

CITY OF LAKE WALES



Dedication of the Stoudemire Basketball Court on Lincoln Avenue

ANNUAL REPORT 2015

City Commission



Eugene Fultz – Mayor/Commission At-Large [05/07/13 - 05/02/17]

Mayor Eugene Fultz was the first mayor elected at-large, Seat 1, under the 2011 Charter revision, which assigned the mayor a stronger leadership role with added duties such as promoting programs and other duties of a leadership nature in representing the City. Mayor Fultz serves as Vice-Chair of the CRA and represents Lake Wales to organizations such as the Polk Transportation Planning Organization and the Polk Transit Authority Board of Directors. Mayor Fultz was elected in April 2015 to serve a second 2-year term.



Christopher Lutton – Commissioner Seat 5, District 28 [05/01/12 - 05/03/16]

Commissioner Lutton is the last Commissioner to serve a four year term, which is due to expire on May 3, 2016. He served as Deputy Mayor from May 7, 2013 thru May 5, 2015. Commissioner Lutton currently serves as the alternate member to the Ridge of Cities Board.



Jonathan Thornhill - Deputy Mayor/Commissioner Seat 2, District 19 [05/05/09 - 05/02/17]

Commissioner Thornhill was elected to serve a third term on the Commission on May 5, 2015 and currently serves as Deputy Mayor. He is Chair of the Community Redevelopment Agency and is a member of the City's Finance Committee, Investment Committee, and liaison to the Lake Wales Housing Authority Board. Commissioner Thornhill serves as a member to the Ridge League of Cities Board, representative to the Florida League of Cities Delegation Committee, and the Polk County Zoning Airport Authority.



Terrye Y. Howell – Commission Seat 3 District 122 [05/06/14 - 05/03/16]

Commissioner Howell previously served on the Commission from May 3, 2005 thru May 7, 2013, during which time she served as Vice-Mayor from 2010 – 2013. Commissioner Howell was elected again in April 2014 to serve a 2-year term beginning May 6, 2014 thru May 3, 2016.



Pete Perez – Commissioner Seat 4, District 27 [05/05/15 - 05/02/17]

Commissioner Perez was elected to serve a two year term in Seat 4 beginning May 5, 2015 thru May 2, 2017. This seat was previous served by Betty Wojcik. Commissioner Perez currently serves as the non-voting member to the Airport Authority Board.

City Manager



Kenneth Fields became City Manager in August 2013. He has previously served as Manager or Assistant Manager for the City of Hollywood, Islamorada, Village of Islands in the Florida Keys, and the Seminole Tribe of Florida. He began his career in Pittsburgh, Pennsylvania where he served as Director of Budget and Research and Chief Labor Negotiator. He also worked in the private sector as a Management Consultant to state and local governments based in Washington DC and as the business administrator for the Software Engineering Institute associated with Carnegie Mellon University in

Pittsburgh. Since joining the City of Lake Wales he has worked to increase private investment in the city working with the Lake Wales Economic Development Council, improved the city's reputation as a "business friendly" location, stimulated progress on the redevelopment of major downtown properties, worked to enhance the city's appearance through targeted code enforcement and major citizen volunteer work days and reorganized the city's management structure to improve performance and accountability.

City Manager

Kenneth Fields

City Attorney

Albert C. Galloway, Jr.

Executive Team

Teresa Allen, Public/Support Services Assistant Director

Kathy Bangley, Planning Director

Sandra Davis, Human Resources Director

Dorothy Ecklund, Finance Director

Joe Jenkins, Fire Chief

Sarah Kirkland, Interim Utilities Director

Patricia Lopez, Assistant Finance Director

Tom Moran, Utilities Director

Jennifer Nanek, Assistant to the City Manager

Tina Peak, Library Director

James Slaton, Public/Support Services Director

Cliff Smith, Building Official

Zailet Suri, Executive Assistant

Clara VanBlargan, City Clerk, MMC

Chris Velasquez, Police Chief



HIGHLIGHTS 2015

► LEADERSHIP

- Pete Perez, first Hispanic Commissioner, is **elected** to the City Commission in April.
- Monica Drake Pierce was hired as the new director for the Depot Museum.
- Lake Wales was designated a "Blueway Community" with the Buster Island Loop Paddling Trail

► GRANTS

- \$160,000 – Recreation Trails Program Grant to resurface the **Lake Wailes Trail** and to expand the trail head parking at the Kiwanis Park end of the trail. Construction was completed in 2015.
- \$50,000 - FRDAP grant to enhance the skate park was awarded and completed.
- New sidewalks were installed on 2nd & 3rd Streets near Polk Avenue Elementary School as part of a **Safe Routes to School** grant from the Florida Department of Transportation.



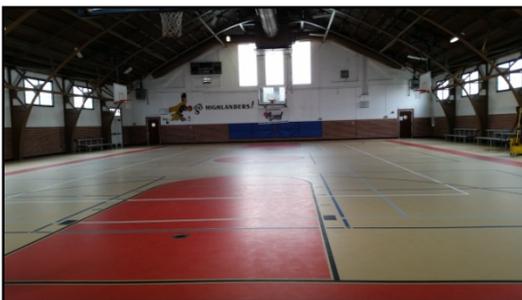
Monica Drake Pierce receives a donation for the museum from Larry Tonjes of the Kiwanis Club.



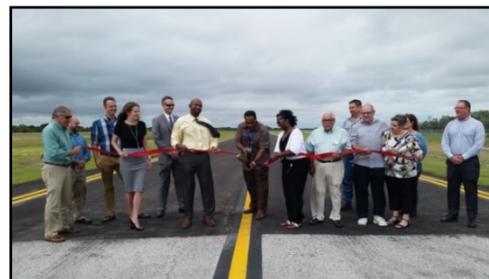
The new additions to the skate park at Kiwanis Park

► PARTNERSHIPS

- Amar'e and Alexis Stoudemire (AAS) Foundation – **New Basketball Court** on Lincoln Avenue.
- Envisors for sponsoring **15 families** in the Lake Wales area to help with gifts and food for the holidays.
- Partnering with the County and other Cities to form a **countywide municipal water cooperative**.
- Provided a grant to the Green & Gold Foundation to keep the **B Street Community Center** Open.
- Provided a loan to the **Lake Wales Woman's Club** to help them replace their roof.



New Floor at the Kirkland Gym



Ribbon cutting for Airport Improvements

► FACILITIES

- Kirkland Gym floor replaced and new bleachers installed
- The Water and Wastewater Vehicle Storage Facility at the Sam P. Robinson Wastewater Plant is now complete.
- Safety Improvements at the **Airport** were completed in 2015.
- The new Lake Wales Cemetery was completed and named **Lake Wales Memorial Gardens**.

► PARK IMPROVEMENTS

- Additional Exercise equipment installed around Lake Wailes.
- Electrical upgrades to festival area of Lake Wailes Park



N. Market Street Improvements



New Exercise Equipment by the Lake Wailes Trail

► **STREETS**

Road Improvements on N. Market Street and W. Central Avenue Completed.



Employees taking a AED class from the Fire Department



Mayor Eugene Fultz and PCLC Bookmobile driver, Jeff Olson.

► **GOVERNMENT/SERVICES**

- City Commission approved a budget with a **lower tax rate of \$7.36 per \$1,000 of taxable value** from \$8.36 in 2014-2015.
- City received **Certificate of Achievement for Excellence in Financial Reporting**
- The Sam P. Robinson Wastewater Treatment Plant was awarded the **Earl B Phelps Finalist Award** for treatment quality.
- Utilities Department staff receives Awards of Excellence and Safety
- The Fire Department CPR training to 148 citizens. In the two years of the CPR Program the department has provided training to 213 members of our community and to 85 city employees.
- In June the Lake Wales Public Library began operation of PCLC's **Bookmobile service** with funding provided by the Polk Co. Library Cooperative.
- City Commission approved an ordinance to allow residents to keep chickens inside city limits.

► **RETIRED IN 2015**

Margaret Swanson
Director of Planning & Dev (12 yrs)

Carolyn Avirett
Cataloguer (20 yrs)

Tom Moran
Utilities Director (6 yrs)

Clemon Davis,
System Tech - Wastewater (10 yrs)

Mark Stroup
Police Officer (26 yrs)

Frank Brejwo
Parks Maint. Worker (20 yrs)

► **EMPLOYEE OF THE YEAR**

Doug Riesenbeck, Wastewater Department, is Employee of the Year for 2015

– He was recognized for taking on the responsibility of overseeing and administering a lubrication program at the plant. As a result of his diligence and willingness to do this, the wastewater plant has seen a reduction in energy cost to the point that we will be applying for an Energy Star rating for the plant this year.

City Boards, Commissions & Committees

The City of Lake Wales has 15 different boards, commissions, and committees, which are comprised of many volunteers such as local citizens, property owners in the City, and business owners. Appointments are made by the Mayor with the advice and consent of the City Commission.

Volunteering on a City Board, Commission or Committee provides a wonderful way for citizens to offer guidance and expertise on issues that directly impact their community and to become engaged in our local government. Volunteering also provides an opportunity to do something for others and allows our citizen leaders to give back to their community.

The City encourages other people to take an active role in their community by volunteering to serve in one of the various vacant positions. If interested in serving contact the City Clerk at 863-678-4182, ext. 228 or cvanblargan@cityoflakewales.com. Applications and a list of vacancies are available in the City Clerk's Office, Customer Service, and on the City's Website.

Airport Authority

1st Monday, 5:30pm, Commission Chamber

Bicycle/Pedestrian Advisory Commission

Meeting Status: Inactive

Board of Zoning Adjustment & Appeals

3rd Thursday, 9am, Commission Chamber

Citizens and Police Community Relations Advisory Committee

**3rd Thursday, 6pm, City Hall Lunch Room,
Quarterly**

Code Enforcement Board

2nd Monday, 5pm, Commission Chamber

Community Redevelopment Agency (CRA)

Meetings held when necessary

CRA Citizen Advisory Committee

2nd Thursday, 3:30pm, Commission Chamber

Drug & Prostitution-Related Nuisance Abatement Board

Meeting Status: Inactive

Enterprise Zone Development Agency

Meeting Status: Inactive

Finance Committee

Meeting Status: Inactive

Historic District Regulatory Board

3rd Thursday, 5:30pm, Commission Chambers

Historic Preservation Board

Meeting Status: Inactive

Housing Authority Board

3rd Wednesday, 6pm,

Investment Committee

Meeting Status: Inactive

Lakes Advisory Commission

Meeting Status: Inactive

Library Board

2nd Wednesday, 11am, Library

Parks & Community Appearance Advisory Board

Meeting Status: Inactive

Planning & Zoning Board

4th Tuesday, 5pm, Commission Chamber

Recreation Commission

**3rd Monday, 12pm, City Manager's
Conference Room**

**Retirement Boards: Fire, Police & General
Quarterly Meetings**



CITY CLERK'S OFFICE



City Clerk Clara
VanBlargan, MMC, MSM

The City Clerk is a Municipal Officer dedicated to serving the community in a professional, ethical, impartial, and equitable manner. The City Clerk is the Chief Elections Official; Custodian of Official Documents and Public Records; Records Manager, Records Management Liaison Officer (RMLLO); Financial Discloser Coordinator; Notary, Secretary to the City Commission and serves at its pleasure; prepares and publishes City Commission, Community Redevelopment Agency, and CRA Citizen Advisory Committee agenda packets, transcribes the official minutes; manages appointments to city volunteer boards, commissions, committees, and authorities, and non-city boards for city commission representation as well as Employee Safety Committee and pension boards; and manages application process for obtaining a peddler/solicitor business tax.

The City Clerk is in charge of governmental events such as Municipal Government Week, Leadership Lake Wales, Youth Leadership Lake Wales at City Hall, and a new event beginning 2016, "Annual Boards, Commissions & Committees Appreciation Day."



Leadership Lake Wales Class 20, October 14, 2015



Youth Leadership Lake Wales, January 21, 2015

The Lake Wales voters will elect a City Commissioner to Seat 3, District 122, and a City Commissioner to Seat 5, District 28, on April 5, 2016 for a two-year term beginning May 3, 2016. Qualifying period is from noon, February 15, 2016 thru noon, February 19, 2016.

CITY MANAGER'S OFFICE

In addition to overseeing the operations of the City, the City Manager's Office also handles rentals of parks and facilities such as the James P. Austin Community Center and Kiwanis Park and approves special event permits for festivals and parades. The city Manager's Office coordinated hosting the Ridge League of Cities monthly meeting in February of 2015 with a Mardi Gras theme.



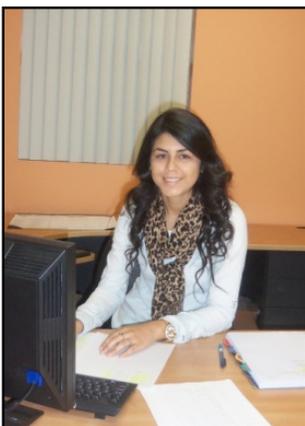
Deputy Mayor
Thornhill speaks at
the Ridge League
of Cities Dinner at
the Lake Wales
Country Club in
February

The FINANCE DEPARTMENT processes, records and reports the City's financial activities, and ensures that purchases and expenditures stay within budgeted appropriations. The Finance Department maintains financial records that comply with standards prescribed by the Governmental Accounting Standards Board (GASB) and prepares financial statements that conform to general accepted accounting principles (GAAP).



Dorothy Ecklund – Finance Director

During 2014'15, the City received, for the sixth time, a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association. The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management according to the Government Finance Officers Association.



Vanessa Revelo,
Accountant III



Veronica
Sepulveda,
Accounting
Clerk

The Finance Department is currently working to automate more of the budget process by utilizing data that is exported directly from the accounting system.

Annual Budget Adoption Schedule

May. For FY 2016'17 - The City Commission will provide staff with goals and objectives to be included within the next fiscal year. Department heads will prepare budget requests based on goals and objectives set by the City Commission.

June and July. Proposed expenditure budget is compiled from department requests. Proposed revenue budget is compiled using state revenue estimates, local user fee estimates, historical experience, and interim millage rate set by the Commission. Various Commission workshops will be held to balance the budget.

August. Balanced, proposed budget will be transmitted to City Commission. Additional workshops will be held and revisions will be made based on consensus derived from workshop discussions.

September. Two public hearings will be held on the proposed budget. Revisions will be made based on City Commission direction following public hearings. Millage rate is set and budget is adopted following second hearing.

UTILITY BILLING strives to provide excellent customer service through various payment options and programs:



Kirsten Kierce and Jennifer Suarez, Utility Clerks/Cashiers

The City offers two great services for customer's utility billing accounts: **Paperless Billing** and **Direct Debit**.

- Customers who sign up for paperless billing - the City can e-mail their bill to them, getting it up to two days earlier. While encouraging a "go green attitude," these customers are also receiving their billing faster than the traditional "paper" method.
- Customers who sign up for direct debt - the City can automatically charge their checking account, saving them the hassle of writing us a check and mailing it, or having to come in person.

A utility assistance program offered by the City of Lake Wales is "Lifeline Assistance." The Lifeline is a program by which low-income residential water and sewer customers can apply to receive a credit on their monthly water/sewer utility bills. The credit reduces the utility bill by an amount equivalent to the established "base" charge for the residential customer's household water and/or sewer services.

- During 2015 the Lifeline program provided a monthly:
 - Inside city limit credit of \$6.25 for water and/or \$22.19 sewer.
 - Outside city limit credit of \$7.82 for water. Outside city limit customer do not typically have access to the city's sewer system.

Customers interested in applying for the Lifeline Program can obtain an application from the City's website or in the Cashier's Office located in the municipal building.

During FY 2015'16, customer service representatives will be working to inform more customers of the Lifeline program offered by the City.



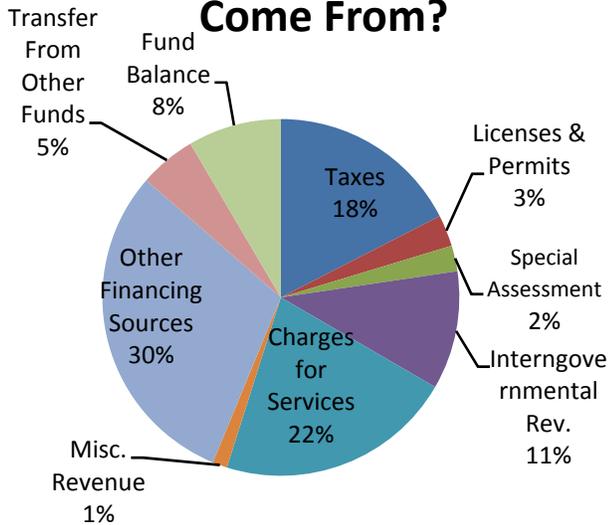
Leslie Hernandez, Billing and Collection Manager



Penny Wienk, Customer Service, was awarded an Honorable Mention Citizen Service Award for going above and beyond to help a veteran find the resources he needed.

FY 2015-2016 Budget at a Glance

Where Do City Dollars Come From?



Total Revenue = \$38,243,429

Taxes 18% (\$7,483,896)

Property taxes, utility taxes, gas taxes, communication services taxes, and business taxes

Licenses & Permits 3% (\$1,258,500)

Taxes, and business taxes, Franchise fees, building permit fees, and development permit fees

Intergovernmental 11% (\$4,744,686)

State shared revenues, sales taxes, beverage taxes, mobile home license taxes, state and federal grants

Charges for Services 22% (\$9,522,114)

Fees for water and sewer, cemetery, fire services to outside agencies, solid waste collection and other general government fees.

Misc Revenue 1% (\$587,839)

Fines & forfeits, interest income, sale of assets, donations, and miscellaneous income.

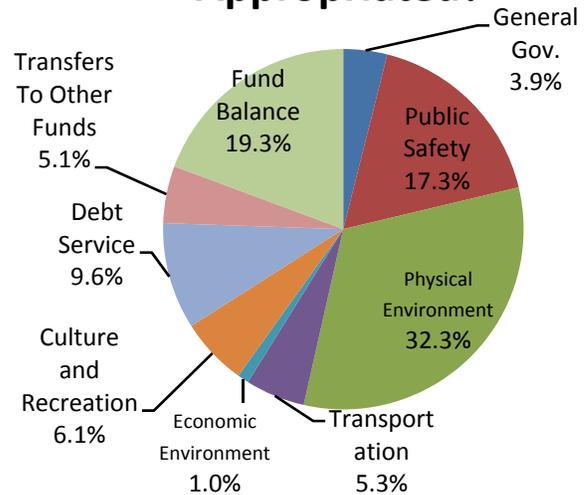
Other Financing Sources 30% (\$13,362,941)

Debt issuance and Capital Leases

Transfer from other Funds 5% (2,273,763)

Fund Balance 8% (\$3,743,100)

Where Are City Dollars Appropriated?



Total Expenses = \$33,437,291

General Government 3.9% (\$1,736,496)

City commission, city manager, city attorney, city clerk, finance, human resources, information technology, support services, planning & zoning

Public Safety 17.3% (\$7,676,120)

Police, fire, emergency management, building department, code enforcement

Physical Environment 32.3% (\$14,281,799)

Public Utilities (water, sewer, reuse) Cemetery, solid waste disposal

Transportation 5.3% (\$2,363,548)

Streets, storm water, General Fund subsidy of airport

Economic Environment 1% (\$451,862)

Economic & Community development

Culture & Recreation 6.1% (\$2,685,835)

Parks, open space, recreation facilities, library, museum, and human services

Debt Service 9.6% (\$4,241,631)

Interest on long-term debt

Transfers to other Funds 5.1% (\$2,273,763)

Fund Balance 19.3% (\$8,549,238)

The LAKE WALES FIRE DEPARTMENT is continually striving to improve the level of service provided to the citizens of our community. In 2015, the fire department responded to 2991 emergency calls with an average response time of 5.02 minutes. The prevention department conducted a combined 2,067 fire safety inspections and plan reviews.

In 2015, the Board of County Commissioners chose not to renew the Outside Protection Agreement with the City of Lake Wales. This agreement, which had been in place since 1976, paid the city nearly \$260,000 per year. In return the Lake Wales Fire Department would respond to calls in a defined area in unincorporated portions of Polk County. In response to the lost revenue from the county, the City of Lake Wales adopted a fire assessment fee. This non-ad valorem fire fee was set at \$150.00 for residential units, \$.08 per square foot of commercial properties, \$.12 per square foot of institutional properties and \$.01 per square foot of industrial/warehouse properties. The adoption of the non-ad valorem fire fee allowed the city to reduce the ad valorem taxes to all city residents by 1 full mill.



Demo model of new truck for Lake Wales Fire Department North Station.

With the projected growth in the city's northern corridor the fire department recognizes the need

for an additional firefighter per shift and a mini rescue pumper.

The mini rescue pumper was approved in the 2015/16 CIP. The department expects delivery by September 2016.

The fire department partnered with the American Red Cross to identify those in our community without working smoke alarms. Firefighters installed new alarms and changed batteries in dozens of homes around Lake Wales.



Care Center employees receive CPR training. All Care Center staff is now CPR certified.

The department provided CPR training to 148 citizens. In the two years of the CPR Program the department has provided training to 213 members of our community and to 85 city employees.



Prevention department enjoying their time teaching the use of fire extinguishers to LWHS Culinary Arts students

This year 49 employees of local businesses and 125 Lake Wales High School Culinary Arts students received Fire Extinguisher training.



Firefighters Perez and Patterson demonstrate protective equipment to High Point Church Sunday school class.

As part of the fire department's fire safety program, firefighters visit each school in Lake Wales annually. Students receive fire prevention materials and equipment demonstrations. Many of the schools also schedule field trips to the fire department.

This year the fire department made contact with 3,860 members of our community. Through public education events and station tours.

The fire department's Ride-Along program allows those 16 years and older to experience life as a firefighter. The majority of the participants are high school students that are contemplating a career in the fire service. The program's goal is to provide enough insight to enable them to make an informed decision about becoming a firefighter. Four of our current firefighters are products of the Ride-Along program.



Lt. Prevatte training rookie firefighter McDonough on how to operate the Tower

Fire department personnel are required to train daily. Each member of the department must be proficient in the operation of all rescue equipment. In 2015, firefighters logged nearly 4,000 hours of training. Training included emergency vehicle operations, fire suppression techniques, emergency medical skills, vehicle extrication and personal protective equipment.



Ladder training



Firefighter/paramedic Brandon Newell helps deliver a calf in April.

The LAKE WALES PUBLIC LIBRARY provides informational and educational opportunities to the citizens, businesses and organizations of Lake Wales.

As one of sixteen municipal public libraries in Polk County, the Lake Wales Public Library's services extend to over a half million residents through its participation in the Polk County Library Cooperative.

In FY'14'15 our library lent over 283,000 items to residents of Lake Wales and Polk County. Annual visits to the library exceeded 170,000, approximately 16,000 people per month.

The library staff includes 21 full and part time employees. Many hold Masters Degrees in Library and Information Science.

In FY'14'15 the library hosted 784 programs; over 13,000 people attended the Lake Wales Public Library's children's summer programs, yoga classes, arts and crafts classes, teen events, book discussions, computer classes, story times, author programs, family events, films and public service events.



Sandy's Music
Girls Concert

The Library's *Local Artist Gallery* provides monthly exhibits of our area's most talented artists.

The Lake Wales Public Library's 20 public access computers assisted residents in job searching, on-line college courses, e-government services, email, research and social networking.

The Lake Wales Public Library operates two Polk County Library Cooperative outreach programs. B-Mail is a materials by mail, service for all Polk County residents.

B-Mail's operating expenses are funded through the Polk County Library Municipal Services Taxing Unit. In FY'14'15 the Lake Wales Public Library began operation of PCLC's Bookmobile, Mobile Branch Library, with funding provided from Polk County's Library MSTU.



The Lake Wales Public Library's STEM program, Curious Kids, took a tour of the PCLC Bookmobile. Here's the Curious Kids with Bookmobile driver, Jeff Olson.

The mobile branch library serves 17 locations throughout Polk County. In the four months of FY'14'15 it was in service 2,726 items were borrowed.

Lake Wales Public Library's newly designed web page is much more than a list of services. This interactive website links users to unique and reliable databases and downloadable resources.

Visit www.cityoflakewales.com/library, to access the digital content.

Through an annual trust endowment, *The Dell Bullard Trust for Vocational Education* the Lake Wales Public Library now offers over 300 online classes to adult learners at no cost. *Gale Courses* is available on the LWPL's website.

In July 2015 the Lake Wales Public Library joined forces with the Lake Wales Museum & Cultural Center. The City of Lake Wales hired a new museum director and created the new Lake Wales Library & Historical Resources department, joining these two divisions under one division. This will allow the library and museum to connect the important historical collections held by both and maximize grant and funding opportunities.

Stay connected with the Lake Wales Public Library. Like us on Facebook at Lake Wales Public Library.

PUBLIC AND SUPPORT SERVICES

PUBLIC SERVICES

Public Services maintains the City's public parks and green spaces, recreational facilities, sports complexes, landscaped areas, streets and alleys, signage, traffic signals, street lighting, sidewalks, rights-of-way, airport and three cemeteries.

Public Services staff continues their focus on the beautification of public property and on the quality of life improvements for the residents of Lake Wales.

Supplementing the efforts of City staff, community volunteers played an integral role this past year in enhancing the appearance of Lake Wales. Four beautification projects were completed in 2015 with the assistance of community volunteers. The tasks accomplished during these volunteer events, included: the painting of City facilities and parking lots within public parks and streets, grounds maintenance within public parks, brush clearing in City rights-of-way, and the cleaning of public recreation facilities.



Volunteers help paint at Stuart Park in March 2015.

The first volunteer effort occurred in March, 2015 at the Lake Wales Public Library, Stuart Park, the N.W. Recreation Complex, and downtown Lake Wales. The second volunteer event in May, 2015 focused on the beautification of Walker Family Park. In July the pavilions at Kiwanis Park

received new roofs by volunteers during one of the Lake Wales Care Center's stay at home work camps. And finally, volunteers assisted with renovations to the Tourist Club complex.



Expanded parking area at Lake Wailes trail

The Lake Wailes trail resurfacing project that began in 2014 was completed March 17, 2015. This project included the resurfacing of the path surrounding Lake Wailes and the expansion of the parking at the north trail head. Additional exercise equipment was installed around the lake last year.

A new gym floor and bleachers have been installed at the Kirkland Gymnasium. The Gymnasium was originally built in 1939. The existing floor was well passed its useful lifecycle due to the many years of use and necessary maintenance procedures. A state of the art poured urethane floor has been installed in the gym that will last for many years to come. The Kirkland Gym is operated by the Citrus Center Boys and Girls Club



New floor and bleachers at the Kirkland Gym

Thanks to a FRDAP grant from the State of Florida, Department of Environmental Protection we were finally able to enhance our skate park located at Kiwanis Park. The first phase of the skate park was built in 2008 but due to state budget cuts these last several years phase 2 has been delayed. The new features were completed this summer



New features at the Skate Park at Kiwanis Park

A state of the art audio/video system was installed in the James P. Austin community center to meet the technology needs of users of the facility. With this new system, Public Services started a family movie night program last year that is free to the public. Movies are shown the third Friday of each month at the Austin Community Center at 6:30 p.m.

LAKE WALES AIRPORT

The Lake Wales Municipal Airport is a general aviation airport that is used primarily for recreation purposes with the main activity being skydiving. The daily operations of the Airport are the responsibility of the Fixed Based Operator.



Completed Improvements at the Lake Wales Municipal Airport

The Airport Master Plan Update study identifies future projects for the airport. The Lake Wales Municipal Airport project related to airfield

improvements was completed in September 2015. This project realigned taxiway alpha west, provided safety area improvements to Runway 24, and rehabilitated Airport Road.

Taxiway Alpha West realignment: This project component extended taxiway alpha to the existing runway 06 end and included the demolition and removal of taxiway Delta and Charlie.

Runway 24 Safety Area Improvements: This portion of the project included developing a full size RSA (runway safety area) prior to the runway 24 end to support the potential of aircraft landing short or overrunning the runway.

Rehabilitate Airport Road: This component of the project included 1" milling and resurfacing of the airport entrance road and rehabilitation of the rail crossing including the installation of a concrete railroad tub crossing, related grading, paving and relocation of signage and pavement markings.

CEMETERIES

In June 2013 the City Commission directed staff to begin the design and engineering phase for the new Lake Wales Cemetery. Metzger & Willard, Inc. provided engineering services for the development and design of the Cemetery and L. Cobb Construction was contracted for the construction of the cemetery. With help from public input the new Cemetery was named "Lake Wales Memorial Gardens" The project was completed in August 2015 and lots were available for sale that same week.



Lake Wales Memorial Gardens

SUPPORT SERVICES

The Support Services Division is comprised of Information Technology, Procurement, Grant Administration, Facilities and Fleet Management.

The Procurement Division is responsible for the acquisition of supplies, machinery, equipment, tools, raw materials, parts and services necessary to operate the various City departments. In addition to the acquisition of commodities, the department administers interlocal cooperative purchasing agreements with other agencies, maintains a list of vendors providing various services to the City and determines the most effective method of procurement (e.g., direct purchase, competitive bid, state or local government contracts).

INFORMATION TECHNOLOGY

Information Technology staff provides vital technical support to all of the departments within the City while maintaining the City's computer, radio and telephone networks. IT staff completed 1,385 helpdesk tickets submitted by other employees within the last twelve months in addition to server and network infrastructure maintenance.



The new website www.cityoflakewales.com

Last summer the City of Lake Wales IT Department launched a completely redesigned, more interactive website. Some of the new features include: the notification of news and agenda postings, an improved calendar of city events, links to our social media feeds, and a community voice message board that allows the public to openly discuss ideas for the City. The

site also includes links to various other organizations in our community. All citizens are encouraged to create a profile on our site, sign up for notifications of areas of interest and to post their comments about any city related topic of interest.

FLEET MANAGEMENT

In October, 2009 the City entered into an agreement with Polk County Fleet Management (PCFM) for the maintenance and repair of all heavy equipment, vehicles and vessels owned and operated by the City.

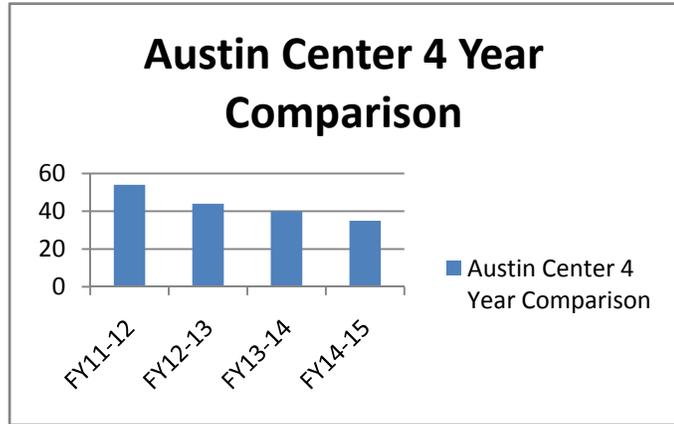
PCFM provides preventative and breakdown maintenance, tire maintenance, parts replacement, and 24x7 support.

FACILITIES MAINTENANCE

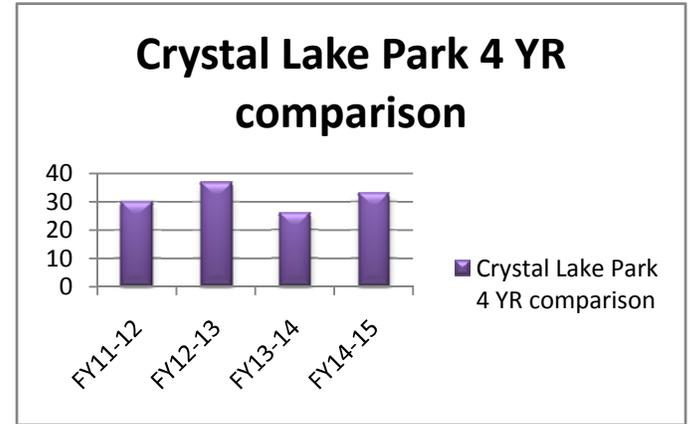
Facilities Maintenance staff continued our initiative to return unused public property to the private sector for the purpose of redevelopment.

Park and Facility Rentals – Past 4 years

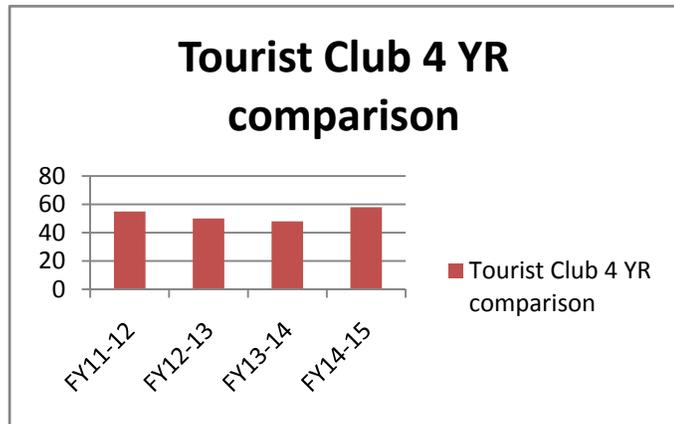
James P. Austin Community Center



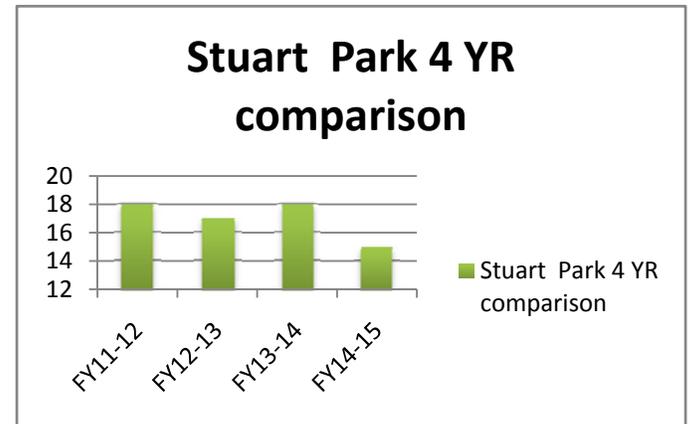
Crystal Lake Park



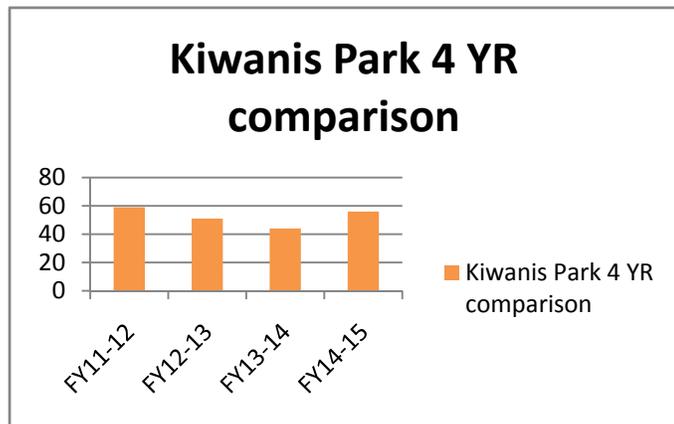
Tourist Club



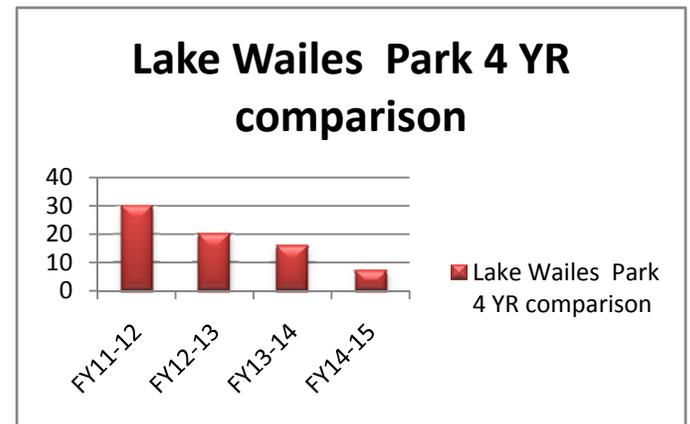
Stuart Park



Kiwanis Park



Lake Wailes Park



SPECIAL EVENTS

Polk Senior Games – Basketball Shoot. The City of Lake Wales serves as a host to the basketball shooting event, one of the many events that are part of the Polk Senior Games held in the spring. This event was on March 4 in the Kirkland Gymnasium. The City provides staff support for this event.



Event Manager Mimi Hardman presents the awards during the Polk Senior Games Basketball Shooting Event.

Independence Day Celebration. The City sponsored the traditional annual 4th of July fireworks celebration around Lake Wailes. Festivities included music, vendors, games, pony rides and more.



One of the vendors at the 4th of July Festivities at Lake Wailes Park

Annual Pioneer Days. In partnership with the Lake Wales Museum Association and the Historic Lake Wales Society, the City sponsors the annual Pioneer Days Festival held in the fall on the shores of Lake Wailes. The 40th Annual Pioneer Days was held October 23-25, 2015. The City provides funding for rentals, advertising, insurance and staff support.



Pioneer of the Year 2015 Linda Kimbrough, former Mayor & commissioner, with Mimi Hardman, President of the Historic Lake Wales Society and Mistress of Ceremonies for Pioneer Days.

Holiday Tree Lighting and Menorah Lighting



Tree Lighting ceremony on December 1st with a performance by Circle of Friends



On December 8th, the third night of Hanukkah, a Menorah Lighting ceremony was held sponsored by Chabad of Lakeland

UTILITIES DEPARTMENT

Proposed Projects for 2016

1. SR 60 Western Utility Expansion
2. Galvanized waterline upgrades
3. Lift station 16 C Street Project Phase 2
4. Minnesota Avenue waterline upgrade
5. Utility Relocation at Vanguard School on Hwy 27

SR 60 Western Utility Expansion

The SR 60 Western Utility Expansion continues to move forward. The first of stages of the project which consist of surveying and engineering the design drawings is now complete. The project will go out to bid in mid-to-late February and the anticipated start date is late June.



Galvanized Pipe waterline Upgrades

In a continued effort to remove the older galvanized pipe from our Utility water system the City completes a few in-house projects a year. This enables our Water Department to save on engineering and contractor cost while allowing us to provide the city with higher quality water, better service and fire protection. Historically, the galvanized water lines are the most problematic when it comes to watermain breaks.

Lift station 16 C Street Sewer Project Phase 2

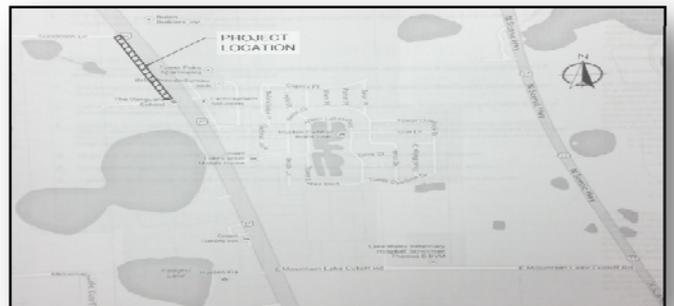
Now that the first phase of the sewer line upgrade is complete the City is ready to start-up the second phase. The anticipated start date for

the project is late January 2016. Phase 2 of the project will cover the largest portion of the three phases which will include the following streets: "D", "E", "F" Street, Jewell and Pearl Street, Harding, Lincoln, Jackson and Washington Ave. The Lift station 16 upgrades will consist of three phases once complete.



Relocation of the water and sewer mains at the Vanguard School on US 27

The relocation of the water and sewer lines at Vanguard School on Hwy 27 is now under way and the City anticipates construction to start in late February 2016.



COMPLETED PROJECTS IN 2015

Market Street Distribution Upgrades

The upgrades to the Market Street Distribution system are now complete. The city installed 5,200 lineal feet of 12" watermain from Tillman Avenue south to Polk Avenue and west on Bullard Avenue to Sharp Street then crossed SR 60 and heading west on Oak Avenue to Mulberry Street. The upgrades will provide additional volume which aids in the fire fighting capacity.

Pole Barn at the Sam P. Robinson Wastewater Plant

The Water and Wastewater Vehicle Storage Facility at the Sam P. Robinson Wastewater Plant is now complete. The facility was built to house heavy equipment such as the Vactor truck and track loader. It is also used for material storage; the new pipe rack is able to store various sizes and multiple sticks of pipe kept onsite for maintenance and repairs.



Water and Wastewater Vehicle Storage Facility at the Sam P. Robinson Wastewater Plant



Forcemain Upgrade at the corner of Chalet Suzanne Rd & Hwy 27

The Forcemain Upgrade located near the corner of Chalet Suzanne Rd & Hwy 27 was completed from Utilities five year Capital Improvement Projects (CIP) list; approximately 600 feet of 6" forcemain was upgraded to 8" in February of 2015. This type of upgrade helps to eliminate "bottle necks" in the sanitary waste system which can cause stagnate waste in the line when there is not sufficient flow.

Earl B Phelps Award

Our teams at the Sam P. Robinson Wastewater Treatment Plant continue to excel in waste treatment. The Wastewater Treatment Plant received runner –up for the "Earle B. Phelps Award" in 2014 and this year they received honorable mention. This award is given annually by the Florida Environmental Association in recognition of the wastewater treatment facility that has maintained the highest removal of major pollution causing constituents prior to discharging the treated effluent.



Safety Award

The Water Department is no stranger to excellence. They have won the Annual Safety Award twice; the award is given by the Florida Water & Pollution Control Operators Association (FW&PCOA). The FW&PCOA presents the award each year to facilities that have an outstanding safety performance record during the previous calendar year.



Kudos

It is never a dull day for the Water Department. One of our residents sent in pictures of our team working hard to repair a leak on Ridge Manor Drive.



The LAKE WALES POLICE DEPARTMENT is proud to serve our community and provide the very best law enforcement services each and every day to our area residents and visitors. Today, 44 full-time law enforcement officers work together with 6 support staff and 36 volunteers to maintain peace while ensuring the safety and security of our community.



May 2015 - Cops & Bobbers© is an outreach program the Lake Wales Police Department participates in. The kids caught fish, ate hot dogs, and spent time with PD employees.

The Police Department is proud of our partnerships within the community and constantly strives to develop close relationships with those we serve. In 2015 the department enhanced community relationships through outreach, education and community involvement to fight crime and enhance the quality of life in Lake Wales. We participated in various events designed to educate, enhance partnerships and engage residents in helping us keep their community safe. The Citizens Police Academy, VOICE Academy, Shop with a Cop, Angel Tree and Cops & Bobbers programs are just a few of the many programs we provided. We also worked to prevent crime by educating the community through speaking engagements, Neighborhood Watch programs, community partnerships and the use of media resources. These partnerships engage residents and help

make Lake Wales a wonderful place to live, work and play.

For 2016, the Police Department will focus on personnel development and work to attain Law Enforcement Accreditation. Properly trained and highly educated personnel are crucial in maintaining an effective and efficient workforce. Although law enforcement officers receive regular training in criminal justice related topics, further education also prepares line officers and mid level managers to deal with an ever changing climate and provide the best service possible to our stakeholders. Accreditation has long been recognized as a means of maintaining the highest standards of professionalism. Accreditation is the certification by an independent reviewing authority that an entity has met specific requirements and prescribed standards. Schools, universities, and hospitals are some of the most well known organizations that are required to maintain accreditation. Accreditation increases a law enforcement agency's ability to prevent and control crime through more effective and efficient delivery of law enforcement services to the community it serves.



March 2015 - 2 officers, John Schwarze and Ben Metz were injured in a shooting incident on Hillside Avenue. Both have since recovered. The support shown by our community to our Police Department was most appreciated.



September 2015 - LWPDP was represented well at the National K9 competition, K9 Team Hampton/Deacon was awarded certificate of excellence and was presented a ribbon. K9 Team Landry/Badge took 1st in agility, 2nd in obedience, 5th in apprehension, and 2nd in overall performance.



**Citizen
Servant of
the Year
Award-
Tiffany
Holden**

Officer Holden was dispatched to a call with a family in crisis. She quickly learned no criminal act had occurred, but the family had just been under a significant amount of stress because their daughter had stage 4 liver cancer which was terminal. In speaking to the daughter, Officer Holden learned that the daughter would not be able to attend her high school homecoming dance. Officer Holden's heart took over and she began a mission to ensure this young lady not only attend the dance, but should would attend in style. As a result of Officer Holden's efforts the dress, shoes, jewelry and other items were donated. Additionally, Officer Holden was able to get her a full manicure, pedicure, and transportation to the dance in an Infinity SUV. Ultimately, the young lady was able to attend the dance, complete with a police escort that evening.

Officer Holden set up a GoFundme account which has raised \$275.00 so far. Officer Holden's efforts thus far has netted \$1,315.00 in donations.

2014 LWPDP Facts

Law Enforcement Officers: 44
Part Time Officers: 4
Police Chaplains: 2
Public Safety Cadets: 10
VOICE Members: 26
Volunteer Hours: 7131
Training Hours: 4346
Calls for Service: 22,264
Arrests: 1,279
Crashes: 487
Traffic Fatalities: 5
Traffic Citations: 1234
Traffic Warnings: 589
Parking Citations: 7
UCR crime index: 736
% Index Change: 11.9%
UCR change: 9.5%
UCR Clearance Rate: 50.8%

2015 LWPDP Facts

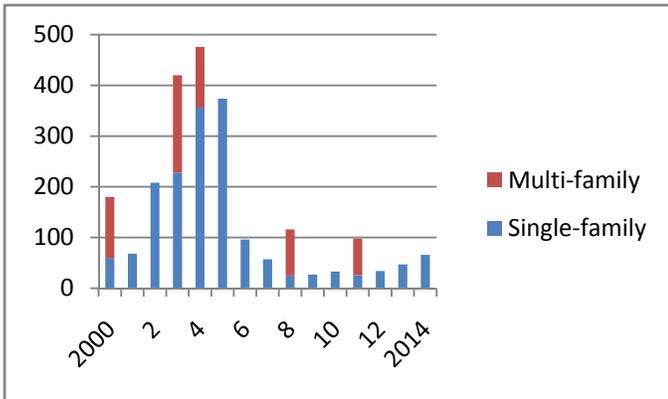
Law Enforcement Officers: 44
Part Time Officers: 4
Police Chaplains: 2
Public Safety Cadets: 8
VOICE volunteers: 22
Calls for Service: 21,702
Arrests: 1,002
Crashes: 558
Traffic Fatalities: 2
Traffic Citations: 2047
Traffic Warnings: 1214
Parking Citations: 96
UCR crime index: 575
UCR change: -22%
UCR Clearance Rate: 45%



December -
Shop with a
Cop

PLANNING AND DEVELOPMENT

Housing development held steady in 2015 with sixty (60) permits issued for single family houses. Active residential developments are Lake Ashton, Dinner Lake Shores, Sunset Point, and Whispering Ridge.



Residential Building Permits 2000-2014

The population grew about 300 people since 2014 according to estimates by BEBR at the University of Florida, similar to last year. The population is estimated at 15,010, up approximately 800 people since the U. S. Census of 2010. One 10 acre property was annexed in 2015; the City's area remains at about 20 square miles.

Planning staff reviews site plans for all new construction and additions, including single-family houses, for compliance with land development regulations and for any conditions required under development approvals by Planning Board, City Commission or the Board of Adjustment.

Staff also issued 55 use permits to new and relocated businesses, 5 administrative approvals were granted.

Economic Development

Planning staff provides technical support to the Economic Development Council and continues to strive for quick turn-around times for

business approvals through a streamlined process.

Planning & Zoning Board

The Board approved five special exception use permits and site plans, and several waivers for fences and driveways. Amendments to the future land use, potable water, and wastewater sections of the comprehensive plan were recommended for adoption by City Commission in 2015. Included are new computer-based maps for the future land use map series showing natural resources and conservation areas, roadways, bus routes and bike paths, historic areas, soils, and aquifer recharge areas.

Board of Adjustment and Historic Business District Board Reviews

Business was slow for both boards this year. The BOA had no activity in 2015. The Board **currently needs members** to be viable and staff is holding one application. The Historic Board approved two business signs and an awning for the downtown.

Planning & Development Staff

Kathy Bangley, Director
 Autumn Brown, Planning Technician
 Susan DeScheen, Office Administrator
 Pat Johnson, Permit Coordinator

Margaret Swanson retired in June 2015 after twelve years of service to the city. Thank you!!



Mattress Firm
(HWY 27)

Building Department

Staff:

Building Official: Clifton E. Smith
 Building inspector: Bob Lane
 Permit Coordinator: Pat Johnson
 Office Administrator: Susan Descheen

Permits and Inspections 2013-2015

	2013	2014	2015
New single-family	47	66	60
New multi-family	0	5	0
Residential remodels and additions	111	162	191
Total building permits	579	707	739
Total permit inspections	1918	2618	2557

Commercial development was steady throughout the year. Three large remodel projects were undertaken at the Hospital, Acuff Road (Grow Healthy) , and Long Leaf Business Park, (Merlin). The Wendy’s on SR 60 was extensively remodeled as well. We had new construction on SR 60 (O’Reilly’s) and US 27 (Mattress Firm).

In October 2015 the City Commission unanimously approved an Urban Chicken Program for the city. A pilot program had been conducted from September 2014 thru September 2015. The program will allow up to four chickens to be properly housed on a residential property. The Planning and Development Department is overseeing the program and applications are available online or in the office.

Code Enforcement

Code Enforcement became a division of the Planning and Development Department this year. We increased our staff by one officer.

Total number of cases for the fiscal year was 410 of these 328 were closed. We took 40 cases to the Code Enforcement Board. A total of six administrative liens were placed this year.

Through routine inspections, staff has seen an increase in properties maintaining compliance with City Codes. Courtesy notifications appear to be working as we have seen a decrease in cases being presented before the Code Enforcement Board.

Staff:

Code Enforcement Officer: Angella Knapstein
 Code Enforcement Officer: Bryan Nadeau



O'Reilly Auto Parts on East SR 60

The HUMAN RESOURCES Department



Sandra Davis



Carla Bibby

Accomplishments

Provided an enhanced health and wellness initiative to include:

- On- site biometric screening
- Walking towards wellness
- Employee health and benefits fair
- Monthly Lunch and Learn seminars are offered throughout the year to educate and motivate employees toward living healthier lifestyles.

Implemented paperless enrollment for medical, dental, vision, life, long and short term disability and voluntary life coverage.

Coordinated the United Way Campaign resulting in city employees contributing \$1,456.00.

Coordinated the Lake Wales Care Center campaign resulting in city employees contributing \$1,105.00.

Successfully negotiated the Collective Bargaining Agreement with the International Association of Firefighters Local 3583.

Risk Management

Renewed the contract with FMIT (Florida Municipal Insurance Trust) to provide insurance coverage for general liability, automobile,

property, public official’s errors & omissions/employment practices liability, airport, workers’ compensation coverage.

Employees received a 1% COLA adjustment in October.

In spite of the health insurance market we were able to negotiate a slight increase of 4.5% from the initial 15% proposed for health insurance premiums and a \$10,000 wellness fund.

United Healthcare will remain as the carrier. Two Open Enrollment Information Sessions were held by HR to explain plan changes. The sessions were well attended by employees, retirees and their dependents.

Employee Information

The City’s budget includes 177.5 FTE (full-time equivalent) positions in FY 15’16, which reflects an increase of six and one half positions from the prior year (14’15). Total cost in salary and benefits for FY 15’16 is \$10,897,448.

Through the Employee Self Service portal within the City’s HR/Payroll system, employees can now access paycheck stubs, W-2’s, accumulated leave balances and enter time worked online, and submit updates or changes to their personal information (addresses, phone numbers, etc) electronically at any time. Employees simply log in directly from home or work to submit changes to their personal data.

Employee Recognition Luncheon was held in December to recognize employees who have reached employment milestones of five (5), ten (10), fifteen (15), twenty (20), and (30) years with the City. Recipients are as follows:

Years of Service	# of Employees
5	6
10	10
15	4
20	2
25	1
35	1

The Employee of the Year is **Doug Riesenbeck**.

The Team Player of the Year is **Marcia Loveman**.

The Citizen Servant of the Year is **Tiffany Holden**.

Penny Wienk received an Honorable Mention for Citizen Servant of the Year.

Wastewater employees, **Karen Morgan, Chris Jackson and Daniel Branck** received an Honorable Mention for Team Players of the Year.

Workforce Composition

The workforce includes both represented and non-represented employees who fill technical, public safety, trade, administrative, and managerial roles. Our employees come from a variety of backgrounds and our goal is to represent the diversity of Lake Wales.

