

City of Key West



2012

Annual Report

City Manager

Bogdan Vitas, City Manager



Reflecting on 2012, the City of Key West continued to improve its financial condition, maintain and improve services to the public, and importantly, experienced a significant changing of the guard. In July of last year, I joined the City as its new City Manager replacing long time manager Jim Scholl who entered into retirement. This year's annual report reflects upon Mr. Scholl's past leadership and the new direction taken by my administration during the last year.

With a great sense of pride, the management team and I are pleased to present an overview of last year's accomplishments. The foremost goal of this report is to provide the community with a transparent accounting of the major accomplishments we have completed to make your city a better place to live, work, play and call home.

When I took the reins, it became clear that there are many old and new challenges the City has yet to meet based on its strategic plan, a plan that this administration will tackle in the years ahead. Foremost on that agenda, we moved forward rapidly to address several major capital improvement projects obtaining City Commission approval for a new City Hall at Glynn Archer School, Sexton's building at our historic cemetery, Transit Center on Stock Island, downtown Fire Station, and the Truman Waterfront Park. These capital projects represent a significant public investment of your local tax dollars and public grant funds to support our community for future generations.

One of the most obvious challenges over the past year was the Florida Department of Transportation's commencement of reconstruction of North Roosevelt Blvd. Although not a City project, its impact on the city's residents, businesses and visitors is pronounced. City staff has worked diligently to mitigate that impact wherever possible. We worked closely with FDOT to keep this project on schedule, and are doing all we can to aid the many businesses most impacted by the temporary traffic changes accompanying the construction. Once completed the new roadway and pedestrian promenade and seawall will provide our city with many years of safe travel and enjoyment.

In the following pages, each department provides an overview of their missions, responsibilities and the accomplishments for the past year. They have all worked successfully to protect the public health, safety and welfare while remaining within the fiscal constraints of the budget. Please take the time to read the Annual Report, which is our ongoing way of letting you - our community - know what we're doing to provide the services that you demand and deserve from your City government.

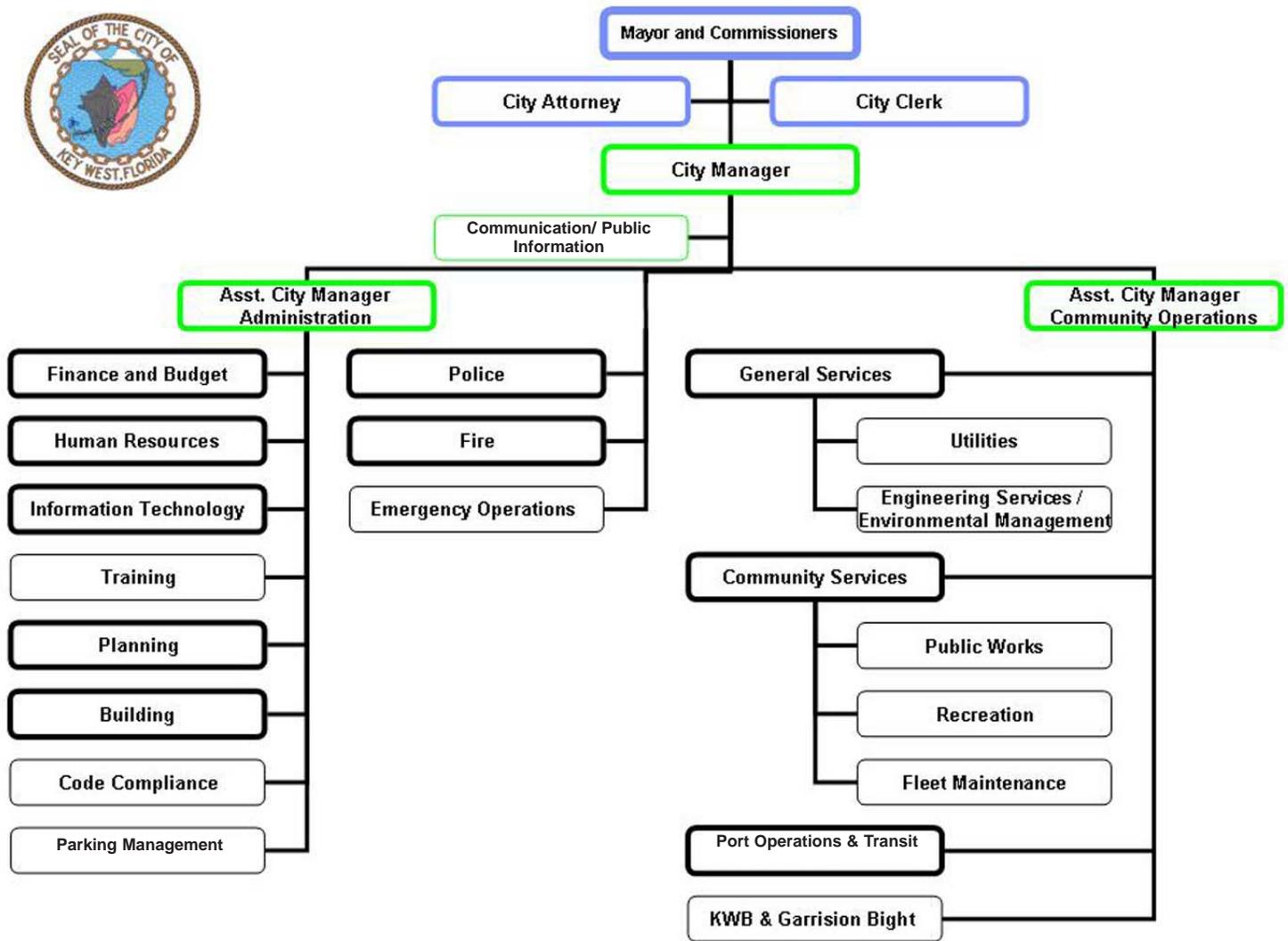
Respectfully,

Bob Vitas
City Manager

City Organizational Chart

The primary duties of city government are the health, safety and welfare of the citizens. In order to attain these, 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.





The City Manager's office consists of: (top, left to right) Assistant City Manager Mark Finigan, City Manager Bogdan Vitas, Assistant City Manager David Fernandez, and (front) Portia Navarro and Maria Ratcliff. Navarro serves as assistant to Fernandez and Finigan, and Ratcliff is executive administrator to the City Manager.

On the cover: Historic Old City Hall, 510 Greene Street. The city acquired this lot in 1871 and built a wood frame city hall, dedicating it on July 4, 1876. That building burned down in the devastating fire of 1886. The city then built this brick edifice between 1890 and 1892. The ground floor - with wide arches and supporting columns - accommodated market stalls, then fire engines. The upper floor, dominated by the City Commission chambers also housed City offices. Over the years the building was altered, including the removal of the bell tower. Monroe County acquired the property in 1965 to house its juvenile court. In 1974, the State of Florida acquired the building, and the Historic Florida Keys Preservation Board spearheaded its restoration. The bell tower was restored in 1976 during the Bicentennial. Restoration efforts continued through the 1980's, leading to the rededication of Old City Hall in 1991. The City Commission continues to meet in the historic chamber.



Alyson Crean, communications manager for the City of Key West and public information officer for the Key West Police Department.



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.

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



Vivian Perez, assistant to the Mayor and City Commission.

Building Department



John Woodson, Director

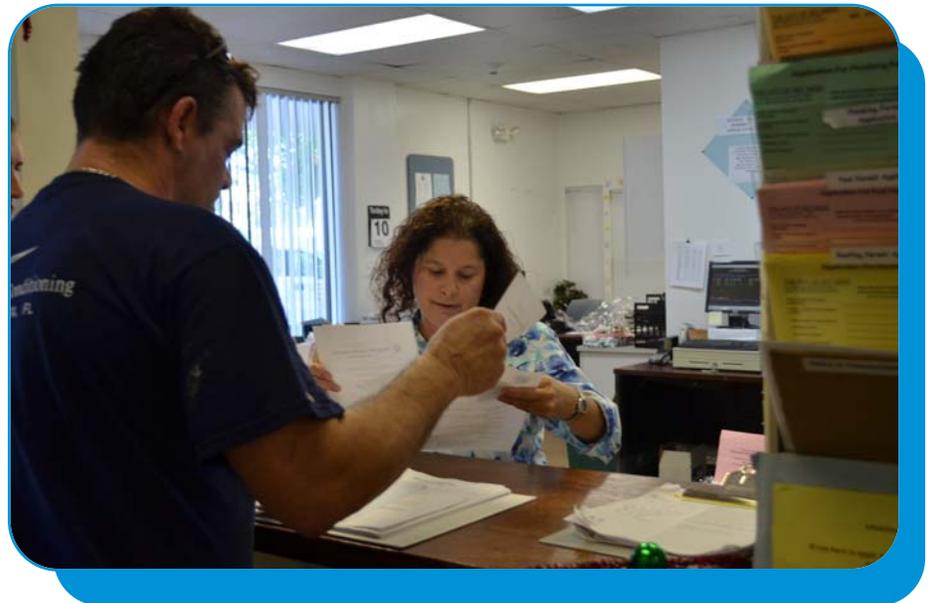
Mission

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

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



Good customer service is a vital aspect of the City's Building Department. We continually strive to provide fair and equitable services to our customers through continued education and interpretation of Building Codes and Ordinances.

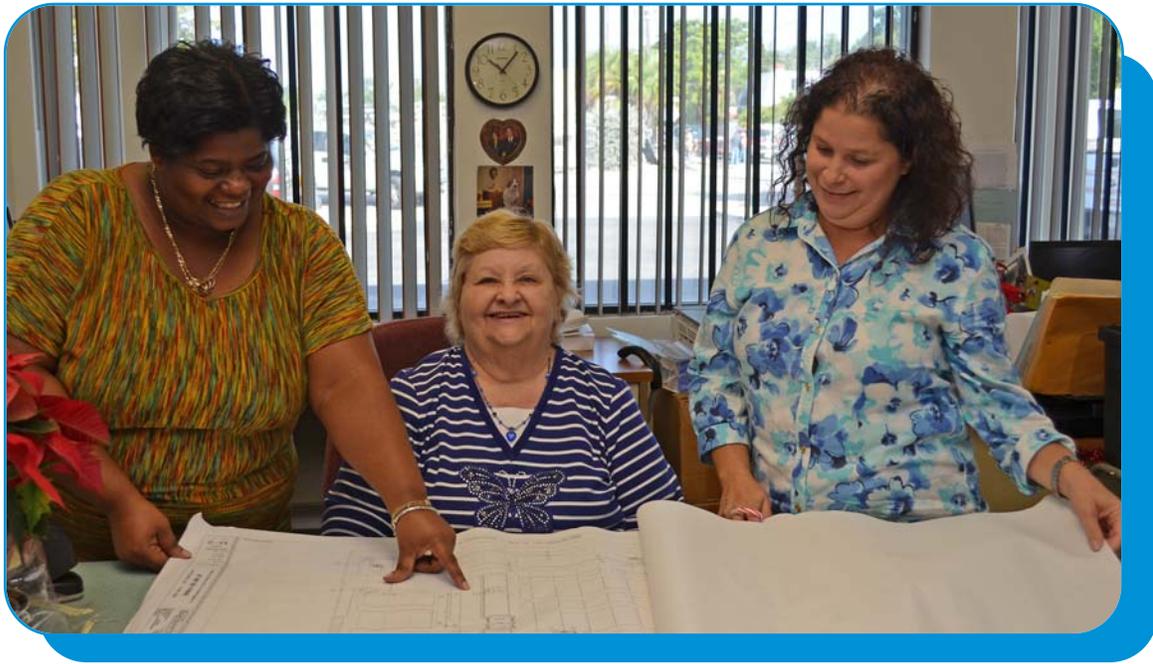
Accomplishments:

Licensing:

- Increased total number of processed licenses by 14.5% over previous fiscal year.
- Participated in the successful State lobbying effort for local municipalities to continue to issue local business licenses (4% of City of KW revenue stream).

Building:

- Introduced postcard notification of permits that are about to expire. This effort, as well as others, has increased the overall number of permits that receive final inspections to 71% over a 10 year span.
- Reactivated duties and actions of Contractor's Examining Board, which now hears an average of 7 cases per meeting.
- Successfully separated HARC permits from building permits. HARC permits are now partially processed by HARC staff, resulting in greater efficiency and controls. Building techs established effective coordination system.



Gerzale Hill, Marta Cabaleiro, Angie Garcia

*We are open for walk-in business and for telephone calls
Monday through Friday 7:30 am to 4:30 pm.*

*In addition, information, forms and applications are available
on line at
www.keywestcity.com*

City Clerk



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 36 Commission meetings and workshops
- Attended 128 hours of commission meetings
- Attended and participated in 21 hours of the City Manager's agenda setting
- Administered 36 City Commission packets to be placed on the City's web site for citizen perusal
- Administered 43 new ordinances passed by City Commission to be placed on City's web site for citizen perusal
- Administered and attested to 344 resolutions and 43 ordinances
- Administered 32 calls for bids
- Administered seven filing of domestic partnerships
- Administered approximately 800 hours of research for requests for documents
- Administered 250 hours preparing minutes for the Commission
- Administered 30 hours for the publication of five supplements to the City's Code Book
- Administered 300 hours preparing agendas, minutes and attending meetings for Bahama Village Redevelopment Committee, Key West Bight Management District Board, Sustainability Committee, City Charter and District Boundary Review Committee and City Manager Screening Committee
- Administered 40 hours of training for the Legistar paperless agenda

*The City
Clerk is the
official
record keeper
for City
government*



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

Community Services



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.

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 abandoned



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 main-
tained 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.

Historic 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, over 80,000 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 and 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. 15 The Dr. Martin Luther King Community Center and Pool is located on the corner of Catherine and Thomas streets. Manager Roberto Llagostera 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 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 is taught Monday through Friday, 2:30-6:00pm, for 25 children from grades 1-5. The Bahama Village Music program, 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 16 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.

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

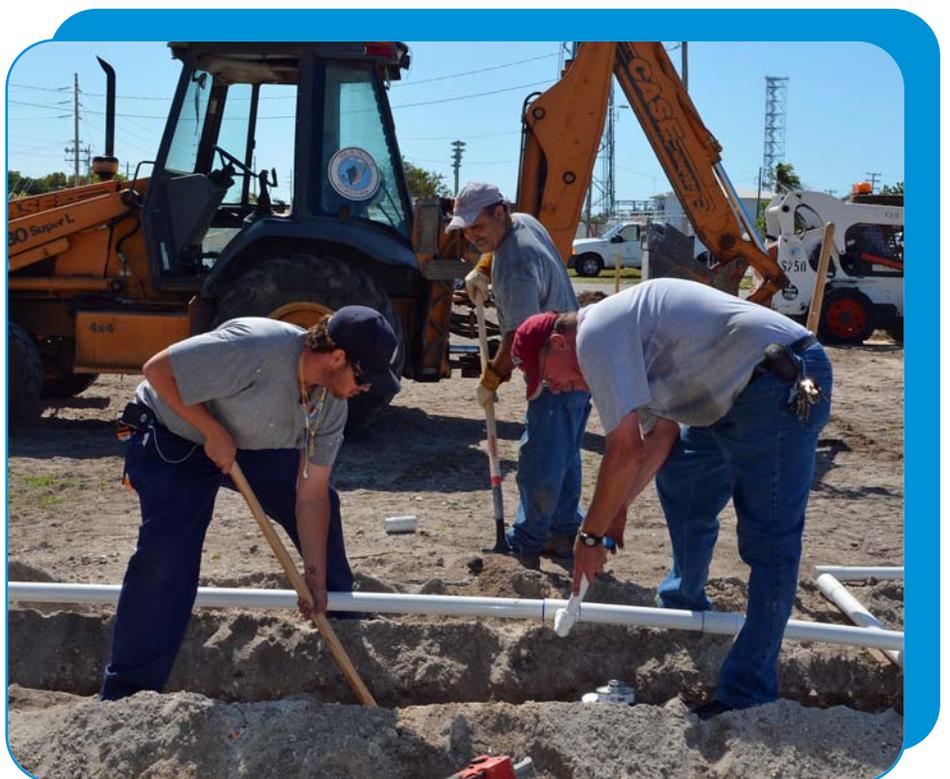
The City of Key West Fleet Service is responsible for repairs and maintenance on over 400 City vehicles and equipment including police, fire and the Key West Transit buses. Fleet Services also provides all unleaded and diesel fueling for the City fleet. Fleet Service is doing their part by going green. 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 departments 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 employees 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 633 Palm Avenue and can be reached at 305-809-3755.

Accomplishments

- Renovated the former daycare center to accommodate the Bahama Village Music Program and Afterschool Tutoring Program
- Completed 1000 linear feet of road shoulder improvement to facilitate stormwater drainage
- Saved \$12,000 annually by consolidating office space
- Completed Simonton Beach parking lot redesign
- Performed post Tropical Storm Isaac event cleaning at Rest Beach and Dog Beach
- Constructed pocket park at Truman Annex
- Completed preinstallation operations of 30 CALE parking machines
- Planted all trees and ground cover as a part of the Virginia Street sidewalk project
- Completed renovations of the Bayview Tennis Court covered bleachers
- Resurfaced hockey rink floor
- Refurbished and installed a complete shower/ restroom facility at Keys Overnight Temporary Shelter (KOTS)



Finance Department

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 100 checks per week. Purchasing processes all the City purchase 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 for 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 27th consecutive year was considered a major accomplishment. Another major accomplishment was completing the Request for Proposal process and obtaining a new banking services contract at favorable rates to reduce cost to the City. Finally, the collection of sewer billing was dovetailed with that of the Florida Keys Aqueduct Authority for a more efficient and complete collection process.

Fire Department



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:

- KWFD has an ISO rating of 2, an outstanding rating that results in a cost savings for insurance rates that trickle down to the taxpayers
- Performed 2,451 inspections
- Reviewed 244 plans for Life Safety issues
- Attended the DRC and Planning Board meeting for input on Life Safety issues
- Conducted Life Safety training consisting of the following:
 - Fire extinguisher classes to hotels/motels, Monroe County Correctional Facility
 - Visited schools seeing some 3,600 children, special events for children such as Kid's Day, Home Depot Children's Workshop
- Approval and life safety inspections were conducted on 48 special events
- Over 100 smoke detectors were donated by Strunk Hardware which enabled us to distribute to those in need

Fire Department Operations:

- Over 2102 incident responses
- New Shift Commander's SUV Chevy Tahoe put into service
- M. delValle retirement after 29 years in the Fire Department
- D. Blanco promotion to Fire Marshal/ Division Chief of Fire Prevention
- Graduated 10 KWHS students as Firefighter I through the KWFD Fire Academy



Mary Anderson, Inspector Lt. Jason Barroso, Inspector Alan Averette, Firefighter/ Inspector Jason Boegoff, Division Chief of Operations Michael Davila, Molly Sawyer, Fire Chief David Fraga, Fire Marshal/ Division Chief Danny Blanco, Division Chief of Emergency Management and Training Craig Marston.





Emergency Management

Although Hurricane Isaac required an activation of the Emergency Operations Center, most damage was limited to Smather's Beach. The activation allowed City Manager Bob Vitas to utilize the Comprehensive Emergency Management Plan (CEMP) and the Hurricane Hazard Annex and Debris Management Plan Appendix.

The City's emergency response and recovery plans facilitated the activation of pre-positioned contracted equipment used to clean the beaches within six days after the storm. They also provided a framework to efficiently develop FEMA documentation.

FEMA and Florida Division of Emergency Management officials met and confirmed reimbursement of over \$1.4 million dollars in emergency response and recovery expenditures.

Training

Provided students contact hours for emergency management, fire service and special operations training and practice and Continuing Education Units (CEU)

Fire Service, Special Operations: 566 classroom hours with 12,422 student contact hours.

Emergency Medical Service: 1,850 student contact hours

General Services

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

SEWER:

- Winner of the Domestic Wastewater Plant Operations Excellence Award for 2012 from the Florida Dept. of Environmental Protection
- Winner of the Performance Excellence Award from the Florida Water Environment Association for 2012
- The City successfully transferred customer billing for sanitary sewer services to the Florida Keys Aqueduct Authority
- Completed the \$3.5 Million Headworks Replacement at the Richard A. Heyman Environmental Protection Facility (Wastewater Treatment Plant).
- Began construction of \$4 million sewer force main on North Roosevelt Boulevard that will increase capacity of the City's sewer collection system.
- The City's wastewater treatment plant continued to treat our sewage at Advanced Wastewater

Treatment (AWT) levels, the highest in the state of Florida. The plant received on average 4.5 million gallons of wastewater per day.

- In the past year, the City's contractor OMI cleaned 3 plugged laterals, 2 plugged mains, repaired 13 laterals and 4 force mains, constructed 4 new laterals, repaired 41 sewer clean-outs, installed 58 rain guards and 7 manhole rings, and responded to 4 spills. Crews also cleaned 54,527 feet of sewer mains.

STORMWATER

- Winner of the Performance Excellence Award from the Florida Water Environment Association for 2012
- Nearing completion of the \$1.5 million City's new emergency outfall and generator project for the stormwater pump station at the intersection of Patricia and Ashby Streets. 75% of these construction costs will be paid by FEMA.
- Began construction of a new \$4 million George St. Stormwater Basin Pump Assisted Wells and Emergency Outfall Project. This project is also 75% funded by FEMA and will provide tremendous drainage improvements for an oft-flooded neighborhood.
- Completed the City's new Stormwater Master Plan. This plan maps all City stormwater infrastructure on GIS, models flooding in rainstorms of various intensity, proposes and estimates costs for dozens of new capital improvements, and additionally provides operational recommendations. This will be the guiding document for the stormwater utility for the next 10 years, and can be found on the City's website at www.keywestcity.com.
- Designed drainage improvements to benefit the East Front Street basin. The City has submitted a grant funding request to FEMA to fund a share of the construction. FEMA funded 75% of the design costs.
- In the past year, the City's contractor OMI cleaned 413 sediment traps, 1488 stormwater catch basins, 604 debris baskets, 81 shallow wells, 43,677 feet of storm drain pipe, installed 10 new



Above: Jay Gewin, Birchard Ohlinger, Elizabeth Ignoffo, Janet Muccino, Carolyn Sheldon, Diane Nichlaus, Doug Bradshaw, Karen Olsen.

Inset: Utilities Customer service department -- Shirley Sealey, Michael Turner and Grace Thrift

grates, and also installed 20 new trench drain systems.

SOLID WASTE

- Completed and adopted the City's new Solid Waste Master Plan. This plan identifies mechanisms to improve the City's recycling rates, along with recommendations for increased operational efficiencies. The document is available for viewing at www.keywestcity.com
- The City is finalizing an amendment with Waste Management to modify the solid waste/recycling collection contract. This plan will shift the current twice a week solid waste/once a week recycling pickup schedule to a once a week solid waste/once a week recycling/and once a week yard waste collection schedule.
- In coming months, residents will be receiving new recycling carts similar in size to the trash carts that currently exist.
- Residential household hazardous waste and e-waste collection has been re-started. Residents are invited to drop off these materials on the first Saturday of each month at McCoy Indigenous Park between 8am and noon.
- The City's Solid Waste Transfer Station in Rockland Key processed over 47,000 tons of solid waste and over 3,600 tons of recyclables for the 2012 fiscal year.

ENGINEERING

- Bulkhead 497 Navy Mole Repairs: Development and award of bulkhead repairs (\$3.5 million).
- New Transit Facility: Design/Build bid package. \$8.5 million
- Schooner Wharf Renovation and Re-build: Engineering representative for Sept. 4 rebuilding of the Schooner Wharf \$796,000.
- Gerald Adams Safe Routes to Schools: Completed sidewalk installation.\$376,000
- Glynn Archer Drive (14th Street): Re-construction \$2.7 million
- Sexton Office Construction: Under design. \$319,000 budgeted
- Virginia Street Sidewalk: Installation completed. \$187,000
- Duck Avenue Sidewalk: Installation completed. \$445,800
- Leon Street Sidewalk: Installation completed.\$243,400
- Garrison Bight Dockmaster Building: Retained architect and began design.
- Truman Waterfront: Master plan approved.
- New City Hall/Glynn Archer School: completed full structural and environmental inspection.
- Caroline Street: Developed master plan for reconstruction.
- General Services Contract: Contracted with Engineering, Architectural and Landscape Architectural firms.
- Atlantic Boulevard Sidewalk Installation: Sidewalk installation completed. \$499,000
- College Road Sidewalk Installation: Sidewalk installation completed. \$280,000
- Rest Beach Renourishment: Secured FDEP Emergency Field Permit and placed 200 cubic yards of sand on Rest Beach as an emergency measure to protect from further erosion. Secured TDC grant for renourishment in the amount of \$245,000.
- Smathers Beach JCP Renourishment: Secured TDC grant for phase II in the amount of \$187,500.
- Poinciana School Sidewalk Installation Safe Routes to School: Produced bid documents and received responsive bids. \$532,000
- Nelson English/Willie Ward Park Improvements: Produced bid documents for renovations and enhancements. Design Complete, \$299,000

Information Services



Patti McLaughlin, Director

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

IT provides Help Desk services to the city's computer users weekdays from 7:30 a.m. - 5 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.

IT provides citywide support for all computer systems and telephone systems and 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 IT 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 Email, internet access, multi media services, telephones, and network management. IT continually strives to innovate and improve the quality of

Accomplishments

- Formed Information Technology Committee
- Upgraded memory and implemented Net Motion on all Toughbooks
- Set up new network at Douglass Gym
- Added remote hotspots for KWPD
- Assisted outsourcing of sewer utility bill
- Completed implementation ServiceDesk Plus for Help Desk calls and asset management
- Implemented Desktop Central
- Installed and configured OpsManager network device monitoring software, and network monitoring in IT
- Tested and implemented Windows Deployment Services
- Installed new Konica printer in Revenue, Planning and KWPD Detectives division
- Deployed new switches in Risk Management, Public Works and Garrison Bight
- Set up FTP site for public access
- Upgraded Imprivata Single Sign On hardware and software
- Completed upgrade and installation of Zebra ticket printers and APS software
- Installed Crash Zone 9 in Traffic division
- Assisted in the implementation of Optiview Scanning Solution
- Configured and deployed media station for Public Information Officer
- Replaced IBM backup device for KWPD iSeries
- Updated VPI logging software on Dispatch computers and assisted with monitor display upgrade
- Completed migration to Office 2010
- Set up and installed video conferencing system in Planning Department
- Completed system and data backup of audio PC at Old City Hall
- Upgrade eGov to v6
- COBAN System Installation
- Participation in Cry Wolf/False Alarm Project
- Migrated from Report Manager to Mobile One, implemented TraCs, installed TraCs/CAD interface virtual workstation
- Implemented VPN to Fire Station 2 to replace wireless connection, wireless connection in KWPD roll call room
- Upgraded iSeries software at KWPD
- Phone system upgrades and installed poly com device in EOC
- Assisted with installation of Color Wave 300 Blueprint Scanner for Planning
- Closed a total of 7,762 Help Desk requests in FY 11/12
- Installed new Blu-Ray DVR device
- Installed second Comcast connection for wireless network
- Installed new amplifier at Old City Hall for public meetings
- Manned a total of 188 City meetings for a total of 644 hours



Michael Rivera, David Monroe, Eric Huestis, Dorothy Todd, Christina Bervaldi, Patti McLaughlin, Ian Willis

Code Compliance



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

Besides receiving and investigating over 1500 calls for service the Code Compliance Department has accomplished the following: Continuation of the policy for collection of overdue utility bills and delinquent business tax receipts; Overseeing the permitting process of dumpsters in the City right of ways as well as the continued overseeing of the permitting process for news racks in the City rights of way; Implementation of a tracking system for foreclosed properties.

*Seated : Code Officer Peg Corbett,
Director Jim Young, and Robin Dyer,
Administrative Assistant II.*

*Standing : Code Officers Kevin Caruso,
Barbara Meizis and Stephen Gormley*



Human Resources

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 managing a wide range of employee related 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. Human Resources activities include: developing and implementing policy, designing employee benefit programs, monitoring workforce diversity issues, managing Human Resources Information System, recruiting and filling job openings, conducting employee orientation, resolving employee complaints and grievances negotiating labor agreements, providing employee training, managing workers' compensation and the City's property and liability insurance, serving in an advisory capacity to ad hoc City committees including the Civil Service Board and Safety Committee.

HIRING AND SELECTION: Manage and administer the recruitment and selection process for the City. Selection and staffing programs include: internal and external job posting of vacancies, assisting applicants with all phases of the employment process, recruitment activities, review and vetting of applications, pre-employment skills testing, reference and background checks, post employment drug testing and all related compliance programs.

BENEFITS: Responsible for delivering benefits to 450 active employees and 85 retirees including three bargaining units. These benefits include health, dental and vision plans, life insurance programs, flexible spending accounts, deferred compensation plans, Family Medical Leave, Employee Assistance Plan, retiree benefits, Drug Free Workplace program and various voluntary benefit programs for employees. Staff provides research and recommendations on development of and/or changes to City benefit programs that are competitive, cost effective and compliant. Develop and provide communications regarding benefit programs to educate 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.

COMPENSATION AND CLASSIFICATION: Implement and maintain citywide classification structure, maintain job description database, review positions and position descriptions and classify work to maintain an equitable classification structure; maintain the International Association of

Firefighters and Police Benevolent Association step plans and ensure compliance with collective bargaining agreements and City policy.

LABOR RELATIONS: Conduct negotiations for three collective bargaining agreements; provide counsel to managers/supervisors on implementation, interpretation and administration of collective bargaining agreements, discipline and grievance process and City policy; represent the City in arbitration cases and employment issues; provide employee counseling and conflict resolution.

HUMAN RESOURCE POLICIES & COMPLIANCE: Provide policy direction to management; initiate, review, and update personnel policies; ensure compliance with federal, state and local legislation, collective bargaining agreements and City policy.

HUMAN RESOURCES INFORMATION SYSTEM: Manage, update and maintain the human resources/payroll system; coordinate and input employee data; maintain all official personnel files and employee confidential medical files; provide management reporting.

RISK MANAGEMENT: Administers several programs designed to promote safety and protect City employees and property including a self insured workers' compensation program, property and liability program.

The workers' compensation program utilizes a third party administrator to maintain records, process claim related payments, assist with state requirements and advise the City regarding the management and direction of claims. All employee injuries are reported through Risk Management which then ensures that each injury is reported to the third party administrator within required timeframes. Risk Management works with all departments to coordinate employee workers' compensation claims management and work assignments when injured employees are able to return to work in either a light duty or full duty status. The City maintains property and liability insurance programs to protect its facilities, equipment and operations. Risk Management is responsible for the processes associated with obtaining appropriate insurance coverage through agents and insurers. Additional responsibilities include investigating and/or coordinating the investigation of all insured property damage and liability claims.

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



Pearline Lewis, Stephanie Johnson, Samantha Farist, Sandy Gilbert, Sandra Barroso, Alice Parker, Laura Hamm

Planning Department



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 City Manager's office on the Strategic Action Plan for the city.

Accomplishments

APPLICATIONS

- HARC Staff reviewed 148 HARC applications; reviewed 47 void/ withdrawn applications
- Planning - 120 Conditional uses, easements, variances and development plans
- Tree Commission and Urban Forester - 353 tree removal and replacement permits, with 50 percent approved by staff administration
- Created new process for determination of lawful residential units
- Realigned processing order of receiving HARC approvals and Major Developments to achieved efficiency and lessen variance requests.
- Served as staff to the Bahama Village and Caroline Street Community Re-development districts.

COMPREHENSIVE PLAN

- Completed the Evaluation and Appraisal Report changes to the comprehensive plan, the first update to the Comprehensive plan in twenty years. The City Commission adopted the plan, and awaiting the state approval of the plan
- 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 - Created Comprehensive plan and Zoning designations to bring this US Navy property into the City as privately owned development. HSMDR, FLUM and zoning now



Standing: Paul Williams, Allison Higgins, Ginny Haller, Scott Fraser, Brendon Cunningham, and Jo Bennett.
Seated: Nicole Malo, Karen DeBergois, Carlene Smith, Don Craig, Enid Torregrosa

complete. Processing Major Development Plan review for Peary Court.

- Settlement Agreement for the Harborside 96 room hotel development with financial commitments to City provided parking now Complete. Major Development plan approval complete.

- Updated survey of Historic structures throughout the City completed, with the aid of a grant funded consultant.

- First Annual Key West International Historic Preservation Forum

- Initiated with Monroe County Growth Management a new comprehensive approach to Geographic Information System mapping and data management, on a shared basis

- Landscape architect for the completion of the Truman Waterfront Park Master Plan, Facilities Plan and construction documents selected. City Commission, Truman Waterfront Advisory Board, and Bahama Village Advisory Committee unanimously approved the Park Master plan. Major Development plan approval underway with start of construction slated for mid 2013.

- Led the team, which developed the state mandated adjustment of commission district boundaries in response to the 2010 census. Completed revised color maps of the new districts adopted by the City Commission, and approved by the Federal Justice Department.

- Adopted ordinance preparing response to USFWS/FEMA requirements to protect mapped but non-existent habitat for rare and endangered wildlife species in the city limits. Have achieved removal of 95 percent of designation at cost saving to city residents.

- Rewrote the PS zoning district standards for clarity and to protect on-going public investments in public facilities and buildings.

- Reviewed and approved Monroe County's design for re-development of Higgs Beach Park.

- Directed the design effort for the new Fire Station No. 2 and new public parking lot at old City Hall site on Simonton Street.

- Provided planning input to engineering evaluation of Glynn Archer School for use as new City Hall, and assisted in writing of RFQ for architect for the design effort.

- Provided design and planning assistance for Caroline Street streetscape design effort.

- Wrote RFQ for landscape architect to re-design Indigenous Park.

- Led team to re-write City Flood Plain regulations in response to 2010 Florida Building Code revisions.

- Led City's input and design of the Regional Hurricane Evacuation modeling program at the Florida Department of Economic Opportunity, which resulted in the City obtaining 91 new residential building permits (BPAS Allocations) annually for the next 10 years.

- Wrote a new HARC fee ordinance for cost recovery.

COMPREHENSIVE PLAN

- Introduced 52 items related to sustainability, including energy, water, solid waste, transportation, and integrating climate change impacts into planning projects and processes.

SPECIAL PROJECTS

- Launched Preserve Island Life website and 12 Step Program to help reduce community carbon footprint (www.PreserveIslandLife.com).

- Identified and turned off 34 water meters that were no longer needed at a savings of \$8,000 annually.

- Partnered with Keys Audubon Society to receive \$28,500 grant to reduce potable water use at Indigenous Park by installing 7,000 gallon cistern and a salt water well.



The American Planning Association designated Duval Street as one of 10 Great Streets for 2012 under the organization's Great Places in America program. APA Great Places exemplify exceptional character and highlight the role planning and planners play in adding value to communities, including fostering economic growth and jobs.

APA singled out Duval Street for its impressive collection of wood-framed Victorian structures, variety of uses that serve both tourists and residents, and unique geographic features.

Police Department

Donie Lee, Police Chief



Mission

The mission of the Key West Police Department in partnership with the community is to provide effective and efficient police services. The Key West Police Department is a professional department guided by a set of core values aimed at making Key West a safe place to live, work and visit. The core values are: 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/her ability to exercise discretion, always using fairness as his/her guide. SERVICE -- We must always strive to provide a positive and professional response to the needs our residents and visitors.

Department Overview

The Key West Police Department is a fully State of Florida 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 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 and is a regular presence on our streets daily as well as during special events.

Accomplishments

- Sponsored, graduated and hired seven local residents to the Department. These new recruits completed training at the police academy and are now serving the community.
- Implemented and completed a \$95,000 grant from the Florida Department of Transportation to improve bicycle and pedestrian safety on the city's roadways.
- Implemented the citywide false alarm ordinance aimed at reducing the significant annual expense of responding to false alarms
- All reporting, traffic, incident reports, citations, are all electronic. This has been several years in the making and now it is all done electronically.
- Assisted in providing a safe transition in traffic patterns for the FDOT construction project on North Roosevelt Blvd.
- Supported activation of the Emergency Operations Center at the Key West Police Department for Tropical Storm Isaac.
- Successfully supported all major events in Key West including Fantasy Fest, the power boat races, New Year's Eve and UNITAS.

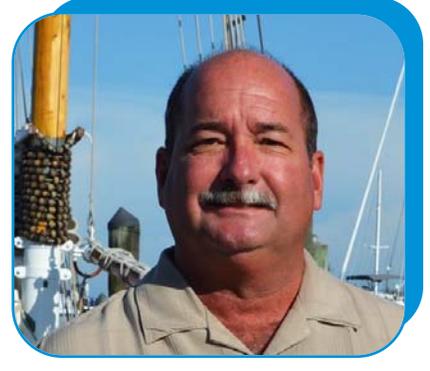


Class 48 of the FKCC Law Enforcement Academy -- Officers David Fraga, Dennis Ryan, Edward Cutie, Capt. Scott Smith, who swore them in, Alex Rodriguez, Billy Vazquez, Michael Pettee, and Anna Dykes - were sponsored by the Key West Police Department and sworn in at the historic San Carlos Institute.

Port and Transportation

James Fitton, Director

Myra Wittenberg, Manager



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 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.



*For the fifth year in a row,
Key West bus drivers have
been acknowledged as the
safest in the state*

The Port Operations Department coordinated 332 cruise ship visits annually that brought 832,887 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 and back. We also ensure that all federally mandated security requirements are being met for the mooring facilities managed by the City.

Accomplishments

- Released a Request for Proposal for the City's New Transit Facility to be built on Stock Island
- Revised all bus routes to accommodate North Roosevelt Blvd construction project, and made adjustments as necessary to ensure the efficiency of the transit system.
- Formally executed the award of a bus apron grant for construction of bus aprons in Lower Keys service area as well as a video surveillance package for the entire bus fleet
- In conjunction with Monroe County Emergency Management, provided evacuation service to local shelters from Tropical Storm Isaac
- Launched new interior rack bus advertising program "Conch Connection - Have You Been Hooked?"
- Appointed a new Transit Supervisor, Rogelio Hernandez, to replace the long-time City Transit employee, Ben Gibson who retired
- Provided 57 community shuttle trips, including Fantasy Fest Captain Morgan Safe Ride shuttles, also assisted Key West High School with their fundraiser
- Completed installation of ALL 133 new light fixtures at Park N Ride with an annual savings of over \$12,000
- Won the Florida Public Transportation Association 2012 Safety Award for 5th year running
- Coordinated the turnover of responsibility for the Key West Marine Park to Reef Relief, saving the City approximately \$5000 annually
- Arranged an environmental tour of a cruise ship for government and civic leaders. Resulted in a better understanding of the cruise industry's efforts to promote recycling and environmental protection
- Incorporated changes in the Florida Department of Law Enforcement security regulations into the Port Facility Security Plans, reducing overhead for Mallory Square and Ferry Terminal
- Secured \$45,000 in port security grant funding to replace police barricades with ornate collapsible fencing. Results will be more efficient for protecting cruise ships and be more in keeping with the aesthetics of Mallory Square
- Negotiated short term contract for cruise ship passenger transportation that ensured continued operations with no additional charges

Port and Transportation Director Jim Fitton
and Port Operations Coordinator Martha
Arencibia



Parking



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 2012 the Parking Division successfully installed an additional 16 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.

- The meter rate for parking increased this year from \$1.50 per hour to \$2 per hour. All other parking rates remained the same. This provides a uniform rate for all on-street and City parking lots with the exception of Mallory Square which remains at \$4.00 per hour.

- Additional metered parking was created in the 500 block of Front Street, 400 Block of South Street and 1300 Block of Whitehead Street.

- Parking meters along Smather's Beach have been removed and parking is now free at the beach during the daytime. No overnight parking allowed at the beach.

- Our Meter Technicians have successfully completed their certification training for parking paystations from Cale America, Inc. This certification plus the number of paystations installed has enabled us to decrease our maintenance contract cost by almost half. We enjoy a high level of reliability of these paystations due to their work.



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



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



Meter Technicians Pavel Theinert and Bill Kennedy



Parking Supervisor Ricky Rojas, Enforcement Specialists Vanessa Lassiter, Marie Charles, Carla Pelote, Eric Taul, Ronnie Tabag, Jean Cine.





