



1015 Cultural Park Blvd.
Cape Coral, FL

AGENDA FOR THE REGULAR MEETING OF THE CAPE CORAL YOUTH COUNCIL

April 27, 2018

3:00 PM

Council Chambers

PLEDGE OF CIVILITY

We will be respectful of each other even when we disagree.
We will direct all comments to the issues. We will avoid personal attacks.

1. MEETING CALLED TO ORDER

A. Chair Slafer

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL

A. Members Baxter, Bernau, Bevan, Cerretani, Dunkle, Hare, Molfino, Reid, Rodriguez, Saunders, Shawver, Slafer, Troche, and Wilson

4. CHANGES TO AGENDA/ADOPTION OF AGENDA

5. APPROVAL OF MINUTES

A. Regular Meeting - April 13, 2018

6. ADVISOR PRESENTATION (30 MINUTES MAXIMUM)

A. City Council Meeting Agenda Report - Advisor Mazurkiewicz

7. CITIZENS INPUT TIME

Input of citizens on matters concerning City Government; 3 minutes per individual.

8. RECOMMENDATIONS TO COUNCIL

9. BUSINESS

- A. Garden Project - Member Cerretani
- B. Citywide Recycling Topic - Chair Slafer (Continued)
- C. Citizens Academy for Youth Council

10. NEXT MEETING AGENDA TOPICS

11. REPORTS

12. REPORTS OF THE COUNCIL LIAISON AND ADVISORS

13. TIME AND PLACE OF FUTURE MEETINGS

- A. A regular meeting of the Cape Coral Youth Council will be held on Friday, May 11, 2018, at 3:00 p.m. in Council Chambers.
- B. Subcommittee Meetings of the Cape Coral Youth Council will be held on Friday, April 27, 2018, directly after the end of today's meeting to discuss Strategic Plan assignments in Council Chambers.

14. MOTION TO ADJOURN

GENERAL RULES AND PROCEDURES REGARDING THE CAPE CORAL CITY COUNCIL AGENDA

In accordance with the Americans with Disabilities Act and Section of 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this meeting should contact the Office of the City Clerk at least forty-eight (48) hours prior to the meeting. If hearing impaired, telephone the Florida Relay Service Numbers, 1-800-955-8771 (TDD) or 1-800-955-8770 (v) for assistance.

Persons wishing to address the Youth Council under Citizens Input may do so during the designated times at each meeting. No prior scheduling is necessary. All speakers must have their presentations approved by the City Clerk's office no later than 11:00 AM the day of the meeting. Members of the audience who address the Youth Council shall step up to the speaker's lectern and give his or her full name, address, and whom he or she represents. Proper decorum shall be maintained at all times. Any audience member who is boisterous or disruptive in any manner to the conduct of this meeting shall be asked to leave or be escorted from the meeting room.

Copies of the agenda are available in the main lobby of Cape Coral City Hall and in the City Council Office, 1015 Cultural Park Boulevard. Copies of all back-up documentation are also available for review in the lobby of Council Chambers. You are asked to refrain from removing any documentation. If you desire copies, please request they be made for you. Copies are 15 cents per page. Agendas and back-up documentation are also available on-line on the City website (capecoral.net) after 4:00 PM on the Wednesday prior to the Youth Council Meeting.

Item Number:	5.A.
Meeting Date:	4/27/2018
Item Type:	APPROVAL OF MINUTES

**AGENDA REQUEST
FORM**
CITY OF CAPE CORAL



TITLE:

Regular Meeting - April 13, 2018

REQUESTED ACTION:

STRATEGIC PLAN INFO:

1. Will this action result in a Budget Amendment?

2. Is this a Strategic Decision?

If Yes, Priority Goals Supported are listed below.

If No, will it harm the intent or success of the Strategic Plan?

Planning & Zoning/Staff Recommendations:

SUMMARY EXPLANATION AND BACKGROUND:

LEGAL REVIEW:

EXHIBITS:

PREPARED BY:

Division- Department-

SOURCE OF ADDITIONAL INFORMATION:

ATTACHMENTS:

Description

□ April 13, 2018 meeting minutes

Type

Backup Material

**MINUTES FOR THE MEETING
OF THE CAPE CORAL YOUTH COUNCIL**

Friday, April 13, 2018

Chair Slafer called the meeting to order at 3:00 p.m.

Pledge of Allegiance

Roll Call: Chair Slafer, Members Baxter, Bevan, Dunkle, Hare, Molfino, Reid, Rodriguez, Saunders, and Shawver were present. Wilson was excused. Bernau arrived at 3:09 p.m. Cerretani and Troche were absent.

Also in attendance: Rick Williams, Council Liaison
Jodie Costello, Parks and Recreation Senior Recreation Specialist
Cole DeLong, Communications Director
Connie Griglin, Legislative Executive Assistant
Stacy Maine, PW Strategic Business Analyst
Molly Schweers, Outreach and Education Coordinator, Lee County Solid Waste
Kathy Kallas, Lee County Solid Waste Sr. Environmental Specialist

APPROVAL OF AGENDA

Member Baxter moved, seconded by Member Molfino to adopt the agenda as presented.

Council polled as follows: Rodriguez, Saunders, Shawver, Slafer, Baxter, Bevan, Dunkle, Hare, Molfino, and Reid voted "aye." Ten "ayes." Motion carried 10-0.

APPROVAL OF MINUTES

Member Baxter moved, seconded by Member Shawver to approve the Regular Meeting Minutes from February 23, 2018, as presented. Voice Poll: All "ayes." Motion carried.

Member Reid moved, seconded by Member Baxter to approve the Regular Meeting Minutes from March 9, 2018, as presented. Voice Poll: All "ayes." Motion carried.

Member Baxter moved, seconded by Member Rodriguez to approve the Regular Meeting Minutes from March 23, 2018, as presented. Voice Poll: All "ayes." Motion carried.

ADVISOR PRESENTATIONS

None

CITIZENS INPUT TIME

Joseph Bonasia, resident, thanked the Youth Council for looking into the matter of commercial recycling. He discussed an article that appeared in the News Press about a company that is going to be farming salmon in Florida and how business-friendly environmental regulations may relax environmental protection in favor of economic interests. He mentioned how recycling was done recently at the Taste of the Cape.

RECOMMENDATIONS TO COUNCIL

None

BUSINESS

Progress of the Garden Project – Member Cerretani

Chair Slafer turned the floor over to Member Rodriguez since Member Cerretani was not present.

Member Rodriguez stated we got our first sponsorship from Mr. Dan Puleio of Cape Cleaners. He noted that Member Cerretani will be building her first school garden box. He would volunteer to present this if no one else was interested. He went to about 60 businesses in Cape Coral and Fort Myers over the past two weeks, but has not heard back from anyone.

Discussion held regarding:

- Why we were taking donations? What are we going to do with the money?
- It helps to pay for all the materials such as the soil and garden box.
- This will be placed at Cape Coral High, North Fort Myers, and Island Coast.
- Soliciting was done by Member Rodriguez going to businesses and giving them a sponsorship letter to consider.

Discussion held regarding the check from Mr. Puleio is in the possession of the City Clerk's Office.

Council Liaison Williams stated he would speak to Legal to find out how to handle receipt of donations.

Discussion held regarding how the money was handled with Blessings in a Backpack.

Discussion held regarding the garden's produce to be given to the local food pantry.

Council Liaison Williams asked how the Youth Council was going to be involved in the gardens if it is at an individual school and teachers are going to oversee it.

Member Rodriguez stated that would have to be asked of Member Cerretani.

Chair Slafer stated he shared the same concerns. It sounds like a great idea, and we would have to wait for Member Cerretani to be present to explain the project.

Citywide Recycling Topic – Chair Slafer (continued)

Chair Slafer stated we have been pursuing this topic for the past few months and made his position clear. He believed that new businesses in Cape Coral should be mandated to recycle. He would formalize it at the next Youth Council meeting. The purpose today is for discussion from the entire Council since we have been short in attendance the past few meetings.

PW Strategic Business Analyst Maine stated there were reps from Lee County who can explain how they got it started and how they enforce it.

Molly Schweers, Lee County Solid Waste Communications Specialist, explained how they got started. Lee County has an Ordinance that requires all businesses to recycle that one thing that they produce most. They do not have to recycle the same way residents do. This was mostly items such as paper, cardboard, tires, etc. It has been successful and no one has been cited because people generally want to recycle.

Kathy Kallas, Lee County Solid Waste Senior Environmental Specialist, stated she was with Solid Waste when they first started the mandatory ordinance, along with the Recycling Coordinator. They got the hauling companies to report to us all of the businesses that they provided service. Then, we visited everyone that was not showing that they had recycling service. We would go back and make sure that they were complying with the Ordinance by recycling the material that they produce most of by weight. Restaurants and bars would do glass; a lot of people do cardboard because they can sell that and make money. Offices do office paper and so on. It took about a year to get 99% of businesses to comply with the Ordinance. Not one person was fined although the Ordinance states we can if we need to. The fee for not recycling as stated in the Ordinance is \$250 per month until the business is in compliance. The Ordinance was passed on September 11, 2007 and went into effect on January 1, 2008. When a new business comes on, they have 14 days to establish service.

Discussion held regarding:

- Businesses that did not have space to store their recycling
- Some that cannot recycle is granted an exemption as stated in the Ordinance.
- Businesses with minimum garbage service exempt from the recycling ordinance
- 9,000 businesses were following this Ordinance in Lee County
- Ordinance 07-25 was on the County's website, www.leegov.com,

Ms. Schweers displayed slides entitled:

- Cape Coral Recycling FY 10 – FY 17 Review
- Lee County Recycling Tonnage

- Cape Coral Recycling Revenue
- How the Money Works
- Summer 2016 Waste Characterization Study

Discussion held regarding the following:

- If the City of Cape Coral passed a mandate that new businesses would have to recycle and the compliance of recycling tonnage went up, Cape Coral would get an increase in revenue from recycling because a larger amount is being recycled.
- Open market on recycling, use Waste Pro or franchised hauler
- Some businesses that generate a lot of cardboard may have a private deal with a private recycler to sell that cardboard.

Chair Slafer thanked the staff from the County for coming to this meeting. He stated by next meeting he will ask the Council for input about his proposal. If anyone would like to create their own proposals, that would be their own choice, and the Council would accept them to come to the floor. The next meeting on April 27th will be the last meeting for this Council. Let's get a vote on a formal proposal at the next meeting. ***Consensus agreed.***

Update on Blessings in a Backpack Fundraiser – April 21st Movie Night – Member Baxter

Chair Slafer turned the floor over to Member Baxter.

Member Baxter stated she has spoken with the Special Events Kristin and Todd about the next Movie Night which will be on April 21st. They needed help from us to sell flowers; half the profit will be given to the Youth Council to donate to Blessings in a Backpack. If you are 18 or older and feel comfortable serving drinks, that is an option for us to get some of the profits. She needed confirmation from the Youth Council as far as the number of people attending.

Discussion held regarding the following:

- What members were comfortable about serving alcohol
- Who would carry the license and insurance?
- Selling other concessions or non-alcoholic drinks would be a better option
- Food trucks were coming; big date night gearing towards adults

Member Baxter asked people to text her since a lot of people cannot get into their emails. She stated it was important to show Parks and Rec that we are interested in taking these opportunities to raise money for Blessings in a Backpack as well as helping Parks and Rec with their events.

NEXT MEETING AGENDA TOPICS

Chair Slafer asked if any member had any agenda topics for the next meeting.

Member Rodriguez moved, seconded by Member Shawver to carry the Garden Project to the next meeting agenda on April 27, 2018. Voice Poll: All "ayes." Motion carried.

Member Bevan moved, seconded by Member Hare to add the City Wide Recycling Topic to the next meeting agenda on April 27, 2018. Voice Poll: All "ayes." Motion carried.

REPORTS

<u>Member Rodriguez:</u>	Topic: There is a Native Plant Sale on April 21 st from 9 a.m. to 2 p.m. at Rotary Park. They are looking for volunteers. Setup is at 7 a.m.
<u>Member Saunders:</u>	Topic: No Report
<u>Member Shawver:</u>	Topic: No Report
<u>Member Troche:</u>	Topic: absent
<u>Vice Chair Wilson:</u>	Topic: excused
<u>Member Baxter:</u>	Topic: No Report
<u>Member Bernau:</u>	Topic: No Report
<u>Member Bevan:</u>	Topic: No Report
<u>Member Cerretani:</u>	Topic: absent
<u>Member Dunkle:</u>	Topic: No Report
<u>Member Hare:</u>	Topic: No Report
<u>Member Molfino:</u>	Topic: No Report
<u>Member Reid:</u>	Topic: No Report
<u>Chair Slafer:</u>	Topic: No Report

REPORTS OF COUNCIL LIAISON AND ADVISORS

Council Liaison Williams stated the next meeting is our last meeting for the seniors who have done a great job. He asked if anyone was going to do anything about the Ethics Competition at FGCU.

Discussion held regarding possibly a few teams going from Cape Coral High School.

Council Liaison Williams stated the event was on May 12th. If anyone was interested to contact Connie in the Council Office. He asked if there was a formal presentation from the Youth Council at City Council on Monday.

Chair Slafer stated it was he and Member Cerrretani who were selected among the Council to do the presentation and did not have anything formally planned.

Council Liaison Williams stated it just needed to be an overview of what the Youth Council has done in the past year and upcoming plans such as recommendations on the recycling topic. It may be possible to get a couple of Councilmembers to start working on an Ordinance.

Chair Slafer stated he would not be present at the meeting on Monday and asked if anyone on Council would like to go with Member Cerretani to present at Council.

Member Baxter volunteered to help give the presentation.

Member Reid moved, seconded by Member Rodriguez to appoint Member Baxter as presenter at the Council meeting on April 16, 2018. Voice Poll: All "ayes." Motion carried.

Council Liaison Williams mentioned that the new juniors will be appointed on Monday from applications received from four high schools and at large, but two schools have not sent in any applications: North Fort Myers and Ida Baker. He stated they would give those two schools a month to get applications. If none are received within that time, they will go back to the pool of applicants.

Discussion held regarding how to get the word out to Ida Baker and North Fort Myers; email sent to Dr. Pruitt to get the word out.

Advisor Costello – No Report

TIME AND PLACE OF FUTURE MEETINGS

Strategic Vision Time and Process (Wilson and Cerretani). Both were not present today so that cannot be held.

Subcommittee Meetings of the Cape Coral Youth Council will be held on Friday, April 13, 2018, directly after the end of the meeting to discuss Strategic Plan assignments in Council Chambers. Strategic Vision People (Bevan, Saunders, and DeLong).

A regular meeting of the Cape Coral Youth Council was scheduled for Friday, April 27, 2018, at 3:00 p.m. in Council Chambers.

MOTION TO ADJOURN

There being no further business, the meeting adjourned at 3:47 p.m.

Submitted by,

Barbara Kerr
Recording Secretary

Item Number: 9.C.
Meeting Date: 4/27/2018
Item Type: BUSINESS

AGENDA REQUEST FORM
CITY OF CAPE CORAL



TITLE:

Citizens Academy for Youth Council

REQUESTED ACTION:

STRATEGIC PLAN INFO:

1. Will this action result in a Budget Amendment?
2. Is this a Strategic Decision?
 - If Yes, Priority Goals Supported are listed below.
 - If No, will it harm the intent or success of the Strategic Plan?

Planning & Zoning/Staff Recommendations:

SUMMARY EXPLANATION AND BACKGROUND:

LEGAL REVIEW:

EXHIBITS:

PREPARED BY:

Division- Department-

SOURCE OF ADDITIONAL INFORMATION:

ATTACHMENTS:

Description	Type
<input type="checkbox"/> Youth Council Program - 2018	Backup Material
<input type="checkbox"/> Building Presentation Winter 2018	Backup Material
<input type="checkbox"/> Finance Department	Backup Material
<input type="checkbox"/> Development Services Presentation	Backup Material
<input type="checkbox"/> Code Compliance Presentation	Backup Material

- ▣ City Clerk-City Attorney-City Auditor
- ▣ Citizens Academy EDO Presentation

Backup Material

Backup Material

Wednesday, June 06, 2018

8:00 - 9:00	City Manager Office Including EDO
9:00 - 9:20	City Clerk
9:20 - 9:40	Auditor
9:40 - 10:00	Attorney
10:00 - 10:20	Financial Services
10:20 - 10:40	Information Technology Service
10:40 - 11:40	Department of Community Development
11:40 - 12:00	Break (serve lunch)
12:00 - 2:00	Public Works
2:00 - 4:30	Utilities
4:30	Dismiss

Thursday, June 07, 2018

8:00 - 10:15	Parks & Recreation
10:30 - 12:45	Fire Department
12:45 - 1:00	Walk to PD
1:00 - 3:15	Police (Lunch in Training Room)
3:30 - 4:20	Budget Exercise
4:20 - 4:30AM	Closing
4:30	Dismiss

Conference Room 220

Conference Room 220

Conference Room 220

Conference Room 220

Conference Room 220

Conference Room 220

Conference Room 220

Conference Room 220

Conference Room 220

Conference Room
220/Tour Facilities

Conference Room 220 &
Tour Parks
Fire Station

Police Training Room

Police Training Room

Police Training Room

Department of Community Development

Building Division

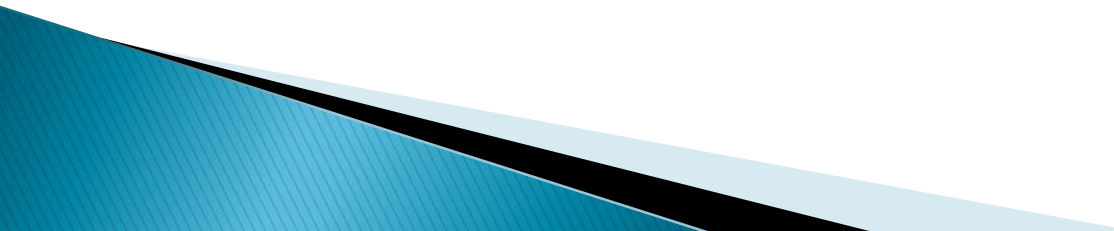


Citizen's Academy Presentation
September 20, 2017

Services Provided

- ▶ Permitting Services
 - ▶ In 2017 27,984 permits were issued.
- ▶ Plan Review Services
 - ▶ In 2017 21,922 plans were reviewed.
- ▶ Inspection services
 - ▶ In 2017 61,034 inspections were conducted.

Codes and Ordinances

- ▶ International Code Council
 - ▶ Florida Building Code
 - ▶ National Electric Code
 - ▶ National Flue Gas Code
 - ▶ American Disabilities Act
 - ▶ Local Codes and Ordinances
- 

Unlicensed Contractors

Unpermitted repairs and remodels

Do not become a victim of these con-artists



Hazards of Hiring Unlicensed Contractors

- **Non-compliance with Building Codes:** If your project does not have a permit, it will not comply with building codes or zoning law.
- **Poor Quality Work:** Not all unlicensed contractors do poor quality work, and not all poor quality work is done by unlicensed contractors. However, as a practice inferior work is equated to hiring unlicensed contractors.
- **Unlicensed Means Un-insured:** You could end up unintentionally paying for damage or injuries. Homeowners insurance will not cover unlicensed contractor damages.

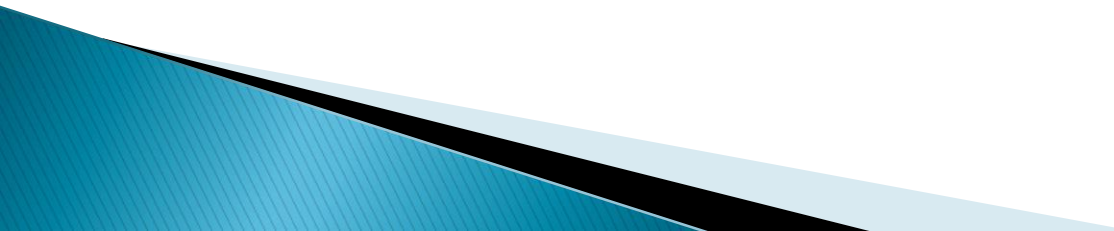
Hazards of Hiring Unlicensed Contractors

- **Con-Artists:** Scams in the construction industry are legendary. Unrealistic cost estimates, scare tactics to close the deal now, usually leaves the homeowner with incomplete, low quality workmanship causing thousands of dollars in repair costs.
- **Limited Resources for Broken Contracts:** If you have a dispute with a licensed contractor you can call their licensing agency. No action can be taken by State or local regulatory agencies against unlicensed contractors.

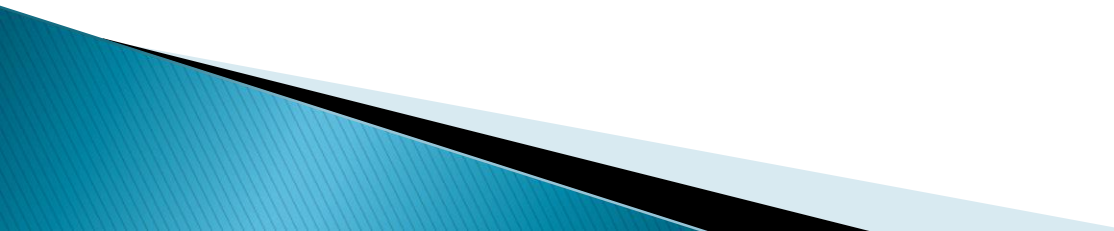
Know the Warning Signs

- It is not uncommon for a unlicensed contractors to go door to door claiming “they just finished a job down the street”.
- They may attempt to rush you to make a decision by saying if you act now, you will get a special price.
- They can not pull a City permit. They will sometimes ask you to apply for the permit. You will then become responsible for the projects liabilities and mistakes after the unlicensed contractor is gone.
- They are typically unwilling to show you their license or have some excuse why they can't show it to you (left at home, etc.).


Never...

- ▶ Allow the contractor to start work without a City permit posted on your property.
 - ▶ Agree to apply for a permit in your name, even if the contractor says it will save you money.
 - ▶ Pay the full amount before the work is completed, inspected and your permit has been closed out.
- 

Always be sure to...

- Ask to see the contractors license.
 - Verify the license matches the work they are being hired to do for you.
 - Get a copy of their insurance information. All contractor's are required to carry liability and workmen's comp insurance.
 - Obtain a written cost estimate with a breakdown of materials, labor, payment schedule, and completion date.
- 

Before you hire, verify....

- ▶ The contractor you plan to hire is licensed. Call City Hall licensing at 574-0726.
 - ▶ By going to MyFlorida.com go to the DBPR section and it will provide all State licensing information you may need.
 - ▶ If your project needs a permit. Call the City Building Division at 574-0546 before you proceed with your project.
 - ▶ An excellent source to find local licensed contractors is the Cape Coral Construction Industry Association at 239-772-0027.
- 

QUESTIONS?

**Citizen's Academy
Financial Services Department
AGENDA - 2018**

A. Overview of Financial Services - 30 Minutes (12:30-1:00)

1. Department Functions
2. Interaction with other Departments, City Management, Council
3. Fund Accounting
4. Accounting Operations (Accounts Payable, Payroll, Capital Assets, Grants, Cashier's Office, Cash and Investments, Debt Management and Financial Reporting)

B. Budget - 30 Minutes (1:00-1:30)

1. Overview of Division
2. Purpose of Budget
3. Budget Process
4. Revenue Sources & Expenditure Categories

C. Procurement – 30 minutes (1:30 – 2:00)

1. Introduction – What is Procurement?
2. *Interactive Exercise* - When YOU Buy – what do you do?
3. Exceptions (legal services, auditing, advertising, educational)
4. Government Contracts (eg: GSA, larger cities, consortiums)
5. 'Sunshine' – open to Public (BID openings, Evaluations, Council)
6. Negotiation (eg: Fleet equipment)
7. Vendor Registry
8. Debarring a Vendor
9. Sole Source / Single Source
10. Consultants' Competitive Negotiation Act (FI Stat 287.055)
11. Funds must be Budgeted (no money – no purchase)
12. Emergencies (eg: water / sewer)
13. Bonds (eg: Performance Bonds)
14. Surplus (on-line auction: govdeals.com)
15. Ethics (eg: no gifts, collusion, and favoritism)
16. Bid Protest Procedures
17. Audits (on-going, Internal Dept, External Auditor)

BREAK 15 minutes (2:00 – 2:15)

Continuation of 2018 Agenda Citizens Academy

D. Customer Billing Services - 45 Minutes (2:15 – 3:00)

- 1. Introduction**
- 2. Billing Overview**
- 3. Customer Service Overview**
- 4. Assessments**
- 5. Closing – Q/A**

E. Real Estate – 30 minutes (3:00- 3:30)

- 1. Real Estate Acquisitions**
- 2. Title Examination**
- 3. Real Estate Surplus**
- 4. Citizen/Developer Assistance**

F. Risk Management – 40 minutes (3:30 – 4:10)

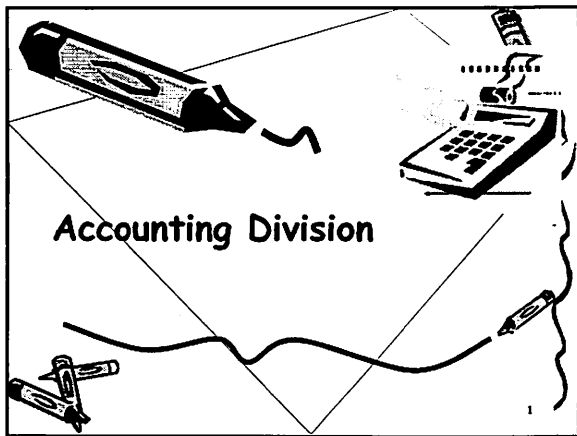
- 1. Overview**
- 2. Mission**

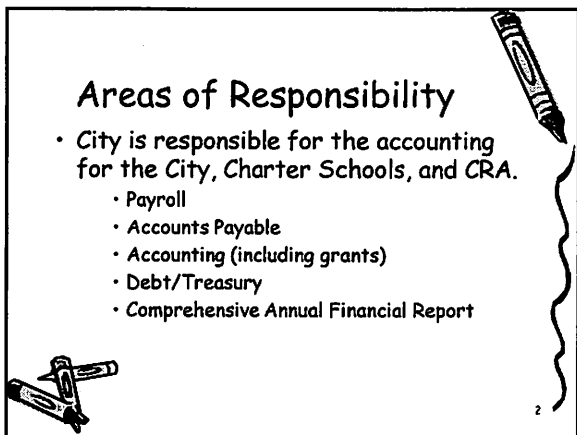
Financial Services Department



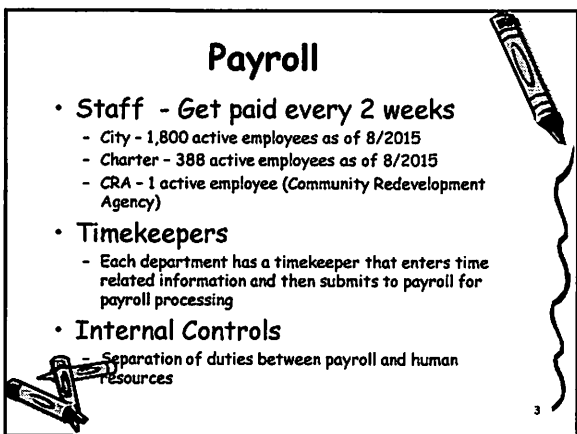
Financial Services Department Divisions

- Administration
- Budget
- Procurement
- Accounting/Debt Treasury/Accounts Payable/Payroll
- Customer Billing Services
- Real Estate
- Risk Management





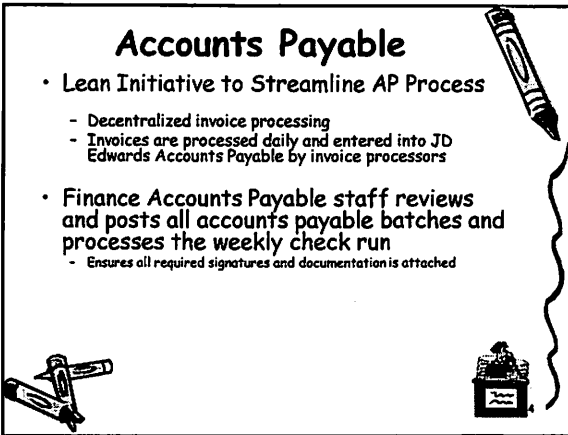
- ### Areas of Responsibility
- City is responsible for the accounting for the City, Charter Schools, and CRA.
 - Payroll
 - Accounts Payable
 - Accounting (including grants)
 - Debt/Treasury
 - Comprehensive Annual Financial Report



- ### Payroll
- Staff - Get paid every 2 weeks
 - City - 1,800 active employees as of 8/2015
 - Charter - 388 active employees as of 8/2015
 - CRA - 1 active employee (Community Redevelopment Agency)
 - Timekeepers
 - Each department has a timekeeper that enters time related information and then submits to payroll for payroll processing
 - Internal Controls
 - Separation of duties between payroll and human resources

Accounts Payable

- Lean Initiative to Streamline AP Process
 - Decentralized invoice processing
 - Invoices are processed daily and entered into JD Edwards Accounts Payable by invoice processors
- Finance Accounts Payable staff reviews and posts all accounts payable batches and processes the weekly check run
 - Ensures all required signatures and documentation is attached



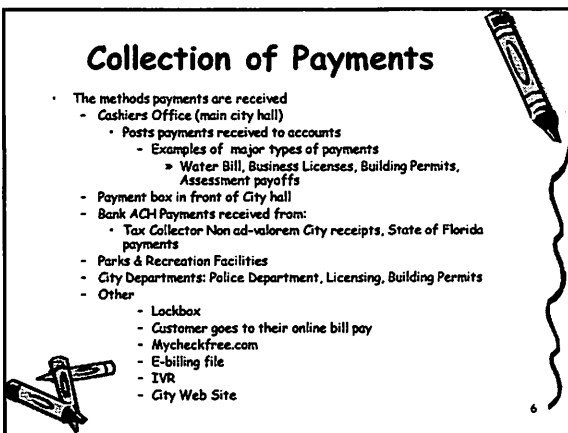
Vendor Payments

- Governed by administrative regulations, local ordinance, and state law.
- Vendors payments are made by
 - Check requests
 - Less than \$5K manager and/or supervisor approval
 - Over \$5K - must have department director approval
 - Finance Director or designee approves over \$5K
 - City Manager or designee approves over \$100K (excludes recurring)
 - Purchase orders
 - Follows procurement process
 - Purchasing Cards
 - Control on individual purchasing cards for spend and merchant control





Collection of Payments

- The methods payments are received
 - Cashiers Office (main city hall)
 - Posts payments received to accounts
 - Examples of major types of payments
 - » Water Bill, Business Licenses, Building Permits, Assessment payoffs
 - Payment box in front of City hall
 - Bank ACH Payments received from:
 - Tax Collector Non ad-valorem City receipts, State of Florida payments
 - Parks & Recreation Facilities
 - City Departments: Police Department, Licensing, Building Permits
 - Other
 - Lockbox
 - Customer goes to their online bill pay
 - Mycheckfree.com
 - E-billing file
 - IVR
 - City Web Site



Treasury



- Where is the money?
 - Liquid Funds (2 months expenditures)
 - Bank Accounts, Local Government Investment Pools, Intergovernmental Investment Pools, Money Market Funds
 - Investment Accounts
 - City uses an investment advisor
 - Short-term, Long-term 1-3 year, Long-term 1-5 year
- What are the Rules?
 - Investment Policy
 - Safety, Liquidity, Yield
 - Investment limitations
 - Security Type
 - Issue Limits
 - Credit Quality
 - Investment Committee
 - Quarterly meetings

7

Debt



- City Charter requires an ordinance to borrow money
- Types of Debt
 - GO, Special Assessment, Revenue, Capital Leases, SRF
 - Refunding debt
- Bond Requirements
 - Continuing Disclosure
 - Coverage Ratio

8

Capital Assets

- Administrative Regulation 51 established a capital asset policy
 - Ensure the safeguarding, tracking, and accurate accounting of the City's capital assets
- What is a capital assets?
 - land, buildings, equipment, intangible computer software, infrastructure, improvements other than buildings
- Criteria
 - Individual cost of \$5,000 (\$25,000 for software)
 - useful life in excess of 1 year
- Policy requires an annual inventory on all equipment and vehicles

9

Accounting - Grants

- Federal
 - US Dept of Housing & Urban Development
 - US Dept of Justice
- State Agencies
 - State of Florida-Dept of Transportation
 - State of Florida-Florida Housing Finance Corp
 - State of Florida-Agency for Persons with Disabilities
- Uses of Grants
 - Sidewalk construction, housing development/rehabilitation.
 - Florida Single Audit Act



10

Financial Reporting

- Ensure transactions are properly recorded and reported
- Analyze transactions
- Compliance with Laws and Regulations
 - GAAP (Generally Accepted Accounting Principles)
 - GASB (Governmental Accounting Standards Board) Statements
 - FASB (Financial Accounting Standards Board) Statements
 - Codification of Governmental Accounting & Financial Reporting
 - GFOA (Government Finance Officers Association) GAAFR- Governmental Accounting, Auditing & Financial Reporting (Blue Book)



11

Comprehensive Annual Financial Report

- Florida Statutes
 - Annual Financial Audit Report (CAFR)
 - Independent auditors' report
 - Certificate of Achievement - 30 years
 - CAFR is available online at www.capecoral.net



12

OFFICE OF MANAGEMENT & BUDGET

City of Cape Coral
Citizens Academy
February 21, 2018

TOPICS FOR DISCUSSION

- Organizational Structure & Division Overview
- Division Mission
- Purpose of the Budget
- Budget Process
- Revenue Sources & Expenditure Categories
- Group Budget Exercise (End of Semester – April 30, 2018)

WHAT WILL YOU LEARN TODAY?

- The purpose of the City's budget.
- The Budget Process is dynamic.
- The City is required to meet the requirements of state statutes in adopting the annual budget.
- There are a variety of sources available to the City but there are restrictions to their use.
- The City's budget is very similar to personal budget but on a larger scale.

ORGANIZATIONAL STRUCTURE AND DIVISION OVERVIEW

- The Budget Division operates under the guidance of Financial Services
- 4 personnel positions – Administrator, Asst. Administrator & 2 Budget Analysts
- Assists 16 Departments in budget preparation, implementation and reporting throughout the fiscal year

DIVISION MISSION

The mission of the Budget Division is to help decision makers make informed choices about the appropriation of available funding and to promote stakeholder participation in the process.

PURPOSE OF THE BUDGET

- A plan of financial operations expressing an estimate of proposed expenditures for a given period and the proposed means of financing that plan.
- Pursuant to state statutes, the budget is the legal authorization to expend city funds during the fiscal year.

BUDGET PROCESS KEY FACTS

- The city operates on a fiscal year beginning October 1 and ending September 30.
- A Balanced Budget is required by Florida statute
- Revenues - Identify the sources of funds (Where the money comes from)
- Expenditures - Identify the planned uses of funds (How will the money be spent)
- Overall City budget is approximately \$800 million

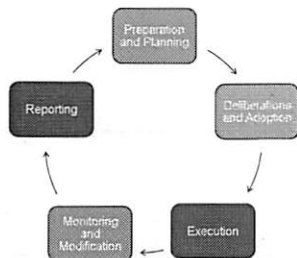
REVENUE SOURCES

- Ad Valorem Taxes
- Franchise Fees
- Permit Fees
- Assessments
- State shared revenue (Sales Tax)
- Grants – Federal, State, and Local
- User Fees & Charges for Service
- Impact Fees
- Interest Earnings
- Miscellaneous
- Non-operating or non-revenue – Inter & Intra fund transfers and debt/loan proceeds

USE CATEGORIES

- Personnel
- Operating
- Capital
- Debt Service
- Transfers Out
- Reserves

BUDGET CYCLE



PLANNING & ADOPTING THE BUDGET – PAGE 1

- Budget Process for next fiscal year begins in January
- Budget staff holds a kickoff meeting in January and delivers budget guidelines and templates to departments (January-February)
- Strategic Planning Sessions (March)
- Update of Five Year Asset Improvement Program
- Budget Div. Development of Department Budgets (March-April)
- Departmental Meetings with City Manager (April-May)

PLANNING & ADOPTING THE BUDGET – PAGE 2

- Estimated Taxable Value issued by Property Appraiser (June 1st)
- Property Appraiser Certifies Taxable Values (July 1st)
- City Manager presents proposed budget to City Council and recommends millage rate (July)
- City Council sets proposed millage rate (July)

PLANNING & ADOPTING THE BUDGET – PAGE 3

- TRIM (Truth-in-Millage) Notices sent by County Property Appraiser to property owners (by August 24th)
- Budget Review Committee meetings (July – August)
- City Council workshops (August)
- Two public hearings (September)
- Budget Adopted by September 30

TRIM (TRUTH-IN-MILLAGE) COMPLIANCE

- Florida Statutes Chapter 200 – Determination of Millage
- Rates stated in terms of dollars and cents per thousand dollars of assessed property value – Example: \$6.750
- Millage rates set by ordinance
- Required to utilize not less than 95% of the certified taxable value
- Public Notice
- Public Hearing Requirements

MONITORING & REPORTING

- Monthly budget to actual reports
- Quarterly Reports
- Budget Amendments – 2 per fiscal year (Mid Year and Year End)
- Audited Financial Statements – prepared by the Accounting division of Financial Services after the close of the fiscal year, then audited by outside firm. This document is called the CAFR – Comprehensive Annual Financial Report



The Procurement Function

How would You Purchase Goods and Services for which You Budgeted ?

Purpose

- You want to be treated Fair, and you are Fair to Vendors
- You always want the best Price (responsive & responsible)
- You have a Precise Plan & Specs (Bid versus RFP / Standard Practices)

Contracting Authority

- You hire a Professional to oversee
- You limit how much to spend
- < 25k Procurement Manager contracts
- > 25k City Manager gets involved
- > 50k City Council gets involved

Procurement Procedures

- > 50k get a Sealed Bid \$300MM
- Advertise 10 days / Demand Star
- Get a Bid Guarantee if needed
- Contract within 15 days
- Keep it in the 'Sunshine' (Public)

Monetary Limits

- <\$2500 get a good quote / P-Card
- \$2,500 - \$50k get 3 written (informal/Formal) quotes
- > \$50k require a sealed bid process
- E-mail & Faxed quotes are sufficient
- > 50k Council must approve

Unique Purchases

- What if only One Source exists ?
- What if you have an Emergency ?
- Is a Government the Vendor ?
- Can you 'Piggyback' another City ?
- Can you 'Cooperative' Purchase ?
- Can you buy Used Equipment ?
- All > \$50k still go to Council !

Consultants' Competitive Negotiation Act (FI 287.055)

- Engineers are hired via State Statute
- There is statutory advertising time
- You need a Selection Committee (SAC)
- You Rank Engineers by Qualifications
- Then Negotiate with the best Qualified
- Council must Approve the Contract

Performance Bond

- >\$200k Performance Bond required
(provides money to finish if the
contractor can't)
- <\$200k Performance Bond optional
(those bonds can be expensive !)

Debarment of Vendors

- You disqualify a problem Vendor
- Not > three years (people change)
- Why? --- Due to Convictions
- Why? --- Recently Failed to Perform
- Why? --- Has a Record of Failure
- Why? --- Seriously Irresponsible

Appeals & Remedies

- Vendor has a Right to Protest
- There is a Time Limit & Form
- Vendor can have a Hearing
- Vendor can Delay Award
- Decision is made by Council
- Entitlements if Vendor was harmed

Standards of Conduct for City Officials & Employees / ~~Ethics~~

- Proper Procedures are established
- No Gifts allowed in Procurement
- No Business w/City employees*
 - *Council may make exceptions
- No Unauthorized Compensation
- No Contingent Fees
- Terms Confidential while quoting
- Penalties / Restitution possible

Surplus Tangible Property

- Auctions (Online-GovDeals or Physical location)
- Departments prepare a List
- Can Sell to another Government
- Can Auction by Sealed Bid (Land)
- Can Dispose if item is Worthless
- Can Trade-in or Reassign
- Council can Donate

We have covered –

Who we are, What we do, How we do it.



Customer Billing Services



Welcome participants of the Citizens Academy!

Mission Statement

Customer Billing Service Team's mission is to provide quality customer service by giving complete and accurate financial management support in an efficient and timely manner.



Let's take a look at how your Customer Billing Services Team supports this...

What we do...

Customer Billing Services is responsible for

1. Utility Customer Service
2. Utility Billing
3. New Construction/Utility Expansion
4. Field Service



Hours of Operation Contact

- HOURS: 7:30am – 4:30pm
Monday-Friday



- E-mail: csbilling@capecoral.net



Customer Services Provides:

- ★ Response to inquiries by phone
or in person at our convenient
location right here in City Hall.


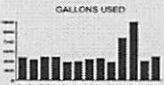


Average = **300** calls/day
75 walk-in customers/day

Customer Services

Provides:

- ★ Opening / closing utility accounts
over: 1,200 per month
- ★ Water volume billed
over: 290,000,000 gallons per month
- ★ Billing/payment of utility bills
over: 60,000 accounts
- ★ Completing field service orders
over: 5,000 per month

 <p>www.capecoral.net</p> <p>CUSTOMER BILLING SERVICES OFFICE: 1010 Coastal Pkwy Blvd Cape Coral, FL 33904</p> <p>Phone: (239) 574-7722 Fax: (239) 242-0888 Pay-by-Phone: (239) 574-7558</p> <p>OFFICE HOURS: Monday - Friday 7:30 am - 4:30 pm</p> <p>WATER EMERGENCY PHONE: (239) 242-3400</p>		<p>Customer Name: BOYD WILLIAM A</p> <p>Service Address:</p> <p>Acct. No.: 614637-200223</p> <p>Notes:</p>																																										
<p>Previous Balance: \$25.97</p> <p>Payment - Thank you: -\$25.98</p> <p>Balance: \$-.01</p> <p>Total Current Charges: \$104.83</p> <p>Total Amount Due: \$104.82</p> <p>Billing Period: 09/04/2017 - 09/07/2017</p>																																												
<table border="1"> <thead> <tr> <th>SERVICE</th> <th>METER No.</th> <th>PREVIOUS READING</th> <th>CURRENT READING</th> <th>USAGE</th> <th>Service</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>WY 161 Residential</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>17.35</td> </tr> <tr> <td>WT Residential</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>17.14</td> </tr> <tr> <td>CR Min Residential</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>21.07</td> </tr> <tr> <td>GR Residential</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>26.79</td> </tr> <tr> <td>IR Flat Residential</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>8.50</td> </tr> </tbody> </table>	SERVICE	METER No.	PREVIOUS READING	CURRENT READING	USAGE	Service	Total	WY 161 Residential						17.35	WT Residential						17.14	CR Min Residential						21.07	GR Residential						26.79	IR Flat Residential						8.50	<p>TOTAL AMOUNT DUE BY 10/5/2017: \$104.82</p>	
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Customer Services

Also Provides:

- ★ Utility Expansion Program support
- ★ Special assessment info/billing
- ★ Permitting for water/sewer/irrigation
- ★ New service connections.
- ★ Solid Waste, Stormwater Revenue Management
- ★ Field Service Work



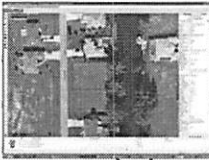
Payment Options

- eBill / MyCheckFree.com
- Bank Draft
- Pay by mail
- Pay by phone
- Drop box at City Hall
- Online through CapeCoral.net
- Online banking / Direct payment
- Walk-up payment



Helpful Self-Services

**e-Bill Service Online application
Payoff Information - GIS**



ent
nfo



Customer convenience

e-Bill Advantages

Customer convenience:

- *Manage your account 24/7!*
- *Online bill consolidation!*
- *Billing history online!*
- *Payment in a click!*



Be GREEN... Help the environment!

e-Bill Enrollment – It's Easy



<https://secure.billtrust.com/capecoralwater/ebillconnect/enroll>

Payoff Information – GIS www.capeims.capecoral.net



Billing / Collection

- ⇒ Special Assessments
- ⇒ Vacant Lot Mowing
- ⇒ Contribution In Aid of Construction (CIAC)
- ⇒ Impact Fees
- ⇒ Property Taxes ***
 - Stormwater
 - Solid Waste
 - FSA



Billing / Collection

- ⇒ Account maintenance
- ⇒ Liens
- ⇒ Payoff information

Average handling over 100
payoff requests per day!

GIS PAYOFF
INFORMATION
WEBSITE
www.capeims.capecoral.net/

★ Helpful Field Services ★

- ★ ◎ First indication of leak
- ◎ Check meters
- ◎ Customer service



Here to Help!

Your
Cape Coral
FLORIDA

Customer Billing Services Team

Thank you


**Citizens Academy
Participants!**

City of Cape Coral

1

Financial Services

Real Estate Division



Core Services

2

- REAL ESTATE ACQUISITIONS/NEGOTIATIONS
- REAL ESTATE TITLE EXAMINATION
- REAL ESTATE SURPLUS DISPOSITION
- CITY PROPERTY INVENTORY
- CITIZEN / DEVELOPER ASSISTANCE

REAL ESTATE ACQUISITIONS/NEGOTIATIONS

3

- The City Real Estate Division acquires all real estate interests needed from private and public property owners to construct City Capital Improvement Projects or specially funded projects, such as Neighborhood Stabilization Program Grants. The City Real Estate Division is also responsible for negotiating land leases for communication towers and obtaining required public easements as private projects develop.

Various City Projects Requiring Acquisitions

4

- Utility Extension Project
 - Lift Stations, Canal Pump Stations, Master Pump Station
- Future Fire Stations
 - Proposed Fire Stations - #11, #12, #13
- Future Parks
 - Festival Park, Lake Meade Expansion, Boat Ramps
- Transportation Projects
 - Kismet/Littleton Alignment, Andalusia Extension
- Stormwater Projects
 - North Cape Drainage Project

REAL ESTATE TITLE EXAMINATION

5

- The City Real Estate Division obtains and reviews ownership and property encumbrance reports necessary to support the requirements of core property acquisition services. Further, the Real Estate Division acquires title reports to provide to the City Attorney's Office and/or representing outside counsel firms for litigation of real estate condemnation and/or foreclosures.

REAL ESTATE SURPLUS DISPOSITION

6

- The City Real Estate Division maintains and reviews city owned real estate for possible disposal in compliance with the City of Cape Coral Code of Ordinances (ie., sites for Affordable Housing or properties no longer required for City projects).

CITY PROPERTY INVENTORY

7

- The City Real Estate Division maintains an inventory of real property owned by the City of Cape Coral with information as to purpose of acquisition, costs associated with purchase and improvements made to the land, if any.
 - Total properties owned by City of Cape Coral – 1,531
 - Festival Park – currently 420 owned; 517 properties in total
 - Lake Meade – currently 84 owned; 103 properties in total
 - 2012 Acquisition – 491 properties – includes “7 Islands”
 - North Del Prado Widening – 231+ properties

CITIZEN / DEVELOPER ASSISTANCE

8

- The City Real Estate Division routinely assists citizens and developers with questions regarding property ownership and general zoning, land use and utility information. Should a citizen or developer require answers to more specific and complex questions, we will personally introduce them to the individual/department that can help them the most.

Risk Management

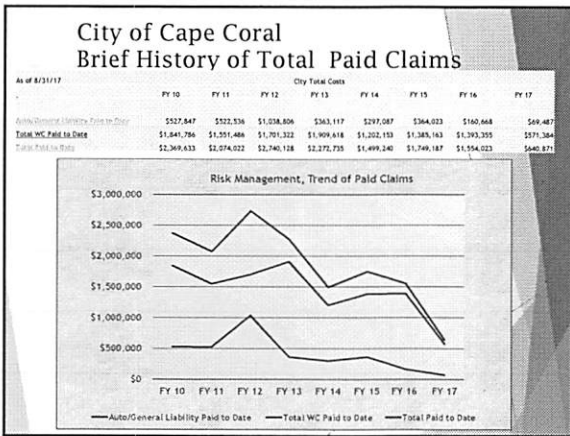
Cindy LeRoy, Risk Manager
Marc Czerwinski, Claims Examiner
Alison Smith, Risk Generalist
Matthew Loebs, Safety Officer

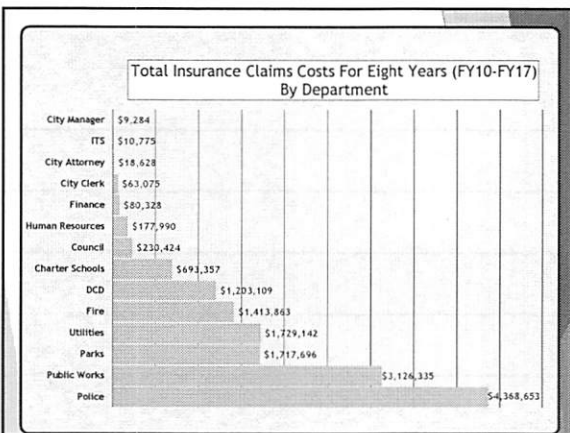
Risk Management

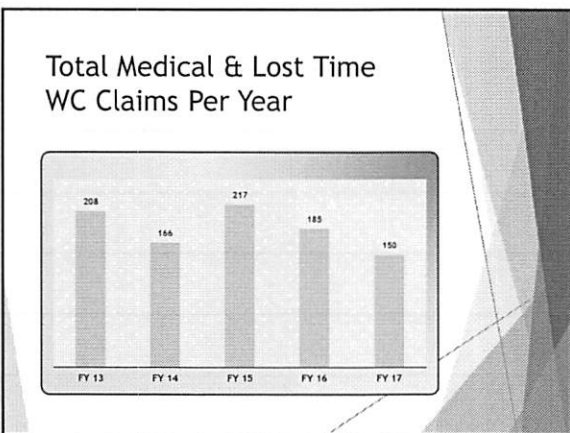
- ▶ Plan, organize, direct, and control resources regarding method of financial funding for potential risk
- ▶ Is a resource for City staff on risk management issues
- ▶ Develops, implements, supervises claim administration programs
 - ▶ Insurance coverage
 - ▶ Claim review/processing
 - ▶ Recovery of expenses
- ▶ Identifies, analyzes, controls exposure to loss
 - ▶ Current and proposed facilities
 - ▶ Programs
 - ▶ Other activities

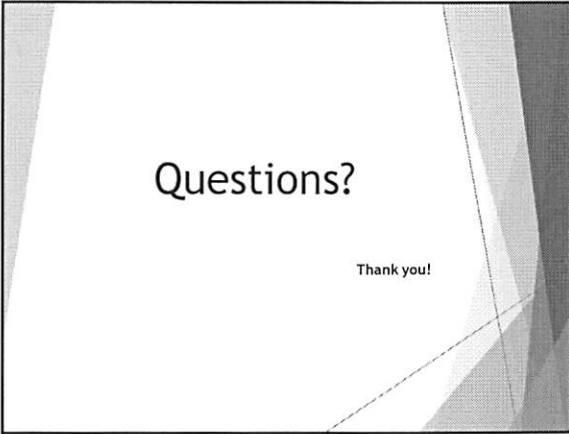
Risk Management

- ▶ Work with others:
 - ▶ Investigation
 - ▶ Defense
 - ▶ Settlement of claims
- ▶ Attend depositions, mediations, hearings, and trials
- ▶ Administer risk management/safety development, and training programs
- ▶ Administer City's workers' compensation program
- ▶ Review and verify certificates of insurance









Department of Community Development

Development Services Group



Citizens Academy Presentation

March 7, 2018

Development Services Group

- Development Services (DS) reports to the Director of the DCD.
- DS facilitates land development projects from initial discussions with developers through final close out of the construction permit.
- DS manages the plat review and approval process.
- DS issues development permits for horizontal improvements for all land development activities other than single family homes and duplexes.
- DS ensures compliance with the City of Cape Coral Engineering Design Standards, the Land Use and Development Regulations and other pertinent codes through the review, permitting and inspection services.

Primary Development Services activities:

- Consultations with developers/applicants
- Advisory meetings
- Site Development Plan (SDP) approval (eTRAKiT)
- Landscape Plan approval
- Limited Site Plan approval/permit
- SDP Modifications (eTRAKiT)
- SDP/Permit Revisions (eTRAKiT)

(eTRAKiT) The eTRAKiT system allows online submittal, payment and issuance of permits, no paper, no standing in line.

Misc. Development Services permits:

- Land Clearing & Fill
- UGFL (*underground fire line*) (eTRAKiT)
- Parking Lot (*reseal and restripe*) (eTRAKiT)
- Full Demo (*Residential and Commercial*) (eTRAKiT)
- Spot Dredge (*residential canals*) (eTRAKiT)
- Backflow Preventer Replacement Permits
- Residential Relocation of Existing Storm Drain

Additional Services & Support:

DS performs various project and permit reviews for other divisions and departments on a regular and as needed basis.

- **Reviews conducted on a regular basis:**
 - Engineering/Transportation reviews for public hearing cases
 - Subdivisions/Plats
 - Plat and Easement Vacations
 - Engineering Design Standards (EDS) deviations
 - Various building permits
- **Support provided on an as needed basis:**
 - Utility Expansion Projects (UEP)
 - Real Estate Division
 - Customer Billing Services (CBS)
 - Building Division for issues related to site development
 - Assist with Code Compliance issues related to development

Typical SDP review and approval process:

The process is administrative with final approval from DS with appeals to the Director.

- **Advisory meetings involve full array of staff reviews** (*as needed*)
 - Complete staff review (*primary reviewers as underlined above*)
 - Site Development, Planning, Horticulture, Fire Life Safety, Customer Billing Services, Environmental, Utilities, Real Estate, Building Department, Economic Development
- **SDP Application Completeness and Review Process**
 - Confirm – ownership – property info – proper signatures, etc.
- **Plan Sufficiency review for compliance Codes** (*8 day target review cycle*)
 - Staff review and comment on SDP (*primary reviewers as underlined above*)
 - Project approval conditions (*agreements, easements, parcel combinations*)
 - Applicants receive and respond to comments (*cycles until found sufficient*)
- **Plan Approval**
 - Applicant is notified of plan approval

Typical SDP Review and Approval Process Continued:

- **Permit Issuance**
 - Permits issued to City licensed contractors only
- **Construction**
 - Mandatory Pre-construction meeting
 - Ongoing construction inspections
 - Final construction inspections
- **Project / Permit Closeout**
 - Typical Construction Completion Documents
 - Engineers Certificate of Substantial Completion
 - Record Drawings
 - Infrastructure turnover (*for improvements turned over to the City*)
 - Certificate of contributory assets, Bill of Sale, Release of Liens, Contractors warranty, Utility clearance letters
- **Certificate of Completion is issued**

Ongoing Improvements:

- **Ongoing plan review and process improvements**
 - Update the Land Use and Development Regulations
 - Update applications & permit guidelines as needed
 - Require electronic SDP plan sets
 - Expand online eTRAKiT for all project applications.
 - Expand eTRAKiT for all DS permits
 - Encourage 100% utilization of eTRAKiT for online submittals.

Development Services

Questions?

David A. Hyyti, P.E., (239) 573-3184
Development Services Manager

Heather Plummer, (239) 573-3167
Permit Coordinator

Ronald Mey, (239) 573-3190
Horticulture Inspector

Greg Harder, (239) 826-1569
Construction Inspector



Department of Community Development

Code Compliance Division



Citizen's Academy Presentation
March 7, 2018

Code Compliance

Authority

- Compliance vs. Enforcement
- Responsibilities
- Governed by State Statute
- The Constitution
- Civil



Code Compliance

The Importance

- Protecting Property Values
- Quality of Life
- Crime



Code Compliance

Your Code Compliance Division

- Staff
- Organization
- Work Load
- Proactive
- Most Common Violations

Code Compliance

Most Common Violations

- Overgrowth
- Vehicles



Code Compliance

Most Common Violations

- Nuisances



Code Compliance

Most Common Violations

- RV's and Boats



Code Compliance

Most Common Violations

- Storage



Code Compliance

Most Common Violations

- Utility Trailers



Code Compliance

Most Common Violations

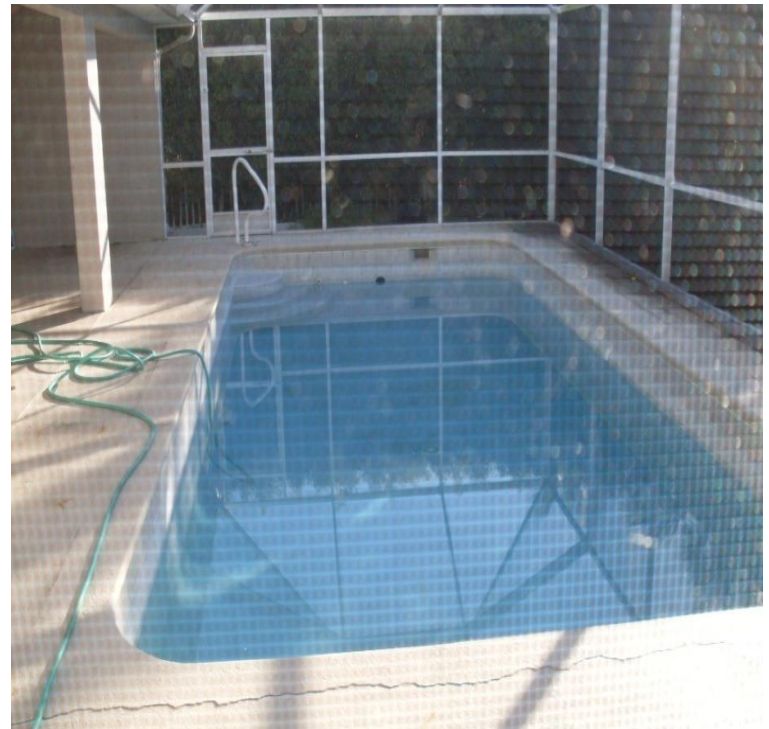
- Sub-Standard Living Conditions



Code Compliance

The Overall Goal

- Voluntary Compliance
- Education
- Team Work



Code Compliance

A Quick Look at the Process

- Governed by State Statute
- Civil
- Due Process
- Requirements of Notice
- Hearings & Citations

Code Compliance

Liens

- Purpose
- Placed on Properties
- Challenges for Collection
- Follow ups

Code Compliance

What We Are Doing



Code Compliance

Volunteer in Code

Code Compliance

QUESTIONS?

- Call us: 239-574-0613
- Located inside City Hall, 1st Floor

City of Cape Coral Citizens Academy
City Clerk, City Attorney & City Auditor
March 28, 2018

City Hall
1015 Cultural Park Blvd

City Complex Room 220A

10:00 – 12:00

City Clerk

12:00 – 1:00

Break for lunch

1:00 – 2:15

City Attorney

2:15 – 2:30

Break

2:30 – 3:30

City Auditor

CITIZENS ACADEMY
Session 8
City Clerk's Office, City Attorney's Office

10:00 a.m. – City Clerk's office

- a. City Clerk will give overview of the divisions within the Clerk's office and their responsibilities
- b. Assistant City Clerk will discuss the 311 Call Center formerly the Citizen's Action Center.
- c. Records Manager will review the records management program and what is kept in our offsite Records Facility.
- d. Business Systems Analyst will give a brief presentation on the OnBase Information Management System.

Brief overview of the functions of the City Clerk's Office

The City Clerk's office consists of four main divisions: Administration, Communications, 311 Call Center, formerly the Citizen's Action Center, and Records Management. We have the legal responsibility for maintaining, recording, and preserving all official City documents and public records and ensuring all statutory public notice requirements are met. We are responsible for recording and certification of all ordinances and resolutions; coordinating all municipal elections, to include preparation of legal advertisements, candidate qualifications, and filing of campaign reports; providing support services to the City's elected officials, Boards/Commissions and Committees; codification of the Code of Ordinances; providing an internal full-service mail operation; and providing assistance and service to the citizens through the 311 Call Center formerly the Citizens Action Center and the receptionist/switchboard. We also operate a comprehensive records management program consisting of the imaging and maintenance of all records.

MISSION

The mission of the City Clerk's Office is to provide services to the public and internal departments by recording, maintaining and preserving all official documents and proceedings of the City government and to be responsible to the need for accurate information through cost effective and efficient means with pride, integrity and trust.

VISION

The City of Cape Coral will be the leader in Records Management and in preserving the City's historical heritage, and serve as a model for other Cities and organizations.

VALUES

The City Clerk's Office is committed to earning the trust and respect of the citizens, fellow employees, and elected officials by consistently providing exceptional customer service throughout the entire department.

ADMINISTRATION DIVISION

The Administration Division is responsible for recording and transcribing the official minutes of the City Council meetings, as well as the 26 various boards, commissions, and committees of the City government. They also perform all the administrative functions associated with these boards/commissions/committees.

COMMUNICATION DIVISION

The Communication Division is responsible for professionally greeting and assisting the public at the front counter and answering and accurately directing telephone calls received at the switchboard. Staff is also responsible for an internal full-service mail operation and courier service to various City departments.

311 CALL CENTER FORMERLY THE CITIZEN'S ACTION CENTER DIVISION (CAC)

The Citizens' Action and Information Center is the direct link between the residents of Cape Coral and the local government. They answer resident questions and requests for services and follow-up with city departments and residents to ensure all requests are completed properly within departmental standards and on time. They strive to provide the best customer service possible to the residents of Cape Coral.

RECORDS MANAGEMENT DIVISION

The Records Division is responsible for maintaining the City's records, from receipt/creation, maintenance, distribution, retrieval to ultimate disposition of the documents. This includes providing measures to ensure that we are in compliance with the State Records Law while maintaining these records. We also contract with a vendor for off-site records storage which houses the bulk of those records. We created and implemented a bar-code system which streamlines the inventory and records retrieval process.

The Records Division is also an official Passport Acceptance Facility. We received this designation from the U.S. Dept. of State in September of 2010 and process approximately 17 passports daily. This new service generates revenues for the City.

The Records Division also operates and manages the scanning processes within our department, as well as all departments throughout the City. This enables quick and easy access to documents and provides the capability of publishing documents for public viewing on the City's website.

Another component of the Records Division is Public Records Requests. We are responsible for providing requested records to citizens, media, internal personnel, attorneys, and other entities in a timely manner. While responding to these Public Records requests, we are required to follow certain rules which are outlined in the State Statutes. For example, certain information is exempt from public disclosure and we are responsible to ensure this information is redacted prior to document release.

CITIZENS ACADEMY
Session 8 (City Clerk's Office)

- 1. City Clerk Rebecca van Deutekom will give a brief overview of the City's history and discuss the divisions within the Clerk's Office and their responsibilities.**
- 2. Assistant City Clerk Kimberly Bruns will discuss the 311 Call Center formerly the Citizen's Action Center.**
- 2. Records Manager Lynne Jennings will review the records management program and what is kept in the Records Facility.**
- 3. Business Systems Analyst Scott Craig will give a brief presentation on the Records Management system.**

INSTRUCTOR BIO

NAME: Rebecca van Deutekom, MMC

TITLE: City Clerk

DEPARTMENT: City Clerk

OFFICE PHONE: 574-0417 EMAIL ADDRESS: rvandeutekom@capecoral.net

YEARS IN CAPE CORAL: 10 YEARS IN FLORIDA: 13

PLACE OF BIRTH: Lake Charles, Louisiana

PLEASE TELL US ABOUT YOURSELF:

I have been employed with the City of Cape Coral since May 2007 and have held the position of City Clerk since 2010. I hold an Associates Arts degree in Office Administration from Southeastern Louisiana University. I am a member of the ARMA International Records Manager's Association and Florida Association of City Clerks (FACC). I have also been a member of the International Institute of Municipal Clerks (IIMC) since 1998 and attained the designation of Certified Municipal Clerk (CMC) in 2001 and the designation of Master Municipal Clerk (MMC) in 2012. I am a strong advocate of continued education for municipal clerks and have been active in leadership roles in both the Colorado Municipal Clerk's Association and the Florida Association of City Clerks.

In 2004, my husband and I moved to Florida from Estes Park, Colorado where we lived for 20 years. I enjoy camping, cycling, sailing, and trips back to Colorado to visit our children and grandchildren.

WHAT IS SOMETHING FUN OR INTERESTING YOU WOULD LIKE THE CLASS TO KNOW ABOUT YOU?

I have been intimately involved in all aspects of refurbishing a 33' sailboat to include rebuilding the engine – and I am still happily married!

INSTRUCTOR BIO

NAME: Kimberly Bruns

TITLE: Assistant City Clerk

DEPARTMENT: City Clerk

OFFICE PHONE: 242-3243 EMAIL ADDRESS: Kbruns@capecoral.net

YEARS IN CAPE CORAL: 46 YEARS IN FLORIDA: 46

PLACE OF BIRTH: Fort Myers, FL

PLEASE TELL US ABOUT YOURSELF:

I have been employed with the City of Cape Coral since November, 2009 and have held the position of Assistant City Clerk since May, 2016. I am a member of FRMA (Florida Records Management Association, Florida Association of City Clerk's and IIMC (International Institute of Municipal Clerks). I am also Certified Passport Agent, and I have earned my FCRM (Fl. Certified Records Manager) and CRM (Certified Municipal Clerk's Designation). I have over 22 years of Customer Service experience. I earned a Bachelor of Arts in Political Science and an Associate's Degree in Para legalism. Currently, I am responsible for maintaining the agenda preparation while adhering to Council Rules. I work closely with the City Department Directors and Administration to formulate the Agenda for all Council Meetings. I assist the City Clerk in various capacities working with the public, media, city staff, boards and the Mayor and Council.

WHAT IS SOMETHING FUN OR INTERESTING YOU WOULD LIKE THE CLASS TO KNOW ABOUT YOU?

I enjoy traveling with my husband and son and learning new things about technology.

INSTRUCTOR BIO

NAME: Lynne Jennings

TITLE: Records Manager

DEPARTMENT: City Clerk

OFFICE PHONE: 574-0418 EMAIL ADDRESS: ljenning@capecoral.net

YEARS IN CAPE CORAL: 32 YEARS IN FLORIDA: 32

PLACE OF BIRTH: Methuen, Massachusetts

PLEASE TELL US ABOUT YOURSELF:

I started with the City of Cape Coral in 2001 as an Administrative Clerk and was promoted to Research Specialist in 2002 then went on to become Records Manager in 2007. I am a member of FRMA (Florida Records Management Association). I have 25 years' experience in Records Management and have earned the Records Management Certificate from Edison Community College. I have earned my FCRM (Fl. Certified Records Manager). I am responsible for maintaining the records of the City while adhering to State Records laws by way of retention and disposition requirements. I work closely with the City Department Records Liaisons to keep them informed of any changes in Records Laws and I also handle public records requests from the public, media, city staff and the Mayor and Council. I also manage the customer service function at the front counter. I also manage the Passport process for the City Clerk's office ensuring the integrity and accuracy of that process.

WHAT IS SOMETHING FUN OR INTERESTING YOU WOULD LIKE THE CLASS TO KNOW ABOUT YOU?

I enjoy boating and spending time with my granddaughters Ariya and Ava, and grandson Parker.

INSTRUCTOR BIO

NAME: Scott Craig

TITLE: City Clerk

DEPARTMENT: Business Systems Analyst

OFFICE PHONE: 574-0411 EMAIL ADDRESS: scraig@capecoral.net

YEARS IN CAPE CORAL: 25

YEARS IN FLORIDA: 25

PLACE OF BIRTH: Walnut Ridge, Arkansas

PLEASE TELL US ABOUT YOURSELF:

I have been employed by the City of Cape Coral since August of 2003. I came down for Spring Break in '89 and never left! I bring over 24 years of computer experience to the City and have been responsible for the electronic document management system throughout the City. I am a Certified Information Professional and a System Administrator for several applications within the Clerks department. My work has won the City awards and has been published in Government Technology magazine. I enjoy consulting and helping other government agencies with technology inquiries. I now focus on our business processes and continue to seek ways for the City to save money, time, improve processes and increase the level of service that our citizens have come to expect.

WHAT IS SOMETHING FUN OR INTERESTING YOU WOULD LIKE THE CLASS TO KNOW ABOUT YOU?

I enjoy BBQ, Buccaneer Football, Off Road Trail riding, Camping and spending time with my 12 year old daughter.

What is a City Clerk?

Excerpt from one of the first textbooks on municipal administration printed in 1934:

"No other office in municipal service has so many contracts. It serves the mayor, the city council, the city manager, and all administrative departments without exception. All of them call upon it, almost daily, for some service or information. Its work is not spectacular, but it demands versatility, alertness, accuracy, and no end of patience. The public does not realize how many loose ends of city administration this office pulls together."

Code of the Municipal Clerk

1. To uphold constitutional government and the laws of the community.
2. To so conduct their public and private life as to be an example to their fellow citizens.
3. To impart to their profession those standards of quality and integrity that the conduct of the affairs of their office shall be above reproach and merit public confidence in their community.
4. To be ever mindful of their neutrality and impartiality, rendering service to all and to extend the same treatment you wish to receive yourself.
5. To record that which is true and preserve that which is entrusted to them as if it were their own.
6. To strive constantly to improve the administration of the affairs of their office consistent with applicable laws and through sound management practices to produce continued progress that fulfills their responsibilities to the community and others.

Citizen's Academy Presentation
City Clerks Office



Records ~ Meetings ~ 311 Call Center ~ Pet Licensing ~ Passports

History of a City Clerk



The office of ***Municipal Clerk*** is one of the oldest in local government. It can be traced back to 1272 A.D. in the history of the Corporation of Old London.



The "***Remembrancer***" was called upon to remind the councilors (members of the council) what had transpired at their previous meetings, since the meeting of the early councils were not recorded in written minutes



The Clerk is the Historian of the municipality – maintaining and preserving the ***entire recorded history*** of the city government.

Cape Coral History



Leonard Rosen and Julius (Jack) Rosen buy 107 square miles for \$678,000 in what is now Cape Coral. They form Gulf American Corp to market a new development and begin land development in 1957.

- ★ City was incorporated on August 18, 1970
- ★ Divided into 7 Council Districts
- ★ Mayor and Council Members elected at large
- ★ Manager/Council form of government

Letter to All Candidates for Council - dated October 5

To All Candidates for Council For 1970, Cape Coral.

The Liaison Committee appointed by the Lee County Commissioners, being the balance of the Executive Committee of the Incorporation Committee, none of whom are candidates for council, wish to thank you for proving there are and would be dedicated people in Cape Coral who would be willing to serve at \$1.00 per year.

All agree that getting this city on the road is an arduous task and will require many real hours of hard work and a real sacrifice of time and money, especially to any who are in business in any way. Surely, you all have read and re-read the City Charter under which the City will function and there will be no glory or commendation for your work, but there will be plenty of criticism for no matter what you do. Start to cultivate the hide of an elephant.

In setting up the format, etc. it was discussed, but not put in, because all felt that each and every candidate would realize that, or or before assuming office in City Government, you would be expected to divest yourself of any office directorship or appointments, or deep interest in any of the many clubs in Cape Coral, particularly those of a political and civic nature, thus avoiding the necessity of abstaining from voting on matters pertaining to or where any taxpayer could question your position or action, due to membership, etc. A non-partisan City Government for Cape Coral is a must, with no special interest existing anywhere.

The committee feels that in an effort to get the city on the road, that immediately following the Primary Election they would like to call a meeting of the fourteen selected candidates and see if unanimity could result and the vast amount of work to be done get started in proper fashion.

In the interim we will try to keep things together and in good order so when the successful candidates take office, everything will be in good shape for the establishing of the city of Cape Coral of which we all will be proud of having had a part in establishing.

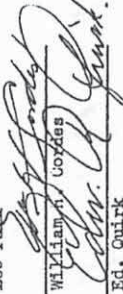
Think only of the good things for Cape Coral and the beautiful city that it can be.

Sincerely,

Chester Grunsten

R. G. Crawford - On Vacation


Leo Felt


William J. Coydes
Ed. Quirk

"...dedicated people in Cape Coral who would be willing to serve at \$1.00 per year..."

"...there will be no glory or commendation for your work, but there will be plenty of criticism for no matter what you do. Start to cultivate the hide of an elephant."

Cape Coral City Clerks

1970 - present



Helen Peck
1970-1978



Eula Jorgensen
1978-1994



Bonnie Potter
1994-2010



Rebecca
van Deutekom
2010 -

- ★ 14 Mayors
- ★ 90 Council Members
- ★ 13 City Managers

Overview of Responsibilities

- ~ Legally responsible for maintaining, recording, and preserving all official City documents and public records.
- ~ Record and certify all Ordinances and Resolutions.
- ~ Coordinate and supervise all Municipal Elections.
- ~ Operate a comprehensive records management program consisting of the imaging and maintenance of all City records.
- ~ Provide assistance and service to the citizens through the 311 Call Center (Citizens' Action Center) and the receptionist/switchboard.
- ~ Designated as a Passport Services Facility by the Department of State.
- ~ Provide Pet licensing services. ★★NEW SERVICE★★
- ~ Provide an internal full-service mail operation.
- ~ The HUB of government, providing the direct link between citizens and their government.

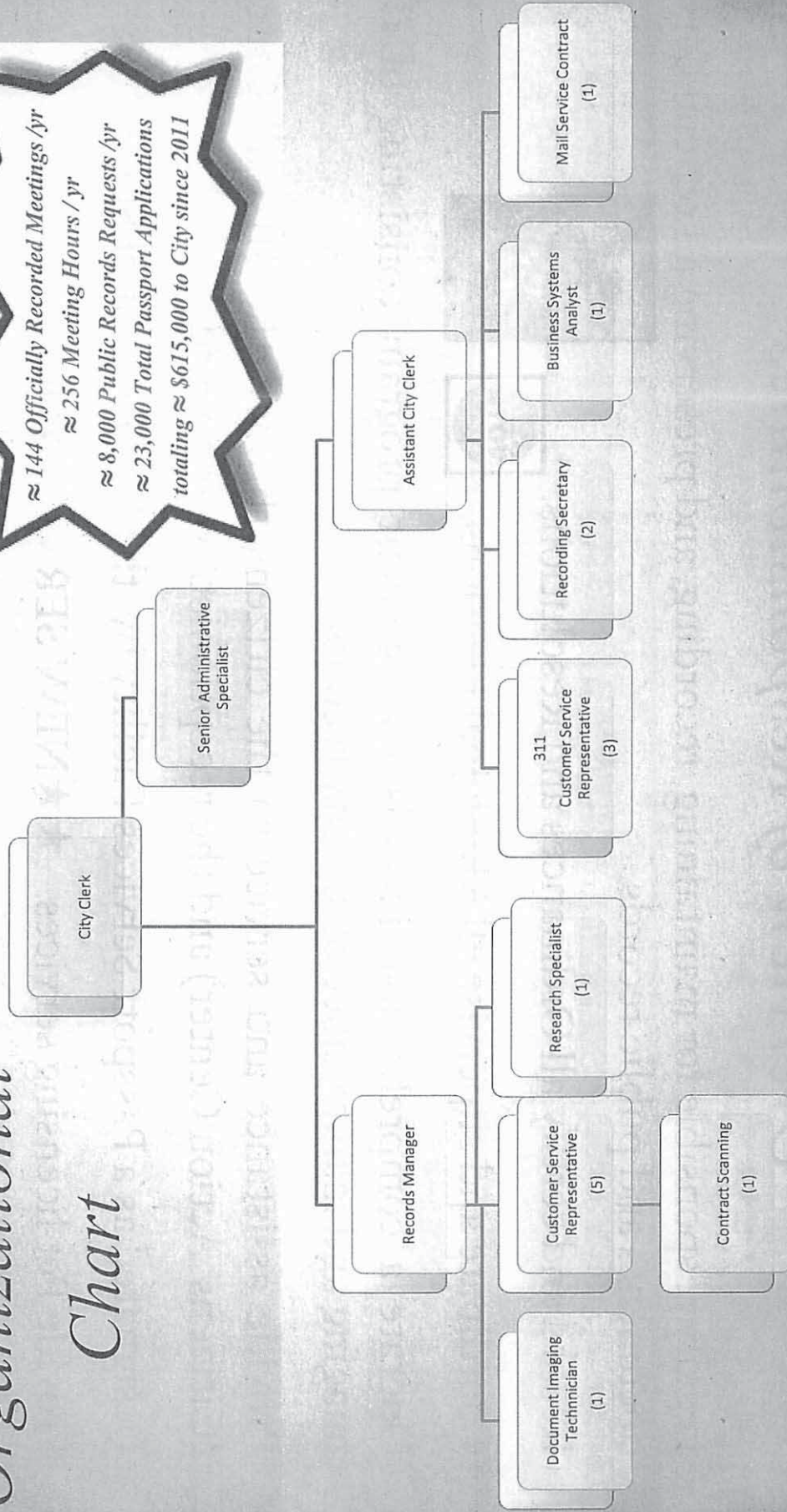


Divisions of the Clerk's Office

Administration ~ Records Management ~ Communications ~ 311 Call Center

Organizational Chart

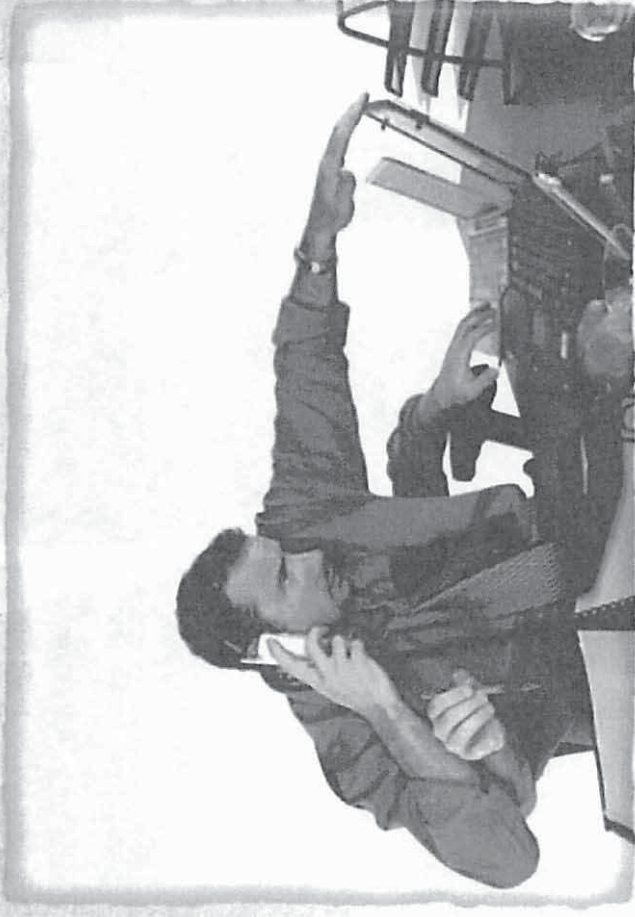
≈ 144 Officially Recorded Meetings /yr
≈ 256 Meeting Hours / yr
≈ 8,000 Public Records Requests /yr
≈ 23,000 Total Passport Applications
totaling ≈ \$615,000 to City since 2011



311 Call Center

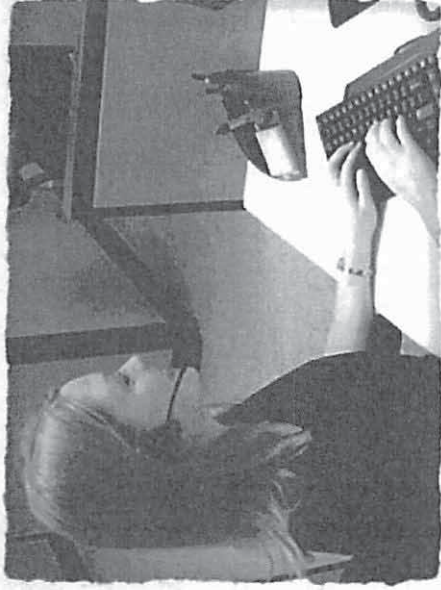


Where Multitasking is Just Plain Fun



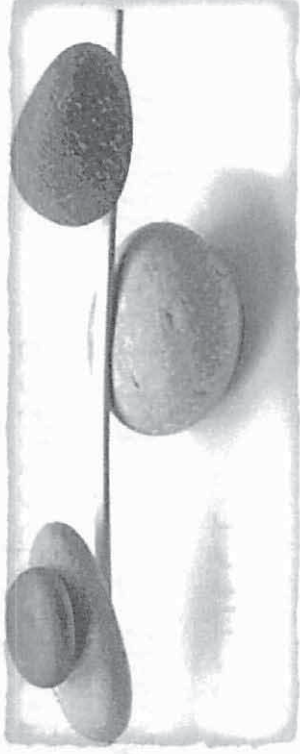
Mission Statement - The 311 Call Center is a division that is responsive to the needs and the desires of its citizens and employees, and exemplary in its operations, management and professionalism

What We Accomplished



- Created in November of 1999; rebranded in 2016 to 311 Call Center with three representatives
- One stop call center
- Liaison between city and residents
- Consistency in responses
- Since then, handled over 502,000 phone calls
- Entered over 204,000 requests

What We Do



- Answer the phone
- Investigate
- Enter tickets into a tracking system
- Provide access through website or phone app
- Provide statistical data for departments/residents
- Track complaints/requests
- Verify they have been completed
- Balance the needs of our residents with available revenues by providing a link through us to all departments.

Common Requests

Issues We Have Control Over

Street Paving
Lot Mowing
Pot Holes
Garbage Issues
Street Light Requests
Irrigation Questions
Swale
Trash in Canals
Water Leaks
Sod
Traffic Signs

Issues We Have Little Control Over*

Animal Control Issues
Street Concerns on Some Roads
Issues in Any Other City
Police or Emergency Issues
Code Enforcement Issues
Human Resource Issues
LCFEC issues
Traffic Lights

*We assist with all of the above issues, but do not have direct control over them.

311 Call Center Statistics

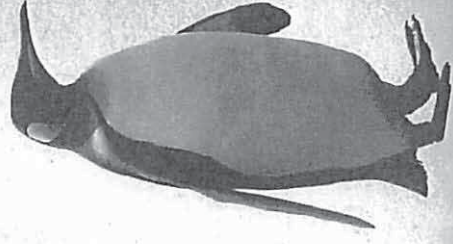


- In 2000 (our first full year), we averaged 400 calls a month. By comparison, we averaged 2,118 per month in FY 2016
- So far, we have averaged 1,965 calls a month for the FY 2017 and have averaged 3.32% abandoned call rate.

Some of the More Interesting Calls....

Resident called and complained/asked;

- Her dachshund disappeared in a pothole
- Flag pole was not straight
- We have flies in our bushes next to front door
- They ran a red light in a borrowed car
- Neighbors had a large pig on lanai
- Older guy is cursing at people driving by
- City lets old grumpy people that don't have a life call code enforcement
- I got my hair dyed the wrong color and they won't fix it
- Neighbor has three barking dogs and a kangaroo
- I had a rodent in my barbecue
- A turtle is following me all over the place
- What forms do I fill out to have a Penguin
- I have rats in my toilet



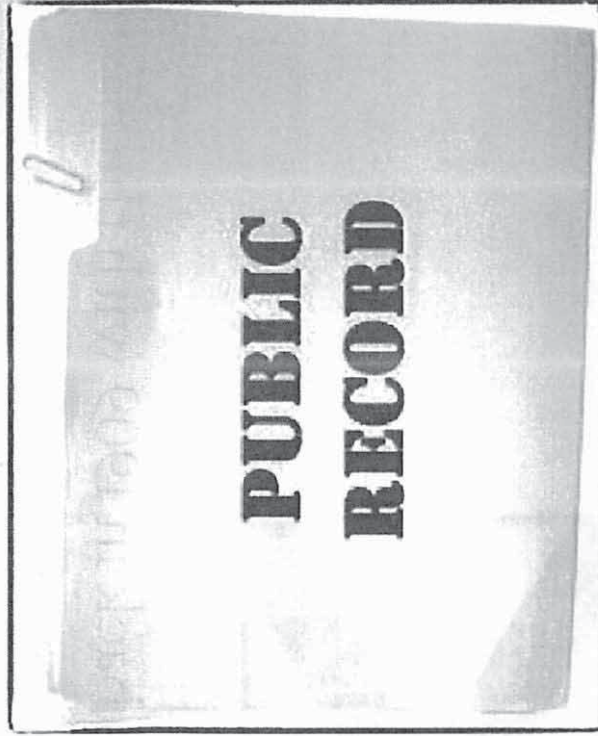
311 Call Center

One Call to City Hall

Dial 311



City Clerk
Records Division



Florida Public Records Law



Florida began its tradition of openness back in 1909 with the passage of what has come to be known as the

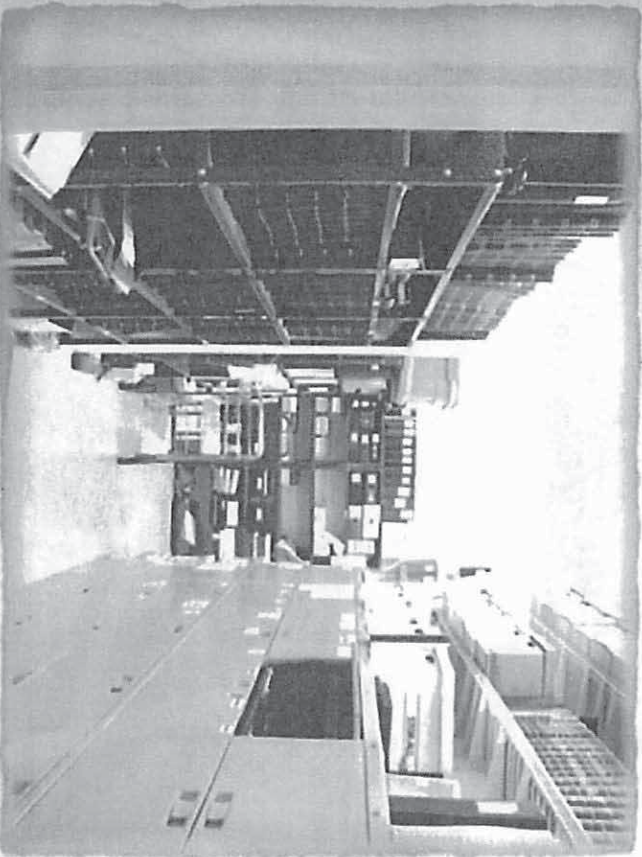
"Public Records Law,"

Chapter 119 of the Florida Statutes.

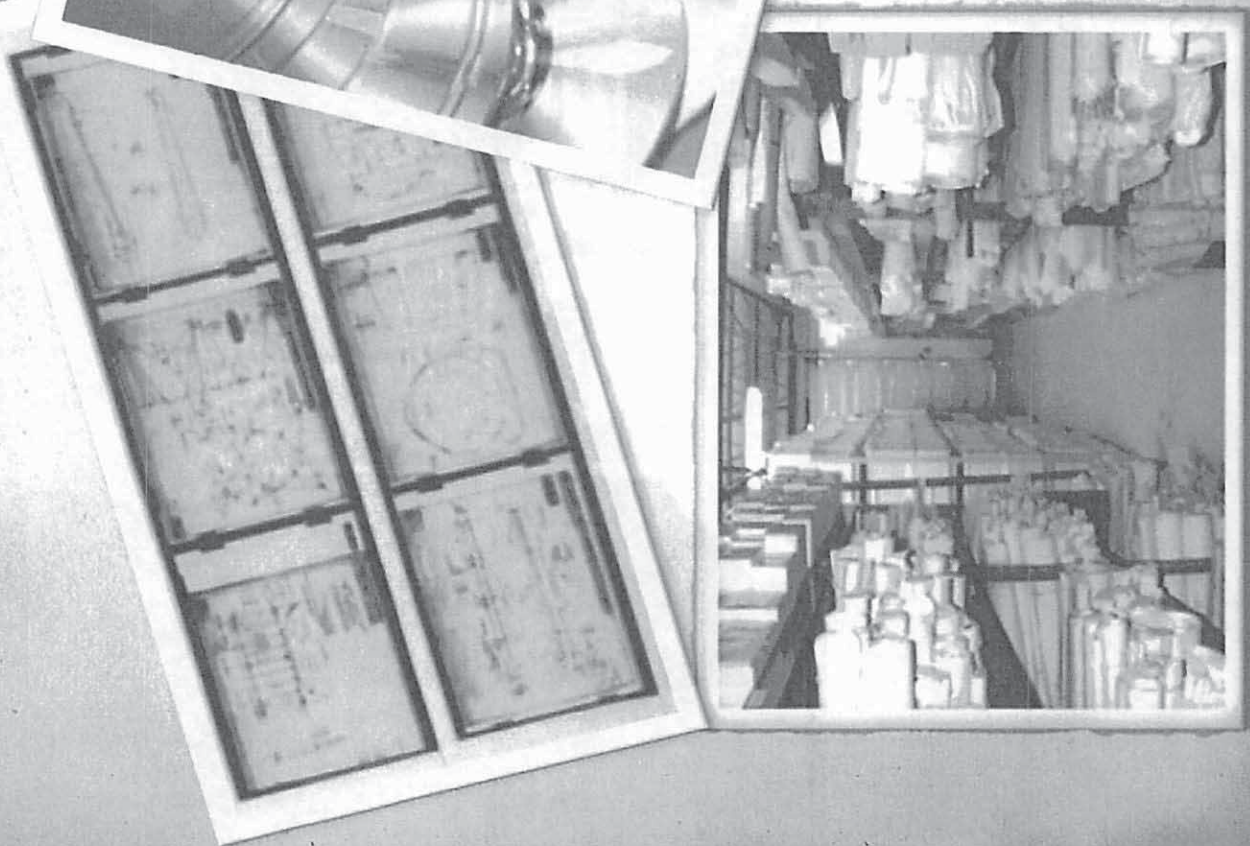
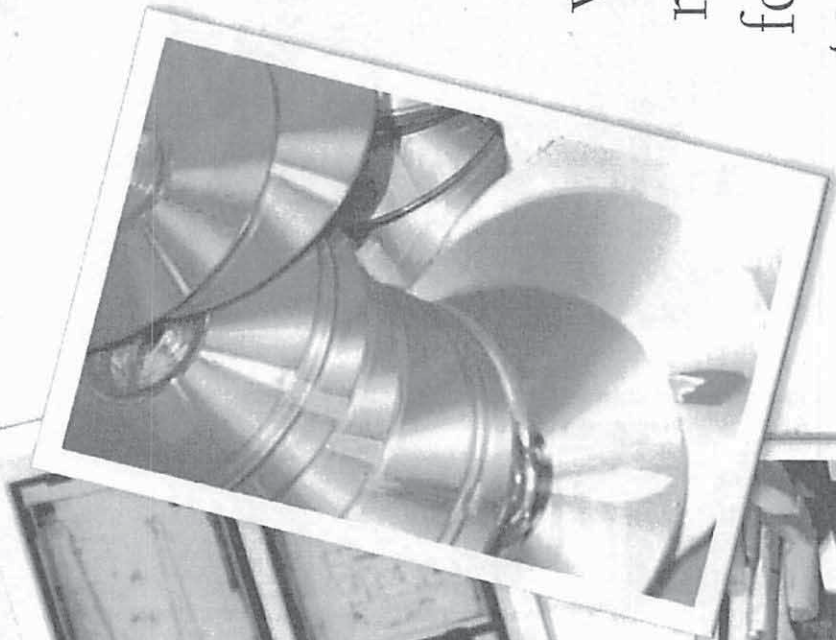
This law provides that any records made or received by any public agency in the course of its official business are available for inspection, unless specifically exempted by the Legislature.

The Records Division

Responsible for Maintaining the Records of the City



We maintain these
records in a variety
formats from DVD's,
Audio CD's, Microfilm,
Electronic Images, and
of course Paper.

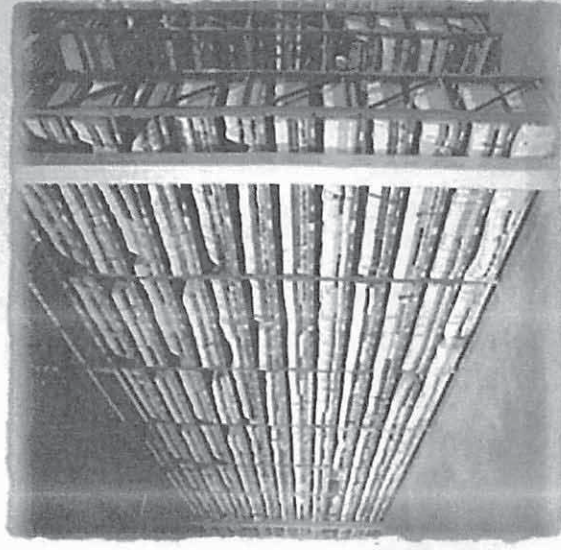


Secure Off-Site Storage



Secure Storage of City Documents such as:

- ~ Rolled Commercial and Residential Blueprints
- ~ Financial Documents
- ~ Building Permits
- ~ 3,756 cubic feet currently in storage

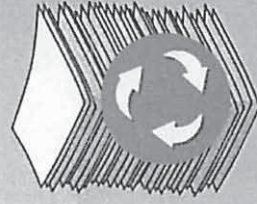


E-Records



Document Imaging Operation

Recycling operation for disposed documents



Electronic Documents

~ Fast retrieval

~ Public Online access

~ Lower storage costs

~ Creates Transparency

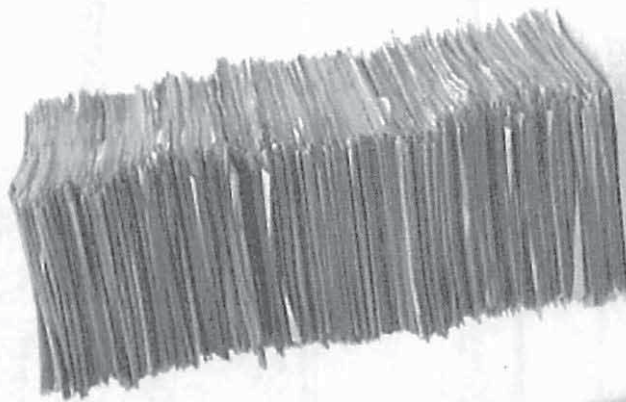
The screenshot displays the Cape Coral Public Records Online website. At the top, a navigation bar includes links for Home, About Us, Contact Us, and a search bar. Below this, a large banner image shows a boat on the water. The main content area features a 'Search' section with a 'Select Search Type' dropdown menu and a 'Search' button. To the right of the search section is a 'Results' table listing various records.

Search Type	Results
PLANNING AND ZONING COMMISSION - 1/4/2017	
SELECTION ADVISORY COMMITTEE - 1/16/2016	
SELECTION ADVISORY COMMITTEE - 1/16/2016	
SOUTH CAPE COMMUNITY DEVELOPMENT ADVISORY BOARD - 1/17/2016	
AUDIT COMMITTEE - 12/16/2016	
HEARING EXAMINER - 12/16/2016	
TRANSPORTATION ADVISORY COMMISSION - 12/19/2016	
GOLF COURSE ADVISORY BOARD - 9/27/2016	
COMMITTEE OF THE WHOLE - 12/16/2016	

Below the search section, there is a 'Public Records Request' form with fields for 'Name', 'Email', and 'Phone'. To the right of the form is a 'Search' button. At the bottom of the page, a footer contains links for 'Public Records Request', 'Passport Services', 'Pet Licensing', and 'City of Cape Coral'.

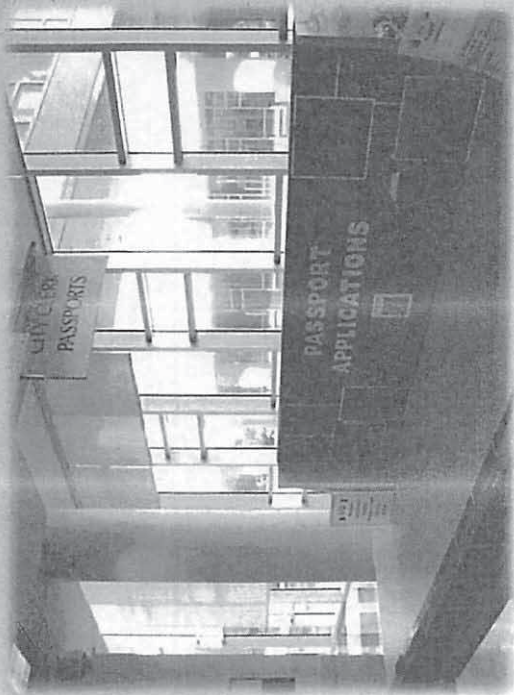
Public Records Requests

Average 600+ requests per month!

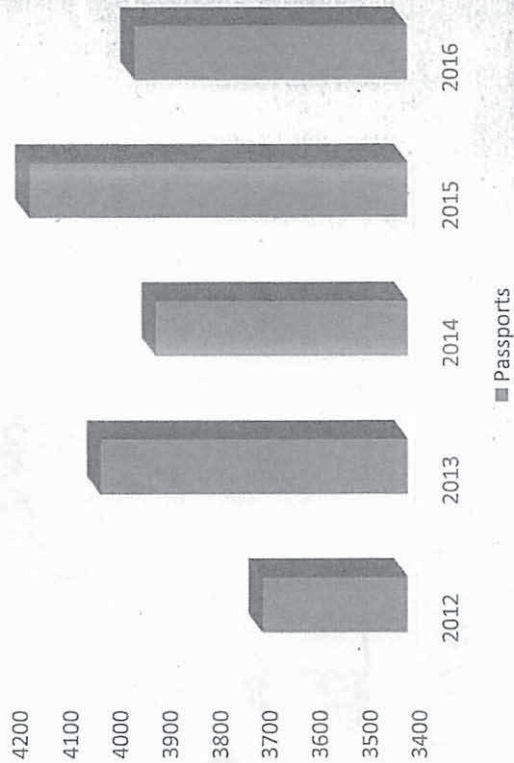


Passports

The City Clerk's Office was designated as a passport acceptance facility on September 1, 2010. Ask me about our DOS Audits!



Passports



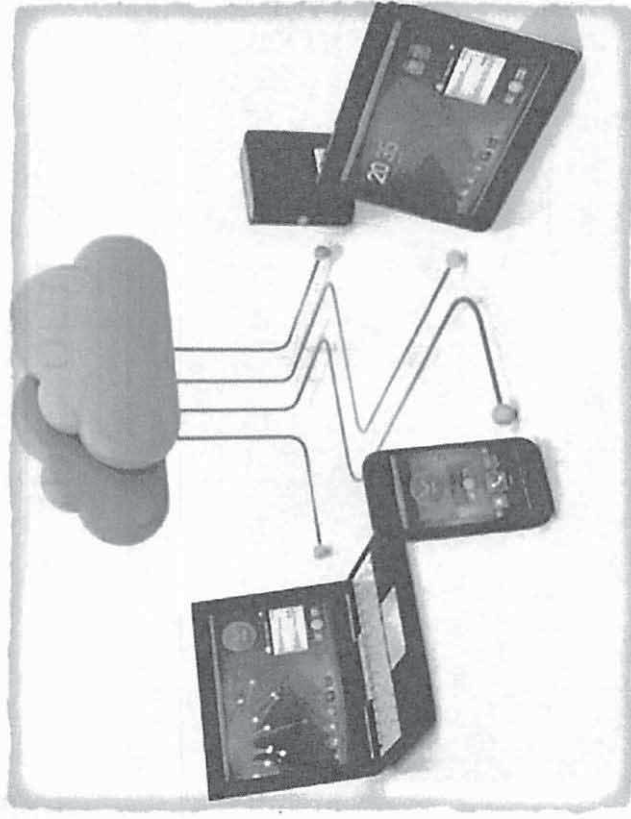
Pet Licenses



Pet license services began January 2, 2017 for residents to purchase licenses for dogs, cats and ferrets. The hours of operation at the City is 7:30am to 4:30pm. Please refer to Lee County Domestic Animal Services for details on cost, etc. <http://www.lee.gov.com/animalservices/licensing>

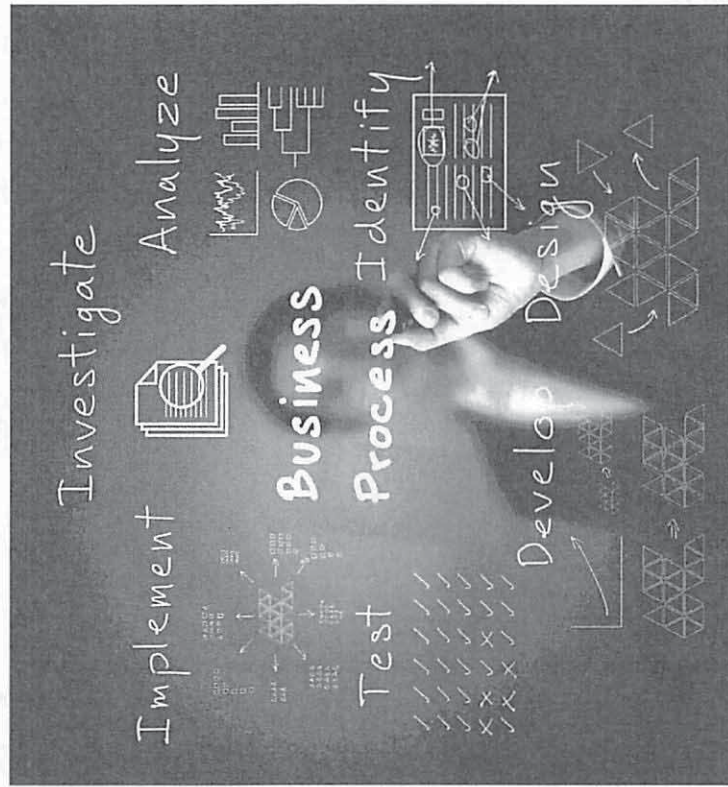
Or you can call our office at 574-0411.

Business in the 21st Century



Electronic Files, Forms, Video, Online Meetings, Cloud
Collaboration & Cloud Services

What's Available Now?



CapeCoral.Net

Services - Document Center

Government - Open Government

Departments - City Clerk - Search Documents

Thank You
for your time and attention!

City of Cape Coral Citizen's Academy

City Auditor's Office
March 28, 2018



City Auditor's Office

Andrea R. Butola, CPA, CFE, CGMA
City Auditor
(239) 242-3380
AButola@CapeCoral.net



City Auditor's Office

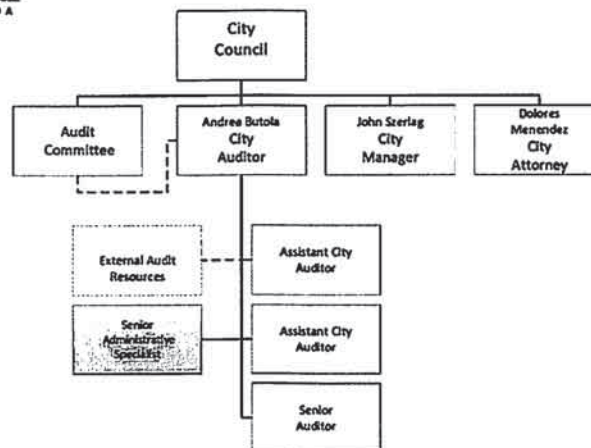
Today's Session

1. Organization Structure
2. City Charter – City Auditor's Office
3. What is Internal Auditing
4. How is the Annual Audit Plan developed?
5. How are audits done?

3



City Auditor's Office Organizational Structure



City of Cape Coral
City Auditor's Office
February 2018

4



City Auditor's Office

City Charter – City Auditor's Office

- Ordinance 125-02, effective 12-9-2002, placed a Charter Amendment on Referendum for the City Auditor to report directly to City Council.
- Approved by referendum vote on April 8, 2003
- Audit Committee established by Ordinance 99-08
- Approved by Council August 11, 2008
 - 5 members (4 public; 1 council member/liaison)
 - Must meet at least once quarterly but meetings are scheduled monthly
 - Public Meetings on 3rd Wednesday of the month at 3:00 p.m.
 - Important to enhance accountability and governance
 - Ensure quality, efficiency and effectiveness of CAO audits
 - Integral part of CAO independence
 - Can prevent management interference or suppression of audit findings

5



ALGA Peer Review

- ALGA (Association of Local Government Auditors) peer review is completed to determine whether the City Auditor's Office (CAO) quality control system is suitably designed and is in place and operating effectively.
- Also provides assurance that the CAO is following established policies and procedures and applicable auditing standards (Yellow Book).
- Reviews are conducted every three years and the office has had three completed with a pass.

6



Peer Review



7



City Auditor's Office



What is internal auditing?

8



Definition of Internal Auditing

"Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations.

It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes."

--The IIA/ IPPF

9



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11



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12



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13



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--
The IIA

14



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IPPF

15



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16



Quotes

"We derive and express observations, conclusions, and recommendations without prejudice, partisanship, personal interests, and the undue influence of others."

~Practice Advisory 2420-1 Quality of communications~ from the IPPF

"The existence of the audit shop is a major acknowledgement by this government that self-correction is important. Finding and correcting problems is an affirmation of good government."

~Gary Blackmer Oregon Audits Director

"Internal audit...the coolest profession in the world."

~Tom Peters (2013 IIA conference)

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Internal Auditor



What my mom
thinks I do.



What my friends
think I do.



What my
colleagues think I
do.



What Management
thinks I do.



What I think I
do.



What I really
do.

18



Annual Audit Plan and Strategic Plan

- Is developed through a **risk assessment process** involving a broad cross section of the City governance bodies.
- Includes input from:
 - Council Members
 - Audit Committee
 - City Management
 - Auditors
- Evaluated and weighted based on defined factors.
- Approved by Council each year.

19



Risk, Control, Risk Assessment & Risk Management

- A **Risk** is defined as "exposure to danger, harm or loss."
 - Examples?
- A **Control** is a way to mitigate or lessen risk.
 - Examples?
- **Risk Assessment** - Through the risk assessment process we identify certain risks or risky areas in the City's processes and departments. The City Auditors Office performs audits to review the controls are in place to make sure they are operating effectively to help mitigate the risk
- **Risk management** - is defined as "the identification, analysis, assessment, control and avoidance, minimization or elimination of unacceptable risks.

20



Risk Factors

- Interface with public
- Nature of activity to achieving department/ City goals
- Potential loss/ \$ impact
 - Federal Funding
- Prior audit findings
- Tone at the top

21



Audit Process

1. Assign an audit from the Audit Plan
 2. Preliminary planning
 3. Risk Assessment
 4. Scope and Objectives
 5. Audit Program
 6. Entrance Conference
- Planning Steps

 1. General Familiarization
 2. Interviews
 3. Legal Compliance
 4. Internal Controls
 5. Analysis and Tests
 6. Review Prior Audits
 7. Research
 8. Other – Survey Steps

22



Audit Process

7. Fieldwork & review

Obtain Evidence that is sufficient, Relevant and reliable

8. Draft report

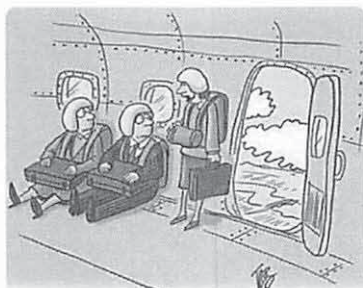
9. Management Response

10. Exit Conference

11. Final report/Implementation

12. Follow Up

23



"We're going to parachute in and do a surprise audit, but I want to keep the whole thing low key."



24

Questions?





CITIZEN'S ACADEMY

CAPE CORAL ECONOMIC DEVELOPMENT

March 21, 2018

**Dana Brunett
Economic Development Office**

4/20/2018

Cape Coral Economic Development Office



What is Economic Development?

To promote economic well-being and quality of life for our community and its residents.



What We Do

- Liaison between City and Local Businesses - Partnerships
- Promote Cape Coral - Image
- Recruit New Businesses – Jobs, Revenues & Investment
- Grow Existing Businesses – Jobs, Revenues & Investment
- Facilitate Business Friendly Policies – Image & Jobs, Revenues & Investment



CAPE CORAL IS A QUALITY LOCATION

TOP 10'S IN NUMEROUS CATEGORIES

City of Cape Coral:

- #5 in the U.S. for Young Business Owners-MoneyRates
- #2 Safest City of it's size in the U.S.
- #5 safest City for Driving-Allstate
- #15 Best Performing Cities in U.S.-Milken Institute

Cape Coral-Fort Myers MSA:

- #1 in Nation for Job Growth-Forbes
- #9 Fastest Growing MSA in the U.S.
- #2 Hottest Real Estate Market to Watch



EDO Advertisements

Kommen Sie mit Ihrem Unternehmen nach Cape Coral

wo der Urlaub beginnt, sobald der Arbeitstag endet

Leben und arbeiten Sie in Cape Coral. Die tropische Schönheit unserer Stadt, die günstigen Lebenshaltungskosten und die unschlagbaren Konditionen für Unternehmer ziehen Firmen aus aller Welt an.

Forbes nennt Cape Coral als führende Region beim Beschäftigungswachstum in den USA. (Dezember 2014)

Kontaktieren Sie noch heute unser Team für Wirtschaftsförderung.

Cape Coral Economic Development Office
 (239) 574-0444 • (866) 573-3089
ecodev@capecoral.net
www.bizcapecoral.com

Bring your business to Cape Coral, FL

where vacation begins the moment your work day ends

Build a business and a life in tropical Cape Coral, Florida. Our city's natural amenities, unbeatably low cost of living and doing business attract ventures from around the world.

Forbes reports that the Cape Coral metro area is now the No. 1 location in the nation when it comes to job growth (December, 2014).

Contact our Economic Development Team to get started today.

Cape Coral Economic Development Office
 (239) 574-0444 • (866) 573-3089
ecodev@capecoral.net
www.bizcapecoral.com



EDO Advertisements

**After working hard,
there are plenty of places to
play in "The Cape"**



In Cape Coral, Florida, you can shift from work to play in no time. Forbes reports that the Cape Coral metro area is the No. 1 location for job growth in the nation (*Manpower*, December 2014). The city also ranks in the top 10 places to start a new business (*WalletHub*, March 2014).

See for yourself what 400 miles of boat-friendly canals and readily available commercial space can do for your lifestyle and your business. At just 45% built out, Cape Coral has plenty of room to grow your business.

Contact the Cape Coral Economic Development Office to find the ideal site.



SW Florida's #1
Rum Distillery calls
Cape Coral home.



Cape Coral Economic
Development Office
(239) 574-0444
(866) 573-3089
ecodev@capecoral.net
www.bizcapecoral.com

**Reflecting On Your
Next Business Move?
Cape Coral is the Place To Be**

Ranked among the best places to live and do business, and located in the tax-friendly state of Florida, Cape Coral is a top contender for corporate relocations and business expansions for companies worldwide.

As the third largest city in Florida, Cape Coral offers investment zones, industrial parks, and an abundance of commercial sites. For the second year running, *Forbes* reports that the Cape Coral MSA is among the top 10 U.S. locations for future job growth.

Contact our Economic Development team to find out what our "City of Canals" can do for you.



Cape Coral Economic
Development Office
(239) 574-0444 • (866) 573-3089
ecodev@capecoral.net
www.bizcapecoral.com



Achieve an Ideal Work-Life Balance in Waterfront Cape Coral

Find the perfect blend of business and recreation in a waterfront city that averages 266 days of sunshine a year. Cape Coral, Florida consistently ranks among the top metro areas for job growth and is home to a large German and Austrian population.

The time is right to consider establishing a U.S. presence and Cape Coral is the ideal location. Contact our Economic Development team and let us help you build your U.S. presence today.



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We Saved a Seat For You in Tropical Cape Coral, Florida



Fishing for a better way to do business?



Looking to Drive Your Business to a Warmer Locale?



Target Industries

- Corporate HQ/Office
- Medical/Life Sciences
- Finance Sales and Insurance Services/Back Office
- Light/Clean Manufacturing



Incentives

- Job Creation Rebates
- Impact Fee Deferrals
- City-owned Land Incentives
- Tax Increment Financing Rebates



Major Goals for FY 2018

- Implement Elements from Economic Development Master Plan
- Expand Business Retention & Expansion (BRE) Program (Biz Walks)
- Update EDO Website
- Increase Recruitment of High Wage Jobs
- Increase Workforce Housing Inventory



Cape Coral Demographics

	<u>2010</u>	<u>2017</u>
Population	154,305	179,804
Median HH Income	\$51,368	\$58,315
Median Home Value	\$158,382	\$209,228
Median Age	44.7	44.4
Unemployment Rate	13.1%	3.4%

Source: ESRI Business Analyst June 2016 & U.S. Bureau of Economic Analysis 2016, US Census Bureau 2016



New Westin Conference Center



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Nor-Tech Hi-Performance Boats





Uptown at Liberty Park



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Atrium @ Liberty Park ALF



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On The Horizon

Bimini Basin

Seven Islands

47th Terrace Streetscape

Pine Island Rd.

UEP Expansion



Economic Development

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Questions?



4/20/2018

Cape Coral Economic Development Office

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