



**CITY OF MARCO ISLAND
2013 ANNUAL REPORT
TO THE COMMUNITY**

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March 1, 2014

The Honorable Chairman Honecker and City Councilors
City of Marco Island, Florida

I am pleased to present the **2013 Annual Report for the City of Marco Island**. Under the leadership of the City Council, the City continues to deliver a full range of essential services to the citizens of Marco Island, while making strides in reducing the budget expenditures. This report reflects City Council's comprehensive expression of policy and is prepared based on the direction of Council and its stated goals and objectives for the year.

Residents, businesses and visitors have invested in good government and better services, and one standard of good government is that we plan for the future while we maintain our present investment in facilities and people. We have conservatively continued that emphasis on maintenance, stewardship, planning and improvement, that allows us – always – to be better tomorrow than we are today.

As you will note in the following departmental reports, accomplishments for the year are many. City Staff's goal is to continue the emphasis on quality services, with attention to the rapidly growing need for on-line services. We continue to strive to meet the demand placed by users within the City Government and by members of the community.

We take pride in the collective efforts of our concerned citizens who take part in the process of governing, volunteers who donate countless hours of their time, the leadership of our City Council, and our dedicated City staff, all contributing to improving the quality of life on Marco Island.

Sincerely,



Guillermo Polanco
Interim City Manager



**City Council
Executive Administration
Directors**

Regular meetings of the Council are held on the first and third Monday of the month, unless the meeting date falls on a scheduled holiday or is changed by a majority vote of the members present at any regular or special meeting. Regularly scheduled meetings begin at 5:30 p.m. in the Community Meeting Room, 51 Bald Eagle Drive, Marco Island, Florida. Workshop or Special Called meetings are scheduled as necessary prior to the regularly scheduled meetings. All meetings are open to the public, unless an executive session (closed meeting) is held and shall be limited to those subject matters authorized by Florida Statutes.

- Kenneth E. Honecker, Council Chair**
- Larry Sacher, Council Vice-Chair**
- Joe Batte, Councilman**
- Bob Brown, Councilman**
- Larry Honig, Councilman**
- Chuck Kiester, Councilman**
- Amadeo R. Petricca, Councilman**

- Gil Polanco, Interim City Manager**
- Laura Litzan, City Clerk**
- Burt L. Saunders, City Attorney**

- Gretchen Baldus, IT Director**
- Don Hunter, Police Chief**
- Joe Irvin, Acting Community Affairs Director**
- Mike Murphy, Fire Chief**
- Timothy E. Pinter, P.E., Public Works Director**
- Debi Muller, Interim Finance Director**
- Jeff Poteet, Water & Sewer General Manager**



Front Row (L-R) Chairman Kenneth E. Honecker, Councilor Joe Batte, Councilor Chuck Kiester
Back Row (L-R), Councilor Amadeo R. Petricca, Vice-Chairman Larry Sacher, Councilor Bob Brown
Councilor Larry Honig

City of Marco Island Organizational Chart

**Citizens of
Marco Island**

**City
Attorney
Burt
Saunders**

City Council
Kenneth Honecker
Larry Sacher
Bob Brown
Joe Batte
Larry Honig
Chuck Kiester
Amadeo Petricca

**Boards
&
Committees**

**Executive Office
Administration**
City Clerk: Laura Litzan
Human Resources: Leslie Sanford
Information Technology Director: Gretchen Baldus

**Interim
City
Manager
Guillermo
Polanco**

**Community Affairs
Joe Irvin, Acting Director**
Planning - Zoning
Environmental
Building Services
Parks & Recreation

**Financial Services
Debi Muller
Interim Director**
Accounting Payroll
Utilities Customer Services
Accounts Payable
Budget
Purchasing
Contracts

**Police
Don Hunter, Chief**
Law Enforcement
Community
Service
Code
Compliance

**Fire Rescue
Mike Murphy, Chief**
Emergency Services
Prevention, Education &
Emergency
Management

**Water & Sewer
Department
Jeff Poteet
General Manager**
Operations & Engineering
Water Production
Wastewater
Treatment

**Public Works
Timothy E. Pinter, P.E.
Director**
Streets & Drainage
Parks Maintenance

Marco Island became Florida's 400th City in August 1997 and its first City Council was elected in November 1997. In 16 short years, Marco Island has gone from being a part of Collier County to an independent, thriving, upscale community of over 17,000 residents.

A "sun-drenched jewel" on the edge of the Gulf of Mexico, Marco Island features 6 miles of beach and over 100 miles of waterways within its 24 square miles and varies from four to seven feet above sea level. Marco is the largest barrier island within Southwest Florida's Ten Thousand Islands. This area forms the transition between the Everglades and the Gulf of Mexico from Naples to Miami.

The Marco Island City Council, the City Manager and staff are proud to be a part of the now 16-year old City that has grown in population, businesses, and visitors alike. With this growth comes the need for City services to provide all that a progressive community, anticipating a bright future, will need. Each of us works diligently every day to improve the City of Marco Island and provide quality services to all who live, work, play or vacation here.

In this annual report you will find information about the progress, improvements and successes made over the past year, as well as projects that are underway and that will enhance our residents' quality of life.



The mission of the Community Affairs Department is to offer Marco Island residents and visitors professional staff providing information and services. The staff endeavors to utilize local resources and encourages community participation for developing programs that will enhance the natural, social, and economic environment of the Island.

The Community Affairs Department is charged with providing both current and long-range planning, environmental, and zoning services. Planning staff works with the development community on proposed projects, site plan review, staff analysis of public petitions, and amendments to the Land Development Code. Long-range planning efforts focus on implementing policies contained in the adopted Comprehensive Plan,

monitoring School Concurrency, and preparing annual Level of Service Reports.

Planning responsibilities also include:

- Amendments to City's Comprehensive Plan
- Land Development Code amendments
- Coordination and participation with local civic organizations
- Preparation of population projections
- Master Planning efforts for the Midtown District
- Site Development Plan review and coordination with other City departments to ensure property is developed in conformance with adopted City codes
- Monitoring and managing environmental resources, protected wildlife, plant species and water quality
- Review of dredge, riprap, fence and dock projects, beach vending operation licensing, vegetation trimming and clearing, professional lawn and landscape registrations, and monitoring protected and/or archaeological sites
- Zoning approvals for new and relocating businesses
- Act as a liaison and technical support for the Beach Advisory Committee, Bike Path ad hoc Committee, Planning Board and Hideaway Beach Special Tax District Board
- Sample surface water in twelve locations in the canal waterway system bimonthly for analysis of nutrients and bacteria
- Provide public information and outreach on environmental topics to diverse audiences via presentations, newspaper articles, brochures and workshops

The Community Rating System (CRS) recognizes and encourages community floodplain management activities that exceed the minimum NFIP standards. Flood insurance premium rates for policyholders on Marco Island are reduced up to 20% through outreach and other CRS activities. In addition to the benefit of reduced insurance rates, CRS floodplain management activities enhance public safety, reduce damages to property and public infrastructure, avoid economic disruption and losses, reduce human suffering, and protect the environment.

As a result, flood insurance premium rates are discounted to reflect the reduced flood risk resulting from the community actions meeting the three goals of the CRS:

- Reduce flood losses;
- Facilitate accurate insurance rating; and
- Promote the awareness of flood insurance.

Staff is in the process of finalizing its 5-year CRS cycle visit. Staff also participates in the Local Mitigation Strategy Working Group. Collier County's Local Mitigation Strategy Working Group (LMSWG) is a component of Collier County's Citizen Corps. The purpose of the group is to examine the hazards that confront people and property of Collier County and explore means to reduce the vulnerability to each hazard. Essentially, the group prioritizes a project "wish-list" that achieves the goals contained within the County's Local Mitigation Strategy (formerly the CC Hazard Mitigation Plan). When funding becomes available, typically through a federal grant opportunity resulting from a disaster, the LMSWG submits a prioritized listing that goes with each grant application attesting to the fact that the project supports the community's hazard mitigation priorities.

ENVIRONMENTAL SERVICES

Beach Projects & Programs

Renourishment & Erosion Control. The Collier County Government 2012/2013 beach project that renourished the South Beach area restored the two Cape Marco jetties and three erosion control structures offshore of this area and improved the beach condition both in stability and aesthetics. In July 2013, the Hideaway Beach Special Tax District completed their renourishment project for the Hideaway North Beach and construction of three erosion control structures (T-groins) in front of Hideaway Buildings 5000 and 6000. Required monitoring of protected species, borrow areas and beach width of each of these projects for the next five years is ongoing.

Volunteer Beach Steward Program. The Volunteer Beach Steward Program has 31 volunteers trained for outreach. In 2013, there were a dozen volunteers consistently on the beach weekly picking up trash and conducting public outreach. Four training sessions were conducted for volunteers. The City received an award from the Florida American Planners Association (APA) recognizing this program as a "grass roots initiative" to promote conservation and protection of natural resources.



Beach Clean-Ups. Eight beach clean-ups were organized and conducted with local businesses sponsoring and participating. The clean-ups have removed hundreds of bags of trash over the year, improving the beach for beachgoers and habitat for wildlife.

Plastic on the Beach. In addition to the beach clean-ups, a successful campaign for the hotels to clean up the plastic straws on the beach is ongoing. In coordination with the beachfront hotels and city staff, plastic straws, lids and cups are removed by hotel staff each shift. Less plastic on the beach is occurring which is noted in the weekly volunteer reports and clean-ups.

CITY OF MARCO ISLAND – BUILDING SERVICES ANNUAL – PERMIT VOLUME / REVENUE

Year	Permits Issued	SF Permits Issued	MF Permits Issued	Commercial Permits Issued	Reported Work Value (Millions)
1998 *	635	82	0	1	12.3
1999	3,685	335	10	7	105.7
2000	3,759	369	7	4	134.5
2001	3,471	257	3	7	130.9
2002	4,305	199	4	7	242.7
2003	4,870	209	8	4	250.4
2004	4,839	231	1	3	253.9
2005	4,921	136	1	4	151.0
2006**	6,957	72	0	2	182.4
2007	5,037	35	0	4	135.4
2008	5,234	27	1	8	135.7
2009	5,010	20	0	0	81.4
2010	5,371	33	0	3	95.4
2011	5,138	25	0	0	67.5
2012	5,369	74	0	1	112.2
2013	5,647	92	0	2	130.8
Totals	74,248	2,196	35	55	2,101.8

* Permit Data for 3 months (Oct, Nov, Dec 1998)

** Inflated permit counts due to Hurricane Wilma

CODE COMPLIANCE

Code Compliance is an integral part of the City's various departments responding to questions and code violations. Code Compliance also acts as a liaison for the Code Enforcement Board during Board hearings and workshops. Half way through 2013, Code Compliance operations moved back to the Police Department.

Vegetation Permits, Professional Lawn & Landscape Registration, Landscape and Lake Management. 30 permits to trim and/or remove vegetation on undeveloped properties or in the dune areas on the beach were issued to licensed contractors. 189 lawn and landscape contractors registered to operate within the City. One hundred cul-de-sacs were managed – trees removed, nuisance vegetation removed and vegetation trimmed. Mackle Park Lake had an additional fountain installed. Littoral vegetation and fish stocking occurred in late July 2013. These three factors will improve the water quality of the lake. For the fourth year, the City was presented a “Tree City USA” award.



Artificial Reef Program. The City was awarded \$500,000 in a private grant donation from the BP Seafood and Tourism Grant Program. In May 2014, two artificial reefs, 500 cubic tons of material each, will be deployed off the Coast of Marco Island as part of a 12-reef program in Collier County to promote tourism and a healthy ecosystem. Permitting from the US Corps of Engineers is completed. The reefs will create fishery habitat, which in turn will promote fishing and diving, helping the local economy.

Protected Species Monitoring/Management. The Island has a diversity and high numbers of federal and state protected species. City staff monitors and manages the populations to ensure conservation and protection.

Gopher Tortoises. This past year over 300 properties were surveyed for the listed “threatened” species, Gopher Tortoise, resulting in the relocation of approximately 70 Tortoises out of the right-of-way for the construction of the sewer system. The Florida Fish and Wildlife Conservation Commission permit allowed the Tortoises to be temporarily relocated and the burrows removed prior to construction. No Gopher Tortoises were lost and all habitats were restored upon completion of the project.

Burrowing Owls. A listed “species of special concern” were higher in numbers, with 119 burrow

sites throughout the island. 78 pairs produced an average of 3 chicks. The population was up by approximately 20% from the year before.

Loggerhead Sea Turtles. Last summer produced a record 93 Loggerhead Sea Turtle nests, of which 68 successfully hatched. Lighting compliance is very good with no sea turtle disorientations.

Shorebirds. Marco Island is fortunate to have one of the top 5 fly-ways for migratory birds on the planet. Hundreds of Least Terns, Black Skimmers and Wilson Plovers are successfully nesting at the Big Marco Pass Critical Wildlife Area (CWA). City staff, as part of the Shorebird Alliance, posts nesting sites on the Marco beaches, conducts bird counts and outreach to beach goers.

Marine Mammal Response Network Staff responded to over a dozen manatee in distress reports, aiding in the rescue of all that were injured or sick. Staff responded to one dolphin stranding and assisted federal and state response teams in a larger pilot whale stranding and recovery.

Miscellaneous Wildlife 31 Green Iguanas were trapped and removed from the Island. One Burmese Python was caught and removed from City property. Over 50 injured and/or sick native animals and birds were taken to the Conservancy Wildlife Rehab Hospital. Staff assisted the Marco Eagle Sanctuary Foundation in fencing and installing benches on their leased site for Bald Eagle protection. Monitoring of the Bald Eagles at this and the Island Golf Course site was conducted. The City also participated in the National Christmas Bird Count. Press releases regarding the presence of coyote, black bear, and other wildlife were submitted monthly.

Water Quality Monitoring. Six times a year, at twelve locations in the canals, water samples are taken for analysis of Total Nitrogen, Fecal Coliform and *Enterococcus*, sp. For the year all samples were within State standards per Florida Department of Environmental Protection (FDEP). There was a 7-month southwest Florida Red Tide event in 2013. Staff monitored, reported and educated the public on this natural hazardous event. Local waters were sampled and reported.

Public Outreach.

- Two Burrowing Owl field trips were conducted by staff for the Rookery Bay Wildlife Festival.
- Presentations on local wildlife and City ordinances were given to: Women’s Club, Men’s Club, Home Owner’s Association, Tommie Barfield Elementary, Island Montessori Academy, Camp Mackle, Sunrise Rotary, Friends of Tigertail, Naples Preserve, Marco Island Area Association of Realtors, Leadership Marco and Madeira Condominium



- Two Green Iguana information public workshops were conducted
- Two Whitefly information public workshops were conducted
- One Beach Workshop was conducted for beachfront owners, managers and businesses.



Staff Liaison for Advisory Boards and Committees. Coordinated and managed City Council appointments of resident volunteers for all City volunteer advisory boards and committees. Created advertisements, communicated with applicants, Councilors, City staff and managed applications. Staff communicated all pertinent information to board and committee members, Councilors and City staff liaisons regarding boards and committees.



The City Manager is responsible to City Council for the administration of all City affairs by providing sound policy recommendations, leadership and management of all departmental activities, and to strive for excellence in the provision of City services at a reasonable cost with an organization committed to good customer service for the citizens we serve.

The Executive Department includes the City Clerk's office, Human Resources, Information Technology and reception at City Hall. The Department also provides recording and transcribing services for the Planning Board and Code Compliance Board as well as general clerical assistance for City Council appointed committees. Following the passage of City Ordinance 13-04, the terms for all advisory board and committee members were synchronized with the terms of the appointing City Councilors.

Human Resources

The Job Descriptions for the City of Marco Island were updated in 2013 and are available on the City Website. Performance evaluations were completed for all active employees in August 2013. Going forward, the performance evaluations will be conducted each year in the month of August. With the help of our Insurance Broker and the Florida League of Cities, a wellness program was established for the City. For 2014, the "Wellness Roundup" will include employee health screenings, health fair, flu shot clinic, pedometer challenge, and other wellness seminars.

Information Technology

The Information Technology Department is responsible for the management and administration of the technological infrastructure for voice and data communication for all departments, distributed among 12 different physical locations throughout the City and Marco Shores. It also provides leadership and guidance to City staff on technology initiatives and data management best practices. IT Services is subdivided into the following support roles:

- Application Services
- Network Services
- Data Center Management
- Hardware Lifecycle Management
- Asset Tracking & Software Licensing
- Help Desk Support
- GIS Services & Database Management
- Television Production and Broadcast Services
- Website Administration
- Administrative Policy Related to IT

Primary Initiatives

- Purchased 15 laptops dedicated for the new training lab, first deployed for an Intermediate Microsoft Excel training class for staff. Future training classes include the TylerMunis finance software, website content editing, Microsoft Office applications, damage assessment software, and more.
- Assisted the Parks & Recreation Department with implementation of the Thor Guard

Lightning Prediction system, consisting of a base sensor at City Hall and remote horns at Mackle & Winterberry Parks. Sensor data can also be viewed on the City website as well as on mobile devices.

- Installed the Ultra Nexus video server for the public meeting broadcasting which provides automated playlist generation, digital slide display for PSAs, emergency messaging, and greater storage for a wider variety of programming.
- Installed the Granicus encoder for web-streaming of meetings; the new format includes minutes & agenda documents displayed with the video, index points of agenda items, and compatibility with most mobile devices.
- Implemented the agenda automation modules of Granicus called LiveManager and Legistar, which allows the City to achieve paperless agendas through a website with complete searchable access to all public meeting information; also provides an iPad application for Council members with the option for note-taking, links to materials and past meeting videos.
- The Legislative Management Suite provides an automated agenda workflow solution including version tracking, report generation, automated upload to City website, and links to legislative data such as ordinances and resolutions.
- Migrated all voice and data communication services to a new provider reducing overall costs by half and providing redundancy in the event of line breaks or outages.
- Began virtualization of the data centers saving thousands on server warranty renewals, reducing administrative overhead and energy costs, streamlining backup and retrieval procedures, greatly increasing storage capabilities, and providing off-site redundancy and automating a failover environment in the event of a disaster.

IT Statistics for CY2013

- ✓ No. of desktops/laptops supported: 245
- ✓ No. of end users supported: 192
- ✓ No. of help desk tickets resolved: 2,455
- ✓ No. of GIS maps requested & printed: 69
- ✓ Press releases posted on the website: 101

Personnel Development

Training and career development, although critical in rapidly-evolving fields such as information technology and GIS, were obtained this year mostly through local resources such as web-based courses and local seminars.

- Joined the Florida Local Government Information Systems Association and attended

the first regional meeting.

- Subscribed to Lynda.com for online training software training opportunities.



In addition to providing financial advisory role to City Council and the City Manager, Finance provides support to all departments for accounting, budgeting, purchasing and payroll needs. It also maintains the official Citywide accounting records, financial reports and legal financial compliance for the City and its operations.

- The FY 2013 audit is in progress and expected to be completed by March 31, 2014. The FY 2015 budget is in process and will be finalized as the tentative millage rate and assessed values are finalized by the Property Appraiser. Further financial and budgetary information is available on the City's website.
- During 2013 the Finance Department was awarded a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for the FY 2012 audit report. This program allows for GFOA professional staff and peer review of the CAFR and indicates that the City's report is issued beyond the minimum requirements of generally accepted accounting principles with a view on transparency and a full disclosure tone.
- During 2013 the Finance Department requested and received proposals for a new financial software system to replace its current archaic system. TylerMunis was selected and implementation will begin during the second quarter of 2014.
- On August 21, 2013 in connection with the issuance of the Utility System Refunding Revenue Bonds, Series 2013 the City received ratings from Moody's and Fitch of Aa3 and AA-respectively.
- Close-out audits were performed on the SRF-funded Goldenrod and Copperfield STRP Districts. To date, ten (10) SRF close-out audits with successful outcomes have been performed. A final amendment to the Estates District's SRF

funding has been executed, concluding the construction of all sewer assessment districts. The City has one year after executing the final amendment to submit the close-out audit for the Estates project.

- The amount of investments were increased and diversified into items with maturities greater than one year.
- Between FY13 and FY14 taxable value increased from \$7.411 billion in FY13 to \$7.548 billion in FY14.
- As part of the normal budget process, water and sewer rates are modified effective October 1st of each year. In September 2013, the City Council approved a 7% water and sewer rate increase to take effect November 1, 2013.
- In October 2013, the City issued \$62 million of water and sewer Refunding Bonds that defeased the remaining 2003 Utility Revenue Bonds of \$58.6 million and the 2008 Utility Revenue Bonds of \$6.0 million. This refinancing released \$6.5 million of Debt Reserves as well as reducing future debt service by \$3.4 million.
- The Finance Department successfully negotiated an increase in Gas Tax distribution from 4.874% to 6.12% with Collier County and the City of Naples. The revised rate will take effect around March of 2014 and will continue for 5 or 6 years or until the Gas Tax distribution rates are brought back for re-distribution consideration.



The mission of the Marco Island Fire-Rescue Department is to exceed expectations of fire and life safety services; to augment and provide emergency medical services; and to deliver safe and quality emergency and prevention services to all residents and visitors of Marco Island. As a Team We Have, We Currently Are and We Will Continue to dedicate ourselves to the preservation of your: *Life, Health, Safety, and Property.*

Message from the Chief

The Fire Rescue Department has seen a steady increase in emergency calls for service. The department saw a 10.5% increase in emergency

calls from 3202 in 2012 to 3505 in 2013, involving 7,046 apparatus responses. A critical area facing the department is the number of concurrent calls when the department receives two to seven calls occurring at the same time, 683 in 2013.

The Department continues to rely heavily upon other area departments to respond to the Island, sometimes resulting in a delay of service. In the upcoming two years, road construction at the intersection of 951 and U.S. 41 will further delay emergency response from other departments.

Through the efforts of City Council, led by Councilor Petricca, the Fire Rescue Department was able to obtain a commitment from Collier County to place a 9:00 a.m. to 9:00 p.m. transport on the Island from February 1 to April 30, 2014. The County has indicated that in future years we will see that unit from January through April.

The Fire Rescue Department did acceptance testing on their Rescue vessel and delivery will be in January 2014. The vessel will dramatically improve patient safety and treatment.

With the economic improvement, our area is beginning to see major construction off Island and the department is working with other departments to be prepared for increases in the demand for service.



Financial Performance

The Fire Rescue Department operated within its allocated FY13 budget and undertook a number of major projects, including the purchase of a Fire Rescue Vessel, a used Quick Response Vehicle, and establishing a Citizen/Council/Engineer Committee to address the health issues at the main Fire Station. One of the major expenses was unplanned major apparatus repairs, specifically the aerial tower. The department received a 2012 State Homeland Security Grant Program Hazardous Materials Grant of \$14,939, providing technician training and sustainment of technical equipment. In addition, the State of

Florida replaced one chemical detection instrument.

Community Service

The Department reached out to its partners and offered many educational programs to organizations, schools and staff. Fire Rescue staff participated in special event planning as members of the City's Special Events Team. The collaboration of City staff has been well received by event coordinators and has resulted in well-coordinated public events.



The Department continues to maintain a **99.9% above average rating** from the users of our emergency service in the 11 categories surveyed on all calls:

- Helpfulness of Employees
- Speed of Service
- Handling of Problems
- Knowledge of Personnel
- Appearance of Personnel
- Sensitivity of Personnel
- Communications Skills of Personnel
- Medical Care given by Personnel
- Putting out of Fire
- 911 Call Taker
- Emergency Room Care



The Department spent over two weeks participating in the Marco Island YMCA Water Wise Program, instructing 3rd graders from Tommie Barfield & Manatee Elementary schools in basic first aid awareness, water safety & pool safety.



Organization & Personnel Development

CERT: The Fire-Rescue Department joined in celebrating the retirement of Captain Dean Heasley after 31½ years of service. Dean took responsibility for fire equipment and certain station projects. Captain Heasley served as union president multiple times and worked well with administration on department goals. The Fire Rescue Foundation named Battalion Chief Don Jones Firefighter of the Year.



Four Paramedics successfully completed the Paramedic training program, achieving their medical credentials from the County Medical Director. The Fire Rescue Department, in conjunction with the Police Department, provided a Police Fire Youth Academy as a summer program through the Parks & Recreation Department.

Technology Applications

The Fire Rescue Department continued to undergo many technology improvements this year. The Department is working with Collier County EMS in beta testing Image Trend for fire service. Administrative Assistant Mary Husted was successful in submission to the State Fire Marshal reporting requirement, and she was acknowledged with a certificate of 100% compliance. In 2014 we anticipate going to tablet field usage for incident reporting as a beta site for Image Trend. The iPads are also equipped with several apps that provide immediate reference for hazardous materials, medical protocol, extrication guides and photo and video capability.

The Fire Prevention Bureau has the ability to do electronic plan review and continues to work with the Building Department and to improve customer service and efficiency in the permit process.

PUBLIC EDUCATION	
Crowd Manager Classes	3
Individual Contractor Classes	14
Fire Safety Presentations / Public Education / Fire Drills, etc.	22
Consults / Meetings	312

INSPECTION / PREVENTION STATISTICS 2012-2013	
Fire Plan/SDP Reviews	1,196
Fire Inspections New Construction/Remodel	6,265
Hydrant flow tests	9
Occupational Licenses	91
Fire Works Permits	1
Special Event Inspections	43
Commercial/Condominium Inspections	14
Fire Investigations	21
CEU Classes	8

2013 REVENUE	
Fire Review	49,747.18
Fire Inspection	157,880.47
Fire Re-Inspections	10,810.00
Fire Red Tags	1,276.00
Technology Fee	8,634.94
False Alarm Fees	21,875.00
Hydrant Flow Tests	220.00
Occupational Licenses	3,710.00
Fire Works Permits	300.00
Special Event Inspections	2,630.00
Impact Fees	<u>24,655.16</u>
TOTAL	281,738.75





PARKS & RECREATION

The mission of the Parks and Recreation Department is to enhance the quality of life for Marco Island residents and visitors by providing high quality recreation programs and facilities for athletics, arts, education, socialization, and lifelong learning experiences.

The Department manages City parks, baseball and soccer fields, community center, racquet center, recreation programs, special events, linear paths and open spaces. It organizes and delivers comprehensive recreation programs for adults and children, summer camps, Farmers Market, festivals, concerts, benefits, and special events.

Since incorporation in August 1997, the City has successfully acquired title to all lands currently used for neighborhood and community parks from Collier County. Four community parks, two neighborhood parks, six open space parks, and two beach access easements totaling 60 acres are maintained and managed by the City.



Mackle Park

Mackle Park is 28 acres in size and is the largest community park boasting a community center with meeting rooms, game room, teen center, and administrative offices. The park campus provides a Kid's Cove playground, water spray park, tot-lot basketball court, covered basketball, bocce courts, shuffleboard, sand volleyball, soccer field, multi-purpose fields, off-leash dog parks, walking trail around an eight-acre lake, fishing, model

sailing, sheltered picnic facilities, and vehicular parking. The park is also host to special events including movies in the park, big band concerts, festivals, Easter egg hunt, Halloween event, Christmas event, and various summer camps.



Racquet Center

The City Racquet Center located on three acres provides a separate campus for tennis, racquetball, and pickleball enthusiasts. The venue hosts six classic clay courts, two hard courts, two racquetball courts and three pickleball courts. Open play is available to Marco Island residents and visitors. The pro shop provides retail sales, racquet stringing, and beverage sales. Tennis professionals provide tournaments and lessons for all ages.



Veterans' Community Park

Veterans' Community Park is a passive seven-acre community park located in Midtown. The park provides expansive grass fields and parking facilities and is host to large community events and festivals. Attendance for these festivals is from 2,500 to 5,000 people. The park is also host to a premier Farmers Market occurring every

Wednesday from November to April. The Farmers Market provides 120 vendor booths, with an average weekly attendance of 2,000 to 3,000 people. The market specializes in fresh produce, local seafood, homemade bakery goods, pastas, sauces, dips, flowers, locally crafted artwork, lunch specials, and entertainment.

A Veterans' Memorial Citizen Committee is working on new plans to develop a flag plaza and memorial fountain. The memorial fountain is planned at the entry of the Veterans' Memorial, and the flag plaza is planned around the existing United States, State of Florida, and City of Marco Island flags. These two projects are being developed entirely with donations.



Winterberry Park

Winterberry Park is a five-acre community park providing a softball sports complex with concessions, restrooms, bleachers and ball field lights. The park also provides a multi-use field in the outfield for soccer and football. Winterberry Park is the Island's premier "game" field. It is continuously utilized by the senior softball league; men's and co-ed softball leagues; Optimist Youth Sports Football and Soccer Leagues; and Charter Middle School and Charter High School sports teams.



Winterberry Park is also host to the Wounded Warrior Amputee Softball game, a fun and competitive game showcasing our Military Veterans versus our Marco Island All-Stars team. This past year over \$30,000 was raised by the local Marco Island community to help in the benefit of these great men and women and their families.

The City is also fortunate to have an array of neighborhood parks located throughout the Island. These parks include Founders Park, Leigh Plummer Park, Calusa Park, and Jane Hittler Park. Many of these parks provide walking paths, mature landscaping, and the opportunity to reflect in landscaped open spaces on park benches with a covered trellis overhead. Two of the passive parks, Marriott Crystal Shores and Madeira, provide public access to the gulf.



Mission Statement: It is the mission of the Marco Island Police Department to provide for the security and safety of all persons within the City of Marco Island.



Primary Initiatives:

The Marco Island Police Department is a full service law enforcement agency providing uninterrupted surface and waterborne patrol missions every calendar day of the year, 24 hours a day. The agency maintains mutual aid agreements with our sister agencies in Collier County to supplement services in extraordinary and special incidents. In confronting complex multi-jurisdictional challenges, we utilize our extensive affiliations with our state and federal

partners to the fullest benefit of our residents and visitors.

While striving to provide the Island with professional law enforcement services, the Department focused on five principal areas in 2013:

- Crime Prevention and Reduction
 - Proactive Law Enforcement
 - Intelligence Led Policing
- Developing and Maintaining Community Connections & Trust
 - Examples: Beach Stewardship, School Resource Officer DARE, Crime Prevention, and Police Foundation.
- Creating and Maintaining Law Enforcement & Allied Professional Partnerships
- Recruiting and Retaining Quality Personnel
- Training (Human Capital Development)

Specific Outcomes:

In 2013 the Marco Island Police Department:

- Deployed the WinACE (Property & Evidence) software system. This system is critical, as the Department was responsible for taking in 1,071 unique pieces of evidence or property during the year. Over 450 lbs. of narcotics, drug related paraphernalia or similar items were approved for destruction in 2013.
- Placed into service was a new 2013 Harley Davidson Road King motorcycle, donated to the Department in a community-wide initiative led by Executive Auto Repair, Marco Moose Lodge, Marco Police Foundation, and supported by hundreds of Marco Islanders. The donation and subsequent deployment of the motorcycle enhances law enforcement operations and offers several benefits to the community, including economy, visibility, and efficiency.



- Created a new zone and methodology for tracking events related to the beaches, resulting in a decline in beach complaints.



Response Time:

In 2013, the Department's average emergency response time was 5.27 minutes. In 2012, the Department reduced its average non-emergency response time by just over one minute, as compared to 2012, to 6.92 minutes.

2013 Department Activity Snapshot		
Activity	2013	2012
60,651 Calls for Service (Dispatched & Self-Initiated)	104.5%	[58,014]
1,259 Crime / Incident Reports	-17.10%	[1,517]
207 Field Interviews	-17.20%	[250]
1,126 Traffic Citations	-12.30%	[1,283]
6690 Written Warnings (Traffic & Marine)	145.75%	[4,590]
233 Vehicle Crash Reports	-0.50%	[234]
1 Fatalities-Vehicle Crashes	0	1
10 Injuries-Vehicle Crashes	-67.80%	[31]
633 Arrests	163%	[388]
634 Charges (Misdemeanor, Felony & Status Offenses)	-8.10%	[690]
181 Part 1 Crimes	-20.3%	[228]
20% Crime Clearance Rates (Overall)		



Crime Prevention and Reduction through Proactive Law Enforcement and Intelligence Led Policing:

Marco Island is one of the safest cities in the State of Florida. This accolade does not occur naturally or in a vacuum. Through community partnerships and proactive law enforcement, the Department works towards the reduction of crime. The use of intelligence is a critical part of this initiative. The following is used by the Department on a daily basis to reduce crime and make the community safer.



Top Twenty Calls for Service Summary	
Requested Extra Patrol Commercial	11,211
Requested Extra Patrol Residential	7,175
Traffic Stops	6,542
Foot Patrols	3,395
Radar / Laser Details	2,003
Suspicious Incident / Individual / Vehicle	1,500
<u>EMS / Medical Assist</u>	<u>1,232</u>
Alarm - Residential Burglary	1,137
Legal Advice	626
Unverified 911 Call	616
Public Assist	441
Vehicle Crash	428
Alarm - Commercial Burglary	412
Noise Complaint	355
Parking Violation	330
Animal Complaint	308
Disturbance (Non- Domestic)	250
Critical Site Check	195
Reckless Driver	190
Theft	185

Dec-2013 Snapshot	Marco Island	Area Immediately Adjacent To M.I.
Street Gang Members	5	377
Career Criminals	4	57
Registered Sex Offenders	8	81
Probation (State)	22	411
Released Prison Inmates	29	491
Misdemeanor Warrants	41	Not available
Felony Warrants	10	Not available

Code Enforcement:

In October 2013, after a less than a year hiatus, Code Enforcement was returned to the Police Department from the Community Affairs Department. In 2013, the three-member Code Enforcement Unit opened 2,734 cases, of which 143 were unfounded, 2,511 were closed and 80

remain open. The most frequently occurring cases involve landscaping and weed issues, right-of-way obstructions, litter or trash complaints, parking violations or natural resource protection.



The Marco Island Police Department could not accomplish its many missions nor be as successful in its endeavors without the *immeasurable* and *invaluable* contributions of its civilian and sworn volunteers.



(L-R) 2013 Marco Police Foundation Officer of the Year Sergeant Hector Diaz, School Resource Officer Al Schettino and City Manager Roger Hernstadt

Personnel



Personnel, our most valuable asset, once again remained one of our most significant challenges. In 2013, seven law enforcement members left the agency, for the usual continuum of reasons: two left in lieu of disciplinary action, two retired after their second law enforcement career (and between 20 and 40 years in the profession), two left to seek better law enforcement opportunities, and one made a career change outside of law enforcement after over two decades within the profession. The two members who retired requested to stay with the Department as Reserve Police Officers! Officer Mark Haueter was promoted to Sergeant in November of 2013.

Civilian Volunteers:

Ray McChesney

Willa Dick

Sal Pernice (Entered the Auxiliary Officer Academy in the last quarter of 2013 and graduated in January 2014.)

Sworn Volunteers:

Reserve Officer Matthew Goetz

Reserve Officer Ed D'Alessandro

Reserve Officer Michael Christoff

Reserve Officer Edward Stenzel

Reserve Officer Frank Steiger

Auxiliary Officer Emilio Rodriguez

Auxiliary Officer Don Schwartz

Auxiliary Officer Alan Brown

Auxiliary Officer Chuck Ludwigsen

Auxiliary Officer William Miller

Budget (\$4,704,684):

The Department ended FY13 in a strong fiscal position, utilizing 96% of its budget allotment prescribed for personnel expenditures and 97% of the budget approved for operational expenditures, for an aggregate year end expenditure of \$4,534,953 or 96% of budget.

PUBLIC WORKS

maintenance & service

The Public Works Department is responsible to plan, design, construct, operate, and maintain roads, stop-controlled intersections, signalized intersections, controlled intersections, waterways, bridges, streetlights, public sidewalk network, surface and underground drainage systems, park and median landscaping, and maintenance of rights-of-way.



The Department's goal is to develop and maintain the optimum public infrastructure system, secure adequate resources, and foster planned, quality growth to promote the welfare of the community. This is accomplished by evaluating and assessing community needs, providing programs consistent with goals and objectives outlined by City Council, setting standards to achieve long-term economic progress and developing programs that address target goals and minimize maintenance costs.

Financial Performance

Generated **\$89,793** revenue from Right of Way permits

- Public Works Operating
- Budget = **\$2,669,844**
- Actual = **\$2,483,555**
- Public Works Capital Projects
- Budget = **\$2,491,435**

Community Service

- Participated in and provided staff support for:
 - Hideaway Beach Tax District
 - Waterways Advisory Committee
 - Beautification Advisory Committee
 - Parks & Recreation Advisory Committee

- Technical Advisory Committee of the Collier County Metropolitan Planning Organization
- ITS/CMS Committee for the Collier County Metropolitan Planning Organization

Organizational Development

- Along with the purchase of a Public Works work boat, began the review and continued maintenance of the Island canals and waterways.



Significant Accomplishments – Streets & Drainage Division

- Retro-filled 25 Grate Inlets with Suntree Skimmer boxes, Island wide
- Serviced 1074 Suntree Skimmer boxes
- Rehabilitated 9 major storm drain outfalls
- Re-graded 2400 linear feet of swales
- Conducted approximately 319 right-of-way inspections
- Administered 84 Utility Permit reviews and inspections
- Administered 14 Sidewalk Repair Permits
- Completed 21 City-owned sidewalk repairs
- Issued 83 Utility Permits
- Administered 5 cul-de-sac improvement projects for private citizens and responded to approximately 210 citizen requests for services
- Completed 18 right-of-way drainage improvement projects Island wide



- Secured a \$200,000 grant from South Florida Water Management District to repair or replace existing storm drain outfalls and street drainage
- Renewed annual contracts for full service ground/facility maintenance contracts at City landscaped medians and roadway trees
- Developed parking improvement in the commercial area alley along Bald Eagle Drive

Completed Major Projects:

- North Collier Boulevard Phase 4 Drainage Improvement Project
- Bridge Repair Projects
- South Barfield Water Main Improvements
- Estate area paving for the last STRP District
- Safe Routes to School Project



On-Going Major Projects:

- Design Review of Smokehouse Bay Bridge Project
- Swallow Avenue Drainage Phase 2 and 3
- Shared Use Pathways in 4 major areas on the Island.

Parks Maintenance & Beautification Division

- Performed landscape maintenance for over 70 acres of City parks, recreation facilities and government buildings
- Provided all support services to special events and recreation programs along with civic associations for events and festivals at City parks and grounds
- Maintained all athletic fields for Citywide sports programs along with taking over the renovation and daily maintenance of the Marco Island Charter Middle School practice field
- Renovated all the athletic fields by reverse tilling and laser grading and adding additional ball field clay
- Assisted with the annual Arbor Day tree planting at Veterans' Park
- Continued to coordinate water truck operations for beautification medians and public spaces

- Installed and removed all special event and beautification banners on City light poles
- Continued to maintain one of the safest Divisions in relation to on the job injuries.



Water Treated and Distributed to the Island
(measured in millions of gallons)

Month	NWTP	SWTP	TOTALS
Jan 2013	92.9	148.7	241.6
Feb 2013	91.0	127.4	218.4
Mar 2013	104.1	150.9	255.0
Apr 2013	94.5	127.2	221.7
May 2013	88.6	127.9	216.5
Jun 2013	77.3	90.3	167.6
Jul 2013	80.5	91.5	172.0
Aug 2013	75.1	88.3	163.4
Sep 2013	64.4	80.9	145.3
Oct 2013	92.0	120.2	212.2
Nov 2013	103.3	137.4	240.7
Dec 2013	104.9	133.7	238.6
TOTAL	1068.6	1424.4	2493.0



North Water Treatment Plant (NWTP)

- The north plant treated and delivered 1.1 billion gallons of water to the Island during the past year (see table of Water Treated and Distributed).

- The NWTP began treating water using the newly constructed PALL membrane filtration system on March 26, 2013. The finished treated water is ten times less turbid than the water produced by the old sand filter technology.



- The new PALL membrane filtration system requires three times fewer cleaning cycles than anticipated in the design resulting in a considerable savings in chemical costs.
- The newly constructed bulk chemical storage area is now in operation.
- The newly rehabilitated lime clarifier is now in operation.
- The old rotometers were replaced with a state-of-the-art Brooks mass flow system to provide a stable ammonia feed to regulate the pH of the treated water.
- The NWTP chief plant operator relocated to the SWTP, and the lead operator was promoted to fill the vacancy. An NWTP operator was promoted to lead operator. An operator trainee will be hired to fill the current operator vacancy. Earlier in the year one treatment plant operator resigned, and an operator trainee was hired as a replacement.
- The consumer confidence report was completed in accordance with all DEP standards.
- The Florida Department of Environmental Protection (FDEP) performed its annual inspection of the water plant, and no deficiencies were noted.
- The lime sludge press filter cloths and plates were replaced.

Source Water Facility (Raw Water)

- No water was injected into the underground ASR system during 2013. 160.5 million gallons of water was recovered in 2013 during the dry season. Presently the City has approximately one billion gallons of fresh water stored underground in the ASR system.
- The ASR injection pump station is in the process of being replaced. The new pumping

system is replacing the original Marco Island feed water pump system that was built in 1965. The new pump station will be online for the 2014 wet season. This project was partially funded, \$300,000, through a South Florida Water Management grant.



South Water Treatment Plant (SWTP)

- The south plant treated and delivered 1.4 billion gallons of water to the Island during the past year (see *table of Water Treated and Distributed*).
- The Florida Department of Environmental Protection (FDEP) approved granting the SWTP 4-log virus removal credit. This will allow staff to reduce the raw water sampling program from monthly sampling to quarterly sampling.
- The annual sanitary survey was conducted by the FDEP. No deficiencies were noted and only one comment was made. The comment was to repair a concrete pump support. The pump support was immediately repaired and noted by FDEP.
- The computer system that controls the reverse osmosis (RO) skids was updated. New programmable logic controllers were installed.
- Repairs were made to the floor in the RO building. A two-part polyurethane epoxy was applied to the floor for protection.
- Lighting was added around the site for safety.



- The chief plant operator retired and was replaced by the chief plant operator from the NWTP.
- The lead plant operator resigned, and an SWTP operator was promoted to replace him. A trainee will be hired to fill the operator vacancy.
- The RO membranes were cleaned with citric acid and caustic soda to remove scale and organic accumulations while improving operational efficiencies.
- The pumps in wells 1, 4, and 20 were replaced.
- Replaced in-ground faulty and leaking valves within the plant perimeter and on the back of the trains as needed.
- The RO membranes in every train were tested for conductivity of salts and total dissolved solids (TDS) every month to ensure proper membrane performance.

Collections & Distributions (C&D)

- In 2013 the C&D team repaired 20 water main breaks, 150 service line breaks, 3 wastewater force main breaks and 8 gravity sewer breaks. All service interruption was reported in accordance with FDEP rules and regulations.
- Marco Island has 330 dead-end water mains. To ensure that the potable water system has the proper levels of disinfection residual an intense system flushing program is required.
- The Marco Island distribution system has 2,194 valves throughout the Island. The system is required to have a valve exercising program and last year all 2,194 valves were opened and closed as part of this program. All of the information for each valve is captured in the utilities asset management software program.
- Over the past several years, 79 new fire hydrants were installed throughout the Island. Many of these hydrants were installed utilizing C&D staff saving the City over \$30,000 for installation. All homes on the Island are now within 1,000 feet of a fire hydrant.
- In 2011 it became mandatory that anyone working on a distribution system must have on site supervision by a licensed Florida distribution operator. The C&D team is in compliance with the rule and has a goal that all field personnel become licensed by 2016.
- Starting in January of 2014 it is mandatory that “lead free” or “no lead” brass is used in new installations and repairs of brass that comes in contact with potable water. The department started depleting inventory in 2011 and is in compliance with the new rule.
- The calibration and repair of commercial meters (meters 2-inch and smaller) are changed out according to our meter change out program, customer issues, age of meters, and by the amount of total gallons that has passed through the meter.
- In 2013 approximately 4000 utility locates were made of our underground utilities for contractors working in the right-of-way. We are required by

law to locate our infrastructure to protect and ensure that our underground assets are not damaged.

Wastewater Treatment Operations

- The wastewater treatment plant treated 725.3 million gallons of wastewater in 2013.
- In 2013, 610.4 million gallons of treated wastewater effluent was distributed in the reclaimed water distribution system.
- Phase IV of the wastewater treatment plant expansion was completed in 2013.
 - One 500,000 gallon water storage tank was converted to wastewater equalization storage
 - The deep injection well sump was replaced
 - The supplemental raw water system for reuse was installed.
- The final phase of the wastewater treatment plant expansion, site improvements, will begin in 2014.



Utilities Maintenance

- Maintenance Staff is in the process of moving and setting up a new chlorine control system for SWP.



- Maintenance staff completed the replacement of piping and fittings motor and pump repair for the ASR pumps at raw water.
- Staff is in the process of setting up a new Preventative Maintenance Program to coincide with the City Works work order system. This will

allow more complete tracking of equipment losses and allow them to become more proactive than reactive.

Utilities Engineering & Capital Improvements

General

- The W&S Department continues to use City staff for construction observation and management instead of consulting engineers to minimize costs.
- Phase 1 of the seawall replacement was completed in January of 2013. Construction of the remaining seawall will be completed in FY 2014.



- The area adjacent to the new seawall was graded, and a new perimeter fence along the seawall was constructed.
- Mature landscaping was planted along the new seawall, and a new irrigation system was installed.

North Water Treatment Plant (NWTP)

- The areas disturbed by construction have been restored with new pavement and pervious gravel to minimize mowing costs and improve drainage.



- The old high service pumps and building were demolished and completely removed.

- A new weir wall was constructed and new pumps were installed at the backwash pond. Also, railings, a ladder, and a gate were installed.

Reclaimed Water Production Facility (RWPF)

- In August of 2013 the RWPF won the FWPCOA safety Award. The achievement recognizes the department's exceptional safety program and the team's outstanding safety performance.



Septic Tank Replacement Program

The Septic Tank Replacement Program construction of all new Sewer Assessment Districts is now complete.

Asset Management

- All 300 plus Marco cul-de-sacs have been fitted with auto-flushers which have been set up in a bi-monthly valve flushing program. This program helps maintain them in working order. This process also provides a systematic work route reduces travel time and eliminates repeated auto-flusher valve exercises.
- In 2013 staff installed an additional 40 auto-flushers. Currently have a total of 330 auto-flushers installed at the end of cul-de-sacs throughout the City. This completes the project of installing an auto-flusher on every cul-de-sac in the City which started in 2009.
- In 2014 we will be testing a new on-line mapping product (using a tablet) which will provide spatially located assets in a map format. These assets will be linked to their construction drawings so utility staff can quickly locate those assets prior to any construction taking place. This should eliminate the need for staff to return to the office for hard copy plans. Thus reducing the amount of time required to locate assets prior to the start of a project.