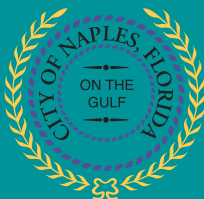




We Are  
*Naples*

ANNUAL REPORT  
FY 2018-2019





## THE CITY OF NAPLES — VISION GOALS

The Planning Advisory Board concluded, and City Council concurred, the five Vision Goals that were established in 2007 are still highly important, viable and should be retained to guide our vision for the future.

- **Maintain an Extraordinary Quality of Life for Residents**
- **Maintain and Strengthen the Economic Health and Vitality of the City**
- **Preserve Naples’ Small Town Character and Culture**
- **Environmental Sensitivity — Make Naples the Green Jewel**
- **Maintain and Enhance Governance**

Charles T. Chapman IV assumed the role of City Manager of the City of Naples on December 3, 2018. The City Manager serves as Chief Executive Officer and head of the administrative branch of City government. In accordance with the City Charter, the City Manager is responsible to City Council for the proper administration of all departments, except the City Attorney and the City Clerk offices.



Charles T. Chapman IV

December 31, 2019

Honorable Mayor Barnett and City Council  
City of Naples  
735 8th Street South  
Naples, Florida 34102

Dear Mayor Barnett,

Pursuant to the provisions of the City Charter, I am pleased to provide you and the members of City Council the City of Naples Fiscal Year 2019 Annual Report.

The FY2019 Annual Report has undergone a massive restructuring. We have collectively organized the contents of the report in a concise manner using illustrative graphics and pictures. Further, the report is organized using the Vision Plan goals and objectives to structure the results as a “return on vision” discussion.

We have many things to celebrate this year. I am very proud of the accomplishments of the City of Naples team under the guidance and leadership of City Council. Many of the successes this year would not have been possible without your support. Even the hardship of the spear-phishing scam resulted in a learning curve improvement and helped us to adjust our financial practices and our cyber security measures.

As we reflect on the success of this past year, we adjust and plan for improvements in the upcoming fiscal year. We have many exciting projects to look forward to in the Community Redevelopment Area as well as with many of our master plan efforts. Water quality continues to be at the forefront of our infrastructure and legislative agendas.

We hope you, our residents, and our partner agencies find this report informative and useful. I want to thank all the City staff for their hard work this fiscal year; these accomplishments would not have happened without their dedication to the City of Naples.



Respectfully submitted,

Charles T. Chapman IV, ICMA-CM  
City Manager

## FY2019 HIGHLIGHTS

Construction of The Patty and Jay Baker Park continued during FY 2018-19. Southern and eastern portions of the Park were completed and opened to the public in March 2019. The remainder of the Park was opened in October. Encompassing 15.5 acres, The Patty and Jay Baker Park is the second largest park in the City of Naples.

Construction of Phase 1 (5th Avenue South to Central Avenue) of the 8th Street Corridor Improvement Project began in April 2019 and was reopened to traffic on November 1, 2019. The project included utility, landscape, on-street parking modifications, stormwater drainage improvements, and multimodal upgrades. The north section of the project under Phase 2 will commence in April 2020.

The dedication of the Fire Administration / Fire Station No. 1. The structure is constructed to withstand a Category 5 hurricane and includes a state-of-the-art Emergency Operation Center.

The Gulf Acres/Rosemary Heights Joint Sanitary Sewer and Stormwater Project received a \$1.2 million appropriation from the State of Florida to offset residents’ assessment costs. Approximately 50% of the City’s portion of the project is complete.

Twenty-three new reefs were created and three chevron-shaped reefball structures were completed in June 2019. These structures provide fish and oyster habitat, as well as wave attenuation.





## We Are Naples

The mission of the City of Naples is to deliver government services to its residents and visitors in an efficient and professional manner, to remain cognizant of the City's regional context, pro-actively plan and maintain productive regional relationships, and to ensure that Naples' distinctive character and culture are preserved.

**In January 2019 twenty-seven team members representing a cross section of City departments were selected to form the Core Values Development Committee. Through team member surveys and committee analysis, in May, the Committee completed the first phase of defining the City of Naples organizational culture and the desired behavior for City employees. Seven Core Values were identified as embodying who we are as an organization: Respect, Accountability, Professionalism, Integrity, Dependability, Honesty, and Teamwork.**





# Our Core Values at Work

**INTEGRITY** — Lieutenant Michael O'Reilly and Sergeant Matthew Doyle, of the Naples Police Department, were off duty attending a Boy Scout swim test when they noticed a man having a seizure in the pool. Both men jumped into action rendering emergency aid. Through several cycles of CPR and a shock from an available Automated External Defibrillator (AED), they were able to bring the patient's pulse back and save his life. Within a week, the man was fully recovered!

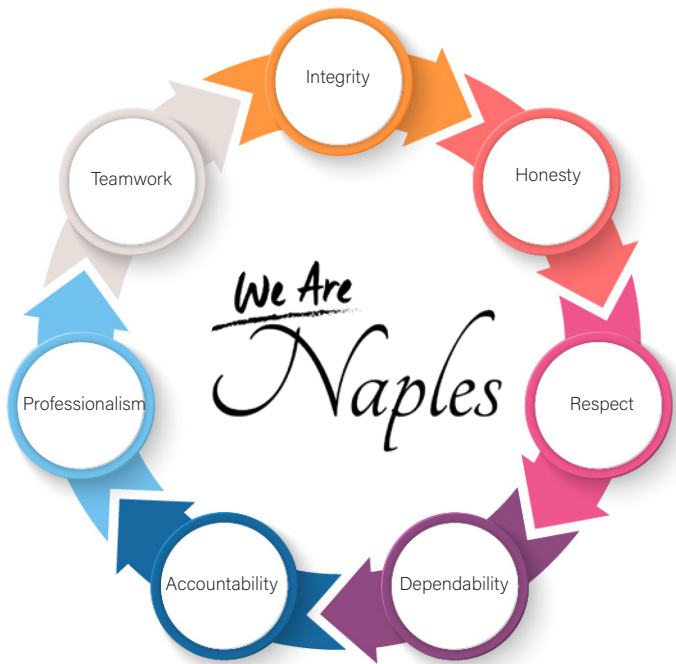
**PROFESSIONALISM** — Telecommunicator (PST-II) Kristopher Murphy received a 911 call from a panicked woman indicating her stepfather was unconscious on the floor with irregular breathing. PST-II Murphy immediately recognized the emergency as cardiac arrest and instructed the caller to begin chest compressions within 3 minutes and 15 seconds of receiving the call. After 78 seconds, the man began breathing on his own, and he was alert and speaking moments later.

**DEPENDABILITY** — On September 1, 2019, the City of Naples was preparing for possible effects of Hurricane Dorian coming out of the Atlantic and moving toward Florida's east coast as a Category 5. Fire-Rescue staff received a call from a resident who was traveling abroad and was concerned for the well-being of her 94-year-old mother who lives alone in downtown Naples.

A Battalion Chief conducted a wellness check and confirmed the 94-year old resident was ok and in good spirits, but the Battalion Chief's professionalism did not stop there. While on scene, the Battalion Chief assessed the elderly resident's food supply of canned goods and non-perishables and made sure a can opener and sufficient bottled water were available. The elderly resident's flashlight was located and replenished with fresh batteries in case of a power outage, and an outside inspection of the home was conducted to confirm there were not any loose articles present that could become a hazard in high winds. The concerned daughter was later contacted and informed that her mother was well and was prepared for the storm.



Mayor Bill Barnett, center, at the Farm City BBQ.



# Our City is Award-Winning

For the 20th consecutive year, the City of Naples received the Family Friendly Business Award by Collier Child Care Resources, Inc. This year for the first time ever, the City was also recognized as Employer of the Year!



Mayor Bill Barnett, center, accepting the award with Council member Ellen Seigel and Charlotte O'Bryon, the City of Naples' Employee Relations Manager.

The City received GOLD level recognition in the 2019 American Heart Association's Workplace Health Achievement Index. The Workplace Health Achievement Index scores companies on seven organizational best practices (leadership, engagement, programs, policies and environment, partnerships, communications, and reporting outcomes) and the objective, unbiased assessment of overall workplace health using aggregate data from the City's 2018 biometric screening report.



**Cigna Well-Being Award:**  
The City ranked among the highest in the following categories:

- Total Health Engagement 60%
- Breast Cancer Screenings 74%
- Cervical Cancer Screenings 67%
- Colon Cancer Screenings 46%
- Telehealth utilization



## VISION

In Fiscal Year 2017-18, City Council determined that it was appropriate to evaluate the Vision Plan originally adopted in 2007, “*Preserving Naples: A Vision Plan to Keep the Best of the Past While Building a Better Community for the Future.*” In January 2018, the City’s Planning Advisory Board began the process of evaluating the 2007 Plan.



Community meetings were held so that residents and business owners could provide input on the features, issues, and goals they wished to see in the City of Naples 2019 Vision Statement. In addition to the community workshops, a survey was mailed and made available to all City residents. In total, 1,594 survey responses with a 94.5% question response rate were returned.

The Planning Advisory Board held public meetings to review and discuss the data collected from the community workshops and surveys resulting in the Vision 2020 Analysis and Recommendations report. Community support for the five goals developed in the 2007 Vision was reconfirmed, with adjustments to features and issues identified as being the most important. The Vision is expected to be completed in Fiscal Year 2020.

### City of Naples Vision Plan

The City of Naples is evaluating the 2007 Vision Plan, which serves as a guide for the future.

Please join us for one of four workshops to learn more about the Vision Plan, and provide your input on a future update.

MON   JAN	WED   JAN	TUE   JAN	THU   JAN
<b>14th</b> Workshop 1	<b>16th</b> Workshop 2	<b>22nd</b> Workshop 3	<b>24th</b> Workshop 4
1:00 PM- 3:00 PM	6:00 PM- 8:00 PM	6:00 PM- 8:00 PM	1:00 PM- 3:00 PM
St. Ann's Catholic Church 999 3rd Street S. Naples, FL 34012	River Park Community Center 301 11th Street N. Naples, FL 34012	Emmanuel Lutheran Church Mooring Line Dr. Naples, FL 34012	St. John's Episcopal Church Park Shore Drive Naples, FL 34012

Please Visit [visioningnaples.com](http://visioningnaples.com) for more information



Residents and business owners share their opinions during the round table discussions.



## PARKS

## MAINTAIN AN EXTRAORDINARY QUALITY OF LIFE FOR RESIDENTS

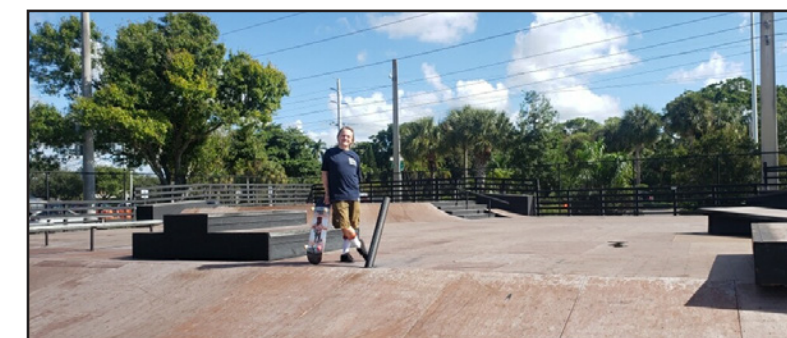
The City’s guiding vision is found in the community vision plan. The five goals in the plan are included in the annual budget and incorporated into the City’s work plans with strategies to achieve the goals.

Construction of The Patty and Jay Baker Park continued during FY 2018-19. Southern and eastern portions of the Park were completed and opened to the public in March 2019. The remainder of the Park was opened in October. Baker Park’s landform is unique. The park was designed in the pastoral vernacular and is very much a landscape park with designed undulations and interesting features. The dominant landscape feature is the ‘knoll’ which will offer a unique view of the Gordon River and the Park. The pathway system easily connects people with Naples downtown to the west and the Gordon River Greenway to the west and north. Encompassing 15.5 acres, The Patty and Jay Baker Park is the second largest park in the City of Naples.



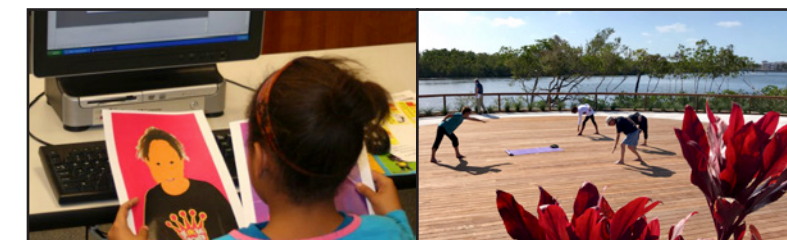
The Recreation Division of the Community Services Department provides a wide variety of recreational opportunities for residents of all ages, integrating social, cultural, recreational pursuits and interests. The Norris Center at Cambier Park remains known for the variety of cultural programs that are offered. The Norris Center is also used for theater productions by Gulfshore Playhouse.

Fleischmann Park provides multiple recreational opportunities and supports several athletic leagues for residents. City Council appropriated \$70,000 to fund renovations to The Edge Johnny Nocera Skate Park at Fleischmann Park. The renovations completed in FY2019 are the second year of renovations to the skate park – of a three-year plan. The renovations included the re-design and construction of large ramp structures that will be safe and challenging for users.



ABOVE: The Edge Johnny Nocera Skate Park at Fleischmann Park. BELOW LEFT: Computers at River Park. BELOW RIGHT: Yoga at Baker Park.

The River Park Community and Aquatics Center is an active facility with a computer lab, fitness center, full kitchen, class and meeting rooms and a covered outdoor basketball court. The community center is a popular venue for small family events, programs for youth and adults. The River Park Aquatics center is a 155,000-gallon community pool with six 25-yard lap lanes and zero-entry children’s aquatic play area with slides and spray features. The Aquatic Center offers swimming and water safety classes, lifeguard training, lifeguard and water safety instructor training, learn to swim classes, birthday parties and swim and snorkel camps.





# Facility Improvement



New restrooms at Charlie C. Anthony Park.

New restrooms were constructed at Charlie C. Anthony Park at a cost of \$246,452. The restrooms, which residents of the River Park East neighborhood identified as their highest improvement priority for Anthony Park, was opened for public use in July 2019. Funding was provided through a Community Development Block Grant (\$123,304) and a donation from the 7-Eleven convenience store (\$123,149). The project was managed by the Facilities Division through two contracts. One contractor completed all the site work related to the project and the second contractor provided and installed the pre-engineered building.



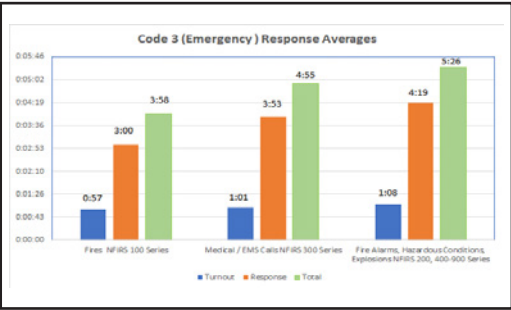
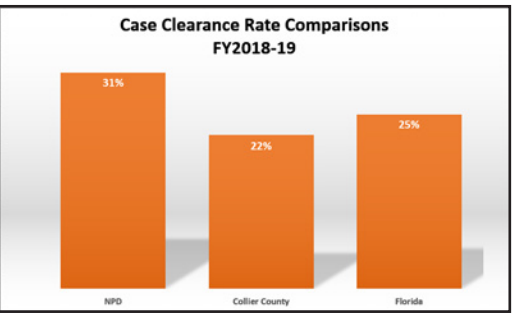
# City Dock Improvements

The Naples City Dock continues to provide residents and visiting boaters with state-of-the-art facilities and a high level of customer service at a reasonable cost.

City Dock staff act as ambassadors to the boating industry by promoting tourism and local business patronage, promote Clean Marina practices and maintain an environment that upholds integrity, creditability, quality service and responsible future planning.

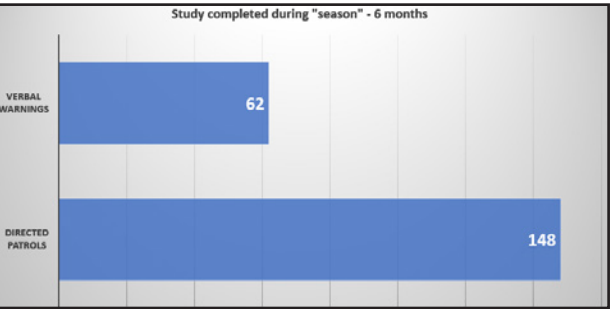
# PUBLIC SAFETY

Naples Police dedicated and professional officers strive to maintain a case clearance rate for UCR Part 1 Crimes that meets or exceeds the average for law enforcement agencies in Collier County. Resulting in Year-to-Date Part 1 crimes decreasing by 21% as compared to the Five Year-to-Date average. 261 total crimes have been reported Year-to-Date. The Five-Year average for Part 1 crimes is 332. This is a decrease of 71 crimes as compared to the Five-Year average.



Decreasing response times while limiting risk has been a long-standing objective in fire service. During this reporting period City of Naples Fire-Rescue joined the growing number of emergency responders using preemptive devices to decrease response times and create safer intersections within the community.

The City of Naples Police Department is committed to reducing criminal victimization and Part 1 crimes through the development of planned responses to emerging crime trends. The Narcotics Interdiction Action Plan was implemented to address the problem of individuals entering the City with illegal narcotics and possibly committing other crimes. Since implementing the Action Plan officers have made 957 traffic stops, which resulted in: 51 arrests, issued 259 traffic citations, 570 written warnings, 86 verbal warnings, and searched 63 vehicles.



## NARCOTICS INTERDICTION ACTION PLAN

957 Traffic Stops

570 Written Warnings

259 Traffic Citations

86 Verbal Warnings

63 Vehicle Searches

51 Arrests



## PLAN & PERMIT REVIEW

The Planning Department processed approximately 147 planning petitions in the past fiscal year. Among the larger projects reviewed were an update to Coastland Center that replaced the Sears Department Store with a movie theater and several outparcels, the expansion of the Naples Health Clinic, site plans for the commercial parcels at Naples Square, the redesign of the emergency facilities at Naples Community Hospital, the resubmittal and final designs of projects along 8th Street South and the redesign of the Naples Golf and Beach Club.



## 8th Street Corridor Improvement Project

The 8th Street Corridor Improvement Project commenced construction on April 22, 2019. The complete project extends from 5th Avenue South to 7th Avenue North and includes 3rd Avenue South from 8th Street to 9th Street (US41). The construction has been broken up into 2 phases. Phase 1, the south portion, includes 5th Avenue South to Central Avenue and was reopened to traffic on November 1, 2019. Phase 1 work included converting the signalized intersection at 3rd Avenue South and 8th Street South to a roundabout with increased safety features at the pedestrian crosswalks. The project also included utility, landscape, on-street parking modifications, and stormwater drainage improvements. Multimodal improvements include bike lanes, improved bus pull off areas, and wider sidewalks. Significant coordination was made with businesses within and near the project boundaries prior to and during the construction. The north section of the project under Phase 2 will commence in April 2020.

The Utilities Department coordinated the design and construction of utility improvements in conjunction with Phase 1 of the 8th Street Improvement project. A total of 4,600 LF of new 12" PVC sanitary sewer force main was installed which provides alternative routing in the event the existing force main downstream of the City's master pump station 49 is offline. Water Distribution System improvements included upgrades and looped connections to several antiquated and undersized water mains, new fire hydrants installations, and potable water service line replacements throughout the construction corridor.







14th Ave. S. resurfacing project.



Gulfshore Boulevard resurfacing project.

## 2019 ROAD RESURFACING

During this reporting period, the City resurfaced 5.5 lane miles of roadways at a cost of \$398,000.

ROADS RESURFACED	FROM	TO
River Point Drive	US 41	South end
Pine Court	Banyan Blvd.	Mandarin Road
Mandarin Road	Banyan Blvd.	Alamanda Drive
Alamanda Drive	Orchid Drive	Mooring Line
Gulf Shore Blvd. South	12th Avenue South	20th Avenue South
14th Avenue South	Gordon Drive	Gulf Shore Blvd. South
15th Avenue South	3rd Street South	Gulf Shore Blvd. South
16th Avenue South	Gordon Drive	Gulf Shore Blvd. South

- In conjunction with the pavement resurfacing program, sanitary sewer manholes are inspected and replaced if they are in a deteriorated condition or allowing infiltration into the system. Twenty-five sanitary sewer man-holes were replaced as part of the Program.
- The Avenues in Aqualane Shores and the roadways in Coquina Sands had a flat or inverted crown which did not allow water drain into the swale system. Additional asphalt was installed on the crown to raise it and direct water into the swales.

## ALLEY RESURFACING & MAINTENANCE

Three high-volume City alleys were improved at a cost of \$71,000.

- Alley west of Gordon Drive between 12th/13th Avenue South (Mariner Motel).
- Alley between Jasmine Cay and Jade Apartments in the River Park Area.
- Alley connecting 2nd/3rd Street South, between 1st/2nd Avenue South.

## 2019 Lakes Management Plan Update & Spring Lake Restoration Assessment

Shortly after the adoption of the 2018 Stormwater Master Plan, an update to the Stormwater Lakes Management Plan was initiated with the following goals:

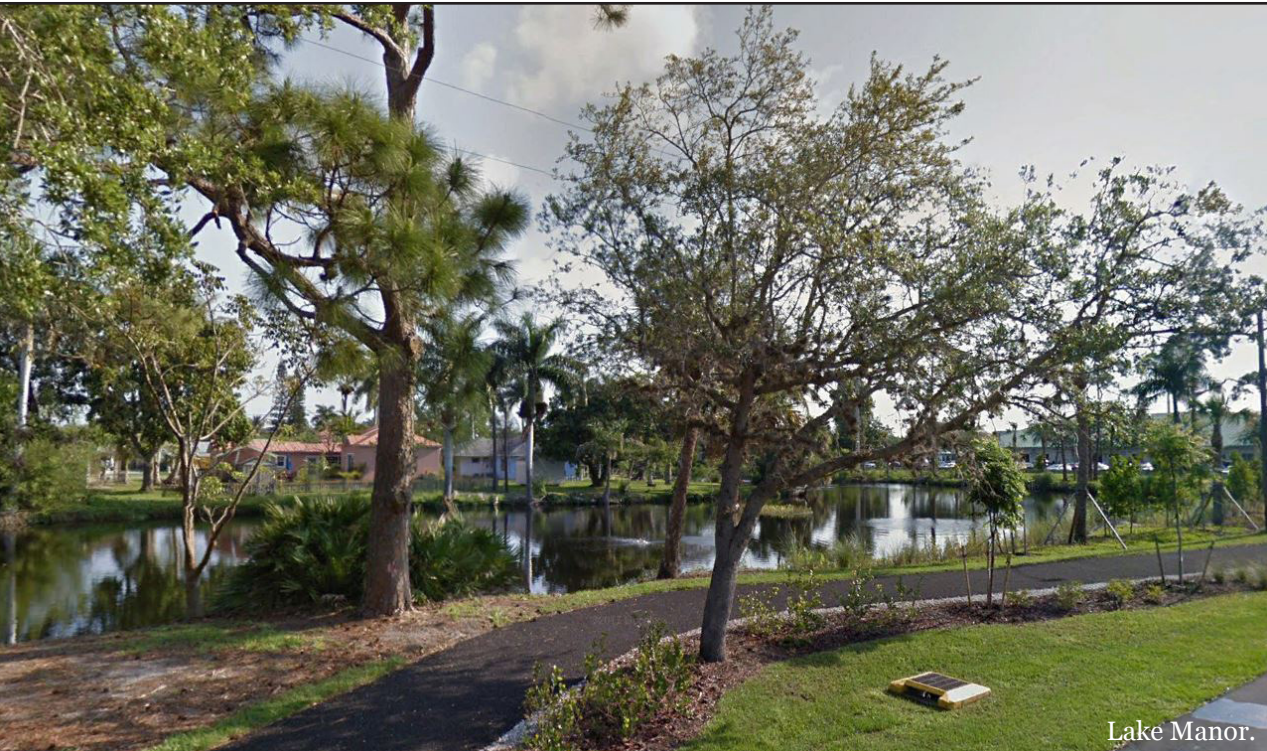
1. Review existing stormwater lake assessment data;
2. Update the stormwater lakes water and sediment quality database;
3. Incorporate input from adjacent property owners regarding the health and status of the lakes;
4. Re-prioritize lake restoration need based on lake impairments and impacts to downstream waterbodies;
5. Provide updated recommendations, best management practices, and funding strategies.

Concurrently, questions and concerns pertaining to Spring Lake (Lake #11) were addressed. Spring Lake is a 4.9-acre stormwater detention pond located near the center of the City. Spring Lake was identified in the 2012

Lake Management Plan as a high priority pollutant loading lake; however, the lake does not have clear ownership. While the City maintains historical rights to send stormwater from upland areas to the lake and by way of the public stormsewer system, ownership of the land underlying the water of the lake lies with some other person(s), heir(s), or other entity. Over time, vast quantities of stormwater have flowed through the land, forming the lake, and depositing pollutants.

Goals of the Spring Lake Restoration Assessment were:

1. Delineate the watershed for Spring Lake;
2. Define all properties within the watershed and their individual drainage contribution to Spring Lake;
3. Provides recommendations for restoration approaches and the logistics for a dredge project;
4. Evaluate the options available to the City for developing a revenue source for a restoration project and possibly ongoing maintenance.



Lake Manor.



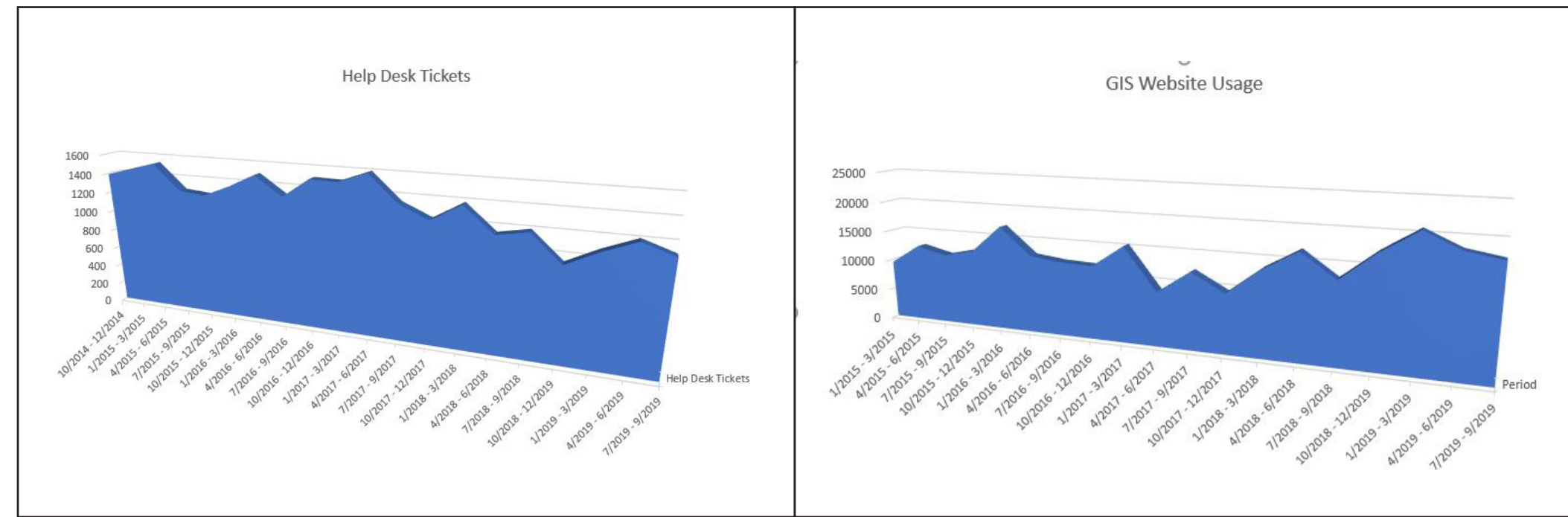


Turn-by-turn directions for Naples Police Department help officers arrive at a destination faster.

# TECHNOLOGY

Technology Services worked with the Naples Police Department and the City’s Equipment Services Division to upgrade the Global Positioning System (GPS), Computer Aided Dispatch (CAD) software and hardware in the NPD vehicle fleet to allow vehicles to receive turn-by-turn direction from the in-vehicle computer while en route to a call. The updates allow NPD officers to automatically receive directions to a call that they have been dispatched to along the fastest route without having to interact with the computer in their vehicles.

A number of people viewed information about the City of Naples by pointing and clicking on a map this past year. This interface allows residents and businesses to access flood maps, identify City services at an address and review zoning and land use issues at their convenience from their home or workplaces without having to come to a City office. The GIS team also integrates real-time data that is displayed on the GIS portal so that users can see weather, wildfires and storm tracks in the vicinity of Naples.







# MAINTAIN AND STRENGTHEN THE ECONOMIC HEALTH AND VITALITY OF THE CITY

The 2019-20 budget was adopted in September 2019 using a millage rate of 1.18 mills, the same as the FY 2018-19 millage rate, and all statutory requirements were met.

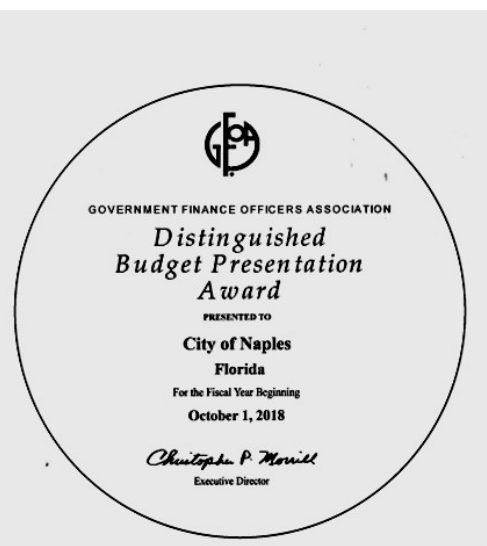
For the 15th year in a row, the City received the Government Finance Officers Association’s Budget Award, considered the highest form of recognition in public sector financial reporting.

	Unaudited	Budgeted
Expense Account	FY 18-19	FY 19-20
Personnel	\$ 49,992,531	\$ 52,035,966
Operating Expenses	\$ 48,775,504	\$ 50,902,330
Capital Expenditures	\$ 49,209,579	\$ 40,746,453
Debt Service	\$ 3,967,335	\$ 4,214,903
Interfund Transfers	\$ 4,814,743	\$ 4,534,569
Total	\$156,759,692	\$152,434,221

City of Naples, Florida

Fiscal Year 2018-2019  
Adopted Budget

The exact amount of expenditures, revenues, and fund balance will be verified by the auditors and released in March 2020 as part of the annual audit.



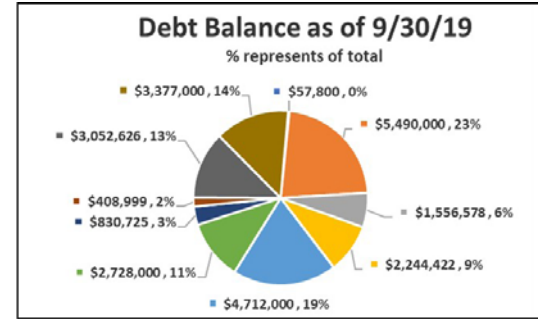
Distinguished Budget Presentation Award

## Naples’ Debt Policy

The City Debt Policy establishes parameters and provides guidance governing the evaluation, issuance, management and reporting on all debt obligations issued by the City in compliance with Federal and State laws and the City’s Charter ordinances and resolutions. The City will only utilize debt obligations for acquisition, construction or remodeling of capital improvement projects that cannot be funded from current revenue sources or in such cases wherein it is more equitable to finance the project over its useful life.

The City will not issue debt or use debt proceeds to finance operational costs. Finally, the policy seeks to create procedures to minimize the City’s debt service and issuance costs, retain the highest practical credit rating, and provide full and complete post issuance financial disclosure and reporting.

Inter Department Loan	Balance	Payoff
Port Royal Dredging	\$ 57,800	2020
City Dock Fund	\$ 5,490,000	2037
	\$ 5,547,800	
Debt Issuance		
2013 Public Service Tax	\$ 1,556,578	2022
2013 Public Service Tax (CRA portion)	\$ 2,244,422	2022
2012A Water Sewer Revenue	\$ 4,712,000	2027
2012B Water Sewer Revenue	\$ 2,728,000	2027
2013 State Revolving Fund (SRF) Utility Refunding	\$ 830,725	2022
2015 Bembury Special Assessment	\$ 408,999	2025
2018 Capital Improvement Revenue Note – Station 1	\$ 3,052,626	2028
2019 Gulf Acres/Rosemary Heights Special Assessment Bond	\$ 3,377,000	2039
	\$18,910,350	

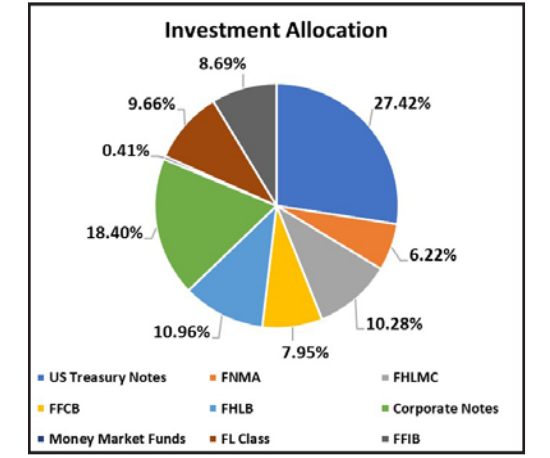


## Naples’ Investment Policy

The City Investment Policy sets forth the investment objectives and parameters for the management of public funds for the City. The Policy is designed to safeguard the City’s funds, assure the availability of operating and capital funds when needed, while providing an investment return competitive with comparable funds and financial market indices. The primary objectives, in order of importance, are safety of principal, liquidity, and return on investment.

### Investments

Security Distribution	Ending Balance
US Treasury Notes	\$ 29,859,190.59
FNMA	\$ 6,776,686.90
FHLMC	\$ 11,198,883.95
FFCB	\$ 8,662,326.68
FHLB	\$ 11,936,260.67
Corporate Notes	\$ 20,035,195.47
Money Market Funds	\$ 445,521.00
FL Class	\$ 10,521,600.16
FFIB (First Florida Integrity Bank)	\$ 9,466,867.00
Total	\$108,902,532.42



## City Manager’s Purchasing Division

The City Manager’s Purchasing Division is responsible for obtaining products and services that offer the best value to the citizens of the City of Naples. The Division educates and implements all purchasing policies while directly managing formal bid solicitations, proposals, and the surplus of goods. In addition to the procurement of goods and services, Purchasing protects the City’s interests through the development and enforcement of written agreements.



Refuse Truck Sold for \$73,000.

FY 2019 Surplus: 69 items sold at \$246,562 net proceeds.



Grants Management

Purchasing Bids & Grants Coordinator together with the appropriate department manage three (3) ongoing grants with a grant value of \$331,754 and a total project value of \$628,285.02.

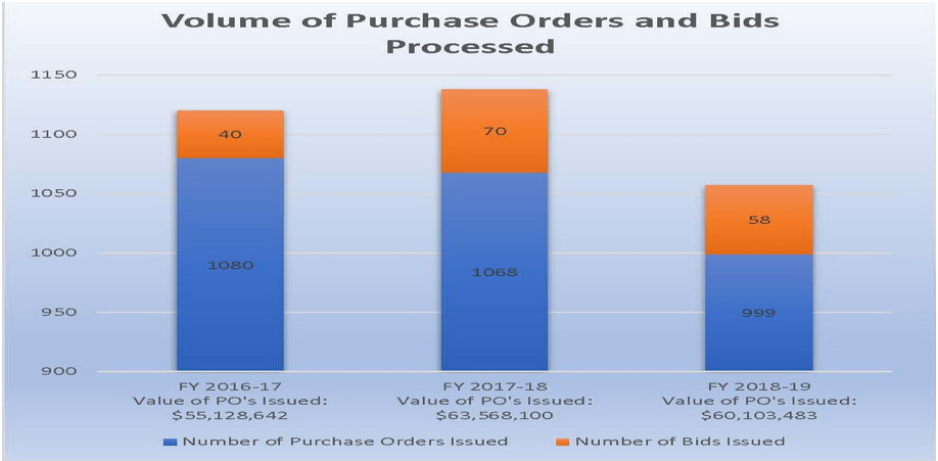
Grant Project Description	CDBG Grant Total	Project Total
Anthony Park Restroom Project	\$123,304.00	\$233,457.02
Anthony Park Exercise Stations	\$100,000.00	\$275,533.00
River Park- 12th Street Sidewalk Connection	\$108,450.00	\$119,295.00
	\$331,754.00	\$628,285.02

Purchasing is involved in a total of nine grants at \$1,616,885.25 with a project total of \$2,398,502.52.

Grant Project Description	CDBG Grant Total	Project Total
City of Naples, Community Dvlmt Building Wind Retrofit	\$309,131.25	\$765,091.00
Climate Resilience Project	\$75,000.00	\$124,975.00
8th Ave Beach Access Park	\$200,000.00	\$170,931.50
Florida DEP NS051	\$500,000.00	\$500,000.00
Florida Agriculture	\$10,000.00	\$18,220.00
Collier County	\$191,000.00	\$191,000.00
	\$1,616,885.25	\$2,398,502.52

The Purchasing division manages or assist departments with grants received by the City of Naples from outside sources such as Collier County / HUD, CDBG-Community Development Block Grants, FEMA, FLDEP and FL Department of Agriculture.

58 Bids issued during reporting period.



Enjoy a walk in a Naples park.



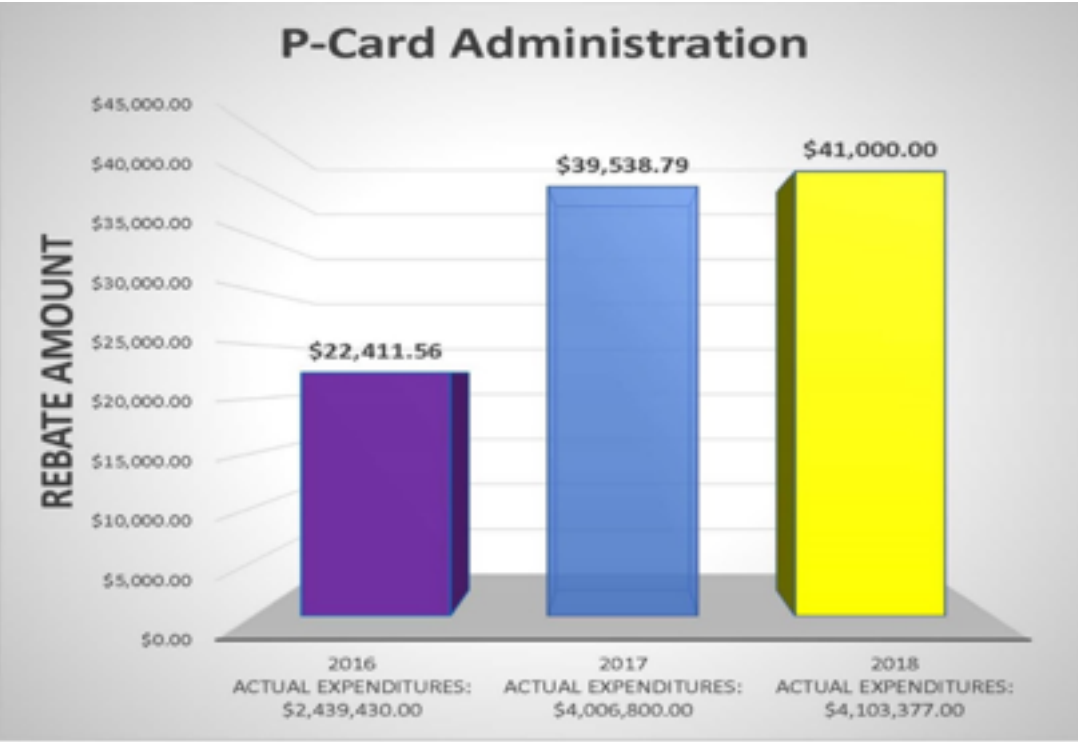
A concert at Cambier Park.



Anthony Park Restroom Project.

P-Card Program

Since the implementation of the P-Card program in October 2014 the P-card process has been streamlined for small purchases necessary for departments to handle day-to-day operations. Additional benefits are earned through the calendar year (CY) rebates from the issuing bank, currently Fifth Third Bank.



2018 CY Fifth Third Bank / Master Card 8141 transactions with expenditures at \$4.1 million generated a \$41,000 rebate.

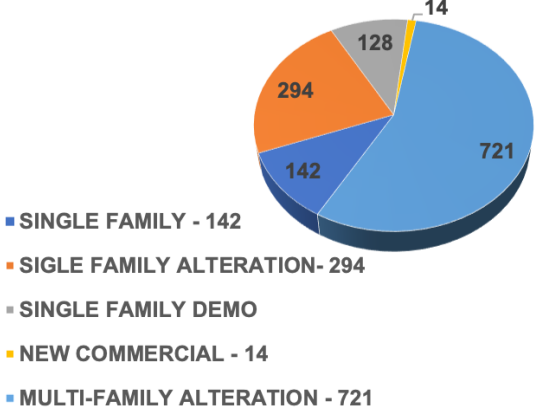
2018 CY Home Depot purchases at \$58,440 generated a \$1,169.00 rebate and quarterly rebates averaging \$60.00 per quarter, estimated total \$1,409.00.



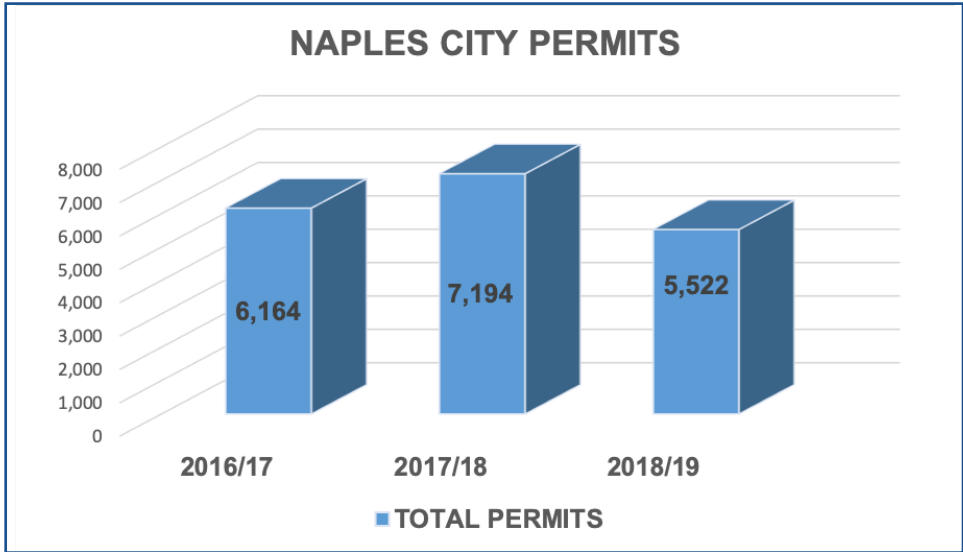
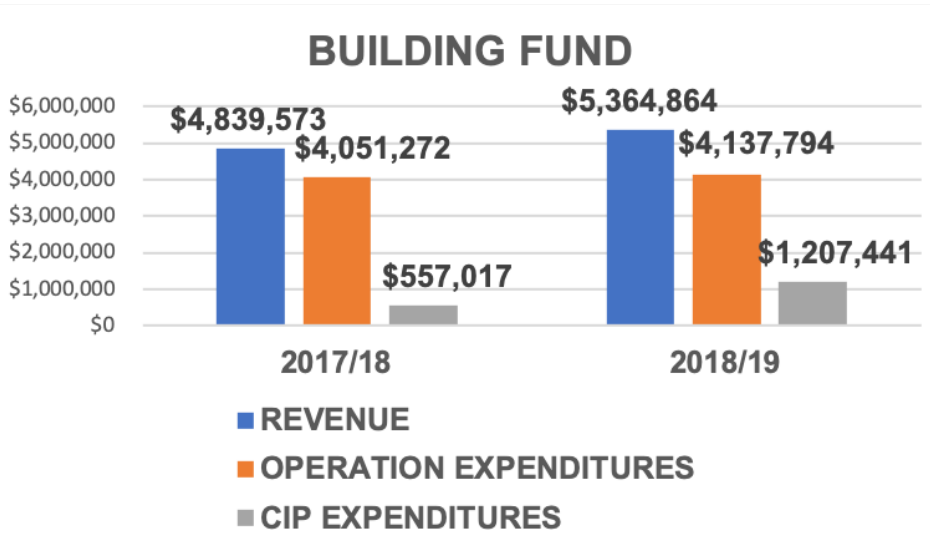
# Building Department — Permits

Building Department permit revenues increased 11% from FY2017-18 revenues. Revenue increase is attributed to the adjustment in fees, Hurricane Irma, and a strong real estate market. The current Building Fund Balance is approximately \$4,000,000 in compliance with requirements of the fund balance policy.

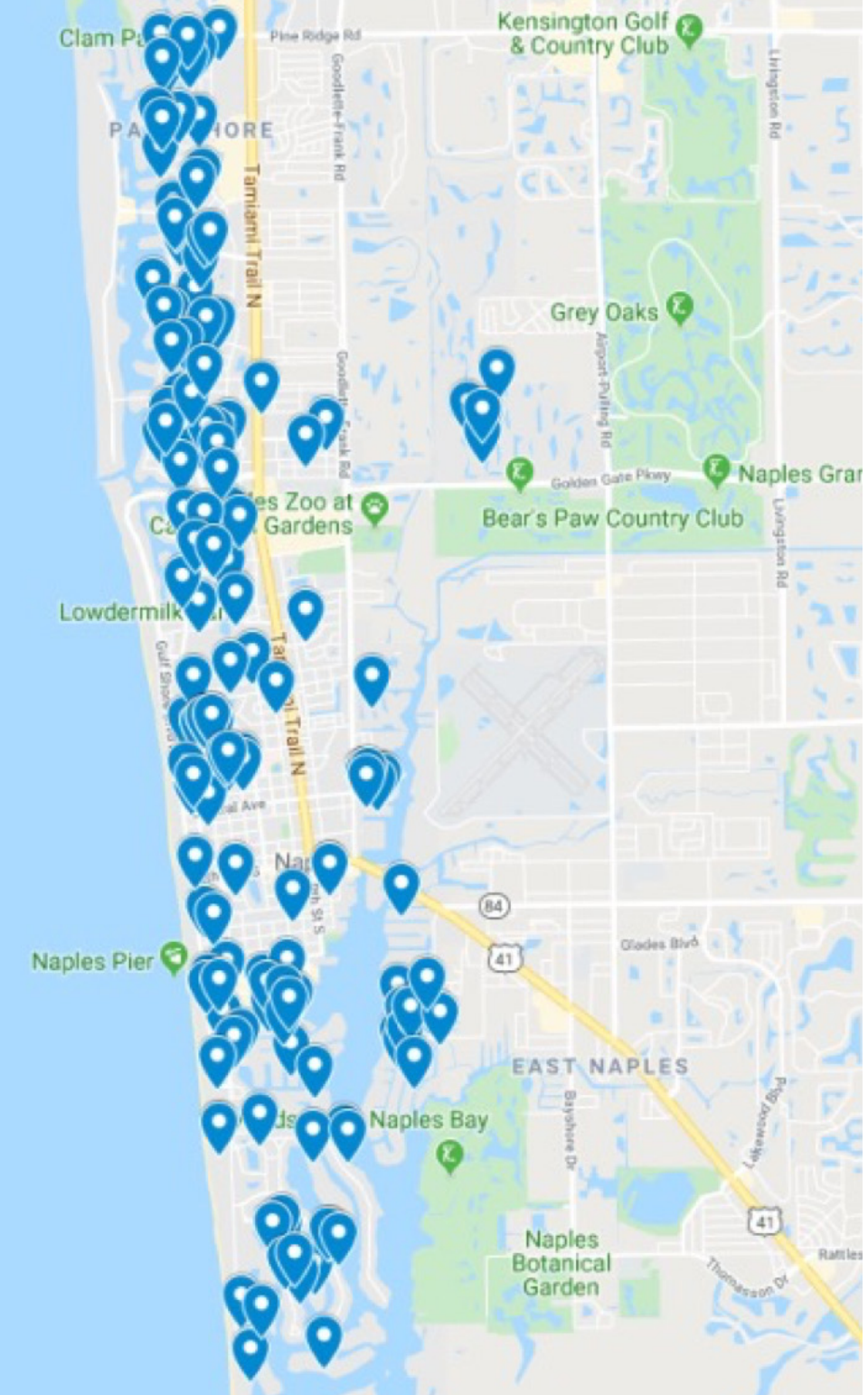
2018/19 NAPLES CITY PERMIT TYPES



New single-family permits increased 11.5% during the 2019 fiscal year. Market focus is moving to larger mixed-use commercial/multi-family project developments. Market strength indicates that overall permits will continue to remain strong.



# Locations of new single-family home permits





Grant Projects

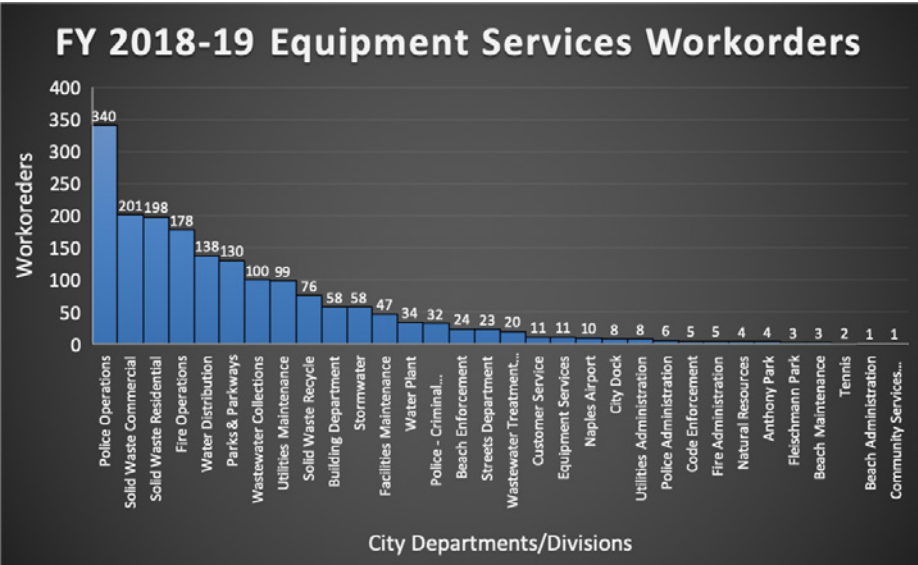
During FY 2018-19, staff secured a total of \$3,637,877 in grant funding for several projects being executed within the Utilities Department.

- \$1,062,000 – FEMA Hazard Mitigation Grant for Emergency by-pass pumps
- \$875,877 – SFWMD Grant for additional funds for Gulf Acres-Rosemary Heights septic to sewer special assessment
- \$500,000 – FDEP 319 Grant for Gulf Acres-Rosemary Heights septic to sewer connection program
- \$1,200,000 – FDEP Legislative Grant for Gulf Acres-Rosemary Heights septic to sewer special assessment



FLEET MAINTENANCE

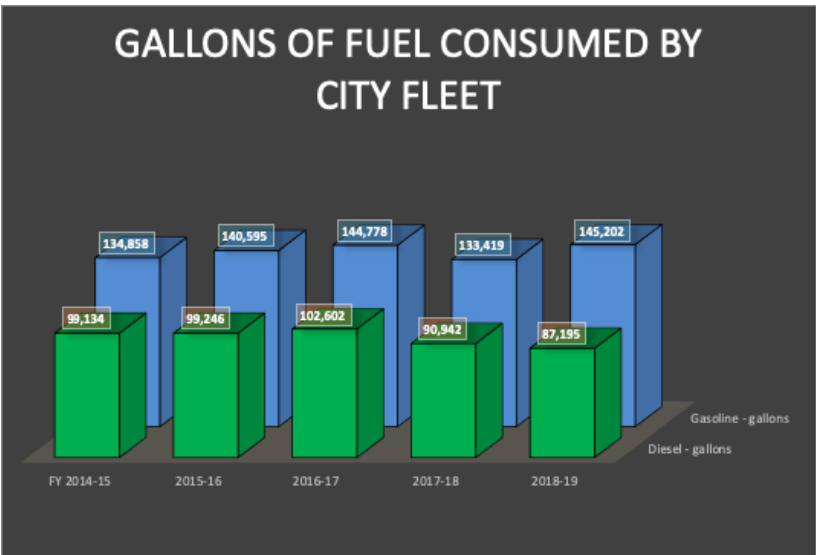
- During FY 2018-19, Equipment Services executed 1,838 workorders for preventative maintenance and repair services for the City’s fleet.
- Based on the volume of workorders generated for each Department, the Police, Solid Waste and Fire Departments were the largest internal customers for Equipment Services during the reporting period.



- Second to personnel, fuel for fleet vehicles and equipment account for the largest expense within the Equipment Services operating budget.

• The Equipment Services Division is responsible for maintaining a fuel depot with two 12,000-gallon tanks.

- During FY 2018-19, staff facilitated the dispensing and billing of 232,397 gallons of fuel.



An illustration of FY 2018-19 consumption in comparison to the previous four years.



FIRE-RESCUE

During the reporting period, Fire-Rescue staff together with Technology Services researched the appropriate equipment for the Emergency Operations Center (EOC). Initially, the team identified a multifaceted video wall that operates through a processor, essentially turning the multiple display screens into one computer screen. Staff from both departments performed the work to install the video wall. The interaction, cooperation and motivation demonstrated between Fire-Rescue and Technology Services departments resulted in a project cost savings. Further research into technology that connects the City of Naples broadcasting capabilities to the Emergency Operations Center Media Room are being explored. Identifying areas to add cameras in the community to assist the EOC with damage assessment and potential hazard areas are underway. The project is within budget and progressing as expected.

Extrication equipment is vital to a firefighter’s arsenal of tools. This equipment can be used in a variety of applications but are most commonly known for the removal of trapped or confined occupants of motor vehicle accidents. Fire-Rescue has extrication equipment on most of the fire apparatus, and this year extrication equipment was added to quick response vehicle Rescue Co. 1 and to Tower Co. 2. The battery-operated extrication tools proved to be a valuable asset in assisting with the removal of a patient from a vehicle accident on the first day it was placed in service.







## PRESERVE NAPLES' SMALL TOWN CHARACTER AND CULTURE

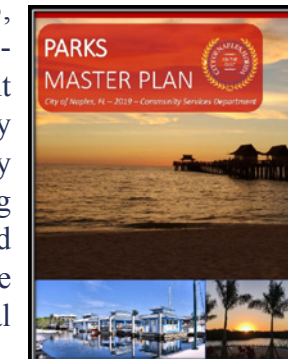
Residents and visitors alike recognize the ambiance created by the tree-lined streets of Naples. These trees assist in protecting and enriching the environment, maintaining neighborhood character, enhancing the appearance of streets within the City, and, improving the appearance and urban design of commercial corridors while protecting the residential character and charm of the City.

**The City of Naples urban forest consists of 20,120 managed hardwood trees and palms on streets, rights-of-way, parks and other public property.**



### Naples' Parks Master Plan

The Naples' Parks Master Plan was adopted by the City Council on April 3, 2019. The adoption of this 10-year Master Plan was the culmination of a multi-year study of the city's park system that included a draft report by consultant Dr. David Barth and significant community engagement that was led by City staff. The final plan, prepared by City staff and approved by the Community Services Advisory Board and City Council, provides an analysis of existing conditions and improvement recommendations for each of the City's parks and recreation facilities. The completion of the plan was delayed due to Hurricane Irma in 2017. The Parks Master Plan guides and informs the City's Capital Improvement Plan (CIP) for investment in parks and recreation facilities.



### Naples' Forest Plan

In order to develop a comprehensive assessment of the City's forest plan, an inventory of all trees and palms located on City property was carried out between September and February 2019. The 2020 Urban Forest Plan will be presented to City Council in February 2020. This plan reviews the accomplishments for FY2019 and lays out the goals for FY2020.

### BLAIR FOUNDATION MATCHING GIFT TREE CHALLENGE

**\$120,486**

To date, the City has raised \$120,486.00 towards The Blair Foundation Matching Gift Tree Challenge to help reforest the City. A robust fundraising campaign is underway (through December 2021) to raise \$500,000 in order to receive matching funds.





# Technology Services

*Aesthetic consideration of infrastructure located in public places*

While expanding its network to connect City buildings and infrastructure throughout the City, Technology Services is taking steps to preserve the character of Naples by installing underground fiberoptic lines that do not interfere with a neighborhoods character. Undergrounding the infrastructure enhancements hide the infrastructure from being intrusive, while at the same time providing resiliency from damaging storms. In those areas where infrastructure must be placed above ground, efforts are being made to landscape the infrastructure so that it is not visible, or to mount our equipment in such a way that it blends in with the surrounding area.



Aesthetic consideration of infrastructure located in public places.

## MEANINGFUL COMMUNITY ENGAGEMENT: *ENGAGING OUR YOUTH*

The Do the Right Thing (DTRT) program is designed to recognize school-aged children within our community who are doing good things. It is a community-based initiative which brings the Naples Police Department together with our community, local businesses, local schools, community organizations, City recreational centers, and most importantly, our youth.

This year 19 students received a Do the Right Thing Award and 4 students received the Marc Newberry Memorial Scholarship. The Marc Newberry Memorial Scholarship was created to celebrate the life and achievements of a young man who tragically lost his life in a boating accident. Marc had received the Do the Right Thing Award from the City of Naples in 2014 for courageously coming to the rescue of occupants who were trapped in vehicles during a flood.

The scholarship is awarded yearly at the final DTRT ceremony in May. It is presented to a Naples High School senior who has previously received the DTRT award for their actions.

In its inaugural presentation on May 1, 2019, four Naples High School seniors from the ROTC program were honored for talking with a student during a crisis situation, preventing self-inflicted harm.

Through the Drug Abuse Resistance Education (D.A.R.E.) program Naples Police Officers teach youth to control impulses and think about risks and consequences resulting in safer, more responsible and healthier choices, not only related to drugs, but in all areas of life. This year 257 fifth grade students graduated from D.A.R.E.



## 2019 Police & Fire Youth Academy

The 2019 Police & Fire Youth Academy is designed to introduce youth, ages 9-14 years, to careers in Law Enforcement, Fire Services, and Emergency Medical Service through classroom and practical exercises. This year 35 students participated in the weeklong program and graduated from the Academy.



ABOVE: The students receive the Do The Right Thing award. BELOW LEFT: Parents show up to support their children who were honored at the Do The Right Thing award ceremony. BELOW CENTER: The Mar Newberry Memorial Scholarship winner. BELOW RIGHT: The Naples High School senior ROTC members honored.





# Fire-Rescue Team

*Certifications and training are a key initiative for the City of Naples*

Firefighters and Fire Inspectors have been certified as infant and child seat installation safety specialists and are developing a child safety / car seat initiative.



## Learning to prevent fires

Fire-Rescue team members received a grant to attend the National Fire Academy Youth Fire-Setter Prevention and Intervention Course. This provides our personnel with an education on the examination of the typologies to determine the level of risk and an understanding of the motivation behind youth fire-setters, this will ultimately allow our personnel to identify and work with youth to prevent fires.

## Engaging our Community



18 residents graduated from the Citizen's Police Academy. Each year the Citizen's Police Academy's twelve-week session offers residents greater insight into Police practices and services through demonstrations and hands-on exercises.

*337 Crime Reduction meetings and 47 Homeowner Associations meetings were held to communicate proper safety measures needed to protect homes and workplaces, as well as to accept input on criminal activities and initiatives.*



## Coffee with a Cop

Coffee with a Cop events at various locations throughout the City. Coffee with a Cop brings police officers and community members together – over coffee – to discuss issues and learn more about each other. Approximately 400 citizens attended.





## Fire-Rescue Department

The City of Naples Fire Rescue Department assisted a local family with concerns their 8-year-old daughter had about being in a house fire. B-Shift personnel jumped at the opportunity to assist in making the child more comfortable. A meeting was held to go over fire safety in the home, including: home safety evaluation, smoke alarms, the use of an extinguisher and what to do in case of a fire, and Exit Drills in the Home (E.D.I.T.H.). Additionally, a Station Tour and Apparatus Display was scheduled for the family. They were able to come by Fire Station No. 1 and see “behind the scenes” of what happens in, and around the fire house. They were able to hear our dispatch procedures and see a firefighter put on his bunker gear with breathing apparatus. The family was very grateful for the tour and time spent. Their family has grown as they have become part of the Fire-Rescue family.



## ENVIRONMENTAL SENSITIVITY — MAKE NAPLES THE GREEN JEWEL

### Naples Bay Restoration and Water Quality Improvements Project

Construction of the Naples Bay Restoration and Water Quality Improvements Project at the Cove kicked off in May of 2019 with completion at the end of October 2019. The goal of the project was to remove approximately 1,000 tons of material in Naples Bay just downstream of the Cove Stormwater Pump Station that has accumulated over decades. After removal of the material, the channel was armored with various layers of rip-rap and a “Living Shoreline” was created on the south side of the Cove consisting of oyster bags and spartina plantings. The sidewalk along the seawall was improved with landscaping, irrigation, benches, trash receptacles, and 2 educational signs.

This project received the Envision® Silver Award for sustainable infrastructure from The Institute for Sustainable Infrastructure (ISI). The project delivers a heightened range of environmental, social, and economic benefits to Naples and surrounding communities.





## Oyster Reef Restoration Project

Oyster reef restoration at Site 1 was completed in June 2019 with 23 new reefs created and 3 chevron-shaped reefball structures which provide fish and oyster habitat as well as wave attenuation. An educational sign and a continuous datasonde which records water quality data every 15 minutes were also installed at the site. Environmental monitoring is ongoing, and the first post-restoration data collection event is scheduled for October 2019 in cooperation with Florida Gulf Coast University.



Aerial view of the oyster reefs created at Site 1.



Outer reef balls providing wave attenuation and fish/oyster habitat.



Natural Resources staff placing shell-filled trays to monitor oyster recruitment over time.



Checking the continuous datasonde which measures water quality every 15 minutes at Site 1.

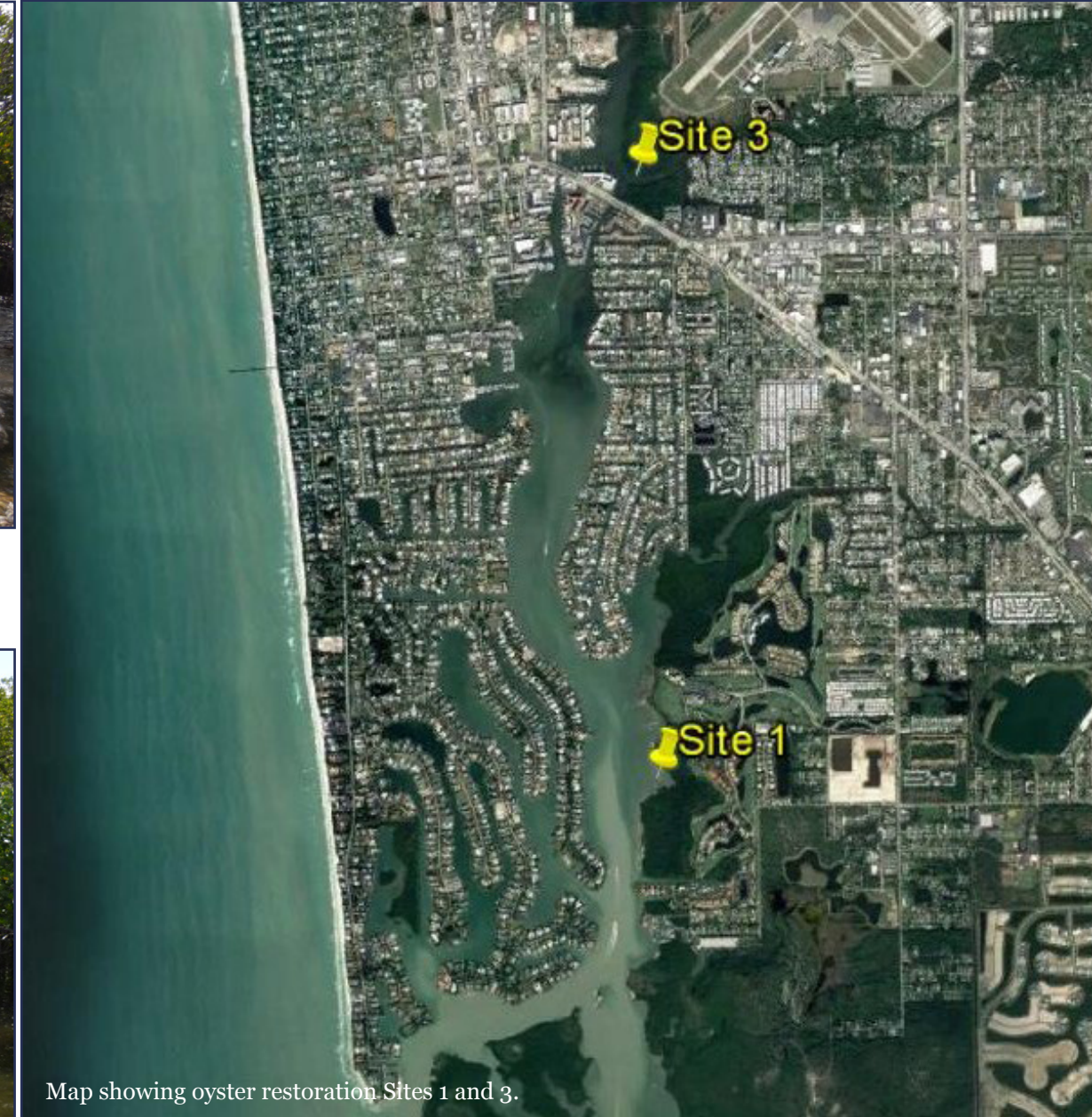


ABOVE: Volunteers placing shell-filled bags at Site 3 to create new reefs near the mouth of Rock Creek adjacent to the Gordon River. BELOW: Garland and Garland Marine Construction donating time and barges to deploy shell bags at Site 3 restoration area.



## The goals of this project are to:

- Restore a portion of the oyster reef community.
- Improve shoreline resiliency through protection from storm and wake surge.
- Improve water quality through restoration of filter-feeders.
- Restore other ecological components e.g. fish and invertebrate populations.
- Increase community awareness of the benefits and ecosystem services provided by living shorelines.



Map showing oyster restoration Sites 1 and 3.

**Construction at Site 3 located at the mouth of Rock Creek began in May 2019 with the help of numerous volunteers and donated time and barges. Construction is approximately 30% complete with an anticipated completion date of Summer 2020. Four volunteer events were held where over 100 residents from the community bagged shell and then deployed them into Rock Creek to form new reefs.**



Landscape/Fertilizer Ordinance Modification

The revised Fertilizer Code was adopted at the June 12, 2019 Council meeting. Revisions included implementation of a wet season ban and a ban on fertilizer containing phosphorus (unless a soil test shows a deficiency). Development of outreach materials is underway for distribution to City residents and landscapers.



The middle # on the fertilizer bag should be zero year-round. In the wet season (June-October), the first two numbers on the bag should be zero.

Basin V Stormwater Improvements

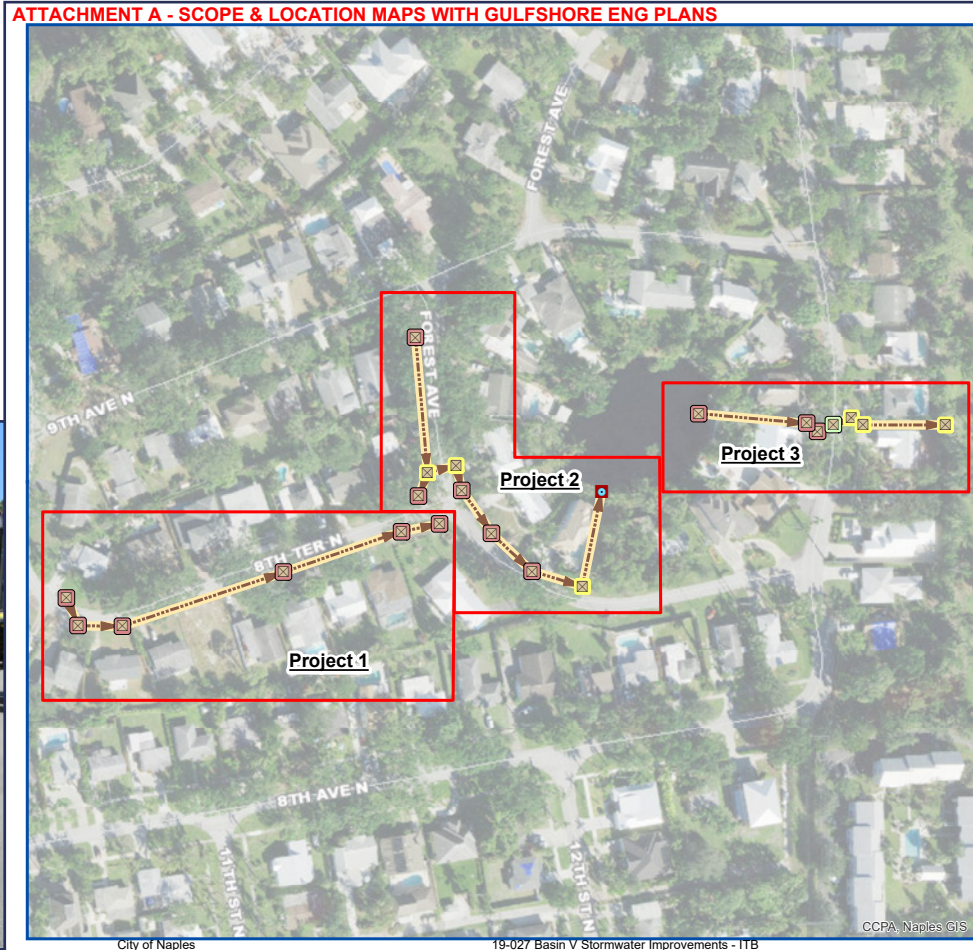
Construction of the 2019 Basin V Stormwater Improvement project began in July 2019 and will continue through December 2019. The goal of this project is to improve the stormwater system along 8th Terrace North in the Lake Park Neighborhood where several houses have experienced major flooding in recent years. Several new stormwater pipe segments were added on 8th Terrace N and Forest Avenue which flow into the stormwater pond known locally as Willow Lake. The existing pipe network into and out of the lake are also being replaced with larger pipes as part of this project. Additional water quality improvements include over 2,000 linear feet of reclaimed swales.



BasinV before construction begins.



TOP: The project begins. BOTTOM: new pipes ready to install.



TOP: An overview of the Basin V project. BOTTOM: Construction is underway on Basin V.



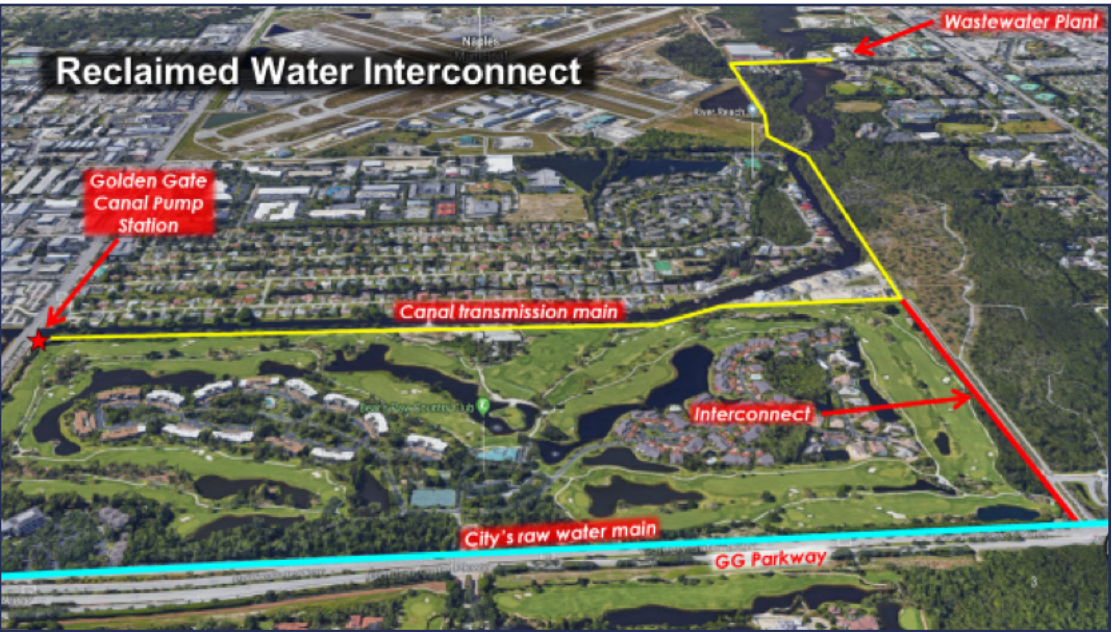
# The Naples Beach Restoration & Water Quality Improvement Project (aka Beach Outfall Removal Project)

Fiscal Year 2019 Milestones for The Naples Beach Restoration and Water Quality Improvement Project:

- City Council received the 60% design update at the December 2018 workshop;
- In June 2019, City Council awarded a contract amendment to Erickson Consulting to apply a complete streets application to the roadway restoration and design a more resilient roadway by raising Gulf Shore Boulevard in the project limits;
- Staff began another round of public involvement meetings to gather resident feedback on the widening and raising (this effort is ongoing);
- By the end of 2019, the project design will be 90% complete.



Central Avenue and Gulfshore Boulevard.



## Reclaimed Water Interconnect

Constructed 2,400 LF of 18” pipeline within the Vinland Drive easement, interconnecting the City’s raw water supply to the existing supplemental canal water source. The interconnect will supplement the reclaimed system with up to 3.0 million gallons per day.



**Accelerator 4 Rehab and Improvements** – The three (3) Accelerators located at the Water Plant have been in service since the 1970's and aid in settling solids and chemical mixing as part of the treatment process. Accelerator No. 4 was taken off-line due to metal fatigue and deterioration of the unit. All metal surfaces in the accelerator are being replaced in order to restore the unit for reliable service. This project continued through FY 2018-19 and is expected to be completed in December 2019.

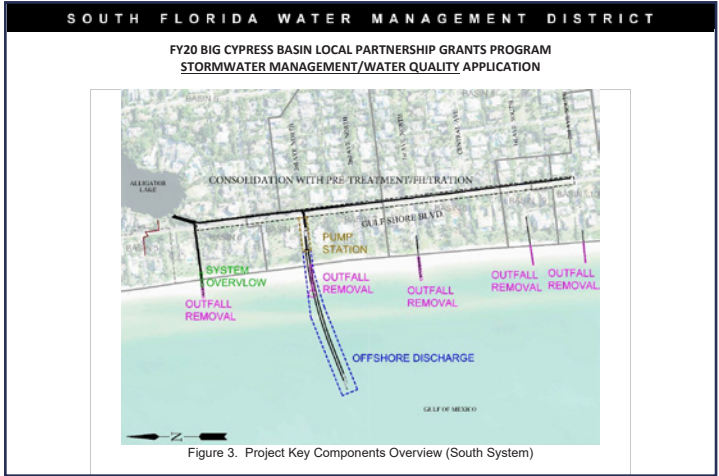


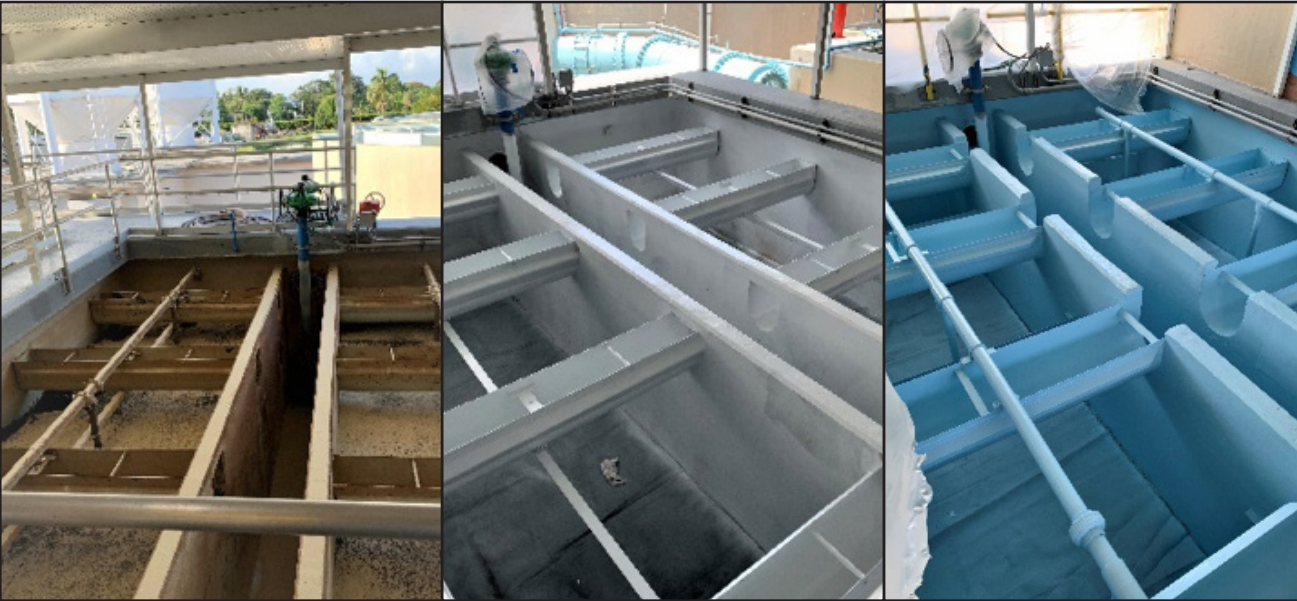
Figure 3. Project Key Components Overview (South System)



Flooding at Central Avenue and Gulfshore Boulevard.

## Water Plant Filter Bed Replacement

The 14 filter beds at the Plant utilize layers of gravel, sand, and anthracite to remove particulate from the water prior to entry to the distribution system. Filter media requires replacement approximately every 10 years. This project included the removal of all existing materials down to the underdrains at the bottom of Filters 3 and 6. New filter media (gravel, sand and anthracite) was installed in layers as per the manufacturer’s specifications.





**Water Utility**

The Central Laboratory performed testing for a total of 14,665 samples collected for water quality results for the Water Treatment Plant, the Wastewater Treatment Plant, and their respective water distribution and collections systems. All Laboratory analysts passed their annual proficiency tests for both drinking water and wastewater. These proficiency tests are just one of many requirements mandated under the National Environmental Laboratory Accreditation Conference (NELAC) which is required to maintain certification administered by the Florida Department of Health.



LEFT: The sewer pump before renovations. RIGHT: After the renovations.

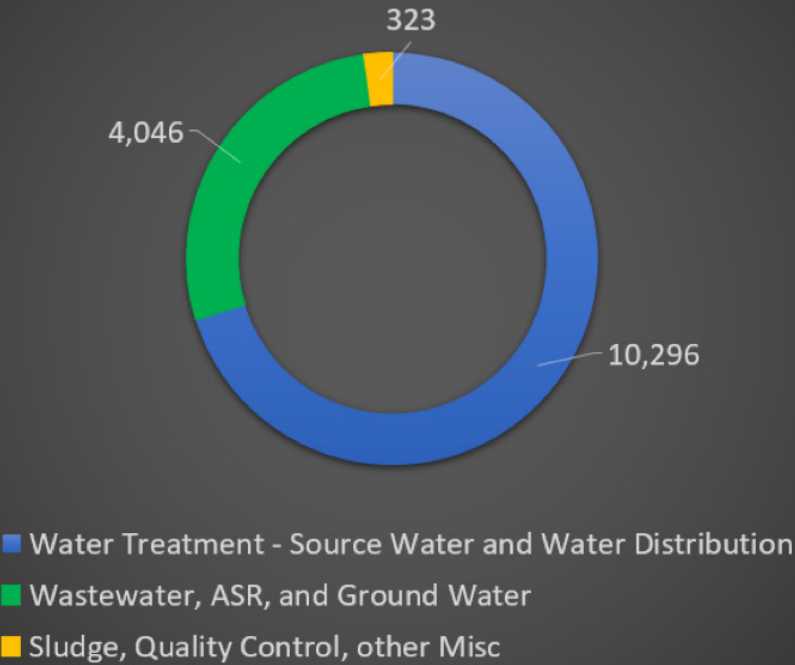
**Sewer Pump Station 36 and 26 Rehabilitation**

Sewer Pump Station 36 located at 3rd Street South & 18th Avenue South, and Pump Station 26 located at 2701 Gulf Shore Boulevard North were rehabilitated in FY 2019. Pump station rehabilitation enhances operating efficiencies and improves safety for required maintenance activities. These antiquated pump stations were upgraded with current controls, piping, electrical services, communication equipment, and enhanced structural integrity to the wet well to reduce infiltration.

**Gulf Acres/Rosemary Heights Joint Sanitary Sewer and Stormwater Project** – Construction of this joint City and County project commenced in December 2018. Approximately 50% of the City’s portion of the project is complete including the two new sewer pump stations (one in area 4 and one in area 5 of the City’s Unsewered Master Plan), a sewer force main, gravity sewer and services, and upgrades to the potable water distribution system including, fire hydrants, and service lines throughout Ridge Street, Cooper Drive, 10th St N, and a portion of Illinois Drive, 12th St N, and 14th St N. The project received a \$1.2 million appropriation from the State of Florida to offset residents’ costs.



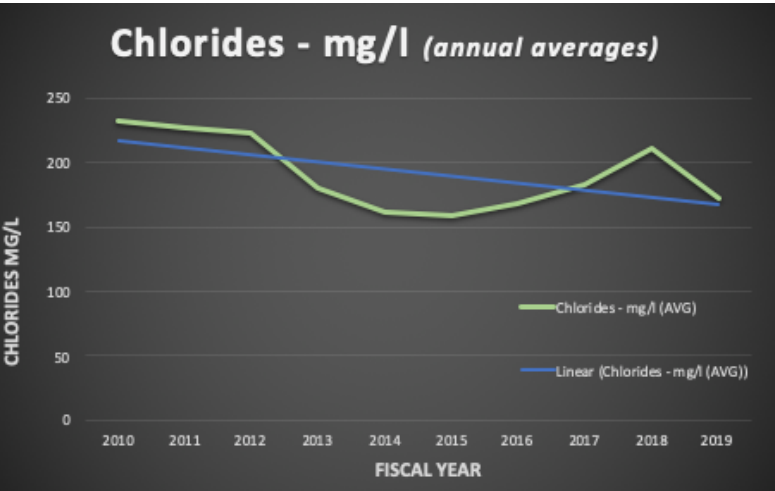
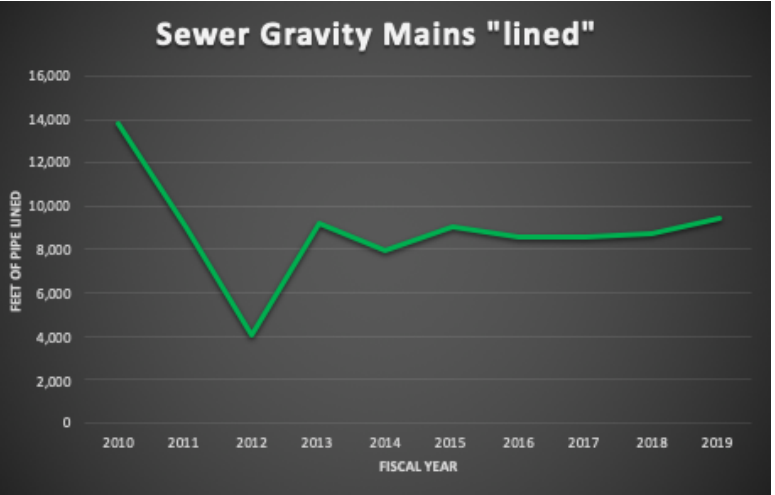
**FY 2018-19 Laboratory Samples Performed**



Lab Technician conducting the tests.

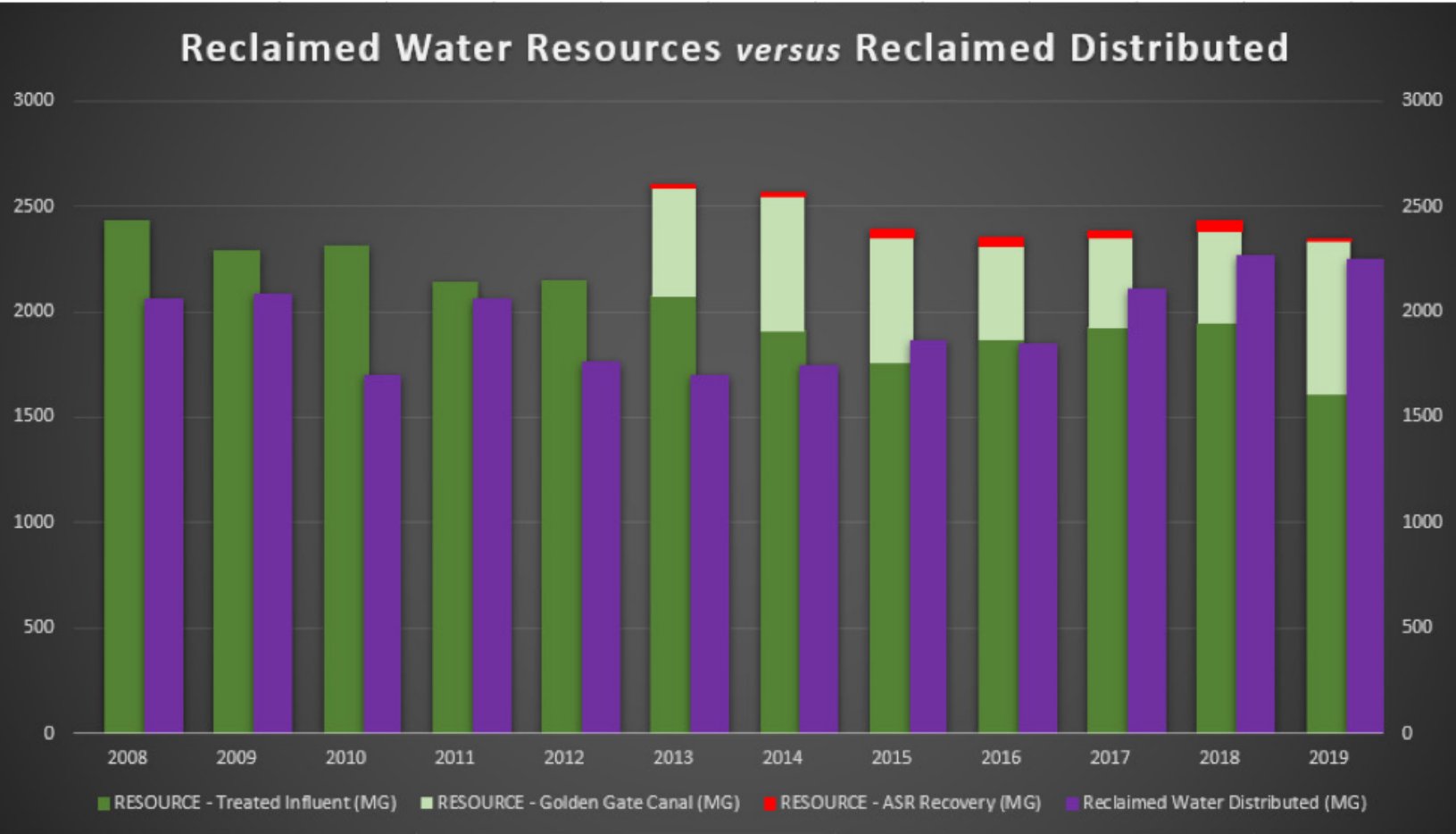
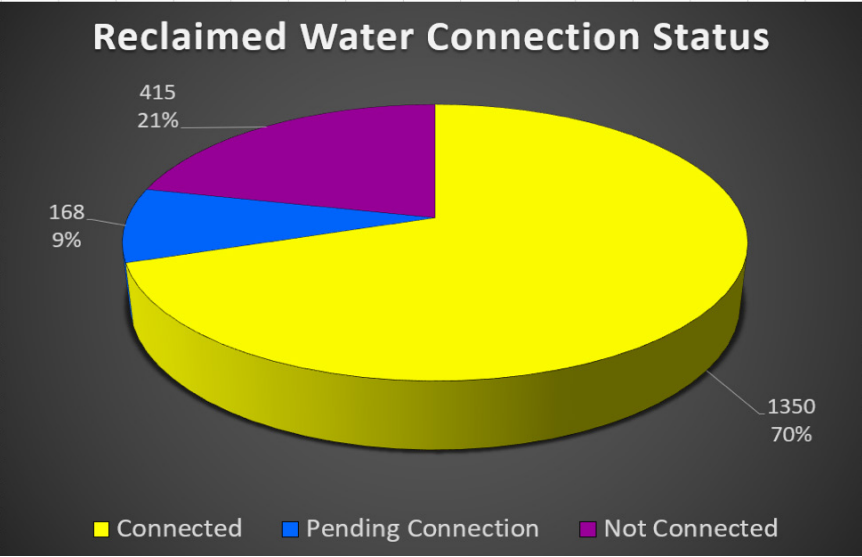


**Sewer Mains Cleaned/Televised/Lined** - Wastewater Collections crews identified and coordinated the lining of 9,434 feet of sewer gravity main during FY 2018-19. City Council established a reclaimed water chloride requirement not to exceed 400 mg/l. The reduction of saltwater infiltration into the wastewater collection system has reduced the chloride concentration in the reclaimed water to 172 mg/l as an annual average for FY 2019.



**Reclaimed Water Connections**

There are 1,933 properties that have availability to connect to the reclaimed water system and 1,350 of those properties are connected, resulting in a 70% connection rate. Over the past year, 30 properties connected to the system.



This graph illustrates the historical volume of reclaimed water resource in comparison to the volume of reclaimed water distributed to customers.



Solid Waste Division

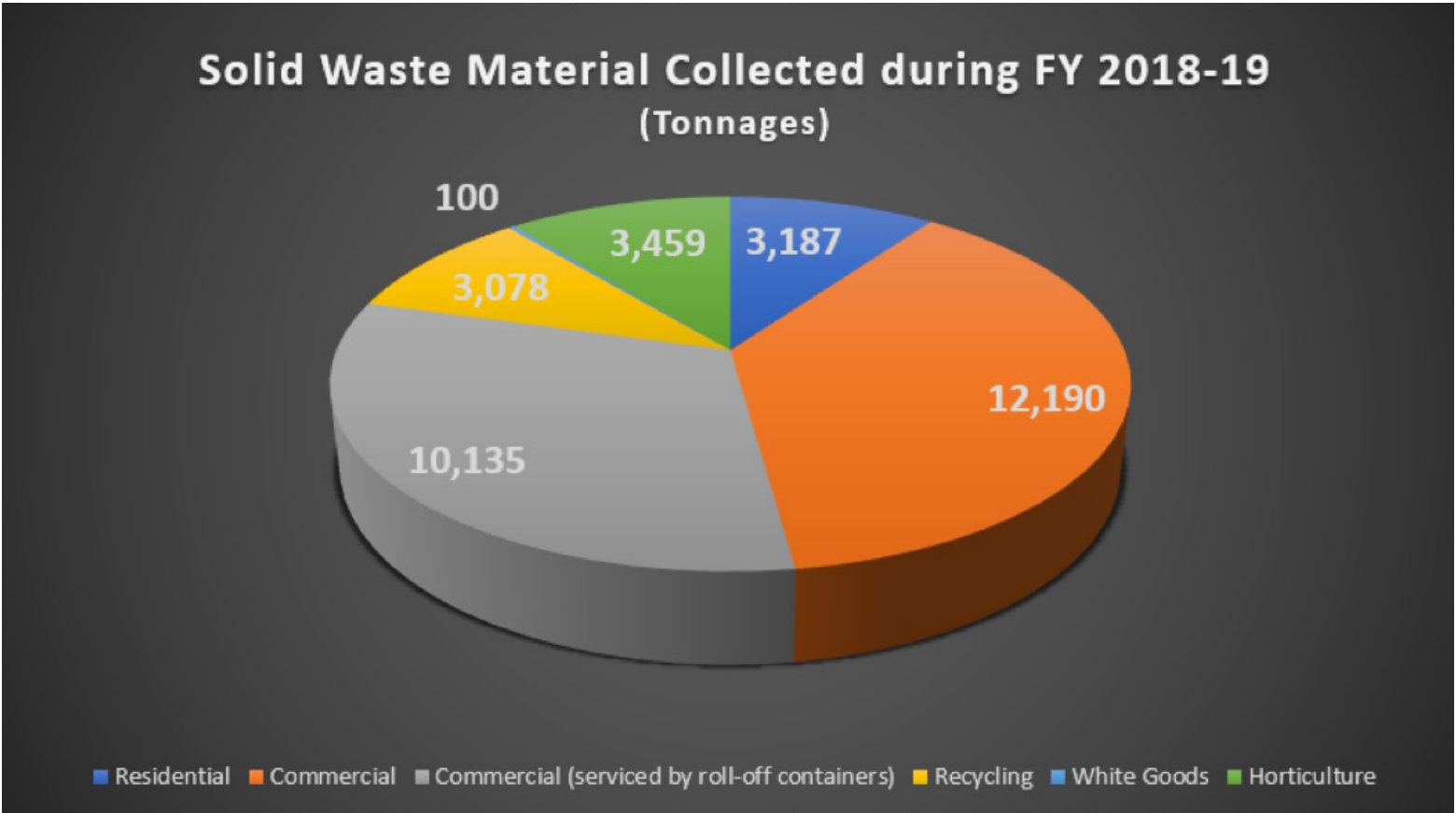
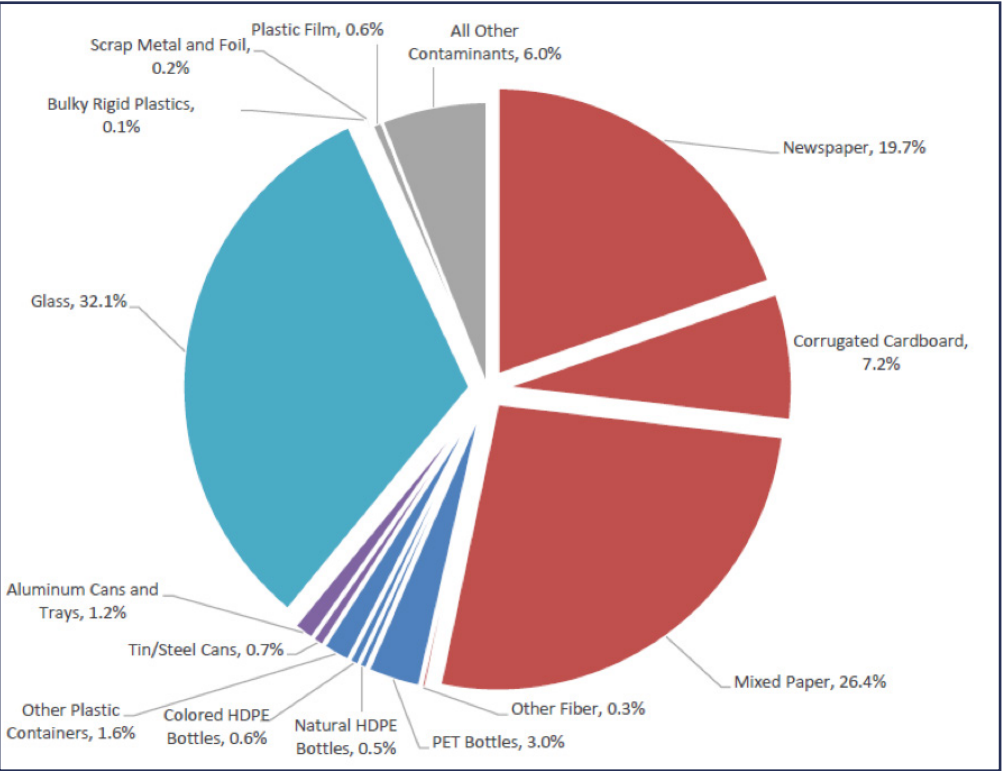
The Solid Waste Division services approximately 7,700 residences (single family, duplexes, and triplexes) and 9,000 Multi-Family units (complexes with four or more units). Commercial waste is collected from approximately 650 commercial customers and 500 condominiums. Small satellite collection vehicles with dump bodies are used for the side-yard residential collection service provided by the City. The small satellite vehicles haul the collected waste to the large refuse trucks that transfer and dispose of the garbage at the Collier County landfill. The department has 9 small trucks and 16 large trucks that perform residential, commercial and recycle collection services.

The City provides residential and commercial collection of single stream recycling. Recyclables are delivered to the City’s transfer station located on Corporate Flight Drive in Naples, Florida. The recyclables are then transferred to Lee County’s material recovery facility (MRF) in Fort Myers, which is operated by Republic Services.

In the past, Lee County has expressed concern to the City regarding the amount of contamination received at the MRF.

During the week of March 4, 2018, a Recyclables Composition Study (RCS) was conducted on the City’s recyclable material to determine the level of contamination as well as the composition of recyclable materials that Naples is sending to the MRF. This included sampling all residential routes, commercial routes, and material collected from public recycling cans at the beach (Beach Ends).

Upon completion of the study, the City’s rate of contamination was calculated to be 6.6%.



The following chart illustrates the tonnages of waste that was collected within the City during FY 2018-19. Note: Horticulture debris collections and disposal is performed by a subcontractor, Waste Connections, Inc.



Recyclable material is loaded and transported to the Lee County Material Recovery Facility (MRF) by tractor trailer. The City’s tractor is used for this operation.



**Collection vehicles and equipment are considered the heart of the collection operation. Vehicles and equipment are replaced annually (based on replacement criteria) to maintain the integrity of the fleet and avoid service disruptions.**

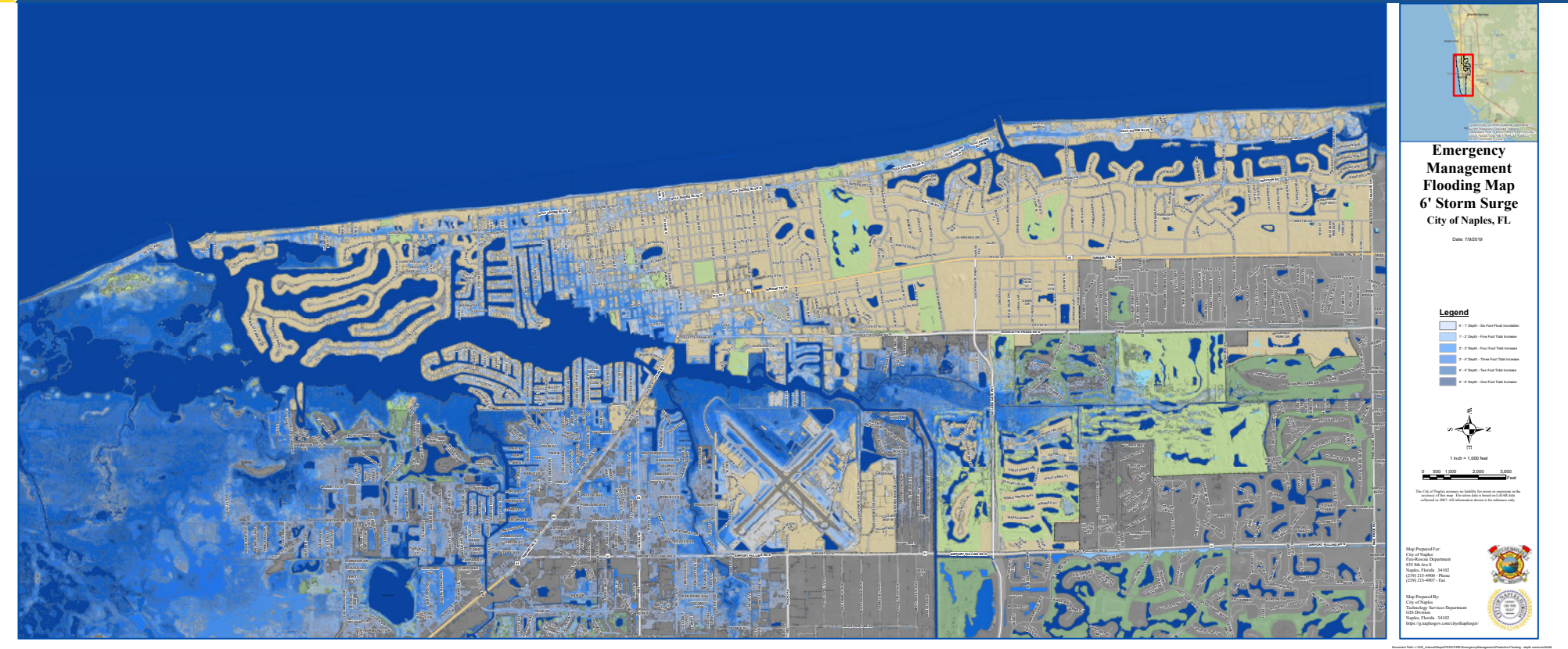


## Building

Construction for the HVAC Replacement/Geo-Thermal system, Lobby and Site Renovations is complete. A new Geo-Thermal System was installed to eliminate costly re-use water used for HVAC cooling systems. Project is expected to save the Building Fund approximately \$80,000 per year.



Lobby renovations provide upgraded lighting and HVAC systems.



## Technology Services

The City of Naples Geographic Information System (GIS) group manages the City's geospatial data, maps and supports GIS users throughout the City. The GIS group also help different Departments perform complex analysis of mapping information to predict the potential impact of coastal flooding from storms and tide level increases from climate change. Using highly accurate digital elevation models, the GIS group can identify which areas of the City would be affected by storm surges, allowing other Departments to identify at risk infrastructure.



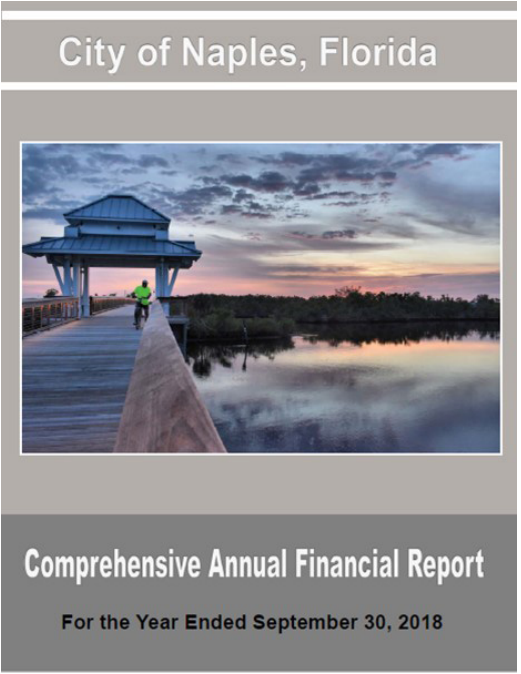
## Fire-Rescue

September 2019 – Fire-Rescue was called by a concerned citizen about a weak and dying Osprey. The citizen stated that no one would respond to help. Fire-Rescue personnel gained access to the condo and rescue the injured bird; we then transported it to the Conservancy of Southwest Florida for care.





MAINTAIN AND ENHANCE GOVERNANCE

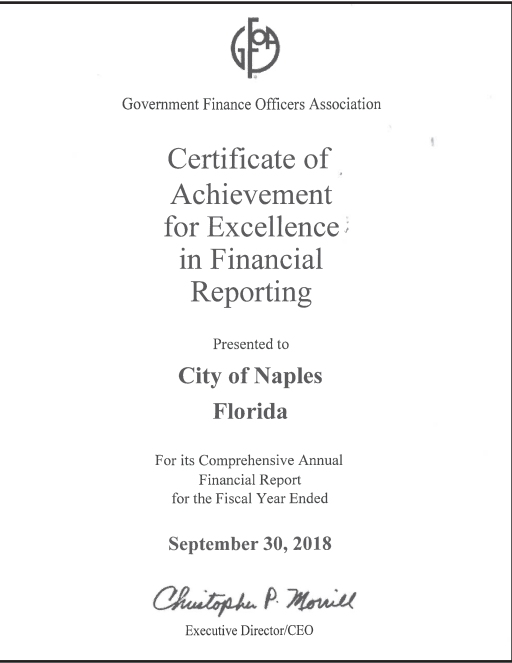


Comprehensive Annual Financial Report

For the 38th consecutive year, the City has earned the Certificate of Achievement for the Comprehensive Annual Financial Report (CAFR) from the Government Finance Officers Association for last year’s audit. The Certificate recognizes the spirit of transparency and full disclosure.

Accounting

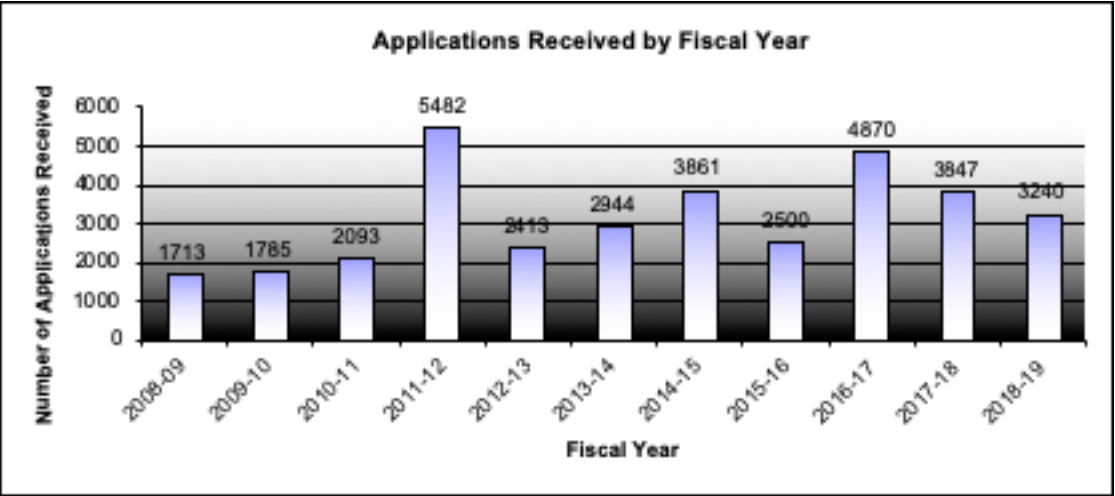
Receipts	Number	Amount
Counter Payments	10,649	\$ 5,362,637
Utility Billing Phone Payments	10,785	\$ 3,103,658
Web Payments	16,863	\$ 4,622,222
Parking Phone Payments	3,710	\$ 141,900
Expenses		
Invoices	10,304	\$ 71,282,878
P-Cards	8,189	\$ 4,441,648
Payroll Checks	13,918	\$ 24,894,881



2019 Reverse Trade Show

Vendor Training

The yearly Reverse Trade Show hosted by Southwest Purchasing Chapter – Gulf Coast Association Governmental Purchasing Officers includes 14 Public Entity participants in a meet and greet venue where vendors present the services they offer to public entities. This event allows vendors to meet numerous City, County, School Board, and Airport Authorities under one roof. This year’s event was held on March 22, 2019 with 129 vendors in attendance. The City of Naples Purchasing staff presented live online Vendor Registration Verification and answered questions on How to do Business with the City.



Employment applications received and processed over past ten years.

HUMAN RESOURCES DEPARTMENT

The Human Resources Department provides quality customer-driven services for the City’s most valuable assets, its employees, by ensuring that the City recruits, develops, recognizes and retains the best talent possible to deliver quality public services to residents and visitors of Naples.



Employee turnover over past ten years..



Mayor Bill

Additionally, the department manages the City’s risk and exposure related to activities of the City, its departments and employees; as well as manage employee benefits to provide quality healthcare services to its employees, retirees and eligible dependents in a cost-effective manner; offering innovative, cutting edge benefits and a wellness program.

- City of Naples Wellness in Naples (WIN) Race Series.
- Sponsored City Employees to run in four local races.
- Thirty employees participated in one or more races.
- Fourteen employees completed three or more races.

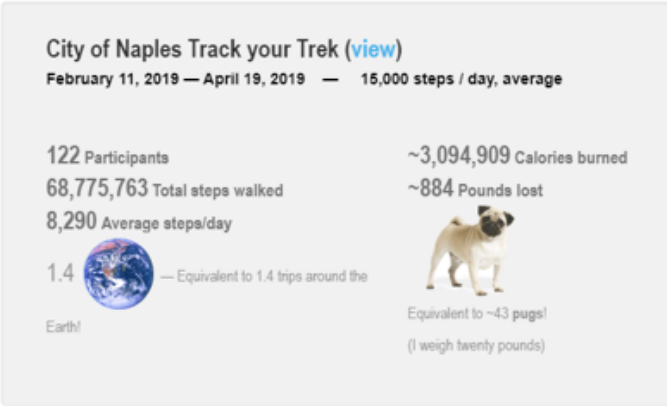
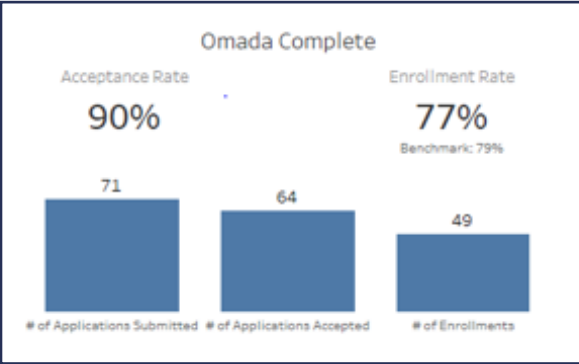


City staff and a council member before a 5k race.



Human Resources

Omada Health is a digital lifestyle change program that is offered to employees and covered adult dependents enrolled in the City’s medical plan. The Omada program is offered at no cost and can help employees lose weight, feel fantastic and develop long-term healthy habits.



**Track Your Trek** – WalkerTracker Challenge: A 10-week walking challenge using a web and application-based platform enabling users to automatically record and track steps and interact with other users.

The City of Naples is committed to providing a safe workplace for its first responders as well as strengthening the City’s critical infrastructure and facilities in order to ensure professional, effective and proficient long-term operations within our community.

On May 22, 2019 the City held a ribbon cutting for Fire Administration/Fire Station No. 1. Since then the newly constructed Station has been fully operational. The new building meets all safety requirements set forth through the National Fire Protection Association (NFPA). It was constructed to withstand a Category 5 hurricane and includes a state-of-the-art Emergency Operation Center.



**The Fire Administration / Fire Station No. 1** is serving the City of Naples to its full potential, recently providing the backdrop for the City’s annual hurricane tabletop exercise.



**Fire Station No. 2** received NFPA upgrades such as the addition of a bunker gear extractor to clean personal protective gear. This is recommended as a preventive measure to limit the potential of carrying carcinogens from fires back to the station. Other upgrades included a tankless water heater, renovated bunker gear storage, the laundry room, fitness area and kitchen, as well as renovations to the Heating Ventilation and Air Conditioning (HVAC) system.

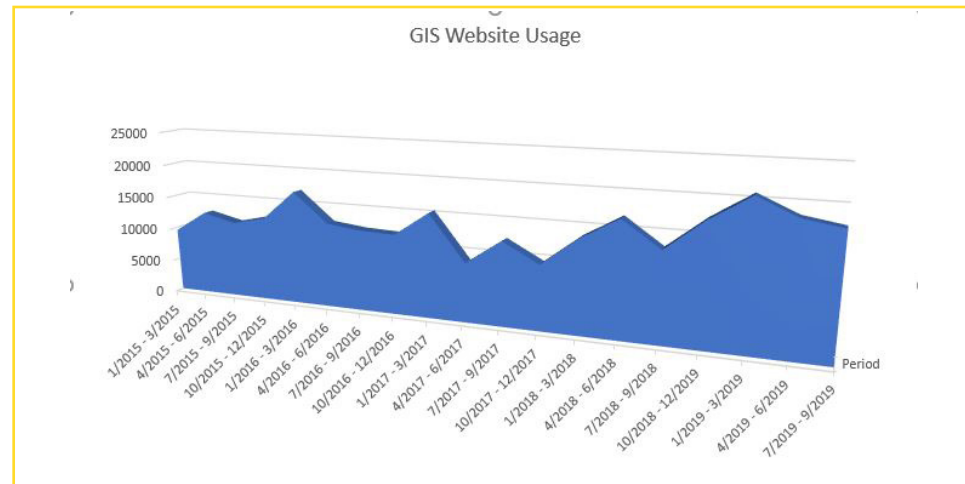
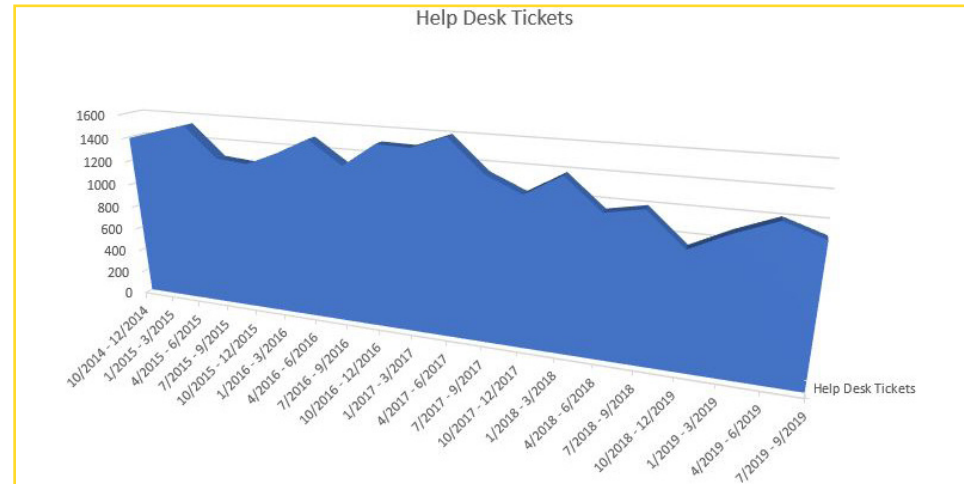
All three of these infrastructure projects are complete or on schedule and within budget.

**Fire Station No. 3**  
Fire-Rescue staff continue to work with Naples Airport Authority on the construction of a new facility to house Fire-Rescue personnel at the Naples Airport. Staff has recommended that this facility be built to withstand a category 5 hurricane and that NFPA requirements be considered. The project design is complete, and a contractor was selected. The Fire Station No. 3 construction broke ground on September 23, 2019.



## TECHNOLOGY SERVICES

The Technology Services Department is responsible for meeting the current and future technology needs of the City and its employees in their service of the citizens of Naples. Technology Services maintains the City's electronic infrastructure by providing support to other City Departments by managing computer operations, mobile devices, email, phones, maps, vehicle tracking, and computer applications. Technology Services is also responsible for maintaining the security of the City's data and network operations in the ever-evolving threat scape of cybersecurity.



**Support Citywide IT Needs**— Technology Services operates a help desk providing 24-hour support to City Employees to assist them with their technology needs from password resets, replacing broken computers on first responder's apparatus to recovering deleted files. In this fiscal year, Technology Services staff completed work on 4,337 help desk tickets in addition to completing their own initiatives to modernize and secure the City information technology infrastructure. In addition to providing network support, the GIS group recorded 73,863 visits to the City's different online maps where a user was able to find information about City services, zoning, flood plains or recreational opportunities without having to contact the City directly.



**Emergency Operations Center** — With the construction of the Fire Station 1, Technology Services was actively engaged with the Fire Department in designing and outfitting the new Emergency Operations Center to provide a fast, efficient and reliable data sharing environment. Technology Services designed the video wall resulting in a significant cost savings for the City as well as installing the computer, wireless communications and phone systems.



**License Plate Reading**— Working in cooperation with the Naples Police Department, Technology Services has been completing the installation of a License Plate Reading (LPR) camera system to protect the residents of the City of Naples. Technology Services has been installing the physical and network infrastructure to accommodate the new system which will be complete in the first quarter of the 2019, 2020 fiscal year.

## Cyber security

Cybercrime is on the rise, with worldwide total damages expected to reach 3 Trillion dollars per year by 2021. Technology Services maintains an active security posture protecting the City's infrastructure and data using firewalls, security scans and training. Even with this aggressive defense, the City of Naples was a victim of a Spearphishing Attack this year. While there was no intrusion, City defenses were not breached and no data was compromised, the City joined a list of four other institutions in South West Florida who experienced significant attacks in the last 13 months.



**Infrastructure enhancements** — Technology Services is implementing a defined maintenance program to make sure that technology assets are replaced as they reach the end of their useable life span. As computer and network assets age, they are no longer able to process data or Internet traffic with the speed and security that is required in current and future operations. The updated replacement cycle improves the services that City Departments are able to provide and removes security risks from utilizing obsolete equipment.

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# Building Renovations & Improvements

City Council appropriated funds for City Hall and City Council Improvements over two fiscal years totaling \$445,000. Projects included an evaluation of the coral tiles used on the interior and exterior of City Hall, exterior painting (excluding coral tiles), renovations to City Council Chamber and ADA accessibility improvements and general renovations to the City Hall restrooms (2 floors). Due to the overlapping nature of the projects, all the listed projects were completed in FY2019. The total cost of the projects, over two fiscal years, is \$281,704. The projects were delivered under budget by \$163,296 largely because Craig Mole, Building Official (and architect) designed the restroom improvements at City hall and, the Facilities Division served as the General Contractor for the project.

During this reporting period, Planning staff worked with local architects and the Collier Builders Association on revisions to the Code for pool decks and fences and prepared discussion on other text amendments which are continuing through the process in the next fiscal year.

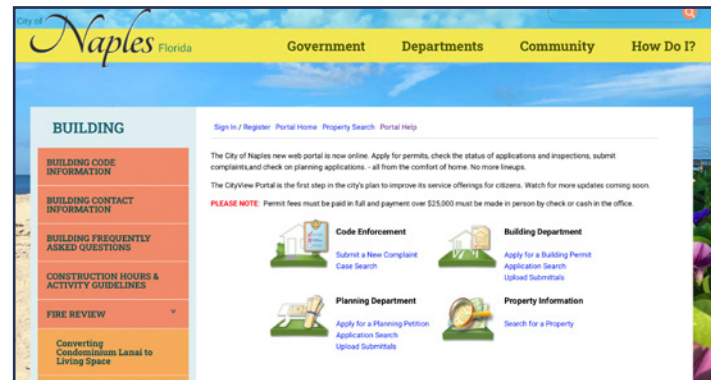


Building Department has been awarded a \$300,000 FEMA Hazard Mitigation Grant to replace the existing Community Development Building roof, doors, and windows to meet new Florida Building Code standards.

**The Floodplain Coordinator** reviews plans and elevation certificates for floodplain management regulations. The city is still encountering permits for Hurricane Irma damage and to date there has been approximately \$9.7 million paid out for flood insurance claims in the city limits. Staff has started reviewing the claims and will work with those property owners to better understand the reason for their flooding and work towards mitigation efforts so future flood losses would be reduced.



**Electronic Permits** – The City’s permitting is now entirely electronic, paper permitting has been eliminated. The new system will ensure a more streamlined permitting process and add customer service benefits that far exceed current software capabilities. Planning staff has reviewed approximately 1,458 building permits since the software was fully implemented in early 2019. Additionally, the platform includes a Code Enforcement module designed to streamline processes and capture additional data to aid Code Enforcement staff and City Council in decision-making.



**The Building Services Records office** processes all building department public records requests from contractors, property owners, insurance companies, attorneys, etc. that we receive through the city public records request portal and by telephone, email and or walk-ins. Last year, 3,329 records requests were processed. We continue to strive and provide excellent customer service.



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