

CITY OF  
**KEY WEST**  
FLORIDA

ANNUAL REPORT  
2021

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Andy Newman/Florida Keys News Bureau

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# FROM THE DESK OF CITY MANAGER

PATTI MCLAUHLIN

October 1, 2020, the start of Key West's fiscal year, arrived in the midst of a pandemic, with Goombay and Fantasy Fest canceled and COVID case numbers rising. Many businesses were closed – some permanently. People were hunkered down at home, but tourists were visiting, bringing with them the concern of COVID-19.

The city budget was sound, but there was no room for emerging expenditures that appeared almost daily as the City of Key West sought to help businesses, charitable organizations and residents stricken by the unexpected economic strains of job losses and illness. The city staff did not get a pay raise, and hiring was frozen until we could see our way forward. It was not an auspicious kickoff to fiscal year 2020/2021.

The city instituted an emergency mask mandate, fraught with strong opinions and legal threats. Our usually compassionate One Human Family city was slowly tearing itself apart trying to deal with daily pandemic demands and changes, some coming from state and national government.

We kept moving forward, working to do the best for Key West and our residents and visitors. We asked our city staff to do more than they thought possible, and they did. We found ways to help the community when there was nowhere else for them to turn, and as we moved past the canceled New Year's celebrations and into 2021, the promise of a vaccine became a reality.

Despite the challenges, we had significant achievements.



The Bahama Village 3.2-acre Redevelopment Project moved forward. Meetings with planners and residents enabled the city to develop parameters that were acceptable to all concerned.

We completed an agreement with Monroe County for the housing of our senior citizens in Poinciana Gardens, providing a more cost-effective solution to a needed service in our community.

For the first time anyone can remember, the city commissioners developed a Strategic Plan, known as Key West Forward. With record input and dialogue with our residents we have a roadmap to guide our priorities for the next several years.



Working with the community, we began to “Reimagine Mallory Square” and discovered some great ideas that could become permanent fixtures as we spruce up this community gathering area. Simonton Street was milled and repaved in a major road project that was long overdue.

Our Utilities Department quietly worked to mitigate sea level rise by completing several storm-water projects in troublesome flooding areas like Patricia and Ashby streets and pumping stations in the Dennis Street area. Multiple pumping stations throughout the city were replaced or upgraded during the year.

Waste Management, Inc., the city’s garbage and recycling contractor, asked for an unanticipated rate increase, which initiated significant contract discussions that stretched over several months.

I was honored — and humbled — to accept the City Manager position in June 2021 after serving as Interim City Manager for 18 months.

The city entered budget planning meetings in September with my unspoken personal commitment to raise city employee pay. A major consulting firm completed its contract with the city and reported that we simply were not paying our people enough, leading to staffing shortages across

the city. I am proud to report that we successfully budgeted accordingly, and city staff received pay increases beginning Oct. 1, 2021.

As we enter fiscal year 2021/2022 and calendar year 2022, we have much more to do. The Bahama Village Diesel Plant project is on that to-do list, along with the Duval Street revitalization.

We expect to have Mallory Square decisions in February, when we select a contractor, and we are working on several engineering projects for the coming year. Sea level rise mitigation projects will continue, and city beautification efforts will proceed throughout the city with the Adopt-A-Spot program.

The City of Key West has once again proven to be resilient as we have throughout our 200-year history. That will not change.

Thank you for the privilege of serving this very special city.

Patti McLaughlin  
Key West City Manager

# 1822

KEY WEST  
BECOMES AN OFFICIAL  
U.S. SETTLEMENT

# 7.243

TOTAL SQUARE MILES

# 4.2

SQUARE MILES:  
TOTAL LAND AREA

## BY THE NUMBERS

# 23,342

POPULATION (AS  
OF 2021)

# JAN. 8 1828

KEY WEST  
INCORPORATED  
AS A CITY

# 15

CITY  
DEPARTMENTS

# 6

VOTING  
DISTRICTS

# 40.9

MEDIAN AGE OF  
KEY WEST RESIDENTS

# 1912

FLAGLER'S  
OVERSEAS RAILWAY  
ARRIVED IN KEY WEST

CITY  
COMMISSIONERS,  
EACH ELECTED  
FROM WITHIN  
THEIR DISTRICTS

# 6

# 1

MAYOR,  
ELECTED CITYWIDE

# \$69,630

MEDIAN  
HOUSEHOLD INCOME

Key West is more than the weather, which shocks newcomers with summertime humidity and wraps them in warm winter sunshine.

The weather may lure people, but something else keeps them here, many for much longer than planned, and many others for several generations. A weekend getaway has turned into decades for those who find their home at the end of a long, hot road that didn't always exist.

### KEY WEST IS ITS PEOPLE

Patient policemen and singing bartenders. Millionaires and maintenance workers who choose a bike over a car on an island with an ideal topography for two-legged transportation. Elected officials and devoted city workers.

Key West was spongers, wreckers, cigar rollers and revolutionaries. Today, we are natives, neighbors and visitors. We're shrimpers, teachers, servers, bankers, builders, business owners, retirees, artists, authors and drag queens.

### KEY WEST IS ITS ATTITUDE

One of humor and acceptance that stems from centuries of co-existence on an isolated speck of limestone. It's an atmosphere of happy hour cocktails as the golden light bounces off buildings and hovers over the city.

### KEY WEST THRIVES OUTSIDE

Poinciana blooms glow a fiery orange and palm fronds cut jagged

shapes against the blue sky while night-blooming jasmine wafts through dark lanes, turning heads as people inhale. The morning sunlight bounces off the blue-green intersection of Gulf and Atlantic. The setting sun tie-dyes the sky and is a nightly cause for celebration.

The cosmopolitan array of arts, culture, food and music is one of urban sophistication, but the familiar faces of musicians, chefs and artists are proof of the island's intimacy.

### KEY WEST IS HISTORY

The island has welcomed Bahamian immigrants, Cuban cigar rollers, wreckers, treasure hunters and Civil War soldiers.

The island's history has also contributed to its enduring diversity. Neighbors in Key West look and sound as differently as their cultural backgrounds. Christmastime finds "Feliz Navidad" wishes as frequently as "Merry Christmas."

Generations of families still live in homes built by their forefathers, and watch the neighborhood happenings from the same perch on a wooden stoop.

### KEY WEST IS COMMUNITY

Key Westers work together to meet the needs of its people, its animals, its beaches, trees and historic buildings. And when a hurricane hits, Key West comes together like nowhere else. It will always rise again. Because Key West is more than warm weather and cold drinks – much more. It is everything anyone wants it to be.



ALL PEOPLE ARE CREATED EQUAL MEMBERS OF  
**ONE HUMAN FAMILY**

# ABOUT

## THE KEY WEST GOVERNMENT

The City of Key West is governed by the mayor-council system. The city council is known as the city commission. It consists of six members, each elected from individual districts. The mayor is elected in a citywide vote.

The city manager is responsible for the complete administrative management and delivery of city services and programs. The city manager, hired by the city commission, reports to the mayor and commissioners.

The city manager responds to the needs of the public by proactively seeking public feedback as the City's chief executive officer, and acts as a liaison between the various departments of the government, the citizens of Key West and the city commission. All department heads, including the police and fire chiefs, report directly to the city manager.

The City Manager's Department provides executive leadership in the management of all departments and enterprises of the City.

### CITY OF KEY WEST INFRASTRUCTURE RESPONSIBILITIES INCLUDE

- 2 Marinas
- 44 Parks and beaches
- 1 Community pool
- 65 Miles of city road
- 1 Assisted living facility
- 3 Fire Stations
- 1 Pedestrian bridge
- 3 Boat ramps

*As of 2021*



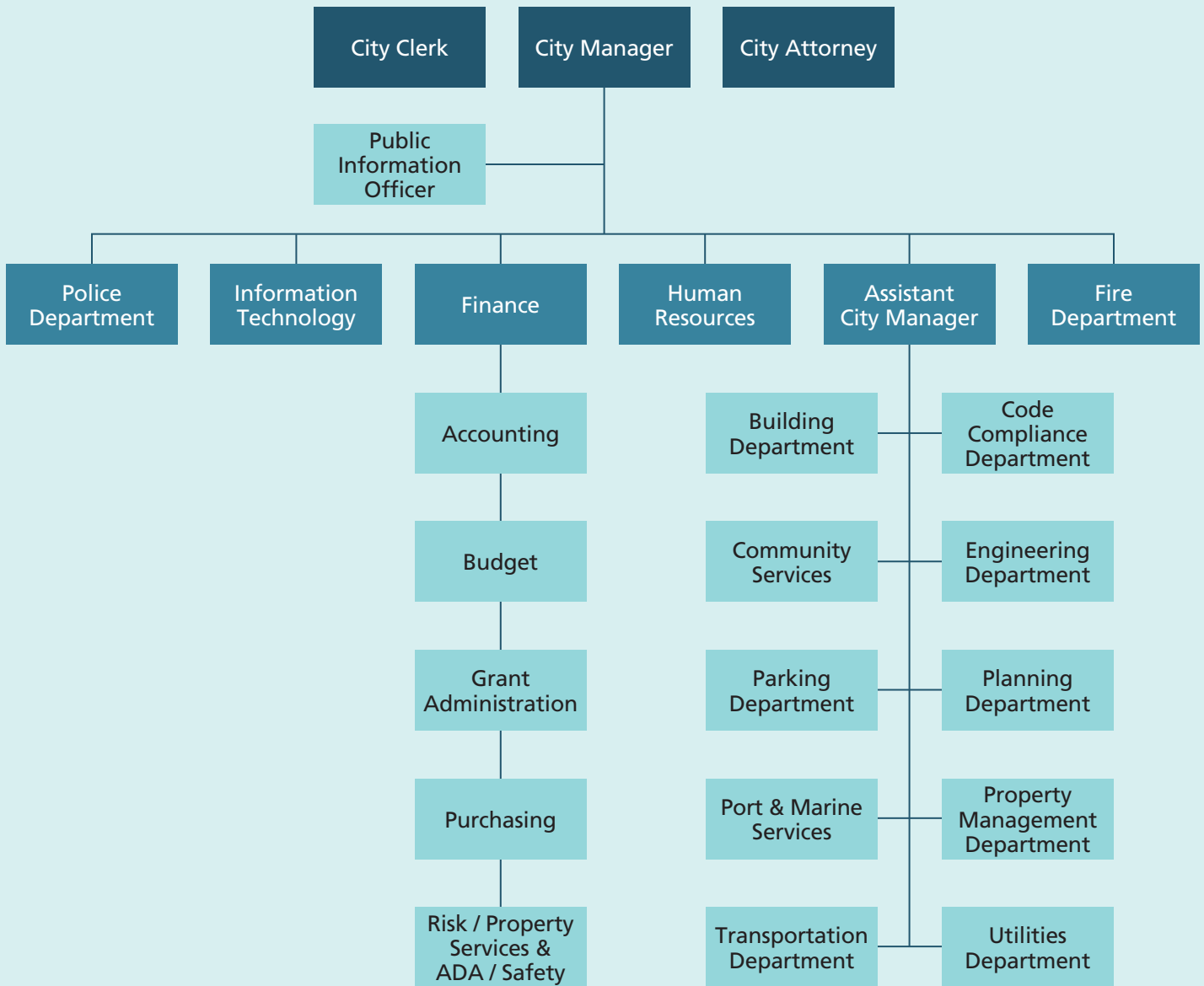
**Key West City Manager**  
**Patti McLaughlin**  
305-809-3944  
pmclauchlin@cityofkeywest-fl.gov



**Key West**  
**Assistant City Manager**  
**Todd Stoughton**  
305-809-3911  
tstoughton@cityofkeywest-fl.gov

# CITY

## ORGANIZATIONAL CHART



# CITY

## COMMISSIONERS



From left to right: Commissioner Hoover, Commissioner Davila, Commissioner Weekley, Mayor Johnston, Commissioner Lopez, Commissioner Wardlow and Commissioner Kaufman

### **MARY LOU HOOVER**

City Commissioner - District V  
Phone: 305-849-2457  
mlhoover@cityofkeywest-fl.gov

### **GREGORY DAVILA**

City Commissioner - District IV  
Phone: 305-809-3844  
gdavila@cityofkeywest-fl.gov

### **JIMMY WEEKLEY**

City Commissioner - District I  
Phone: 305-809-3844  
Mobile: 305-797-1440  
jweekley@cityofkeywest-fl.gov

### **MAYOR TERI JOHNSTON**

Phone: 305-809-3844  
Mobile: 305-797-0955  
mayor@cityofkeywest-fl.gov

### **CLAYTON LOPEZ**

City Commissioner - District VI  
Assistant Phone: 305-809-3844  
Mobile: 305-797-3584  
clopez@cityofkeywest-fl.gov

### **BILLY WARDLOW**

City Commissioner - District III  
Phone: 305-809-3841  
Assistant Phone: 305-809-3844  
Mobile Phone: 305-296-2723  
bwardlow@cityofkeywest-fl.gov

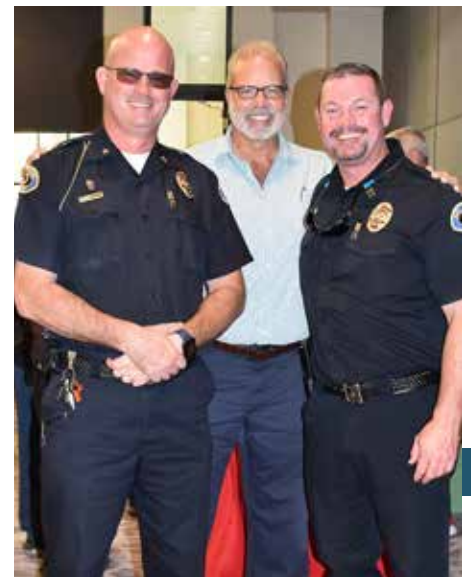
### **SAMUEL KAUFMAN**

City Commission - District II  
Phone: 305-809-3844  
skaufman@cityofkeywest-fl.gov



# COMMISSIONERS

AT WORK



# BOARDS

## AND COMMITTEES

### ART IN PUBLIC PLACES BOARD

Art in Public Places Key West is a Member of the Florida Association of Public Art Professionals and the Americans for the Arts Public Art Network. Since its founding, the Key West Art in Public Places Board has supervised the creation of numerous works of art around the City.

### BAHAMA VILLAGE REDEVELOPMENT ADVISORY COMMITTEE

The mission and duties of the committee are advisory to the Community Redevelopment Agency and are limited to property within the boundaries of the designated Bahama Village community redevelopment area.

### BOARD OF ADJUSTMENT

The City Commission serves as the Board of Adjustment. Many of the Board of Adjustment's responsibilities were shifted to the Planning Board in 2008. However, the Board still meets to address specific application requests to building height variances.

### BOARD OF TRUSTEES EMPLOYEES' RETIREMENT PLAN

The Board shall have the authority to make such uniform rules and regulations and to take such action as may be necessary to carry out the provisions of the plan and all decisions of the Board of Trustees, made in good faith, shall be final, binding and conclusive on all parties.

### BOARD OF TRUSTEES POLICE OFFICERS & FIREFIGHTERS

The Board has the sole and exclusive administration of the responsibility for the proper effective operation of the City Police Officer's and Firefighter's Retirement plan and for carrying out the provisions vested in a five-member Board of Trustees.

### CAROLINE STREET CORRIDOR AND BAHAMA VILLAGE COMMUNITY REDEVELOPMENT AGENCY

Established by city resolution in 1992, these two formerly blighted areas fell within the authority of the 1969 Florida Community Redevelopment Act which granted communities the authority to determine, as defined by statute, an area in need of special attention and appropriate for redevelopment. The area became eligible for special state and federal funding, and the city had final authority over plans and modifications of the area.

There are two non-contiguous redevelopment areas in the City of Key West: the Caroline Street Corridor Redevelopment Area and the Bahama Village Redevelopment Area. These two non-contiguous redevelopment areas are collectively managed by the Caroline Street Corridor and Bahama Village Community Redevelopment Agency and encompass a total of approximately 127 acres. The Key West City Commission comprises the Community Redevelopment Agency.

The Bahama Village Redevelopment Advisory Committee is an advisory committee to the CRA for the Bahama Village Redevelopment Subarea.

### CITIZEN REVIEW BOARD

The Citizen Review Board is an independent board with authority to review and/or investigate complaints involving Key West police officers and forward findings and/or recommendations to City management, Chief of Police, State Attorney, other state and federal law enforcement agencies and/or grand juries.

### CIVIL SERVICE BOARD

The Civil Service Board serves as an appeal and resolution authority for the resolution of disciplinary grievances brought by city employees and conducts testing for competitive promotion positions for the Police and Fire Departments.

### **CODE COMPLIANCE SPECIAL MAGISTRATE**

It is the intent of the Special Magistrate to promote, protect, and improve the health, safety and welfare of the Citizens of the City by creating the Special Magistrate with authority to impose administrative fines and other noncriminal penalties, and inexpensive method of enforcing any codes and Ordinances in force in the City where a pending or repeated violation continues to exist.

### **CONTRACTORS' EXAMINING BOARD**

The Contractors' Examining Board was created by city ordinance to recommend and interpret rules and regulations and to hear complaints regarding licensed contractors conducting business in the City of Key West. The seven-member board meets quarterly.

### **DEVELOPMENT REVIEW COMMITTEE**

The committee was established by city ordinance and is composed of representatives from city departments responsible for reviewing land development proposals. The committee facilitates and coordinates technical comments by the city staff on development applications.

### **HISTORIC ARCHITECTURAL REVIEW COMMISSION**

The Historic Architectural Review Commission, or HARC, was created by the City Charter and oversees the preservation and conservation of the character, integrity, and appearance of the historic preservation districts, as well as for buildings individually listed in the National Register of Historic Places and buildings listed as contributing in the Historic Structure Survey of the City.

### **KEY WEST BIGHT MANAGEMENT DISTRICT BOARD**

The City Commission determined that the management, preservation and redevelopment of the city-owned Key West Bight serves the public purpose, and that public purpose is best served by oversight by a board comprised of members of the public.

### **KEY WEST SCULPTURE GARDEN MEMORIAL COMMITTEE**

The City of Key West established the Sculpture Garden Memorial by passage of Resolution 95-468 and also established the criteria for inclusion into the Memorial Sculpture Garden by passage of 95-469.

### **NAVAL PROPERTIES LOCAL REDEVELOPMENT AUTHORITY**

The Naval Properties Local Redevelopment Authority was established when ownership of the former U.S. government property was transferred to the City of Key West. The board is responsible for ensuring public participation in the redevelopment plans for that property.

### **PARKS & RECREATION ADVISORY BOARD**

The mission of the Board shall be to promote the rehabilitation, conservation, development and best use of parks and recreation land and facilities within the jurisdiction of the City of Key West.

### **PLANNING BOARD**

The City of Key West Planning Board hears a spectrum of important public planning issues, ranging from specific development approval requests to changes to the Comprehensive Plan and Land Development Regulations.

### **SUSTAINABILITY ADVISORY BOARD**

Established by resolution in 2009, the board advises and assists the city and its residents in developing plans and policies to strengthen the sustainability of the city as a whole. Sustainability means meeting our own needs without compromising the ability of future generations to meet their own needs.

### **TREE COMMISSION**

The City Commission created the Tree Commission to protect and monitor the trees on private and publicly-owned property within the City of Key West.

# FINANCE

## DEPARTMENT

The Finance Department team is organized into functional areas – Administration, General Accounting, Payroll, Purchasing, Revenue and Budget. Additionally, the city’s Grant Administrator falls under the Finance team.

The department has 11 full-time positions and manages an annual city budget of \$207,455,652 for fiscal year 2021/2022.

The General Accounting function is responsible for maintaining the accuracy of the city’s accounting ledger which is made up of 20 separate funds that account for various city budget areas. Responsibilities range from verifying daily cash receipts, to preparing the biweekly payroll for more than 500 employees, to paying city bills – about 2,100 annually -- and issuing bills for grant payments.

Other major areas in the Finance Department include:

- Revenue collection;
- Budget preparation, managing and monitoring;
- Preparing the Annual Comprehensive Financial Report.

### FY 2021 HIGHLIGHTS

- The City of Key West Finance Department received the Government Finance Officers Association Award for Excellence in Financial Reporting for the 36th consecutive year for fiscal year ending 2020. The city also received a favorable audit for fiscal year ending 2020.
- The city is continuing to work with Federal and State partners on Hurricane Irma Federal Emergency Management Agency reimbursements. The estimated total of City of Key West losses is nearly \$10.7 million.
- The city has recovered approximately \$9.1 million through FEMA/State funding sources, \$290,000 from the Federal Transit Administration and Florida Department of Transportation, and an additional \$373,000 was recovered through insurance claims. All small claims have been closed, and the final audit is underway with the State of Florida on large projects.



**BUDGET: \$1,293,564**

# of employees: 14

**Director: Mark Finigan**

305-809-3805

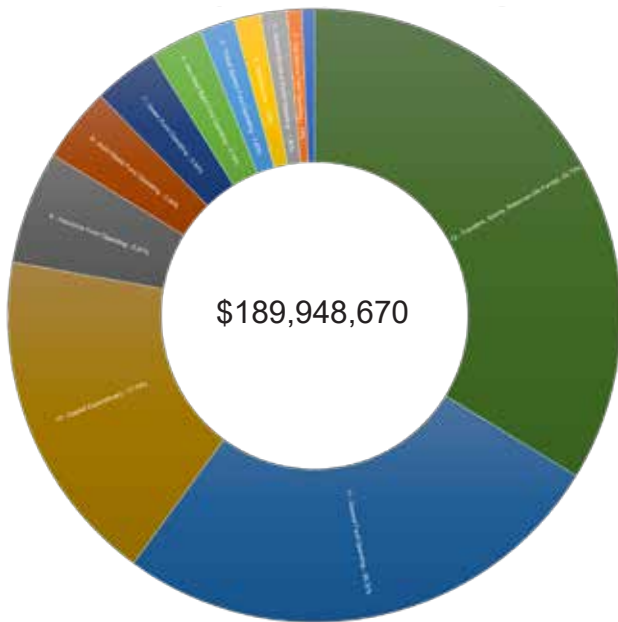
[mfinigan@cityofkeywest-fl.gov](mailto:mfinigan@cityofkeywest-fl.gov)

- The Finance Department was very involved in City of Key West assistance to community nonprofit agencies during the pandemic. Through the efforts of the department, more than \$600,000 in City of Key West funding was identified for community projects by closely monitoring outlays and, in some cases, delaying expenditures.
- The Finance Department was a key member of the city management team in funding a much needed wage increase for city employees that was approved in the fiscal year 2021/2022 annual budget. City employees had not received a pay increase since FY 2019/2020, and pay disparities made recruitment and retention of quality employees very difficult.
- As mentioned, the City of Key West received a total of \$19 million in Federal, State and local grants including \$17 million under the American Rescue Plan. There is an additional \$12 million of city submitted grant applications awaiting award determination. This is being closely monitored by the city’s Grant Administrator.

# FY21

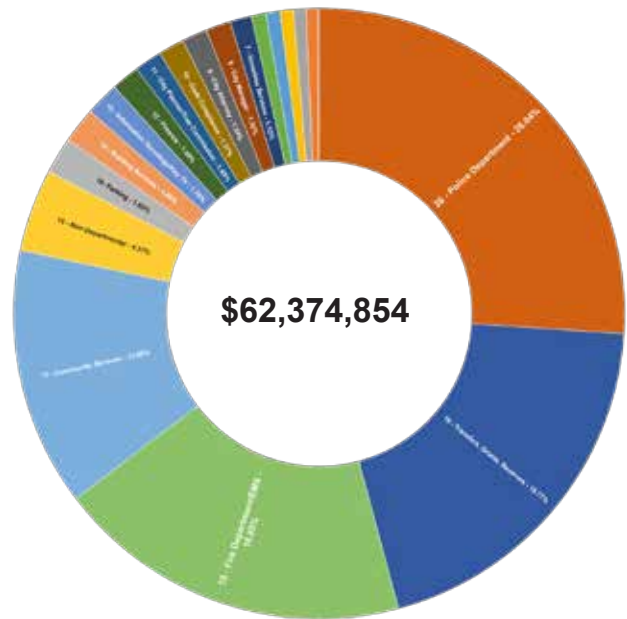
## CITY OF KEY WEST

### BUDGET



- 1 - Stormwater Fund Operating - .67%
- 4 - Debt Service - 1.40%
- 7 - Sewer Fund Operating - 3.44%
- 10 - Capital Expenditures - 17.74%
- 2 - City Marina Fund Operating - .78%
- 5 - Transit System Fund Operating - 1.83%
- 8 - Solid Waste Fund Operating - 3.94%
- 11 - General Fund Operating - 26.32%
- 3 - Special Revenue Funds Operating - 1.40%
- 6 - Key West Bight Fund Operating - 2.78%
- 9 - Insurance Fund Operating - 5.97%
- 12 - Transfers, Grants, Reserves (All Funds)- 33.73%

### GENERAL FUND BUDGET



- 1 - Capital Expenditures - .06%
- 4 - City Commission - .70%
- 7 - Homeless Services - 1.13%
- 10 - Code Compliance - 1.37%
- 13 - Information Tecnology/Key TV - 1.78%
- 16 - Non-Departmental - 4.37%
- 19 - Transfers, Grants, Reserves - 19.77%
- 2 - City Clerk - .62%
- 5 - Human Resources - .75%
- 8 - City Manager - 1.32%
- 11 - City Planner/Tree Commission - 1.45%
- 14 - Building Services - 1.89%
- 17 - Community Services - 13.68%
- 20 - Police Department - 26.04%
- 3 - Port Operations - .67%
- 6 - Engineering - .77%
- 9 - City Attorney - 1.34%
- 12 - Finance - 1.49%
- 15- Parking - 1.93%
- 18 - Fire Department/EMS - 18.85%

# BACK

IN THE DAY



1



2



3



5



4



6



7



8



9

1. Demeritt Brothers Fish Company and Peter's [Roberts] Fish Market on Key West Bight C 1940. DeWolfe and Wood Collection in the Otto Hirzel Scrapbook.
2. The Overseas Hotel at 917 Fleming Street C 1950. Photo by the Key West Press.
3. Shrimp fleet at the pier in Key West Bight, ca. 1960. Monroe County Library Collection.
4. Ethel Waters in Key West in 1957 to film *Carib Gold*. Photo by Don Pinder from Wright Langley Collection.
5. The Navy Club at 116 Fitzpatrick Street C 1940. DeWolfe and Wood Collection in the Otto Hirzel Scrapbook.
6. Key West Art Center at 301 Front Streets 1940s. DeWolfe and Wood Collection in the Otto Hirzel Scrapbook.
7. South Beach at the end of Duval Street C 1940. DeWolfe and Wood Collection in the Otto Hirzel Scrapbook.
8. Governor Leroy Collins with Key West High School baseball team C 1959. George Mira second from left and Boog Powell fourth from the right. Photo by Don Pinder from the Wright Langley Collection.
9. The Key West Golf Course in the 1930s. Photo by Oliver Griswold.
10. Taken from Elizabeth Street looking to Greene Street before the fire of 1886. Copied from the Album of T.J. Ballard.



10

# BUILDING

## DEPARTMENT

The mission of the City of Key West Building Department is to provide knowledgeable advice and prompt, courteous service about local, state and federal building codes and standards. The department staff is committed to the safety of city residents and guests and to maintaining the integrity of the department. We are dedicated to assisting residents and fellow professionals in a courteous and timely manner.

The primary goal of the City of Key West Building Department is to safeguard the public and promote the health, safety and welfare of our city through enforcement of the Florida Building Code and City of Key West Code of Ordinances.

We believe the residents and the construction professionals of Key West are entitled to professional, efficient and accurate guidance from the Building Department staff in the areas of construction, renovation and demolition, development and planning of any and all properties within the city's jurisdiction.

The department staff participates in a program of continuing education and testing to stay informed of latest techniques and requirements within the building trades industry.

The City of Key West Building Department has 13 authorized positions that comprise four divisions: Permitting, Plan Review, Inspections, and Floodplain Management

Permit technicians are the department's initial face to the public. They receive applications and collect fees, track application progress, issue building permits and certificates of occupancy, and advise customers of application requirements.

Plan reviewers examine all applications and plans for accuracy and compliance with all applicable codes.

### INSPECTIONS

Building Inspectors conduct inspections of all types of permits including building, accessibility, electrical, mechanical, plumbing, fire suppression, swimming pools and roofing. They also investigate complaints of unsafe structures and unpermitted construction activities.

### FY 2021 HIGHLIGHTS

- Vigorously continued to reduce the number of expired permits that result when customers fail to actively close-out permits.
- Performed 9,537 inspections and issued 4,036 permits.
- Improved the average building permit review turn-around time to 8 business days for 2021.
- Collected \$1,180,399 in permit and impact fees.
- Conducted five Contractors Examining Board meetings during which eight cases were presented for various violations of building codes and/or State of Florida contracting law. A total of \$3,300 was collected in fines and administration fees.
- Conducted two workshop meetings with contractors and sub-contractors that were also open to the public.
- Initiated Building Department Stakeholders/ Contractors Quarterly Meetings.
- Conducted 14 hours of continuing education on Florida Building Code, 7th Edition for contractors and qualified citizens.
- Re-designed Building Department web page for better accessibility and made internet permit applications Americans with Disabilities Act compliant.
- Amended previous Florida Department of Business and Professional Regulation Surcharges Reports to recover a \$217,608 inadvertent overpayment.
- Completed the Building Code Effectiveness Grading Schedule Questionnaire required by the State of Florida for evaluation of building departments statewide.



## BUDGET: \$1,290,444

# of employees: 13

**Director: Raj Ramsingh**

305-809-3956

raj.ramsingh@cityofkeywest-fl.gov

Several Building Department personnel received licenses from the Florida Dept. of Business and Professional Regulation as follows:

- Code Administrator
- Commercial Building Inspector and Commercial Plans Examiner
- One- and two-Family Residential Inspector
- Electrical Building Inspector and Electrical Plans Examiner
- The Building Department has returned to doing all its own inspections and no longer relies on contract inspectors.

### FLOODPLAIN MANAGEMENT

City Floodplain Manager worked closely with Fair Insurance Rates in Monroe, FIRM, to analyze the local effect of the new Federal Emergency Management Agency rating method known as Risk Rating 2.0 that is used to determine federal flood insurance rates. Risk Rating 2.0 resulted in dramatic increases for new flood insurance policies beginning Oct. 1, 2021, and is scheduled to affect renewal cost of federal flood policies beginning April 2022.

As part of FIRM’s Flood Map Task Force, the Floodplain Manager coordinated an in-depth analysis of the proposed new flood maps showing the FEMA projected flood levels were based upon incorrect data and analysis, and that projected flood levels should be lower.

As a result, the City of Key West filed a formal appeal of the FEMA maps and provided corrected maps to substantiate the claim. Monroe County, the city of Marathon and the village of Islamorada joined Key West in the appeal.

The Community Rating System is a special FEMA program that allows cities to take flood prevention steps that go above and beyond the basic requirements of the National Flood Insurance Program and awards policy discounts accordingly. The City of Key West participates in the CRS program and successfully achieved a Class 5 rate with a discount of 25 percent.

The city successfully passed two FEMA Endangered Species Act audits related to property development within special habitat areas.

The Building Department can be called at 305-809-3791.



# CITY CLERK

## OFFICE



**BUDGET: \$487,998**

# of employees: 3

**Director: Cheri Smith**

305-809-3831

csmith@cityofkeywest-fl.gov

The City Clerk's role is one of the two oldest public servant professions along with the tax collector.

The office of the clerk was the first position established in local government at Plymouth Colony. In today's society, municipal clerks have become the hub of the government. Clerks stand as the local historian and remain a trusted link between the citizens and the government.

The Key West City Clerk's office of three employees 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.

### WHAT WE DO

- The Key West City Clerk is the custodian of public records for the city.
- The clerk's office prepares agendas and minutes for the City Commission and other boards, commissions, and committees.
- The clerk's office processes and files all official resolutions and ordinances.
- The clerk works with the city code publisher and state agencies as needed.
- Legal notices for City Commission agenda items are prepared in the clerk's office, as needed.
- The City Clerk administers the oath of office to elected officials.
- The clerk's office registers Domestic Partnership records for the City of Key West.
- The office receives and opens bid documents.
- The City Clerk conducts Legistar software training and support to city staff as needed.

### FY 2021 HIGHLIGHTS

- Prepared and clerked 147 meetings.
- Conducted 28 bid openings.
- Conducted the lottery for news rack and mobile vending locations.
- Registered seven Domestic Partnerships.
- Processed 249 resolutions and rendered 19 ordinances to the Municode record site.
- Completed 1,984 public records requests.



Agendas, minutes, and videos of all meetings and public records can be obtained through the City of Key West website at: [cityofkeywest-fl.gov](http://cityofkeywest-fl.gov) or call us at 305-809-3836.



# CODE COMPLIANCE

## DEPARTMENT



**BUDGET: \$1,080,481**

# of employees: 10

**Director: Jim Young**

[jjyoung@cityofkeywest-fl.gov](mailto:jjyoung@cityofkeywest-fl.gov)

The City of Key West Code Compliance Department protects the health, safety and welfare of our community through effective administration of the city's codes and ordinances. The seven Code Compliance Officers and two support staff provide fair and equitable information and enforcement of code compliance matters to residents and visitors, alike. Our objective is to secure voluntary compliance whenever possible.

Code Compliance Officers work a variety of code violation matters throughout the city seven days a week. Code officers are easily identifiable by their badges and marked shirts. Each officer also wears a body camera.

Office staff answers phones, assigns officers, maintains official files of complaints and investigations, manages property liens that can result from non-compliance orders, and prepares cases for magistrate adjudication if that is necessary.

Florida law requires anyone reporting a potential code violation to provide their full name and address before an investigation can occur, and this information becomes part of the official record. We cannot investigate reports that come from an anonymous source.

The Code Compliance staff is proud of their work with the Key West community. With the cooperation of all property owners, businesses, and residents, we can ensure that our quality of life is maintained at a high level and that the actions of a few will not negatively affect the value of our property and the reputation of our city.



### FY 2021 HIGHLIGHTS

- The City of Key West Code Compliance Department responded to 1,897 code compliance violations in fiscal year 2021.
- Code Compliance unveiled a new format to present data in July of 2021. The department moved away from an antiquated process of providing data through PDF documents and established a streamlined technique where by data is entered online in an easy-to-read format. The new Monthly Report has two visible tables that display all pertinent information to website visitors without requiring them to leave the Code Compliance Department webpage.



If you would like to report a possible code violation, you may call 305-809-3740 or visit our office at City Hall Monday through Friday 8:00 a.m. to 5:00 p.m., except federal holidays. You can use the new Key West Connect application on the City of Key West homepage or by downloading the app to a smartphone or call us at 305-809-3734.





# COMMUNITY

## SERVICES

The 107 employees of the Community Services department take care of everything above ground owned by the City of Key West. If you walk on it, ride on it, or play on it, Community Services takes care of it.

Community Services Department oversees the smaller divisions of Public Works, Parks and Recreation, Facilities Maintenance, Fleet Services, the Historic Cemetery and the Truman Waterfront.

Public Works maintains all the public rights of way in the city, handles minor sidewalk and road repairs, provides support for special events such as barricades and signs, and maintains the historic cemetery.

Parks and Recreation maintains all parks and sports fields in the city, trims trees as required, lines fields for sporting events and operates the gym, skatepark and swimming pool.

Facilities Maintenance oversees the maintenance of all city-owned buildings. This includes air conditioning repairs, generator repairs, small capital projects, plumbing and electrical repairs, as well as all preventive maintenance.

Fleet Services takes care of all rolling stock the city owns which totals more than 200 vehicles. The fleet includes all city vehicles, police cars, fire trucks and ambulances.

Truman Waterfront cares for the beautiful new Truman Waterfront Park. The team is responsible for maintenance of the splash pad, all green spaces, and for setup and cleanup for events that take place in the park.

The Community Services Department works hard to ensure that the City of Key West is safe and beautiful.



**BUDGET: \$11,290,981**

# of employees: 111

**Director: Marcus Davila**

305-809-3751

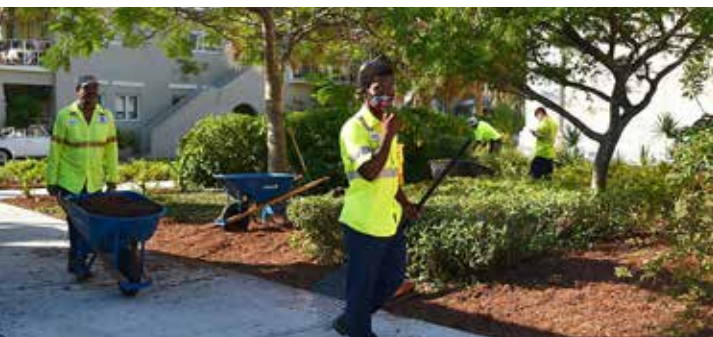
madavila@cityofkeywest-fl.gov

### FY 2021 HIGHLIGHTS

- Installed new equipment trailers at the Wickers Sports Complex at Kennedy Dr. and Flagler Ave.
- Renovated William "Bill" Butler Park at Poorhouse Ln. and William St. in Old Town.
- Installed artificial turf at Rosa Hernandez Girls Softball Field on Northside Drive.



Any issues and concerns can be submitted through Key West Connect that you can find on the City of Key West homepage or download and install as an application on a smart phone. It only takes a couple of minutes to submit a photo and the location of a problem or concern. Contact the Community Services Department at 305-809-3759.



# HUMAN RESOURCES

## DEPARTMENT



**BUDGET: \$495,008**

# of employees: 5

**Director: Samantha Farist**

305-809-3714

sfarist@cityofkeywest-fl.gov

### BY THE NUMBERS (SEPT. 30, 2021)

City staff	290
Key West Police Department	88
Key West Fire Department	79
Open positions	54
Temporary employees	4

### FY 2021 HIGHLIGHTS

The HR Department launched an Americans with Disabilities Act-compliant online employment application for prospective applicants, coordinated multiple blood drives, and was responsible for the contact tracing all city employee COVID-19 cases.

The department processed 35 new hires and conducted orientations for each of them, 11 retirements and 63 terminations.

The City of Key West Department of Human Resources with a staff of three people, provides employee services support to all Key West city employees.

### WHAT WE DO

- Employee insurance and benefits programs,
- Payroll adjustments,
- Beneficiary issues and changes,
- New employee orientations,
- A wellness program,
- Employee assistance program,
- The interoffice mail system for the city, and
- The city hall switchboard.
- Advertises all open employment positions, update job descriptions as necessary, conduct reference checks and manage the integration of new employees into the city workforce.



All open city jobs can be found on the city's website. All employment applications are kept on file and considered active for 6 months. City employee pensions are vested with 20 years of service or at age 60 with 10 years of service.



# INFORMATION

## TECHNOLOGY



**BUDGET: \$1,526,739**

# of employees: 7

**Director: David Monroe**

305-809-3920

dmonroe@cityofkeywest-fl.gov

The Information Technology Department provides citywide support for City of Key West computer systems, telephone systems, online services and network management.

In fiscal year 2021 the department staff of seven employees focused on delivering improved online and mobile services so that conducting business with the city or finding information is just a click away.

### FY 2021 HIGHLIGHTS

- Working with commercial software providers, the IT Department implemented a variety of internet and smart phone applications ranging from an Emergency Alert app, to the Key West Connect app that enables residents to photograph and text or call city staff when problems are found anywhere in the city, to a smart phone app called Passport to pay for parking.
- The department manages and maintains the city website, including developing special informational and public service pages on an as-needed basis.
- IT staff provided technical support for nearly 200 virtual meetings ranging from training sessions to detailed budget meetings, City Commission meetings to city board and committee meetings.

- The department independently produced 15 instructional and public information videos.
- A significant goal was achieved when the IT Department successfully transitioned all City of Key West owned sites to a fiber optics-based communication system, improving service citywide.
- The IT Department received and processed 1,560 support requests from city sites throughout Key West.



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336 Duval St, Key West  
305-294-5155  
KeysRealEstate.com



**BERKSHIRE HATHAWAY**  
HomeServices

Keys Real Estate  
Knight & Gardner Realty

**LUXURY**  
COLLECTION

# PARKING

## DEPARTMENT



**BUDGET: \$1,389,049**

# of employees: 19

**Director: John Wilkins**

305-809-3864

[jjwilkins@cityofkeywest-fl.gov](mailto:jjwilkins@cityofkeywest-fl.gov)



The Parking Department manages all public parking spaces on city streets and city-owned property to balance the needs of our community throughout the city. The mission is to provide adequate parking in neighborhoods and business areas while allowing space to accommodate the thousands of visitors who come to Key West each year.

We seek to balance the competing parking needs in the city -- commercial delivery, metered parking, moped, bicycle, residential and special events -- to support the economic vitality of the city and provide a livable community.

### WHAT WE DO

- With a staff of 21 employees the Parking Department works throughout the city enforcing local, state, and federal parking regulations. We collect revenue and maintain the city's paid parking meters and pay stations in the commercial zones. We collect fines for citations and administer parking permit programs.
- The department also issues temporary street and sidewalk closure permits and administers the School Crossing Guard Program.
- Our work requires coordinating with various city departments such as Police, Code Compliance, Planning, Fire Department, Transportation, and municipal traffic court.

### FY 2021 HIGHLIGHTS

- The City of Key West contracted with Passport Labs, Inc. to provide multi-year, integrated parking services throughout the city. We began implementing the service March 2021. You can now pay for your parking – and even extend your parking time -- with the Passport

application on your smartphone. A short video is available on the city website, and the FAQ tab under Support on the app is very helpful.

- The hourly metered parking rate generally increased from \$4.00 to \$5.00; Mallory Square from \$5.00 to \$6.00.
- The daily rate increased at Key West Bight main lot and the Old Town Garage from \$32.00 to \$40.00; Mallory Square daily rate increased from \$40.00 to \$48.00.
- Some parking permits also increased. The employee assistance permit increased from \$175.00 to \$200.00 per month, billed in 4-month increments, and the residential permit annual fee increased from \$20.00 to \$35.00.
- The City Commission approved expanding metered parking areas to include the 500, 600, and 900 blocks of Whitehead St.
- The multi-year program to replace aging parking pay-stations with new up-to-date models will be completed in the coming year.
- Two Parking Division staff members were recertified as School Crossing Guard Trainers for the next 8 years.



Many City of Key West Parking services can be found on the city website [cityofkeywest-fl.gov](http://cityofkeywest-fl.gov). From the home page, select the parking icon.

Alternatively, you can stop by City Hall at 1300 White St. and visit the Parking Department office for assistance. Park in the parking lot off United Street and come in the rear entrance. Parking offices are to the left and open from 8:00 a.m. to 4:45 p.m. for payments.

If you have a quick question, you can reach us by phone at 305-809-3861 or 305-809-3864. Call volume is heavy so leave a message if you reach the recording, and someone will call you back.

To report a parking violation, call 305-809-1000, the non-emergency Key West Police Department number. You can call anonymously but you need the location, vehicle description, and violation you wish to report.

# POLICE

## DEPARTMENT

### WHAT WE DO

The Key West Police Department is composed of 88 law enforcement professionals and 21 dedicated support staff. The department is fully accredited by the Commission for Florida Law Enforcement Accreditation, Inc. Our unique and diverse island is reflected throughout the ranks of the department.

The Key West Police Department protects and serves a population of 25,000 residents and more than three million visitors each year.

Community policing is integral to the department, and we work hard to build a working, trusting relationship with our community. We partner with the community to prevent and solve crime. Each day we work with schools, civic organizations, non-profit organizations and citizens throughout our city. Our training is continuous and effective.

### FY 2021 HIGHLIGHTS

- We sponsored eight recruits in class number 79 of the College of the Florida Keys Basic Law Enforcement Academy, and those officers are now finishing their field training period.
- The Mounted Unit of three police horses is pleased to be housed in the new stable at the Truman Waterfront Park. The horses Lou, Onyx and Shmoo and all their equipment have a new home after many years.
- The department has increased our outreach into the community in a number of ways. Each month Key West Police officers mentor children at risk through the Keys To Be The Change organization.
- Officers also participate in games and education with the Pelicans & Police program at Poinciana School. Officers routinely attend events involving the Special Olympics and work closely with the Autism Society of the Keys to raise autism awareness in the community.

- Two members of the Key West Police Department serve on the Monroe County Education Foundation Board, which oversees the Take Stock in Children scholarship program.
- Our K9 Unit continues to crack down hard on drug dealers, resulting in strong arrests. The three canines, Dexter, Jigsaw and Mango, are all trained in narcotics detection. Two are also trained in apprehension.



**BUDGET: \$17,322,623**

# of employees: 127

**Director: Chief Sean Brandenburg**

305-809-1000

sbrandenburg@cityofkeywest-fl.gov



# FIRE

## DEPARTMENT



**BUDGET: \$13,348,546**

# of employees: 89

**Director: Chief Alan Averette**

305-809-3936

aaverett@cityofkeywest-fl.gov

The 89 employees of the Key West Fire Department are proud of their service to the Southernmost U. S. City and dedicated to the protection of residents and guests in our vibrant community.

### WHAT WE DO

- **Fire Suppression**  
We put out fires.
- **Emergency Medical Services**  
We staff city ambulances and help sick or injured people.
- **Fire Prevention**  
We conduct inspections to stop fires from happening.
- **Emergency Management and Training**  
We are experts at managing emergencies and teaching how to help yourself in an emergency.
- **Hazardous Materials Response Team**  
We help when something dangerous is spilled or something bad leaks.
- **Urban Search and Rescue Team**  
We help find and help people in an urban area.

### BY THE NUMBERS

- 6,296 total calls for service
- 17 Fire investigations
- 1,828 Fire inspections
- 5,036 Emergency Medical Services-related calls
- 4,712 Emergency Medical Services transports

### FY 2021 HIGHLIGHTS

- The City of Key West Fire Department assisted with Covid-19 Vaccinations city-wide by visiting 60 home-bound residents, veterans, and special needs patients.
- The department took delivery of a new, state of the art rescue unit. Rescue 2 is a 2022 Braun F-350 Ambulance now in service responding from the Old Town Fire House on Simonton St.
- Eight students graduated from the Key West High School Fire Academy with their Firefighter 1 certifications, and two of those students obtained Nationally Registered EMR certification.
- Lieutenant Inspector Tim Anson assumed the position of head of the Key West High School Fire Academy from Captain Jason Barroso.
- Inspectors Jason Bogoeff and Tyrone Cervantes attended the Florida Fire Marshal Inspectors Association's 73rd Annual Florida Fire Prevention Conference for extensive advanced training on the latest trends and technology of fire suppression and prevention.
- The City of Key West was awarded \$11,147 in Narcan supplies through the Florida Department of Health, HEROES --Helping Emergency Responders Obtain Support -- program that provides the life-saving drug naloxone in response to the statewide and nationwide opioid epidemic.
- The City of Key West Fire Department Paramedic Class enrolled 14 Key West Fire Department employees with the assistance of a \$56,000 grant from the U.S. Dept. of Labor.



# PROPERTY MANAGEMENT

## DEPARTMENT

The Property Management Department oversees the lease agreements, physical property, and financial and community benefits of property owned by the City of Key West and leased to businesses, non-profit organizations and to city residents.

The department manages more than 100 leases and agreements ranging in length from one year to more than 20-years. City of Key West property must be leased for the financial benefit of the city and honor the city's commitment to supporting local organizations that benefit the community. City property is leased at fair market value.

Property Management Department is responsible for administrative management of leases, developing the annual budget for the department and managing its execution, negotiating with tenants and vendors, and managing the operation and maintenance of all leased property owned by the city. Our goal is to provide the City of Key West and the community a mutually beneficial relationship for all property we manage.

### WHAT WE DO

The Property Management Department is the liaison between the City Manager and all tenants of city-owned leased properties. We track and maintain lease and license agreements and contracts related to city-owned property and work with city leadership to develop and manage long term rehabilitation and redevelopment plans for city-owned properties.

The department conducts real property negotiations, including leases, lease amendments and use permits and tenant relations. We also develop marketing plans and revenue opportunities to maximize income for the city.

### FY 2021 HIGHLIGHTS

- The Property Management Department manages more than \$383.1 million of city property.
- In fiscal year 2021, the department collected more than \$7.5 million in revenue from city-owned leased properties ranging from bottom-land to Key West Historic Seaport restaurant sites.
- The Property Management Department manages a wide variety of leases including commercial property sites, office space, and submerged land leases.
- We managed and monitored improvements of city-owned properties, developed preventive maintenance plans, and updated city-owned structures at the tenant's cost in some situations.
- We worked with our Adaptation & Energy Coordinator team to bring city-owned buildings into a more energy efficient future.
- The department assisted with planning for various future projects such as the revitalization of Mallory Square, The Diesel Plant and the historic Hawk Missile site.



### BUDGET: PART OF CITY MANAGER'S OFFICE

# of employees: 1

**Senior Property Manager:**

**Michael Henriquez**

305-809-3809

michael.henriquez@cityofkeywest-fl.gov

# PLANNING

## DEPARTMENT

The City of Key West Planning Department provides land development assistance to residential and commercial property owners and works with community members to plan major projects and refine public policy regarding land development. The department includes historic preservation specialists, the city urban forester, planners, and administrative professionals.

### FY 2021 HIGHLIGHTS

#### PLANNING AND ZONING

- The Planning Department coordinated the 3.2 acre Bahama Village affordable workforce housing project. Together with the city manager, the department held multiple community workshops to discuss affordable housing and the 3.2 Bahama Village project in particular, finalized zoning for the property, assisted legal staff in establishing Building Permit Allocation System – BPAS -- set-asides for the project, contracted with an affordable housing policy consultant, helped draft the 3.2 Bahama Village Project Request for Proposals and assisted the selection committee, Bahama Village Redevelopment Advisory Committee and City Commission in choosing a development partner.

#### GRANTS

- With the Sustainability Coordinator and other staff, the Planning Department obtained close to \$1.5 million from a variety of sources to initiate long-range climate adaptation planning citywide and for Duval St. revitalization. With the Director of Finance and other city staff, the department assisted with the successful efforts to obtain \$750,000 from the Monroe County Tourist Development Council for restroom work at Mallory Square.
- SUNSET CELEBRATION AT MALLORY SQUARE Working with the Historic Preservation staff, planning staff coordinated three community workshops and a survey to encourage the



**BUDGET: \$1,222,236**

# of employees: 11

**Director: Katie Halloran**

305-809-3764

[katie.halloran@cityofkeywest-fl.gov](mailto:katie.halloran@cityofkeywest-fl.gov)

public to envision the future of Mallory Square and surrounding city properties. The Planning Department created a summary report of findings and drafted a Request for Qualifications to employ a consultant to draft landscape architecture plans that will incorporate the community's vision and ideas.

#### NORTH ROOSEVELT BLVD

- The Planning Department developed a survey with District V City Commissioner Mary Lou Hoover and provides continuing support for the commissioner's "Kitchen Cabinet" meetings regarding short and long-term goals for this heavily traveled commercial corridor.
- With School Board staff, coordinated an interagency workshop with the Monroe County School Board, City of Key West City Commissioners, and the Housing Authority regarding the future redevelopment of the School Board's Trumbo Road property and the Authority's Lang Milian property. The Planning Department continues to assist with the project.
- Assisted applicants processing Major and Minor Development Plans, variances, and conditional use permits.
- Prepared comprehensive plan and city code amendments with the Sustainability Coordinator to update the city water supply plan.
- Assisted city management with a Sidewalk Café workshop to hear business community concerns about the program and finalize draft city code amendments to address those concerns.
- Assisted the Sustainability Coordinator and city consultant Jacobs Engineering Group, Inc. to finalize the city's Post Disaster Redevelopment and Recovery Plan and draft Comprehensive Plan amendments to incorporate resilience and climate adaptation policies into city work.



- Contracted with a land use consultant firm to assist with Planning Department operations resulting from unusual staff turnover. Hired two new administrative professionals and promoted internally for the department's new Planning Projects Coordinator position.

**HISTORIC ARCHITECTURAL REVIEW COMMISSION**

- The Historic Architectural Review Commission held 12 regular meetings and one workshop for revisions to current guidelines for windows and window protections.
- New guidelines for pools, spas and decks were adopted by city ordinance.
- The historic preservation staff received 1,501 Certificate of Appropriateness applications. Of those, the Historic Architectural Review Commission reviewed 79 applications and denied only one.
- For the third consecutive year HARC staff, working closely with applicants, approved 95 percent

of all applications submitted for review.

- The HARC Inspector performed 1,681 final inspections in projects that received approval from HARC and their staff.
- HARC staff was involved in public workshops for the Mallory Square Community Vision project.

**URBAN FORESTRY DIVISION**

- The City of Key West's application was approved as a member of the Arbor Day Foundation, Tree USA program for the 9th year.
- The Urban Forestry Manager began the process to start charging fees for Urban Forestry and Tree Commission reviews and permit processing.
- The Tree Commission added ten trees to the Heritage Tree program.



PLANNING: [planning-dept@cityofkeywest-fl.gov](mailto:planning-dept@cityofkeywest-fl.gov) or 305-809-3764  
 HISTORIC ARCHITECTURAL REVIEW COMMISSION: [city\\_harc@cityofkeywesey-fl.gov](mailto:city_harc@cityofkeywesey-fl.gov) or 305-809-3975  
 URBAN FORESTRY DIVISION: [kdemaria@cityofkeywest-fl.gov](mailto:kdemaria@cityofkeywest-fl.gov) or 305-809-3768  
 The best way to meet with Planning Department staff is to call or email and schedule an appointment. Walk-in hours are on a limited basis. Providing property address and as much info on the nature of your request in advance speeds our research process.

# PORT & MARINE

## SERVICES



Port and Marine Services Department employs 34 people committed to managing and caring for the city's waterside facilities, both financially and environmentally. The Key West waterfront is steeped in history and is vital to the city's economy.

The department manages a broad range of waterfront operations from the Port of Key West at Mallory Square where cruise ships call, to the Key West Historic Seaport that includes Key West Bight Marina, Key West Bight Ferry Terminal, upland properties, the City Marina at Garrison Bight, and the 150 mooring balls in the City of Key West mooring field.

The Key West Historic Seaport and City Marina at Garrison Bight are enterprise operations and generated more than \$21 million in revenue for the city in fiscal year 2021.

Port and Marine Services manages all marine facilities infrastructure including city-owned Mallory Pier and docks at City Marina at Garrison Bight and Key West Bight Marina.

### DOCKAGE

#### 243 slips at Key West City Marina at Garrison Bight:

- 109 live-aboard boats,
- 37 charter boats at Historic Charter Boat Row,
- 97 transient/recreational slips.

#### 149 slips at the full-service marina at Key West Bight Marina:

- 99 transient slips,
- 42 commercial slips,
- 8 live-aboard/recreational slips.

The department provides and manages shower and laundry facilities for both marinas and also maintains the only dinghy dock facilities in Key West at both marinas.

The department oversees 24 city-owned upland structures that are leased to commercial operators such as Boat House Bar and Grill, Waterfront Brewery and Conch Republic Seafood Company at the Key West Historic Seaport.



**BUDGET: \$31,944,121**

# of employees: 36

**Director: Doug Bradshaw**

305-809-3790

dbradshaw@cityofkeywest-fl.gov

### FY 2021 HIGHLIGHTS

- Key West Historic Seaport generated over \$18,000,000 in gross revenue.
- City Marina at Garrison Bight generated over \$3,000,000 in gross revenue.
- Upgraded new entry control systems at shower and laundry facilities for both marinas.
- Installed 7-slip floating dock facility along Trumbo Rd. for use by transient boaters.
- Replaced the potable watermain supply line for the liveaboard section of the City Marina at Garrison Bight.
- Initiated conceptual design for the redevelopment of 631 Greene St. at Key West Bight.
- Designed and submitted permit application for replacement of the T-Pier at Mallory Square.

For transient reservations at Key West Bight contact our Dockmaster's Office by telephone at 305-809-3983, by email at [keywestbightmarina@cityofkeywest-fl.gov](mailto:keywestbightmarina@cityofkeywest-fl.gov), or our online reservation system at [www.keywestbightmarina.com](http://www.keywestbightmarina.com).

For transient reservations at City Marina at Garrison Bight contact the Dockmaster's Office by telephone at 305-809-3981, by email at [gbdockmaster@cityofkeywest-fl.gov](mailto:gbdockmaster@cityofkeywest-fl.gov), or the online reservation system at [www.citymarinakeywest.com](http://www.citymarinakeywest.com).

To inquire about available properties to lease in the Key West Historic Seaport or other city owned properties, contact the city's Property Manager at 305-809-3809.



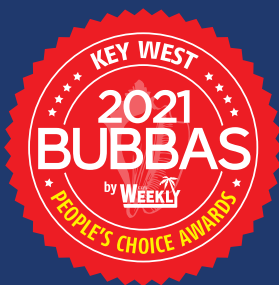
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# TRANSPORTATION

## DEPARTMENT



The City of Key West Department of Transportation provides the community with the only fixed route public transportation service available throughout the City of Key West and Stock Island and operates daily shuttles to Marathon, Fla. In addition, the transportation department also operates the free Duval Loop circulating bus in the Old Town Area, thereby reducing the number of automobiles on the small, busy, historic district streets.

During emergencies, the department can provide countywide mass evacuation, mass casualty transport, and first responder support. Commitment to the community motivates the department to continually provide the safest, most efficient transit service possible.

### FY 2021 HIGHLIGHTS

- The City of Key West Transportation Department was awarded a highly competitive State of Florida Block Transit Grant that will fund 100 percent of operation costs for Key West bus service routes for one year, saving the city nearly \$950,000.
- The department increased transit system flexibility by adding four smaller vehicles called cutaways into the now 28 vehicle public transportation fleet. The smaller vehicles are Americans with Disabilities Act compliant and can transport 14 passengers. When ridership is typically lower in the city, these vehicles are used on regular city bus routes. They are a bit quieter and easier to maneuver.
- Rider safety remains a top priority, and the department improved the on-board environment by installing driver barriers, employing air cleaning bipolar ionization technology and high efficiency cabin air filters, and cabin fresh air induction systems. Additionally, all buses are sanitized before operating using CDC-approved disinfectants with each cleaning.
- Bus security and safety was improved by upgrading on-board video monitoring systems capable of secure, real-time streaming and recording.



**BUDGET: \$4,876,569**  
# of employees: 39  
**Director: Rod Delostrinos**  
305-809-3910  
rdelostrinos@cityofkeywest-fl.gov

- Onboard visual route and system information screens for the hearing impaired are now installed on all Key West Transportation buses.
- The Transit Department teaches the benefits of public transportation to community children by participating in preschool and elementary school Truck Day events and providing on-site learning experiences in schools and public events.



Bus schedules: [kwtransit.com](http://kwtransit.com). Call 305-809-3910 for more information.

Reduced fares: for students up to age 21; disabled/disadvantaged customers; U.S. Armed Forces active, retired, and dependents with government ID and seniors age 60 and older (proof of eligibility required).

With the exception of the "Lower Keys Shuttle", Key West residents age 60 and older ride Key West transit buses fare-free (proof of eligibility required).

100% Service-Connected Disabled U.S. Armed Forces Veterans ride all system buses fare-free (proof of eligibility required).

Anyone can purchase a bus pass on-board a bus or visit the Key West Transit Facility on College Road.

Small pets in animal carriers are allowed on all buses. Service animals are always welcome.

The Duval Loop runs regularly from 8 am until 10 pm.

The Key West Transit Facility is located at 5701 College Road, Key West. Customer Service 305-809-8910.

Questions? Contact Director of Transportation, Rod Delostrinos, 305-809-3918, [rdelostrinos@cityofkeywest-fl.gov](mailto:rdelostrinos@cityofkeywest-fl.gov)

# UTILITIES

## DEPARTMENT



**BUDGET: \$49,194,045**

# of employees: 10

**Director: John Paul Castro Jr.**

305-809-3902

[jcastro@cityofkeywest-fl.gov](mailto:jcastro@cityofkeywest-fl.gov)



The Utilities Department operates and maintains the city's sewer and stormwater infrastructure and manages solid waste and recycling services for the City of Key West. The department has a staff of 10 employees in a variety of skills such as project management, engineering, transfer station operations, solid waste management, Geographic Information System mapping or GIS, and support staff.

### BY THE NUMBERS

- The City of Key West processed 50,000 tons of solid waste in fiscal year 2020/2021.
- The city treated 1.5 billion gallons of wastewater in 2020/2021.
- More than 50 percent of Key West stormwater resulting from rainstorms or high tides goes into the City of Key West stormwater drainage system.

### FY 2021 HIGHLIGHTS

The department completed audit of citywide sewer account base units to ensure the city was accurately accounting for wastewater fees. The result netted nearly \$400,000 in additional revenues.

- The Dennis St. Stormwater Pump Station, near Key West High School, was substantially completed. Pump stations automatically pump stormwater into outflow systems during storms or King Tides. The Dennis St. station lowers flooding in the Bertha, Dennis, Venetia and Blanche Streets area during storm or high-tide events.
- The 1,400-ft-long stormwater piping project in the Patricia and Ashby Streets neighborhood was completed and will significantly reduce future flooding.

- Installed a new 30-ton HVAC for electronics and the switchgear room at the wastewater treatment plant on Fleming Key that ensures reliability for plant operations.
- Installed two new check valves, two new tide valves, and two new stormwater pumps as part of replacement and upgrading operations across the city.
- Two of the largest and most important pump stations in the city had full overhauls. Pump station E on Government Rd. and pump station C on Palm Ave. got new pumps, valves, and a new back-up generator.
- Completed installation of upgraded and additional equipment at the wastewater treatment plant as part of the energy efficiency master plan that saves the city money.
- Completed phase one of developing the updated stormwater master plan that lays-out projects and objectives for management of the city's stormwater infrastructure.
- Replaced six saddles that support wastewater piping on the Riviera Canal bridge.
- Working closely with city leadership, successfully negotiated a four-year extension of the City of Key West solid waste and recycling contract with Waste Management, Inc.



# LICENSING DIVISION

PART OF CODE COMPLIANCE



## BUDGET: PART OF CODE COMPLIANCE

# of employees: 2

**Chief Licensing Official:**  
**Amanda Brady**

305-809-3971

abrady@cityofkeywest-fl.gov



The City of Key West Licensing Division collects fees and issues Business Tax Receipts and regulatory permits that allow holders to engage in or manage a business, profession, or occupation within the city. The city licensing period runs from Oct. 1 to Sept. 30 each year.

The Licensing Division, with a staff of two people, collected more than \$1.4 million in fees in fiscal year 2020/2021 and manages more than 9,000 business tax receipts and regulatory permits. We process more than 1,000 new applications annually.

The mission of the division is to provide the community with accurate, timely responses to all licensing inquires. Most business tax receipts, permits and licenses are processed within 24 business hours after application.

Key West website. An online application has been created and can be accessed by going to Contractor Licensing Information link on the city website. There you will find a link to the registration form. This is a great first step towards incorporating more online options for the Licensing Division.

More information is available on the City of Key West website under the heading Licensing Division or call 305-809-3959.



## FY 2021 HIGHLIGHTS

- The Licensing Division was added to the new “Notify Me” option on the city website. This notifies the public of renewal notices, licensing changes and upcoming penalty deadlines. The public can sign up for this free service on the City of Key West website.
- As of February 2021, the public can now view licenses online through the city website. Select Licensing Division and click on “Search Licenses Online.”
- As of July 2021, Florida Department of Business and Professional Responsibility licensed contractors can register online through the City of



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THANK YOU FOR ALLOWING US TO BE YOUR COMMUNITY PARTNER.



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# ENGINEERING

## DEPARTMENT

The City of Key West Engineering Department, with a staff of 10, oversees the design and construction of major projects, including buildings, parks, beaches, streets and sidewalks. We develop long range infrastructure plans, coordinating closely with other agency partners such as the Florida Department of Transportation, Florida Keys Aqueduct Authority, Keys Energy, the U. S. Navy, and Monroe County.

The Engineering Department also assists other city departments with engineering services and the public through review of temporary right-of-way permits and building permit applications.

Engineering staff facilitates the Sustainability Advisory Board that advises city leadership on how to ensure city operations can be sustained in the event of disaster or environmental threats, and sits on the Development Review Committee that facilitates and coordinates technical comments from city staff on development applications, and other boards and committees as necessary. The Engineering Department is committed to excellence and provides the best service possible to our community.

### FY 2021 HIGHLIGHTS

- Completed Simonton St. milling, paving, and installed Americans with Disabilities Act compliant sidewalk improvements.
- Installed ADA compliant sidewalks on 19th St. and Venetian Dr.
- Extended pavement life by surface-sealing White, Grinnell, 5th, 8th, 11th, Reynolds, United, Whitehead, and Southard Streets.
- Installed pavement striping and Resident Parking decals, where applicable, on South Roosevelt Blvd. at Smathers Beach, Verela, Thomas, Angela, Seminole, Emma, Geraldine, and Petronia Streets, Northside Dr., and Truman Ave.
- Refurbished the cable huts at Mallory Square.



**BUDGET: \$1,100,242**

# of employees: 10

**Director: Steve McAlearney**

305-809-3965

smcalearney@cityofkeywest-fl.gov

- Completed the Truman Waterfront Park with renovation of the Kermit "Shine" Forbes building and the Kenneth "Borroso" Rahming Horse Stable and run. Built the dog park, restrooms, snack bar, park storage and multipurpose playing field while enabling the hatching of dozens of threatened Least Tern chicks.
- Completed a sea level rise study that will be employed in all future road and vertical construction projects.
- Performed environmental cleanup at the Garden View Apartments site on College Rd. and the Bahama Village 3.2-acre housing site.
- Coordinated with Community Health of South Florida to construct their health clinic in Bahama Village.
- Commissioned a monument at Bayview Park honoring Montford Point Marines.
- Initiated the Crosstown Greenway pilot project to support the Bike and Pedestrian Master Plan.
- In exchange for city use of the U. S. Navy's Outer Mole pier, facilitated several small Navy projects including a small craft berthing facility, pier fender and hardware replacement, pier stability improvement and a boat wash facility.
- Completed city strategic plan sections on sea level rise, streets and sidewalks, environmental protection and traffic and pedestrian friendliness.



## FREQUENTLY ASKED QUESTIONS

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

The city secured \$1.4 million in grants from a variety of sources for Adaptation Planning which will help prioritize, budget and fund projects over the next decade. We set new design guidelines for all stormwater projects to meet progressive sea level rise estimations. We completed our first Post Disaster Recovery and Reconstruction Plan which will guide preparation in good times to better bounce back during disasters. We embarked on a new partnership with Monroe County and Fair Insurance Rates in Monroe – FIRM -- to help homeowners financially prepare for elevating their houses, including incorporating grant funding. We are actively working on 12 grant-funded projects worth \$38 million to make city buildings and infrastructure more resilient to storms and sea level rise. We have applied for and are awaiting word on additional adaptation grants worth \$21 million.

### **What are the city rules for permitting; how do I know if I need a permit?**

Contact the City of Key West Building Department through the city webpage or call them at 305-809-3954 and explain your project.

### **The sidewalk is broken in front of my house; how do I get this fixed?**

Citizens may submit a variety of issues to the city via our [cityofkeywest-fl.gov](http://cityofkeywest-fl.gov) website. From the homepage, click on the prominent “Key West Connect” link, which will take you to our new See Click Fix feature. Simply scroll down and select the link for your issue. You will confirm the location, snap a picture, and add any details. Your issue will then be sent to the appropriate city staff member and tracked to completion.





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FROM OUR LOCAL FAMILY  
TO YOURS, THANK YOU  
KEY WEST FOR ALLOWING US  
TO SERVE THE HARDWORKING  
MEN AND WOMEN THAT  
MAKE UP OUR CITY STAFF,  
ALONG WITH OUR AMAZING  
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