

# City of Key West



Annual Report 2013

# City Manager's Office



## *Bogdan Vitas, City Manager*

Reflecting on 2013, the City of Key West continued to improve its financial condition and maintain and improve services to the public. This year's annual report reflects the new direction taken by City administration during the past year.

With a great sense of pride, the management team and I are pleased to present an overview of last year's accomplishments. One of our year-long goals for 2013 was realized on October 1st, when we entered the new fiscal year: a renewed organizational structure. We are looking ahead to a strong 2014 with a solid budget in place developed by all departments to achieve meaningful and measurable results through all of our local programs and projects. In adjusting the organizational structure of the City,

we are better prepared to serve you, our community and ensure a safe, clean city.

We began several major projects in 2013. We broke ground on a new transit facility, the new fire station at Angela Street and the complete overhaul of the Nelson English and Willie Ward Parks. We oversaw much of the design phase of the new City Hall slated for the historic Glynn Archer School building and we worked quickly to repair and address the need for the historical Frederick Douglass Gym. These are just a sampling of the important projects in the works, including 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.

Another challenge over the past year was the Florida Department of Transportation's continued reconstruction of North Roosevelt Blvd. City staff has worked diligently to mitigate the impacts 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.

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.

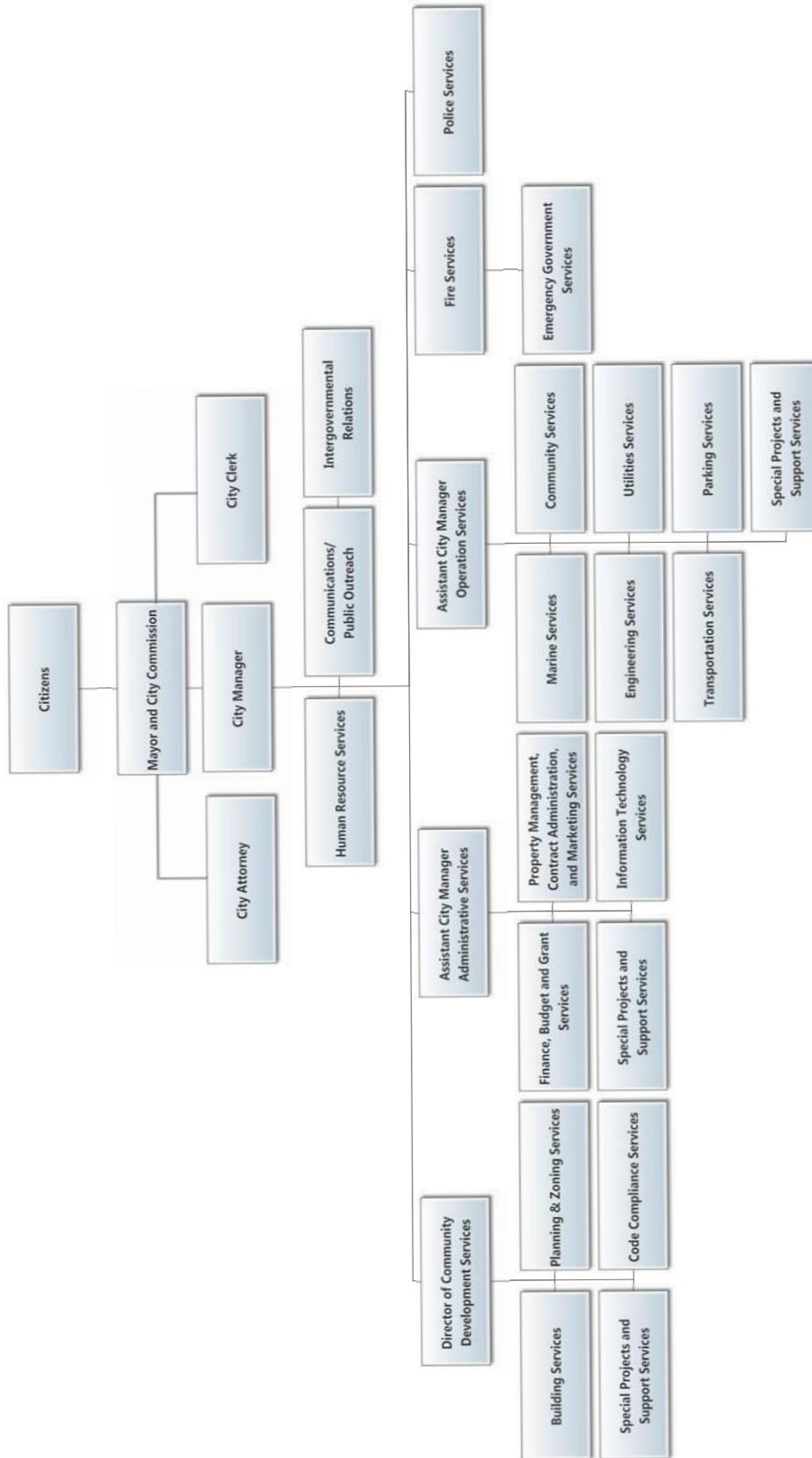
In the following pages, each department provides an overview of their missions, responsibilities and the accomplishments for the past year. They have all worked successfully to protect public health, safety and welfare while remaining within the fiscal constraints of the budget. Please take the time 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

***The City Manager's Office  
consists of City Manager Bob Vitas and  
Assistant City Managers David Fernandez and Mark Finigan.  
Maria Ratcliff is executive administrator to the City Manager.  
Portia Navarro is assistant to Finigan and Fernandez.  
Alyson Crean serves as the Communications Manager  
for the City of Key West.***

# City Organizational Chart



# City Commission



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

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

## Ron Wampler, Director



### Mission

The Key West Building Department's primary mission is to safeguard the public, promote the health, safety and welfare of our City through enforcement of the Florida Building Code and Key West Code of Ordinances. We believe the residents and the construction professionals of our city are entitled to professional, efficient and accurate guidance from our staff in the areas of construction, renovation and demolition, and planning of any and all property within the city.

We are committed to provide such assistance to residents and our fellow professionals in a courteous and timely manner. Therefore, the mission statement of the Building Department shall be to provide knowledge and service regarding local, state and federal building codes and standards in a manner which supports our commitment to the safety of our residents and to the integrity of the department.

We willingly participate in a program of continuing education and testing in order to keep our staff informed on the latest techniques and requirements within the building trades industry as well as customer service and technology.

### Department Overview

The City of Key West Building Department is comprised of four divisions: front office permit technicians; plan review; inspectors; and Licensing.

**Permit technicians:** Receive applications, track progress, issue building permits and certificates of occupancy; advise customers of requirements.

**Plan reviewers:** Review all applications for accuracy and compliance with all applicable codes.

**Inspectors:** Conduct inspections of all types of permits including building, accessibility, electrical, mechanical, plumbing, and roofing. Investigate complaints of unsafe structures.

**Licensing:** Issue all business tax receipts and regulatory permits; advise business owners of requirements set forth by local and state codes.

### Accomplishments

- New Chief Building Official appointed
- Incorporated floodplain review and FEMA requirements; striving to improve the City's ISO and CRS ratings.
- Introduced digital scanning of all documents
- Began rewrite of local building code
- Held first trade seminar with local construction industry
- Issued 5,503 building permits
- Conducted 9,057 inspections
- Processed 8,509 business licenses

# 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.

### Department Overview

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:

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



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

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 3 members to the General Employees Pension
- Prepares annual 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 28 Commission meetings and workshops  
Attended 100 hours of Commission meetings and 175 hours preparing minutes  
Attended and participated in 30 hours of the City Manager's agenda setting  
Administered 25 new ordinances passed by City Commission to be placed on City's web site for citizen perusal  
Administered and attested to 324 Resolutions and 25 ordinances  
Administered 25 calls for bids  
Administered 20 filings of Domestic Partnerships  
Administered approximately 600 hours of research for requests for documents  
Administered 35 hours for the publication of 5 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, Art in Public Places Board  
Administered 350 hours of training for the Legistar paperless agenda and new Imaging software (Optiview)  
Qualified 10 Candidates for Mayor, Commissioner and Utility Board Members  
Supervised 3 Political Action Committees  
Administered Oath of Office to 6 newly elected officials



# Community Services



*Greg Veliz, Director*  
*Rod Delostrinos, Deputy*  
*Director*



## 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 allows the department to complete projects in an efficient manner. This 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 provides support for many special events, parades and festivals. Public Works provides the staging and removal of barricades, as well as clean up and removal of debris after many events. This division also assists the police and fire departments during emergencies to include traffic accidents, oil spills, and fires. The superintendent and key staff of the division are members of the Emergency Management Team and assist in preparing the City during storm events. Public Works, along with contract crews, maintain approximately 3 million linear feet of City rights-of way. This includes the Duval Street Corridor which encompasses the world famous Duval Street 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, blow sidewalks, and remove trash/debris.

This year during Fantasy Festival, over 1,300 barricades were staged and removed from the parade route. Over 400 trash and recycling containers were staged throughout the event area. This is in addition to the 130 metal cans that are maintained and permanently in the Duval Corridor. Public Works is responsible for the repair of potholes on city maintained streets. Storm catch basins are cleaned six to eight times annually and as needed during storm events. Public works also provides support to all City departments, to include parking, engineering, administration, Information Technology, Police, Fire, and Building and Code. 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 installs signs that have been knocked down due to storm events and due to routine maintenance. The deputy director of Community Services, administrative assistant, superintendent, 3 foremen and 60 staff members are located at 633 Palm Ave. Questions regarding Public Works can be directed to Superintendent Richard Sarver at 305-809-3757

## 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 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 interments 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. All Cemetery roads were resurfaced, new mousoleums were constructed and a new sexton's office will be constructed in the coming year.

## 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, 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 Roberto Ulagostera 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 second and third phases of this of this project are currently taking place with the renovation of the Willie Ward and Nelson English Parks.

- 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 is home to the PAL little Conch basketball program. The complex also offers an after school tutoring program for children grades 1-5. Between 75 and 100 youth utilize the facilities daily. The Little Conch Basketball League coordinator is William Stafford. In addition the facility is also used by The Bahama Village Music program, Children's Choir, and a Drum/Drill Team. The Recreation division 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 are located at the corner of Kennedy Drive and North Roosevelt Boulevard. This complex is home to Little Conch baseball.
- Rosa Hernandez Softball Field, located at the corner of Kennedy Drive and Northside Dr. and is home of the Key West Girls Softball League.
- Wickers Sports Complex is comprised of the Dewit Roberts softball field and George Mira football field. The complex is home of the Key West Junior Football League, the Key West men's softball league and the Jewfish Over 40 Softball League. The complex is six acres in total and located at Kennedy Drive.
- Sonny McCoy Indigenous Park located at the corner of Atlantic Blvd and White Street totals 10 acres; houses the bocce courts and the Wildlife Rescue. Plans are currently being formulated to enhance the parks design in conjunction with the efforts of Monroe County to redesign Higgs beach area.
- Bay View Park on the corner of Truman Avenue and Jose Marti Drive is comprises of 4 acres and offers basketball goals, tennis courts, softball field, a playground and facilities for the Boys and Girls Club.
- An in-line hockey rink is located at the corner of Bertha and Atlantic Blvd and is home to the Southernmost Hockey League.
- The Truman waterfront is currently under design to create a world class park and multipurpose facility.
- The recreation department also provides maintenance and upkeep for all other park, beaches and green space areas within the City of Key West limits.

## 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. This information is also on the City's web site.

## 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. Christina Hepworth 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 vehicles 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 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

- Renovation project to enhance Nelson English and Willie Ward parks
- Completed construction on new mausoleums
- Resurfacing of the streets within the Historic Cemetery
- Resodding of George Mira football field
- Fire suppression at all concession stands
- Absorbed all right of way efforts within the City of Key West which has resulted in \$80,000.00 savings.
- Revised the inter local agreements between the school board and the City that has resulted in increased efforts to maintain recreational facilities for the citizens of Key West
- Using grant funding we were able to accelerate and complete a 5 year plan to provide battery backup lighting on Duval Street and surrounding area.

# Finance Department



*Nancy Kielman, 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 12 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 17 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 28th consecutive year was considered a major accomplishment. Another major accomplishment was completing the Request for Proposal process and obtaining an external auditor contract at favorable rate to reduce cost to the City. Finally, the collection of solid waste and stormwater billing was dovetailed with that of the Monroe County Tax Collector for a more efficient and complete collection process.

Some of the changes to the finance department during the year were the appointment of a new finance director. City reorganization in October included a transfer of the Risk Manager and the property and liability insurance responsibility becoming a function of the finance department. The reorganization also included a consolidation of the utilities customer service with the revenue division of finance.

# 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, 19 of whom are Paramedics.

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.

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 any scene no matter how critical. We also 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, we also have a Hazardous Materials Team, Dive Team, Urban Search & Rescue, and Technical Rescue Team. These extremely proficient and highly trained crews are staffed around the clock and can respond whenever needed.

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 2261 inspections
- Reviewed 355 plans for Life Safety issues
- Regularly attended DRC and Planning Board meetings 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 3600 children, special events for children such as Kid's Day, Home Depot Children's Workshop
- Approval and life safety inspections were conducted on 54 special events
- Over 100 smoke detectors were donated by Strunk Ace Hardware which enabled us to distribute to those in need

### Fire Department Operations:

- New Pierce PUC Pumper Engine 6 was put in service
- Division Chief Craig Marston retired after 30 years of service with the Key West Fire Department
- Captain Alan Averette was promoted to Division Chief of Emergency Management and Training to replace Division Chief Craig Marston. Emergency Management was assigned to KWFD as direct reports
- The Key West High School Fire Academy was resurrected with funding from South Florida Workforce Investment Board

### Emergency Management and Training:

Even though 2013 was a relatively quiet hurricane season with no activation of the EOC (Emergency Operation Center), we continually train staff in the operation of the EOC with ICS (Incident Command system).

The Emergency Management and Training Division provided students with 3600 hours of in house training as follows:

- 972 classroom hours and 632 field hours to meet required CEUs for in house recertification as needed
- 1996 hours of Emergency Medical Service student contact hours as required for State of Florida EMT certification



*Lt. Jason Barroso, Fire Marshal Danny Blanco, Captain Kenny Wardlow, Chief David Fraga, Mary Anderson, Molly Sawyer, Division Chief Alan Averette, Division Chief Michael Davila, Captain Gregory Barroso*

# Utilities and Engineering



*Jay Gewin, Utilities  
Doug Bradshaw, Engineering*



## Mission

We strive 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

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

- The City completed its first year of having billing for sewer services provided by the Florida Keys Aqueduct Authority, resulting in an improved collection rate.
- Completed the \$3.5 million Headworks Replacement at the Richard A. Heyman Environmental Protection Facility (Wastewater Treatment Plant).
- New energy-efficient LED lighting installed on streetlights.
- Completed installation of a new lightning protection system at the plant.
- Continued 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 8 plugged laterals, 8 plugged mains, repaired 5 laterals and 9 force mains, constructed 8 new laterals, repaired 26 sewer clean-outs, installed 4 rain guards and 12 manhole rings, responded to 10 spills, and responded to 10 odor complaints. Crews also cleaned 48,484 feet of sewer mains.

## Stormwater:

- Completed 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 were paid by FEMA.
- Neared completion 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.
- Began design work for a new emergency outfall for the Simonton Street Stormwater Pump Station. This will expedite our ability to drain the lower Front St. area after torrential rains.
- Designed drainage improvements to benefit the East Front Street basin. This includes a new larger replacement outfall, 5 new gravity wells, and improved inlets on Duval St. FEMA will fund 75% of the construction costs.
- Installed new trench drain systems at Stadium Trailer Park and the baseball stadium.
- Billing for stormwater was changed from monthly billing to a new non-ad valorem assessment on the property tax roll, resulting in fewer delinquencies and an improved collection rate.
- In the past year, the City's contractor OMI cleaned 352 sediment traps, 1101 stormwater catch basins, 661 debris baskets, 58 shallow wells, 32,363 feet of storm drain pipe, installed 16 new grates, and also installed 9 new trench drain systems.

## Solid Waste:

- In July, based on the recommendations included in the Solid Waste Master plan, The City implemented single day collection of trash, separated yard waste, and recycling.
- The City purchased and distributed 12,000 new 65 gallon recycling carts to residents.
- Since the change to single day collection, The City's average recycling rate has tripled.
- Residential household hazardous waste and e-waste collections continue. Residents are encouraged to drop off these materials on the first Saturday of each month at McCoy Indigenous Park between 8am and noon.
- The City Commission authorized the purchase of 34 new dual recycling stations for high traffic public areas.
- The City's Solid Waste Transfer Station in Rockland Key processed over 44,000 tons of solid waste and over 4,000 tons of recyclables for the 2013 fiscal year.
- Billing for solid waste was successfully changed from monthly billing to a new non-ad valorem assessment on the property tax roll, resulting in fewer delinquencies and an improved collection rate.

## Engineering:

- New Transit Facility: SWTE buildings demolished, site prepared for new building, Douglas N Higgins contractor for new construction
- Schooner Wharf renovation and re-build: construction complete
- Glynn Archer Drive (14th Street) sidewalk and roadway: construction complete
- Sexton Office construction: Bids rejected, redesign and rebid to reduce costs
- Garrison Bight Dockmaster Building: design phase
- Paving contract: 2014 paving list approved by City Commission
- Truman Waterfront: Master Development Agreement approved, design phase
- New City Hall/Glynn Archer: design phase
- Smathers Beach sand renourishment: project completed
- Poinciana School Sidewalk Safe Routes to School: project completed
- Nelson English/Willie Ward Park improvements: construction phase
- Sunrise Canal maintenance dredging: Bids received, construction phase forthcoming
- Wahoo/Kingfish Piers electrical system repairs: design complete

- Wahoo/Kingfish Piers sanitary sewer: project complete
- Community Services redevelopment (Palm Avenue): Preliminary design phase
- Mallory Pier Breasting Dolphin construction/Zero Duval seawall design: design complete
- Thompson Fish House structural: Structural evaluation complete. Design phase
- Trumbo Road Floating Docks: Design/permitting phase
- South Roosevelt Promenade turtle lighting: Testing various lights for possible selection.
- Bus aprons/ road shoulder enhancements: RFQ prepared
- Fort Street parking lot construction: Design and bidding complete
- Indigenous Park Master Plan: Preliminary design phase
- Key West Bight Ferry Terminal Pier extension: Permitting phase, design complete
- Police Department boat lifts: Permitting and construction phase
- Police Department window replacement: Bid awarded to E.L.C.I., awaiting delivery of windows
- White Street Pier railing replacements: Design phase
- Fire Station #2, Angela Street: Bid awarded to Douglas N Higgins
- Mole Pier switchgear enclosures: Buildings dried in, painting and mechanical work under way, completion estimated in June, 2014
- Navy CCTV at Mole Pier: FCC License applied for, completion estimated in June, 2014
- Fender Procurement: Bid awarded
- Frederick Douglass Community Center repairs/construction: Design phase



# Information Services

## *Patti McLauchlin, Director*



### Mission

The Office of Information Technology strives 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

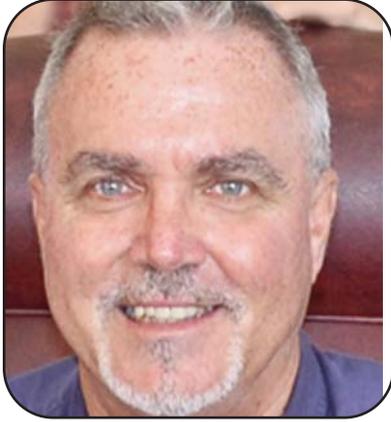
IT provides Help Desk services to the city's computer users weekdays from 7:30 a.m. - 5 p.m. Users can call in a request for the department's services or enter it into the computer system. The requests are monitored to address any emergencies that arise.

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 services in a fiscally responsible manner.

# Accomplishments

- Purchased, configured and installed 57 replacement desktops
- Purchased, configured and installed 15 replacement laptops
- Installed 4 new servers to replace an aging blade center that hosts Virtual Servers for the City of Key West network.
- Upgraded network Firewall device to a redundant system that consists of two clustered devices.
- Upgraded five remote site Branch Office VPN devices.
- Designed and installed a new network for the Key West Police Department Street Crimes Division.
- Installed Gate Opener software system for Green Street location
- Upgraded KWPD I Series Operating System
- Upgraded KWPD Sungard software
- Replaced PC's for Street Crimes Division
- Upgraded VMware to version 5.1
- Purchased and implemented project management software
- Purchased and implemented Key West Police Department COBAN Interview Room System
- Installed a new Virtual ICOP Server to replace two aging hardware based servers.
- Purchased and installed a new Storage Area Network system (DROBOSAN)
- Migrated 16 Terabytes of Video data from old servers to new DROBOSAN
- Purchased and installed five new network switches.
- Upgraded network data center backbone to 10Gigabit Fiber with a backup of 1Gigabite Fiber.
- Installed and setup Power Distribution Units in DataCenter to allow remote ability to power off equipment.
- Installed the ability to project to monitors in Green Street commission chambers.
- Replace PC's in Key West Police Department Dispatch
- Work with Monroe County Sheriff's Department to install a VPN device for E911 System updates via the Internet.
- Install New Internet web filtering device
- Upgraded all City of Key West PC's to Microsoft Office 2010
- Installed Toughbook port replicators for Key West Police Department Sargent's.
- Installed COBAN Systems in new Patrol Cars.
- Setup City of Key West Switchboard Operator system for all incoming calls.

# 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

Investigated approximately 1600 calls for service, including: 308 for obstruction of street, 257 for building without permits or beyond the scope of a permit, 198 general complaints, 175 for trash bins left on the right of way, and 136 unlicensed businesses. Code Compliance completed the collection of overdue utility bills; overseeing the permitting process of all temporary right of ways uses. Implemented new compliance efforts for increasing the offshore water qualities.

# Human Resources

## *Samantha Farist, 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 worker's compensation, 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 466 active employees and 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; coor-

dinate and input employee data; maintain all official personnel files and employee confidential medical files; provide management reporting.

**Worker's Compensation:** 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 Worker's Compensation which then ensures that each injury is reported to the third party administrator within required timeframes. Worker's Compensation 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.

## Accomplishments

### Hiring and Selection:

Received and processed 850 applications for employment.

Filled a total of 75 vacant positions; 22 with internal candidates through promotion/transfer; hired 53 new employees. Four new Department Directors and two new Senior Managers.

Conducted new hire orientations for 53 newly hired employees.

### Benefits:

Completed employee open enrollments for Health Care Plan and Flexible Spending Plan.

Negotiated health insurance renewal at an annual rate below trend.

### Wellness:

Sponsored our second annual employee health fair.

Sponsored our first Breast Cancer Awareness seminar.

Initiated an employee wide "Wellness" program stressing annual checkups and screenings; these are provided by our current carrier Cigna Insurance.

### Employee Development/Recognition:

32 Five year anniversary awards

21 Ten year anniversary awards

14 Fifteen year anniversary awards

7 Twenty year anniversary awards

6 Twenty five year anniversary awards

3 Thirty year anniversary awards

1 Forty year anniversary award

### Department Changes:

With the addition of a switchboard operator, HR no longer answers the City switchboard and can turn their attention to more pressing matters.

The department downsized from 5 to 4 doing our part to help balance the 2013-2014 budget.

HR is in the midst of scanning all paperwork to electronic files doing away with cabinets of paper in preparation of moving to City Hall's new site on White Street.

HR is also in training for our new City wide "Work Flow" system. This will process all daily paperwork electronically and will travel from department to department, desk to desk via computers. A large savings in time and money.

Laura Hamm, Frenza Shine, Samantha Farist, Richard Richardson, Pearline Lewis, Alice Parker



# Planning Department

## *Donald Leland Craig, Director*



### Mission

To serve the citizens of Key West by assisting the City Commission, Board of Adjustment, and 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 Reorganization

The City Manager reorganized the entirety of City Departments in 2013. The Planning Director now serves as Director of the Community Development Services, which includes the Planning, Building and Code Compliance departments.

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, the Tree Commission, the Sustainability Board, the Arts in Public Places Board, and is assisting other departments and staff on a variety of important interdisciplinary assignments.

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 and the Art in Public Places Board. 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 100 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 for the Community Redevelopment Agency and its advisory Board, the Bahama Village Redevelopment Advisory Board and the Caroline Street Corridor portion of the CRA.

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 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 the 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 1917 HARC applications. Of those 93 were reviewed by the HARC Board.
- Planning – 120 Conditional Uses, easements, variances and development plans.
- Tree Commission and Urban Forestry – 420 tree removal and replacement permits, with 50 percent approved by staff.

- Created revised method for lawful residential units.
- Realigned processing order of receiving HARC approvals and Major Developments to achieve efficiency and lessen variance requests.
- Served as staff to the Bahama Village and Caroline Street Community Re-Development districts, with \$425,00 in TIF grants awarded in 2013.

## Comprehensive Plan Update

- 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 the plan became effective May 2, 2013.
- Completed the Building Permit Allocation System (BPAS) ordinance required by the Comprehensive Plan. The ordinance provides the guidelines for the issuance of new restricted building permits each year for the next decade.

## Special Projects

- Initiated with Monroe County Growth Management a new comprehensive approach to Geographic Information System mapping and data management, on a shared basis.
- Led effort to amend the Comprehensive Plan to allow the final development plan for the Truman Waterfront Park Master Plan, Facilities Plan and construction documents. Major Development Plan approval underway with start of construction slated for mid-2014.
- Led the team which coordinated a 90 day US Navy review of the Major Development Plan for the Truman Waterfront Park.
- Rewrote the PS zoning district standards for clarity and to protect on-going public investments in public facilities and building.
- 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 the selection of Architect to design the Glynn Archer School for use as new City Hall.
- Provided extensive design review and guidance for the initial designs and departmental layouts provided by Bert Bender Architect team.
- Provided design and planning assistance for Caroline Street streetscape design effort which has been adopted.
- Led design effort for Sonny McCoy Indigenous park, and managed the design effort of landscape architect EDSA. The City Commission, early in 2014 will be requested to select a Final Concept in order to complete construction documents to upgrade the park, review natural resources and coordinate the re-alignment of Atlantic Boulevard across a portion of the park to accommodate the redevelopment of Higgs Beach.
- Led effort to create a Development Agreement to facilitate the redevelopment of 5 major hotels on North Roosevelt Boulevard.
- Worked with Studios of Key West artist colony to re-locate their offices, creative spaces, and gallery and performance areas to the former Masonic Lodge on Simonton Street.
- Led team to re-write City Flood Plain regulations in response to 2010 Florida Building Code revisions.
- Wrote a new HARC fee ordinance for cost recovery.

## Comprehensive Plan And Land Development Regulations

- Prepared the adopted Comprehensive Plan for the Internet, City website and in hard copy form.
- Created a process, adopted by the Planning Board and City Commission, whereby 50% of all variances

can be granted by the Planning Director saving time and expense for applicants.

- Identified and turned 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 City of Key West's new Building Permit Allocation System (or "BPAS") Ordinance received input and media coverage from professionals in the green building field throughout the country including: the US Green Building Council (USGBC) South Florida chapter [www.usgbc.org] based out of Miami and National USGBC organization website [www.usgbc.org] based in Washington D.C.;
- the Green Building Law Update blog [www.greenbuildinglawupdate.com] based out of Baltimore, MD; National Public Radio (NPR), who sent correspondent Greg Allen to interview Planning Staff about the new ordinance and how the city was responding to sea level rise. The interview was broadcast nationally as part of a week-long special on sea level rise and adaptation. [http://www.npr.org/2013/11/12/241350517/key-west-awash-with-plans-for-rising-sea-level]
- Took the lead to re-write the Arts in Public Places ordinance to make it more user friendly. The City Commission will adopt in first quarter 2014.
- At direction of the City Commission identified over 30 possible sites for the relocation of the KOTS overnight homeless shelter.

## Tree Commission

In 2013, an emphasis was made to have a complete and working computerized database of all Tree Commission applications. A total of 420 applications were processed through the Tree Commission by the urban forester. The term "applications" not only includes actual paper applications submitted by citizens, but also includes points of contact with citizens regarding removal of trees not requiring a permit (NPR). It is important to track these NPR trees due to citizen's complaints to the urban forestry office and Code Enforcement when trees are being removed.

Applications are reviewed by the urban forester and either issued a permit via staff approvals or sent to the Tree Commission for their approval or denial. Permits that are handled through staff approval include all transplanting of trees, all maintenance trimming of trees, and removal requests for palm trees (native and not native).

Numerous warning letters were issued to citizens this year regarding the unauthorized/improper trimming of trees from properties. Most of these warnings were resolved by meeting with the property owners and explaining proper tree trimming techniques. Four Administrative Hearings were held regarding the unauthorized removal of trees from properties.

This year, Section 10 of the City of Key West Code, the Tree Ordinance, was successfully updated. Implementation of the updated code is in effect as of January 2, 2014.

# 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 of 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*

Crime dropped by 5.8% in 2013 and violent crime dropped by 14.4%. Burglaries dropped by 9.3% Over the year, the Department handled 155,775 incidents. There were 24,947 emergency 911 calls that were handled through dispatch, and 5,787 pieces of evidence catalogued. During 2013, Detective investigated 427 cases. The Key West Police Department assisted in providing a safe transition in traffic patterns for the FDOT construction project on North Roosevelt Blvd. and successfully supported all major events in Key West including Fantasy Fest, the power boat races, and New Year's Eve. In 2013 the Department attained reaccreditation from the Florida Commission of Florida Law Enforcement Accreditation.

# Transportation



## *Norman Whitaker, Director*

### **Mission**

To provide safe, dependable, efficient and environmentally sensitive public transportation services for residents and visitors of the City of Key West and the Lower Florida Keys.

### **Department Overview**

Number of Employees: 35.25 full time equivalent positions, consisting of 17 full time and contract bus operator positions; up to five pooled / relief driver positions (varies by need); 2 assistant operations supervisors; one transit supervisor, two administrative support / clerical positions, one director; and 7.25 budgeted fleet maintenance positions

The City of Key West Department of Transportation provides the only fixed route public transportation service available throughout the City of Key West, Stock Island and daily shuttles up to Marathon. Our responsibilities include all safety and training compliance for public transit systems in Florida, annual budget and execution, grants writing and management, operations, administration and maintenance of all aspects of the public transportation department. This includes adherence to all Federal, State, and local regulations that apply to public transit services. To assure we provide the best service possible to the communities we serve.

Until the October 1 reorganization, port operations were part of this department. During 2013 the City's ports handed 311 port calls by cruise ships and 465,166 passengers.

### **Accomplishments**

- Broke ground and began demolition of existing structures at the new Transit Facility on Stock Island.
- Welcomed new Department of Transportation Director, Norman Whitaker to replace long time Manager, Myra Wittenberg who retired.
- Provided Community Shuttle Trips, including Fantasy Fest Captain Morgan "Safe Ride" Shuttles, also assisted Key West High School with their fundraiser.
- 2013 Safety Award - Florida Public Transportation Association for 6th year in a row
- Installed new video surveillance camera's on transit buses
- RFQ for bus aprons approaching publication.
- Revised City bus routes to four complete loop system
- System Safety Program Plan finalized and submitted to FDOT
- Upgrade of Synchromatics Real Time Information software to provide more accurate prediction times.

# 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 19 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 2013 the Parking Division successfully installed an additional 11 parking paystations. With this latest installation, the conversion from older single space meters to the "Pay and Display" paystations is complete. Some blocks with few meters will remain with single space meters but overall the City has moved successfully to the modern paystations.

-Additionally as technology changes rapidly, we upgraded the modems in all our paystations to more advanced 3G modems to improve communication and transfer of data.

-We implemented a "parking trail" by installing signs along the City's right-of-Way to help direct motorists in locating available parking at the major parking lots.

-Improvements have been made in School Zones with new crosswalk portable signs and flashing beacons on Flagler.





