

Florida Cities of Excellence Awards

City of the Year Award – City of Orlando

Throughout 2007 Mayor Dyer and the City Commissioners have continued to work diligently to build a bigger, better, brighter future for the City of Orlando; the next great American City.

Governance/Administration

The City of Orlando's General Administration Department continued to build upon its history of success and innovation in 2007. The City adopted a new mission statement to better reflect the City's desire to give residents superior customer service.

Orlando was among the first cities in Florida to implement a red-light enforcement program based on photographic evidence enforced through the code enforcement.

The City received the Achievement of Excellence in Procurement Award from the National Purchasing Institute and was one of the top five cities out of more than 2,100. The City completed transition from a paper-driven process to a fully capable e-procurement environment using electronic transmittal of all solicitation notices and documents to suppliers, electronic receipt of solicitation responses from suppliers and electronic posting of all solicitations for public viewing, printing and distribution.

The City implemented a state-of-the-art Voice over Internet Protocol (VoIP) system to enhance communications and reduce cost in day to day operations while providing multiple features and functionality that allows more flexibility. Call center applications, integrating data, voice and video applications are now a possibility.

The City updated the Automated Fuel Dispensing System to provide accurate and timely electronic transmittal and verification of vehicle ID's and mileage at the fuel island which eliminates reporting task demands on devices and provides management with reliable vehicle utilization data.

Perhaps the most effective new procedure introduced in the last year has been the internet auctions of surplus items including vehicles. With the effort and expertise of our internet vendor, we have been able to identify and prepare unusual items and find buyers worldwide.

Leadership and Intergovernmental Cooperation

The City engaged the community and local leaders in several meaningful partnerships that led to extraordinary accomplishments in 2007. The City, with three counties, non-profits and the business community formed the Central Florida Regional Commission on Homelessness and created a 10-year plan to end homelessness in Orlando.

Partnering with leaders in medical research and science, the Federal Government and developers, the City is creating a "Medical City" which will further strengthen the economy and bring high-wage, high-paying jobs to the region.

The City made history approving one of the largest building projects in Central Florida history; the construction of a new performing arts center, a new events center that will house the Orlando Magic and a renovated Citrus Bowl. The Community Venues project will provide thousands of jobs while further increasing the vitality of our economy.

The City also led the region's effort to create a regional commuter rail line which will provide a host of new public transportation options. The commuter rail project represents a historic level of partnership and cooperation between four counties, our congressional delegation, and other community partners. Addressing our community's future needs is essential to our economy and our continued growth.

Citizen Outreach

The City's Office of Neighborhood & Community Affairs continued to inform, engage and connect with all sectors of the public - neighborhood, civic, faith-based, arts/cultural and non-profit groups – engaging them in city partnerships, programs and activities last year and distributed a monthly neighborhood briefing.

Mayor Buddy Dyer and City Commissioners hosted numerous meetings Citywide to address issues affecting the City's quality of life, such as public safety, the Community Venues and government services. Mayor Dyer hosted City updates with non-profit and faith-based leaders, senior citizens and business professionals and distributed a weekly e-newsletter.

The Planning Division notified citizens about planned developments, variances and land use changes that impact their neighborhoods and conducted community meetings for citizen input on

large projects prior to City Council approval. Developers were encouraged to meet citizens and neighborhood organizations in the approval process.

The Mayor's City Academy gave citizens a "backstage" peak at the inner workings of their government. The Citizen Police Academy and the Citizen Fire Academy trained hundreds of citizens in 2007.

Citizen volunteers provided key services in many city operations, including Police, Fire, Recreation and Leu Gardens; served on more than a dozen city boards and advisory committees and donated more than 120,000 hours, saving the City more than \$2 million in labor costs.

Technology

The City remained on the cutting-edge in 2007, with technology upgrades and new products. The Orlando Police Department (OPD) established a program which provides up to date information to residences and businesses about criminal activity within Orlando's city limits through their website. Anyone can sign up for the program, Crime Alert, on the OPD website and receive safety information and crime alerts via email.

The City's new website engaged and informed citizens 24/7 about City services. Citizens applied for permits, submitted code violations, viewed agendas/minutes for City Council and quasi-judicial board meetings, submitted Mayor's Matching Grant applications and more from the convenience of their computer.

Innovative Programs and Services

The City's Parramore Kidz Zone (PKZ) program is designed to extend education and opportunity to some of the most at-risk youth in our community. In 2007, the project enrolled one in every two children in after-school and weekend programs from the Parramore community, a historically poverty-stricken, high-crime neighborhood.

The Orlando Police Department implemented the latest in video surveillance technology with the Innovative Response to Improve Safety (I.R.I.S.) camera system. Orlando Police Officers monitor the system 24 hours a day, 7 days a week. Officers can even move the camera if crime statistics suggest crime has been displaced and not reduced.

Green Works Orlando is an environmental action agenda that charts an ambitious course for the City of Orlando's sustainability. The plan engages members from all sectors of our community and ranges from a city-wide carbon reduction campaign to developing the infrastructure for a green economy.

Fiscal Management

The City of Orlando's Finance Department demonstrated excellence on many fronts over the past year. Perhaps the department's most notable achievement is the financing plan for the Community Venues project, a \$1 billion investment in the future of Orlando, which included the **first time** the Tourist Development Tax (TDT) revenues will be used in this type of funding capacity.

The City's astute financial management has been critical in addressing the continuing effects of state-mandate Property Tax Reform and how the City will meet the continuing challenge to provide infrastructure and services needed to maintain the quality of life.

The City's use of performance measures in decision-making has, once again, earned a Certificate of Achievement from the International City Management Association. Debt ratings from three rating agencies (Moody's, S&P, Fitch) are top-tier and reflective of market recognition of high quality. The City's budget and Comprehensive Annual Financial Report annually receive Government Finance Officers Association awards.

These are just a few examples of the City of Orlando's ascendance as the next great American City through its innovative efforts, quality services, and bold leadership. Due to these attributes and countless more we are proud to nominate the City of Orlando for the Florida Cities of Excellence City of the Year Award.