

City of Key West



COFFEE BUTLER
AMPHITHEATER
Key West, Florida

A large, white, three-dimensional sign for the Coffee Butler Amphitheater. The sign is set on a low concrete base. In the background, there is a modern building with a curved roof and several palm trees under a blue sky.

Annual Report 2020



Truman
Waterfront
Park





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Message from City Manager Gregory Veliz

As we conclude what can most accurately be described as the most challenging year of our lives, it is important that we not only reflect but take an accounting of the gains we have made. Having been named City Manager just over a year ago I felt as though my tenure with the City had fully prepared me for the position. At the time I could have never imagined how wrong I could be. Beginning in March and up until today we have dealt with issues that we could have never foreseen. We have made decisions, often at a moment's notice, and have dealt with decisions handed down all meant to keep our community safe against an unfamiliar foe. Whether our decisions were correct will be judgements made after we emerge from these troubling times. However, let me assure you that each and every one was made in the best interest of the community and with the best information that we had at hand.

Before I talk about the City staff and the achievements of fiscal year 2019/2020, I want to sincerely thank every individual in this community. You have struggled economically and emotionally. You've struggled with health and sometimes loss. But through it all, you've worked together to make sure that Key West comes out of the other side of this emergency intact. I want to thank the myriad of business owners, non-profits and others who worked with us – and continue to work with us – one-on-one. You met with us individually. You participated in round table discussions. You were honest when you thought a decision was a bad idea. Having grown up here, and raised a family here, I know that this is what we're made of in Key West.

In the following pages, you and I will see the work that City staff has been able to accomplish in this trying year. In each department you'll see how, despite hardship, we've made improvements to our community while working under the constant challenge of Covic-19. You won't see a lot of mention of the severe constraints due to the state of emergency, but I'm here to say that staff dealt with those constraints gracefully and with determination

As I stated earlier, Key West with all of its uniqueness, both geographically and demographically, is under normal circumstances faced with issues that require a certain skill set and level of experience. The series of events that we have encountered this year are unlike any others we have faced before and hopefully will not face again. I continue to pledge to you that we will remain steadfast and will continue to meet future challenges head on and make decisions based on the best interest of our community. I thank you once again for your patience, your understanding, and all of your participation in helping us remain a community we can be proud of.

Gregory Veliz
Key West City Manager



City Manager's Office

Gregory Veliz, City Manager
Patti McLauchlin, Assistant
City Manager
305-809-3782

To the Citizens of Key West:

This annual report is for you, the citizens of Key West. It's a chance for you to take a look at what your City government has accomplished during the 2019- 2020 fiscal year. In these pages, you will meet your staff and learn about the ways that we're all working together to maintain and improve our beautiful island city. It's been a challenging year for all of us.

Together we will continue to move forward as a community. Please enjoy this update and let us know how to better serve your needs!

Key West Demographics

Located in Monroe County

Island Size: 4 miles long and 2 miles wide

Surrounding waters: Florida Keys National Marine Sanctuary

Third largest coral barrier reef in the world

Distance from Miami: 153 miles

Distance from Cuba: 90 miles

Average Yearly Temperature: 73 degrees

Climate: subtropical

Population: 24,500

Median Age: 41

Military Personnel: 5000

Key West City Commission



District 5 Commissioner Mary Lou Hoover, District 4 Commissioner Gregory Davila, District 1 Commissioner Jimmy Weekley, Mayor Teri Johnston, District 6 Commissioner Clayton Lopez, District 3 Commissioner Billy Wardlow. District 2 Commissioner and Vice Mayor Sam Kaufman

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.

**Contact: Monroe Holloway
305-809-3956**



Building Department

Terrence Justice, Director
305-809-3956

What we do:

Permitting, plan review, inspections, and flood plain management

Protect the health, safety and welfare of our community

Provide fair and equitable services to our customers through continued education and interpretation of Building Codes and Ordinances

Provides a variety of information to the public pertaining to building procedures, licensing requirements, zoning issues and code compliance

2020 Accomplishments

Reduced the number of expired permits from approximately 17,000 to 14,400

Reviewed and issued 3,534 permits, including numerous emergency permits through the aftermath of a significant hacking attempt

Performed 5,650 inspections

In response to the initial Covid-19, the department converted our systems to allow all applications to be submitted online

In an initiative begun by Gerald Leggett, reviews of permits classified "APPROVED BUT NOT ISSUED" led to numerous permits being issued as after-the-fact and those fees being paid. As a result, well over \$200,000 of additional permit fees were recovered

Frequently Asked Questions

How do I apply for a building permit online?

On the City's website and click on the Building Department link. There you'll find all the details you need in order to upload the necessary documents and finish the process through our eTrakit

Are paper copies of plans still required?

Hardcopy plans are no longer required, so long as they have been signed and stamped by a licensed design professional and those stamps are visible.



City Clerk

Cheri Smith, City Clerk
305-809-3835

What we do:

Custodian of public records for the City

Prepare agendas and minutes for City Commission and other boards, commissions, and committees

Process and file all Resolutions
Ordinances

Prepare legal notices for City Commission agenda items

Administer Oath of Office to elected officials

Register Domestic Partnerships for the City of Key West

2020 Accomplishments

Prepared and clerked 131 meetings

Conducted 17 bid openings

Registered two Domestic Partnerships

Processed 261 Resolutions and rendered 21 Ordinances to Municode

Completed 1,388 public records requests

Frequently Asked Questions

How do I apply for domestic partnership?

To apply, both applicants must appear together at the City Clerk's office and declare, under penalty of perjury, that you fulfill all the necessary requirements.

Where can I find the City's Code of Ordinances on line?

https://library.municode.com/fl/key_west

How can I request a public record?

You can call our office, email us, or submit a request on the City's website



Code Compliance

Jim Young, Director
305-809-3740

What we do:

Investigating complaints of violations of the City's Code of Ordinances and the Land Development Regulations

Received 1,599 complaints

Served as the front line for enforcement of numerous emergency directives and ordinances regarding COVID-19

Renewed 5,567 licenses

Approved 609 new applications

Licensing assists customers with new business applications and new business questions

2020 Accomplishments

Closed 1,522 code cases
Issued over 100 facial covering citations

Resolved and closed 10 pending lawful unit determinations

Scheduled regulatory license inspections on time

Resolved 411 delinquent licenses

Ensured 55 conditional use permits are licensed and inspected

Frequently Asked Questions

How can I pay for my business or building license?

Cash, credit Card, check.

What type of license is needed for my business?

Depending on the type of business the proper application is supplied to the applicant.

How can I register my contractor company?

Request a contractor registration form by emailing licensing@cityofkeywest-fl.gov or visit the city website and search licensing department - licensing forms



Community Services

Marcus Davila, Director
305-809-3751

What we do:

Fill potholes, repair sidewalks, paint curbs

Install and replace signs

Maintain rights of way
Repair and maintain City buildings

Perform specialized plumbing, carpentry,
electrical, welding, and A/C work

Maintain all City parks

Trim, remove, and plant trees
throughout the City

Maintain all aspects of Truman Waterfront

2020 Accomplishments

Renovation of Bill Butler Park

Renovated and moved into the
former Key West Citizen Building

Broke ground on turfing of Rosa
Hernandez Girls Softball Field

Renovated the Grinnell Street Pocket
Park across from the Historic Cemetery

Frequently Asked Questions

How do I get a pothole fixed?

Call our office, or put in a request at www.cityofkeywest-fl.gov and click on "How do I"

How do I find my way around the Key West Cemetery?

Use the amazing search app on the City's website and click on the cemetery link

How do I report graffiti or other necessary cleanups?

You can call 305-809-3765 or make a report or go to the "submit question or concern" on our website.

How many parks does the City maintain?

The City has well over a dozen, but there are also County parks and a state park on the island.



Engineering Department

Steve McAlearney, Director
305-809-3965

What we do:

Oversee the design and construction of capital projects, including buildings, parks, beaches streets and sidewalks

Develop long range infrastructure plans
Seek and obtain grant funding to augment city budgets for projects

Work with other agency partners (FDOT, FCAA, Monroe County, Navy) to coordinate projects

Support other city departments with engineering needs

Review right of way permits, review and approve building permit applications

Serve Development Review Committee, Sustainability Advisory Committee and all other boards as necessary

2020 Accomplishments

Completed approximately \$4 million in sidewalk and paving projects

Completed Smathers Beach Restroom West

Completed demolition of the SPCA, Easter Seals and Mosquito Control buildings and broke ground for the Garden View affordable housing project

Managed renovation of former PAL gym building at the Truman Waterfront Park

Completed security grant-funded fencing at Coffee Butler Amphitheater and completed the sign

Coordinated submittal of 32 adaptation grants, received \$11 million for stormwater and hardening projects

Co-hosted SE Florida Regional Climate Compact Summit for over 550 attendees

Frequently Asked Questions

What is the City doing about adaptation and resiliency to climate change?

The City has long been addressing our lowest lying areas and is already using future sea level rise predictions in planning its buildings and infrastructure projects and seeking grants to continue this work.



Finance Department

Mark Finigan, Director
305-809-3822

What we do:

Administration, General Accounting, Payroll, Purchasing, Revenue and Budget

Maintain the accuracy of the general ledger through monthly and annual reconciliations

Responsible for investments, sales and gas tax remittances, daily cash receipts verification and grant billing.

Payroll for about to 500 employees

Processes all the City purchase orders, about 2,500 annually.

Revenue collections and budget monitoring as well as preparing, delivering and managing the annual operating and capital budget

Coordinating the annual audit and ensuring the timely publication of the Annual Comprehensive Financial Report

2020 Accomplishments

Received the Government Finance Officers Association Award for Excellence in Financial Reporting for the 35th consecutive year

Received a favorable audit opinion and a finding of no material weaknesses for fiscal year ending 2019.

Continued to recover through FEMA/State approximately \$7.1 million from Hurricane Irma losses

Provide real time economic indicators on the financial impacts COVID-19 was having on the Fiscal Year 2020 operating budget as well as the overall community

Developed ways to assist community nonprofit agencies to aid those devastated by the pandemic

Frequently Asked Questions

Does the finance department handle bids?

We do, and you can find them online. Just click on the finance department and you'll see not just bids, but the full budget and many other resources.



Fire Department

Alan Averette, Fire Chief
305-809-3938

What we do:

Fire Suppression

Emergency Medical Services

Fire Prevention

Emergency Management and Training

Hazardous Materials Response Team

Urban Search and Rescue Team

Crews responded to:

6029 total calls for service

17 Fire investigations

2303 Fire inspections

4746 EMS related calls for service

3079 EMS Transports

2020 Accomplishments

Adapted to provide vital EMS service during the COVID-19 pandemic

Key West Fire Department Firefighters, local contractors, and community members organized a team effort to rebuild Ms. Alelia Butler a new home after hers was destroyed by a structure fire

Graduated 11 KWHS students through the Fire Academy

The City of Key West was awarded \$30,576.11 through the KWFD EMS Division from the CARES Act Provider Relief Fund to defray the COVID-19 pandemic costs

The EMS division received a grant from the Florida Department of Health for Narcan for over \$27,000

Frequently Asked Questions

What special services and equipment does the department use?

We have a fire boat, a dive team, five ambulances a ladder truck and an array of other fire engines



Human Resources

Samantha Farist, Director
305-809-3716

What we do:

For all City employees:

Orientations

Benefits

Insurance

Wellness Program

Counseling

Oversee the City Hall switchboard

2020 Accomplishments

New Hires and Orientations: 59

Retirees: 14

Terminations: 51

Applications processed: 271

Researched and renewed insurance to find the best coverage for the best price

Coordinated five blood drives

Worked constantly to keep employee morale up

Frequently Asked Questions

How do I find a job opening online?

Go to the City's website and click on the Human Resources link.

How long is my completed application kept on file in HR?

Six months after submission.

When is my pension vested?

Age 60 with 10 years of service or 20 years of service regardless of age.

Do I have to participate in yearly insurance open enrollment if I have no changes?

YES!!!



Information Services

David Monroe, Director
305-809-3700

What we do:

Provide support services for all City offices

Provide support services for Key West Fire Department

Provide support services for Key West Police Department

Maintain and support City wide network, voice, and video communications

Provide an internal help desk service to ensure the best service to our community in each department

Design and maintain the City's website

2020 Accomplishments

Ensured that City operations were able to continue during the COVID crisis by utilizing existing computing resources and secure mobile connectivity technology

Ensured that public meetings were able to continue during the COVID crisis by leveraging video conferencing technology and existing broadcasting resources

Supported all City staff that were teleworking during the COVID crisis

Frequently Asked Questions

Where can I find Agenda's and watch meetings?

Meeting and Agendas can access by select the button on the City's website homepage labeled "Meeting Agendas and Minutes"

Where can I watch Key West City TV?

Live streamed or on Comcast Channel 77 or AT&T Channel 99

How do I participate in a virtual hybrid meeting?

The instructions are at the top of every meeting agenda.



Parking Department

John Wilkins, Director
305-809-3864

What we do:

Manage the parking supply in the City right-of-way to provide an equitable balance for the needs of our community, including residents, visitors, and businesses

Maintain the school crossing guard program

Issue temporary right-of-way permits

Parking enforcement

Maintains parking meters and paystations

Manages temporary right-of-way permits including newsracks

2020 Accomplishments

Replaced 26 aging parking paystations with new up-to-date models

Implemented metered parking behind the Monroe County Courthouse

Created a right-of-way coordinator to bring all the temporary right-of-way permit's various functions under one review

Managed the City's new limit on new racks by holding a lottery

Managed the City Hall door monitoring during the Covid 19 pandemic, ensuring the safety of the staff and public

Frequently Asked Questions

Can I pay my parking ticket on line?

Yes! Just click the "How do I" link on the City's website.

Where do I obtain a residential parking sticker?

At the Monroe County Tax Collector's office on Truman Avenue.



Planning Department

Katie Halloran, Director
305-809-3746

What we do:

Processed 1,131 building permit applications and 114 Planning Board applications

Processed 430 Tree Commission files
Closed 465 Tree Commission permits

Urban Forester reviewed 944 building permit applications

Purchased trees in several areas including Waddell Street, Varela St., and Mallory Square

HARC processed 1,437 applications, approved 1,379 applications and inspected 1,369 project sites

2020 Accomplishments

Created an interactive GIS Zoning Map

Created an eTRAKiT online application process

Implemented a building permits application review fee based on construction cost

Initiated of Heritage Tree program with approval of six trees for designation

Approval of Tree USA Application, 8th year

Created readable PDF version of HARC Guidelines

Frequently Asked Questions

What are my zoning and setbacks?

Review the interactive GIS Zoning Map to find your zoning, setbacks, flood zone and more by going to Cityofkeywest-fl.gov

Does my project require Historic Architectural Review Commission review?

Certain demolitions, additions, relocations, major changes to a building, or projects that do not comply with the Guidelines and Ordinances may need to be scheduled for a HARC agenda.

Do I need a permit to remove this tree?

Maybe - please review City Code Sec 110-253, 254, and 321 or contact the Urban Forester at 305-809-3768



Police Department

Sean Brandenburg, Chief
305-809-1111

What we do:

- Serve and protect the community
- Work closely with our law enforcement partners to fight crime
- Work closely with our schools and our special needs citizens to ensure public safety
- Ensure the community has the best department possible through constant training, certification and accreditation
- Operate under our core values of Respect, Integrity, Fairness, and Service
- Strive to build and strengthen community partnerships

2020 Accomplishments

- Earned reaccreditation from the Commission for Florida Law Enforcement
- Partnered with Rotary and Home Depot to provide autism sensory boxes to aid officers in serving special needs individuals
- Increased partnership with the Autism Society of the Keys to better serve those with special needs
- Generated \$217,000 in grant funding
- Increased Task Force officers to include more federal agencies.
- Retired K9 Ben following a successful career and received K9 Jigsaw as a donation

Frequently Asked Questions

Is there way to make a report or request a report online?

Yes! Go to P2C.cityofkeywest-fl.gov

What types of speciality units does the police department have?

We have a mounted unit, a K9 unit, a dive team, a marine unit, and a motor unit as well as detectives, school resource officers, and patrol.



Port and Marine Department

Doug Bradshaw, Director
305-809-3983

What we do:

Coordinates all port and marina activities two marinas and the ferry terminal

Manage all marine and commercial infrastructure including Mallory Pier and docks at City Marina, Garrison Bight and Key West Bight

Manage and maintain 150 moorings in Key West mooring field

Manage and maintain a full-service 149 slip marina at the Key West Bight

Manage and maintain the 243 slips at City Marina at Garrison Bight

Oversee the City of Key West's only dinghy dock facilities at both marinas

2020 Accomplishments

Completed renovations on Key West Historic Seaports two bathhouses

Installed new generator for Key West Ferry Terminal Building

Substantially completed replacement of Kingfish Pier at City Marina

Completed Seawall Repair/Replacement project at Key West Historic Seaport

Replaced 1300 linear feet of guardrail

Frequently Asked Questions

Where do the ferries go that leave from the Key West Bight Ferry Terminal?
Fort Myers Beach, FL and Marco Island, FL

Where is there a public boat ramp? City Marina at Garrison Bight: 1801 North Roosevelt Blvd

Where can I get Rec90 gasoline for my boat?
Key West Bight Fuel Dock

Where do I find the best fishing charters?
City Marina at Garrison Bight and Key West Bight



Transit Department

Rod DeLostrinos, Director
305-809-3918

What we do:

Operate a 16 hour per day, 362 days per year fixed-route public transportation bus service available throughout Key West and Stock Island with shuttles to Marathon

Secure millions of dollars in federal and state funding for transit capital and operating costs

Work with local non-governmental organizations to develop cost effective mobility solutions.

Collaborate with local and state partners—fixed-route transit component of the Monroe County Transportation Disadvantaged board

Provide emergency county-wide mass evacuation transportation

2020 Accomplishments

Operated over 559,000 miles while providing transit bus service to over 389,000 passengers

Implemented safety protocols to protect the riding public and drivers during the COVID-19 pandemic

Completed a federally funded \$904,000 bus apron project allowing for safe stops along US Highway 1

Enhanced public safety by providing Safe Ride shuttles during Fantasy Fest and New Year's Eve

Frequently Asked Questions

Where can I catch the bus?

<https://www.cityofkeywest-fl.gov/358/Public-Transportation>

Where is my bus?

All bus have GPS locators. You can view locations at <https://www.kwtransit.com/map>

How much does it cost to ride the bus?

Bus fare information is available at <https://www.cityofkeywest-fl.gov/350/Bus-Fares>



Utilities Department

John Paul Castro, Director
305-809-3902

What we do:

Manage wastewater, storm water, solid waste, and recycling operations for the City of Key West

Processed 40,500 tons of solid waste and 5,500 tons of recycling, and 4,200 tons of yard waste through the transfer station

Processed 1,506,292,976 gallons of raw sewage through the 10 million gallon-per-day facility

Maintain 32 pump stations for both waste and stormwater and the 10 acre wastewater treatment facility. These facilities include over 100 pumps, 63 outfalls, and 58 miles of pipe

2020 Accomplishments

Received the Florida Water Environment Association 2020 Collections System of the Year Award

Designed the replacement of the electrical switchgear and transformers at the wastewater plant

Received additional grant funding for the Tide Valve Project, Force Main Relocation Project, Harris and 10th St. Neighborhood Stormwater Project, Fogarty and 3rd St. Pump Station and Well Project

Frequently Asked Questions

For sewer or stormwater issues or leaks call 305-292-5100 for 24 hour service.

To request solid waste service or for questions you can use the waste wizard on the city's website, call WM at 305-296-8297, or call Dee Dee Green with the City of Key West at 305-809-3776

If you have a question about your sewer, solid waste or stormwater billing, please contact us at 305-809-3816 or you are also welcome to stop by our office at: 1300 White Street