

CITY OF LAKE WALES



Grand opening of Merlin Magic Making at LongLeaf Business Park in January 2016.

ANNUAL REPORT 2016

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. He serves as the City's representative on the Polk Transportation Planning Organization, Polk Transit Authority Board of Directors, Lake Wales Charter Schools, Polk County Regional Water Cooperative, and the Florida League of Cities Delegation Committee. Mayor Fultz was elected in April 2015 to serve a second 2-year term beginning May 5, 2015 through May 2, 2017.



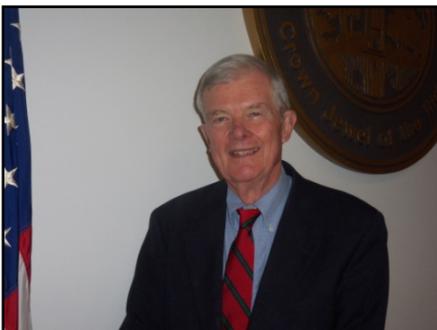
Jonathan Thornhill - Deputy Mayor/Commissioner Seat 2, District 19 [05/05/09 - 05/02/17]
Commissioner Thornhill was elected to serve a third term on the Commission beginning on May 5, 2015 and currently serves as Deputy Mayor. He is Chair of the Community Redevelopment Agency and is a member of the City's 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 - 05/01/18]
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. She was elected again in April 2014 and in April 2016 to serve a 2-year term beginning May 3, 2016 through May 1, 2018, and also serves as Vice-Chair to the Community Redevelopment Agency.



Pete Perez – Commissioner Seat 4, District 27 [05/05/15 - 05/02/17]
Commissioner Perez was elected to serve a 2-year term on the Commission beginning May 5, 2015 thru May 2, 2017. He currently serves as the non-voting member to the Airport Authority Board and alternate member on the Polk County Regional Water Cooperative Board.



Robin Gibson – Commissioner Seat 5, District 28 [05/03/16 - 05/01/18]
Commissioner Gibson was elected to serve a 2-year term on the Commission beginning May 3, 2016 through May 1, 2018.

CITY MANAGER



Kenneth Fields became City Manager in August 2013. 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 which has led to more companies moving to Lake Wales and an increase in the availability of better paying jobs including 60 at Merlin Entertainment with more to come in the future. Under his direction the City took over the Depot Museum in 2015 closed it, hired new staff, and in 2016 it reopened with a new look, new exhibits and new programming. The Lake Wales Municipal Airport is also getting more attention. In 2016, the City took over

management of the Airport and is becoming more focused on general aviation and attracting more business. Several projects are now under way, including the extension of the runway to allow larger aircraft to land and more companies to do business in Lake Wales. These projects will be completed in 2017. In 2015 and 2016 Lake Wales took the lead in working with the other municipalities in Polk County to establish the Polk County Water Cooperative which will be key in protecting our current water supply and to help ensure that there will be enough water to meet the needs of our citizens for many years to come. Mr. Fields has led the City in encouraging additional community partnerships such as with the Lake Wales Museum Association to help with projects at the Lake Wales Depot Museum and with community groups to help clean up and enhance the appearance of Lake Wales. In 2016 for the first time our citizen board members were recognized at a board appreciation dinner. Currently he is working with Lake Wales Main Street to revitalize our historic downtown both in physical appearance and by stimulating progress on the redevelopment of major downtown properties. Kenneth Fields has also 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, Utilities Director

Patricia Lopez, Assistant Finance Director

Jennifer Nanek, Assistant to the City Manager

Tina Peak, Director of Library and Historical Resources

James Slaton, Public/Support Services Director

Cliff Smith, Building Official

Zaillet Suri, Executive Assistant

Clara VanBlargan, City Clerk, MMC

Chris Velasquez, Police Chief



HIGHLIGHTS 2016

► LEADERSHIP

- Mayor Gene Fultz named a hometown "HERO" by the Florida League of Cities for his advocacy efforts during the legislative session in Tallahassee.
- Alex Vacha was hired as the new director for the Lake Wales Municipal Airport.
- Robin Gibson elected to the City Commission in April

► GRANTS

- \$650,000 – CDBG Grant awarded to help with the costs of Phase III of the C Street Sewer Project
- \$250,000 - Florida DEP grant to assist with the Westward expansion of Utilities along SR 60.
- \$10,000 - 2 Florida Humanities Council Grants for an interactive audio tour of downtown Lake Wales and Museum on Main Street Grant

► PARTNERSHIPS

- Warner University – **Warner Cares Day**, a day of community wide service including many City facilities.
- **Florida Mural Trail** - with several other Florida cities promoting our murals in the downtown
- Partnering with the County and other Cities to form a **countywide municipal water cooperative**.
- Lake Wales Airport with **Civil Air Patrol** and American Legion Post 71 to organize a Lake Wales Chapter
- With Eagle Ridge Mall and BPS Entertainment to sponsor a **Community Room** at the Mall.



Mayor Fultz speaks to the students at Warner Cares Day



The newly reopened Lake Wales Depot Museum

► FACILITIES

- Kirkland Gym / Lake Wales Little Theater **Parking Lot repaired**.
- Lake Wales Depot Museum **reopened** in May.
- **Free Wi-Fi** added at the Austin Community Center



ADA ramp to the sidewalk on Domaris Avenue



The newly repaired RR crossing on Central Avenue

► STREETS

- Central Ave. railroad crossing was repaired.
- Sidewalks along 3rd Street and Domaris Avenue were made ADA compliant.
- Sidewalk on Polk Avenue repaired.

► **PARK IMPROVEMENTS**

- New Signage in City Parks
- Dog waste stations in Lake Wailes Park
- ADA/Handicapped Parking installed at the Soccer Complex
- Story Walk - Large Picture books along the Rails to Trails



Lake Wales Fire Department and US Army Medics conducted training exercises out at the Lake Wales Airport in June



Story Walk on the Rails to Trails

► **GOVERNMENT/SERVICES**

- For fiscal year 16-17 the fire assessment fee for single family homes **dropped to \$146**, multi-family to \$72 per unit and mobile homes to \$129 per unit.
- City received **Certificate of Achievement for Excellence in Financial Reporting**
- In March the Water Department received the 2015 Plant Operations Excellence Award
- The Fire Department partnered with US Army Medics to conduct joint training exercises at the Lake Wales Airport in June
- In May Mayor Gene Fultz, City Manager Ken Fields, and several city employees attended the City Works Xpo Florida event in Winter Haven. This conference consisted of various presentations on how to revitalize and improve our communities.
- City Commission decided to limit clothing donation boxes around the City except those for charity.

► **RETIRED IN 2016**

Henry "Chuck" Croley
Fire Marshal 30 years

Angella Knapstein
Code Enforcement, 10 years

Susan Descheen
Planning & Dev Office Manager, 11 years



Chuck Croley, Fire Marshal, retired in January 2016 after 30 years of service. Sandra Davis, Human Resources Director, presented him a plaque of appreciation.

► **EMPLOYEE OF THE YEAR**

Jennifer Nanek, Assistant to the City Manager, is Employee of the Year for 2016 - She serves as the City's Public Information Officer, Grants Administrator and Special Events Coordinator

City Boards, Commissions & Committees

The City of Lake Wales has many Boards, Commissions, and Committees comprised of many volunteers such as citizens, property owners in the City, and business owners. Volunteering on a City Board, Commission, and 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 residents 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

Board of Zoning Adjustment & Appeals

3rd Thursday; 9:00am - Commission Chamber

Citizens and Police Community Relations

3rd Thursday; 6pm - City Hall Lunch Room

Code Enforcement Board

2nd Monday; 5pm – Commission Chamber

CRA Citizen Advisory Committee

2nd Thursday, 5:00pm, Commission Chamber

Historic District Regulatory Board

3rd Thursday, 5:30pm, Commission Chambers

Housing Authority Board

3rd Wednesday, 6pm, LW Housing Authority

Library Board

2nd Wednesday, 4pm, LW Public Library

Planning & Zoning Board (P&Z)

4th Tuesday, 5pm, Commission Chamber

Planning & Zoning Review Board

Meetings when necessary

Recreation Commission

3rd Monday, 12pm

City Manager's Conference Room

General Employees' Retirement Board

Quarterly, City Manager's Conference Room

Firefighters Retirement Board

Quarterly, LW Fire Department

Police Officers' Retirement Board

Quarterly, LW Fire Department

(Meetings held jointly with Firefighters' Retirement Board)



The City of Lake Wales held its first annual Board Appreciation Dinner on June 9, 2016. Certificates of Appreciation were presented to all those board members who had served one to three terms on a Board, Commission, Committee or Airport Authority. Mimi Reid Hardman was awarded a clock plaque in recognition of her 40 plus years of dedicated volunteer service to many of these boards.



CITY CLERK'S OFFICE



Clara VanBlargan, City Clerk, and Jennifer Nanek, Assistant to the City Manager pose for National City Hall Selfie Day on August 15, 2016 sponsored by the National League of Cities.

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 and Community Redevelopment Agency agenda packets, transcribes the official minutes; manages appointments to City volunteer boards, commissions & committees 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.



Clara VanBlargan, City Clerk, participated this year in Leadership Lake Wales Class 21

The City Clerk is in charge of governmental events such as Municipal Government Week, Leadership Lake Wales & the morning part of Youth Leadership at City Hall, and the Annual Board Member Appreciation Dinner.



The 1st Annual Board Appreciation Dinner for board members held at the Lake Wales Woman's Club in June 2016.

The Lake Wales voters will elect a Mayor to Seat 1, At-large, a City Commissioner to Seat 2, District 19, and a City Commissioner to Seat 4, District 27, on April 4, 2017 for a two-year term beginning May 2, 2017. Qualifying period is from noon, February 13, 2017 thru noon, February 17, 2017.

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.



Zaillet Suri, Executive Assistant in the City Manager's Office, manages facility and park rentals as well as our cemeteries.

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 2015’16, the City received, for the seventh 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 2017’18 - 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 Johana Arana, 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.

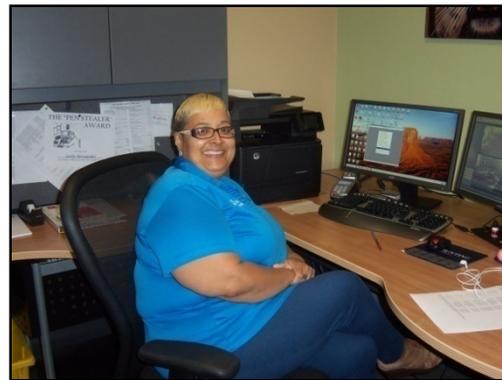
A utility assistance program offered by the City of Lake Wales is "Lifeline Assistance." The Lifeline is a program by which low-income residential water and sewer customers can apply to receive a credit on their monthly water/sewer utility bills. The credit reduces the utility bill by an amount equivalent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

- During 2016 the Lifeline program provided a monthly:

- Inside city limit credit of \$6.98 for water and/or \$24.79 sewer.
- Outside city limit credit of \$8.73 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 2016'17, customer service representatives will be working to inform more customers of the Lifeline program offered by the City.



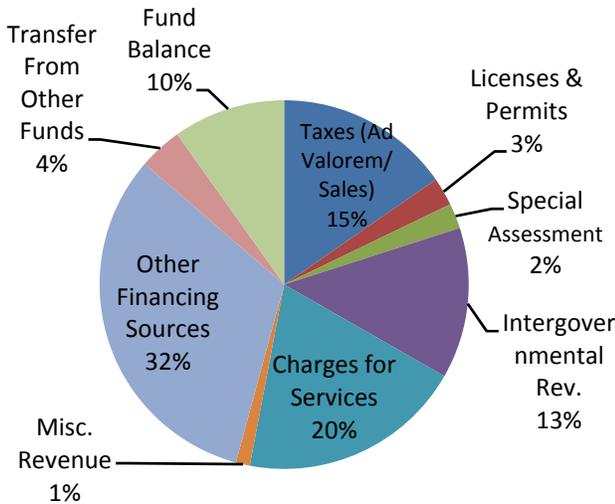
Leslie Hernandez, Billing and Collection Manager



Beverly Kyser and Penny Wienk are our Customer Service representatives. Beverly Kyser was named Citizen Servant of the Year for 2016

FY 2016-2017 Budget at a Glance

Where Do City Dollars Come From?



Total Revenue = \$51,260,354

Taxes 15.4% (\$7,873,177)

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

Licenses & Permits 2.5% (\$1,268,500)

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

Intergovernmental 13.2% (\$1,132,861)

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

Charges for Services 19.7% (\$10,099,246)

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

Misc Revenue 1.2% (\$627,788)

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

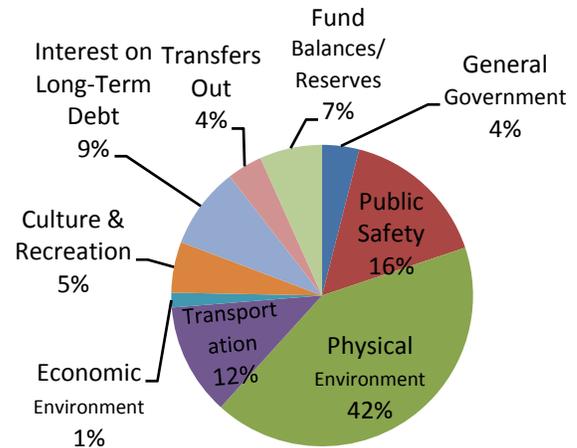
Other Financing Sources 32.1% (\$16,479,465)

Debt issuance and Capital Leases

Transfer from other Funds 3.8% (1,949,465)

Fund Balance 9.8% (\$5,045,324)

WHERE ARE CITY DOLLARS APPROPRIATED?



Total Expenses = \$51,260,354

General Government 4.0% (\$2,035,149)

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

Public Safety 15.9% (\$8,136,653)

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

Physical Environment 41.9% (\$21,472,605)

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

Transportation 12.0% (\$6,153,202)

Streets, storm water, General Fund subsidy of airport

Economic Environment 1.6% (\$806,080)

Economic & Community development

Culture & Recreation 5.4% (\$2,791,126)

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

Debt Service 8.7% (\$4,481,049)

Interest on long-term debt

Transfers to other Funds 3.8% (\$1,949,465)

Fund Balance 6.7% (\$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 2016, the fire department responded to 2410 emergency calls with an average response time of 4.83 minutes. The prevention department conducted a combined 2,031 fire safety inspections and plan reviews.



North Fire Station is now staffed with four fire fighters and two apparatus.

In response to the projected growth in the city's northern corridor the fire department has added a new response vehicle and one additional firefighter per shift. This will allow for two trucks to respond to calls out of the North fire station.



2016 HME Mini EVO (LWFD Squad 1)

Squad 1 will expand the services of the City's North Fire Station. The Squad has the following capabilities and equipment:

- 4 Wheel Drive
- 300 gallon water tank
- 1500 gallon per minute pump
- Vehicle extrication tools
- Advanced Life Support equipment



Projected path of Hurricane Matthew

On October 6, 2016, the City's Emergency Operations Center (EOC) was activated as the projected path of Hurricane Matthew posed a threat to our City. All critical functions of City Government were present at the EOC. Fortunately, the storm turned more to the east and the City sustained no damage.

The department provided CPR training to 98 citizens. In the two years of the CPR Program the department has provided training to 311 members of our community and to 85 city employees.

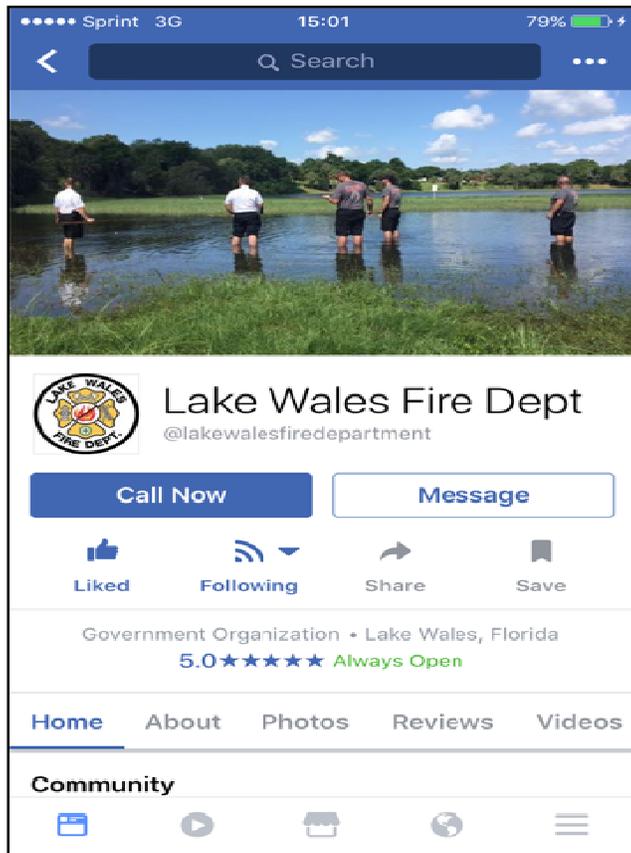
This year 79 employees of local businesses and 51 Lake Wales High School Culinary Arts students received Fire Extinguisher training.



Firefighter Broome spraying kids during a visit to Our Children's Academy.

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 3,892 members of our community. This includes public education events and station tours.



The Lake Wales Fire Department is now on Facebook.

In 2016, the fire department developed a Facebook page. The page will be used to keep citizens informed of fire department events, emergency notifications and seasonal fire safety tips.



Night- time vehicle extrication training.

Fire department personnel are required to train daily. Each member of the department must be proficient in the operation of all rescue equipment. In 2016, firefighters logged 4,512 hours of training. Training included emergency vehicle operations, fire suppression techniques, emergency medical skills, vehicle extrication and personal protective equipment.



LWFD and National Guard Unit training at Lake Wales Airport.

The LAKE WALES PUBLIC LIBRARY 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.

The library staff includes 21 full and part time employees. In FY'15'16 our library lent over 297,000 items to residents of Lake Wales and Polk County. Annual visits to the library exceeded 160,000, approximately 13,300 people per month.

In FY'15'16 the library hosted 842 programs; 14,461 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.



Volunteers began a community garden in April 2016.

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 our 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.



From the Giving Tree Drum Circle Program in July 2016.

The mobile branch library serves 17 locations throughout Polk County. In FY'15'16 12,685 items were borrowed. The bookmobile also participated in 20 special events throughout Polk County. This provided outreach not only for the Polk County Library Cooperative, but also for the Lake Wales Public Library.



Sandy's Music Girls performing a concert in December 2016

Lake Wales Public Library's web page is much more than a list of services. This interactive website links users to unique and reliable databases and downloadable resources. In 2016 the library added the first ten years of *The Highlander* newspaper in digital format to our webpage.

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 2015 city administration consolidated the library and museum operation under a new division, *Library & Historic Resources*. The result has been a vibrant partnership pairing these two similar entities under one umbrella.

Like us on Facebook at Lake Wales Public Library.



The Lake Wales Museum & Cultural Center is a place where visitors and citizens alike can explore the rich history of Lake Wales and surrounding areas. Our mission is to preserve Lake Wales' heritage and inspire, educate, and unite the public with our story.

Closed for a brief hiatus from February 2015 to May 2016, the Museum has since been reorganized under the City of Lake Wales in the Department of Library and Historic Resources. The City Commission has allocated a budget for the management and development of the Museum and the employment of a professional staff.



The reopened Lake Wales Museum

The Museum re-opened under the auspices of the City of Lake Wales on May 31st, 2016 with brand-new permanent **exhibits** featuring:

- The early development of Lake Wales
- A burgeoning township in the nineteen-teens
- The Boom Era
- The Railroads
- Deep History and Pre-Columbian peoples
- The Seminole Wars

Since reopening, the Museum has welcomed 2,389 guests from places far and wide.

The Museum has hosted several different **events** this past year in-line with our major

goal of being a community space and uniting the community. Events included:

- Open House, October 2015
- Grand Opening, May 2016
- Walking Tour App Launch, October 2016
- 39 Mile Yard Sale, November 2016
- Make it Magical Christmas Display, December 2016
- Pinewood Holiday Home Tour Museum Display, December 2016



Launch of the Walking Tour App

The Museum has applied for and received several **grants** over the course of the last year.

- Florida Humanities Council Walking Tour Application, \$5,000
- Florida Humanities Council Museum on Main Street (SITES) exhibit, \$5,000
- Florida's Natural Growers Foundation, \$2,500

The Museum Staff works very closely with the Lake Wales Museum Association, a 501 (c) 3 non-profit group dedicated to supporting and sustaining the Lake Wales Museum & Cultural Center.

The Museum staff currently includes 1 full time employee and 1 part time employee. Both hold Masters Degrees in Public History and Museum Studies.

*Like us on Facebook at **Lake Wales Depot Museum**, on twitter @LW_Museum, and on Instagram @LW_Museum.*

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.

This year's projects included the rehab of the Central Ave. railroad crossing, new signage in all city parks, new fencing at Mobley Park, sidewalk rehabilitation along 3rd St. and Domaris Ave., dog waste stations around Lake Wailes Park and the restoration of the parking lot at the Kirkland Gymnasium/ Little Theatre.



Repaired parking lot for Kirkland Gym and Lake Wales Little Theater

Supplementing the efforts of City staff, community volunteers again played an integral role this past year in enhancing the appearance of Lake Wales. This year marked the largest Warner Cares volunteer event in school history with over 540 students and staff working on various projects throughout Lake Wales (250 on City projects alone). Additionally, the Lake Wales Care Center, many local churches and City staff continued volunteer beautification efforts together throughout 2016. These projects, included: the painting of City facilities and parks, brush clearing, tree planting, and even repairing damaged structures.



New Sign at NW Complex

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 now the responsibility of the new airport manager, Alex Vacha, who was hired by the city in April and in October hired a maintenance technician, Brook Barnum to handle the daily maintenance of the airport.

The Airport Master Plan Update study identifies future projects for the airport. Projects scheduled for the airport this year will include:

Extend Runway 6/24 and Taxiway Alpha to the southwest by 1,401 feet: This project aims to support the growing number of large and complex aircraft entering Lake Wales by lengthening the landing distance and increasing the gross weight limit of the airports primary runway.

Taxiway Alpha Rehabilitation: This project rehabilitates the older section of Taxiway Alpha needed to support large and complex aircraft arriving on Runway 6/24.

Taxiway Bravo Relocation and Extension (design): In an effort to enhance safety on the airfield and comply with FAA regulations relative to runway and taxiway separation and clearance from the T-hangars just east of runway 17, this project will construct a new full length parallel taxiway which will correct the clearance requirement and allow tenants to taxi to runway 6/24.



Alex Vacha, Airport Manager, was hired in April 2016.

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).

The purchasing department has implemented the SmartProcure software program to assist in obtaining more competitive pricing for all products and services.

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 1,222 helpdesk tickets submitted by other employees within the last twelve months in addition to server and network infrastructure maintenance.

This year, the City's IT department transitioned many of the City's critical servers to a virtual environment. This transition enhanced the City's overall network operation in addition to providing more robust disaster recovery options. This project increased the speed of network access to the servers from 2Gbps to 10Gbps!

Free Wi-Fi was installed at the James P. Austin Community Center

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.

2016 saw one of the largest fleet upgrades in many years. City staff has begun to implement a replacement program to phase out many of the outdated vehicles and equipment. The result is lower maintenance costs and increased productivity.

FACILITIES MAINTENANCE

The Facilities Department implemented a new software program in 2016 to improve maintenance, track hours, and to establish replacement schedules for the city's facilities and equipment.

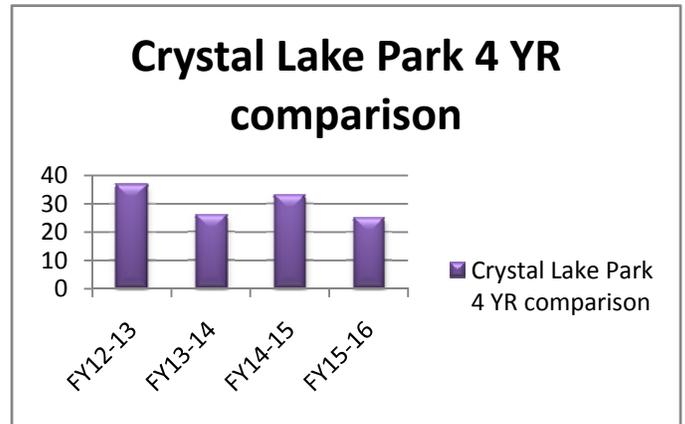
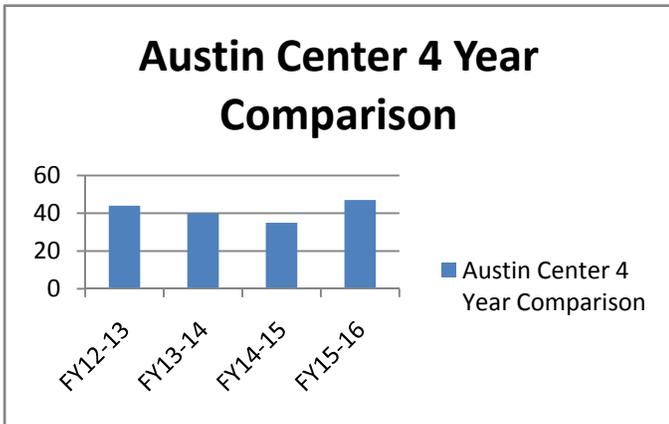


Teresa Allen, Assistant Director of Public/Support Services was named Public Servant of the Year by the Chamber of Commerce in 2016. Jerry Miller presents Teresa her award at the Chamber Gala in June.

Park and Facility Rentals – Past 4 years

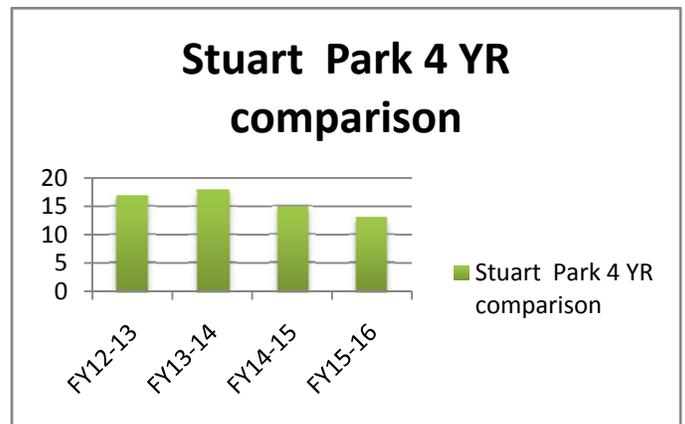
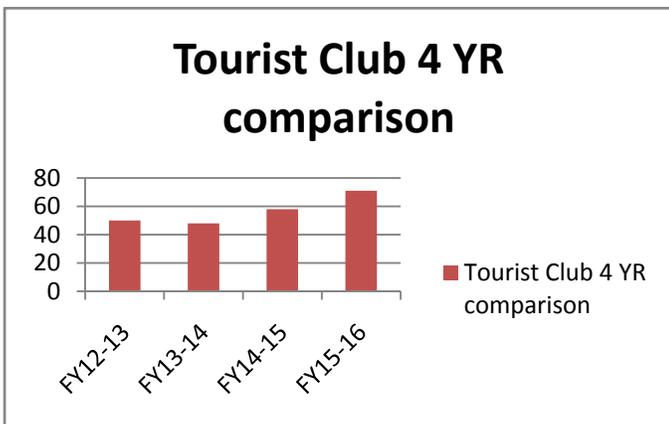
James P. Austin Community Center

Crystal Lake Park



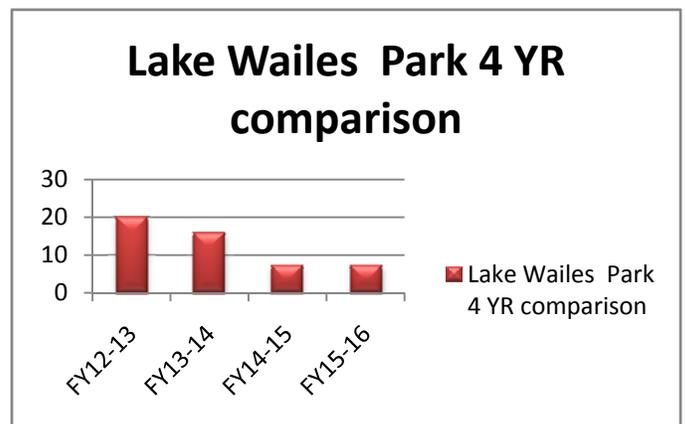
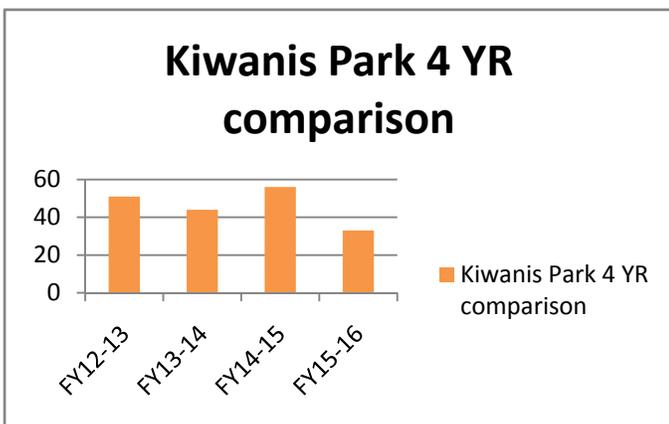
Tourist Club

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.

Restaurant Appreciation Day The City of Lake Wales hosted a Restaurant Recognition Day at the City Commission meeting on February 2nd. Mayor Fultz presented a proclamation honoring the various restaurants in Lake Wales.



Mayor Fultz presents a certificate of appreciation to Frank Papadopoulos of the Lake Wales Family Restaurant.

Annual Pioneer Days. In partnership with the Lake Wales Museum Association the City sponsors the annual Pioneer Days Festival held in the fall on the shores of Lake Wailes. The 41st Annual Pioneer Days was held October 28-30, 2016. The City provides funding for rentals, advertising, insurance and staff support.



The Pioneer of the Year for 2016 was Mimi Hardman. Due to poor health, her children Reid Hardman and Kelly Parker accepted the award.

IMCA WebsEdge Video Shoot The City of Lake Wales was chosen as one of a few small cities to be showcased at the ICMA's International Convention in September. Several community leaders were interviewed on what makes Lake Wales a great place to live and work. This video is available on YouTube and the City's Website.



David Price, President of Bok Tower Gardens, being interviewed for the WebsEdge video.

UTILITIES DEPARTMENT

Proposed Projects for 2017

1. SR 60 Western Utility Expansion
2. Reuse Upgrades
3. Galvanized waterline upgrades—finalize plans, acquire funding
4. A/C pipe replacement - finalize plans, acquire funding
5. Liftstation 16 C Street Project Phase 2 – Nearing completion
6. Utility Relocation at Vanguard School on Hwy 27 – Nearing completion – delays with permitting

SR 60 Western Utility Expansion

The SR 60 Western Utility Expansion has gotten underway. Surveying and engineering the design drawings was completed in early 2016. In September of 2016 the project went out to bid and was awarded to Harris McBurney Company. Site staging is now underway and construction is set to start at the Cemetery near Henry Street the second week January of 2017.



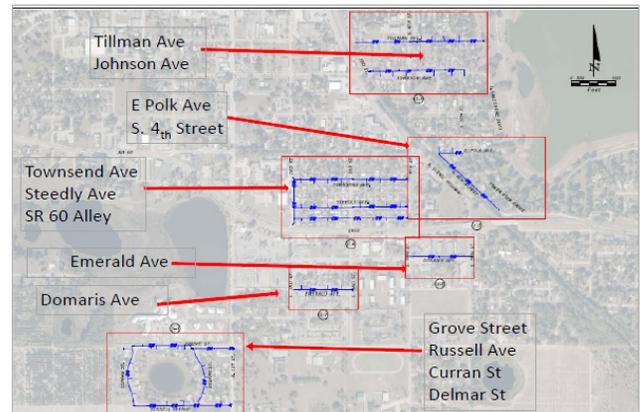
Reuse Upgrades

The Reuse system is set for some additional upgrades in the 2016/2017 fiscal year. The Hydro tank and control panels at the Sam P. Robinson Treatment Plant will be replaced to make the Variable Frequency Drive (VFD's) compatible. The VFD's for pump #1 at the Reuse Pump house were completed in the previous year and are still on a soft start. The

VFD's provide and maintain a steady speed for pumping. Engineering will be performed to determine what additional upgrades are needed to replace the additional storage tank that had been slated.

Galvanized & A/C 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. The City contracted Dewberry engineering to complete the surveying and engineering for 4 in house projects which are included in the Utility Department's five year Capital Improvement Projects (CIP). The Utilities Department is working on obtaining funding so that four of these improvements can start mid 2017.



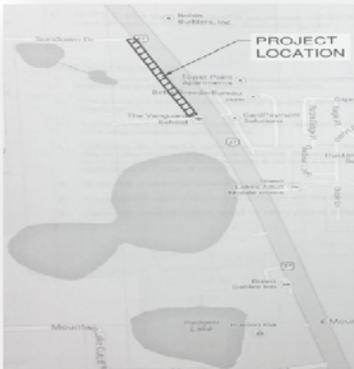
Lift Station 16 C Street Sewer Project Phase 2

Construction started in January of 2016 for the second phase of Liftstation 16 C Street Sewer Project. Though no portion of the line is active at this time, pipe has been laid through most of the project area. Once all the pipe is in the ground the final stages of testing and clearing the line will commence. The project is set for completion in April of 2017. This project will consist of three phases once complete. A second CDBG grant to help with the funding was applied for and awarded.



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

The relocation of the water and sewer lines in front of Vanguard School on Hwy 27 is nearing completion. This project ran into several obstacles with Florida Department of Transportation (FDOT) during the permitting phase. The project is projected to be completed in early April 2017.



Water and sewer lines near Vanguard School

COMPLETED PROJECTS IN 2016

Minnesota Street Waterline Extension

In an effort to provide better fire flow to the area the City completed the Minnesota Extension. The Water Department installed a new waterline between Pine Street and Palmetto Avenue. The upgrades were completed in July of 2016.

Tall Palm, Maple Ave & Center Street Waterline Upgrade



The City improved 1,500 feet of water pipe in northeast section of town. Residents on Tall Palm and Maple Ave were being serviced by a 2" galvanized water line. Tall Palm and Maple Avenue are now serviced with 4" HDPE

water pipe and the line is interconnected at Center Street to complete a loop in the system.

Clean B System at the Sam P Robinson Waste water Plant

The Sam P. Robinson Water Treatment Plant processes millions of gallons of wastewater a year. With land spreading of the Biosolids (sludge) coming under closer scrutiny by the Florida Department of Environmental Protection (FDEP) the City was tasked with finding a safer and more environmentally friendly means of disposing of its Biosolids (sludge). In 2015 the City contracted with BCR Environmental to install a Clean B System. Clean B is a simple, one-stage process that uses two chemicals: sulfuric acid (50%) and sodium chlorite (15%), which are combined in BCR's patented Generating System to generate chlorine dioxide onsite. The chlorine dioxide is injected into the sludge stream for disinfection and deodorization. The system went fully online in April of 2016.



Burns Avenue Waterline

As most of you may have noticed the gas company, Florida Public Utilities, is doing a multi-city expansion of their gas lines to expand and improve their service area. One of their staging sites is located on Burns Avenue. During the permitting phase of this project it was determined that in order to provide service and maintain service for our current residents the 10” waterline that runs parallel to Burns Avenue would need to be lowered. In an effort to reduce cost the City took on the task of lowering the line. Due to their hard work and planning no residents were out of water during this transition.



Youth Leadership Lake Wales

Youth Leadership Lake Wales toured City facilities in January 2016. Here Jose Perez, Water Maintenance Supervisor, and other staff demonstrates some of the equipment.



Utility Administration

Our administration staff is responsible for planning, permitting and coordination of new construction as well as budgeting for the Utility system. While our hard working field staff handles operation and maintenance the administration team ensures funding and proper permitting is obtained. The admin staff is proud to have a new member on our team, Paul Mills; Paul is our new AutoCad technician. Having a Cad operator enables the Utilities staff to draft our own drawings for small in-house projects without having to contract an engineering firm.



L to R: Paul Mills, Auto Cad Technician; Nancy Hernandez, Utilities Permit Technician; Sarah Kirkland, Utilities Director; Maggie Dimaz, Administrative Assistant.



In March 2016 Mayor Fultz presented the 2015 Plant Operations Excellence Award to Sarah Kirkland, Utilities Director, Holly Britt, Chief Water Operator, Ronnie Atmore, Meter Reader Supervisor, and Jose Perez, Water Maintenance Supervisor.

The LAKE WALES POLICE DEPARTMENT is proud to serve our community and provide professional law enforcement services each and every day to our residents and area visitors. During 2016, 44 full-time law enforcement officers worked together with 6 support staff and 23 volunteers to maintain peace and ensure the wellbeing of our community.



Officer Dale Hampton and K9 Badge speaking with and building relationships with children at High Point Church during a speaking engagement.

Law enforcement is a dynamic profession filled with significant challenges as well as amazing opportunities. During 2016, many law enforcement agencies across the country faced these difficult challenges, bringing policing and social disorder to the forefront in American politics. It also brought about some of the most intense public scrutiny ever witnessed. In response, the Lake Wales Police Department saw an opportunity to work even more diligently to further enhance relationships with our residents and those we serve. Those efforts complimented our community policing philosophy and strengthened our resolve to provide world class service. Looking back, reaching out even further to connect with the community has proven effective and the public support of our department has been overwhelming.

In 2016 the department further enhanced community relationships through outreach, education and community involvement to reduce

crime and improve the quality of life in Lake Wales. We participated in numerous events designed to educate, build trust and engage residents in helping us keep our community safe. Two very special programs the department participated in were Shop with a Cop and Angel Tree. We wanted to help more children in need enjoy Christmas than ever before. We partnered with Wal-Mart, the Lake Wales Fire Department, civic groups and the community to raise funds and help make our goal become a reality. In the end, we helped make the lives of ninety-two (92) children a little brighter by providing gifts for them at Christmas. Additionally, we worked to prevent crime by educating the community through speaking engagements, Neighborhood Watch programs, community partnerships and media outreach initiatives. These partnerships engaged residents, built trust and helped make Lake Wales a wonderful place to live, work and enjoy during 2016.



Lake Wales Police Officer's Association 8th annual Shop with a Cop Event. This year police department employees and volunteers came together to provide Christmas presents for a record 92 children.

For 2017, the Police Department will maintain our focus on personnel development and attaining law enforcement accreditation. Additionally, we will enhance our capabilities and services through equipment and facility upgrades.

2015 LWPD 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: 561
UCR change: -22%
UCR Clearance Rate: 48.7%

2016 LWPD Facts

Law Enforcement Officers: 44
Part Time Officers: 6
Police Chaplains: 2
Public Safety Cadets: 5
VOICE volunteers: 18
Calls for Service: 21,522
Arrests: 1,125
Crashes: 621
Traffic Fatalities: 5
Traffic Citations: 1,556
Traffic Warnings: 2,089
Parking Citations: 87
UCR crime index: 564
UCR change: -1.8%
UCR Clearance Rate: 48.2%



Judi Gladue, Executive Assistant at the Lake Wales Police Department, poses with Andrea Hagan and another staff member from Heartland for Children.

In April the Lake Wales Police Department partnered with Heartland for Children in a campaign to prevent child abuse. The campaign was called Pinwheels for Prevention. This involved a display of pinwheels in front of the City Administration Building and Police Department



Ed Palmer, School Resource Officer, helping a student with an assignment.

DEPARTMENT OF PLANNING AND DEVELOPMENT SERVICES



Brian Nadeau, Karah Clark, Kathy Bangley, Autumn Cochella, Patricia Johnson, Jose Lozada (not pictured: Clifton Smith, Bob Lane)

Staff

Kathy Bangley, *Director of Planning & Development Services*

Clifton Smith, *Building Official*

Autumn Cochella, *Planning Technician*

Patricia Johnson, *Permit Coordinator*

Karah Clark, *Administrative Assistant*

Brian Nadeau, *Code Compliance Officer*

Jose Lozada, *Code Compliance Officer*

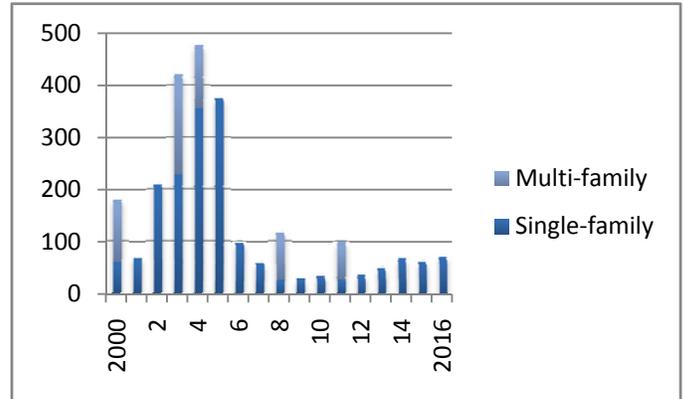
Bob Lane, *Building Inspector*

Planning staff reviews site plans for all new construction and additions for compliance with land development regulations, and any conditions of approval required by the Planning & Zoning Board, Board of Adjustments, or City Commission.

Planning also provides technical support to the *Economic Development Council* and continues to strive for quick turn-around for business approvals. Staff issued 83 Certificate of Use permits to new businesses, and five for change of locations.

Population increased to about 15,362, up by 351 people since 2015 and up 1,152 since the U.S. Census of 2010 according to estimates by BEBR at the University of Florida. Two properties totaling 18.5 acres were annexed in 2016; the City's area remains at about 20 square miles.

Residential development has seen a slight increase in 2016 with 70 single family houses permitted, predominantly in the Lake Ashton, Dinner Lake Shores, Sunset Point, Whispering Ridge, and Towergate Estates developments. The Towergate Estates subdivision, platted in 2007, began construction of its first five homes in 2016.



Residential Building Permits 2000-2016

New **commercial development** in 2016 included the new Our Children's Academy campus on Burns Avenue, AutoZone on US Highway 27, and Burger King on State Road 60.



Our Children's Academy Burns Ave



AutoZone
US HWY 27



Burger King
SR 60

Planning & Zoning Board

The Board approved four Special Exception Use permits, three Major Site Plans including waivers of strict compliance, and one Planned Development Project Master Plan. Two Zoning Map Amendments, and two Comprehensive Plan Future Land Use Map Amendments for recommendation to City Commission on property proposed for annexations were approved in 2016.

Board of Adjustment & Historic Business District Board Reviews

The Board of Adjustment approved four residential dimensional variances. The Historic Board approved one wall sign and two window signs for the Downtown area.

The **Building Division** stayed busy in 2016 with 2,339 inspections completed. New remodel projects included Taco Bell on State Road 60, Dr. Nihalani’s medical office, and the continuing projects at Lake Wales Medical Center and Grow Healthy.



Taco Bell
SR 60

Permits	2014	2015	2016
New single-family	66	60	70
New multi-family	5	0	0
Residential remodels and additions	162	191	87
Total building permits	707	739	774
Total permit inspections	2618	2557	2339

Code Compliance Division

Code Compliance welcomed a new officer in 2016 and continues to see an increase in properties maintaining compliance with City Codes. Staff recorded 52 Service Liens, including 25 for securing of vacant residential structures, and 27 for mowing, clearing, and cleaning of vacant residential and commercial lots. The Code Enforcement Board saw five cases, including two demolition requests and three foreclosure requests.

Code Compliance	2016
Case Total	537
Closed	421
Service Liens	52
Demolitions	6

Secured Structures



Cleared Lots



The HUMAN RESOURCES Department



**Sandra
Davis
Director**



**Carla Bibby
Coordinator**

Accomplishments

Implemented a Pay for Performance/Merit system.

Amended the Police Officers and Firefighter Pension Plans to comply with State Law.

Amended the Personnel Administration Policies to allow overtime payment to exempt employees during a declared emergency.

Completed a number of salary surveys for other municipalities.

Provided an enhanced health and wellness initiative to include:

- On- site biometric screening
- Walking towards wellness
- Healthy snack day
- Flu shots
- Yoga and a free semi-annual massage
- Employee health and benefits fair
- Monthly Lunch and Learn seminars are offered throughout the year to educate and motivate employees toward living healthier lifestyles.

Coordinated the United Way Campaign resulting in city employees contributing \$1,319.00.

Coordinated the Lake Wales Care Center campaign resulting in city employees contributing \$842.00.

Successfully negotiated the Collective Bargaining Agreement with the Police Benevolent Association.

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 and will receive an additional 1% in April 2017.

United Healthcare will remain as the health insurance 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 187.5 FTE (full-time equivalent) positions in FY 16'17, which reflects an increase of five positions from the prior year (16'17). Total cost in salary and benefits for FY 16'17 is 11,475,500.

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	13
15	2
20	6
25	1

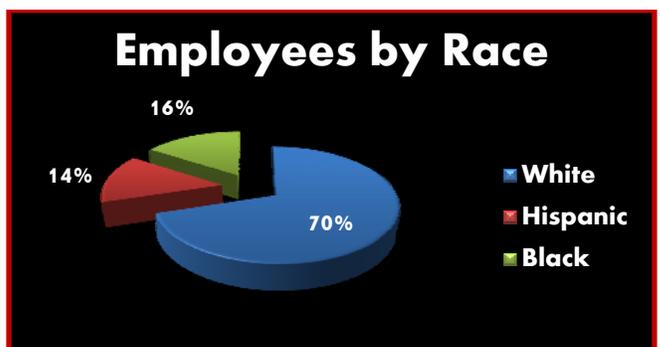
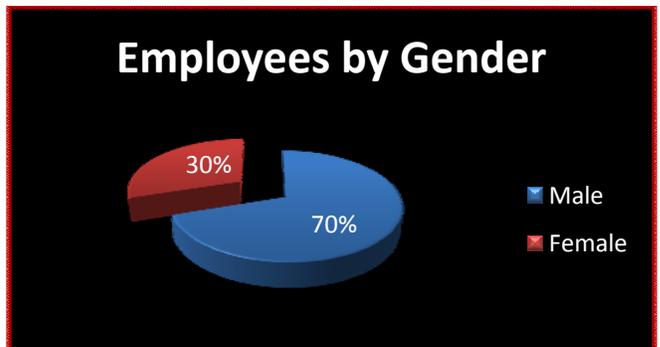
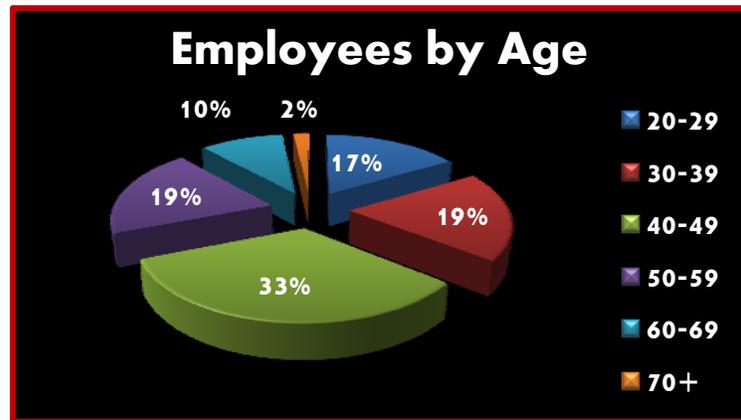
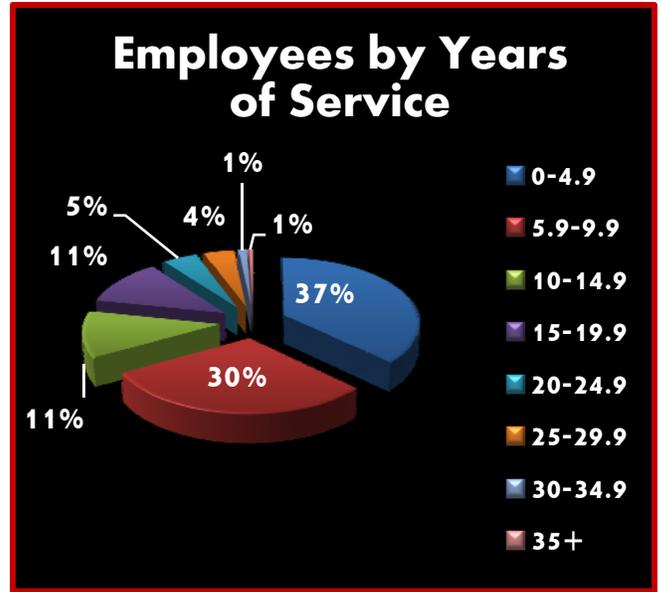
The Employee of the Year is Jennifer Nanek.

The Team Player of the Year is **Margie Battles.**

The Citizen Servant of the Year is **Beverly Kyser.**

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.



CITY OF LAKE WALES ORGANIZATIONAL CHART - FY16'17

