

The City Manager's Monthly Report provides an update of staff action related to projects, programs and services.



Upcoming Meetings & Events
May 2016

04	10am-2pm	FLOWMobile
05	6pm	Ordinance Review Committee
09	5:30pm	Commission Workshop
10	6pm	Parks & Rec Advisory
11	5pm	Citizen Observer Meeting
13	3:30pm	DEDAB Meeting
14	12pm-12am	Relay for Life
14	7pm	Mark Hodgson concert
16	5:30pm-6:30pm	Agenda Review Commission Meeting
17	5pm	Firefighters Pension Board
18	7pm	Planning & Zoning Board
19	9am-5:45pm	DRC Meeting Citizen Accessibility Sub-committee Meeting
21	8am-4pm	Spruce Up Deltona
21	10am-2pm	Community Health Expo
22	8am-2pm	Spruce Up Deltona
23	5:30pm	Commission Workshop
24	5:30pm	Senior Advisory Sub-committee Meeting
25	5:30pm	Special Magistrate
30		Administrative offices closed for Memorial Day holiday



City Manager's Monthly Report

City Manager's Office

- During the month of April, 44 customer service surveys were collected. Forty were marked all excellent, one was marked excellent/average, two were marked good and one was marked excellent/good/fair and poor. The Deputy City Manager called the customer to discuss the survey. The customer said the employee provided good information and was helpful but used body language that made her feel unwelcome. The situation was discussed with the supervisor and employee. *(I. Priority Objective. 2. Economic Development. Promote customer service environment.)*

Office of Economic Development

- Attended the educational forum, "The Anatomy of a Successful Development Project," to learn about expending development permit reviews and the development process. *(I. Priority Objective. 2. Economic Development. Promote customer service environment, including creation of a one-stop shop concept and any required staff development/training to achieve it.)*
- Coordinated the ceremony and logistics for the street re-naming ceremony for Master Sergeant Tara Jacobs Brown. *(I. Priority Objective. 7. Internal/External Communication. Solicit partnerships with other community entities.)*
- Meeting with Volusia County staff and Volusia Forever at Thornby Park to review the concepts the City is presenting for the Thornby H.E.R.E. project. *(I. Priority Objective. 1. Fiscal Issues. Thornby Park HERE Project.)*
- Met with Thomas Trageser and Adam Talbot of Stetson University to discuss VEDED (Volusia Economic Development & Education Network), a West Volusia incubator-accelerator, and workforce development. Staff is also working with Bethune-Cookman University, Daytona State College, Embry-Riddle Aeronautical University and Volusia County Schools on these projects. *(I. Priority Objective. 2. Economic Development. Work with existing businesses to expand/grow...)*
- Staff attended a meeting of "Volusia's Best," hosted by the Florida Small Business Development Center at Daytona State College. This program allows small businesses throughout Volusia County along with Volusia County cities to gain access to high scale training at a marginal cost. We support this effort by advertising. *(I. Priority Objective. 2. Economic Development. Work with existing businesses to expand/grow...)*
- Attended the Florida Economic Development Council/CareerSource Florida East Central Region "Capacity Building Workshop" for an interactive discussion on state economic development initiatives in the areas of workforce development, incentives and manufacturing. *(I. Priority Objective. 2. Economic Development. Work with existing businesses to expand/grow...)*

Office of Public Information

- Staff worked to promote and market the following in April: the Annual Lake Cleanup, the Annual Arbor Day Celebration, the Mark Hodgson Music in the Amphitheater concert, the West Volusia Wolves and the Deltona Panthers football and cheerleading registrations, Relay for Life, the Community Health Expo and Spruce Up Deltona. *(Ill. Other Priority Objectives. City engagement and two-way communication.)*
- Staff shot photos and video as well as provided media support at the demolition of 1182 Fountainhead Drive.
- Staff also recorded for production the American Pop 60's concert.
- Communication Office staff continues to work on elements for the solid waste education campaign. Frequent monitoring and responding to social media posts and formulating mini-videos as issues arise has been on-going. *(Il. Priority Objectives. 4. Public Safety. Focus on the City's beautification program.)*

Building & Enforcement Services

- Enforcement Services staff is still heavily involved in the solid waste education campaign, placing educational flyers and courtesy door hangers for solid waste and code violations. The education campaign will continue through May and then staff will move into the enforcement phase in June. *(Il. Priority Objective. 4. Public Safety. Focus on the City's beautification program.)*



- Three homes have been demolished this month at 1182 Fountainhead Drive, 847 Crawford Street and 3121 Blaine Circle. These photos are “before and afters” taken of each property. *(Il. Priority Objective. 4. Public Safety. Strengthen code enforcement (abandoned properties, rental properties. Fund and implement a demolition program for homes in disrepair.)*

Finance Department

- In April, staff continued to work on a financial plan for the refinancing of the 2006 transportation bonds and the new Deltona Center. *(Il. Priority Objectives. I. Fiscal Issues. New Senior Community Center.)*
- Staff continued with the audit of Fiscal Year 2014-2015 Comprehensive Annual Financial Report (CAFR). *(Other Priority Objectives Identified. Maintain a balanced budget, reserves and investments.)*
- The Business Tax office issued business tax receipts for 14 new businesses operating in the City. They include four handymen, three beauty/nail salons, two landscapers, two food concessions, one internet sales, one taxi cab and one assisted living facility.
- The cashier processed 874 transactions at a rate of approximately 50 per day. Seventy-nine were for Parks & Recreation, 258 were for lien searches, 307 were for permits, 72 were for code enforcement, 143 were for business tax receipts, and 15 were for escrow deposits.

Fire Department

- Our new Fire Chief Frank Snyder will be on board as of May 16. Snyder originally started with the Deltona Fire Department in 1986. He served the City until 2013 as he rose to the position of Division Chief. He then had the

opportunity to serve Volusia County as Division Chief for two and a half years. He also served as Fire Chief in Orange City. Chief Snyder brings much experience and expertise to the City including over 30 years in the fire service, a masters in Emergency Management and teaching experience at Seminole State College.

- In April, staff conducted 7 contingency transports and collected \$342 in revenue for contingency transports. *(II. Priority Objective. 5. Public Safety. Provide medical transport.)*
- The Electronic Patient Care Report Tablets arrived in April. They are the newest Panasonic Toughbook Computers that will streamline patient care reporting and improve billing for contingency transports. They are currently with ITSD staff and will then go to the Volusia County Sheriff's Office for programming. We expect to conduct staff training on the tablets in mid-May. *(Strategic Issues. Infrastructure: Focus on the expansion of technology.)*

Structure Fires	5
Vehicle Fires	3
Wild Land, Grass, Trash	19
Miscellaneous Fire Calls	49
ALS Medicals / MVA	223
BLS Medicals / MVA	406
Hazardous Conditions	16
Service Calls	36
Good Intent	79
False Calls	2

Total Calls for Service 838



- The Fire Explorers competed in a "Firematic" competition in Clermont and placed third overall in their competitions with teams from around the state.

- Landscaping and beautification efforts continue around the fire stations. Fire staff as well as Fire Explorers have helped spruce up many of our fire stations through painting projects, planting plants and spreading mulch. The Fire Explorers have adopted Station 62 as their project for landscaping. This station is their home so they felt that starting there was appropriate. *(II. Priority Objective. 4. Public Safety. Focus on the City's beautification program.)*

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Human Resources

- Richard Adams has accepted the position to become the City's new Human Resources Director. He has over 20 years of experience in Human Resources Management and believes in building the best teams to achieve maximum success. His strengths include his expertise in Human Resources law, his commitment to building strong professional relationships, and his desire to effectively communicate and interact with all levels in an organization. Mr. Adams has a bachelor's degree in Human Resources Management and is certified as a Senior Certified Professional with the Society for Human Resources Management (SHRM-SCP).
- Staff presented health insurance options to the Mayor and City Commission at the April 25 Commission Workshop. Staff made a recommendation to the Commission for the next fiscal year budget. *(Strategic Issues. Fiscal Issues: maintain current fiscal stability, maximize alternative funding sources and promote an effective system of checks and balances.)*
- The Risk Manager conducted blood-borne pathogen training for all field employees. *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- City employees lost a total of 172 pounds during the employee weight loss challenge as part of the employee wellness program with Halifax Health. *(II. Priority Objectives. 7. Internal/External Communication. Solicit partnerships with other community entities. II. Priority Objectives. 2. Customer Service, Staff Development.)*
- Twenty-six employees completed the Supervisory Training Program through ICMA. *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- Staff conducted a defensive driving course for employees. *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- The City welcomed several new employees this month: Mathew Delong, Public Works Technician; Mark Hanco, Utility Systems Technician; Allison Mitchell, Utility Customer Service Representative, and Donald Lampp, Firefighter.



The hiring and recruitment process was also completed for the new Fire Chief Frank Snyder who will begin May 16.

- Twenty employees were recognized through the “Shout Out” program.

Planning & Development Services

- Staff is proceeding with the development of a City Center concept along Howland and Dr. Martin Luther King Boulevards. Discussion regarding the acquisition of the Casey property will occur at the May 16 City Commission Meeting.
- The City’s Affordable Housing Advisory Committee met to discuss the effort to host future Social Services Summits. AHAC will continue where the former summits left off and work to populate United Way’s 211 Web site and phone bank. They will also work to promote the use of the Homeless Management Information System for those that have access and alternative data collection methods for organizations that do not have access. *(II. Priority Objective. 7. Internal and External Communication. Conduct a needs assessment for social services and communicate resources for public benefit.)*
- The City Commission refined details for the Center at Deltona, determining its location, orientation, scale, massing and functional layout. The gymnasium was removed and the assembly area increased to approximately 7,500 square feet. Additional parking has been added to the project along with dedicated areas for the Council on Aging. *(II. Priority Objectives. I. Fiscal Issues. New Senior Community Center.)*
- The FDOT Bold Initiative Grant, of which we are the recipients, has increased from approximately \$62,000 to \$125,000. The planting area has also increased from the I-4 overpass to East Graves Avenue within the State Road 472 right-of-way. Planning staff will have to create construction plans and provide them to FDOT. Material installation is expected to take place between April 1, 2017 and Jan. 1, 2018. *(7. Internal and External Communication. Beautify gateways and key locations—Howland Boulevard/Graves Avenue, Normandy Boulevard/Saxon Boulevard, Saxon Boulevard/I-4, DeBary Avenue/Deltona Boulevard, City Hall and City facilities...)*
- Last year, planning staff worked so that the City could attain a Community Rating System ranking which allows residents to save a small percentage on their home owners insurance. As a CRS Community, the City has to have a Certified Floodplain Manager on staff. Our planner Scott McGrath took the CFM exam and passed on his first attempt which means the City has two, Gerald Chancellor, the Utilities & Public Works Director is also a CFM. *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- Staff tasked the Ordinance Review Committee with section of the Land Development Code that deals with alterations to fences, walls and hedges (Section 110-806). Staff has also drafted an ordinance related to residential parking standards that is scheduled for review by the ORC on May 5. *(II. Priority Objectives. 6. Internal and External Communication. Improve intergovernmental coordination.)*
- The City’s grant writer consultant has had several setbacks on some potential grants:
 1. Obtain an ECHO grant for the Veteran’s Museum project. ECHO is not applicable for the proposed project.
 2. Obtain an ECHO grant for the Thornby H.E.R.E project. Volusia County approval and cost estimates are needed first.
 3. Obtain a TIGER 8 grant. The City does not have an applicable project.
 4. Obtain a Fire Safety and Prevention Grant. The City does not have an applicable project. *(II. Priority Objectives. 1. Fiscal Issues. Create a grants management program. Find and write grants, administer grants, and provide quarterly updates and pursue new/alternative revenue sources.)*
- Team Volusia staff has completed their final draft of a market analysis for Deltona, which is scheduled for review by the City Commission at their May 9 workshop. Team Volusia staff will present their findings at the workshop. *(II. Priority Objective. 3. Economic Development. Analyze City-owned properties and determine their highest and best use, need for land acquisition/disposition, etc.)*
- Planning staff is awaiting official word from Volusia County on the status of the Southwest Deltona Commercial Redevelopment Area (CRA). Planning staff responded to their request for additional information. County staff now has 120 days from their receipt of our response to make a determination. If everything goes as anticipated, our CRA will be on the July 2 County Council agenda. *(II. Priority Objective. 2. Economic Development. Pursue the creation of CRA for Deltona Boulevard.)*
- The Development Review Committee and the City Commission have approved the Halifax Crossings final plat. *(II.*

Priority Objective. 2. Economic Development. Work with existing businesses to expand/grow...)

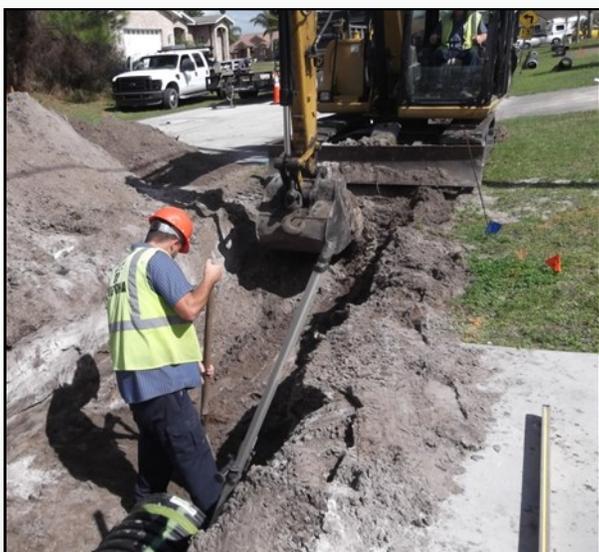
- Planning staff continues to process development review applications. In April, this included a Comprehensive Plan Amendment for Tivoli Drive, the rezoning for RaceTrac at Welcome Center Drive, reviewing plans for a medical office at 634 Deltona Blvd., the Vineland Reserve Residential Planned Unit Development and the Halifax Health Deltona Campus final site plan. *(II. Priority Objective. 2. Economic Development. Work with existing businesses to expand/grow...)*
- Planning staff was able to work with the Transportation Planning Organization to change the methods for how they match funds for projects. Additional points are now awarded to projects that are a third funded by local governments. Following this change, staff submitted applications for funding for the Catalina/Howland intersection turn lane improvements, Tivoli Drive improvements and sidewalks. *(II. Priority Objective. 1. Fiscal Issues. Transportation/CIP.)*
- Planning staff has been working with staff from Parks & Recreation to hire a consultant to tell us what, if any, is our "sports niche." The consultant will focus on the City Center, Howland Boulevard, existing parks, etc. *(II. Priority Objective. 2. Infrastructure. Update the Parks & Recreation Master Plan—combining efforts for parks and utility master plan for efficient land use planning. Determine a sports facility niche for the City.)*
- Planning staff completed a draft of the sign code and distributed it to special interest groups, sign contractors and City staff for comment. The sign code is ready to move forward. *(II. Priority Objective. 4. Public Safety. Sign Ordinance amendment/rewrite the sign code.)*
- The Lakeshore Loop Trail Agreement with FDOT is scheduled for review by the City Commission on May 16. Following Commission approval, staff can pursue a "Notice to Proceed" with FDOT. *(II. Priority Objective. 1. Fiscal Issues. Transportation/CIP.)*
- Staff met with a FDOT consultant on the proposed SunRail extension, the provision of light rail and/or other modes of transportation and the location of a new station. The I-4/State Road 472 interchange ranks very high on FDOT priority lists especially considering the investments FDOT is making in landscaping of that area and the Rhode Island extension overpass and a Park-and-Ride in Deltona. These improvements could bring great changes to the City's gateway. *(7. Internal and External Communication. Beautify gateways and key locations—Howland Boulevard/Graves Avenue, Normandy Boulevard/Saxon Boulevard, Saxon Boulevard/I-4, DeBary Avenue/Deltona Boulevard, City Hall and City facilities...)*

Public Works & Utilities

- The Leland stormwater pump station project has been completed and finished within budget. *(Strategic Issues. Infrastructure.)*
- The contractor for Phase 4 of the water main improvement project has completed survey work of the area to be impacted. Delivery of materials for the project has begun. Residents have been notified of the upcoming work effort. *(II. Priority Objective. 9. Infrastructure. Preserve and increase the City's water supply.)*
- Engineering work continues for the four-laning of Tivoli Drive between Providence and Saxon Boulevards. Two public hearings on the project have taken place. *(II. Priority Objectives. 1. Fiscal Issues. Transportation/CIP (i.e. Tivoli Drive expansion.)*
- A pre-construction meeting is scheduled with the contractor selected to complete the next phase of the Alexander Avenue Rapid Infiltration Basin project. Work should begin by the end of May or early June. *(Strategic Issues. Infrastructure.)*
- The current phase of the Fort Smith Boulevard improvement project was nearly completed in April. The contractor continues to work on a "punch list" of items that includes the final pavement course and pond restoration. The project includes three-laning Fort Smith Boulevard from Howland Boulevard to State Road 415. *(Strategic Issues. Infrastructure.)*
- Staff received certificates of occupancy for the operations and maintenance buildings at the Eastern Water Reclamation Facility. Full testing of the facility is underway. *(Strategic Issues. Infrastructure.)*
- In April, sidewalks were installed on Dorset Avenue, Elkin Avenue, Briardale Drive, Dumont Avenue, Novell Court, Nadine Drive, Cloverdale Street and Keport Street. Next month sidewalk installations are planned for Elkcam Boulevard from Howland Boulevard to Courtland Boulevard, Courtland Boulevard from Howland Boulevard to Wavecrest Street and from Elkcam Boulevard to Beckwith Street, Montecito Avenue from Roseway Avenue to

Timbercrest Drive, Haulover Boulevard from Lake Helen Osteen Road to Courtland Boulevard. (II. Priority Objectives. I. Fiscal Issues. Sidewalks.)

- In April, the resurfacing of Deltona Boulevard and a portion of East Normandy Boulevard was completed. The contractor will install thermoplastic striping and raised pavement markings in May. (Strategic Issues. Infrastructure.)
- In May, resurfacing will begin on Derby Drive, Tara Street, Ludlow Street and Amy Circle. (Strategic Issues. Infrastructure.)
- The City's Stormwater Management Program Coordinator organized a lake cleanup on April 23. Volunteers and staff cleaned the areas of Lake Dupont, Lake Foy and Lake Louise. They collected 405 gallons of loose trash and a trailer full of heavier items. Thanks to Commissioner Honaker for his support and his hard work.
- Stormwater staff completed several drainage improvement projects in April including two Capital Improvement Projects at 737 Trafalgar Street and 734 Fruitland Drive. They also performed swale cuts on Waterfall Circle and Monterey Drive and drainage improvements at 153 Rosedale Drive, 2956 W. Covington Drive, 3070 Keyport St. and 2331 Greenbrier St.



- Following is a press release from the St. Johns River Water Management District:

Reclaimed water project to protect Volusia Blue Spring nearing completion

PALATKA, Fla., April 29, 2016 -After two years of planning and construction, reclaimed water lines connecting the reuse distribution systems of DeLand, Deltona, Orange City and Volusia County are complete. The \$6 million cost-share project was funded through the St. Johns River Water Management District and a 2013 state legislative appropriation in partnership with the West Volusia Water Suppliers, made up of Volusia County local governments.

"This partnership project will protect Blue Spring by reducing the use of fresh, drinkable groundwater for irrigation, which protects spring flows by reducing demand on surface and groundwater," said District Executive Director Dr. Ann Shortelle. "I am really delighted to see construction conclude and active springs protection begin. I look forward to working with local governments in Volusia County on future projects to benefit Blue Spring and other springs in the region."

The project is among several reclaimed water cost-share projects that will help meet the adopted minimum flows and levels (MFLs) for Blue Spring and will help protect and enhance manatee habitat at Blue Spring. The interconnection will share reclaimed water among Deltona, DeLand, Orange City and Volusia County.

"The regional interconnect provides each of the West Volusia utilities sufficient alternative water supply enabling our respective systems to continue to extend reclaimed service necessary to meet anticipated water demand," said Michael Ulrich, Volusia County Water Resources and Utilities

director. "The Volusia County Council supports the continued development of alternative water supplies through these vital strategic partnerships which encourage responsible development and protect the spring for future generations."

"We very much appreciate the district's assistance on this project and those they have supported in the past. The ability to divert reclaimed water from its points of production to areas it can be beneficially used for irrigation and recharge in the Blue Spring springshed is a critical tool to sustain our community," said Keith Riger, director of public services for the city of DeLand. "In addition, this project has demonstrated that the utilities in West Volusia can work cooperatively with the district and each other to fund and execute a major capital project for the greater good."

"The city of Deltona was pleased to participate in this important project and looks forward to putting these interconnections in use soon," said Gerald Chancellor, director of public works for the city of Deltona. "This project is just one of several projects that the city has undertaken in the past several years to benefit Blue Springs. We anticipate working with the district and the other west Volusia utilities in the future on additional projects. The city very much appreciates the assistance of the district staff and the cost-sharing funds provided for past projects."

"Orange City is pleased with the partnership created with the district, Deltona, DeLand, and Volusia County to protect one of our most valuable resources, the Blue Spring," said Orange City Public Works Director Migdalia Hernandez. "The use of reclaimed water will reduce the stress on our valuable drinking water resource and save customers money on their month water and sewer utility bills. The use of an alternative water supply such as reclaimed water is a priority at the local, state, and national level and Orange City is proud to be part of this great reclaimed water project partnership."

The project consists of pipelines connecting DeLand and Volusia County reclaimed water mains on Martin Luther King Boulevard and connecting Volusia County and Deltona pipelines on Seagate Drive. Approximately 2.5 million gallons of water per day will be shared among the cities' and county's water supply systems. Future phases of the project will provide additional interconnections.