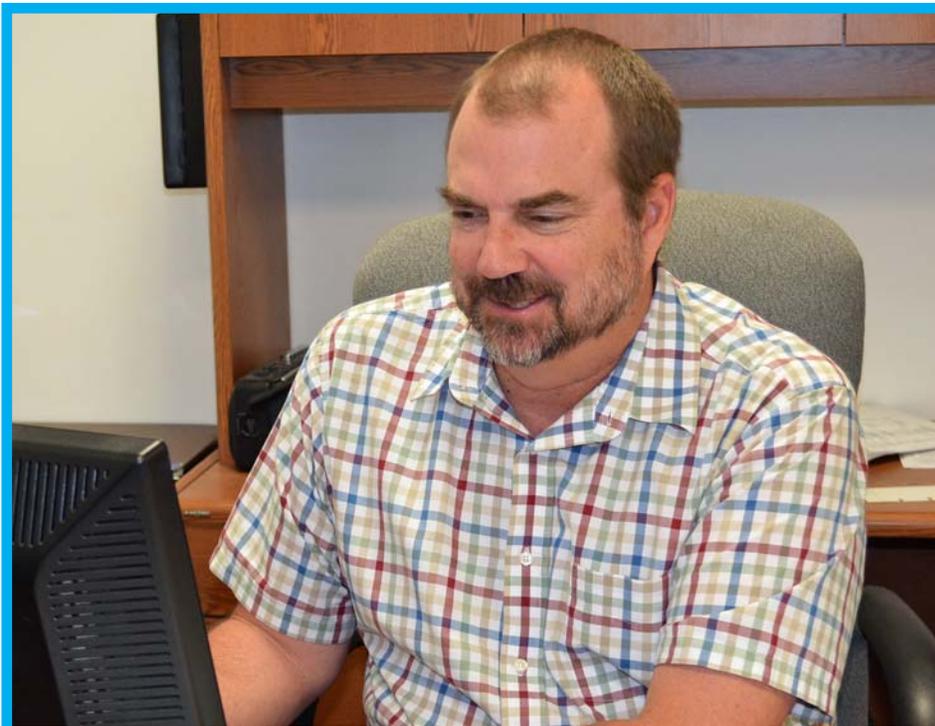
The Finance department is committed to the City's financial integrity, providing efficient and courteous assistance in all financial matters and effectively communicating the results of these efforts to the management and citizens of the City of Key West.

Department Overview

The Finance team is organized into functional areas - Administration, General Accounting, Customer Service, Revenue and Budget. The department has 16 full-time employees and 1 part-time employee.

The General Accounting function is responsible for maintaining the accuracy of the general ledger through monthly and annual reconciliations. The general ledger is made up of 16 funds - these funds are used to account for the various City functions. The responsibilities also include investment and bond requirement monitoring, sales and gas tax remittances to the State, daily cash receipts and grant billing. Fixed assets, accounts receivable and bank reconciliations are

performed monthly. Payroll and accounts payable also fall under the general accounting function. Payroll is responsible for bi-weekly payroll for the 450 city employees. Accounts payable prints weekly check runs for all city departments for payment to city vendors. The accounts payable process is very labor intensive - process requires each transaction be verified for accurate invoice amount and purchase order amount. The city issues approximately 120 checks per week. Purchasing processes all the City pur-



chase orders - 3,300 annually. Along with this task is the process of bidding and RFP's to assure the City receives the values in services, supplies and equipment.

Other main processes within the finance functions include: Customer service and collections of the City's utility billings - sewer, solid waste and storm water. Budget monitoring is an ongoing daily function. The department also participates and coordinates the annual budget process and publication of the annual budget document. Coordinating the annual audit and ensuring the timely publication of the Annual Comprehensive Financial Report - which reports the City's annual financial position along with any audit findings - is the responsibility of the Finance department.

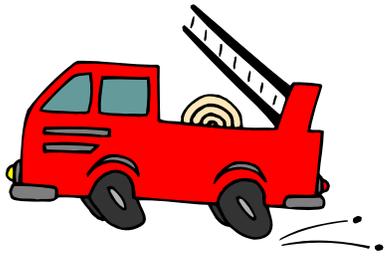
Accomplishments

Receiving the Government Finance Officers Association Award for Excellence in Financial Reporting for the 26th consecutive year was considered a major accomplishment. Another major accomplishment was completing the Request for Proposal process and obtaining a new merchant services contract at favorable rates to reduce cost to the City.



Shirley Sealey, Frenza Shine, Grace Thrift, Valerie Barrera, Mary Marsh

Fire Department



1600 No. Roosevelt Blvd.

(305) 809-3939

David Fraga, Fire Chief

Mission

The Key West Fire Department is committed to protecting the people, property and environment within our community. We will be responsive to the needs of our citizens by providing rapid, professional, and humanitarian services essential to the health, safety and well being of the community. We will accomplish our mission through prevention, education, fire suppression, hazard mitigation and other related emergency and non-emergency activities. We will actively participate in our community, serve as role models and strive to effectively and efficiently utilize all the necessary resources at our command to provide a product deemed excellent by our citizens.

Department Overview

Our Department consists of 72 members divided into three divisions: suppression, prevention, and emergency management and training. Overall, we have 60 Emergency Medical Technicians, 13 of which are Paramedics.

The Key West Fire Department is ingrained with training and practice to ensure our ability to use vehicles, tools, equipment and techniques to respond to almost anything and everything that goes wrong. When we aren't the primary agency, we are there to assist and support the activities of emergency medical services and law enforcement when called on.

In addition to our daily fire suppression and rescue services, our specialized teams such as the Hazardous Materials Team, Dive Team, Urban Search & Rescue and Technical Rescue Team are staffed around the clock and are extremely proficient at specialized incidents.

The Key West Fire Department has a fully staffed fire prevention bureau that is responsible for fire inspections, fire investigations, fire code complaints, plans review and public education.

The Division of Emergency Management and Training is tasked with providing emergency management and training to city associates and citizens. It also provides continued educational units (CEU) and advanced training to the department's firefighters.

Emergency Management works together with local, county, state, and federal resources developing and maintaining contingency plans, which coordinates a comprehensive and aggressive emergency preparedness, response, and recovery program reducing the effects of natural and man-made disasters to the citizens of Key West.

Accomplishments

Fire Prevention Bureau:

- Performed 2,441 inspections
- Conducted Life Safety training consisting of the following:
 - Fire extinguisher classes to hotels/motels
 - Visited schools seeing approximately 3,500 children
 - Special events for children such as Kid's Day, Home Depot Children's Workshop, etc.
- Approval and life safety inspections were conducted on 50 special events.
- Over 100 smoke detectors and batteries were donated by Strunk Hardware, Sears and Energizer which enabled us to distribute to those in need



The somber memorial of the 10th anniversary for the victims of the 9/11 tragedy was held at the Old Firehouse Museum on Virginia St.



Key West High School students in 2011 were part of the new fire academy that gets young men and women involved in the Department during the last two years of high school.



Successfully passing a demanding agility test is just part of becoming a Key West Firefighter



Chief Fraga congratulates 30-year veteran Shift Commander John Bringle on his retirement.

Emergency Management

Thankfully there were no Emergency Operations Center activations for storm related events. However the Division was busy providing review and revision to the City's Comprehensive Emergency Management Plan (CEMP) and completing the Hurricane Hazard Annex and Debris Management Plan Appendix.

The City Commission was busy adopting the CEMP and Hurricane Annex, Debris Plan Appendix. They also approved contractors for Debris Monitoring Services. This contract will provide enhanced oversight with required documentation for FEMA expense and reimbursement applications.

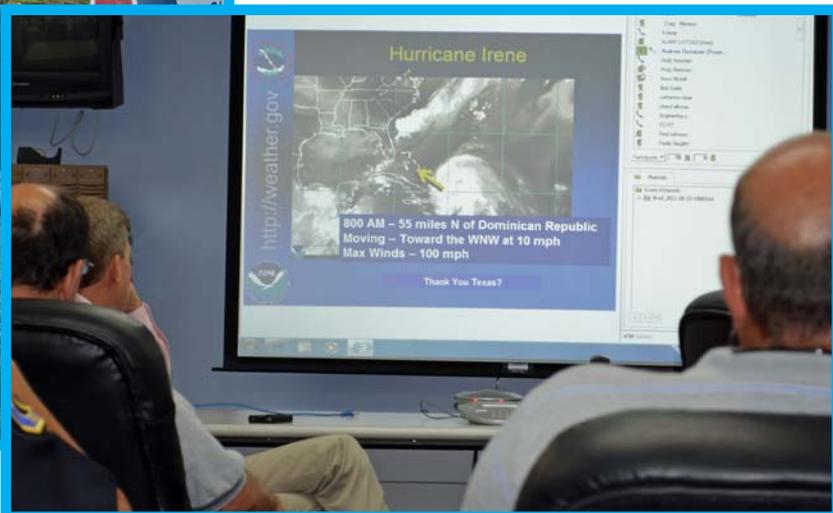
The Commission also approved four grants.

1. Florida Division of Emergency Management; CERT and Citizen Corps FY 2009 totaling \$ 9,256.00
2. Department of Homeland Security (DHA) / Urban Area Security Initiative (UASI) grants:
 - a. FY 2008 totaling, \$ 32,000.00
 - b. FY 2009 totaling, \$ 42,000.00
 - c. FY 2010 totaling, \$ 21,250.00

These grants are to be used to continue developing, providing training, and purchase of equipment for the Key West Citizen Corps and CERT (Community Emergency Response Team).

In October the Commission approved contractors for Debris Monitoring Services. This contract will provide enhanced oversight with required documentation for FEMA expense and reimbursement applications.

During the past calendar year the department successfully provided over 13,558 student contact hours in fire service and special operations training and practice. This is above the Continuing Education Units (CEU) required for maintaining Emergency Medical Technician and Paramedic licensure (1,974 student contact hours).



City Attorney



3128 Flagler Avenue

(305) 809-3770

Shawn E. Smith

Mission

As its core mission, the City Attorney's office is committed to providing the highest quality of legal advice to appropriate city officials to ensure informed decisions can be made for the benefit of the city's residents and visitors.

Department Overview

The office continued its traditional role of providing legal advice as needed and on a regular basis to the City Commission, the City Manager and to the City's community redevelopment agencies. The office also continues to draft regulations for the City Commission's approval in the ongoing effort to refine and improve the City of Key West's Code of Ordinances.

The office also provides legal advice to all of the city's advisory boards. An additional emphasis continued to be placed on educating city personnel and advisory boards on public records and open government laws. These efforts included one on one meetings with newly appointed advisory board members to discuss the legal obligations of their positions.

The office is consistently mindful of the budget constraints faced by the City and continues to handle the majority of litigation matters in house with its three attorneys rather than hire outside counsel. This shift, which occurred in 2007, has resulted in a significant savings to city taxpayers.



Members of the City's legal department:
(left to right): Larry Erskine, Amanda Willett-Ramirez, Shawn Smith, Claire Hurd, Ron Ramsingh.

General Services



3140 Flagler Avenue

(305) 809-3714

Jay Gewin, Utilities

Doug Bradshaw, Engineering

Mission

General Services strives to provide the best customer services and outstanding projects while providing cost effective professional engineering by consulting with citizens, developing sustainable projects and seeking alternate funding.

Department Overview

General Services consist of: Engineering Services, ADA, Engineering, Environmental Programs, Utility Services, Sewer, Solid Waste / Recycling and Stormwater.

Engineering Services provides planning and design services, as well as engineering and construction management for the City's capital construction projects. These projects include storm sewers, buildings, parks, beaches, roads, and sidewalks. The Department is also tasked with responsibility for right-of-way permitting functions, which help improve the cleanliness and beauty of the City's rights-of-way.

Utility Services includes wastewater, stormwater, and solid waste, including the management of the City's waste removal contract with Waste Management. Utility Services also includes the Richard A. Heyman Environmental Pollution Control Facility (wastewater treatment plant) which is operated by OMI, and the City of Key West Transfer Station on Rockland Key.

Accomplishments

Engineering Department

- Smathers Beach renourishment: grant funded placement of 17,500 tons of sand
- Atlantic Blvd enhancements: installation of ADA-compliant sidewalks, bike path improvements, limited road improvements, limited stormwater improvements
- College Rd enhancements: installation of ADA-compliant sidewalks on the east side from US Hwy 1 to Kokenize Rd, stormwater modifications, improvements to bus stops
- Repaired boards on the bicycle/pedestrian Staples Avenue Bridge
- Coordination for FDOT N Roosevelt Blvd reconstruction project
- Demolition of City Hall Annex
- Old Navy gatehouse removal/road repair Truman Waterfront
- Sunrise Canal Dredging: Environmental Documentation Developed and submitted to FDEP
- Award and execution of geotechnical exploration work for five projects in Key West
- Northside Drive Stormwater Mitigation - project located adjacent to the softball field; elevated the roadway to alleviate flood conditions and provided ADA compliant sidewalks
- Continued construction, engineering and inspection of 2009 ARRA projects, which includes multiple sidewalk enhancement projects citywide



Birchard Ohlinger, Janet Muccino, Sarah Vega, Karen Olsen, Jay Gewin, Elizabeth Ignoffo, Carolyn Sheldon, Doug Bradshaw

Utilities Department:

Sewer:

- 14th St. Force Main - Completed a new 2880 linear foot sewer force main that will be a part of the new sewer collection system expansion project.
- Headworks Project at WWTP: near completion of a \$3 million major rehabilitation project at the headworks of the Richard A. Heyman Environmental Protection Facility.
- Eaton St Mill and Pave: Completed mill and pave project on Eaton St. from White St. to Simonton St. in partnership with Monroe County. This helped repair a road that had been damaged by failing sewer lateral trenches, water lines, and heavy wear and tear.
- Generator Enclosure at WWTP: Replaced the elevated enclosure at the wastewater treatment plant. The generator makes sure the plant remains operational when electricity is lost.

Stormwater:

- Stormwater Master Plan: the City is nearing completion of its comprehensive stormwater master plan using new satellite data and extensive GIS mapping.
- Completed design and secured funding of several drainage projects that will begin in early 2012.
- Three new stormwater gravity wells were constructed at the intersections of 20th St and Duck Ave., Elizabeth and Olivia Streets, and 17th St. and 17th Terrace. An FDOT grant funded 91% of construction costs.

Solid Waste:

- Solid Waste Master Plan: Continued work on the Solid Waste Master Plan, including two waste composition studies. The plan will be completed in Spring 2012.
- City Transfer Station on Rockland Key: The City processed 44,598 tons of trash and 3427 tons of recycling in 2011 at our transfer station facility at Rockland Key.

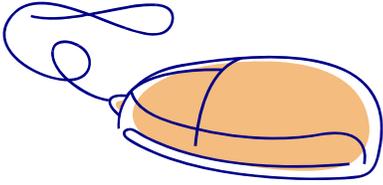


Information Technology

3102 Flagler Avenue

(305) 809-3944

Patti McLauchlin, Director



Dorothy Todd, David Monroe, Patti McLauchlin, Christina Bervaldi, John Padron,
Michael Rivera, Eric Huestis, Ian Willis

Mission

The Office of Information Technology will strive to provide the highest quality technology-based services, in the most cost-effective manner.

To meet this mission we will:

- Provide effective technology support for audio/visual, computer, multimedia, voice, video, and web based applications and services to all areas of the city
- Promote and facilitate the effective integration of technology into the basic mission of the city through planning, training and other support activities.
- Develop, enhance, and manage the City's network to provide high speed, transparent, and highly functional connectivity among all information resources.

- Facilitate the collection, storage, security and integrity of electronic data while ensuring appropriate access.
- Provide capabilities including the ability to develop and manage the distribution through broadcast, broadband, software, the Web and other telecommunications technologies City programs, and services.
- Provide fast & reliable access to all information systems.

Department Overview

The Information Technology Department provides Help Desk services to the city's computer users weekdays from 7:30 a.m. - 5:00 p.m. Users can call in a request for the department's services or enter it into the computer system. The requests are monitored to address any emergencies that arise. The Information Technology Department responded to internal requests for service this past year.

The Information Technology Department provides citywide support for all computer systems and telephone systems. The department is responsible for analyzing and implementing the electronic needs of all City departments according to response time, storage requirements, hardware and software services, and insuring that adequate training is available to users. The Information Technology Department plans, purchases, manages, and maintains the computing and telecommunications hardware, software, and networking infrastructure to support the many departments of the City in providing their services to the citizens.

Every desk in the City is equipped with a computer and the software necessary for that staff member to work effectively. Each of these desktops is connected to an extensive network that communicates with the servers and i-series that provide the computing power for the City. There is also a voice over IP telephone system that runs across the City network which provides telephone support to the City staff as well as giving citizen's access to City Services. The IT Department maintains a qualified staff of IT Specialists needed to support the Departments and maintain this infrastructure. The services IT provides include such things as Email, Internet access, Multi Media Services, Telephones, and Network Management.

The future brings many challenges for the City of Key West in the world of technology. Our goal is to provide the best possible support to the departments of the City so that they may serve the citizens of Key West effectively and efficiently. The Information Technology Department continually strives to innovate and improve the quality of services in a fiscally responsible manner.

The Information Technology department consists of seven fulltime employees. One director, one network administrator, one network analyst, one technical analyst, two computer support specialists, and one help desk specialist.

Accomplishments

- Completed Click to Gov, which allows online utility payments as well as payment of parking tickets.
- Fire programs upgrade
- City Hall move
- Implementation of Google Apps - City
- TraCS Installation - accident software for KWPD
- Assisted in the creation of Key West Historic Seaport Website
- Implemented failover VPN for Sungard applications
- Created DMS document for revenue
- Separated Marina and Port websites
- Added floodplain information to City website
- Implemented Asset Explorer software
- Implemented Desk Top Central software
- Implemented Password Manager Professional
- Research and installed Fire Program Scheduler
- APS implementation
- Installation of SmartBoard at Fire Station
- Migrated KWPD Pix to ASA
CARE Ambulance access to City applications
- Desktop and laptop memory upgrades - Citywide
- Purchased and replaced 42 laptops/desktops throughout City offices
- Upgraded network switches - various offices
- Upgraded wireless network bridges - various
- Mobile One upgrade for KWPD
- Mobile Data Browser 7.0 upgrade for KWPD
- Mobile Flash 7.0 for KWPD



Channel 77 is just one of the many responsibilities of the IT Department. This small but high tech media production control center at Old City Hall allows for the live telecast of a plethora of public meetings, including the twice-monthly City Commission.

Human Resources



3102 Flagler Avenue

(305) 809-3714

Sandy Gilbert, Director

MISSION

The mission of the Human Resources Department is to support all City Departments in recruiting, selecting, developing and retaining a high quality workforce to serve the citizens and visitors of Key West.

The Human Resources Department staff will provide quality human resources services with integrity, objectivity, responsiveness, sensitivity and confidentiality to all City employees.

Department Overview

Human Resources has primary responsibility for a wide range of services and programs for the City's diverse workforce during an employee's active employment and in many cases postemployment in the form of benefits to retired employees and continuation of benefits for employees leaving for other reasons.

The Human Resources Department major areas of service include:

Employee Selection and Hiring: Manage the recruitment and selection process; manages job posting and application process, generates applicant grids to departments; provides required applicant testing and reference checking.

Compensation and Classification Administration: Implements and maintains city-wide classification structure, job description database and compensation plans. Reviews positions and position descriptions and classifies work to maintain a consistent classification structure.

Benefits Design and Administration: Researches and provides recommendations on development of and/or changes to City benefit programs that are competitive, cost effective and compliant. Manages and administers the City's employee benefit programs and plans including health/life insurance, voluntary benefits, COBRA, retiree benefit continuation coverage, Family Medical Leave Act and all provider contracts; develops communications about the programs and educates employees; problem solves with employees addressing a steady stream of phone calls, emails and walk in visits from employees requesting assistance with benefits related issues.

HR Policies/Procedures and Compliance: Provides policy direction and management of citywide human resources systems. Ensures compliance with all applicable federal, state and local laws, City policy/procedure and collective bargaining agreements.

Employee & Labor Relations: Conducts negotiations for three collective bargaining agreements; provides counsel to managers/supervisors on implementation, interpretation and administration of agreements; provides discipline and grievance consultation; employee counseling; conflict resolution.

Human Resources Information Systems: Manages and maintains human resources/payroll system; coordinates and inputs employee data; maintains all personnel files and employee medical files; provides management reporting.

Risk Management: Administers the City's property, liability and workers compensation programs.

Additionally, the Human Resources Department staff serves in an advisory capacity to the following committees and City Boards:

- Safety Committee
- Civil Service Board

ACCOMPLISHMENTS

Hiring and Selection:

- Received and processed 1148 applications for employment.
- Filled a total of 90 vacant positions; 36 with internal candidates through promotion/transfer; hired 54 new employees.
- Conducted new hire orientations for 54 newly hired employees.

Benefits

- Completed employee open enrollments for Health Care Plan and Flexible Spending Plan.
- Implemented new Family Medical Leave Act provisions.
- Implemented new Health Care Reform Act provisions.
- Negotiated health insurance renewal with Florida Municipal Trust at annual rate below trend and negotiated a reduction in dental premiums.
- Introduced new investment alternatives and a loan program in Nationwide Deferred Compensation Plan.

Risk Management

- Coordinated and implemented change in service providers for property, liability and workers compensation insurance and third party administration of claims providing significant savings to the City during the year.
- Implemented new in service safety training sessions for City employees to improve workplace safety.

Labor Relations

- The City bargaining team was successful in negotiating a successor labor contract for the Teamsters Local 769 for the fiscal year 2010/11 and finalized labor contract negotiations with the International Association of Firefighters, Local 1124.
- Investigated/processed seven grievances; resolved three, four to arbitration, one pending.
- Coordinated and participated in two arbitration hearings.

Employee Development/Recognition:

- Coordinated customer service training for department heads and managers.
- Negotiated tuition discount program for City employees with Hodges University for degree related courses at Florida Keys Community College.
- Service awards presented to City employees included:

33 Five year anniversary awards
11 Ten year anniversary awards
12 Fifteen year anniversary awards
11 Twenty year anniversary awards
5 Twenty five year anniversary awards



Alice Parker, Samantha Farist, Stephanie Johnson, Laura Hamm

Code Compliance



3139 Riviera Drive

(305) 809-3790

Jim Young, Director

Mission

The City of Key West Code Compliance Department is committed to protecting the health, safety and welfare of our community. We continually strive to provide fair and equitable services to our citizens and visitors. The staff serves as representatives of the Department and provides information and services to the public regarding code compliance. We will exhibit professionalism through continued education and teamwork to accomplish our mission.

Department Overview

The City of Key West Code Compliance Department has the responsibility of investigating complaints and ensuring compliance of the City Code of Ordinances, building standards, zoning issues, licensing regulations and the Historical Architectural Review Commission, (HARC) guidelines. All complaints and violations received or discovered are logged into the city computer system. Each officer is expected to maintain continuous monitoring of assigned cases with the ultimate goal being voluntary compliance. All compliance officers are required to be certified by the Florida Association of Code Enforcement either at the time of hiring or within one year after their hiring date.

Accomplishments

Implementation of a compliance procedure along with the Utilities and Finance Departments for the collection of overdue utility bills.

Overseeing the permitting process for news racks on city right of ways

The continued implementation of the fine mitigation ordinance which continues to improve the collection rates for outstanding fines, costs and liens.

Increased our assistance to the Key West Police Department with ccompliance efforts regarding nuisance properties.

Planning Department



3140 Flagler Avenue

(305) 809-3720

Donald Leland Craig, Director

Mission

To serve the citizens of Key West by assisting the City Commission, Board of Adjustment, Planning Board and other appointed bodies and officials to implement the City's Comprehensive Plan and the Land Development Regulations by processing effectively and fairly all applications for development / planning approvals. In addition, carry out all studies and analysis directed by the City Commission when expertise in neighborhood and city planning is required.

Department Overview

The Planning Department is responsible for short and long range planning responsibilities, it also handles historic preservation planning and approval activities, provides important staff support for the Community Redevelopment Agency, and is assisting other departments and staff on a variety of important interdisciplinary assignments.

The Planning Department plays an important role with the public, to whom we provide information in response to a variety of different questions and concerns. These requests for information total an average of 224 public contacts a month, the vast majority of which take 15 minutes or more per request.

The Planning Department completely staffs (including advertising, noticing, report and digital package preparation, clerking and meeting participation, and follow-up meeting summaries and activities) the following Boards: The Planning Board; the Historic Architecture Review Commission; the Tree Commission; the Sustainability Advisory Board; and the Development Review Committee. In addition, the Department occasionally hosts special workshops on important issues. Over the last year, the Department has provided primary staff for a total of 90 public meetings and workshops in these categories.

The Planning Department attends every City Commission meeting and the majority of Commission workshops.

The Planning Department provides key staff support for the Community Redevelopment Agency and its advisory Board, the Bahama Village Redevelopment Advisory Board.

The Planning Department is responsible for rendering development orders approved by the Planning Board to the Florida Department of Economic Development (DEO) in

accordance with state rules and the memorandum of agreement between the DEO and City.

The Planning Department maintains and updates the Building Permit Allocation System.

Efforts over the last several years have included a complete audit of allocated units and preparation of a master spreadsheet. The Planning Department works closely with the manager's office on the Strategic Action Plan for the city.

Accomplishments

Applications

- HARC 1737: 1566 staff reviewed, 159 HARC reviewed, 12 withdrawn
- Planning: 144 conditional uses, easements, variances and development plans
- Tree Commission and Urban Forester: 249 tree removal and replacement permits

Organization

- Transferred Urban Forestry /Tree Commission function and staff
- Created FEMA/Floodplain Administrator position
- Created Sustainability Coordinator position to implement City's Climate Action Plan
- Hired part time HARC inspector

Administration

- Amended HARC ordinance to provide seven member Board & changed meetings to evening for better citizen participation
- Streamlined state mandated issuance of permits for state review
- Initiated staff training for presentation techniques and public responsiveness



Standing: Ashley Monnier, Scott Fraser, Lindsey Ballard, Brendon Cunningham, Paul Williams, Enid Torregrossa, Allison Higgs. Seated: Nicole Malo, Carlene Smith, Don Craig, Jo Bennett, and Wayne Giordano

Comprehensive Plan

- Initiated the Evaluation and Appraisal Report changes to the comprehensive plan, the first update to the Comprehensive plan in twenty years. Selected the consultant to aid the City in the two-year effort.
- Created the Military Compatibility Policy changes to the Comprehensive Plan required by the state.
- Completed the Building Permit Allocations System (BPAS) audit and annual report required by the Comprehensive plan.

Special Projects

- Peary Court - initiated the Zoning in Progress, Comprehensive plan and zoning changes to bring this US Navy property into the City as privately owned development.
- Wrote the Settlement Agreement for the Harborside 96 room hotel development with financial commitments to City provided parking.
- Initiated update to the survey of Historic structures throughout the City, with the aid of a grant funded consultant.
- Initiated the grant funded first Annual Key West International Historic Preservation Forum
- Initiated with Engineering Department a new comprehensive approach to Geographic Information System mapping and data management.
- Provide planning and management inputs to the selection criteria and selection of a Landscape architect for the completion of the Truman Waterfront Park Master Plan, Facilities Plan and construction documents.
- Led the team, which developed the state mandated adjustment of Commission District boundaries in response to the 2010 census.
- Led the staff and consultant team preparing response to USFWS/FEMA requirements for a new ordinance to protect mapped but non-existent habitat for rare and endangered wildlife species in the City limits.
- Rewrote the PS zoning district standards for clarity and to protect on-going public investments in public facilities and buildings.
- Provided staff support to Monroe County's effort to design and re-develop Higgs Beach Park.

Key West Police Department Core Values

Respect: A comfortable and healthy work environment must first start with mutual respect among members of our Department. Likewise, a community that respects its police department and its members must first start with members of our Department always demonstrating understanding and sensitivity to all of those in our community with whom they come in contact.



Integrity: Ethics and honesty are perhaps the most valuable traits a law enforcement officer can possess, an essential element in gaining the trust and confidence of the public.

Fairness: It is important that every law enforcement officer be able to make objective and impartial decisions based on the law and the facts at hand. Just as important is his ability to exercise discretion, always using fairness as his guide.

Service: We must always strive to provide a positive and professional response to the needs our residents and visitors.

Police Department



1604 No. Roosevelt Blvd.

(305) 809-1111

Donie Lee, Police Chief

Vision

The Key West Police Departments envisions itself as a professional department guided by our values to make Key West a safe place to live, work and visit.

Mission

The mission of the Key West Police Department in partnership with the community is to provide effective and efficient police services.

Department Overview

The Key West Police Department is a fully accredited department made up of a dedicated and professional group of men and women. Our island is home to a unique and diverse community, which is reflected throughout the ranks of the department. We protect and serve a population of 25,000 full-time residents, with over two million visitors each year.

Community policing is an integral part of the Department; partnering with the community to prevent and solve crime. We hold crime prevention seminars, Citizens Police Academies, and Ambassador presentations, all aimed at educating the entire community about crime prevention.

The Chief has a command staff made up of two captains, six lieutenants and eleven sergeants. There are 98 sworn officers (budgeted) and 29 civilian employees. One captain oversees the administrative bureau of the Department, the other oversees the operations bureau.

In addition to road patrols and motorcycles, the Department has a Marine Unit and a Mounted Unit. The Marine Unit is responsible for the land side security and screening of cruise ship and ferry passengers. In addition, they also perform boat safety checks on the water as well as and environmental enforcement. The Mounted Unit has long been an ancillary function with the support of volunteers, however, it became a full time unit in 2011. Also in 2011, the Department reintroduced its Bike Unit, allowing better one-on-one downtown.

Accomplishments

- In partnership with the community, we reduced overall crime by 18 percent.
- Hired and assigned four grant-funded officers.
- Initiated the expanded Eye on the Island program to improve officer interaction with the community and enhance community policing initiative.
- Converted to using electronic crash reporting to increase efficiency and better interact with the state system.
- Successfully supported all major events in Key West including Fantasy Fest, the commissioning of the USS Spruance and the boat races.
- Successfully graduated 15 officers from bicycle certification program to increase the presence of bike officers.
- Increased the Mounted Patrol presence on the streets by dedicating two officers to full time Mounted Patrol duties.



Lt. Jim Benkoczy, Lt. Kathleen Ream, Capt. Frank Sauer, Chief Donie Lee, Capt. Scott Smith, Lt. David Smith, Lt. Alfredo Vazquez, Lt. J.R. Torres, Lt. Dave Black

Ambassador Academy

The goal of the Academy is to develop a group of Key West citizens more informed and knowledgeable about the operations, opportunities, and challenges facing the City of Key West. It is expected that the knowledge gained by Ambassadors during this fourteen week course will be used in their current business and social life, and as potential volunteers for City of Key West projects. Ambassadors will be prepared to help other citizens and guests and tourists find assistance and understand the operations of the City.

The Ambassador program has been convening since 2003. Originally sponsored by the city manager, volunteer Ambassadors and Communications Manager Alyson Crean now coordinate the entire 14-week program. During the weekly sessions, representatives of various city departments meet with the group to give an in-depth understanding of the workings of city government.

The list of graduates of the programs looks like a who's who of Key West movers and shakers, and their interests range from non profits to leaders in business. The program works under the concept that an educated citizenry is the bedrock of a well functioning democracy.

2011 saw the retirement of long-time volunteer coordinator Dave Oatway. For several years he coordinated the program, donating countless hours to the betterment of the community because of his passion for an enlightened electorate.



Class 16 graduation



Class 17 graduation



Dave Oatway, the program's long-time volunteer coordinator was recognized in May by the City Commission for his dedication with the proclamation of Dave Oatway Day!

Port and Transportation



201 William Street

(305) 809-3790

James Fitton, Director

Mission

To provide safe, dependable and environmentally sensitive public transportation services for residents and visitors to the City of Key West and the Lower Florida Keys. Also to establish Key West as a safe, secure port of call for the cruise industry and ferry operators.

Department Overview

The Port Operations Department coordinates approximately 350 cruise ship visits annually that bring over 800,000 visitors to Key West and is actively involved in seeking new opportunities to enhance the City's reputation as a port call of choice by the industry. The Department arranges transportation for cruise ship passengers from the ships on the Outer Mole to downtown. We also ensure that all federally mandated security requirements are being met in the Facility Security Plans. Additionally the Department oversees security for the ferries that call at the Key West Bight Ferry Terminal.

The 36 members of the Transportation Department strive to provide the best possible service to the citizens of Key West and the Lower Keys that we serve. This is accomplished by actively interacting with the public on a daily basis to assist with trip planning, bus schedule information, education via ongoing public outreach, and public participation programs such as the coordination of emergency management support, special events and other community based support services. The Department is responsible for safety, compliance, budgeting, grants funding and management, operations, and administration of the public transportation system. The Department works to ensure the transit system meets the communities' needs and adheres to all state, federal and local regulations that apply to public transit services.

Accomplishments

- Reorganized the Port Operations Department to increase efficiency and reduce costs. Total staffing reduced without loss of productivity.
- Coordinated joint public/private operation to secure the damaged antennas on the Vandenberg wreck, ensuring the iconic antennas remained a safe desirable dive for visitors to the Keys.
- Developed an environmental plan with NAS Key West to resolve long time sanitation problems on the Outer Mole Pier to create a more receptive location for cruise ship passengers.
- Incorporated changes in the Florida Department of Law Enforcement security regulations into the Port Facility Security Plans. Changes will result in a savings on security expenses.
- Obtained all the necessary environmental permits to proceed with construction of a new Transit Facility on Stock Island
- Installed energy efficient LED lighting in the Park and Ride public parking facility. Should result in significant energy savings.
- Continued with installation of shelters and bike racks at major bus stops. Put in ten shelters and seven racks in 2011.
- Extended the Lower Keys Shuttle route by 2.5 miles on each end to provide increased service to riders going to and from work. At the same time reduced the rate for senior citizens.
- Awarded the 2011 Safety Award by the Florida Public Transportation Association.
- Installed digital displays for real time bus schedule information in Marathon and Big Pine Key.



Parking



3104 Flagler Avenue

(305) 809-3855

John Wilkins, Manager

Mission

The Parking Division manages the parking supply in the City right of way to provide an equitable balance for the needs of our community.

Department Overview

With our staff of 20 employees the City of Key West Parking Division works throughout the City enforcing local and state parking ordinances. We collect revenue and maintain the City's paid parking meters and paystations in the commercial zones. We collect fines for citations and administer 3 residential parking programs. We provide school crossing guards to assist children who walk or ride their bikes to school. Our work requires coordinating with various City departments such as Police, Code Compliance, General Services, Planning, Fire Department, Transportation, Community Services and Municipal Traffic Court.

We seek to balance competing need for parking in the city (commercial delivery, metered parking, moped, bicycle, residential metered, employee assistance parking, residential and non residential on-street parking and special events) to support economic vitality and a livable community.

Accomplishments

In 2011 the Parking Division successfully transitioned the Old Town Garage from a gate arm parking control system to new Pay and Display Parking system similar to the ones for street metered parking. One big benefit of the new system is in the event there is a machine malfunction or power outage; the customer is not trapped by the non-functioning gate arm in the garage. Another customer benefit is you may buy the monthly pass at the new machine instead of visiting the City's transportation department on Palm Ave.

We installed an additional 15 pay and display parking paystations in the commercial meter districts and removed many old parking meters. This decluttered the sidewalks and generally improved the streetscape. Remember, a receipt from any paystation is valid for any on-street metered parking space downtown.

There are new street markings for the Residential Parking spaces being tested on Eaton Street. Based on this evaluation, we will be remarking other Residential Parking Areas in the City with these more visible, longer lasting strips. The popular Residential Parking program was expanded into parts of Virginia Street to lessen the impact of mixed commercial use for residents in the area.

The Parking Division is tasked with monitoring the new Non-consent Tow Ordinance put in place this past year by the City Commission. Maximum rates have been established for towing from private property. These rates can be found on the City's Website. Parking Division investigation since the ordinance has been in effect shows that the Tow Companies are complying with the new rate structure.



Parking Enforcement Specialists August Joseph, Marie Charles, Ronnie Tabag, Veronica Butler, Supervisor Ricky Rojas. (Not shown: Carla Pelote)



Supervisor Toni Gage, Parking Manager John Wilkins, and Accounting Clerk Anita Woods



Meter Technicians Bill Kennedy and Pavel Theinert



School Crossing Guards Jennie Parker, Marcos Diaz, Martha Fitch, Salvador Farina, Johnny Vidal, Jimmy Priolo, David Hadas and Cilia Vidal.

Commissioning of the USS Spruance



The USS SPRUANCE (DDG111), the nation's newest guided missile destroyer, was escorted into Key West Harbor on the afternoon of September 31st where she was met by an excited crowd, local dignitaries, members of the Navy League, and a committee that had for a year planned the ship's commissioning in Key West. Mayor Craig Cates proclaimed the week of October 1st USS Spruance Week in honor of the historic event.

Following the welcoming ceremony, the crew came ashore to enjoy leave time in Key West. During its stay at the Outer Mole at the Truman Waterfront, the state-of-the-art battleship was open to the public for tours.

The USS Spruance is a guided missile destroyer whose namesake, Admiral Raymond Spruance, was famous as the Fleet Carrier Group Commander who victoriously led naval air forces during the Battle of Midway - a battle considered by many to be the turning point in the war with Japan in the Pacific during this country's involvement in WWII.

Key West was chosen as the site for the commissioning when her Commanding Officer, Commander Tate Westbrook, expressed his wish to have the ceremony held where the crew could have fun and enjoy Key West's rich maritime history as well as its close ties to the US Navy. The commissioning was held on October 1 at the Truman Waterfront.







