

MARCH 1, 2023

City Manager's Update



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Thousands of customers provide feedback using kiosks

City staff receives positive reviews for customer service

An overwhelming percentage of people doing business at City Hall leave satisfied by their interactions with staff, according to survey metrics gathered from the kiosks placed in high-traffic departments. Since October, more than 4,000 customers have provided feedback using a simple smiley-faced and color-coded system with 94.5% of respondents saying they are “very happy” and 98.2% reporting a positive experience.

Mood-rating kiosks are placed in the Utility Billing, Permits and Licensing and Business Tax Receipts offices where employees are most likely to interact with the public. Before they leave, customers are invited to give immediate and anonymous feedback about their experience.

Supervisors get survey results weekly and monthly, and real-time alerts are generated when negative comments are received so complaints can be addressed immediately.

Results from the surveys also reveal the number of people using the kiosks is consistent throughout the days of the week.

The busiest day for feedback is Wednesday; while there is slightly less feedback received on Friday compared to other days of the week. The busiest hour for receiving feedback is from 10 to 11 a.m.

“The feedback we’ve received so far lets us know we are on the right track. We actually found that the employees who may have been apprehensive when the system was first deployed have embraced the kiosks because they were able to see the positive feedback.”

*- Information Technology Systems
Chief Information Officer Hossam Reziqa*



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Daytona Beach Radio

Noon to 1 p.m.
Wednesday

JOY
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City of Daytona Beach



10/1/22 - 2/27/23

Positive feedback

98%

based on 4,067 responses

Affordable housing addressed multiple ways

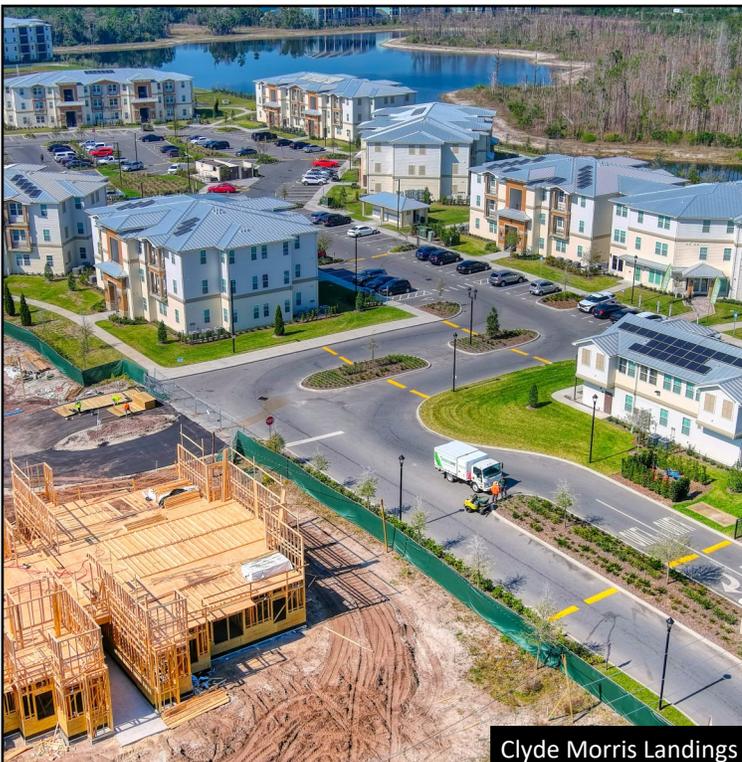
From working with developers, leveraging partnerships and seeking alternative funding sources, city leaders have taken a multipronged approach to address the shortage of affordable housing throughout the city. In 2021, the city entered an agreement with Southern Affordable Services to create 216 affordable housing units at Clyde Morris Landings.

Development of additional phases at the multifamily complex will yield another 227 units, which are under construction and will be completed by the end of the year.

Other efforts include donating city-owned, residential lots to “Homes Bring Hope,” an initiative to help low-income renters become homeowners. This partnership has resulted in the creation of an additional 16 affordable units in the form of new, or extensively remodeled, single-family homes with seven more in progress.

Other initiatives include entering into an agreement with Framework Group to create 62 affordable housing units on Orange Avenue. Commencement of construction of those units appears to be imminent. Furthermore, the Redevelopment and Neighborhood Services office, through the use of grants for rehabilitation, has provided funds to about 50 households to replace and repair their roofs.

A Linkage Fee Study was commissioned in August 2022 to determine ways new development could assist in the goal of private sector support of affordable housing to mitigate ongoing demand. Community workshops will be scheduled in the spring to discuss potential methods and policies to further encourage and support the creation of additional affordable units through implementation of the Linkage Fee Study.



Groundbreaking celebrates start of beachside ISB roadway improvements



(L-R) Zone 2 Commissioner Ken Strickland, City Manager Deric C. Feacher, Mayor Derrick L. Henry, Florida Department of Transportation District Five Secretary John Tyler, Zone 4 Commissioner Stacy Cantu and Zone 1 Commissioner Monica Paris at the groundbreaking Friday, Feb.17, to celebrate the start of a project to overhaul East International Speedway Boulevard on Daytona Beach’s beachside. The safety and beautification project will widen and resurface travel lanes and sidewalks on both sides of the roadway, add a raised and landscaped median, underground overhead utilities and reconstruct signals at Halifax Avenue, Peninsula Drive and Grandview Avenue. Expected completion date is summer 2024.

Police Department seeks public comments as part of reaccreditation

Now through April 4, the public is encouraged to submit written comments about their interactions with the Daytona Beach Police Department (DBPD). The comments will be used by a team of assessors from the Commission for Florida Law Enforcement Accreditation for their thorough review of the department. Accreditation is a voluntary process and a highly prized recognition of professional excellence. When DBPD was last reviewed in 2020, it was recognized as an “Excelsior” agency, the highest level of reaccreditation status.

Comments should be sent to:
Commission for Florida Law Enforcement Accreditation
P.O. Box 1489
Tallahassee, Florida 32302

Or an email can be sent to flaccreditation@fdle.state.fl.us.





IN THE WORKS



Boats removed from waterway (Ongoing): The removal of nine boats from the Halifax River left damaged by hurricanes Ian and Nicole has begun. Staff from Permits and Licensing and Public Works are working with Sea Tow to clear the waterway by next month.



Signage in city parks (Ongoing): Newly designed signs featuring Daytona Beach's branded colors are being installed in the city's extensive parks network. The signs welcome residents and provide information on park hours and rules specific to each location. To date, 42 of 67 signs have been installed throughout the city.

Roadway improvements (In review): Staff is exploring the use of emerging technology that promises to extend the life of newly constructed or resurfaced roads. A representative from Forta, a Pennsylvania-based company, recently visited the Public Works' facility to explain how the company's additive made from Kevlar and plastic fibers can be mixed directly into asphalt during construction to make roads more durable.



825 S. Grandview Avenue
DAYTONA BEACH, FL 32118

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Welcome to
Lenox Park Basketball Courts

The Park is open to the public during the hours posted below each day, except when otherwise posted at the Park by the City.

HOURS: April - November: 8:00 a.m. to 7:00 p.m.
December - March: 8:00 a.m. to 5:00 p.m.

RULES: The following rules are in addition to posted rules at the entrance to the Park.

- Use the courts at your own risk.
- No trespassing when court is closed.
- No alcoholic beverages, glass, pets, food, profanity or smoking.
- No bicycles, roller blades or skate boards.
- Proper closed toe footwear is required.
- Children under the age of 10 must be accompanied by an adult.
- Do not hang on the rim.

FOR PARK OR FIELD PERMIT INFORMATION PLEASE CALL THE CITY OF DAYTONA BEACH PARKS AND RECREATION DEPARTMENT AT 386-671-8250.
Call 911 for emergencies or (386)-671-5100 to report any issues or concerns.

Peabody Bathrooms (Completed) A complete renovation and expansion of the women's bathroom at Peabody Auditorium is completed. Improved traffic flow, five additional stalls and fully ADA compliant, the new restroom space combined two of the venue's existing bathrooms. Other refreshed amenities include a redesigned vestibule with white oak paneling, new lighting and plumbing fixtures, terrazzo floor tile and an ambulatory stall. A \$287,500 grant from the Daytona Beach Racing and Recreational Facilities District helped fund the \$757,000 project.



Community cleans up MMB corridor

About 25 volunteers gathered Saturday morning for a community outreach project to spruce up the Dr. Mary McLeod Bethune Boulevard corridor between Dr. Martin Luther King Jr. Boulevard and the railroad tracks. Through a partnership between Florida Power & Light, Food Brings Hope and the city, volunteers picked up litter, painted curbs on both sides of the street and placed new mulch around trees.

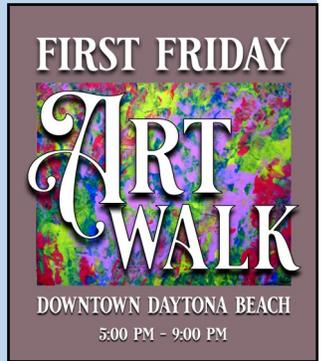


New First Friday Art Walk in downtown Daytona Beach

Enjoy strolling along Beach Street from 5 to 9 p.m. Friday, March 3, for the First Friday Art Walk.

Meet artists and other art lovers for an evening of stimulating art, fun and refreshments offered by the following galleries and purveyors of culture:

- Abberant Art Gallery, 118 N Beach St.
- Etrusca Gallery, 146 S Beach St.
- Galerie Elan, 230 S Beach St.
- Halifax Historical Museum, 252 S Beach St.
- Madeline's Wine Bar, 200 N Beach St.
- VJL Art Gallery, 170 N Beach St.



Senior Oasis members treated to Senior Prom at Cherry Center

Daytona Beach Senior Oasis group members enjoyed dinner, dancing and good times at a city-hosted Senior Prom Saturday, Feb. 18. Sponsored in part by Zone 6 Commissioner Paula R. Reed, the seniors were treated to a memorable night. For more information about the city's Senior Oasis groups, call (386) 671-8250.



82nd annual Bike Week starts Friday

Large crowds will start arriving this week for the 82nd anniversary of Bike Week, March 3-12.

During peak hours, traffic will be restricted to only motorcycles on Main Street from Peninsula Drive to Atlantic Avenue during the 10-day event.

For more information, visit www.OfficialBikeWeek.com.

