

MEMORANDUM

TO: Honorable Mayor and City Council Members
FROM: Chester Murray, Interim CM
DATE: April 14, 2009
SUBJECT: State of the City Report (Backup Documentation)

PURPOSE

In accordance to our City's Ordinance, the following report will provide a year-end message on the City's administrative accomplishments and State of the City.

In the attached backup document, please take notice to some of our past year accomplishments. This is our way of continuing our ongoing efforts to ensure all citizens are provided "first rate" services.

QUALITY OF LIFE

There are several things that make a city great and the City of Orange City clearly exhibits all the characteristics of a remarkable place to call home. Since its inception in 1882, our small town has grown making it into what is now known for being the “Heart of Southwest Volusia County.” The City’s small town ambiance of having less than 11,000 residents has never been an excuse as to why we could not offer all of the amenities necessary for today’s fast-paced lifestyle. Orange City’s stringent development standards have created some of the finest commercial development to be found in Volusia County. These outstanding developments provide convenient locations for people to shop, bank, dine and obtain medical services.

What is more important is that our citizens enjoy living here. The results from the first Orange City Citizen Questionnaire say residents like living in Orange City. This survey was designed to give our citizens a voice to express their opinions and rate the City’s performance in key service areas. Surveying our citizens to gauge their level of satisfaction with the community they live in is one of the highest forms of citizen participation in government. This questionnaire provided an opportunity for our administration and the City Council to hear from a representative sample of the “silent majority” that seldom or never contact the city or come forward at meetings. More than three-quarters (87.5 percent) of the questionnaire items referencing police, fire, development services, public works and utilities, and parks, recreation, and leisure services reflected a positive rating of 52 percent or greater, and no items reflected negative ratings of more than 34 percent.

Our staff employees and website are here to serve our citizens and the community. By this I mean we are focused on delivering superior service exceeding expectations in budget responsibility, safety, and quality. Please take notice to some of our efforts in providing a better community for each of you, despite the economic downturn. This is our way of continuing our ongoing efforts to ensure all citizens are provided “first rate” services.

Separated by Department, here are a few notable projects you may remember from 2008:

ADMINISTRATION

- ✓ ***Quarterly Performance Report*** – Provided continuous updates on the Quarterly Performance Report and Agenda Item Tracking System. This provides data and information relevant to the performance of city government in relation to the approved goals and objectives of the city council.
- ✓ ***Citizen Questionnaire*** – Distributed a Citizen Questionnaire through our Orange City Town News Publication.
- ✓ ***Legislative Issues*** - Developed and presented a comprehensive position on each of Orange City’s 2008 Legislative priority issues.
- ✓ ***Community Partners*** - Developed partnerships with local community organizations.



IT

- ✓ **Agenda Update** - Worked with the Clerk's Office to provide Agenda Backup Items and Meeting Audio on the website to the public.
- ✓ **Helpdesk Ticket Request** - Successfully resolved 185 formal Helpdesk ticket requests for internal support issues.
- ✓ **Successful System Repairs** - Worked with Embarq during the 10 day phone outage to repair the system after we took a direct lightning strike at the phone server location.
- ✓ **Nextel Upgrades** - Replaced (24) Nextel units with newer models to keep users up to date with current working hardware.
- ✓ **Enhanced Security Measures**- Installed a PTZ Internet Camera on S. Orange Ave to help the Police Dept with their ongoing issues, Public Works also assisted greatly in this install. Also, the installation of a Fixed Network Camera at Public Works to keep video of the Fuel Pumps and Storage Tanks was implemented, Public Work assisted in mounting.

HUMAN RESOURCES / RISK MANAGEMENT

- ✓ **Employee Compensation** - Approved a 6% increase in employee compensation to keep pace with our regional job market.
- ✓ **Employee Appreciation** - Held an employee appreciation breakfast which over 80% of our employees were in attendance.
- ✓ **Blood Drives** - Continued partnership with the Central Florida Blood Bank in making our community blood drives one of the most successful in our area.
- ✓ **Teambuilding and Development** - Developed a teambuilding workshop for senior management. Challenges required utilizing the following skills: Leadership, Courage, Integrity, Communication, and Innovation.
- ✓ **Employee Training** - Held senior management training on EEOC Compliance and Expectations of Supervisor Role. EEOC compliance will be rolled out to all employees in early 2009.
- ✓ **Employee Morale** - Maintained a high level of employee morale and a low attrition rate.
- ✓ **Employee Safety** - Coordinated the City's Safety Program which resulted in a significant reduction in our Worker's Compensation modifier (from .92 to .86) thereby reducing our insurance premiums \$35K. There has been an \$84K decrease in premiums since FY06/07.
- ✓ **Personnel Policy Manual** - Initiated and coordinated an employee team which completed a comprehensive overhaul of the City's Personnel Policies.
- ✓ **Implemented Centralized Management System for Training Hours** – Statistics for the centralized management system for all employee training was created 01/08. Total city-wide training hours in 2008 were 2,943.0, 63% were free hours. Only 37% were hours purchased for external training. The Fire department training consisted of 63%, of the total City training hours. Police training was 20% of the total training hours in the City.

CITY CLERK

- ✓ **Charter Review** - Participated in weekly Charter Review Committee Meetings from March through May and assisted the Council with several Charter Review workshops culminating in a revised charter to present to the citizens in a referendum election which was held in February 2009.
- ✓ **Informational Brochure** - Developed a brochure regarding the charter amendments which was mailed to all city voters in advance of the election.
- ✓ **Council Rules & Procedures Revision** - Worked with Council to revise the "Council Rules & Procedures".
- ✓ **Council Orientation** - Provided orientation to four new Council Members.

FINANCE AND BUDGET

- ✓ **Utility Billing** - In 2008 the City enabled utility customers to access their utility accounts through the Internet. This enhancement allows customers to view current statements along with accessing historical data, such as; payment history and usage history.
- ✓ **Solid Waste Special Assessment** - Effective with the 2007 tax bill the solid waste billing was included on the non-ad valorem portion of the bill. The change was initiated in order to reduce the annual cost of the solid waste billing to the citizens of Orange City. This change reduced the cost paid by residents by over 5% or \$41,125 annually. The program was updated for the 2008 tax bill and contractually this annual process is required through the 2011 tax bill.
- ✓ **Comprehensive Annual Financial Report** - The City received notification from the Government Finance Officers Association that Orange City was awarded the Certificate of Achievement for Excellence in Financial Reporting for the Comprehensive Annual Financial Report (CAFR). This is the seventh consecutive year Orange City has received this award.
- ✓ **Budget Award Program** - The City received notification from the Government Finance Officers Association that Orange City was awarded the Distinguished Budget Presentation Award for the FY07/08 Annual Budget Report. We are very proud to have received this award on the first attempt.

FIRE DEPARTMENT

- ✓ **Advance Life Support** - The Orange City Mayor, Council Members, City Manager and Fire Chief worked consistently to negotiate a fair Closest Unit Responses Agreement (C.U.R.). Finally, a document was produced that was in agreement with both Volusia County and the City of Orange City, allowing the Orange City Fire Department to regain its Advanced Life Support status on August 29, 2008. After acquiring A.L.S., Orange City and Deltona Fire Departments re-negotiated their respective Closest Unit Response agreement. This agreement reduces response times for both agencies in the specified areas.
- ✓ **Current Service Levels** – There were 105 Fires, 2,549 Rescue/EMS, 300 Services, 59 Good Intent, 223 False Alarms, 9 specials, 166 Hazardous Conditions, 5 over pressures,



and 5 Severe Weather Incidents responded to for a total of 3,419 incidents during 2008. Although the C.U.R. with Volusia County was approved, the County needed time to produce run cards. The projected date for Orange City and Volusia County to begin closest unit response was March 2009.

- ✓ **Training** – Over 3,000 hours of training have been completed. This training is inclusive of practical, classroom, and multi-media deliveries. Job proficiency training is kept current, along with continuing education (CEU’S) to maintain required certifications. Joint training with Volusia County Fire Services and Deltona Fire benefits all participants by enabling firefighters to use common practices on the fire-ground and other incident types. All fire personnel have completed the Emergency Management NIMS courses as required. Steps are in place to bring the department up to the highest level of emergency management training commensurate with their function. CPR training is offered to the public. Firefighters attended several courses at the National Fire Academy, Florida State Fire College, and local community colleges. Specialized training aids were obtained that will allow in-house EMS training that previously had been completed at remote facilities. This training is more efficient, reducing costs for training and available at our scheduling opportunities.
- ✓ **Fire Department Service Awards** – In addition to the city’s “Years of Service” awards, the fire department chooses Fire Officer and Firefighter of the Year for a department award. The selections are done by a vote of the department’s personnel.
- ✓ **Certification** – All career and volunteer staff successfully renewed their respective certifications. This includes Fire Officer, Fire Inspector, Fire Instructor, Fire Investigator, EMT, Paramedic, CPR and others.
- ✓ **Fire S.O.P.s** – Standard Operating Procedures were reviewed and amended. Additionally, Volusia County Fire Chief’s M.O.G.s were produced and incepted into our operating procedures. These M.O.G.s are developed by a committee representative of all area Fire Chiefs. The M.O.G.s are model operating guidelines to promote interoperability between all agencies within Volusia County to ensure seamless fire ground operations.
- ✓ **Fire Prevention** - Approximately 1100 inspections and re-inspections were conducted. There were 158 Plan reviews and 181 systems test conducted. Fire Prevention Education was provided to all Orange City Schools and Daycares. The information received by these children provides for a safer community and reaches the adults at home as well. Open house is held during October (Fire Prevention Month) and invites the entire community to get a “hands on” view of the firefighting and rescue equipment, apparatus, and meet their firefighters. ALS scenarios are shown, and a children’s sized home is used to show the effects of smoke and safety in the home. Juvenile Fire-setter programs are offered, as well as free home fire-safety inspections.
- ✓ **Community Safety** – Fire Personnel were trained to professionally install child car safety seats. Parents were instructed on proper placement and adjustment of restraint devices. Seats are provided for low income residents. Fire personnel also check home smoke detectors, and/or change batteries for residents. Smoke detectors were also provided for low income residents.
- ✓ **Fire Hydrants** – The fire and utility departments have jointly inspected and flow tested 98% of the fire hydrants. Some have been re-scheduled due to access and/or mechanical repairs. Volusia County Utilities owned fire hydrants are also inspected and tested during



the year with Volusia County Utilities and the fire department. Fire hydrant inspecting and testing is a necessity that ensures the appliances function properly when needed for water supply during a fire. Necessary repairs and replacements are identified and corrected.

- ✓ **Ground Ladder Inspections** – All Fire Service Ground Ladders were subjected to required testing. This reduces the risk of failure, and ensures the firefighters operate on the fire ground with reliable equipment.
- ✓ **Brush 67** – The military 6x brush truck had a poly tank mounted, was painted, and piping installed in-house by the city mechanic and firefighters.
- ✓ **Computer and Software** – One new Dell computer and associated software was budgeted for and purchased. This replacement program allows more productive work completion, while keeping technology consistent and uniform throughout the department. A Wal-mart grant was received allowing us to purchase another laptop and associated software for apparatus placement. This allows fire officers to access pre-fire plans for all Orange City businesses, hazardous materials products, poisons, cameo and other chemical databases.
- ✓ **New Equipment and Purchases** – Three new portable radios were purchased in 2008. Additionally, five new sets of fire fighting protective gear were purchased.

POLICE DEPARTMENT

- ✓ **Certified Instructors** - Orange City Police Department has two high liability instructors and three general instructors, all of which are certified through the State of Florida, The Commission on Criminal Justice Standards and Training. Certifications include:
 - American Heart Association CPR
 - FDLE
 - High Liability Firearms teaching in order to become a Radar Laser Instructor.
 - The International Association of Chiefs of Police to evaluate and determine if a subject is impaired, what drug category is/is causing the impairment and if a medical condition is causing the impairment. We are 1 of 7 in Volusia County with this capability.
- ✓ **Hosted Workshops** - Orange City Police Department hosted a DUI Workshop on Dec 5, 2008.
- ✓ **Honors and Awards** – The following awards were received: Home Town Hero Award, Officers received the MADD (Mothers Against Drunk Driving) Award, Officer received Officer of the year award, a Nomination for Employee of the Year for the Distinguished Service Award presented by the Volusia League of Cities at the 2008 Annual Awards Banquet, and completion of secondary education.
- ✓ **VIPS** - The VIPS volunteered 4,327 hours, fingerprinted more than 1100 people and assisted with 31 MVAs.
- ✓ **Code Enforcement** - Code Enforcement collected \$10,500 in fines and handled 278 code violations.
- ✓ **Police Explorers** - The Department has 23-25 Police Explorers. These are 14-18 year olds who meet twice a month. The Explorers participated in a FDLE field trip to Forensic Lab and fund raisers; car wash, and parking attendant duties.



- ✓ **Completed Courses, Programs and Trainings** – The following were completed: Sex Crimes and Bicycle Operations Course, Hostage Negotiations Level I, Gang Training, Drug Recognition, Phase II of Hostage Negotiation Training, Police Internal Affairs Training, Narcotics classes to include Substance Abuse Awareness.
 - All Sergeants and Officers completed a minimum of 4 hours hands on training using their PPE suits to maintain NIMS 2008 compliance.
 - In addition, the Department received advanced law enforcement training such as Pursuit Training, Domestic Violence Training and Use of Force and Force of Force Training.
 - SRT documented over 65 hours of training. While attending a manhunt workshop at Camp Blanding, employees were instrumental in developing and gearing the manhunt class toward law enforcement.
 - OCPD began in-house training for officer mandatory retraining.
 - The Department taught at the 18th Annual IPTM Alcohol Symposium.
- ✓ **Searches and Arrests** – Our SRT conducted a total of 5 search warrants, 4 of the search warrants were OCPD warrants and 1 was a search warrant for VCSO narcotics. SRT executed over 12 arrest warrants. This has lead to a reduction of street level drug and prostitution crimes.
- ✓ **Committees** – A few of our officers are involved on the following committees: Florida Technical Advisory Committee on DUI Enforcement and Prosecution and Florida Technical Advisory Committee on Standardized Field Sobriety Testing.
- ✓ **CID** - Worked on Retail Theft Rings, Distraction Theft Rings and Burglaries with several other agencies.
 - Conducted and concluded numerous sexual battery, burglary, narcotic and theft cases. Assisted other divisions within the Police Department in investigations and court preparation to include evidence management, photo line ups, court presentations and warrant submissions.
 - Attended intelligence meeting with other agencies and local merchants, provided security briefings for local banks and security walk through of local schools at the beginning of the school year. Narcotic Investigations included reverse operations and undercover operations, and search and arrest warrants.
 - Intercepted and ended a car-jacking suspect that conducted four car-jackings between DeLand and Orange City.
- ✓ **Citations Issued** - From January 1, 2008 through December 31, 2008 the Orange City Police Department issued 6669 traffic and criminal citations, DUI and Aggressive Driving Unit produced 3501 traffic citations (47.5%).
- ✓ **Grants** - Under WMD Grant, we received a computer and 3 palm pilots.
 - 2008 DOT Grant three vehicles were obtained, one 2008 Expedition and two 2008 Chargers.
 - Also under grants, the Department was awarded 4 Portable Breath Test Instruments and 3 Hand Held Radar units.
- ✓ **Dispatch Stats** - For the FY 07-08 we had 42,221 calls (39.74 %).
- ✓ **Nextel Re-banding** – This was completed and new radios were issued.
- ✓ **Dare Program** - Between March and June, 10 - 5th Grade Classes graduated over 300 students from the DARE Program.



PUBLIC WORKS, PARKS, and UTILITIES

- ✓ ***Rhode Island Avenue Water & Sewer Line Installation*** - A new 12” water line and a new 12” force main were installed on Rhode Island Avenue from Leavitt Avenue to Sparkman Avenue. The new water line will provide potable water to the new High School and allow for the connection of additional customers on Rhode Island Avenue. The sewer force main will provide sanitary sewer service to the Rhode Island corridor. A 12” reuse line was also installed by Volusia County with this project. This will increase the potential service area for reuse customers within the City.
- ✓ ***Carpenter Avenue Water Line Replacement Engineering*** - The engineering is complete for the Carpenter Avenue water line replacement. This project also includes installation of a sanitary force main.
- ✓ ***OCS Upgrades*** - The new 500,000 gallon ground water storage tank is complete. Construction is currently underway on the well house. Upgrades will be completed IN 2009 including two new 12” production wells; new chlorine feed system and updated process controls. When these upgrades are complete the Orange City South Water Treatment Facility permitted operating capacity will be rerated.
- ✓ ***Cla Val Pressure Reducing/Sustaining Valve*** - This 12” valve was installed at the corner of Sparkman Avenue and Ohio Avenue by utilities personnel. It will regulate distribution system pressures between the two main water treatment plants. In the event of a fire or similar high demand situation this valve will automatically adjust to provide the necessary flow utilizing both facilities. This provides an added water supply to the schools in case of a fire event.
- ✓ ***New Sidewalks*** - About one-mile of new five-foot wide sidewalks were constructed on S. Park Ave, Plum Dr, West Graves Ave, and Brightwood Ave. These sidewalks were completed in an effort to assist pedestrian traffic to the new schools in accordance with the City’s five-year sidewalk plan.
- ✓ ***Road Resurfacing*** - Approximately one and one-quarter miles of streets were resurfaced in 2008. Arawana Dr, Daley St, (Leavitt to orange) Edgewild Ct, East Lansdowne (Orange to Leavitt) Oak Ln, Oak Terr, North Pine Ave (French to Pineapple) Taylor Dr,(University to Sumner) and West Wisconsin (From 17-92 to Beau Ct) were resurfaced in accordance with the City’s five-year street resurfacing plan.
- ✓ ***Dirt Road Stabilization*** - In our continued effort to reduce the maintenance of our dirt streets, the following roads were stabilized with recycled asphalt millings: E. French Avenue, E. Wisconsin, Orange, Columbus, and Sumner Avenues. This represents about a mile less of dirt roads that require frequent maintenance.
- ✓ ***Valentine Park*** - An Echo Grant application was submitted by the Leisure Services Department and the City was awarded \$80,000 for upgrades in 2008. The changes at Valentine Park include a new girls softball field complete with lighting for night games, installation of about 2,500 feet of new sidewalks for better handicapped accessibility, new children’s playground equipment, resurfacing of the tennis courts, a new basketball court with lighting, bathroom renovations, an exhaust hood and fire suppression for the concession stand as well as a new counter top and windows, a nature trail, and improved parking facilities.



- ✓ **Mill Lake Park** - A new half-court basketball court was constructed and a “Jungle-Gym” was installed on the east side of the park.
- ✓ **Splash Pad** - The City’s new Splash pad opened in Veterans Memorial Park in July and has proven to be a huge success.
- ✓ **Contracts** - Agreements were reached with Little League and the YMCA to bring organized baseball/softball and soccer to Orange City.
- ✓ **Community Events** - Numerous events were held in the City throughout the year by the Parks and Leisure Services Departments including:
 - Arbor Day Event – Mill Lake tree planting
 - Assisted with the 23rd annual Manatee Festival
 - Held “Community Assisted Clean-up Days” for our area parks
 - “Music in the Park”
 - Operation “We Care” shipments to troops for July 4th and Christmas
 - Participated in the St. Johns River Clean-up
 - Held a “Hometown Fourth” 4th of July event complete with fireworks
 - Hosted the annual Halloween Block Party
 - Reorganized and expanded the annual Christmas Parade
 - Held the annual “Light-up Orange City” event which also was expanded this year to include a “Christmas Village” with local area crafters

