

# CITY OF DELTONA

CITY MANAGER'S OFFICE

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To: Mayor and Commission  
From: Faith G. Miller, City Manager  
Subject: Weekly Courtesy Report  
Date: February 4, 2011

## **Philadelphia Union Soccer Team:**

This week, the Philadelphia Union Soccer Team, Major League Soccer (MLS) contacted the City's Parks & Recreation staff to inquire whether our Sports Complex would be available to host the Union for their Pre-Season Training Program as they prepare for the upcoming 2011 MLS season. At present, they maintain a 30-man roster and compete in the Eastern Conference Division. The Union is scheduled to train daily (morning and afternoon sessions) until Friday, February 18<sup>th</sup> at our Dewey O. Boster Sports Complex. Practices are open to the public and attached is a brief introduction of the MLS team history (Exhibit A).

## **Capital Improvements Element:**

The City recently received a Notice of Intent from the Department of Community Affairs (DCA) for the Capital Improvements Element (CIE). As you know, this is a State planning mandate and thank you to Planning & Development staff members for their efforts on the document to keep us in compliance.

## **Business Development Roundtable:**

City staff, including myself, our Business Development Administrator, our Planning & Development Services Director & Planning Manager and our Building Official will be conducting a Business Development Roundtable on February 9<sup>th</sup>, with four (4) of the major developers from our area. The intent of this is to obtain feedback/recommendations from these individuals on their experiences taking projects through the City and to get a current real estate market snapshot. Results of this discussion will be shared with the City Commission at our February 15<sup>th</sup> Commission workshop.

## **FCCMA Annual Conference:**

I attended the FCCMA Annual Conference during this past week in Lake Mary. This was a conference limited to 75 participants including City/County Managers from throughout Florida, academic professionals, government consultants, and private sector participants. The topics of discussion centered around: Placemaking, the Future Structure of Florida Local Governments, Natural and Energy Related Resources, and Financing the Future of Local Governments. Based on

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2345 Providence Boulevard, Deltona, Florida 32725

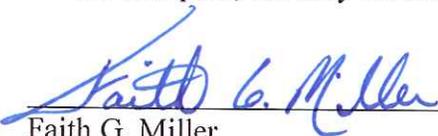
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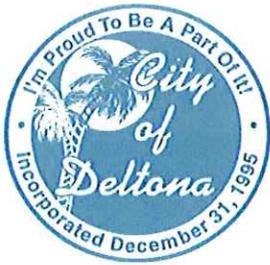
Webpage: [www.Deltonafl.gov](http://www.Deltonafl.gov)

these topics and conversations with other professional managers, it is my hope to develop in conjunction with my staff some new initiatives for our City to build our sense of community and to re-connect with our residents/citizens not only as our customers but as our neighbors. (See Exhibit B for more topic information).

**Ongoing/Upcoming Events:**

- **West Volusia Summit Meeting** – Saturday, February 5<sup>th</sup>, 8:30 – Noon, Deland City Hall
- **Regular City Commission Meeting** – Monday, February 7<sup>th</sup>, 6:30 p.m., Commission Chambers
- **City Commission Workshop Meeting** – Tuesday, February 8<sup>th</sup>, 4:30 p.m., 2<sup>nd</sup> flr. Conference Room
- **Grand Opening/Ribbon Cutting – Thornby Park including Inspiration Playground** – Saturday, February 12<sup>th</sup>, 10:00 a.m.
- **4<sup>th</sup> Annual Ability Fair** – Saturday, March 12<sup>th</sup>, 10:00 a.m. to 2:00 p.m., City Hall, Commission Chambers & courtyard
- **Farmer's Market** – Every Saturday, 1649 Providence Blvd., 8:00 a.m – Noon
- **Flu Shots** – Available at Fire Station 61, Monday thru Friday, 9:00 a.m. – 4:00 p.m., and Saturdays from 9:00 a.m. – Noon. Cost is \$25/person. Cash, check, Visa and MasterCard are accepted; the only insurance accepted is Medicare part B.

  
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Faith G. Miller  
City Manager



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## CITY MANAGER'S OFFICE:

### COMMUNICATION: Through 02/02/11.

- Using social networking sites to promote the Adult Valentine Dance.
- Working to promote the VCSO program of accepting prescription drugs at various locations including Deltona.
- Updated the Communication & Public Information page on the City's Web site.
- Attended the Commission workshop.
- Updated DeltonaTV schedule.
- Produced six new programs to air on DTV.
- Producing MLK Street Dedication PSA.
- Completed February issue of employee newsletter The Pride.

### Media Relations ~

- Provided Mark Harper of the Daytona Beach News-Journal information related to a law class Commissioner Zischkau attended.
- Provided Mark Harper of the Daytona Beach News-Journal information regarding an Enforcement Services incident involving raccoons here in Deltona.

### Press Releases ~ Valentine Dance with Straight Ahead.

### Economic Development ~ 01/31/2011-02/04/2011.

- Attended West Volusia Regional Chamber of Commerce "Governmental Affairs" meeting.
- Prepared presentation for development prospect named "Bravo Echo". Meeting went well and there was a lot of synergy passing between economic development and the prospect. Telephoned and set a tour of two sites for this prospect. This is a prospect that came to us through the Volusia County EDC and for more information please contact my office.
- Attended the Deland Chamber of Commerce Governmental Affairs meeting. Speaker was Dick Harkey with Congressman John Mica's office. Main topic was 'SunRail' and 'FastRail' which may have only minimal impact for Deltona.
- Met with Chip Bolton of Top Shelf Car Wash regarding the development of his land immediately to the west of his improved land (carwash). He would like to have an automotive compatible company open a location there.
- Telephoned and spoke to Real Estate Director for Darden Restaurants. Discussed the demographics that Darden uses to locate its restaurants and Deltona doesn't fit.
- Attended the Team Volusia Practitioner's Council.
- Met with company representative to discuss potential for locating international businesses in SW Volusia (from Shanghai-Peoples Republic of China). He is looking for (1) a 20K square foot location for a showroom/retail store.
- Met at City Hall with John Kizer, Volusia County EDC to review recruitment, retention, and incentives.

- Spoke to site selector for Tijuana Flats restaurants. After discussion, he expressed interest in a couple of potential Deltona locations.
- Attend the DOED, Volusia County EDC 4<sup>th</sup> Quarter, 2010 briefing held at DOED offices in Daytona International Airport.

**BUILDING & ZONING SERVICES: Week of 01/21/11 thru 01/28/11:**

• Building Permits issued for the week	62
• Valuation of work permitted for the week	\$172,619.56
• Inspections completed for the week	122
• Total Permits issued for Fiscal Year 10/11	904
• Valuation of work permitted for the year 10/11	\$10,625,680.85
• Solar Rebates Processed this week:	0
• Total Solar Rebates processed since 2/1/10:	79

**Permits Issued 01/21/11 – 01/28/11:**

AC Change Out	7
Concrete Flat Work	1
Door Replacement	2
Driveway	1
Electrical	2
Fence	10
Fire Alarm	1
Fire Sprinkler	1
Garage Door Replace	1
Gas Installation	1
Mechanical	1
Other	1
Pool Enclosure	1
Reroof	9
Residential	1
Right Of Way	1
Screen Enclosure	3
Shed 1	3
Siding	2
Solar Panel Install	1
Water Heater Replacement	8
<u>Window Replacement</u>	<u>3</u>
Total	62

**CITY CLERK'S OFFICE – Week of 1/23/11 – 1/29/11**

**Department Staff:**

- 2<sup>nd</sup> Floor HR/CC Walk-In Customers: 86.
- 2<sup>nd</sup> Floor calls Answered: 34.
- Packages Picked Up: 1.
- Packages Received: 30.

- A/P Invoices Opened: 123.
- Newspapers: 16 (11 hours).
- Public Records Requests Received: 4.
- Public Record Request Amount Rec'd: \$26.50.
- Documents imaged, pages: 4,961.
- Large scale drawings imaged, pages: 26.

**ENFORCEMENT SERVICES DEPARTMENT:**

- Responded to 320 requests for services this week.
- Animals impounded at the humane societies: 35.
- Citation warnings issued: 15.
- Courtesy notices: 85.
- Abatement notices: 15.
- Citations issued: 4
- Code Enforcement telephone calls: 125.
- Solid Waste calls: 54.
- Citizen walk in requests for Code Enforcement assistance: 23.
- Citizen walk in requests for Solid Waste assistance: 0.
- Properties requiring grass to be cut by contractors: 0 at a cost of \$0.00.
- 8 certified mailings were sent out at a cost of \$44.32.
- Money collected for Animal tags, liens and return to owners: \$1,250.00.
- Foreclosures last week:
 

Deltona	14
Volusia County	22
Total	36

**FINANCE DEPARTMENT:**

- Working with auditors on-site for FY 09/10 year end reports.
- Attended meeting to express interest in organizing a Volusia/Flagler chapter of the FGFOA.
- Working on Fixed Assets for Parks Department.

<b>Accounts Payable Section</b>		
<b>Check Run Date:</b>	<b>1/7/2011</b>	
Checks Processed	93	\$ 3,104,791.02
Carol	219	2,741,904.38
Julia/Jacque	118	362,592.94
UB Refunds	3	293.70
Total	340	\$ 3,104,791.02
<b>Check Run Date:</b>	<b>1/21/2011</b>	
Checks Processed	353	\$ 1,378,258.53
Invoices Processed:		

Carol	218	599,548.90
Julia/Jacque	169	766,018.02
UB Refunds	242	12,691.61
	629	\$ 1,378,258.53
<b>Payroll Section</b>		
<b>Check Run Date:</b>	<b>1/6/2011</b>	
Total Employees	312	
Time Sheets Processed	624	
Checks Processed	27	
Direct Deposits Processed	296	
Total Payroll including benefits	\$ 703,998.30	
<b>Miscellaneous:</b>		
Flexible Spending Reimbursements	31	
<b>Check Run Date:</b>		
<b>1/20/2010</b>		
Total Employees	316	
Time Sheets Processed	632	
Checks Processed	29	
Direct Deposits Processed	298	
Total Payroll including benefits	\$ 691,553.24	

<u>Activity</u>	<u>COUNT</u>
<b>JANUARY 1-31, 2011</b>	
<b>LBT</b>	
<b>RENEWALS</b>	<b>113</b>
<b>RESIDENTIAL RENTALS</b>	<b>44</b>
<b>NEW RESIDENTIAL</b>	<b>14</b>
<b>NEW RESIDENTIAL RENTALS</b>	<b>9</b>
<b>NEW COMMERCIAL</b>	<b>1</b>
<b>NON-PROFITS</b>	<b>0</b>
<b>EXEMPT/ISSUED</b>	<b>0</b>
<b>WALK-INS:</b>	<b>68</b>
<b>NOV-JAN PENALTY INVOICES MAILED</b>	<b>850</b>
<b>BUSINESS TAX REVENUE COLLECTED</b>	<b>\$ 5,142.25</b>
<b>FIRE INSPECTIONS REVENUE COLLECTED</b>	<b>\$ 1,890.00</b>

## **FIRE DEPARTMENT:**

### **Fire Chief:**

- Chiefs Staples and Rogers met with a company that provides post-fire / post-incident services to citizens to board-up and secure their property and personal belongings. 1-800-BoardUp offers a 24-hour emergency response to property owners at no cost to them and also provides a Disaster Victim Assistance Program including toiletries, basic cleaning supplies, baby supplies and offers housing assistance through the occupant's insurer. The company currently provides these services to Winter Park, Casselberry and Longwood. Chief Staples will work with Purchasing and the City Attorney to further research the possible use of this service in Deltona.
- Met with the newly elected Union President, John Sabia to discuss ongoing issues and to open communications.
- Met with Volusia County Fire Services to discuss renewal of Closest Unit Response and Mutual Aid agreements. The CUR agreement has been expired for more than a year. With changes to the EMS Ordinance, the majority of the existing document became invalid and VCFS wanted to wait until their new chief was seated and new deployment strategies were developed. The Mutual Aid agreement is slated to expire in April of 2011 and VCFS is in the process of re-evaluating all of their MA agreements that expire between April and August of this year.
- Fire Dept. assisted Volusia County School Board and Emergency Mgmt. in conducting the annual tornado drill as part of the severe weather awareness week. A full scale tornado drill was conducted at Deltona Lakes Elementary and Sunrise Elementary along with 10 other schools in Volusia County. The students at both Deltona Schools did superbly with their "duck-and-cover" maneuvers under their desk.

### **Safety & Training:**

- Conducted Performance Objective Testing for Firefighter Hanley. This test included naming target hazards throughout the City and a map test of all the major roads within the City.
- Met with Sue Houle about picking a vendor for boots.
- Worked on putting together a training spreadsheet for Chief Staples.
- Participated in Special Ops training session. This session covered Hazardous Materials and how to mitigate the hazard.

### **EMS:**

- Participated in the ALS competition at Fire Rescue East in Daytona Beach.
- Taught ACLS and CPR to all personnel over 3 days.
- Reviewed the FF applications.
- Met with Risk Manager to arrange CPR and First Aid training for city employees.

### **Fire Loss Mgmt.**

- We did the fire sprinkler above ground hydro pressure test and the liquid test of part of the hood system for Station 65 and they passed both inspections.
- Attended a meeting today with Trinity Assembly of God on Elkcam Blvd. regarding retro-fitting a fire sprinkler system in the two story school/gym building. They have a contractor and wanted to review the requirements prior to submitting the permit application. This week we turned over the business tax fire inspections to Building & Zoning Services.

- Responded to a brush fire and small building fire at the Boy Scout camp. The fire was determined to be arson and we are currently conducting the investigation in conjunction with the State Fire Marshal and Dept. of Agriculture.

**HUMAN RESOURCES:**

- Performance Evaluations processed: 1.
- Deltona JOBS Program Folders: 1<sup>st</sup> Floor lobby- (5) added, 2<sup>nd</sup> FL Lobby (10) added; (To date 2/3/11) total # of Deltona JOBS Program folders taken since Sept. 2009 – (896).
- Applications Received: (16) Utility Systems Tech, (8) Water Operator.
- Background checks for new Stormwater Tech.
- Reviewing and exploring Munis enhancements in the test environment for Version 8.2 upgrade.
- Reviewing Employee Handbook for revisions.
- Met with several department directors regarding personnel issues and coordination of personnel actions.
- Separations processed including exit interviews (2): F. Rodriguez (Public Works) resignation, C. Hernandez (fire – Comm.) – resignation.
- Completed FPPA online salary survey for 2011.
- Preparing training material for supervisory development program training session #2 (2/24/11).
- Coordinating with Clerk's Office in preparing/distributing a City-Wide Admin Memo for: Safety Procedure - Use of Wheel Chocks For CDL Vehicles.
- Coordinating with City Manager, Deputy City Manager and management contract negotiation team regarding the status of contract negotiations and impasse legislative hearing with the City Commission.

**PARKS AND RECREATION DEPARTMENT:      Week ending 2/04/11**

**Administration:**

- Farmers Market: 6 vendors, 80 cars.
- Contacted United Cerebral Palsy, CEO and Bahia Shriners to discuss participation in our upcoming Ability Fair.
- Met with representatives from Bolt Signs Contractor who constructed the Thornby Park sign to discuss several options for additional signage at the Thornby Park.
- Hosted a Youth Soccer tournament at Dewey Boster Sports Complex. 43 teams from the Central Florida area participated.
- Met with Morris Sign Co. at Thornby Park.
- Met with representatives from Philadelphia Union Major League Soccer (MLS) to discuss utilizing Dewey Boster Sports Complex.
- Met with Adult Soccer League president, Charlie Vance, to discuss the upcoming season.
- Met with Council woman Pat Northey at Thornby Park to conduct a tour.
- Finalized the Ability Fair flyer and sent letters to vendors.

**Facility Use Permits include:**

- Deltona Community Center – 5 permits issued. Weekly attendance – 1,771.
- Harris M. Saxon Community Center – 1 permit issued. Weekly attendance – 419.
- Wes Crile Park – 5 permits issued. Weekly attendance – 1,698.
- Skate Park – 11 new passes. Weekly attendance – 733.

**Special Events/Programs:**

- City Hall:
  - Ability Fair on Saturday, March 12<sup>th</sup> from 9:00am-2:00pm.
- Dewey Boster Sports Complex:
  - Little Linksters Golf session will start on February 5<sup>th</sup>.
  - MLK celebration has been rescheduled for Sunday, February 27<sup>th</sup> from 1:00-5:00p.m.
  - The Philadelphia Union (MLS) will be holding pre-season training until February 19<sup>th</sup>.
- Harris M. Saxon Community Center:
  - Zumba dance classes have resumed.
  - Boys and Girls Club After-School program has resumed.
- Keysville Dog Park:
  - Wags-n-Whiskers Pet Fest on Saturday, March 5<sup>th</sup> from 9:00am-12 noon.
- Lake Butler Skate Park:
  - Skate competition is tentatively scheduled for the last weekend in March.
- Wes Crile Park:
  - Adult Valentine Dance on Saturday, February 12<sup>th</sup> from 4:30-7:30pm.
  - Youth Flag Football will return in March.

**City Leagues Currently Underway:** Polar Bear league continues.

**Partner Leagues Currently Underway:**

- FBVA Winter season continues.
- Adult 6V6 soccer continues.
- West Volusia Youth Baseball, Deltona Little League and Deltona Youth Soccer spring registration drives continue.

**Parks Maintenance:**

**Mowed, edged and weed-eated the following parks:** Campbell, Skate Park, Veterans Memorial.

- Checked all parks for damage after storm and for vandalism. Made repairs as needed.
- Campbell Park - Routine maintenance in restroom; fixed washout behind tennis court.
- Deltona Community Center – Grind stumps in parking lot; changed locks on Schoolhouse.
- Dewey Boster Sports Complex – Several repairs to restroom; mowed center islands.
- Dupont Lakes Park – Parking lot maintenance.
- Dwight Hawkins Park – Restroom repairs.
- Festival Park – Routine park maintenance.
- Keysville Dog Park – Restroom repairs.
- Lake Gleason Park – Parking lot maintenance.
- Many Rodriguez Park – Grounds maintenance.
- Thornby Park - Installed three (3) combination locks and reflectors.
- Timber Ridge Park – Routine tree maintenance in park and on trail.
- Tom Hoffman Park – Made repairs to gate and fence; took down dead tree and removed debris.
- Wes Crile Park – Checked fuses in parking lot lights.

**Parks Maintenance – Miscellaneous**

Weekly tasks include opening all the parks in the a.m., cleaning restrooms at parks, picking up and emptying trash at all parks and facilities; picking up trash around all pavilions; taking goods to storage; cleaning the

depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.); cleaning playgrounds and sidewalks.

- Took debris to landfill.
- Worked on a variety of projects at the Depot.
- Trip to Ace Hardware for supplies.
- Did storage inventory.

**City Hall, Fire Station, Sheriff's Department and 1691 Providence Blvd. Maintenance:**

Weekly tasks include cleaning the Fire Station; inspecting Social Services building; vacuuming; emptying trash from DSC classrooms; emptying trash for different departments; spraying and pulling weeds from various areas, trimming bushes and trees, watering sod and new shrub; walking the grounds and picking up trash; sweeping sidewalk; setting up commission chambers for various meetings and resetting afterwards, vacuuming the chambers, replenishing restroom supplies throughout the entire building; cleaning restrooms; unclogging various toilets in restrooms on both floors; replacing light bulbs throughout the building, courtyard and walkway; cleaning front of building; replacing restroom fresheners and batteries; vacuuming Commission Chambers and hanging pictures (as requested) throughout City Hall.

- Checked temperature throughout City Hall.
- Reset tile in men's restroom.
- Filled in holes left by handles that were taken out at City Hall.
- Patched and prepped walls in corridor by mayor's office.
- Checked keys in locks throughout the building for City Clerk's Office.
- Met with contractor on-site regarding sliding glass door – 1691 Providence.
- Repaired cornice in the chambers and cleaned ceiling vents.
- Made repairs to back entrance doors.
- Hung commission photo in Mayor's Office and repaired chair.
- Did some touch up painting on back wall by reception area.

**Sports Turf Maintenance:**

- Normal routine maintenance at:
  - Dewey Boster Sports Complex.
  - Baseball and Pony League Fields.
  - Vann Park.
  - Dupont Lakes.
  - Wes Crile Park.
  - Fertilized Campbell Park and Wes Crile.
- Sports Complex:
  - Fertilized the Sports Complex.
  - Set up for soccer tournament (lined the fields, set up bleachers and trash cans, placed nets in goals) and cleaned up after.
  - Placed clay on small field next to concession stand.
  - Dismantled Fairway units for blade sharpening. Re-assembled afterwards.

## **PLANNING & DEVELOPMENT SERVICES DEPARTMENT:**

### **Executive Summary ~**

The Planning and Development Services Department received a Notice of Intent (NOI) from the Florida Department of Community Affairs (DCA) for acceptance of the Capital Improvements Element (CIE). This completes the annual State Planning mandate for the City and allows us to operate as legally compliant without risk of non-compliance issues. The Department awaits word from the Legislature on the potential combination of the DCA with other State agencies, such as the Florida Department of Transportation (FDOT) and the Florida Department of Environmental Protection (FDEP) to form a new regulatory department. If formed, the new department would streamline State agency review and permitting for land use matters.

### **Planning~**

The Planning Section is assisting the Business Development Administrator by looking at provisions in the Code of Ordinances that slow down or inhibit development. While several steps have been taken over the past two years to provide a more streamlined process, there are additional steps that can be taken to make the process more user-friendly. This includes revisiting the Final Plat approval process to ensure that the potential applicant is through the review process in quick, but thorough, order and is starting on construction projects with more funds available from saved soft costs.

Planning has also been working with five potential developers to bring their projects forward. Our goal is to emulate the results of the 2<sup>nd</sup> Quarter of 2010, in which we led the County in the number of non-residential permits issued (a first in Deltona history).

### **Housing & Community Development ~**

The Housing & Community Development Section has completed the quarterly progress report for the NSP 1 2010 Quarter 4 reporting period. Staff has also completed the draft of the Management Plan for the NSP 3 funds. The Management Plan will be brought to the City Commission for review and approval prior to sending to HUD for their approval. Marketing has also begun and the process to sell a house in NSP established, so that all contract offers are received and reviewed expeditiously for a realtor to sell one of the City's homes. We anticipate an increase in attention and applications for the units, once a month of consistent marketing is in place.

## **PUBLIC WORKS: Covering 1/24/2011 to 1/28/2011**

**Traffic Operations ~** Weekly tasks include monitoring crews and downloading and evaluating traffic survey information.

### • **Signs:**

- Removed garage/yard sale signs throughout the City.
- Completed 9 sign repair work tickets throughout the City.
- Fabricated & installed (1) 24"x 18" Fla Stature sign on Newmark where four wheelers are entering the dried up lake bed near Salters Ct.
- Fabricated & installed (1) street name sign at Puerto Rico & Laredo.
- Fabricated & installed (1) adopt a street "Keep me Clean" at Humphrey Blvd & O'Bannion Street and also at Norvell Ct & O'Bannion Street.
- Fabricated (1) 24"x 30" "No Trespassing Water Control Structure" for Stormwater Department.
- Fabricated (1) 24"x 18" "Lehigh/Kingway Pump Station" for Stormwater Department.
- Fabricated (5) 24"x 18" "No Trespassing" signs for Stormwater Department.

- **Asphalt:** Completed 5 asphalt repair work tickets throughout the city – 2 tons.
- **Speed Trailer:**
  - Removed speed trailers from 2222 Austin Ave & 1764 Morven Ct.
  - Installed and removed speed trailer at Salters & Morven Ct.
  - Installed speed trailers at 1643 Howland Blvd & 1540 Howland Blvd.

**Field Operations** ~ Weekly tasks include evaluating work orders called in by residents.

- **Concrete:**
  - Sidewalks – 1680 Nesbitt – 4’x 4’; Cloudfcroft - 25’x 4’; W Waycross – 14’x 4’; 1931 English – 7’x 4’; 1194 Hampshire – 8’x 4’.
  - Grinding:
    - 1 section – 1691 Nesbitt; 2696 Beal; 2101 Hainlin; 2542 Delaware; 2277 Austin; 1668 W Waycross; 1610 Brentlawn; 1279 Briarwood.
    - 2 sections – 1690 Nesbitt; 2111 Austin.
    - 3 sections – 2181 Hainlin; 2138 Austin; 2101 Kendall; 2192 Bay.
- **Clam Truck:**
  - Debris – 19.
  - Trimming – 3.
- **Slope Mowing:** 3481 Clingman – 80’; Coachman – 216’; 3480 Clingman – 179’; Bentley & Coachman – 135’; 2699 Bentley – 135’; 3440 Clingman – 120’; 3466 Coachman – 80’; 2691 Bentley – 60’; 3498 Coachman – 80’; Post – 200’; Clewiston – 200’; 2955 Chalmer & Fifer – 160’; Fifer & Flynn – 60’; 2931 Grayton – 80’; Beckwith & Fifer – 80’; 3470 Commerce – 85’; 2718 Beckwith – 140’; 2936 Beckwith – 160’; 2980 W Elston – 80’; Harper & Canby – 95’; Markham & Canby – 220’; 3264 Dudley – 240’; 3232 Dudley – 52’; 3200 Dudley – 105’; 2981 Lockwood – 76’; 2845 Fifer – 80’; 294 Gillman – 80’; 3035 Fifer – 235’.
- **Misc:**
  - Removed sand from roadway – Anderson & Providence; 153 Ft Smith; Alley 1021; Staffordshire & Ft Smith; Courtland & Roland; Rookery & Phonetia.
  - 1056 Eastbrook – cut concrete curbing for resident.
  - Elkcam & Shadow Ridge – repair right of way.

**Fleet Maintenance Division** ~

- **Vehicles:** PM – 1; Repairs – 7.
- **Equipment:** PM – 1; Repairs – 6.
- **Road Calls:** 1.
- **Parts Run/Vehicles Delivery:** 2.

**Stormwater Division** ~ Weekly tasks include check and monitor all electric pump stations; respond to all safety concerns; talk to residents about their concerns; check and record lake levels; manage current CDBG projects; implement NPDES Inspection program.

- **Construction Crew:**
  - 760 Abby Ter – dug down and leveled out box and graded area.
  - 1618 Horseshoe Ter – shot elevations from 1602 – 1626.
  - City Wide – picked up sediment after heavy rain.
  - 1182 Ramble – replaced 140’ of 15” metal with 18” hdpe; mudded in boxes; poured back driveway and sidewalk; reshaped swales for sod.

- **Repair Crew:** 1 structure repaired.
- **Drainage Rehabilitation Crew:** next to 675 Malaga – hauled off dirt and dug pond out.
- **System Cleaning (Vac Truck):** City wide check for storm systems that need to be cleaned.
- **Right of Way Mowing Crew:**
  - Next to 3090 Dudley – filled in washouts in pond; picked up litter; underbrush around all trees.
  - Tulsa retention – poured spillway from pipe down to pond.
- **Right of Way Litter Crew:** 495 Gallons of litter removed.
- **Misc:** Brady Dr/Persian – put lid back on storm box.

**UTILITIES:**

**Customer Service**

January 2011	24	25	26	27	28	29	30	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
DW – Lockbox	421	770	283	312	436	X	X	2222
Ebox	227	283	138	112	229	X	X	989
Call Center Calls	464	345	325	268	367	X	X	1769
Walk-ins/Drop Box	308	208	177	170	215	X	X	1078
On-line Payments	122	98	134	121	174	116	112	877

**Customers Disconnected for Non-Pay**

January 2011	26	27	Total
	Wed	Thurs	
<b>Cycle</b>	<b>6</b>		
Total on Disconnect List	73		73
Off in error/DW error			
Off in error/Munis error			
Misapplied Payment			

**Construction Log & Service Orders**

January 2011	24	25	26	27	28	29	30	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Water Service								
Meter Sets			1		71			72
Reclaim Meters								
Fire Hydrant Installs								
Fire Hydrant Replacement	1	1						2
Fire Hydrant Repair								
Replace Meter Box		7	2	16	7			32
Locates Received	16	17	9	6	5			53
Locates Completed	5	20	12	9	6			52
Main Leaks	2	2					1	5
Service Leaks	1		1		1	1		4
Sewer Repairs								
Sewer Blockage	1			1	1			3
KV2 Valves	1	2						3
Service Replacements								
Meter Change Outs	6	7	5	7	7			32
Service Orders	61	59	81	116	168			485
Disconnects			73					73
Drainfield Leaks						2		2
Meter Retirements		5	4	2	3			14

On Wednesday, February 1, 2011, the Philadelphia Union Soccer Team, Major League Soccer (MLS) contacted City of Deltona Parks and Recreation staff to inquire whether our Dewey Boster Soccer Complex would be available to host the Union on our fields for their Pre-Season Training Program as they prepare for the upcoming 2011 MLS season. At present they maintain a 30 man roster and compete in the Eastern Conference Division. The Union is scheduled to train daily (morning and afternoon sessions) until Friday, February 18<sup>th</sup> (practice schedules are subject to change) at the Dewey Boster Sports Complex. Practices are open to the public. Below is a brief snapshot of the MLS team history.

Philadelphia was awarded Major League Soccer's 16th team on February 28th, 2008. Led by the ownership group of Keystone Sports and Entertainment, LLC, the club operated under the name MLS Philadelphia 2010 for most of 2008 and the early portion of 2009. The combination of extensive grassroots support spearheaded by the Sons of Ben and a public/private partnership between Philadelphia Union, the State of Pennsylvania, Delaware County and the City of Chester enabled the construction of a state-of-the-art soccer stadium and convinced MLS that the Philadelphia region deserved a soccer team.

After thorough historical and fan research, the club announced its name, crest and colors on May 11th, 2009 at Philadelphia's City Hall. Philadelphia Union alludes to the Union of the Thirteen Colonies, of which Philadelphia was the first capital. The club's name and crest incorporate Philadelphia's rich colonial history and vital role in the creation of our nation – the Union. The team's name was chosen following a 'Fan Vote' held between January 19, 2009 and February 6, 2009.



Philadelphia Union's primary colors are navy blue and gold, representing the Continental Army's uniforms during the American Revolutionary War. The light blue in the middle of the badge is derived from the civic flag of Philadelphia and is a tribute to the Sons of Ben supporters club. The team's primary crest is circular, symbolizing unity. The thirteen gold stars displayed along the base of the crest represent the original Thirteen Colonies, while the shield's contour derives from the Philadelphia coat of arms. The rattlesnake featured in the center of the shield pays homage to a political cartoon by Benjamin Franklin that was featured in multiple editions of the Pennsylvania Gazette in the 1750s. The rattlesnake became a national symbol during the American Revolution, representing the danger of disunity, and was featured on the Gadsden flag. Union's secondary logo also features the rattlesnake, along with the motto "JUNGITE aut PERITE", a Latin phrase meaning "JOIN or DIE", which was displayed by Franklin in his cartoons along with the rattlesnake.

Peter Nowak was introduced as the first ever Team Manager of Philadelphia Union on May 29th, 2009. The club's first players were then acquired on November 25th via the MLS Expansion Draft.

On March 25th, 2010, Philadelphia played its first ever match, a 2-0 loss to Seattle Sounders FC. On April 10th, 2010, the club's Inaugural Home Opener, Philadelphia notched the first victory in team history beating D.C. United 3-2 in front of 34,870 fans

### Union to Play Four Exhibition Matches in Orlando

#### Philadelphia Union Communications

February 2, 2011



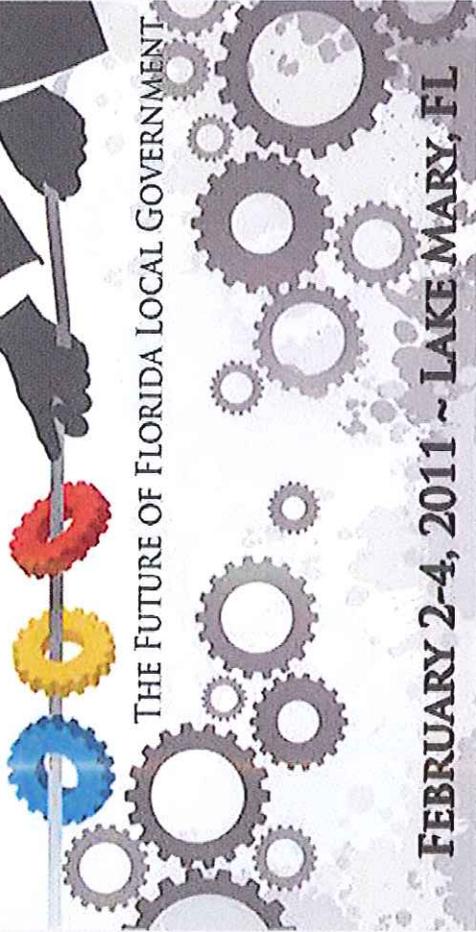
Philadelphia Union head to Orlando, Fl. for a three-week camp on Tuesday. (Greg Carroccio)

#### Philadelphia Union's Preseason Game Calendar in Orlando:

Opponent	Venue	Date/KO Time
U-17 US Men's National Team	Lake Sylvan Park	Feb. 6 / 11:00 a.m.
University of South Florida	TBD (Dewey Boster)	Feb. 10 / 3:30 p.m.
University of Central Florida	UCF	Feb. 13 / 10:00 a.m.
Orlando City S.C.	Citrus Bowl	Feb. 19 / 7:00 p.m.*

Philadelphia Union's first game of Major League Soccer's 16th season will take place on March 19 against the Houston Dynamo at Robertson Stadium. PPL Park will re-open its gates on March 26 when the Union host the expansion Vancouver Whitecaps.

# 2011 FCCMA WINTER INSTITUTE FLORIDA BIG IDEAS



New conversations are needed to meet the challenges of tomorrow's future in the State of Florida. The Florida City and County Management Association provides attendees of the 17th Annual 2011 Winter Institute with the opportunity to join a new conversation about the BIG Ideas needed for the Future of Local Government in Florida.



FCCMA combines the Institute's intense learning environment with the Alliance for Innovation's national BIG Ideas meeting model. Using a facilitator, panels, small and large group discussion, participants will be called upon to analyze the changes that are occurring in our society, articulate critical issues for Florida, and identify the innovations needed to address those issues.

In addition to the mainstay of managers that frequent this event, the 2011 Winter Institute will welcome attendees from differing perspectives and sectors to broaden the conversation and provoke new insights.

**FCCMA Member Fee: \$200, Nonmembers \$275. Space is limited, please register early.**

# 2011 FCCMA Winter Institute Florida BIG Ideas February 2-4, 2011 Lake Mary, FL

## Hotel Information

Orlando Marriott Lake Mary  
1501 International Parkway  
Lake Mary, Florida 32746  
USA

Phone: 1-407-995-1100  
Toll-free: 1-800-380-7724  
Room Rate: \$125  
Hotel Reservation Deadline:  
January 3, 2011



**The Winter Institute is capped at 90, registration available on a first-come, first-serve basis. Please register early.**

Registration Costs  
FCCMA Members: \$200 Non-members: \$275

Contact Lynn Lovallo at [llovallo@flicities.com](mailto:llovallo@flicities.com) or call (850) 222-9684 with any questions.

## Winter Institute Agenda

Wednesday February 2,  
2011

3:00-4:00 Opening Panel  
4:00-4:45 **Placemaking**  
4:45-5:30 Small Groups  
6:00-7:30 Reception

Thursday February 3, 2011

9:00-9:45 **The Future of Florida Local Government**

9:45-10:30 Small Groups  
10:30-11:00 Break  
11:00-11:45 **Natural and Energy Related Resources**  
11:45-12:30 Small Groups



Thursday February 3,  
2011 (Continued)

12:30-2:30 Lunch & Open Time  
2:30-3:15 **Financing the Future of Local Government**  
3:15-4:00 Small Groups  
4:00-4:30 Wrap up  
6:00 Dinner

Friday February 4, 2011

9:00-10:30 **Ideas into Action Tactics Session**  
10:30-11:00 Break  
11:00-12:00 Closing Panel

Exhibit B

Facilitating the Winter Institute conversation will be Jim Keene, City Manager from Palo Alto, CA. Jim has previously served as manager in Berkeley, Tucson and Coconino County, Arizona (Flagstaff) and Deputy County Administrator of Loudoun County, Virginia in the 1980's.

Jim is a Board member of the Alliance, the Institute for Local Government in California, a Fellow of the National Academy of Public Administration, and teaches at SEI, UVA and the Berkeley Executive Seminar at Cal. He is an ardent student of sustainability, civic engagement, and innovation in local government.

**Placemaking**

Leading our conversation on Placemaking will be Dr. Rich Luker. Rich has a BA from Concordia University, and an M.A. & Ph.D. from the University of Michigan where he trained at the Institute for Social Research.

Rich has been studying American social life for more than 25 years – that's over 300 national studies with over 300,000 total respondents. He is best known for his creation of the ESPN Sports Poll in 1994 which daily measures American interest and activities in sports.

For years the most dominant theme in findings from his research is the American need for more time with family and friends and a greater connection within the community. Rich has created strategies to enhance community engagement at college for the NCAA and high school for the National Federation of State High School Associations as well as for Minor League Baseball and others.

In 2009 Rich wrote Simple Community which is really two books. One

**Winter Institute Topic Areas**

- ◆ **Placemaking**
- ◆ **The Future Structure of Florida Local Governments**
- ◆ **Natural and Energy Related Resources**
- ◆ **Financing the Future of Local Government**

side explains how we lost community and why it is important to revive it. The other side begins the discussion of how all of us can work together to rebuild community in America. Each participant of the Winter Institute will receive a copy of Rich's book.

Rich calls Florida home for a major portion of the year, and is dedicated to idea that this state is well positioned to build community connectedness at a new level in our country.

**The Future Structure of Florida Local Governments**

Dr. Lance deHaven-Smith is a Professor in the Reubin O'D. Askew School of Public Administration and Policy at Florida State University. A former President of the Florida Political Science Association, he is the author, coauthor, or editor of 15 books on topics ranging from religion and political philosophy to Florida government and politics.

While at FSU, he has held a number of positions applying academic

knowledge to problems of public policy. He served as: Associate Director of the Florida Institute of Government; Director of the Askew School; Executive Director of the Citizens Commission on Cabinet Reform, which was appointed by the Governor and Cabinet; Executive Director of the Local Government Commission II, which was appointed by the Governor, President of the Senate, and Speaker of the House; and Executive Director of the National Public Sector Gaming Study Commission, which was established by the National Council of Legislators from Gaming States. He has appeared on Good Morning America, the Today Show, NBC Nightly News, CBS Nightly News, the Jim Lehrer News Hour, CNN, NPR, and other national TV and radio shows.

Lance is well known for his thought provoking leadership on the context of Florida government.

**Natural and Energy Related Resources**

As one of the leading researchers on Florida environmental and sustainability concerns, Dr. Rick Feiock is the Augustus B. Turnbull Professor of Public Administration and Policy and Affiliate Professor of Political Science. He directs Florida State University's newly established Sustainable Energy & Governance Center. He was founding director of the DeVoe Moore Center's Program in Local Governance and served as the Ph.D. Program Director for the Askew School from 1999-2005. Professor Feiock has lectured in Moscow (Russia and Idaho), Seoul, Beijing and throughout the

U.S. and was a Fulbright Fellow in South Korea in 2006. He has been principal investigator on four National Science Foundation research grant awards and has received grant awards from Lincoln Institute for Land Policy, Aspen Institute, and the Fulbright Scholar Program.

Rick has written or edited six books over one-hundred refereed journal articles. His work appears in the leading scholarly journals of political science, public administration, and urban affairs.

**Financing the Future of Local Government**

Led by a panel of local government experts, this portion of the Winter Institute conversation will focus on the financing dilemmas facing local government. For instance, how do we deal with structural deficiencies in the tax system and the impact of unfunded mandates on local government budgets.

As it has become increasingly difficult to fund local government programs, this will be a provocative conversation about the dollars and sense required to meet the demands for service Florida citizens require. It will focus on today's requirements as well as future financing needs.

The conversation will prompt participants to construct the BIG ideas for dealing with economic deficiencies, funding education, and dealing with the impacts of crime and recidivism as a result of a down economy.

This segment of the Winter Institute will be the final aspect explored in constructing our basis for action during the Ideas Into Action Tactics Session that will be held on the final day of our event.

# 2011 FCCMA WINTER INSTITUTE

## FLORIDA BIG IDEAS

### THE FUTURE OF FLORIDA LOCAL GOVERNMENT

This year's Winter Institute is based on the notion that BIG Ideas are needed to confront the current realities that local governments and the communities they serve face. As a participants of this year's institute you are a co-contributor of the conversation. You will join your fellow participants on a journey of thought, creativity and provocation to help stimulate ideas beyond our current way of thinking.

In preparation for our time together, the speakers have prepared the following material to encourage your thinking around our four topic areas. **Please read this document in its entirety so you are well prepared for the conversation.**

- Placemaking
- The Future of Florida Local Government
- Natural and Energy Related Resources
- Financing the Future of Local Government

As you prepare to embark on this journey, ask yourself what are the questions that matter most to you? Those that would make the most impact on your work? Come prepared to talk through those questions. The intended outcome of this meeting is where action is clear, you will leave knowing what your next steps are, and where action is not clear you will be able to leave the meeting being able to articulate the issues.

We are in the realm of adaptive problem solving. We are faced with dilemmas that are rich with complexity. Every choice has consequences we don't like. There are not neat answers to these questions rather many possible outcomes from the conversation...

As you read this material, please think about the following:

#### Placemaking

For more than a decade, municipalities have worked hard to be sure their citizens are well serviced – to create "satisfied customers." An unintentional by-product is that citizens now see government as a utility like the power company. They don't feel a part of the process. Nor do they treat those who work in local government as fellow members of the same community.

- What happens if we see ourselves, all of us, as neighbors?
- How do we change the context of government/community from service to place?
- How do we in government actively work to change the relationship with the people we serve from disconnected "consumer" to "fellow neighbor" so we can start working – and playing – more closely together because WE ARE neighbors living in the same city, sharing the same needs?
- What can we do to reconsider the secondary uses of government property as PRIMARY locations for neighborly gathering?
- How can we create something like "Neighborhood Watch" for "Neighborhood Play" where neighbors take an active and responsible role in the use of municipal property – like schools, parks and other places – for neighborly gathering?



# 2011 FCCMA WINTER INSTITUTE

## FLORIDA BIG IDEAS

### THE FUTURE OF FLORIDA LOCAL GOVERNMENT

I would like to comment on the role of cities in virtual and real life by walking you through a stream of thoughts I have been having over the last 20 years as I have studied American social life and community. I have by no means finished my own walk through the subject, but I recently came to the opinion that the city is one of, if not the only, last remaining contexts of real place. And it matters. But how I got there may be as important as whether or not you agree with me. I am not a civic leader or government worker. My education is in social psychology not sociology, urban planning or development. I have never worked for a city. So I really don't know that much about the government side of community and only recently have begun sharing my work with those of you who have been dedicated to far more than keeping the street lights on.

So let's walk. In over 25 years of doing national studies on social life – more than 300 of them with a total of nearly half a million respondents – one theme keeps coming up again and again. And it has been there for most of those years. There are two unmet and largely unaddressed social needs that more than 80% of Americans express on a regular basis. Americans want to have more time with their family and friends, and Americans wish they were more connected with their communities. In fact, 33 million adults say it is “extremely important” to be more involved in their community AND that they did something in the last week to be more involved. That is nearly 20% of the adult population.

For more than a few years I passed off the expressed need for community as “social desirability” – a concept in social research where we are concerned that people are telling us what they think we want to hear, the socially desirable response, rather than what they really feel. But over the years the numbers and magnitude have been so consistent that in the mid-1990s I started looking at the issue more directly and became convinced it was a real issue. My subsequent direct research confirmed it as well as the research of countless others. We are a nation feeling more disconnected in the midst of amazing tools of connection. The more I studied, the more I realized “connection” wasn't the issue. We talk with each other more now than ever. The issue was “being.” Being WITH each other, being in relationship. Being in the same place with each other at the same time. Technology allows us to keep up with each other but is no substitute for the relationship of being with each other in a place. To think otherwise is to suggest that watching food on TV somehow feeds me.

Another powerful realization from the earlier years of research is that we clearly know we are hungry for community, but we have no clue WHY we are, or how we lost the fulfillment of real community. I tried many times and in many ways in my research to get at that answer directly and failed every time. So I turned to history on my walk and I think I found the answer. Which brings us to the importance of place. I write much more about this in my book “*Simple Community*,” but it turns out that whatever dominates American business production at a given time also determines the basis for community gathering in place. We have been through three different dominant work eras, farming, manufacturing and now service work.

In farming, we worked together as families. Big families. The bigger the family, the bigger the farm you could work. During the farming era in the 1800s and early 1900s better than half of American work was in agriculture and families worked, lived and played together all the time. They were paid to be in the same place at the same time. Like it or not, you were in relationship with your family. This was no virtual community. The family dominated the heart of American culture because the family also dominated American work.



# 2011 FCCMA WINTER INSTITUTE

## FLORIDA BIG IDEAS

### THE FUTURE OF FLORIDA LOCAL GOVERNMENT

By the way, I think of virtual in two senses. Virtual in that we interact apart from each other through some medium or virtual in that we go even farther and create an entire context of being or community where we take on an artificial personality. Either one provides an unfortunate barrier from the consequences of our actions.

The invention of the concept "social networking" was a marketing development – perhaps one of the most powerful and effective of all times. The fact that we have so fully bought into it, however, neither makes it true nor good. Social networking is neither social nor networking any more than a car is a party. A car takes us to a party. We are the party. Technology connects us to community. We are community.

Which leads us to our final stop on this walk. City is the last real place. There is no virtual St. Petersburg, Florida. St. Pete is defined by real land in a real place that will not move and that cannot meaningfully be visited virtually. There will be no virtual outposts for St. Pete. It's real. Fourth Street is Fourth Street and North Shore Park has ball diamonds, trees, and a path by the bay. The city may be the last remaining place that has real boundaries that won't easily change or go away. If properly understood, this realization could lead to the encouragement of real gathering by neighbors in mostly permanently defined spaces. There are over 30 neighborhood associations in St. Pete and they work together as a group of associations. What was once dominated by discussions of noise and trash can now become the foundation for sharing the best ways for neighbors to find the time and place to gather as community.

I really cheated here on the length of this article. It's approaching twice the length it was supposed to be. Sorry. But I am passionate on the topic and didn't have the time to cut it to half the size. Mark Twain said "If I'd had more time I would have said less." Anyway... if you are still reading, here is a bonus thought. Of the many ways to perceive people who live in a city, I think three dominate: citizens, customers and neighbors. As I recently revisited my study of the history of American community I think I found a thread on this – you would know far better if this is an accurate view.

We started as neighbors. As more of us arrived, we realized a need to organize how we lived together to provide for our needs and safety, but we started as neighbors. We knew each other, had work lives apart from our civic responsibilities and in a general sense looked out for each other because we were in the same place at the same time, all the time. As America grew larger we lost our ability to know everyone in our community and needed to develop more dedicated resources to run cities. City government and civil service employment was born. Americans still had a sense of involvement in city and we defined that involvement as our "civic duty." We had a shared sense of responsibility with and for each other. We were now citizens and less neighbors running community. But over time, that awareness of responsibility and ownership of the town by the citizens became more distant as services were provided professional by people who were paid to do things we all once chipped in to do. Time passed. Civics classes passed too – do they still teach them? City became a we/they proposition – those who live in the city, and those who work for and serve the city. The model migrated so strongly in that direction that, over the last decade or so, municipal governments and management have talked about "customer service." City is now a utility along with cable, phones and electric. I am not a member or heart-part of the cable, phone or electric company. Now, it appears, I am not a heart-part of city anymore either.



# 2011 FCCMA WINTER INSTITUTE

## FLORIDA BIG IDEAS

### THE FUTURE OF FLORIDA LOCAL GOVERNMENT

In contrast to cities, counties (1) are arms of the state; (2) originate historically from imperial conquest (counties were first established in England by William the Conqueror, and in Florida by General Andrew Jackson); (3) are organized originally for purposes of subjugation (law enforcement) and taxation; (4) are often of a size and shape suitable for control and surveillance (in England, counties had to be small enough to ride a horse across in a day); and (5) have mandated responsibilities. In the Anglo-American tradition, the first effort to regulate and balance counties and cities can be found in the Magna Carta, which protected the historic rights (home rule) of London.

These differences between cities and counties need to be accommodated as local governments organize regionally. For example: (1) When cities contract with sheriffs for city police services, sheriffs should provide a municipal identity for the deputies assigned to the city, e.g., city names on sheriffs' cars, a "chief" to manage the city's road patrol, etc. (2) When establishing or reforming regional water supply authorities, recognize differences between cities and counties in representation, financing, and public relations. (For cities, "ownership" of supplies may be an identity issue.) (3) When addressing voluntary annexation in county charters, authorize county vetoes only in select geographical areas (so as to leave cities with at least some space to "conquer"). (4) When targeting resources for economic and community development, recognize that dominant cities will establish, for better or worse, the identity of the whole area. (Financially healthy, aesthetically appealing, architecturally "branded" cities benefit the entire county/region.) (5) When regulating land use on a regional or countywide basis, focus on protecting regionally significant natural resources and capital facilities, not trying to control urban form, commuting patterns, signage, etc. (Again, leave the cities room to maneuver.)

The pressure on local governments to forge regional partnerships is crosscut by trends that encourage parochialism. For example, Florida's growing population of minorities and racially segregated land-use patterns often lead cities and counties to move to single-member districts. Sometimes this is mandated by the courts (Miami-Dade County, for example. In turn, single member districts can reduce the interest of elected officials in matters of city-wide or county-wide concern. Elected officials also become more inclined to interfere with their city or county manager's administrative decision making. Some cities and counties, after establishing single-member districts, have moved to strong mayor systems to counterbalance parochialism in the council or commission. Some cities have tried the "leadership mayor." Others have moved to mixed systems in which some officials are elected from districts and others are elected at large. Such reforms are sometimes salubrious, but, even if they are, the political conflict involved in achieving them may leave little energy for regional problem solving and cooperation. In this context, the city or county manager must walk a fine line between doing too much and doing too little. Florida stands out for having a number of city and county managers who have mastered this role. We should study these managers to learn from their success.

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#### **Confronting the Sustainability Challenge: What's in it for Florida Local Governments**

Professor Richard Feiock  
Reubin Askew School of Public Administration and Policy  
Florida State University

