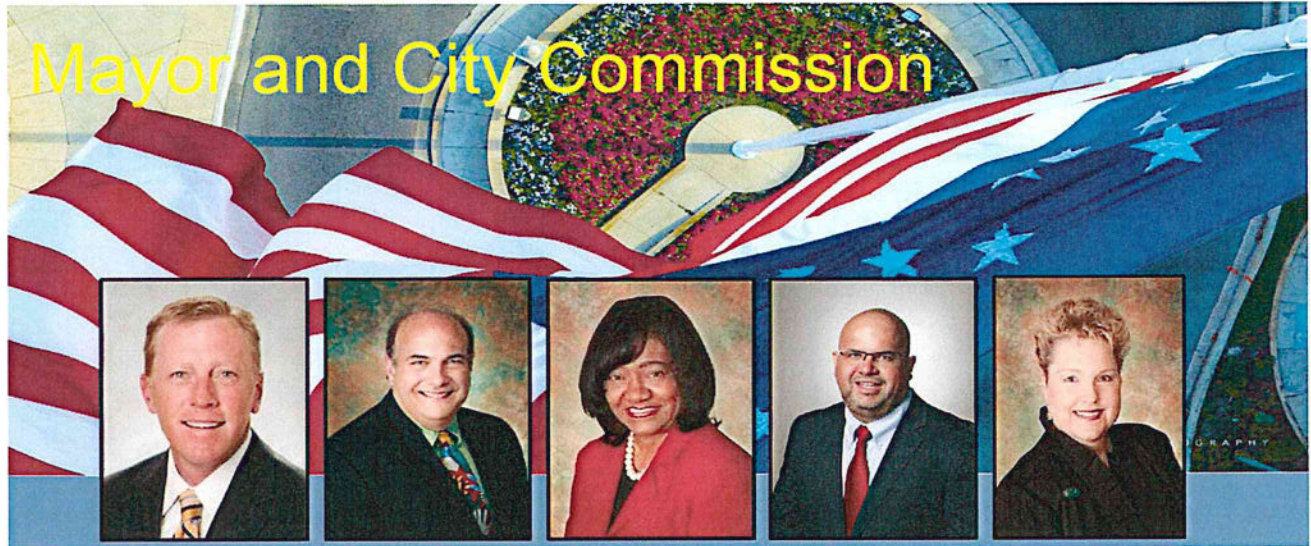




**City Manager Annual
Report
Fiscal Year (FY) 2017**

Mayor and City Commission



Mayor
Jeff Triplett

District 1
Art Woodruff

District 2
Dr. Velma
Williams

District 3
Patrick Austin

District 4
Patty Mahany

Jeff.Triplett@sanfordfl.gov
407-314-4864

Art.Woodruff@sanfordfl.gov
407-688-5001

Velma.Williams@sanfordfl.gov
407-322-9270

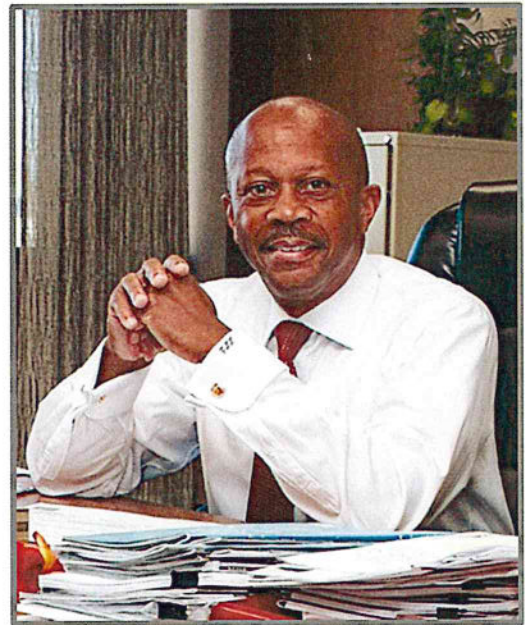
Patrick.Austin@sanfordfl.gov
407-702-9249

Patty.Mahany@sanfordfl.gov
407-388-5672

The City's governing body is composed of a five-member elected Commission, including a citywide elected Mayor and four Commissioners elected by district. The City Commission is governed by the City Charter and by State and local laws and regulations. The City Commission is responsible for the establishment and adoption of policy. The execution of such policy is delegated by the Commission to their appointed City Manager.



Greetings from the City Manager
Norton N. Bonaparte, Jr., ICMA-CM



City government is the government closest to most citizens and the one with the most direct daily impact upon its residents.

Fiscal year 2017 has been a rewarding year. The City continues to grow and attract new business, residents and visitors. We are seeing the most growth in Sanford in more than twenty years, residential and commercial development alike, such as the initiation of Heritage Park, a catalyst project for downtown Sanford's Economic Development.

The Historic Goldsboro Streetscape was completed, a result of the One Cent Sales Tax. In addition, we unveiled a new City branding in 2017 and our dedicated staff team have provided and maintained all City services and programs with results being seen every day throughout the City. We ended this Fiscal Year with Hurricane Irma, City staff performed above and beyond.

We share with you the following City Manager's Annual Report which includes the accomplishments of each City Department October 1, 2016 through September 30, 2017.

Our Vision

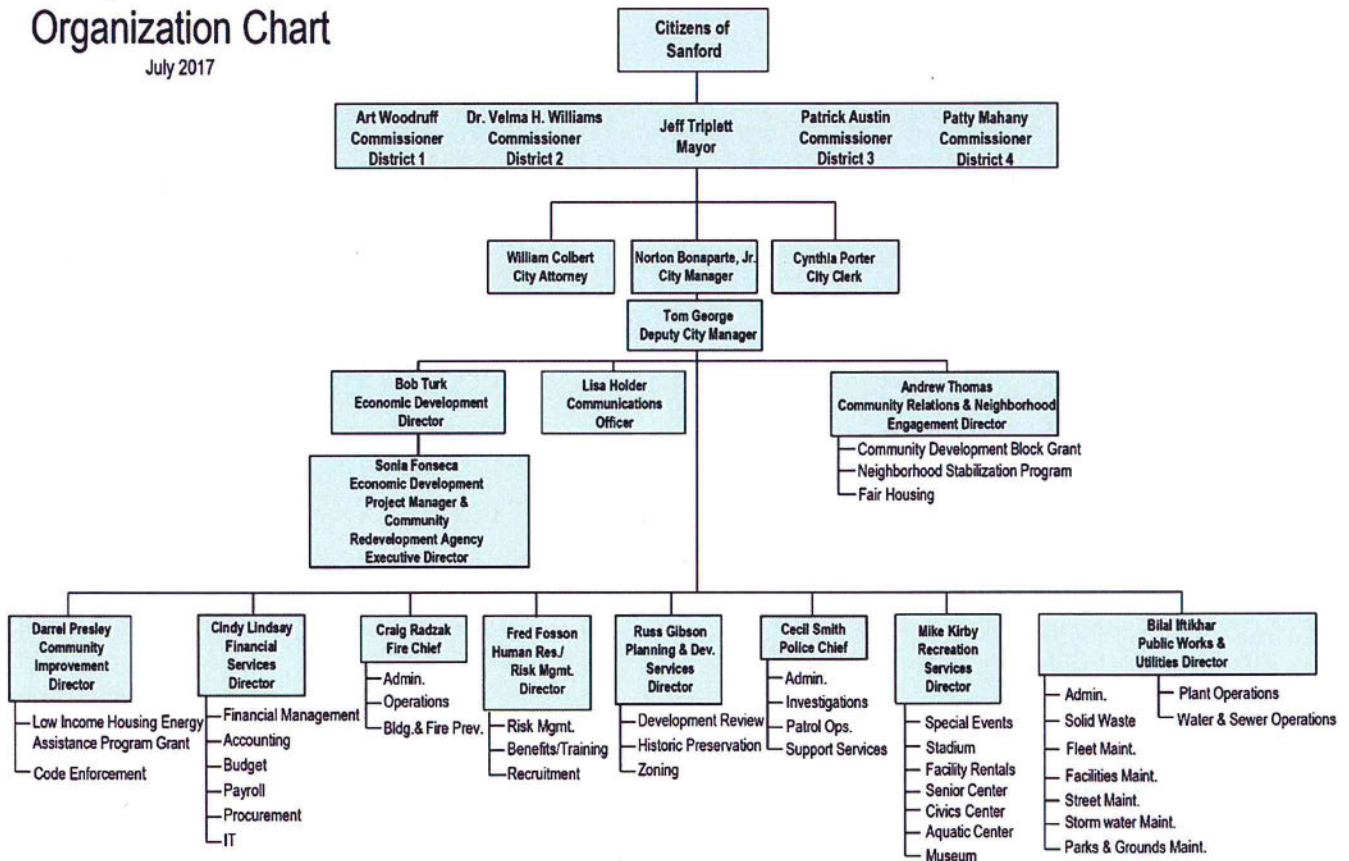
Sanford is a significant cultural and business hub for the Central Florida region. With its showcase waterfront, extensive transportation network, distinctive cultural corridor and historic downtown, Sanford is a vibrant and safe City in which people choose to live, work, raise a family, attend school, shop, play and retire.

Our Mission

The City of Sanford is dedicated to the delivery of a high standard of service that cultivates a vibrant business and citizen partnership and fosters a well-connected, economically thriving community that celebrates its distinctive historical, natural, social and cultural character.

City of Sanford Organization Chart

July 2017



City Clerk's Department
Cynthia Porter, City Clerk

Processed 152 Public Records Requests

Destroyed (shredded) 232 cubic feet of records that met their retention period

Scanned 5,390 pages/official documents into Laserfiche

Prepared 51 Agendas and attended official meetings

Recorded, transcribed and archived 325 pages of City Commission minutes

Prepared and published notices for additional meetings other than Commission Meetings

Advertised 8 Annexations; 3 Rezones; 4 Vacates; 3 Comprehensive Plan Amendments; 13 ordinances pertaining to City Code, 69 Resolutions and 1 Budget

Placed 31 legal advertisements in the Sanford Herald newspaper

Additionally, the following staff/board member training sessions were held:

- Ethics Training - 2 (4-hour sessions)
- Public Records - 2 classes
- Records Management - 2 classes
- Laserfiche - 1 class
- WebLink - 4 classes

Citizen's Academy Presentations: 2

Additionally, the City Clerk's Office continues to be a designated Adopt-A-Road sponsor removing litter from Fulton Street between Park Ave. and U.S. 17-92.

The City Clerk's Office organized the First Annual Board Appreciation Dinner at the Sanford Civic Center on April 20, 2017.

City Clerk staff works in conjunction with the Safety Committee setting up and checking in staff at the annual Safety Incentive luncheon held in April.

Communications Office

Lisa Holder, Communications Officer



Unveiled new City Branding for City marketing and promotion.

Produced editorial, collaborated on design, photography & submitted digital/print radio ads and marketing materials to the following publications:

British Visitor handbook/Orlando Attractions.com

Created concept/promoted “Movie Classics on Magnolia” (6) films partnering with Wayne Densch Performing Arts Center

Evolve FDOT SunRail promotions/City ads

Gage Publishing - Flagler, Ormond, Halifax Magazines/Gage Radio interviews

Lake Mary Life Magazine

My Sanford Magazine

Orlando Family Magazine

Orlando Style Magazine

Orlando Weekly

Seminole High School

Sunseeker Magazine-Allegiant, LLC

WaterMark Media

Westin/Hampton Inn Map

Completed Master Social Media Certification

Launched Social Media Ambassador Program to reach a wider audience

Created, Posted information and increased social media presence on the following pages:

- Nextdoor
- Facebook
- Youtube
- Launched City Twitter Page
- Launched City Instagram Page

Provided content to City Website, worked with staff on upgrading and improving website and mobile app.

Scheduled Media Interviews/Liaison for Media to City Staff – (broadcast and print).

Collaborated/reviewed/submitted Proclamations for outside agencies.

Communications Office Continued:

Film Permits

Processed 8 film permits with Metro Orlando Film Commission.

Special Projects

Mayors Youth Council (MYC) Attended bi-monthly meetings and Florida League of Cities Annual Conference with Council, City Liaison to MYC.

Managed/photographed/chronicled/promoted two Citizens Academies per year, 64 graduates:

- Held first Citizens Academy Alumni Event
- Since its inception, 272 total Citizens Academy graduates as of November 13, 2018.
- As a result of the Citizens Academy, graduates are applying and being appointed to City Boards.
- Class 11 begins February 2018

Collaborated with Seminole State College TV Production on Digital Media Educational Video Series Campaign promoting Citizens Academy, Mayor Initiatives and the development of City Processes and Procedures “How To” video showcase.

Manage/promote/market roll-out of Uber 2nd Year Pilot Program on Inter-City Ridesharing, represent the City on the Municipal Mobility Working Group.

Managed Vietnam Veterans Commemorative Partnership – City partnered with Seminole County on 3rd Annual Veterans Appreciation Luncheon held at the Sanford Civic Center June 28.

Attended and organized City Groundbreakings and Ribbon Cuttings, using Facebook Live social media feature, such as the Paw Park Ribbon Cutting and the Historic Goldsboro Blvd. Streetscape Project Ribbon Cutting.

Facilitate the City’s Mentor Program with Seminole County Public Schools.

Collaborated with the Mayor on Mayoral requests for information, fulfilled Mayor’s Letters of Support, Greetings, Recognitions and Key to the City presentations.

Collaborated with the City Manager and all City Departments on the publication of the City Manager’s Annual Report and promotion of City Projects and Services.

Managed a Communications Office Summer Intern, YELDA Program.

Chairman of the Florida League of Cities (FLC) Statewide Communications Advisory Committee

Community Relations & Neighborhood Engagement

Andrew Thomas, Director

Community Development Block Grant

Public Services Grants

Five Grants Totaling \$59,280:

\$15,000 grant to provide child care subsidy for households with annual income that do not exceed 80% of the area median income with children ages birth – nine (9 years) in Goldsboro, Georgetown, San Lanta and Dreamworld neighborhoods.

\$19,000 grant to KidzKare Preschool and Child Care Center to provide wrap around services for children 5 years of age and under and Linking Families to services with children 5-14 years old and their parents/legal guardian in the KidzKare Linking Families and Youth Project. A total of 95 youth and their families from low and moderate-income households will be served.

\$11,280 Goldsboro Front Porch Council to provide SAT/ACT preparation courses and tutoring.

\$8,000 No Limits Health Education to provide a mentoring program for 25 youth using law enforcement personnel as the mentors.

\$6,000 St. Johns River Festival of the Arts to provide art classes to 40 youth at the Westside Community Center.

Public Facility Improvements

Allocated \$75,000 to complete the Georgetown Streetlights project.

Housing - Home Improvements Emergency Repairs - \$147,265

Assisted 12 low and moderate-income homeowners with grants to address plumbing, electrical, roofing, heating and air conditioning repairs through the Immediate Needs housing rehabilitation program

HOME & SHIP Funds/Housing Rehabilitation - \$500,000

In partnership with Seminole County, the Housing Rehabilitation Program is intended to meet the housing needs of very low, low and moderate-income households by providing interest free, deferred payment loans for needed repairs and/or alternations to improve their health, safety, and well-being, and to contribute to the structural integrity and preservation of the owner-occupied home. Utilizing funds from the State Housing Initiative Partnership (SHIP) and HUD HOME funds Seminole County assisted 5 City of Sanford residents.

Community Relations & Neighborhood Engagement Continued:

Affordable Housing for Low Income Home Buyers/Renters

Continue to work with Harvest Time International to identify sponsors for the second debt free home for a disabled veteran.

Partnered with Habitat for Humanity of Seminole County and Apopka on Builders Blitz 2017 to construct one new home at 1804 William Clark Ave.

Facilitated the donation of three (3) lots to Habitat for Humanity for the development of low income for-sale housing in 2018.

Transferred two Neighborhood Stabilization rehabilitated units to Habitat for Humanity for low income home buyers.

Partnered with Seminole County Community Services Department again for the 4th Annual Homeownership Fair.

Goldsboro Choice Neighborhood Grant Initiative

The City in partnership with the Sanford Housing Authority accomplished the following during the past year:

- **Interviewed** over 200 Goldsboro residents
- **Conducted** 33 stakeholder's meetings with 247 total participants
- **Mailed** over 9000 letters to residents
- **Submitted** the 1st Annual Progress report
- Sanford Housing Authority partnered with Wendover Housing Developers

Sponsored the 2017 Florida Community Development Association Annual Conference

Sponsored with Seminole County, the 2017 Florida Fair Housing and Community Development Summit held in Lake Mary.

Joined with Seminole County Community Services Department, Health Department and the Bo-Key Riders to sponsor the **Back to School Bash** - over 1,500 youth attended the event

Provided summer employment and leadership training for 57 youth through the **Youth**

Empowerment and Leadership Development Academy (YELDA) in Partnership with Goldsboro Front Porch Council and CareerSource

Worked with Habitat for Humanity to establish a neighborhood revitalization program for minor fix-up in two neighborhoods identified in the Distressed Areas Study.

Neighborhood Stabilization Program

Assisted six low income households with affordable rentals housing.

Community Relations & Neighborhood Engagement Continued:

COMMUNITY RELATIONS

Nine Point Plan

Continue to work with faith based organizations to strengthen relationships and build program capacity.

Continue to work and collaborate with local and state human rights and fair housing organizations and agencies to address race, equity issues.

My Brother's Keeper Initiative

Sponsored 48th young men and women of color from Seminole High School and Journeys' Academy to participate in the National Lab week held at NASA. This national program's goal is to introduce young people of color to the science, technology, engineering and mathematics careers.

Partnered with Valencia College in the development of the Peace and Justice Institute for Central Florida.

Communicated with the Department Of Justice Community Relations Services to assess progress on the Nine-Point Plan and new initiatives undertaken by the City to further enhance community relations.

Participated in the Divided Communities Project sponsored by The Ohio State University Moritz College of Law Program on Dispute Resolution. The project released one publications this past year assisting communities to build capacity to address the role of social media in Civil Unrest.

HOMELESSNESS

The Sanford Task Force on Homelessness continues to meet and assess the gaps in services to the homeless population in Sanford, with special attention to the chronic homeless.

Partnered with Seminole County in the implementation of the strategic plan to address homelessness in the county.

Represented the City on the Central Florida Commission on Homelessness board of directors and executive committee.

Represented the City on the Board of Directors of the Homeless Services Network.

Represent the City on the Continuum of Care (CoC) for homelessness in the Central Florida region.

Partnered with Seminole County Veteran Services to sponsor the 2017 Veterans Stand Down.

Joined with the Orlando World Outreach Center in support of the "*He Got Up*" a mega resource fair for the needy and homeless in the Central Florida area.

Community Improvement Department
Darrel Presley, Director

Investigated 1,592 code complaints (37% decrease from FY 2016). 91% of the code complaints had initial inspection/response within one business day.

Cited 2,024 violations by code enforcement officers (20% decrease from FY 2016).

Scheduled 283 cases (17% of all code complaints) for Special Magistrate hearings.

Collected \$129,568 in outstanding code enforcement liens through the Lien Amnesty Program which allowed 39 properties to be brought into code compliance.

Collected \$143,625 in vacant property registration fees.

Administered \$670,983 in supplemental energy assistance to 1,563 families within Seminole County through the Low Income Home Energy Assistance Program (LIHEAP).

Economic Development

Bob Turk, Director

Entered into partnership with the Greater Sanford Chamber of Commerce to visit a minimum of 6 existing businesses per month in Sanford to assist the City's economic development department program to understand the issues and opportunities of the City's future economic growth.

Partnered with the Greater Sanford Chamber of Commerce to host the annual Industry Recognition Dinner to honor several of the City's existing businesses that made a substantial investment in their company.

Strengthened partnerships and innovation to leverage existing (diminishing) resources to obtain increasing community development outcomes through new partnerships, amplified focus, and program funding sources.

Participated with the County's tourism agency to promote the City through advertising and trade shows, attended meetings to support Orlando North's Food & Beverage committee representing the City's businesses.

Participated with the Seminole County Chamber of Commerce – Economic Development Committee to pursue creating a county-wide Business Retention and Expansion program in partnership with Seminole County and other municipalities.

Attended the 4th Annual Industry Appreciation Dinner Sanford Chamber of Commerce.

Participated on the Economic Development Committee Sanford Chamber of Commerce.

Supported the production of the City wide map/banner ad on website Sanford Chamber of Commerce.

Supported the creation of Captains of Industry Sanford Chamber of Commerce.

Initiated a CEO Roundtable for our local industry executives.

Participated in the expansion of the Central Florida Zoo by supporting the new bear habitat.

Met with two new banks that are looking to expand operations to downtown Sanford.

Worked with Airports World Wide to solicit new air carriers to the City of Sanford.

Worked with local craft brewers and the Sanford Chamber of Commerce to take a community business mission to Asheville, N.C. to learn their success story in creating a new local industry.

Worked with several local brewers in planning for possible expansion and new development

Continued to meet with the Orlando Sanford International Airport regarding proposed projects to locate on the airport property.

Met with four potential businesses that are considering locating their operations to the City.

Met several times with two developers of boutique hotels for possible redevelopment of existing building in downtown Sanford.

Economic Development Continued:

Met with several companies regarding possible outdoor advertising for the City.

Continue to work with Career Source Central Florida in promoting the workforce for expanding companies and new companies considering locating to Sanford

Continued relationship with West Volusia/North Seminole Economic Development professionals to promote regional initiatives Municipal Economic Development Organization (MEDO).

Implemented new “Site Selection” resources to attract developers to Sanford.

Implemented new demographic research tools to provide businesses with analytics.

Worked with IT to develop an interactive “incentives” map for 2017-2018.

Worked with staff on upgrading and improving website and mobile app.

Worked with staff to develop new collateral materials and updated publications.

Participated in the Seminole Economic Development and Education Network.

Initiated an Existing Spotlights program to showcase our local companies to the City Commissioners on a monthly basis.

Attended professional development and trade meetings:

Florida Economic Development Council

International Council of Shopping Centers

International Economic Development Council

Florida Simulation Summit – in partnership with Orlando Economic Partnership

National Business Aircraft Association – in partnership with Orlando Economic Partnership

International Economic Development Council

Southern Economic Development Council

Florida Craft Brewers Association

Continued to provide leadership in the World Affairs Council of Central Florida

Community Redevelopment Agency (CRA):

Sonia Fonseca, CRA Executive Director

Encumbered \$243,000 toward redevelopment projects.

Encumbered \$200,000 toward two new construction projects.

Awarded over \$65,000 toward Façade renovations.

Funded \$120,000 to rehabilitate the historic jail building, 113 Palmetto Ave.

Funded \$7,000 toward stabilization of the former dry cleaner site, 121 Palmetto Ave.

Funded \$30,000 toward Oak Avenue Streetscape design.

Funded \$45,000 toward preliminary design and feasibility study for Sanford Civic Center.

Funded nearly \$50,000 toward park bench replacement.

Expanded shuttle service – brought nearly 14,000 riders into downtown Sanford.

Funded Summer Choo Choo to the Zoo campaign in partnership with the Zoo and SunRail which brought more than 800 riders on SunRail to the Zoo.

Funded \$30,000 to air a Summer TV commercial to bring visitors to the City.

Entered into an Intergovernmental Agreement to commit 5.2M to streetscapes surrounding the Catalyst Site (Heritage Park).

Hired a firm to perform a downtown Parking Study.

Provided matching funds to support Movies in the Square event.

Continued to fund maintenance and landscaping along the RiverWalk.

Continued to fund dedicated officers for the CRA area.

Established a new Relocation Assistance Grant for 2017-2018.

Attended Mainstreet Conference to begin the process of analyzing the possibility of reviving the program in Sanford.

Funded promotions including ads in local publications and acquisition of a domain to drive tourism.

Finance Department

Cynthia Lindsay, Director

Completed the 2018 Budget process continuing in the City Commission's adoption of a \$113 million budget.

Completed the 2016 Comprehensive Annual Financial Report (CAFR) and received a clean audit opinion.

Information Technology (IT) Division

Completed mass upgrade of smart phones across the city to include all current smart phone users and upgraded all police officers to smart phones. These integrated devices provide near laptop functionality.

Implemented a workflow solution to allow departments to automate their processes electronically. The solution also provides the ability to create public forms and initiate processes with our citizens or gather information from them directly.

Completed a major data center upgrade by installing new virtual server hardware and migrating all City servers to the new environment whereby increasing performance and stability. We also converted all servers from VMWare to HyperV. Our VMWare license would have been 120K; however, by taking advantage of the HyperV licenses in our already purchased Enterprise Agreement from Microsoft we saved that cost.

Implemented an environmental monitoring solution which can monitor Power, Temperature, Humidity, Flood, and other events at each data center. Solution also monitors temperature and power at all City sites which we provide data and telephone services. This allows us to observe an outage prior to it being reported by our customers and allows us to respond faster or better safeguard our equipment.

Completed upgrades to multiple conference rooms to provide appropriate tools for engaging meetings and collaboration.

Created a Website Overview Team whose goal is to oversee the website for improvements and to provide common ground for the departments to collaborate on content, design, and general uniformity.

Negotiated a contract with and On-boarded a company to provide desk side support functions for the City reducing time to resolution for all desk side support issues.

Fire Department

Craig Radzak, Fire Chief

Successful compliance with the State of Florida safety inspection in accordance with Florida State Statutes.

Conducted two new hire orientation classes consisting of 15 probationary firefighters and improved the process expanding it from 4 weeks to 6 weeks to include new hazards associated with the career.

Submitted for a Safety and Fire Prevention grant for portable extinguisher training prop to demonstrate the proper use of extinguishers to the public.

Successfully negotiated a three year contract with the International Association of Firefighters (IAFF) with limited to no use of the City's Labor Attorney reducing the cost of legal fees to the City.

Adopted the Local Mitigation Strategy (LMS) Plan which would enable the City to be eligible for federal funding on vulnerabilities such as natural, man-made, or technological threats to the City.

Provided Amtrak and SunRail training to personnel to improve their comprehension of railroad emergencies and other hazards associated with locomotives and other rail cars.

Completed multi-company training and education on the revised Incident Management System Manual.

Responded and mitigated two major structure fire incidents at Luxury Motor Coach and existing warehouse on South Sanford Avenue.

Completed a "Smoke Detector Blitz" with the American Red Cross installing 21 smoke alarms to residents to a 55 and older mobile home park in the City of Sanford.

Placed ballistic protection (helmets, vests) and other related equipment on all operational units.

Activated the Emergency Operations Center (EOC) twice for Hurricane Matthew in October 2016 and for Hurricane Irma in September 2017.

Compiled a list of after action items for the events and effects of Hurricanes Matthew and Irma to improve the level of the City's emergency preparedness.

Completed 2,300 annual fire inspections on commercial buildings.

Participated in an active shooter drill at the Forest Lake Academy.

Administered two Florida Retirement System (FRS) referendums in preparation for new fire employees hired on or after October 1, 2017 to enter FRS.

Fire Department Continued:

Coordinated and collaborated with Seminole County Emergency Management on a Reverse 911 system for improved notifications to residents.

Implemented a Damage Assessment software program and utilized it for Hurricane Irma to communicate County-wide all the damages caused by Hurricane Irma.

Implemented a certified public expenditure program to increase our emergency medical transport revenue above the Medicare allowable.

Executed a rebate program with our emergency medical supply vendor to decrease the amount of operating costs in supplies by one-half.

Participated in the Sanford Orlando Airport table top drill in improve our preparedness to airport emergencies and aircraft incidents.

Trained the Department on the new compressed natural gas facility located at Waste Pro on St. John's Parkway.

Streamlined logistical needs during EOC activations as the support unit for City functions including relationships with local vendors and assisting the City.

Implemented quarterly task books and testing of probationary firefighters to ensure success progression is made in the Department.

Collaborated between Operations, Training, & Fire Prevention on a pre-fire plan program.

Trained new Police Department employees on the active shooter incidents.

Added the Certified Vehicle Operator Course (CEVO) to the in-house engineer training program.

Recertified Police Department employees in Cardiopulmonary Resuscitation and First Aid training as needed.

Attended a power company training program on the safety of electrical hazards and witnessed their state of the art "live" line demonstration.

Implemented a staffing program allowing for more efficiency in scheduling of employees and improving notification to employees on required staffing needs.

Enhanced the Building Division Incentive Program to improve the retention and recruitment of Building Inspectors and provide motivation for added licenses.

Coordinated with Community Improvement and other Departments on moving the *Citizen serve* program to allow for a more efficient permitting process.

Responded to 10,665 emergency calls for service; a 1% increase over last year.

Transported 4,601 patients to the hospital.

Human Resources and Risk Management (HR/RM)

Fred Fosson, Director

Posted 94 Vacancy Announcements in FY17 compared to 98 in FY16 and 90 in FY15. This is a three year total of 282 Vacancy Announcements and an annual average of 94.3; the annual average for Fiscal Years (FY12, FY13 and FY14) is 63.6. Accordingly, the immediate past three years annual average of Vacancy Announcements is equal to **150%** of the annual average of FY12, FY13 and FY14. These numbers are increasing without additional staffing since a reduction to four funded positions in 2008.

Received 2,996 Employment Applications in FY17 compared to 3,612 in FY16 and 3,085 in FY15. This is a three year total of 9,693 Employment Applications and an annual average of 3,231; the annual average for Fiscal Years (FY12, FY13 and FY14) is 2,942. Accordingly, the immediate past three years annual average of Vacancy Announcements is equal to **110%** of the annual average of FY12, FY13 and FY14. These numbers are increasing without additional staffing since a reduction to four funded positions in 2008.

Processed 64 Regular and Temporary New Hires in FY17 compared to 64 in FY16 and 58 in FY15. This is a three year total of 186 New Employees and an annual average of 62; the annual average for Fiscal Years (FY12, FY13 and FY14) is 51. Accordingly, the immediate past three years annual average of New Employees is equal to **122%** of the annual average of FY12, FY13 and FY14. These numbers are increasing without additional staffing since a reduction to four funded positions in 2008.

Processed 29 Employee Employment Promotions in FY17 compared to 30 in FY16 and 33 in FY15. This is a three year total of 92 Employee Employment Promotions and an annual average of 30.67. Accordingly, in the past three years, nearly one-third of all Vacancy Announcements are filled via Employee Employment Promotions.

Met with various departments multiple times to discuss/review personnel issues prior to the department taking action.

Attended by staff, numerous educational training programs. Especially important due the only staff member with at least four years of experience in the City's HR/RM department is the Director.

Emphasis on cross-training in all areas of HR/RM; department now has more redundancy capabilities in the case of a long term staff absence or vacancy.

Coordinated multiple Florida Retirement System training session conducted by Ernst and Young representative.

Scheduled and coordinated numerous information sessions and on-site visits with new 457 plan vendor, VALIC.

Instrumental in the planning and action of transitioning the Fire and Police pension plans to the Florida Retirement System

Human Resources and Risk Management Continued:

Maintained employee contributions to the Employee Health Insurance at the same level for eleven years in a row.

Scheduled monthly New Employee Orientation sessions to include, not only a review of Benefits offered by the City, but also reviewed: Customer Service expectations and training, Active Shooter scenario video, and the City's policy in regards to Discrimination and All Forms of Harassment.

Conducted six Annual Benefits Open Enrollment informational sessions.

Revised the City's Health Reimbursement Account incentive requirements to include an acceptable Body Mass Index (BMI) or acceptable waistline, and acceptable glucose levels in an effort promote a healthy lifestyle and reduce health insurance claims dollars paid by the employee and the City.

Conducted ten Discrimination and all Forms of Harassment Awareness Training sessions.

Completed the first Classification and Pay Study for the City since the last one in 2006.

Researched and had discussions with and review of presentations by vendors in regards to a City-wide electronic Employee Performance Evaluation platform.

Prepared and distributed for the second year Affordable Care Act required IRS 1095-C and 1094-C forms.

Prepared and submitted the bi-annual EEOC report.

Continued the Employee Service Awards Recognition and Luncheon for Years of Service after re-instituting it in FY13 after many years of not doing so.

Developed and implemented Tuesday Morning Information (TMI) sessions as educational and information briefings.

Led teaching and discussion on sixteen chapters in regards to Effective Supervisory Training classes for 15 City employees.

Coordinated the Take you Daughters and Sons to Work Day.

Held a successful Cancer Awareness Week event in October 2017.

Coordinated and administered one Wellness Walk.

Coordinated and administered the City Employee Wellness Bowling night.

Hosted CareHere monthly Lunch and Learns on health and wellness topics.

Promotion of the current Wellness Log program to encourage a healthy and wellness lifestyle.

Human Resources and Risk Management Continued:

Maintained benefits and programs to the City's health insurance program; no benefits or coverages reduced.

Maintained current life insurance rates with Florida Combined Life despite unprecedented usage of the life insurance in the last 48 months.

Assisted in the research and recreation of the retiree database.

Continued the City of Sanford initiated quarterly Seminole County City/County Human Resources Directors/Managers roundtable meetings.

Continued partnership with City of Lake Mary's CareHere Health and Wellness Center.

Coordinated agreement with the City of Oviedo in sharing their CareHere Health and Wellness Center with the City of Sanford and City of Lake Mary CareHere Health and Wellness Centers and vice versa.

Continued the new hire pre-employment examination at the Wellness Center. Cost Savings to the City.

Continued the Workers Compensation injury treatments at the Wellness Center. Cost Savings to the City.

Continued the post-accident drug screening at the Wellness Center. Cost Savings to the City.

Continued high utilization at the Wellness Center.

Scheduled six blood drives at City Hall.

Calculated and issued co-payment reimbursement checks to eligible health insurance members.

Maintained low levels of Workers Compensation Claims with 30 in FY17 compared to 36 in FY16 and 28 in FY15.

Recovered \$380,000 to date since January 2014 from others due to their damage to City property and vehicles. This compares to only \$50,000 in all of the period FY09, FY10, FY11, FY12 and FY13 *combined*. This large increase in recoveries in FY14, FY15, FY16 and FY17 is due to the efforts of the Risk Management Administrator and the City creating that position that could concentrate on Risk Management rather than the HR/RM Director performing all Director and all Risk Management matters. And this does not include the \$339,802 Risk Management was actively involved in recovering from the insurance carrier as a result of the loss of the Little Red School House.

Celebrated the Eleventh Annual Safety Incentive Program recognizing FY15, FY14 and FY13.

Conducted or coordinated multiple Safety and Risk Management meetings and training sessions.

Human Resources and Risk Management Continued:

Renewed the Florida League of Insurance property and casualty insurance for FY18.

Participated in multiple City Hall vulnerability assessment discussions with the Safety and FAST committees. Written report submitted to the City Manager.

Instrumental in the repair or replacement of multiple items of exercise and wellness equipment in the City Hall Wellness Room.

Coordinated six on-site membership drives with Sam's Club and BJ's Wholesale.

Preparation of four budgets for FY18 with a total of a \$9.3M budget maintained by four staff members including:

Operations

Health and Wellness Center

Property and Liability Insurance

Health Insurance

Planning and Development Services Department

Russ Gibson, Director

Facilitated 12 public meetings and hearings for the Historic Preservation Board.

Facilitated 11 public meetings and hearings for the Planning and Zoning Commission.

Facilitated 48 public meetings and hearings for the Development Review Team.

Facilitated 13 public meetings for the Public Art Commission.

Provided several lectures and training sessions for staff, board members and the public.

Processed 2,136 development applications, a 75 percent increase over last year.

Applications included the following:

- 11 Annexations
- 119 Arbor Permits
- 296 Certificates of Appropriateness
- 17 Conditional Use Permits
- 27 Driveway and other Engineering Permits
- 6 Rezoning applications including Planned Developments
- 35 Variances

Reviewed and processed several demolition projects.

Executed over 50 Development Orders.

Reviewed and inspected 1,956 Building Permits for zoning compliance.

Reviewed over 2,000 Business Tax Receipt applications for zoning compliance.

Collected \$261,159 in Development Review and Permit fees.

Planning staff attended and represented the City of Sanford at the following regular meetings:

17/92 Redevelopment Planning Agency

Airport Area Planning Committee

Bicycle Pedestrian Advisory Committee

Citizens Advisory Group for Seminole County Public Schools

Community Redevelopment Agency

County Wide Addressing Committee

Development Review Committee - Sanford Airport

East Central Florida Regional Planning Council

Goldsboro Choice Neighborhood Working Group Meetings

LYNX Regional Planning Group

MetroPlan Technical Advisory Committee

Metroplan Transportation Systems Management & Operations Advisory Committee

Planning Technical Advisory Committee

Public Art Commission

River of Lakes Heritage Scenic Highway Committee

Sanford Airport Noise Abatement Committee

Sanford Historic Trust

School Safety Advisory Committee

Special Magistrate – Code Enforcement

SunRail Technical Advisory Committee

Planning and Development Services Department Continued:

Developments or infill projects completed renovation, expansion or are approved or under construction

A-1 Block – 350 Persimmon Avenue
All Pro Freight, Phase 2 – 2625 Jewett Lane
All Souls Transit Village – 3280 W. 1st Street
Allegiant Simulator Training Facility – 2250 Marquette Avenue
Andy's Frozen Custard – 4625 St Johns Parkway
Athletic Apex – 181 Towne Center Circle
Bahama Breeze – 1550 Rinehart Road
Blue Ox Land Service – 500 North Way
Caboose Place Warehouse – 3830 Caboose Place
Career Vocational Education Building at Seminole High School
Celery Cove – 2601 Celery Avenue
Danus Utilities – 2320 Beardall Avenue
Del-Air Electric – 3400 St Johns Parkway
ETS Auto Expansion – 2618 Sanford Avenue
Extra Space Storage – 2728 W. 25th Street
First Street Market Place – 212 W. 1st Street
Ganesh North Planned Development – 343 Monroe Road
Goldsboro Elementary School – 1300 W. 20th Street
Hamilton Elementary School – 1501 E. 8th Street
Headquarter Hyundai Dealership – 995 Rinehart Road
Heavy Highway Infrastructure – 2000 W. 25th Street
Heritage Park (Downtown Catalyst Site) – 215 E. Seminole Boulevard
Hill Dermaceuticals – 3065 Mellonville Avenue
Kensington Reserve (Brisson West) 3890 Brisson Avenue
Lake Monroe Apartments – 2205 W. Seminole Boulevard
Lake Monroe Commerce Center – 1101 Monroe Road
L.A. Fitness – 300 W. Lake Mary Boulevard
Magnolia Press – 102 Loren Court
Maple Avenue Apartments – 610 W. 9th Street
Marina Isle Assisted Living Facility – 530 N. Palmetto Avenue
North Port Business Park – 3700 Narcissus Avenue
New Life Church – 911 Palmetto Avenue
Pat's Liquor & Leaf – 3021 Orlando Drive
Rand Yard Commerce Center – Caboose Place
Reagan Pointe – 4976 CR-427
Sanford Brewing Company – 400 Sanford Avenue
Sanford Medical Group – 1621 W. 1st Street
Seminole Asphalt and Paving – 2283 W. Airport Boulevard
Sky Power Sports – 3710 W. 1st Street
St. Johns Lofts (Seminole Commons) – 1840 Rinehart Road
Seminole Gardens Apartments – 1600 W. 5th Street
Texas Roadhouse – 100 Towne Center Boulevard
Thornbrooke – 133 N. White Cedar Road
Trestle Point Warehouses – 611 & 623 Trestle Point
Upsala Business Park – 450 Specialty Point
Venue 1902 at Preservation Hall (former Student Museum) – 301 W. 7th Street
Waste Pro Expansion – 3705 St Johns Parkway
Wyndham Preserve (Brisson East) – 3795 Brisson Avenue
Zaxby's – 3815 Orlando Drive

Police Department
Cecil Smith, Chief of Police

Estimated total calls for service were 136,376, which resulted in a 4.38% increase from the 2015/2016 fiscal year.

Estimated total Part I Crimes were 2,994 which resulted in a 08.55% decrease from the 2015/2016 fiscal year.

Hired and trained four new sworn officers (to include one of our volunteers), one Community Service Officer, and currently, training eight Officers that processed in July and were sworn in on October 2nd.

Investigated 1,759 cases.

Investigations made approximately seven homicide related arrests, 20 robbery arrests, and one armed carjacking arrests.

Conducted continued deployment of Command Vehicle and additional Command Vehicle operations course for all Patrol Operations supervisory personnel.

Conducted regular Walk and Talks and implemented Seminole Action Coalition Serving Our Needy (SACSON) outreach, Kate's Hope and Cops closet as additional community outreach.

Trained entire department on Promoting Procedural Justice with At-Risk and Minority Youth.

Utilized data analysis to issue weekly strategic priorities designed to address Part I crimes, and traffic crash mitigation.

Hosted and participated in over 100 functions across the City for family events, fundraisers, safety demonstrations, educational and instructional courses, school events and meetings through the Community Relations Unit.

Deployed the Community Activity Trailer 31 times.

Seized a total of (16) sixteen firearms through the Neighborhood Response Unit.

Seized and was awarded a total of \$24,673.00 in United States Currency through the Neighborhood Response Unit.

Arrested (73) subjects with active warrants through the Neighborhood Response Unit.

Apprehended (17) seventeen major crime suspects through the Neighborhood Response Unit.

Utilized traffic crash analytics to conduct traffic enforcement as a crash mitigation tool.

Police Department Continued:

Hosted (16) sixteen “Coffee with a Cop” events, which are open forums to talk about crime and quality of life issues in the community.

Attended numerous community meetings in regards to public safety, community redevelopment and engagement.

Increased social media presence with the utilization of Facebook, Facebook Live, Twitter and YouTube by over 10% across all platforms. Launched Sanford Police Department Instagram account to reach a younger demographic on new media.

Continued and expanded partnership with Seminole State College’s Digital Production Department to create educational videos, coupled with the creation and production of numerous videos in house.

Continued partnership with Crimeline, resulting in 126 tips received through Crimeline for open investigations.

Eleven students from the University of Central Florida and one from Seminole State College successfully completed an internship with us.

Held three Citizen’s Police Academies.

Volunteers supported and participated in over 100 community events throughout the City.

Preparing to host a very successful National Night Out.

Public Works Department

Bilal Iftikhar, Public Works and Utilities Director

Administration Division

Assist in consolidating Public Works and Utilities.

Started hydraulic modeling of the wastewater force-main network.

Completed vertical training program and presented to Florida Water Resource Conference.

Added Utility Billing Position (waiting on HR to give approval to post to NeoGov).

Continued Well Water Quality Study with Fl. Dept. of Environmental Protection.

Coordinated the launch of the Contact Center Express Call phone system.

Sent approximately 700 letters to customers for Compliance.

Completed daily annual Cross Connection Control Inspections.

Utility Construction Division

Completed E. Lake Mary Blvd reclaimed water line extension.

Completed construction of the Riverview manhole and force-main repair.

Began CR 46A Utility Relocation Project.

Completed phase of Grant Supported Sewer Pipeline Lining Project.

Completed Northstar Drainage Improvements

Completed Historic Goldsboro Blvd.

Ongoing Brisson East/West Subdivisions

Ongoing Thornbrooke Ph. 4 Subdivision

Ongoing SR 46 Utility Relocations

29 Smaller Commercial Projects: E.g. Cameron Heights Subdivision, Bahama Breeze, and ETS Auto

Water and Sewer Division

Repaired 52 sewer lines.

Responded to 11,500 locate tickets.

Cleaned 6,000 Linear Feet of sewer lines rehabilitations.

Changed out 1000 Automated Meter Reading Registers.

Cleaned 475,000 Linear Feet of sewer lines.

Completed 27 Sewer disconnects.

Rebuilt 102 Vacuum pits and 5 buffer tanks.

Replaced 6 Fire hydrants.

Plants Division

Completed construction of the Aquifer Storage Recovery Cross Connection Control Pump Station.

Replaced Oregon Wellfield Pump #1 (Derby Park).

Replaced Mayfair Golf Course Reclaim Water irrigation pump station.

Substantially completed North Water Reclaim Facility Nutrient Reduction construction and placed all four Advanced Wastewater Treatment Process Basins in service.

Public Works Department Continued:

Plants Division

Replaced underground electrical power supply wiring for Golf Course Wells 4-6 on the Mayfair Golf Course.

Rebuilt and overhauled one of the four Oxidation Ditch Rotors at the South Water Reclaim Center.

Replaced Fluoride Chemical Bulk Storage Tank at the Main Water Plant.

Installed firewalls at Main Water Plant and Water Treatment Plant #2 for remote Supervisory Control and Data Acquisition (SCADA) System access.

Completed Projects

Historic Goldsboro Boulevard –Final cost of construction \$2,625,000

Northstar Drainage Improvements– Final cost of construction \$600,000

Paw Park Reconstruction - Final cost of construction \$300,000

Sidewalk and concrete repair City-wide – Final cost for year \$275,000

Hidden Lake Drive and Live Oak Boulevard Resurfacing - Final cost \$725,000

Oregon Avenue Resurfacing – Final cost \$225,000

Derby Park Resurfacing – Final cost \$40,000

Hidden Lake Subdivision Double Micro-surfacing Phase I – Final Cost \$225,000

Bryn Haven resurfacing and Drainage Project – Final cost \$175,000

St Johns Pkwy. Tech Dr. and Central Park Place Mill and Resurface – Final cost \$150,000

Total cost- \$5,115,000 (Does not include engineering costs)

Projects Scheduled, Out to Bid or In Design

Cloud Branch Phase III Drainage Project – In Construction - Cost of Construction \$600,000

Oak Avenue Streetscape – Out to Bid – Estimated Cost of Construction \$500,000

Hidden Lake Subdivision Double Micro-surfacing Phase II – Scheduled - \$187,000

Academy Manor Subdivision Mill and Resurface – Scheduled - Estimated Cost of Construction \$175,000

Ridgewood Avenue Mill and Resurface – Scheduled - Estimated Cost of Construction \$150,000

Hays Drive and Mayfair Circle Full Depth Recycling and Resurface – Scheduled -Estimated Cost of Construction \$300,000

10th and 11th Street from Mellonville Ave. to Sanford Ave. Mill and Resurface – Scheduled - Estimated Cost of Construction \$175,000

Hidden Lake Drive and Live Oak Blvd Sidewalk Project – In Design - Estimated Cost of Construction \$750,000

Public Works Department Continued:

Projects Scheduled, Out to Bid or In Design

St Johns Pkwy. Intersection Improvements – In Design - Estimated Cost of Construction \$150,000

New Oak Avenue Pond – In Design - Estimated Cost of Construction \$1,000,000

Riverwalk Phase III – In Design - Estimated Cost of Construction \$27,000,000

17-92 Beautification – Awaiting FDOT permit - Estimated Cost of Construction \$2,760,000

Sidewalk Repair – Scheduled - Estimated Cost \$300,000

Public Works and Utilities Inspection Staff

All Utility and Public Works Projects Inspections include (Quantification and Quality Assurance) Public Works Inspectors completing utility locates (almost 1000 to date) - Ensuring vital underground infrastructure is protected.

Right of Way, Demo and Driveway Inspections

Utility cross-connection Inspections – Ensuring sanitary, reclaim and potable systems are protected from contamination.

Backflow Program Inspections – A vital task to ensure contamination does not flow back into our potable system.

Verifications and documentation as observed for scheduling and quantifying work as needed (entire inspection staff).

Entire Utilities and Public Works Inspection staff work closely with contractors, engineers, government agencies and the general public to ensure that our infrastructure is constructed and installed correctly, safely and to specification.

Goal is to have Utilities and Public Works Inspectors cross-trained in all disciplines of Project Management.

Major Completed Projects for Stormwater

Cleaned Pinehurst Pond

Re-aligned 800 feet ditch that runs along Park Av. from 25th place to 26th street. This ditch has been pushed into the road over the years from trees and vegetation growing in to the ditch. This project will move the ditch back to its proper location and rebuild the shoulder of the road like it should be for safety and road maintenance.

Piped 600 feet of ditch and added inlets behind the baseball stadium along the back bus driveway for Hamilton Elementary School.

Public Works Department Continued:

Major Completed Projects for Stormwater

Oversee and monitor the Cloud Branch Phase 3 project. This project will be addressing flooding issues on Elm Ave. from 10th to 20th street.

Added 100 feet of pipe and inlets along Wildwood Dr. in Hidden Lake to help with localized flooding.

Oversee and monitor the National Pollutant Discharge Elimination System and Basin Management Action Plan programs.

Streets Division Projects

Cleaned up after two major hurricanes.

Rehabbed 7th St (which is a brick road/one city block) from Elm Ave. to Myrtle Ave.

Removed 126 dead, diseased and/or fallen trees throughout the City.

Removed and replaced approximately 1,760 cubic yards of contaminated material at the Catalyst Site.

Continued maintenance on 180 miles of roads (pot hole repairs, road cut repairs), 80 miles of sidewalk (replacing broken or raised panels/trip hazards) and 17.6 miles of alley ways (rutting, dips and washouts).

Maintained our City lots and Rights of Ways mowing schedule.

Rehabbed 42,600 linear feet of alley ways, in the continued Alley Rehab Project.

Major Completed Projects Facility Maintenance

Assisted with the assessment, cleanup and repair from Hurricane Matthew.

Assisted in the rebuilding of electric service at Magnolia Square.

Installed new electric service and 8 new lights at Red Barber Park.

Installed new electric service and 6 new lights at Centennial Park.

Assisted with the replacement of the sliding doors to the Recreation Department's office space.

Assisted with the replacement of the sliding doors to the main lobby at City Hall.

Assisted with the remodeling of the Commission Chambers.

Repainted the mast arms on 1st St and French Ave.

Assisted with the assessment, cleanup and repair from Hurricane Irma.

Public Works Department Continued: Solid Waste Division

Collected 17,305.12 tons of Residential Solid Waste from approximately 13,644 City of Sanford residents.

Collected 3,291.56 tons of Residential Yard Waste from approximately 13,644 City of Sanford residents.

Collected 1,215.68 tons of Residential Recycle from approximately 13,644 City of Sanford residents.

Collected 262.05 tons of debris during the October 2016 and April 2017 Community Clean Up events from City of Sanford residents.

Completed and collected 6,550 Hauls and 27,627.97 tons of debris from October 2016 and September 2017 from residential homes and businesses within the City of Sanford.

Collected 22,256.06 tons of debris from October 2016 and September 2017 businesses within the City of Sanford.

Parks and Grounds Operations Division

Performed weekly landscape maintenance operations for:

- 29 Park Sites 129.29 Acres
- 20 Traffic Medians 16.05 Acres
- 17 City Facilities 111.45 Acres
- 6 Entry Signs .66 Acres
- 2 Trails 13.48 Acres
- Historic Downtown District 12.88 Acres

Worked over 100 events (Christmas in the Square, Spooky Hollow, Star Spangled 4th).

Started replacement of Centennial Park Gazebo.

Installed swings and safety surfacing at Coastline Park.

Installed new pavilion at George Starke Park.

Completed roof repair at Washington Oaks Park.

Completed the Sanford Parks Improvement Project (rehab of 1 tennis court, 7 basketball courts).

Completed work and held grand opening for Paw Park.

Outsourced 6 more park sites for a total of 23 sites maintained by contractors.

Replaced the swing benches on Riverwalk (benches have been fabricated, waiting on installation).

Repaved Derby Park drive lanes, parking area.

Replaced seven Park I.D. Signs.

Replaced three Utility carts.

Started Ft Mellon Park Playground Rehab.

Repaved the south parking lot at George Starke Park

Diamond cut the palm trees at Veterans Memorial Park.

Replaced 11 palms along the Riverwalk due to Fusarium Wilt.

Started an Adopt-A-Park program with 5 participants for this year.

Participated in two major cleanups from Hurricanes (Matthew and Irma).

Purchased 3 Flash Cams for various parks.

Recreation Department
Mike Kirby, Director

Generated \$15 million in Economic Impact through Sanford programs, facility rentals and events.

Presented and chosen the “Outstanding Race City” for Soap Box Derby racing. This award was presented in Akron, Ohio in July at the World Soap Box Derby competition. Sanford was chosen over 102 eligible race cities.

Coordinated City sponsored Special Events to include Easter, Memorial Day, July 4th, Halloween, Veterans Day, Christmas in the Square, and the largest Christmas Parade to date.

Conducted swim lessons at the Larry A. Dale Aquatic Center staff for over 600 children ages 12 and under. The Aquatic Center also hosted 4 USA Sanctioned Swim meets with over 1000 swimmers participating.

Awarded “Outstanding Sports Facility Team” by the Orlando North Seminole County Tourism Board – for staff efforts at the Historic Sanford Memorial Stadium.

Hosted 323 games at the Historic Sanford Memorial Stadium

Expanded Westside Community Center’s mentoring program continues to expand and this year included college tours of FAMU, Rollins, Savannah State (GA.), Clark Atlanta (GA), Morehouse (GA), and USF providing young citizens hope, opportunity, and a positive environment.

Successful Westside mentoring program -- saw 4 of its students graduate after participating in the mentoring program for the last 4 years. Two students received college football scholarships, one is entering the United States Air Force and one student is continuing their studies at Seminole state College.

Processed 175 special event applications through our Special Events Division.

Provided a 10 week basketball program to young men in the community as a crime prevention outlet at the Westside Community Center “Open Gym” program.