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# City Manager's Progress Report & Guide to City Services



Spring 2012 • Special Issue



## HOW TO CONTACT THE CITY OF MELBOURNE

**TELEPHONE:** Contact City Hall and departments at 321/608-7000. Other numbers are provided in this publication and are available in the white pages of the telephone directory under the listing for "Melbourne."

**HOURS:** City Hall business hours, including utility account services, are 8:30 a.m. to 5 p.m., Monday through Friday. Pay utility bills online at [www.melbourneflorida.org](http://www.melbourneflorida.org) and by telephone at 608-7100.

**MAIL:** Correspondence can be addressed to individuals or departments and forwarded to City Hall, 900 E. Strawbridge Avenue, Melbourne, FL 32901.

**E-MAIL:** All e-mail can be forwarded to [cityhall@melbourneflorida.org](mailto:cityhall@melbourneflorida.org) for distribution to departments, or can be addressed to other e-mail addresses listed in this publication. Under State law, all e-mail addresses and messages received by the City

are considered public record.

*To report police, fire, or medical emergencies, always dial 911.*

**OTHER NUMBERS:** The primary non-emergency number for the Police Department is 409-2200. For the Fire Department, the primary non-emergency telephone number is 674-5866.

For assistance related to water service, reclaimed water service, or sewers, call 674-5726. For water or sewer problems outside of normal business hours, call 255-4622.

**CITY COUNCIL:** The Mayor and other City Council members can be contacted through the City Clerk's Office. Call 608-7220 or send e-mail to [cityclerk@melbourneflorida.org](mailto:cityclerk@melbourneflorida.org).

Information about current City Council members is available online at the City's official web site. Go to [melbourneflorida.org/info/council\\_info.htm](http://melbourneflorida.org/info/council_info.htm).

**WEBSITE RESOURCES:** Many resources are available at the City of Melbourne website, [www.melbourneflorida.org](http://www.melbourneflorida.org), including the utility payment options, service information, records, and forms that can be downloaded.

Emergency advisories including precautionary boil water notices are posted to the web site when issued, as are other city advisories including those related to hurricane events.

An interactive community calendar is also available at the web site. The calendar lists community events and has automated options including e-mail notices to those who request the service.

Calendar listings include government meetings as well as community activities. Calendar submissions are accepted for non-commercial events.

(Continued on Next Page)



## THE MELBOURNE CITY COUNCIL

Melbourne's charter provides for a Council-Manager form of government. Elected to office are a Mayor and six City Council members. All of the elected officials are selected by citywide vote to serve four-year terms.

Council Members must reside within the district for which they are elected, while the Mayor can live in any part of Melbourne. A map indicating Council district boundaries is available online at [melbourneflorida.org/info/cmmap.htm](http://melbourneflorida.org/info/cmmap.htm).

The Council meets on the second and fourth Tuesday of each month at 6:30 p.m. at City Hall.

### MEETING AGENDAS

The agenda for each upcoming City Council meeting is posted at the City's official web site at [www.melbourneflorida.org/meet](http://www.melbourneflorida.org/meet). A summary of minutes is posted after each meeting, followed by the full minutes after Council approval.

### VIDEO RECORDINGS

Regular City Council meetings are recorded to allow broadcast on Space Coast Government Television, the Brevard County government access channel. Broadcasts are streamed to computers. Access is available at [www.brevardcounty.us/scgtv](http://www.brevardcounty.us/scgtv). Recordings are available on DVD at the City Clerk's office.

Broadcasts are on cable channel 199, and are normally televised six times in the two weeks following each meeting. Broadcasts are at 12:01 a.m. on Thursdays, 9 a.m. Fridays, and 6 p.m. Sundays.

### THE CITY CODE

Information about the way in which the City of Melbourne is governed is available in the City Code. The code explains the role of elected officials and guides all municipal operations. The City Code is available for review at the City Clerk's Office and can be accessed at the City web site ([www.melbourneflorida.org](http://www.melbourneflorida.org)).

Mayor  
Harry Goode  
608-7220



District 1  
Vice Mayor  
Mike Nowlin  
254-1886



District 2  
Mark LaRusso  
779-8505



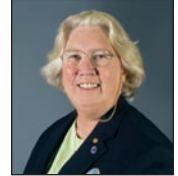
District 3  
Kathy Meehan  
984-7588



District 4  
John Thomas  
608-7220



District 5  
Molly Tasker  
259-1719



District 6  
Greg Jones  
242-3444



*TODAY'S City of Melbourne was incorporated in 1969 when voters in the neighboring communities of Melbourne and Eau Gallie, both cities dating from the late 1800's, approved consolidation to form a single municipality.*

## GOLF COURSES

The CRANE CREEK RESERVE Golf Course of Melbourne. Pro shop, driving range, snack bar. 255-4606

The MALLARDS LANDING Golf Course of Melbourne. Pro shop, driving range, snack bar. 674-5716

Tee-time reservations: 321-722-6002 or online at [melbourneflorida.org/golf](http://melbourneflorida.org/golf)

## RECREATION CENTERS

Each center offers daily activities, special events, and classes. Contact the center for details about ongoing and special programs. Rental space is also available.

- Crane Community Center  
1440 Mosswood Dr. - 255-4609
- Eau Gallie Civic Center  
1551 Highland Ave. - 255-4608
- Grant Street Community Center  
2547 Grant St. - 674-5723
- Lipscomb Park Community Center  
3316 Monroe St. - 674-5725

## SWIMMING POOLS

The City swimming pools located at Lipscomb Park, Sherwood Park, and Fee Avenue Park are to be open daily beginning on May 26 and continuing through Aug. 7.

The pools are to be open on weekends only from August 11 through September 3.

For more information on schedules and swim classes, call 255-4608.

## TENNIS COURTS

- Fee Avenue Tennis Complex  
114 E. Fee Avenue  
Hard courts and clay courts.  
674-5720
- Jimmy Moore Tennis Complex  
2810 Sarno Road  
Hard courts & practice wall.  
255-4613

Classes are held at the complexes, tennis leagues play at the courts, and USTA sanctioned tournaments are periodically staged. A Junior Team Tennis program is also offered.



ENERGY CONSERVATION was a goal of a new roof for the Front Street Civic Center, one of a series of improvement projects funded by a federal grant, each intended to reduce energy consumption.

## CODE VIOLATIONS

The City Code includes community regulations that provide rules in such areas as illegal structures, overgrown lots, junked vehicles, trash, debris, and signs.

The City Code provides methods for addressing violations. City inspectors initiate actions and respond to complaints. Code violation seminars are available to homeowner associations to allow discussion of the City Code and common violations.

### CONTACT:

Code Enforcement Office  
608-7905 FAX 608-7920  
24-hour report line: 608-7902  
E-Mail: [codecompliance@melbourneflorida.org](mailto:codecompliance@melbourneflorida.org)

### ON THE WEB:

[www.melbourneflorida.org/code](http://www.melbourneflorida.org/code)

## Who to Contact for FACILITY RENTALS

A number of facilities managed by the Leisure Services Department can be rented. For information about the Melbourne Auditorium, the Front Street Civic Center, and the Wells Park Gazebo call the Auditorium at 674-5700.

For information about rentals of other facilities call the Leisure Services Department at 255-4608.

### ON THE WEB:

[www.melbourneflorida.org/leisure](http://www.melbourneflorida.org/leisure)

## Locating City RECORDS

The primary custodian of municipal records is the City Clerk, 608-7220. Construction records are available from the Code Compliance Office, 608-7915.

Police Department records are available at the Apollo Boulevard headquarters, 409-3305. Fire Department records are available at the Hickory Street station, 674-5866.

## Using the CITY CODE & COMPREHENSIVE PLAN

Copies of City Code and the City's Comprehensive Plan document are available for inspection or purchase at the City Clerk's Office (608-7220) at City Hall. Both are also available at the three public libraries in Melbourne. They can be accessed online at no charge via web links at [www.melbourneflorida.org/map](http://www.melbourneflorida.org/map).

## STORMWATER UTILITY

The program is funded by a property assessment and is designed to prevent flooding and allow compliance with federal environmental standards.

### CONTACT:

Engineering Department  
608-7300 FAX 608-7319  
Hotline (illicit discharges) 608-7341

### ON THE WEB:

[www.melbourneflorida.org/stormwater](http://www.melbourneflorida.org/stormwater)

## Contact Numbers for PROBLEMS & QUESTIONS

Contact City Hall at 608-7000. Telephone numbers below will provide access to City departments and other resources. For emergencies dial 911. To contact a 24-hour crisis intervention, information, and referral service, dial 211 (211brevard.org).

White pages of telephone directories include government service telephone numbers under the headings of Melbourne, Brevard County, Florida, Schools, and U.S. Government.

ANIMALS - 633-2024

BIRTH RECORDS - 454-7163

BUS SERVICE - 633-1878

BUSINESS FEES - 608-7038

CABLE TV - 254-3300

CAR TAGS - 264-6935

CEMETERIES - 608-7220

DEATH RECORDS - 454-7163

DRAINAGE - 953-6231

DRIVER'S LICENSE

Sarno Road - 264-6935

FOOD STAMPS - 690-3710

HAZARDOUS WASTE - 633-2017

HEALTH DEPT. - 637-7300

JOB LINK - 504-7600

LANDFILL - 255-4365

LIBRARIES

Eau Gallie - 255-4304

Martin Luther King Jr. - 952-4511

Melbourne - 952-4514

MELBOURNE COURTHOUSE

50 S. Nieman Ave. - See Brevard County listings in white pages.

MOSQUITO CONTROL - 952-4523

PARKING TICKETS - 608-7027

PASSPORTS - 637-5413

POISON CONTROL - 800-222-1222

POSTAL SERVICE - 800-275-8777

Eau Gallie PO - 259-5574

Melbourne PO - 723-6164

RECLAIMED WATER - 674-5726

RECYCLING - 953-6302

SCHOOL BOARD - 631-1911

SIDEWALKS - 953-6231

SENIOR CENTER - 255-4494

STREET SIGNS - 953-6362

TAX ASSESSMENTS - 264-6969

TRAFFIC SIGNALS - 633-2077

TRAFFIC TICKETS - 637-5413

TRASH PICKUP - 953-6302

UTILITY LOCATES - 800-432-4770

STREET REPAIRS - 953-6231

STREET LIGHTS - 674-5713

VOTER REGISTRATION - 255-4455

WATER LINES - 674-5726

WASTEWATER LINES - 674-5726

ZONING - 608-7500

## Website resources include information and access to City of Melbourne services

### Continued from Front Page

Utility bills can be paid online by accessing that option at [www.melbourneflorida.org/utilbill](http://www.melbourneflorida.org/utilbill). Customers can also request the delivery of bills by e-mail.

Continuing website features include interactive mapping available from Melbourne's Geographic Information System. The services include aerial maps and detailed information about zoning and other property attributes.

Reference materials available

online include the City Code, the Melbourne Comprehensive Plan, and information about programs and services of City departments.

The City Council agenda package is available online prior to meetings, and a summary of minutes is available soon after each meeting. Complete City Council minutes are posted online once approved, usually at the following meeting.

Information about all City boards and the members who serve on them is also available, along with agenda

listings for many of the meetings.

Other resources include news releases and emergency advisories online or by subscription, recreation class schedules, and public safety information including a listing of sexual predators being monitored by police. Stormwater web pages demonstrate ways to reduce pollution entering the City's storm drain system.

Links are provided to other government agencies, area businesses and organizations, and to other resources.

## YOUTH PROGRAMS

The City provides youth activities and special events at community centers and supports youth sports programs. For information contact the Leisure Services Department at 255-4608 or online at [www.melbourneflorida.org/leisure](http://www.melbourneflorida.org/leisure).

### FIRE EXPLORERS

The program for youth, ages 14-21, includes training and career information. For information contact Fire-fighter Tom Morissette, 255-4607.

#### ON THE WEB:

[www.melbourneflorida.org/fire](http://www.melbourneflorida.org/fire)

### POLICE ATHLETIC LEAGUE

The Greater Melbourne Police Athletic League (PAL) is a non-profit organization offering a variety of youth athletic programs and activities including mentoring and drug awareness education. For information contact the executive director via email to [info@melbournepal.org](mailto:info@melbournepal.org).

#### ON THE WEB:

<http://www.melbournepal.org/>



**CITY STREET MAPS** are now available at City Hall, free to interested individuals. A publication company produces the maps, which contain local

advertisements and are provided at no cost to the City.

Also available is an online street map at [melbourneflorida.org/news/dolphmap.htm](http://melbourneflorida.org/news/dolphmap.htm) that shows locations of area businesses.

## PUBLIC SAFETY & FIRE PREVENTION

The Fire Prevention section of the Code Compliance Division provides programs including:

- Periodic safety inspections.
- Public education programs.
- Fire investigations.
- Business tax receipt inspections.
- Juvenile fire-setting prevention.

#### CONTACT:

Fire Prevention Office  
608-7910 FAX 608-7920

#### ON THE WEB:

[www.melbourneflorida.org/fire](http://www.melbourneflorida.org/fire)

### BLOOD PRESSURE CHECKS

Available at all fire stations.

### SHARPS COLLECTION

Available at the fire stations at 1500 Hickory St., 151 University Blvd., 2470 Croton Rd., and 3721 Wickham Rd.

### AED REGISTRATION

Community locations of automated external defibrillators to be used during emergencies are recorded.

### SMOKE DETECTORS

The Fire Department provides free smoke detectors to residents who cannot afford to purchase one.

### VIAL OF LIFE

Allows individuals to store medical records where they are available to rescue personnel. Vials and instructions are provided at no cost.

#### CONTACT:

Fire Department Administration  
1500 Hickory Street  
674-5866  
[fire@melbourneflorida.org](mailto:fire@melbourneflorida.org)

#### ON THE WEB:

[www.melbourneflorida.org/fire](http://www.melbourneflorida.org/fire)

### FINGERPRINTS, NEIGHBORHOOD WATCH, CITIZEN POLICE ACADEMY

For information contact the Community Relations Office at 409-3362.

#### ON THE WEB:

[www.melbourneflorida.org/police](http://www.melbourneflorida.org/police)

HURRICANE SHUTTERS can be used to meet building codes designed to protect homes from winds and debris during a hurricane. However, they are a safety hazard if improperly used.



The building codes also require rescue/egress openings in all bedrooms. When these openings are blocked by shutters it puts occupants and rescue personnel at risk. The shutters should not be used for security or privacy.

## UTILITY SERVICES

To open a utility account or to request payment information, call 608-7100 or view [melbourneflorida.org/utilbill](http://melbourneflorida.org/utilbill). Access online payment options at [melbourneflorida.org/utilbill](http://melbourneflorida.org/utilbill). Pay by telephone by calling 608-7100, or 608-7198 for autopay. Sign up at the website to receive E-bills.

For service problems or questions related to water, reclaimed water, and wastewater services, call 674-5726 or visit [melbourneflorida.org/watercon](http://melbourneflorida.org/watercon). After business hours call 255-4622.

For problems or questions related to collection of garbage, trash, yard waste, or recycling, call 953-6302 or visit [www.melbourneflorida.org/solid](http://www.melbourneflorida.org/solid).

## REPORTING CRIME

- The 911 telephone lines are reserved for emergency use. Emergencies include a crime in progress or one that is developing, a serious illness or injury, and fires.
- Non-emergency problems should be reported to the Police Department at 321/409-2200.
- General crime tips can be reported to police at 409-2259.
- Tips which are related to illegal drugs can be reported to 409-2259.
- Report information related to wanted persons, narcotic activity, or criminal activity at 1-800-423-TIPS. Rewards up to \$1,000 are available for information leading to arrests.

## Who to Contact about A NEW BUSINESS

Business tax receipts are issued by the City for all businesses, including home-based businesses.

#### CONTACT:

Financial Services  
608-7038 FAX 608-7199  
E-Mail: [business\\_tax\\_receipts@melbourneflorida.org](mailto:business_tax_receipts@melbourneflorida.org)

#### ON THE WEB:

[www.melbourneflorida.org/occlc](http://www.melbourneflorida.org/occlc)

#### ADDITIONAL CONTACT:

Planning & Economic Development  
608-7503 FAX 608-7519  
[p&z@melbourneflorida.org](mailto:p&z@melbourneflorida.org)

#### ON THE WEB:

[www.melbourneflorida.org/ecdev](http://www.melbourneflorida.org/ecdev)

## VOLUNTEERS

### BOARD MEMBERS

The City Clerk's Office receives applications for voluntary board positions. Board members are selected by the City Council. For information about openings contact the City Clerk's Office, 608-7220 or [cityclerk@melbourneflorida.org](mailto:cityclerk@melbourneflorida.org).

A listing of boards and current members is available online at [www.melbourneflorida.org/pub/roster.htm](http://www.melbourneflorida.org/pub/roster.htm). A description of board responsibilities is available online at [www.melbourneflorida.org/meet](http://www.melbourneflorida.org/meet).

### POLICE VOLUNTEERS

Volunteers in Police Service (VIPS) assist the department and Volunteer Citizen Observer Patrol (V-COP) participants assist patrol officers. Other volunteers include reserve officers and student interns.

For information about opportunities for volunteer service, contact the the Community Relations Volunteer Coordinator at 409-3362 or via email to [police@melbourneflorida.org](mailto:police@melbourneflorida.org).

For information about opportunities as a Melbourne reserve officer, please contact the Community Services Sergeant via email to [police@melbourneflorida.org](mailto:police@melbourneflorida.org).

## Planning needed to ensure a flow of information during emergencies

During community emergencies, communication between City government and citizens can be difficult, especially when normal communication channels are disrupted.

Residents and businesses are encouraged to plan ahead in determining the best methods for gathering information during an emergency, and for maintaining contact with family members and others.

Area radio stations can be invaluable channels of communication. Many residents also choose to have battery-powered radios on

hand that are capable of receiving NOAA weather reports.

When emergency conditions warrant, the City activates an Emergency Operations Center (EOC) at a police facility on Babcock Street.

When City Hall and other offices must close due to a hurricane threat, telephone inquiries and reports should be directed to the Police Department Communications Center at 409-2200, 409-2201, 409-2202, or 409-2203. Emergencies should be reported with a 911 call.

The City utilizes a telephone

call-out system to provide information to the community. Most residential and business telephone numbers are listed in the system.

To add a telephone number, an e-mail address, or texting address, or to confirm that a number is already listed for a particular location, submit information online at [melbourneflorida.org/news/callout.htm](http://melbourneflorida.org/news/callout.htm) or call the Public Information Office at 608-7260.

Emergency advisories are distributed via e-mail to everyone who subscribes to the free service at

[www.melbourneflorida.org/list](http://www.melbourneflorida.org/list).

Emergency advisories are also available at the City of Melbourne web site ([melbourneflorida.org](http://melbourneflorida.org)) and at the Brevard County Emergency Management web site ([embrevard.com](http://embrevard.com)).

During emergencies, the City also provides recorded advisory messages at 608-MELB.

The Police Department operates a low-power radio station at 1650 on the AM dial to provide traffic reports and emergency information to motorists.

## Who to Contact for HOUSING ASSISTANCE

Melbourne's Housing and Community Development Department manages programs that utilize state and federal funds for community improvements and assistance to low-income individuals and families.

Funding is also provided for community agencies that provide vital services. Programs include the following:

- Home Buyer Assistance
- Housing Rehab/Reconstruction
- Tenant Assistance
- Rental Development Funding

CONTACT: 674-5734

- housingcdbg@melbourneflorida.org
- 695 E. University Blvd. 32901
- www.melbourneflorida.org/housing



**BUS SHELTERS** were added in several locations in a cooperative program with Space Coast Area Transit. Melbourne residents can ride free on Route 1 and Route 21 due to an annual grant from the City to support the service.

**FLOOD ZONES:** The Code Compliance Division assists persons seeking to join the National Flood Insurance Program by providing flood zone information and copies of elevation certificates. For information call 608-7927.

**TRAFFIC CALMING:** An application procedure allows residents to express an interest in the installation of traffic humps. Call the Engineering Department at 608-7300 or visit [melbourneflorida.org/map/traffic](http://melbourneflorida.org/map/traffic).

**NEWS DELIVERY:** News releases and emergency advisories dispatched by the City Public Information Office via e-mail are available to all interested parties. Subscribe online at [melbourneflorida.org/list](http://melbourneflorida.org/list) or call 608-7260.

## Who to Contact for DEVELOPMENT SERVICES

### CODE COMPLIANCE DIVISION

- Building Permits.
- Permit history information.
- Copies of building plans.
- Flood zone information and elevation certificates.

CONTACT:

Code Compliance Division  
608-7915 FAX 608-7920

E-Mail: [codecompliance@melbourneflorida.org](mailto:codecompliance@melbourneflorida.org)

ON THE WEB:

[www.melbourneflorida.org/code](http://www.melbourneflorida.org/code)

### ENGINEERING DEPARTMENT

Responsibilities include:

- Construction plan/site plan review.
- Stormwater permits.
- Assignment of new addresses.
- Availability of utility services.
- Information about utility locations.
- Abandonment of rights-of-way and easements.
- Permits for utilities in rights-of-way.

CONTACT:

608-7300 FAX 608-7319

[engineering@melbourneflorida.org](mailto:engineering@melbourneflorida.org)

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

Typical activities include rezoning requests, concurrency reviews, long-range strategic planning, and fostering economic growth. Areas of responsibility include:

- Annexation requests.
- Conditional use requests.
- Density and intensity requirements.
- Historic preservation.
- Parking requirements.
- Public hearing requirements & scheduling.
- Setbacks.
- Formal site plan review information.
- Subdivision/platting review info.
- Variances.
- Zoning information.
- Zoning verification letters.
- Tax Incentive Programs.

### REDEVELOPMENT DISTRICTS

Melbourne has three redevelopment areas: Historic Downtown Melbourne, Olde Eau Gallie Riverfront, and Babcock Street. Each has special opportunities and architectural guidelines for development. Information is available from the Planning & Economic Development Department.

CONTACT:

Planning & Economic Development  
608-7500 FAX 608-7519

[p&z@melbourneflorida.org](mailto:p&z@melbourneflorida.org)

ON THE WEB:

[www.melbourneflorida.org/ecdev](http://www.melbourneflorida.org/ecdev)

# CONTACTS FOR PERMITS

|                        |                         |              |
|------------------------|-------------------------|--------------|
| Air Conditioning       | Code Compliance         | 321-608-7915 |
| Animal                 | City Clerk              | 321-608-7220 |
| Burn                   | Fire Department         | 321-674-5866 |
| City Code Compliance   | Code Compliance         | 321-608-7905 |
| Clearing               | Code Compliance         | 321-608-7915 |
| Demolition             | Code Compliance         | 321-608-7915 |
| Docks/Pier             | Code Compliance         | 321-608-7915 |
| Driveway               | Code Compliance         | 321-608-7915 |
| Electrical             | Code Compliance         | 321-608-7915 |
| Erosion                | Engineering             | 321-608-7300 |
| Fence                  | Code Compliance         | 321-608-7915 |
| Fire Alarm System      | Code Compliance         | 321-608-7915 |
| Fire Sprinklers        | Code Compliance         | 321-608-7915 |
| Fireworks              | Fire Prevention Office  | 321-608-7910 |
| Food Sales             | Dept. of Prof. Reg.     | 850-487-1395 |
| Gas                    | Code Compliance         | 321-608-7915 |
| Generators             | Code Compliance         | 321-608-7915 |
| Guns                   | Florida Dept. of State  | 850-245-5691 |
| Heating                | Code Compliance         | 321-608-7915 |
| Irrigation System      | Code Compliance         | 321-608-7915 |
| Low Voltage            | Code Compliance         | 321-608-7915 |
| Mechanical             | Code Compliance         | 321-608-7915 |
| Mobile Home            | Code Compliance         | 321-608-7915 |
| Moving a Building      | Code Compliance         | 321-608-7915 |
| Noise Complaints       | Code Enforcement office | 321-608-7905 |
| Plumbing               | Code Compliance         | 321-608-7915 |
| Parking Lot Striping   | Engineering             | 321-608-7320 |
| Porch (screen)         | Code Compliance         | 321-608-7915 |
| Roofing                | Code Compliance         | 321-608-7915 |
| Right of Way Use       | Engineering             | 321-608-7300 |
| Septic Tank Permitting | Brevard County          | 321-633-2100 |
| Shed Placement         | Code Compliance         | 321-608-7915 |
| Signs                  | Code Compliance         | 321-608-7915 |
| Site Construction      | Engineering             | 321-608-7300 |
| Soil and Erosion       | Engineering             | 321-608-7300 |
| Special Activity       | City Clerk              | 321-608-7220 |
| Sprinkler              | Code Compliance         | 321-608-7915 |
| Storm Water            | Engineering             | 321-608-7300 |
| Street Closing         | City Clerk              | 321-608-7220 |
| Swimming Pool          | Code Compliance         | 321-608-7915 |
| Tank Removal           | Code Compliance         | 321-608-7915 |
| Tent Permit            | City Clerk              | 321-608-7220 |
| Trash Burning          | Fire Department         | 321-674-5866 |
| Trash Hauling          | Solid Waste Management  | 321-953-6302 |
| Tree Removal           | Code Compliance         | 321-608-7915 |
| Utility Permit         | Engineering             | 321-608-7300 |
| Wetland                | SJRWMD-Melbourne        | 321-984-4940 |
| Zoning                 | Planning                | 321-608-7500 |

This publication was produced by the Public Information Office. For information or copies call 321/608-7260 or send e-mail inquiries to [cityhall@melbourneflorida.org](mailto:cityhall@melbourneflorida.org).

# City Manager's PROGRESS REPORT

Fostering economic development has been a primary goal over the last year. Among the many responsibilities of local government is a duty to encourage a healthy level of economic activity. The task becomes more difficult in a time of national economic distress. It also becomes more critical.

The City recently earned a 'SNAP' designation from the Economic Development Commission of Florida's Space Coast, which reflects efforts to facilitate the start of new business activity and expansions in Melbourne through streamlined permitting. That effort and others over the last year have combined with the tremendous assets of Brevard County to yield a number of successes.

Melbourne's city government must continue to address the economic challenges affecting the entire community. A multitude of daily services must be provided by the City, and every effort is being made to maintain a traditional quality of those services despite limited resources.

Equally important is the ongoing work to ensure that infrastructure – whether involving transportation, water, or wastewater – is providing the needed foundation for community vitality and growth. A sound financial system to support City operations, one that carefully accounts for all public resources utilized by the City, is also essential. Community involvement is needed to assist the ongoing effort to prioritize the use of available resources in the most effective way.

The City also continues to aggressively pursue grant funding that expands available resources and provides opportunities for community improvements. During 2011, the City secured nearly \$3-million in state and federal grants in support of local services.

This report provides a brief overview of the City's work, achievements, and



**ART for 'EGAD':** A mural on the Eau Gallie Square pavilion marked the start of an effort to make works of art a common feature on structures in the Eau Gallie Arts District (EGAD). Pictured above is Nancy Dillen, at left, an artist chairing the EGAD Main Street Mural Program, with mural artist Christopher Maslow and assisting artist Nichole Pritchett. Pictured at upper right is a mural by GG, a Miami artist, on Montreal Avenue. At lower left is a mural by Nancy Dillen on Guava Avenue.

aspirations. Sometimes overlooked in discussions of these matters are the people who are so actively involved. The elected officials, the seven members of the Melbourne City Council, each year must make decisions that serve as brush strokes in the portrait of our community. A much larger group of individuals, the hundreds of municipal employees, similarly help fill in that picture of Melbourne through their daily work contributions.

It is because of our citizens that Melbourne remains a very dynamic community. Citizens are engaged in progressive activities that range from cultural endeavors to ambitious business ventures. Evidence of that reality during the last year included the evolutionary steps taken by Florida Institute of Technology.

After a half-century of steady development, the independent university has engaged in a major building program. The university continues expansion of cultural and recreational opportunities for the community, ranging from the addition of football to its sports program to operation of the Foosner Art Museum.

A different type of milestone was put in place by Embraer, the passenger aircraft manufacturer that opened an assembly plant at the Melbourne International Airport. A ceremony included delivery of the first jet aircraft built in Melbourne. News of the opening was heard, quite literally, around the world by those in the aviation industry. The development of additional high-tech industry

on airport property continues, as will soon be evident by aircraft refurbishment facilities to be constructed by Midair USA, the company that relocated operations from New York.

The City continues efforts to attract new business and facilitate the successes of companies already located here. Incentives were extended to Pilot Training College earlier this year, as the company proposed an expansion of its professional pilot training activities with a \$48-million investment and creation of 255 jobs over a four-year period. Another company assisted by the City is Pharma Chemi, a manufacturer of pet food supplements and medicinal products. The company has proposed a manufacturing facility on Dow Road and the addition of 40 jobs plus a \$1-million investment.

## Cost Control is a Priority

There is reason to expect improvements in the Florida economy to continue. However, the austere financial environment remains a reality for the foreseeable future.

Melbourne's city government has a track record of financial stability. Melbourne again earned the Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting earlier this year. Melbourne is in much better shape than many other local governments in Florida. Yet the fiscal challenges presented by increasing costs and reduced revenue are very real.

Costs are being controlled through measures including workforce reductions where possible. The City has continued a success-



**FINGERPRINTING** is among jobs handled by Melbourne Police Department volunteers.



ful strategy to achieve needed cost reductions without layoffs. A net reduction of six positions was completed in the past year, bringing the total of position reductions to 75.

The savings partially offsets unavoidable increases in local pension costs for emergency personnel. The City continues to pursue pension reforms in an effort to curb rapidly escalating public safety personnel costs. It is essential to better balance those costs with the allocation of resources for other important community needs.

Again this year, funds were not budgeted for general wage increases, and health insurance costs are not increasing. Wage adjustments were budgeted only for unionized firefighters, who had postponed their contractually committed raises from the previous year.

### ***Budget Remains Conservative***

The current budget sets expenditures at \$167-million. The property tax rate is \$6.92 per \$1,000 of taxable property valuation. The millage rate is below the rolled-back rate, which is calculated to provide the same level of revenue as in the preceding year. Property taxes provide 33% of General Fund revenues and 14% of overall revenues.

In the current fiscal year, the \$68.4-million General Fund budget provides for day to day operations. The \$20.2-million Capital Improvements Projects Fund provides for facilities and infrastructure projects. Nearly half of the capital improvement budget is directed to water and sewer system improvements. Transportation improvement funds are to pay for two major road programs, the widening of Pirate Lane and the extension of Turtle Mound Road.

The budget also includes two self-sustaining funds that receive revenue directly from customer payments: a \$50.3-million

Water and Sewer Fund and a \$2.8-million fund for the two municipal golf courses. A \$2.3-million budget was approved for the stormwater program, an assessment-funded effort to reduce flood risks and comply with federal environmental mandates.

### ***Reviewing the Activity Indicators***

Among indicators of the state of the economy is the activity of the Code Compliance Division. Within the division, the Building Section completed 2,814 construction plan reviews and issued 4,308 permits in 2011, a slight decrease from 2010. Staff completed 13,077 inspections of construction projects started or completed in 2011. A total of 164 certificates of occupancy were issued.

The level of construction in all categories for 2011 was below levels recorded in the previous year, with totals recorded at \$89.4-million as compared to \$148-million for 2010. The value of residential construction, both new structures and renovations, was set at \$33.2-million for the year, compared to \$39.6-million in the previous year.

The value of commercial construction of all types was at \$34.1-million, a significant drop from a \$82.8-million value from the previous year. Miscellaneous construction was valued at \$22-million, compared to \$25.7-million in the previous year.

The Fire Prevention Section offered public presentations including training in the use of portable fire extinguishers. Other work included fire drills and inspections of public facilities and businesses.

Code Enforcement personnel issued over 14,000 notices of violation of various city codes and presented 85 cases before the Code Enforcement Board. Officers were also very active in working with local businesses to improve community understanding of sign code regulations.

### ***Planning Reviews Continue***

The number of development projects requiring City reviews increased in 2011 as compared to the previous year. The City received 18 conditional use requests in 2011 and nine site plans. Projects receiving major site plan reviews included an expansion project at Holmes Regional Medical Center, new storage units at Storage Depot on Eau Gallie Boulevard beachside, a 100-unit senior housing project called Booker Gardens in southern Melbourne, a Murphy Express fueling station on Eau Gallie Boulevard beachside, and a widebody aircraft maintenance facility for MidAir USA.

Annexations added about four acres to

the City, which is about 41 square miles in size. The population stayed at about 78,000, although a lower number of residents was reported in the 2010 Census. The City has notified federal authorities about areas where citizens were apparently overlooked. Of those residents who did receive Census forms, 79% voluntarily returned them.

### ***Utility Services Maintained***

The maintenance of critical utility services is a priority, as are projects that ensure needed capacity and continued compliance with environmental standards.

As a regional supplier of drinking water, Melbourne operates two production plants that draw water from wells and from Lake Washington on the St. Johns River. An award earned by the City in 2011 serves as a tribute to the accomplishments of the water production team. Melbourne's drinking water was judged as best among a dozen entries during the eighth annual Central Florida's Finest 2011 Best Drinking Water Contest.

The contest was sponsored by the Florida Water Environmental Association's Central Florida Chapter and the Florida Section of the American Water Works Association, Region III. The water supply system was featured in a documentary entitled "Simple Truths About Water" produced by the St. Johns River Water Management District. A link to the video is available online at [melbourneflorida.org/watercon/publications.htm](http://melbourneflorida.org/watercon/publications.htm).

About a third of the water supplied by Melbourne is drawn from wells, and must be processed to remove excess minerals. The brackish byproduct water that results from the process is dispersed into the Eau Gallie River. A major project is nearing completion to relocate the dispersal point eastward. The state required the relocation to allow better mixing.

The collection and reclamation of wastewater is also a primary City responsibility. Much of the wastewater is cleaned and made available in the community for irrigation. Major expansion and improvement work was recently completed at the Grant Street Water Reclamation Facility. The \$5.2-million project increased the capacity for reclaiming water. Improvements to the wastewater collection system were also completed to improve efficiency and reliability.

For the 13th year, the City promoted water conservation by offering rebates to residents who installed low-flow toilets. Water conservation activities and environmental education initiatives undertaken by the City's Environmental Community Outreach Division earned two awards from the Florida



*WATER PRODUCTION staff members were selected as Melbourne's water was selected as best in a regional competition. Pictured is the filter array that is involved in processing of well water.*



Section of the American Water Works Association. The City also earned first place in the large city division for the 2011 Trash Bash event. Some 225 volunteers collected 6,401 pounds of trash at seven sites in Melbourne.

The first full year of providing an automated cart system for the collection of solid waste was completed. A customer survey found that 91% of customers were satisfied with the new system. The use of carts, along with more convenient set-out methods, has greatly increased recycling.

### **Public Safety Remains a Priority**

The City received a new fire insurance rating in 2011, with a score that is among the best in the country for the suppression of structure fires. The accomplishment could help reduce overall insurance costs for homes and businesses in the city. An independent company has assigned Melbourne with an 'ISO' insurance rating of 2. Melbourne previously had a rating of 4 on a scale that goes to 10, with 1 being the best.

Projects to maintain the readiness of the Fire Department included the replacement of a fire engine. The first phase of the construction of Station 71 was completed, allowing the new crew quarters and equipment bays to be put into service at 865 Eau Gallie Blvd. The second phase is to provide a new

IMPROVEMENTS at both City tennis complexes were among projects recently completed. The Leisure Services Department maintains the facilities along with parks, athletic fields, recreation centers, and three pools. Two golf courses are funded from player fees. Combined annual attendance for Melbourne recreation programs and classes was 110,125 for the past year. An online registration system is now being implemented.



administrative building and is underway.

Firefighters responded to 14,501 incidents in 2011, an increase from 13,887 during the previous year. Medical emergencies and rescue calls accounted for 85% of the responses. The 225 fire incidents caused an estimated property loss of \$1,884,576. The value of the property placed in jeopardy was estimated at \$37,665,460. False alarms decreased in 2011, but still required 634 responses. There were 263 mutual aid incidents.

The department was recognized for improved aircraft rescue and fire fighting services which assisted in the Melbourne International Airport being awarded the

Federal Aviation Administration's Airport Safety Mark of Distinction.

At the Police Department, Chief Steve Mimbs was selected to continue the leadership role that he had accepted on a temporary basis. He is a veteran member of the department's command staff.

The Melbourne Police Department responded to 107,730 calls for service in 2011, a 7% decline in calls as compared to the previous year. The Uniform Crime Statistics reflect an increase in crime of 9.2% during the year. That crime rate was 12.5% lower than the previous highest year. Department successes included a 57%

## **Melbourne's redevelopment districts making progress despite the economy**

Melbourne's redevelopment areas have been successful in using a small portion of local property tax revenue to support cooperative programs between local governments and the private sector to reinvigorate commerce and reignite neighborhood pride. Citizen advisory boards in each district continue to move forward despite the economic downturn.

Facade improvement programs are now available in all three areas. Extensive private development to improve buildings in the redevelopment districts is being encouraged by the provision of modest grants toward the cost of upgrades.

**The Historic Downtown Area** has emerged from a redevelopment district established in 1982 and now includes 241 acres. The redevelopment budget, derived from both City and county property taxes, is \$849,118.

Projects included the installation in 2011 of Strawbridge Avenue medians, providing a safer route for pedestrians using the municipal parking garage at the City Hall building (pictured at right). Finishing touches are being added to the Crane Creek Promenade and manatee viewing area, reconstructed with support from the Florida Inland Navigation District.

Other accomplishments include the addi-

tion of wayfinding signs to help guide visitors through the busy downtown commercial area. That program includes an opportunity for businesses to add their message to the new sign posts. Also completed was a survey for the future North Riverview Streetscape Project.

**The Babcock Street Redevelopment Area**, established in 1997 and now encompassing about 538 acres, has a budget of \$608,338.



Completed during 2011 was the realignment of Babcock Street at its intersection with U.S. 1. The widening project removed a two-lane bottleneck just south of the intersection. Public parking was added at Laurie Street to replace on-street parking that was removed.

A second phase of the sidewalk interconnect project was completed on Airport Boule-

vard to improve pedestrian safety. Engineering was completed for medians on the north section of Babcock Street. Funding was approved by the district for enhancement work to accompany the widening of Babcock Street between Fee Avenue and U.S. 192, work to be undertaken by the Florida Department of Transportation in 2013.

The character of the **Olde Eau Gallie Riverfront Redevelopment Area** continued to evolve as an arts center known as EGAD – the Eau Gallie Arts District. The area was established in 2000 and now includes about 217 acres. The area's budget is \$192,690.

Promotion of the area continued with activities including the popular Founder's Day Fish Fry. State grant funding was secured to be used toward lighting and a large gazebo for Pineapple Park. A conceptual plan for streetscaping was finalized, setting the stage for additional work when economic conditions improve. Work toward creation of a historic district also advanced.

The Eau Gallie Main Street Design Committee was successful in implementing a public mural program. The addition of four murals on area buildings has already helped enhance the arts identity of the district.



decrease in murders, a 12% decrease in auto thefts, and an 11% decline in sexual assaults.

There were 2,479 traffic crashes recorded during 2011. Unfortunately, traffic deaths increased by more than 44% with a total of nine fatalities, even though the Selective Traffic Enforcement Unit exceeded goals by reducing crashes by 12%. Officers issued 19,408 citations, which was a 15% increase from the previous year.

The Street Crimes Unit was responsible for 244 arrests involving 124 felonies and 226 misdemeanors. The unit issued 429 traffic citations and provided 563 assists to patrol officers. The unit seized cash, drugs, and weapons, and continues to target illegal drug use and violent crime.

The efforts of the department were aided by \$124,000 in grant funding, including programs supporting assistance to victims of crime and neighborhood safety. Grant funds also allowed additional DNA submissions to aid in identifying criminals.

Volunteers continue to provide important assistance to law enforcement, as 60 volunteers contributed 18,214 hours, the equivalent of nearly nine full-time employees. Volunteers were responsible for \$9,850 in fingerprinting revenue in 2011.

### **Grants Address Community Needs**

The demanding work of the City's Housing and Community Development Department, which involves utilization of federal and state grants, translates into direct assistance for our residents.

Over a one-year period, the City directed \$2.51-million in federal and state housing and community development grants to Melbourne projects. Housing grants totaling \$1.7-million funded housing rehabilitation, reconstruction, acquisition, home buyer purchase assistance, and tenant assistance. That allowed for improved and more affordable housing for 145 low-income to moderate-income families.

Housing programs also generated local economic activity. This was apparent in the Neighborhood Stabilization Program (NSP1) which provided funding for the acquisition and rehabilitation of foreclosed homes for sale and for rent.

Staff documented a total of 47 businesses that furnished construction, technical, or



*RECLAIMED WATER production facilities are being upgraded at two reclamation plants.*

professional services, as well as construction materials and supplies for the work. The sale of 12 homes that were acquired, rehabilitated, and then sold to income-eligible homebuyers has generated \$500,402 in mortgages with banks and other institutional lenders.

The program also allowed 40 'Youth Build' students to obtain valuable work experience as construction trainees working on five of the rehabilitation projects. While enrolled in GED preparatory classes, the students contributed 2,157 hours of work under the supervision of Habitat for Humanity. Federal program support was provided to Brevard Community College.

In other program areas, federal Community Development Block Grant funds subsidized nonprofit organizations that provide critical services. Social services delivered by nonprofits touched the lives of 904 Melbourne residents, including 70 children served in City-run summer camps

One of the nonprofits provides prescription assistance to needy persons, another provides daycare for children from working families, and three nonprofits provide after-school programs and summer camps for low-income children. Other supported organizations provide shelter for women and children, and transitional housing and supportive services for women recovering from substance abuse.

Block Grant funds supported code enforcement efforts and paid for the removal of blighted structures in target neighborhoods. The funds also allowed for capital projects including a new pavilion and sidewalk at Brothers Park, a concession/restroom building at Lipscomb Park, a new wooden floor in the Grant Street Community Center gym, and drainage improvements on Swift Street and Main Street.

Unfortunately, the continuing decline in Block Grant funding and the drastic decline in annual state housing grants affects the ability of local nonprofits to deliver much-needed services and housing. Block Grant

and state housing funds for the 2013 fiscal year will be \$360,552 below the levels in fiscal year 2005. The loss of funds comes at a time when the recession has increased the demand for services and reduced philanthropic giving to nonprofits.

A program that is intended to generate economic activity in our area is implementation of the City's second Neighborhood Stabilization Program. It is expected to result in the acquisition and rehabilitation of 7 to 10 single family homes in the neighborhood south of Sarno Road, between Apollo Boulevard and Comanche Avenue. The homes are to then be sold to homebuyers with incomes up to 120 percent of area median income.

Since April 2011, Melbourne has also participated as an advisor agency in the state's Hardest Hit Program, a mortgage assistance program which helps unemployed and underemployed homeowners avoid foreclosure. To date, the state agency administering the fund has referred 75 homeowners to the City for eligibility screening and evaluation.

### **Connecting with the Community**

Success of the City in serving the community continues to reflect the contributions of our citizens. More than 150 citizens now volunteer their time for service on boards and committees. The City maintains contact with citizens in several ways, including a web site at [melbourneflorida.org](http://melbourneflorida.org) that offers services as well as information. Information is also provided via Facebook and Twitter.

Community contributions have allowed the continuation of the Independence Day celebration with a fireworks display near the Melbourne Causeway. The contributions also support the July 4 parade organized by Honor America. The City Council continues to support patriotic parades that are a Melbourne tradition.

The City continues to each year salute employees selected because their work reflects the 'Service is Our Business' motto. The award is symbolic of the dedication with which hundreds of City employees work to protect and enhance Melbourne's quality of life. Their efforts, combined with continued community support and leadership, are vital to the promising future that is in store for Melbourne.

Jack M. Schluckebier  
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### **Progress Report & Guide to Services**

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