

Questions from the Town Hall Meeting

Virtual Questions from the Town Hall Meeting

1. What does it take to make people come to the City of Lauderdale Lakes to live? What are three major things?

City Manager Kelvin L. Baker, Sr. response: Lauderdale Lakes is a live, work and play city and three major things that one may consider regarding living here is:

1. Crime rate and the security and police protection.
2. If one has children, they are likely to look at the statistics of the academics in the school system.
3. Job availability based on the overall economy.

2. What I have heard about the C.A.R.E program has many questions in my mind. What does the C.A.R.E program do for the City?

City Manager Kelvin L. Baker, Sr. response: I created the C.A.R.E program in 2008 during the property tax reform. C.A.R.E stands for Comprehensive Assessment of Revenues and Expenditures and it is used to challenge professionals to utilize the resources they already have before seeking to gain anything else.

Additional comments: C.A.R.E. is a 10 point program that empowers our employees, residents, and businesses to participate in the progress of the City. The program covers many areas: Workplace Efficiency, Expenditures, Revenues, Public and Private Partnerships, Grants, Reserves, Volunteers, Energy Policy, Conservation Policy, and our Capital Improvement Plan. For more information about the program please email CARE@lauderdalelakes.org.

3. There is a lot of talk about the empowerment of employees and getting all employees involved in the future of the City. How is that being done?

City Manager Kelvin L. Baker, Sr. response: Through the C.A.R.E program this initiative is being accomplished. Employees at all levels are involved in the various committees which allows them to bring ideas to the table to discuss and brainstorm.

Additional Comments: Ideas often turn into suggestions, C.A.R.E. has a built in process for receiving suggestions from employees, residents, businesses, and our customers at large. For more information about the program please email CARE@lauderdalelakes.org.

4. How will all the new construction projects affect the quality of life for our residents?

City Manager Kelvin L. Baker, Sr. response: One example that will enhance the community is the 21st Street project. That particular project would resolve a lot of the flooding issues.

Additional Comments: Construction projects indicate growth, and growth often leads to an increase in revenues. With more revenues, the city can provide more of the services needed by our residents and businesses.

5. Is this year's budget stronger than last year's?

City Manager Kelvin L. Baker, Sr. response: The revenue projected from last year has been exceeded which is good news as revenues are up and expenditures are down.

6. We have not had a major storm in our area for a long time. Are we prepared for the next storm?

City Manager Kelvin L. Baker, Sr. response: The City's Stormwater Management Division is challenged to open up the grills for the water and clean out the drain debris regularly. From a management perspective we have conducted emergency drills to ensure computers and generators are working and plans are in place for debris removal. Before the hurricane season I hope to have a one hour workshop of first responders, FEMA and the American Red Cross for residents.

Additional Comments: Our employees are trained to handle storms. In fact this year we have already begun the training that includes a 'dry run' scenario of storm conditions.

7. I am starting a new business. How easy is it to do business within the City of Lauderdale Lakes?

City Manager Kelvin L. Baker, Sr. response: The process to open or do business in the City is being streamlined to minimize the amount of steps one has to take.

Additional Comments: Also once you are here we want you to stay in business in our City. We have created an incentive 'forgivable' loan program to ensure small businesses can continue to operate within our City.

**Comment to the City Manager from Commissioner Beverly Williams regarding the March 24th 2016 Town Hall Meeting:

Thank you Mr. Manager for bringing Lauderdale Lakes to the forefront. I am out of town, however, I am watching. The Town Hall meeting is a great idea, more importantly, getting the residents involved in City business. As Commissioners there is always something to be learned. Please schedule the next meeting early so the residents will have no excuse for not attending.

Live Questions and Comments from the Town Hall Meeting

1. Barbara Smith of Oriole Estates: 3970 NW 39th Terrace

- a. Ms. Smith stated that she almost hit a child crossing the street at NW 39th Street and 31st Avenue and hopes that the Safety Expo will cover such topics such as pedestrian awareness.

Reply: The City shares this concern and has taken actions to solve the problem. We have posted large “flashing signs” to warn our citizens and visitors of the dangerous habit of Jay-Walking. Our law enforcement staff is aware of the concern and has increase their patrol awareness, geared to both pedestrians and the motor traffic.

2. Byron Maylor:

- a. Mr. Maylor asked about the appropriations and approval of funds from the recent meeting in Tallahassee and was very pleased that the funds were approved by the Governor. Mr. Maylor spoke about the Bazaar on 31st Ave. which he believes should be aesthetically pleasing. Mr. Maylor has questions about the following:
- b. What plans are being made to attract more businesses to the City?

Reply: The City has many plans to attract more businesses, some of which are:

- A. The City is working with a local real estate association to provide information on vacant commercial spaces.
 - B. The City/CRA distributes information at citywide events, as well as other business related events.
 - C. The City/CRA sends out promotional material to businesses of interest.
 - D. The City/CRA meets with prospective businesses to discuss the advantages of operating a business in the City of Lauderdale Lakes.
 - E. The City/CRA works with property owners to provide information (i.e. vacant commercial spaces) that can be posted on our website.
 - F. The City/CRA reviews the Retail Market Analysis to identify and recruit businesses that plan to expand to the South Florida area.
 - G. The City is reestablishing entrepreneurial sessions (i.e. starting a business) for individuals that wish to start a business in the City of Lauderdale Lakes.
- c. What plans are being made to upgrade the Northgate Community?

Reply: A full landscape upgrade is in the works for the Northgate Community. Also the drainage and roads will be updated in the near future by Broward County.

3. Anika Omphroy

- a. Ms. Omphroy spoke about the importance of communicating City events effectively and in a timely matter to residents and businesses (via social media, etc.) Ms. Omphroy indicated that the City should consider implementing some

type of program which showcases the great things that the residents do and stated her dissatisfaction with the way the City departments handle phone calls.

Reply: The City acknowledges the importance of communication. To that end the City is currently using our website, email, US mail, and our social media sites to communicate to our residents, businesses, and visitors. The Town Hall meeting and the Business Meet and Greet attendance was enhanced by using all these forms of communication. During both of these meetings we collected email addresses and this will aid us in reaching even more people.

Customer Service which includes how we answer the telephone is an identified concern. Late 2015 all employees with the main responsibility of answering the telephone and their backups, were given a special “how to answer the telephone course”. This was followed-up with how to use the new telephone system. In 2016 a full customer service course started and after one more course is conducted we will have covered all of our employees.

4. Sharon Thomas:

- a. Ms. Thomas expressed concerns regarding the beautification of buildings within the City and had questions about the following:
- b. In the Marketplace, where is the unification of beauty? There are many different colors.
- c. How is the City holding businesses accountable for the upkeep of their properties? (Garbage, swale, front of stores.)

Reply: These questions relate to our Code Enforcement Department. We are fully staffed and our department has started the process to make the necessary improvements. Many of our customers thanked us because they have seen the department in the field at work.

5. Reverend Mack Dominick:

- a. Reverend Mack Dominick expressed concerns about three break-ins and the lack of police follow-up regarding those break-ins at his home. He stated he feels very insecure about the lack of police in the City and had an additional concern regarding the beautification of the City. Reverend Mack Dominick asked the following question:
- b. Is there anything that can be done for additional police?

Reply: Quality of Life and Safety is part of the City’s Mission. The City has taken action to ensure our assigned police officers are on duty and on the streets patrolling as much as possible. One example is the recent change that allow our patrols to stay in place as compared to making prisoner transfer trips that took them outside of the City’s limits.

6. Larry Striggles:

- a. Mr. Striggles encouraged everyone to participate in a youth initiative, namely “My Brother’s Keeper” so that young men can continue to be challenged in a positive way. Mr. Striggles invited everyone to a “My Brother’s Keeper” event on April 7th at the EOC.

Reply: This is a worthwhile event and it supported by our Mayor. Please look for more information and how you can volunteer for this project on our website.

7. Gwen Denton:

- a. Ms. Denton expressed her dissatisfaction with the Ireland Property garden on 36th Street. She stated the entrance to the City and Westgate community is not aesthetically pleasing with the location of the garden. She suggested it be re-located to Willie Webb Park.
- b. Ms. Denton also expressed concerns regarding residents of the City being told what to do and what not to do by non-residents of the City.

Reply: The Garden is a great project for our City. It is serving many purposes and has added value to our residents’ “Quality of Life”. The Garden is teaching our residents, it is also giving some of our residents, low cost and healthy food. The Gardens’ products have been distributed to many Lauderdale Lakes residents.

It is hard to respond to a question when most of the details are unknown. However, the City agrees that non-residents nor non-employees should be giving instructions to City residents.

8. Lloyd Murray:

- a. Mr. Murray stated that he heard that the City gives out contracts for work and one contractor recently bid very low to get the contract, was awarded the contract and then wanted more money to perform the scope of work while under contract. Mr. Murray asked the following question:
- b. When a contract between the City and a company has been made and both sides state what they want and what they don’t want, what happens if there are any shortfalls?

Reply: The contracts that the City awards provide remedies for the shortfall that may happen in a contract.

9. Maurice Rutherford, Associate Pastor of IFFCF

- a. Pastor Rutherford asked if the City could ease up on the assessment of churches within the City.

Reply: Current tax laws have eased the tax and payment requirements of churches. The City understands and appreciates the added value created by churches, we will continue to look for other ways to ensure church operation is stimulated.

10. Bobbyette Motley

- a. Ms. Motley is the owner of Bobbyette's Dry Cleaners and needs money to operate her business. She stated that people who own businesses and buildings in the City should be encouraged to bring that money back into the City.

Reply: Businesses and residents should strive to spend their 'dollars' within the City and with City businesses. When creating more incentive plans the City will look for more ideas to encourage spending within the City.

11. Dorothy Graham:

- a. Ms. Graham is a resident of Cypress Chase North and would like Code Enforcement to come through that particular community to see if everyone is in compliance and expressed her concerns on the lack of police within the City.

Reply: We are fully staffed in our Code Compliance Department and this department has started an aggressive compliance process. Many of our customers thanked us because they have seen the Code department in the field at work.

The City has taken action to ensure our assigned police officers are on duty and on the streets patrolling as much as possible. One example is the recent change that allow our patrols to stay in place as compared to making prisoner transfer trips that took them outside of the City's limits.

12. L. Sandra Davey:

- a. Ms. Davey stated that there was a discussion in the past to remake the entrance of Oakland Estates (located on State Rd. 7 and 41st Ave.) and would like to see if it is still a possibility.

Reply: This is one of the City's current projects. We have a proposal for design services for the entrance. Funds for design are allocated in our budget.

13. Frank Coleman:

- a. Mr. Coleman stated that there is a watchdog in almost every community within the City and the watchdogs do make reports to the Commission. Mr. Coleman stated that in 2008 the City had the opportunity to become an entitlement city and about the 2 Commission seats being eliminated with the referendum election in 2014 saving the City over \$250,000. Mr. Coleman stated that it is important to have the best of the best sitting on the dais and representing the City.

Reply: Thank you for these kind comments. It is always a pleasure to hear our citizens appreciate our Commissioners.

14. James Phillips:

- a. Mr. Phillips expressed concerns regarding people in his neighborhood having un-kept lawns and the importance of making the City look presentable. He also asked the following question:
- b. What is going on and when is something going to be done regarding the amount of cars in a yard at a home on 24th Street and 34th Ave.

Reply: Thank you for your question regarding parking requirements in the City of Lauderdale Lakes. Please note that the City's parking regulations do not set forth a maximum number of vehicles that may be parked at a residential property.

The Code Department has received numerous complaints regarding that property. Code cited the property with a violation relating to the illegal use thereof, purporting that the vehicles were being sold, or stored for future sale. That case was dismissed by the Magistrate after the property owner presented evidence that each vehicle was registered and insured, with proper tags attached, in the property owner's name.

We will continue to monitor the property for compliance with our code – such as parking on the lawn, vehicles being maintained in inoperative condition, etc.

15. Brittany Williams:

- a. Ms. Williams stated that she is a member of the City of Ft. Lauderdale Youth Leadership Program and asked the following question:
- b. How can she get information about the City of Lauderdale Lakes Youth Leadership Program?

Reply: The City of Lauderdale Lakes offers a Teen Center (a.k.a. Youth Leadership Program) hosted at Willie Webb Park, Monday – Thursday from 6 pm - 8 pm. Activities offered include: College & Career readiness programs, Leadership and Civic Education, Health and Wellness, Crime Prevention Awareness, and a host of other activities. Teens that participate earn service hours. This program is run under our Parks and Human Services department, and they can answer additional questions concerning the program at 954-535-2835.