

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



Upcoming Meetings & Events
March 2016

05	9am	Deltona Little League Parade
	10am	Deltona Little League Opening Ceremony
	1pm	Writer/Historian speaks at Veterans Museum
07	5:30pm	Agenda Review
	6:30pm	Commission Meeting
08	6pm	Parks & Rec Advisory
	10 6pm	Harvey Scholarship
	11 3:30pm	DEDAB
	12 9am	Wags 'N' Whiskers
	12 11am	Community Day Celebration at Landmark Lodge
14	5:30pm	Commission Workshop
	15 6pm	AHAC
	16 5:30pm	Youth Advisory Sub
	7pm	Planning & Zoning
	17 9am	DRC
	6pm	Citizen Accessibility
	19 10am	Eggstravaganza
	21 5:30pm	Agenda Review
	6:30pm	Commission Meeting
	22 5:30pm	Special Magistrate
	23 5:30pm	SCORE class
	25	Administrative Offices Closed for Good Friday
	28 5:30pm	City Commission Workshop



City Manager's Monthly Report

City Manager's Office

- One of the key components in the City Manager's beautification plan is new enhanced solid waste collection that will create a clean look in our neighborhoods. The City Commission unanimously approved changes to the solid waste ordinances and the City Manager's Office rolled out an education campaign to educate residents about the changes which officially take effect June 1. Communication Office staff worked on components of the campaign to include new door hangers, the City newsletter, utility bill inserts and messaging, flyers, posters, banners, magnets, Waste Pro door hangers and stickers, mobile sign messaging, a letter to realtors and property managers, DeltonaTV infomercials, social media (Facebook, Twitter and YouTube) and possibly a contest for our students at Deltona schools. (II. Priority Objectives. 4. Public Safety. Focus on the City's beautification program.)
- During the month of February, 24 customer service surveys were collected. Twenty-two were marked all excellent, one was marked excellent/good and one was marked excellent/average. There were no negative comments and no recommendations for improvement. (II. Priority Objective. 2. Economic Development. Promote customer service environment.)

Office of Economic Development

- Commissioner Nancy Schleicher, City Manager Jane Shang, Jerry Mayes the City's Economic Development Manager and Public Information Officer Lee Lopez toured Thornby Park in preparation for the City's Strategic Plan Project, Thornby H.E.R.E (Historical, Educational, Recreational and Environmental). (II. Priority Objective. 1. Fiscal Issues. Thornby Park H.E.R.E. project).
- The City was represented at the Team Volusia 2016 Annual Meeting by Commissioner Heidi Herzberg, who is the Team Volusia Board Member representing the City and Mayes. (II. Priority Objective. 2. Economic Development).



Office of Public Information

- Staff worked to promote and market the following in February: Deltona Youth Soccer spring signups, various road closures and projects, a FLOWMobile visit, Wags 'N' Whiskers and Eggstravaganza. (III. Other Priority Objectives. City engagement and two-way communication.)

- Staff coordinated presentations at the annual Love Your Heart 5K as well as shot photos and video at the event. This year, through the sponsorship of Florida Hospital, \$5,500 was raised for the American Heart Association. (2. Economic Development. Promote customer service with staff development training.)

Building & Enforcement Services

- Enforcement Services if fully staffed
 - The department hired a new customer service representative who placed Angela Meyer who was promoted to Zoning Clerk.
 - The department now has two officers doing solid waste full time, Monday through Friday.
 - The department has six officers doing animal control, code and solid waste, seven days a week along and each shift is staffed with a supervisor.
 - Four of the officers are new and currently going through training. (11. Priority Objective. 4. Public Safety. Strengthen Code Enforcement.)
- In February, staff finalized the changes to the solid waste ordinance and embarked on a related education campaign with regards to the changes and began placing educational flyers and courtesy door hangers for solid waste and code violations at homes. The education campaign will continue even after the enforcement phase begins June 1. (11. Priority Objective. 4. Public Safety. Focus on the City's beautification program.)
- The chicken ordinance was approved at first reading allowing residents to keep up to five backyard hens with a permit. Second and final reading is scheduled for March 7.



- Staff coordinated the demolitions of the first house in the City's demolition/beatification program. Three other damaged homes are scheduled for demolition. (11. Priority Objective. 4. Public Safety. Fund and implement a demolition program for homes in disrepair.)

- The remodel of the first floor customer service area is complete. (11. Priority Objective. 2. Economic Development. Promote customer service environment.)



Financial Services Department

- During February, staff continued to move forward with the financial plan for the refinancing of the 2006 transportation bonds and the new Senior/Community Center. (11. Priority Objective. 1. Fiscal Issues. New Senior Community Center.)
- Staff continued working with the auditors in order to complete fiscal year 2014-2015 Comprehensive Annual Financial Report (CAFR). (Other Priority Objectives. Maintain a balanced budget, reserves and investments.)

Fire Department

- This month (February), staff conducted ten contingency transports and collected \$1,058.60 in revenue. The amount collected since transport began is \$19,820.61 (11. Priority Objective. 5. Public Safety. Provide medical transport.)



- The department's new 2016 rescue unit was delivered. Built on a Ford F450 chassis, the new wheeled coach unit means the City now has three reliable transport-capable rescues. The addition certainly enhances our EMS capabilities. (11. Priority Objective. 5. Public Safety. Provide medical transport.)

Structure Fires	8
Vehicle Fires	3
Wild Land, Grass, Trash	17
Miscellaneous Fire Calls	46
ALS Medicals / MVA	261
BLS Medicals / MVA	370
Hazardous Conditions	10
Service Calls	31
Good Intent	97
False Calls	6
Total Calls for Service	849

- The department received new mobile data terminals (MDT). They are Panasonic Toughbooks CF 54 which will replace outdated, unsupported laptops staff has been using for the past 6 years. The Toughbooks are faster, come with integrated air cards and GPS, giving crews faster up-to-date information for years to come. *(Strategic Issues. Infrastructure: Focus on the expansion of technology.)*



- On Feb. 26, the Fire Department helped Timbercrest Elementary School participate in a tornado drill as part of hazardous weather awareness week. All Volusia County Schools participated in the drill which ironically was rescheduled due to predicted bad weather earlier that week. The students and teachers performed flawlessly and everyone treated the drill seriously and knew exactly what to do, and when. Assistant Principal Lonnie Tidmarsh coordinated the schools emergency operations plan which is a model for all schools to follow. *(Strategic Issues. Public Safety: To provide quality high-level public safety services to the community through consistent regulations within a coordinated management plan process.)*

• On Feb. 28, firefighters and the Deltona High School Health Occupations Students of America (HOSA) had a pancake breakfast at Fire Station 65 to support the health academy. Another breakfast is planned for April 2. *(Other Priority Objectives Identified. Continue to support public safety education program/plan.)*



Human Resources

- Staff continued working with the Four-Townes Area YMCA on a diabetes prevention program for at risk employees. *(II. Priority Objectives. 7. Internal/External Communication. Solicit partnerships with other community entities.)*
- Staff also continues to work with Halifax Health on a 10-week employee weight-loss challenge that began on Feb. 4. *(II. Priority Objectives. 7. Internal/External Communication. Solicit partnerships with other community entities.)*
- Staff implemented an employee peer recognition program called "Deltona Shout Out." *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- Staff began a six-session supervisory webinar program through the International City/County Management Association (ICMA). Thirty-one employees are participating in the program. *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- Staff conducted diversity training in conjunction with United HealthCare's Care 24. Two sessions were conducted with 165 employees in attendance. *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- The Risk Manager conducted "Slips, Trips and Falls" training for all field employees. *(II. Priority Objectives. 2. Customer Service, Staff Development.)*
- The City welcomed several new employees this month: Geraldo Feliciano, Utility System Technician Trainee; Steven Harrison, Water Operator; Jonathan Oliver, Enforcement Services Officer; Russell Heggan, Public Works Technician, and Miguel Perez Jr., Parks Maintenance Technician.

Law Enforcement

- On Feb. 16, deputies from District 4 hosted "Coffee with a Cop" at the Cocky Rooster Café, 1328 Howland Blvd. Approximately 20 residents came out. Deputies received a few traffic complaints, kudos for doing a good job and some reports on possible drug and/or suspicious activity. One of these reports led to the arrest of a suspected drug dealer who had possession of eight grams of heroin, various pills, crack cocaine and cocaine HCl. *(Public Safety/Customer Service)*
- On Feb. 23, three Deltona Middle School students placed crushed red pepper in a teacher's drink. The teacher felt ill and sought medical treatment. She did not suffer any permanent or life-threatening injury. Investigators were contacted on Feb. 25 and began an investigation. It was determined that three juvenile female students devised the plan in an attempt to get back at the teacher for being disciplined. A confession was obtained from all three students. Arrest warrants were obtained on all three students for poisoning and tampering with food or drink. All three were arrested and transported to the department of juvenile justice. *(Public Safety)*

- On Feb. 28, a suspect stole a cash box from a 12-year-old Girl Scout who was selling Girl Scout cookies at Walmart (101 Howland Blvd.). The suspect and his getaway driver have been identified and investigators are finalizing their investigation before releasing the suspects' identities. (*Public Safety*)

Planning & Development Services

- After a City Commission workshop where architects provided a thorough review of the design and function proposed for the Senior Community Center, the Commission agreed to remove the gymnasium component of the project and increase the size of the banquet/conference area. The project is now in full design mode and ready for presentation to the public. (*II. Priority Objectives. 1. Fiscal Issues. New Senior Community Center.*)
- Staff has been integral to the City's beautification effort, providing graphic design of the planting areas prior to the purchase of materials. This allows the City to save funds in relation to the projects. Staff has visited many sites that could use improvements and are working on a uniform planting palette that can be used in multiple City properties whether they be vacant lots, parks, stormwater management areas, medians, etc. (*4. Public Safety. Focus on the City's beautification program.*)
- Planning and Public Works are working on Transportation Planning Organization grants and projects. The projects of major focus for this year's TPO call for projects include the Catalina/Howland intersection to add right turn lanes in both directions within the Catalina Drive right-of-way (i.e. right turn lanes next to Circle K and Valero) along with a project to widen Tivoli Drive to four-lanes and give it sidewalks. Staff is working with the TPO to increase our potential for grant funding. (*Strategic Issues. Infrastructure: Focus on roadways.*)
- In March, the City Commission will get Land Development Code (LDC) for review. The Planning & Zoning Board reviewed the LDC at their February board meeting. (*II. Priority Objective. 2. Economic Development- update the economic development plan (including the Land Development Code.)*)
- The Ordinance Review Committee (ORC) is moving past the fences, walls and hedges (Ordinance No. 09-2015), as it is being brought to the March Planning & Zoning Board for review. The ORC will begin their focus on residential parking standards.
- The RaceTrac Welcome Center BPUD (Business Planned Unit Development) rezoning was brought to the Planning & Zoning Board and scheduled for City Commission hearings. The final site plan and final plat for that project were brought to the Development Review Committee (DRC) and await rezoning action approval. (*II. Priority Objective. 2. Economic Development.*)
- The Gold Choice Assisted Living Facility final site plan and final plat were also brought to the same DRC meeting. (*II. Priority Objective. 2. Economic Development.*)
- Team Volusia is working on their analysis of 30 sites within Deltona and how to quantify those lands for future development. This economic development effort is underway to better position lands within the City for future growth, long-term hold or re-use by the City. (*II. Priority Objective. 2. Economic Development.*)
- Staff hosted the third in a series of Social Service Summits at City Hall. It has been suggested that the summits continue in an effort to address social needs in the City. The Affordable Housing Advisory Committee (AHAC) has expressed an interest in taking on more community-related assignments and hosting these summits on a quarterly basis could achieve this. (*II. Priority Objective. 7. Internal and External Communication. Conduct a needs assessment for social services and communicate resources for public benefit.*)
- The Neighborhood Stabilization Program (NSP) has been very successful within the City throughout the years. The program's greatest achievement is placing families and individuals in homes that they may not have been able to afford through down payment assistance. The other benefits have been the repair and/or removal of homes in our neighborhoods. To-date, the City has purchased 85 properties. Seventy-seven of those purchased have been built or rehabilitated. Two homes are currently under construction and two will likely be sold next month. (*II. Priority Objective. 2. Economic Development. Create more diversified and high-quality housing opportunities to provide for all market demands.*)

Public Works & Utilities

- The LeLand stormwater pump station project is nearing completion and should be done and functioning prior to the rainy season. (*Strategic Issues. Infrastructure.*)
- Phase 4 water main improvements were placed for bid and preconstruction is scheduled for March. (*II. Priority*

Objective. 9. Infrastructure. Preserve and increase the City's water supply.)

- Survey and engineering work will begin in March for the four-laning of Tivoli Drive between Providence and Saxon Boulevards. *(II. Priority Objectives. I. Fiscal Issues. Transportation/CIP (i.e. Tivoli Drive expansion.)*
- The next phase of the Alexander Avenue Rapid Infiltration Basin project is currently being bid. The bid opening will be in early April. *(Strategic Issues. Infrastructure.)*
- The current phase of the Fort Smith Boulevard improvement project, which includes three-laning Fort Smith from Howland Boulevard to State Road 415, is nearing completion and should be open in May. *(Strategic Issues. Infrastructure.)*
- Much is going on at the Eastern Water Reclamation Facility including the installation of software, SCADA (Supervisory Control and Data Acquisition), staff training, control testing, etc. Raw wastewater flows are expected to be transferred to the plant in mid to late March. *(Strategic Issues. Infrastructure.)*
- Sidewalks are under construction within one mile of all elementary schools now and collector roadways will begin to get sidewalks in March and April. *(II. Priority Objectives. I. Fiscal Issues. Sidewalks.)*
- Thermoplastic striping and raised pavement markings were installed on Cloverleaf and Courtland Boulevards which were both recently resurfaced. Road resurfacing projects will resume again in early March. *(Strategic Issues. Infrastructure.)*