

City of Key West Annual Report 2016



City Manager's Office



Jim Scholl, City Manager

It's been a year of accomplishment for the City, and a busy year of capital improvements and fiscal responsibility. I'm pleased to be introducing our City's annual report. This is another opportunity for your City government to reach out and show you what we're accomplishing for you.

I'm proud to say that each department within in City was successful at providing the essential services while staying within stringent budgetary guidelines. As your City Manager, it's up to me to ensure that we fulfill our responsibility for the public's welfare, and continue our obligation of fiscal responsibility with taxpayers' money.

As you'll see in the following pages, it's been a productive year. We saw the culmination of some important capital projects including the opening of our new transit facility, the sexton's house at the Historic Cemetery and, of course, the completion of the Josephine Parker Key West City Hall at Historic Glynn R. Archer School. But 2016 saw more than just capital accomplishments. The Key West Fire Department, after years of striving, attained a Class 1 rating. The City also attained admission into FEMA's Community Rating System. These two accomplishments translate into insurance discounts for Key West businesses and residents.

The City staff has accomplished many challenging tasks over the past year. Please take a look at the ways that we, as your City government, work to provide the safety and the necessities that better our island community.

A handwritten signature in black ink that reads "J K Scholl".

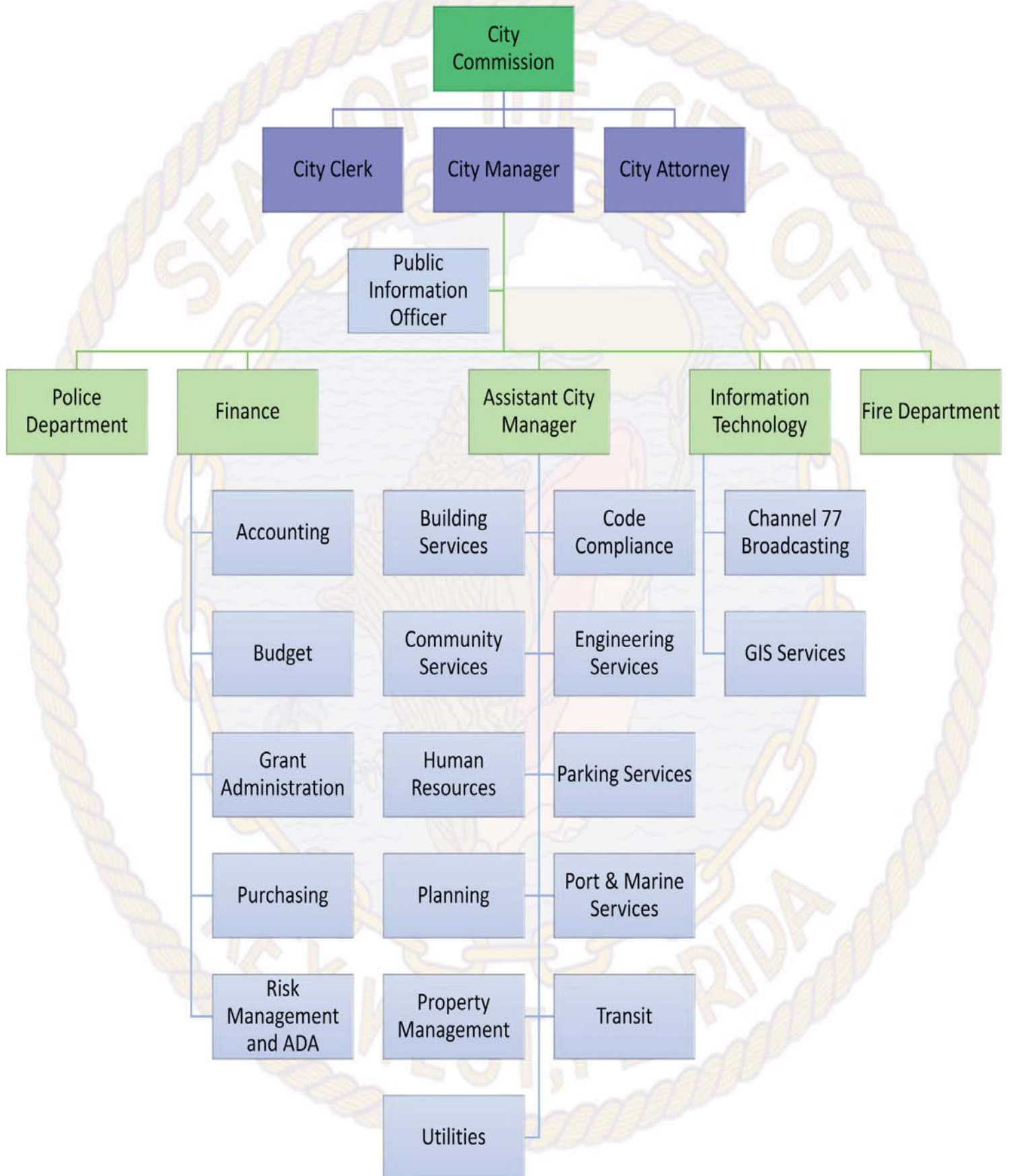


Jim Scholl, Portia Navarro, Greg Veliz, Maria Ratcliff

*The City Manager's Office
consists of
City Manager Jim Scholl and
Assistant City Manager
Greg Veliz.*

*Maria Ratcliff and Portia Navarro are
executive administrators.
Alyson Crean serves as the
Communications Manager
for the City of Key West.*

City Organizational Chart



City Commission



Standing: District 5 Commissioner Margaret Romero, District 4 Commissioner Richard Payne, District 2 Commissioner Sam Kaufman, District 3 Commissioner Billy Wardlow. Seated: District 1 Commissioner Jimmy Weekley, Mayor Craig Cates, District 6 Commissioner Clayton Lopez.

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@cityofkeywest-fl.gov

District 1: Jimmy Weekley
jweekley@cityofkeywest-fl.gov

District 4: Richard Payne
rpayne@cityofkeywest-fl.gov

District 2: Sam Kaufman
skaufman@cityofkeywest-fl.gov

District 5: Margaret Romero
mromero@cityofkeywest-fl.gov

District 3: Billy Wardlow
bwardlow@cityofkeywest-fl.gov

District 6: Clayton Lopez
clopez@cityofkeywest-fl.gov



Lissette Cuervo Carey serves as the Executive Assistant to the Mayor and the Commissioners

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 reviewers; 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, and they investigate complaints of unsafe structures. Licensing issues all business tax receipts and regulatory permits, advises business owners of requirements set forth by local and state codes.

Accomplishments

After more than five years of interaction and reviews with FEMA the Building Department succeeded in obtaining a "letter of good standing" regarding our Flood Plain Enforcement within the city. This notable achievement enabled us to join the Community Rating System (CRS) that is administered by the Insurance Service Organization (ISO). Our first year's audit by ISO has resulted in an improvement from CRS Class 10 to a CRS Class 7 that results in a 15 percent flood insurance discount for City of Key West property owners. This offsets premium increases of flood insurance policies each and every year. We strive to improve our CRS rating each year.

Replaced a multi-licensed inspector with a new multi-licensed Inspector Philip Charnock
Nominated and succeeded in obtaining the City of Key West Employee of the Year recognition for Terry Richardson, Electrical and Mechanical Plans Examiner and Inspector for 14 years with the City of Key West.

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

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:

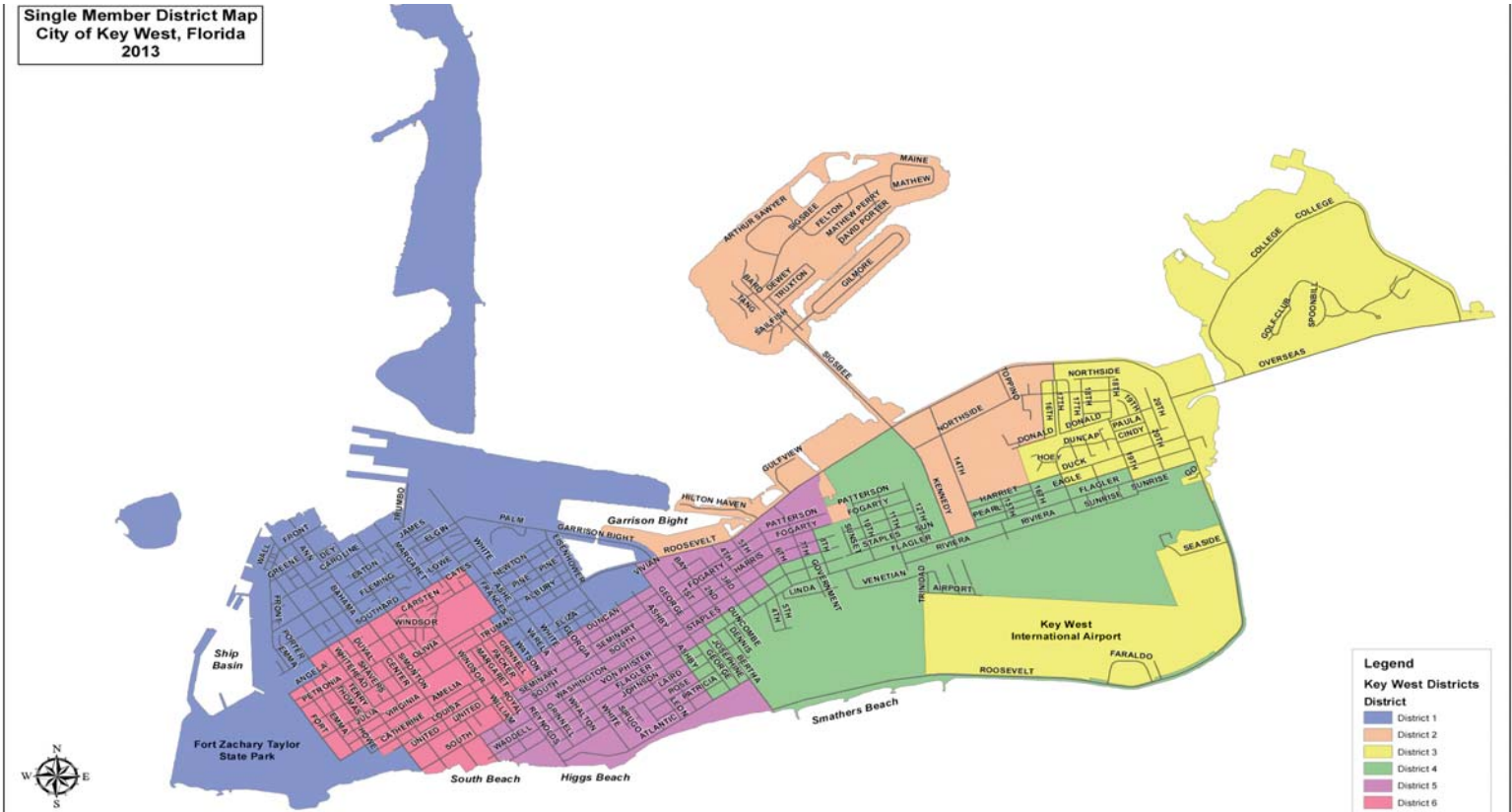
- Qualifying candidates for Mayor, City Commission and Utility Board
- Receiving qualification papers and campaign treasurers' reports
- Handling initiative and referendum petitions and charter amendments.
- Administering Oath of Office to all elected officials
- Conduct elections for two members to the Retirement Committee-Board of Trustees of the Municipal Firefighters' and Police Officers' Retirement Trust Fund and three members to the General Employees Pension
- 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 31 Commission meetings and workshops
- ! Attended 125 hours of commission meetings
- ! Attended and participated in 21 hours of the city manager's agenda setting
- ! Administered 31 City Commission packets to be placed on the City's web site for citizen perusal
- ! Administered 27 new ordinances passed by City Commission to be placed on City's web site
- ! Administered and attested to 376 Resolutions and 27 ordinances
- ! Administered 27 calls for bids

- Administered seven filing of domestic partnerships
- Administered approximately 600 hours of research for requests for documents
- Administered 40 hours preparing minutes for the City Commission
- Administered five hours for the publication of 5 supplements to the City's Code Book
- Administered 250 hours preparing agendas, minutes and attending meetings for Bahama Village Redevelopment Advisory Committee, Key West Bight Management District Board, Sustainability Advisory Board
- Administered and implemented public record requests software on the City's website
- Administered 300 hours of training for the Legistar paperless agenda, Imaging software (Optiview) and new public record requests software
- Organized the inauguration event for three reelected Commissioners and Mayor, and three new Utility Board members

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



Community Services



Rod DeLostrinos, Director

Department Overview

Every part of Key West is touched by the work performed by the Community Services Department. The department is responsible for street cleaning, parks and recreation facilities for leisure activities, City-owned fleet maintenance, landscaping, historic cemetery, maintenance of all City-owned buildings and many other functions. The Community Services Department is a consolidation of six divisions. The sharing of similar skill sets, labor force, and equipment allows the department to complete projects in an efficient manner. This arrangement allows for cost-effective, responsive services for our citizens and guests.

Public Works

Public Works is managed by the Community Services Superintendent Richard Sarver at 305-809-3757. The Public Works crews maintains over 80 miles of city streets and the associated sidewalks, storm drains, street signs and light fixtures as well as providing janitorial services for all City facilities. It 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. They also assist the police and fire departments during emergencies to include traffic accidents, oil spills, and fires. The superintendent along with key staff are members of the Emergency Management Team and play a critical role in the preparation and recovery of the City during storm events. The City conducts street sweeping operations 365 days a year. Associates also mow grass, weed, sweep, blow sidewalks, and remove trash/debris.

This year during Fantasy Fest, 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 quantity 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 provide support to all City departments, to include Parking, Engineering, 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.

Historic Cemetery

Key West's unique cemetery lies in the heart of Old Town. The Cemetery Sexton Russell Brittain can be reached at 305-809-3986 and his office is located on the corner of Angela and Margaret Street near the main entrance. Within the 19-acre cemetery Bahamian mariners, Cuban cigar makers, Spanish-American War veterans, soldiers, millionaires,

paupers, Catholics, Protestants and Jews all rest side by side, echoing the City's diverse heritage. 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. With over 100 interments annually, the cemetery remains extremely active. 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 Parks and 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 Recreation Facilities Manager Randy Sterling at 305-809-3769.

The Dr. Martin Luther King Community Center and Pool are located on the corner of Catherine and Thomas streets. The facilities are open and free to the public. The entire community center underwent a major overhaul in 2011, turning it from an older functional facility to the jewel in the crown of Key West. The Willie Ward and Nelson English Parks adjacent to the pool complements the community center and provides an excellent recreation venue for the entire family. Frederick Douglass Gym is located on the corner of Emma and Olivia Streets is currently undergoing major renovation. It is home to the Police Athletic League Little Conch Basketball. The gym is expected to reopen in the summer of 2017. The complex also offers an after-school tutoring program for children grades 1- 5. Between 75 and 100 youth utilize the facilities daily. 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 Dewitt Roberts softball field, George Mira football field and Blake Fernandez Skate Park. 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. Bayview Park on the corner of Truman Avenue and Jose Marti Drive is comprised of 4 acres is home to the Vietnam Living Memorial within the Veterans Memorial Garden. The Park also offers basketball goals, tennis courts, softball field, a playground and facilities for the Boys and Girls Club. In-line hockey rink is located at the corner of Bertha and Atlantic Blvd and is home to the Southernmost Hockey League.

Pocket parks such as the Bill Butler Park, Cozumel Park, 18th Street Park and Spottswood Park provide other recreational venues. The Truman Waterfront is currently under construction to create a world class park. This area is home to the Matthew L. Gilleran Recreational Field. The recreation division also provides maintenance and upkeep for all other beaches and green space areas within the City of Key West limits.

Landscaping

This group is the ultimate "green" division. If it's green, we will take care of it. Jerry Farrell is the Landscaping Foreman (305-809-3766). He and his crew are located at 633 Palm Avenue. The Landscaping Staff is proud of the

hard work, dedication, and skills they maintain in the upkeep of our urban canopy. They implement and maintain City-owned landscaping projects, trims trees, plants trees, and removes tree hazards from the right-of-way. The City Planning Department’s Urban Forestry Manager, Karen DeMaria, is available to field any tree related issues. Her contact number is 305-809-3768.

Fleet Services

The City of Key West Fleet Services is responsible for repairs and maintenance of over 400 City vehicles and equipment including Police, Fire, and Emergency Medical Services. It also provides all unleaded fueling for the City Fleet. Fleet Services is doing their part by going green through the use of ethanol blend fuel. The division performs over 2000 vehicle/ equipment repairs and maintenance requests per year. John Fallon is the Fleet Services Manager located at 627 Palm Avenue and can be reached at 305-809-3904. In addition to these primary functions, all new vehicle purchases are made through the Fleet Services division. The staff can respond 24/7 to any vehicle or equipment emergencies and is an essential 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 greater efficiency and quality by reducing vehicle downtime. This assertion is proven by the length of time we can keep vehicles in service.

Facilities Maintenance

The Facilities Maintenance Team was established to meet the repairs, maintenance and construction needs of the City of Key West facilities and infrastructure. The staff skill sets consist of electrical, welding, plumbing, environmental control, carpentry, masonry, roofing, and general construction. The team is skilled at a journeyman or higher level. The division is supervised by the Facilities Maintenance Supervisor, Brett Wright at 633 Palm Avenue. He can be reached at 305-809-3755.

Department Accomplishments

- Upgraded Mallory Square to “green” LED lighting
- Repaint Southernmost Point
- Replaced playground equipment at Bayview Park
- Renovated Police Athletic League gym with new electrical, air conditioning, lighting, and windows.
- Ribbon cutting at Sexton Office at Historic Cemetery
- Installed benches on South Roosevelt Boulevard
- Bayview Park Pavilion painted
- Little Hamaca Park rail replacement
- Fire Station #1 roof recoating
- Fire Station #3 training room renovation
- Resurfaced Bayview tennis and Cozumel basketball courts
- Refurbished the Staples Avenue Bridge
- 9.8 million linear feet of right-of-way maintenance



Finance Department



Mark Finigan, 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, Purchasing, Revenue and Budget. The department has 12 full-time employees and one 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 18 funds – these funds are used to account for the various City functions. The responsibilities also include investments, sales and gas tax remittances to the state, daily cash receipts verification 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 the bi-weekly payroll for close to 500 City employees. Accounts payable prints weekly check runs for all city departments for payment to city vendors and contractors. The accounts payable process is very labor intensive, requiring each transaction to be verified for accurate invoice amount and purchase order amount. The City issues approximately 100 vendor checks/electronic transfers per week. Purchasing processes all the City purchase orders – 3,300 annually. Along with this task is the process of informal and formal bidding to assure the City receives the “best value” for services, supplies and equipment, required to efficiently operate the City.

Other main processes within the Finance Department function include: revenue collections and budget monitoring, which is an ongoing daily function. The department also prepares, delivers and manages the annual operating and capital budget. 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 also the responsibility of the Finance Department.

Accomplishments

Receiving the Government Finance Officers Association Award for Excellence in Financial Reporting for the 31th consecutive year was considered a major accomplishment. The City also received a favorable audit opinion and a finding of no material weaknesses for fiscal year ending 2015.

Instrumental in developing a rollback tax rate in 2016 for the 2017 budget cycle without compromising operational efficiency, operating reserves and prudent capital planning.

Notwithstanding challenges, successfully transitioned from SunGard Public Sector’s Navaline accounting/purchasing/budget software suite to SunGard’s OneSolution financial suite. The finance staff with IT support continues to transition to the new payroll module.

Fire Department



Michael Davila, 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 89 members divided into four divisions: Suppression, Prevention, Emergency Management and Training, and the EMS Division.

KWFD has an ISO rating of 1, a superior rating that results in the lowest possible fire insurance rates to the taxpayers. That rating puts us in the top 1 percent of all fire departments in the nation.

The fire suppression team prepares every day to answer the alarm to fires quickly which prevents small fires from becoming larger. 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 fully staffed around the clock and can respond whenever needed.

The fire prevention bureau that is responsible for life safety inspections, fire investigations, fire code complaints, plans review and public education. The Fire Marshal and his office are the authority having jurisdiction with regard to fire investigations and Life Safety Code enforcement.

The Division of Emergency Management and Training is tasked with providing emergency management in times of natural and manmade disasters and the training of our members. 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. It also provides continued educational units (CEU) and advanced training to the department's firefighters.

The Emergency Medical Service division provides a very high level of service to include Basic Life Support and Advanced Life Support. Although we have only been providing this service for a year and a half we can show that our level of service is outstanding and always improving.

Accomplishments

Fire Department Operations: The Insurance Services Office presented the Key West Fire Department with a Class 1 certification on April 1st, 2016 putting us in the top 1% of all fire departments nationwide. A new Pierce Velocity pumper has been placed into service at station #3 to replace a nine-year-old apparatus that will move to reserve status. Thirteen students completed the Key West High School Fire Academy sponsored by the Monroe County School Board and the Key West Fire Department. The department responded to over 7000 calls for service.

Emergency Medical Services: The new EMS service is currently training 17 Firefighters to Paramedic level of EMS provider to better serve the community. Emergency Medical Services division completed its first year of service to include ALS and BLS transport. The Key West Fire Department began providing EMS operations for the City of Key West on April 1st 2015. An Advanced Life Support Ambulance is now stationed at each of our three fire stations enabling our Rescue crews to arrive on emergency scenes in under four minutes on average. Under the medical direction of Dr. Herrera and Dr. Guerdan, the Key West Fire Department is dedicated to providing first rate Emergency Medical Services to our community. We would like to thank our community for supporting us throughout this transition and helping to make this successful. The Key West Fire Department responded to 6000 EMS calls and completed 4200 transports.

Fire Prevention Bureau: The fire prevention bureau performed over 2600 inspections; reviewed 230 plans for life safety issues and 22 fire investigations. We regularly attended DRC and Planning Board meetings for input on life safety issues; conducted life safety training consisting of the following: We provided fire extinguisher classes to hotels/motels, Monroe County Correctional Facility, Southernmost Boys and Girls Club and visited schools, seeing some 3800 children, special events for children such as community day, The Kid's Show and Home Depot Children's Workshop. Review, approval and life safety inspections were conducted on 56 special events; over 100 smoke detectors were donated by The Westin Key West Resort and Marina and Strunk Ace Hardware which enabled us to distribute to those in need.

Emergency Management and Training: Even though 2016 was a relatively quiet hurricane season with only one activation of the EOC (Emergency Operation Center) in October for Hurricane Matt. We trained City staff in the operation of the EOC with ICS (Incident Command System) ICS 300 and EOC drill for City staff and Directors. The Emergency Management and Training Division provided KWFD personnel with over 10,000 hours of in house training to meet required CEUs for recertification as follows: 5400 classroom hours, 2200 field hours and 2400 hours of Emergency Medical Service student contact hours as required for State of Florida EMT certification.



EMS Division Chief Eddie Perez, Emergency Management Division Chief Kenny Wardlow, Operations Division Chief Danny Blanco, Molly Sawyer, Anissa Balbi, Cassandra Jackson, Division Chief Alan Averette, Captain Gregory Barroso, Lt. Jason Barroso, and Lt. Wesley Jones.

Engineering



Jim Bouquet, Director

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

The Engineering Department provides multiple services to the City of Key West including Capital Improvement Project (CIP) management, Americans with Disabilities Act (ADA) compliant construction, right-of-way permits, traffic signal and street light maintenance and management of the citywide asphalt roadway paving program. The department responds to citizen issues and concerns including traffic control, pedestrian crosswalks, safety, drainage and erosion. Engineering supports other City departments, providing design and management of projects for community services, planning, ports, property.

The Engineering Department currently manages over 30 active projects, combining for over \$40 million in design fees and actual/projected construction costs. The Department currently employs seven staff including two professional civil engineers, a construction engineer, senior construction manager, electrical engineer, project manager and an engineer intern. Engineering and Utilities Departments share an executive assistant.

Accomplishments

The new Key West City Hall at Historic Glynn R. Archer School located at 1300 White Street was completed in 2016. A formal ribbon cutting and dedication was held on November 21, with staff relocation complete and the building fully operational in December. The design retained the original school façade, while constructing a state of the art building within. Construction was in accordance with ADA standards, including ADA compliant furnishings and accessibility. Building construction exceeded the U.S. Green Building Council LEED target certification of “Silver” and included two solar panels installed in partnership with KEYS Energy Services.

Construction of Phase 1A of the Truman Waterfront Park development project commenced in January 2016. This \$17 million project includes utility improvements, roadways and parking, sidewalks, landscaping, play areas and interactive water feature and a dedicated access to Fort Zachary Taylor State Park. Work is scheduled for completion in June 2018.

Other projects substantially completed in 2016 include: The \$8.9 million Key West Transit Facility on Stock Island; the \$3 million Caroline Street Corridor Reconstruction; White Street trench restoration, mill and pave; various ADA sidewalk improvement projects; the Douglass Band Room white box stabilization; renovations to the Mallory Square bathrooms; construction of the new Key West Cemetery Sexton’s House.

Information Services



Patti McLauchlin, Director

Mission

The Department 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, multi-media, 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 and 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. to 8:00 p.m. as well as after hours and weekend support for Public Safety and Code Compliance Officers. Users can call in a request for the department's services, enter it into the computer system, or contact the on-call staff person. 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 citizens 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, multimedia services, telephones, and network management.

Our goal is to provide the best possible support to the Departments of the City so that they may serve the citizens of Key West effectively and efficiently. Information Technology continually strives to innovate and improve the quality of services in a fiscally responsible manner.

Accomplishments

Configured and deployed 20 desktop computers

Configured and deployed 10 desktop computer for PAL

Configured and deployed 12 new document scanners

Worked with Scribble Systems to deploy new point of sale systems for Port operations;

Configured and deployed new ID card system for Port operations

Configured and deployed three new timeclock systems for Port operations Public Works and Utilities

Configured and deployed 18 new GETAC public safety laptops.

Kicked off the new public safety OSSI software upgrade project,

Configured and deployed 15 laptop computers

Replaced 18 new PC monitors

Designed, configured, and setup network for new Transit Building

Implemented and set new Citywide VoIP phone system, programmed 300 phones, and worked closely with Monroe

County Sheriff's Department to integrate phone system into Viper 911 system

Designed, configured, and setup network for new City Hall;

Redesigned City web site

Configured and deployed OneSolution Finance module,

Configured and deployed OneSolution work management module,

Designed and configured OneSolution workflow and approval system,

Configured and deployed OneSolution purchasing module;

Provided training for all City staff on applicable

OneSolution modules;

Designed and published GIS layers Key West Police Department OSSI software project;

Broadcasted over 200 city meetings

Completed 7,076 service tickets

Installed a proxy server for PD mobile data system

Installed several servers for the PD HTE project (looking glass, AVL, Qrepweb)

Installed four new backup systems

Upgraded five remote city facilities to a frame system

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

During the past fiscal year, the Code Compliance Department received and investigated approximately 1,766 complaints with the following being the top five:

1. 244 for obstruction of streets.
2. 228 for building without permits or building beyond the scope of a permit
3. 218 for unlicensed/delinquent business tax receipts.
4. 217 general/miscellaneous complaints.
5. 125 transient rental complaints.

This past year Code Compliance became proactive investigating short term, (transient) rental complaints. The City Commission authorized two full time code officers dedicated to investigating transient complaints which has resulted in a dramatic increase in transient rental investigations. In fiscal year 2015 the total number of transient cases investigated was 60 compared to fiscal year 2016 where the total cases investigated was 125. The Code Compliance Department works closely with the Monroe County Tax Collector's Office in this effort to reduce the number of illegal transient rentals, which has resulted in the Tax Collector collecting more in bed taxes.

Some other accomplishments the Code Compliance Department were: The ongoing proactive investigation of complaints regarding FEMA issues and working in conjunction with the City's Flood Plain Manager in assisting our community achieve compliance with FEMA violations; continued proactive compliance efforts regarding unpaid and/or delinquent business tax receipts. The Licensing Department provided Code Compliance 341 business that were delinquent with payment for their business tax receipts as of September 30, 2016 only four businesses are delinquent. This compliance effort resulted in the City collecting \$34,695.94 in revenue.

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 470 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 benefit 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 and 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; coordi-

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

Collective Bargaining Units: We are looking forward to sitting down with the Police Benevolent Association (PBA) and Local Teamster Union 769 as their current contracts end September 30, 2017.

Accomplishments

Hiring and Selection:

Received and processed 487 applications for employment.

Filled a total of 68 vacant positions; 27 with internal candidates through promotion/transfer; hired 41 new employees.

Conducted new hire orientations for 41 newly hired employees.

Benefits:

Completed employee (2) open enrollments for Health Care Plan and Flexible Spending Plan.

Wellness:

Sponsored our 5th annual employee health fair.

Continued with an employee wide “Wellness” program stressing annual checkups and screenings; these are provided by our current carrier Cigna Insurance.

Employee Development/Recognition:

Service awards presented to City employee included:

27 Five year anniversary awards

31 Ten year anniversary awards

8 Fifteen year anniversary awards

5 Twenty year anniversary awards

5 Twenty-five year anniversary awards

5 Thirty year anniversary awards

Department Updates:

We continue to work on the migration to the new OneSolution system.



*Alice Parker, Frenza Shine,
Samantha Farist,
Richard Richardson, and Alison Tejada.*

Planning Department



Thaddeus Cohen, Director

Mission

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

Department Overview

The Planning Department is responsible for short and long range planning. The Department also handles historic preservation planning and approval activities, provides important staff support for eight City Boards and Commissions and assists other departments on a variety of important interdisciplinary assignments.

This year, the Department hired the Bicycle and Pedestrian Coordinator, a position created in the last fiscal year. The Bicycle and Pedestrian Coordinator supplies support to City departments that are involved in different aspects of transportation and mobility within the City of Key West. In this past year, the Department hired a part time staff to assist the Art in Public Places Board.

The Planning Department completely staffs several Boards and Commissions:

- Planning Board
- Historic Architectural Review Commission
- Tree Commission
- Sustainability Advisory Board
- Development Review Committee
- Truman Waterfront Advisory Board
- Art in Public Places Advisory Board
- Community Redevelopment Agency

This past year the Planning Department staff was closely involved in the building permits review process; zoning and land development regulations such as urban forestry, historic preservation, among others, were part of the review process to ensure that new construction projects are in compliance with current city regulations. Planning staff reviewed over 2,200 building permit applications under simultaneous review before the building department issued a permit. A total of 4,749 applications have been reviewed by staff members, including planners, HARC staff, and Urban Forester.

Also in this past year, the Department hosted special workshops on important issues, such as re-writing the Land Development Regulations (LDRs), historic signage, sustainability, and transportation initiatives and affordable

housing. Over the last year, the Department has provided staff for a total of 106 public meetings and workshops in these and other categories as directed by the City Manager.

The Planning Department maintains and updates the Building Permit Allocation System. The BPAS is the City's primary tool to regulate new residential development growth. In the past three years the city has allocated 200.18 units, among those 138.18 units are affordable. These numbers represent 69 percent, nine percent over the goal of allocation for affordable housing for the three-year timeframe.

The Department has a total staff of nine professionals and two administrative support personnel. The staff also relies on the services provided by the South Florida Regional Planning Council, on which the Mayor or a Commission member sits. The Department also has regular communication with DEO, which oversees all major development and planning in the Keys.

Accomplishments

Planning and Zoning:

Reviewed 851 building permit applications under simultaneous review process.

Processed 94 applications, among them 63 were presented to the Planning

Board to review including 8 development plans, 24 variances, 9 conditional use, three outdoor display exceptions and nine ordinances, among others.

Processed 15 applications for easements for City Commission review.

Hosted public workshops for the revisions of the Land Development Regulations.

Participated in educational forums hosted by Chamber of Commerce, Realtors Association and diverse other groups.

Historic Architectural Review Commission:

The historic preservation staff received 1,955 Certificate of Appropriateness applications. Of those, HARC reviewed 131, with 106 applications approved. Only seven applications were denied, which is .3 percent of the applications reviewed by staff and the Commission. Other applications of the total were withdrawn or postponed. Of the total applications received, 1,691 were approved at staff level.

The Special Magistrate received two requests to appeal HARC decisions and on both appeals, HARC determination was upheld.

Staff and HARC members drafted five ordinances for changes to the Land Development Regulations and the Historic Architectural Guidelines.

HARC staff has completed the Certified Local Government end of the year report and has been working very close with the Florida State Historic Preservation Office on all aspects of preservation issues.

HARC staff participated in educational forums hosted by the Realtors Association and diverse other groups.

Tree Commission:

The Tree Commission and Urban Forestry Manager processed over 500 applications, averaging 42 applications a month. Of those, 140 applications were approved by the Tree Commission with four denials; six applications were reviewed of landscape designs for major development projects. The Urban Forester reviewed 363 applications of which 30 were emergency removal permits, 10 were permit extensions, and 52 did not required permits.

In the last year 442 Tree Commission permits were closed out once verification of permit compliance had been achieved, averaging 36 closeouts a month.

Fifteen administrative hearings for enforcement action were processed. Settlement agreements were processed through the Tree Commission for each hearing.

The Urban Forester reviewed 816 building permits applications through the simultaneous plans review.

Field work was completed for an awarded grant that will create a Canopy Master Plan. The field work includes location of trees in public and private lots as well as the species and health of each tree.

The Urban Forester oversaw the purchase of 35 new trees planted on City's right-of-way areas and transplantation of numerous palm trees from City's projects.

The Urban Forester participated in numerous public and civic functions including the Key West Garden Club, the Daughters of the American Revolution, Green Talks, among others.

For the third consecutive year, the City has received recognition as a member of Tree USA.

Sustainability:

The City's internal Transportation Coordination Team's proposal for a new Transportation Alternative Fund (TAF) was approved by the City Commission. TAF earmarks a portion of parking fees toward bike, walk, and transit friendly projects aimed at reducing traffic congestion and increasing quality of life.

The Second Annual Green Commute Challenge witnessed 865 employees of 11 of the City's largest employers competing to see how greenly they could get to and from work, of those 37 percent of all trips were powered by biking or walking.

The new Green Business Certification pilot signed up 17 businesses to go green. As part of the Green Business Certification kickoff, the city and the State of Florida co-hosted a Green Lodging Workshop, highlighting the co-benefits of each other's programs.

A follow up to last year's Resilient Redesign Workshop, the City brought together contractors, architects, building officials, planners, and insurers from the Keys to brainstorm on a FEMA pilot project to collect data on residential dry flood proofing. The City also partnered with FIRM to co-develop a series of case studies that better explain the methods, costs, and benefits of elevating your CBS home.

The City co-hosted three workshops with the local USGBC chapter: a CEU Lighting class, a Cool Roof / White Roof Webinar, a Cisterns and zika forum.

The City partnered with the Monroe County Extension Service to host a simultaneous 3-island webinar class on the new Energy Code. The 29 participants gained four Continuous Education Units.

The City partnered with Monroe County Extension Service to deliver the "Landscaping on the Rock" certification class, graduating 16 residents now well versed in best management practices.

The City's sustainability efforts were showcased at three Artisan Markets, giving away 300 tomato seedlings, hosting upcycling lessons and assembling the Second Annual Free Wheelin' Conch Cruiser bike contest. Over 400 residents signed up during these events to receive the monthly eNewsletter.

The City of Key West received a Healthiest Weight award from the State of Florida for its work in promoting walking, biking, and healthy eating.

The City was invited to Congressman Curtis Curbelo's Changing Climate Round Table in Key Largo. A co-founder of the bi-partisan Climate Change Caucus, convened Florida Keys local governments to find out how congress could help us adapt.

The City of Key West chairs the Municipal Working Group (MWG) for the Southeast Florida Regional Climate Compact. The MWG hosted workshops on Energy Efficiency and Climate 101, assisting smaller cities with getting up to speed with Climate Change efforts.

The Sustainability Coordinator continues to serve as a liaison to the Monroe County Climate Change Advisory Committee. This year the committee worked on the priorities of Adaptation Action Areas, Property Assessed Clean Energy, and the County's new GreenKeys Sustainability Action Plan.

The Compact's Living Shorelines working group held a field trip in the Keys, to showcase important do's and don'ts of shoreline restoration. This field trip led to the selection of the Village of Islamorada's Sea Oats beach as a Resilient Redesign site for 2016.

The City partnered with the USF Patel School of Sustainability this year and gained the support of two interns. Carmen Garcia helped ground truth the new Green Certification platform, walking her family's restaurant Two Brothers through the process, and creating local guidance documents specifically for restaurants. Mary Bishop's internship was a direct vehicle for her graduate degree, quantifying with statistical significance the transportation

desires and destinations of our visitors. Mary's work was an important piece in the passage of the Transportation Alternatives Fund.

Bike/Walk/ Transportation Coordinator:

Received a \$250,000 100 percent grant from FDOT District 6 for a Bike/Pedestrian Plan. RFP process was conducted, vendor recommended and contract negotiated.

Purchased approximately 170 bike racks and worked with Community Services Public Works division to install them throughout the Duval Street area. Over 20 requests from the business community were satisfied.

Submitted a grant application to People for Bikes the Big Jump program, which will provide 10 winning cities with three years' worth of technical assistance valued at \$750,000 each.

The Bike/Walk/Transport website started in February at www.BikeWalkKeyWest.org now has one of the broadest, deepest, and most used web sites on the City's web page.

Program Wins \$25,000 Bike Florida Grant. Early in the year, the program applied for and bested 12 other cities in securing Bike Florida's "Share the Road" grant. The grant is enabling the new program to do advertising and promotions on bicycle and pedestrian safety.

The program asked for FDOT's help in promoting bike/walk/transit and shared rides like they do in other cities across the state and FDOT said yes. As a result, the program is set to receive more than \$300,000 annually in technical assistance services via FDOT District 6 "South Florida Commuter Services" program. The program is being re-branded as "Car Free Key West" and will promote bike, walk and transit and will also do a heavy dose of safety campaigning. The program is developing new 11 x 17 tear off sheets and brochures that include bike, walk and transit maps.

Bikeshare and Carshare. The program has worked on both bike share and car share this year. RFPs for services are being developed and it is expected that they will be released in 2017.

In May, the program worked with FDOT to widen bicycle lanes and put in sidewalks as part of the Cow Key Bridge construction. As a result, there are wider bike lanes and sidewalks that were not part of the construction plans.

Art in Public Places Advisory Board:

New Governing Rules for the Board were approved and adopted. Completion of several Public Art installations including: the Marker Resort, the restoration of the WPA murals at the new Josephine Parker Key West City Hall, the completed installation of Sidewalk Poetry, the celebration of the annual Chalk Festival, Keys Energy Services sculpture, and the dedication of the Memorial Fountain at Bayview Park.

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, a K9 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 K9 Unit teams patrol and narcotics certified canines with officers. The Mounted Unit is a regular presence on our streets daily as well as during special events.

Accomplishments

Crime in Key West continued an eight year trend, dropping once again. Overall, crime dropped by 18 %: violent crime dropped by 37 % and non-violent by 15.5 %. In April the Department received the prestigious recognition of reaccreditation from the Commission for Florida Law Enforcement Accreditation, which ensures the highest level of best practices standards for the state. Capt. Sean Brandenburg graduated the 11-week FBI National Academy program of advanced leadership training. Five Officers earned the Valor Award for putting their lives in harms way during a March shooting on Duval Street. Officers Matt Haley and Jason Castillo were promoted to Sergeant. Officer Nicholas Revoredo was recognized by the Key West Chamber of Commerce as Officer of the Year. The Department continued to team up with Keys to be the Change, mentoring at-risk students at Key West High School and continued with the Explorer program. The Department handled over 105,000 calls for service and more than 25,000 911 calls. In December, we transitioned to a new software platform for handling everything from records management to dispatching and electronic reporting.

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: 27 full time equivalent positions, consisting of 16 full time bus operator positions; up to nine relief driver positions (varies by need); two

Assistant Transit Operations Supervisors; one Transit Operations Manager, one Projects/Grants Manager, one Customer Service Specialist/Dispatcher, one Lead Maintenance Technician, two Maintenance Technicians, two Transit Helpers, and one Transportation Director.

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.

Accomplishments

The New Transit Facility completed and operational February 2016. Ribbon Cutting Ceremony in April.

Key West Transit received two new low floor clean diesel Gillig BRT style buses; a new 35 foot low floor clean diesel Gillig BRT style bus to be used on the Lower Keys Shuttle bus route.

NO service interruption due to mechanical failure.

Transit mechanics completed its first engine swap which saved the City approximately \$6,000 in labor and towing expense.

Staff submitted its Annual Transit Development Plan and was approved by FDOT.

Staff is currently updating Key West Transits System Safety Program Plan and Safety Security Plan for the Florida Department of Transportation.

Working with The City's internal Transportation Coordination Team and with the approval by ordinance from the City Commission to create a Transportation Alternative Funding source, a plan to provide a 2017 Downtown Circulator shuttle service in the Old Town area is moving forward.

Provided community shuttle trips, including New Year's Eve and Fantasy Fest Safe Ride Shuttles, also assisted Key West High School with their fundraiser. In addition, reached out to all age students about public transportation by participating in FKCC Community Days and the Pre-School Coop Truck Day. Provided assistance with transportation to the Key West Fire Department.

Bus Driver of the quarter and year awards were well received.

New bus shelter and bike rack locations on North Roosevelt and Stock Island were agreed upon and installation is ongoing.

The bike racks installed on the buses servicing the Lower Keys Shuttle, continue to be a successful route enhancement for the passengers using bikes in conjunction with their use of Key West Transit services.

Parking

John Wilkins, Director



Mission

The Parking Department 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 Department 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 four 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, 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 2016, the Parking Division expanded the part time parking enforcement specialist for Residential Parking to a full time position, increasing enforcement of the residential parking program. The changes to the residential program in 2014 and the \$10.00 annual decal has helped fund this position as well as increased spending to repaint the residential street markings.

Parking rates increased generally by \$1 citywide to bring City parking rates closer to Key West market rate. This one dollar increase will be used to fund a downtown circular bus loop, fund affordable housing, and bolster the City's general fund. Along with this increase, Key West Residents with a valid Residential Parking Permit will be able to park up to four hours a day without paying at the Fire Station lot, Main lot on Caroline at Key West Bight, or the Park 'N' Ride.

Motor Coach drop off and parking areas in the Historic District have been consolidated into a new City Bus parking lot at 908 Caroline Street at the Key West Bight. This improvement provides a better organized experience for our visitors as well as decreasing congestion in our downtown district. This has been a major improvement in this tourist segment and will be further improved with the new downtown circular bus loop.

The City chose a new collection agency to collect both delinquent parking tickets as well as unpaid medical transport bills for the City's EMS department. Initial efforts have shown a marked improvement.



Utilities

John Paul Castro, Director



Mission

The Utilities Department employees endeavor to provide outstanding customer services to residents and visitors of the City of Key West, while providing cost effective project and facilities management and vigorously seek to obtain and utilize grant and alternate funding.

Department Overview

The Utilities Department is tasked with providing operation and management services for wastewater collection, treatment and disposal at the Richard A. Heyman Environmental Protection Facility, solid waste collection and transfer from city's transfer station on Rockland Key, and the stormwater drainage system, including contract management, permitting, and planning for design and construction of system improvements.

Accomplishments

Sanitary Sewer Division:

City of Key West continues to collect on average 4.5 million gallons per day of wastewater and operate the Richard A. Heyman Environmental Protection Facility to achieve Advanced Wastewater Treatment (AWT) levels. The City's contract operator CH2M Hill/OMI, Inc. cleaned and removed debris from sewers and pump stations, made repairs to pipelines, pumps, controllers, and equipment, and performed laboratory testing.

The Utilities Department partnered with FDOT in the North Roosevelt Boulevard construction project to install a sanitary sewer force main from 14th Street to Eisenhower Drive to increase the capacity and improve operation of the sewer collection system.

Pump Station F has been modified to send wastewater directly to the plant, bypassing Pump Station D which will lower maintenance costs at the City's highest capacity station. The City of Key West continues to realize improved collection of sewer services fees, by partnering with the Florida Keys Aqueduct Authority billing department.

The City completed replacing the roofs at the wastewater treatment plant as well as a plant wide concrete rehabilitation project that included the repair to a bridge piling at Fleming Key Bridge that was hit by a vessel.

The City has installed one of six new variable frequency drives for the pumps at the highest capacity sewer lift stations in an effort to cut energy and maintenance costs.

The City of Key West operates a Class V injection well system, consisting of two Class V non-hazardous effluent injection wells and monitor wells, located at the Richard A. Heyman Environmental Protection Facility. Required mechanical integrity testing of the injection wells was performed in November 2014. The Operation Permit for the Class V Injection Well System was issued December 1, 2014, with expiration date November 30, 2019.

City of Key West received the permit for the Richard A. Heyman Environmental Protection Facility with effective date January 22, 2014 and expiration date January 21, 2019, to operate the 10 MGD domestic wastewater facility.

Stormwater Drainage Division:

The City's contract operator, CH2M Hill/OMI, Inc., cleaned and removed debris from storm drains, pollution control devices and injection wells, and performed nearshore water sampling and testing. The City has installed 32 inlet trash grates that will improve the filtering of trash from Duval St. and downtown areas allowing the street sweeper to capture those items. This has cut down considerably on debris entering the storm system.

The stormwater fund has applied for multiple federal and state grant opportunities to fund future projects to mitigate flooding in low lying areas.

The City of Key West continues to realize improved stormwater fee collection with fewer delinquencies, due to elimination of monthly billing and creation of a non-ad valorem assessment on the property tax roll.

The City of Key West received coverage under the Phase II MS4 generic permit to operate and maintain the Municipal Separate Storm Sewer System (MS4), implement the Stormwater Management Program, and comply with the requirements of the Phase II MS4 generic permit. Coverage under the permit became effective March 5, 2015 and will expire March 4, 2020.

Solid Waste Collection and Transfer Division:

The City of Key West continues to realize improved recycling rate, as the result of single day collection. Residents are offered household hazardous waste and e-waste collection every month. The City's solid waste transfer station on Rockland Key has processed approximately 52,000 tons of solid waste, with over 10,000 tons of it being recyclable materials, for the fiscal year. The recycling rate for FY16 was 20.5 percent.

In 2014, the City of Key West entered into a contract with Waste Management, Inc. to provide solid waste collection services and operation services for the City of Key West Solid Waste Transfer Station on Rockland Key.

The Stock Island landfill is officially closed and released from Long Term Care by FDEP. Routine maintenance, landscaping, annual water testing and pest control will still be performed.

The City of Key West Transfer Station on Rockland Key passed inspection with FDEP and found in compliance with all state rules and certified for the year 2016.

Clean-ups were performed for Earth Day with local schools, America Recycles Day with over 150 local volunteers, and other Keep Key West Beautiful events.

Key West Recycles Day Fair & Art Contest was held at the Key West Tropical Forest & Botanical Gardens with children from several local schools participating.

This year, there were 41 presentations at local schools on solid waste, recycling and local water quality, along with 16 presentations on recycling in Key West for several local civic groups.

Port and Marine Services



Doug Bradshaw, Director

Mission

The Port and Marine Services Department is public benefit City department providing coordination of all port and marina activities, real estate services, and management of infrastructure to enhance the local economy, insure a secure revenue source for the City, and providing recreational opportunities for its citizens while at the same time protecting our heritage, the marine environment, our Citizen's quality of life and our fragile ecosystem for future generations.

Department Overview

Port and Marine Services consists of the Port of Key West (cruise ships), the Key West Historic Seaport -- including Key West Bight Marina, City Marina at Garrison Bight, and the City's mooring field. Although each division has a distinct function within the City, all have one feature in common: commitment to managing and caring for the City's waterside facilities, both financially and environmentally. Each division has identified goals and objectives that will ensure we fulfill the vision for Port and Marine Services.

Accomplishments

Key West Bight Historic Seaport and Marina:

- Purchased and installed new fuel pumps for Key West Bight Marina and the Ferry Terminal including one high speed 60 GPM pump at each location.
- Installed new fuel sign for the fuel dock.
- Upgraded wi-fi within the marina to OnSpot Wi-Fi for marina guests.
- Purchased a 14 foot Carolina Skiff with motor for marina use.
- Added three new catamaran slips by removing center pilings from seldom-used smaller slips on E Dock.
- Applied for permit for additional new dinghy dock from the Florida Department of Environmental Protection and Army Corp of Engineers.
- Installed two large new "DOCKMASTER" signs at the Old Thompson Fish House.
- Installed dock locator signs at the head of each pier.
- Added security camera viewing station at Dockmaster office tied to the new cameras added throughout the property.
- Creation and implementation of displays for the Harbor Walk of Lights

City Marina at Garrison Bight:

- Increased mooring field revenue from prior year by over \$96,000
- Upgraded Amberjack Pier video surveillance and added additional surveillance to mooring field facility.
- Installed new security door lock system on mooring field and liveaboard bathroom/laundry complexes.
- Continued installing new IPE decking on Wahoo Pier.
- Upgraded Wahoo Pier fire suppression system with replacement of main fire line .
- Completed structural repairs to Kingfish and Wahoo Piers including pile roller assemblies, main fasteners, and whaler boards to support liveaboard relocations.

- Installed City's new accounting software One Solution.
- Refurbished one pump out vessel with new engine and sewer pump

Port and Marine Service:

- Provided training specifically focused towards the duties and functions of the department.
- Ensured a safe, secure and clean port call for all cruise lines.
- Maintained port security plan in compliance with Homeland Security and Florida Statue Chapter 311.12.
- Performed yearly security assessment review for the port.
- Issued 388 City of Key West Port ID badges
- Coordinated pier assignment, security and transportation for a total of 307 cruise ship port calls representing a total of 696,224 passengers visiting the City of Key West.
- Billing and collection of \$3,188,194 in gross revenues to the City.
- Scheduled and updated cruise ship calendars for the 2016-2019.
- Obtained State Submerged Land Lease Waiver of lease fees for Mallory Dock.
- Completed construction of new breasting dolphin at Malloy Pier and monopile bollard.

Port and Marine Capital Improvements:

- Complete Trumbo Road rip-rap project. Project included shoulder restoration and shoreline stabilization.
 - Completed the CCTV surveillance system installation for the Key West Historic Seaport. Project included a hi-definition full coverage video security system for the Seaport.
 - Sailfish Pier replacement at City Marina. 215' fixed pier with a floating dock with finger piers.
 - Piling replacement and D-Dock repair. Bids received for the replacement of 29 pilings, cross-member replacement and repairs to D-Dock.
- Common Area – Phase II enhancements. Design includes renovation of the Margaret, Elizabeth and Grinnell Street Plazas, paving and storm water work in the gravel parking lot, creation of a “boardwalk” in front of the Lazy Way Shops and milling and paving of the Margaret Street parking lot.
- Dolphin Pier Replacement. Preliminary design and permitting underway.





