

DEC. 6, 2023

City Manager's Update



Staff in three high-traffic departments receive positive evaluations

Performance management system provides real-time feedback on customer service

With more than a year's worth of data under its belt, survey results reveal 97% of customers have a positive experience when interacting with City Hall's staff in three key departments.

Nearly 9,200 respondents provided feedback using a simple smiley-faced and color-coded system with 94% of respondents selecting "very happy" and 3% choosing "happy."

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. After conducting their business, customers are invited to give immediate and anonymous feedback about their experience.

The real-time Happy or Not performance management program offers four choices ranging from bright green and very happy for a very positive experience to bright red with a frown for a very negative experience. Providing feedback takes seconds unless customers want to write their own comments. A hands-free option also features countertop displays with QR codes, which customers can scan with smartphones.

City staff evaluates this feedback and makes proper changes, helping the city formulate plans aligned with the community's needs.

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 Thursday; while there is slightly less feedback received on Friday compared to other days of the week. The busiest hour for receiving feedback is from 11 to noon.

In the future, additional kiosks will be placed in other departments in City Hall and city facilities.



Kiosk in Utility Billing Department

City of Daytona Beach



9/29/22 - 12/1/23

Positive feedback

97%

based on 9,197 responses

City offers down payment assistance to low-income residents

For most people, owning a home is more than having a roof over their heads. It symbolizes achieving the American dream.



The Redevelopment and Neighborhood Services Department can help low-income residents reach the lofty goal of home ownership. They are providing assistance with down payments and closing costs to overcome barriers that prevent people from the opportunity of home ownership and decent living conditions. Staff can be reached at (386) 671-8050.

Highlights of the program:

- ⇒ Up to \$50,000 in Assistance: making the dream of homeownership more attainable.
- ⇒ Income-Based Eligibility: tailored to support those who need it the most.
- ⇒ Limited Availability: ensuring those who act fast can benefit from this opportunity.

To apply, contact one of our partner agencies:

Mid Florida Housing

386-274-4441

Central Florida Community Development Corporation

386-226-1216

Habitat for Humanity of Volusia and Flagler County

386-257-9950

'Tis the Season to be merry and bright!

You can tell the holidays are here because of the sparkling sights and lights around town. Commercial corridors of Atlantic Avenue, Beach Street, Dr. Mary McLeod Bethune Blvd., ISB bridge, Magnolia Avenue, Main Street and Seabreeze Blvd. are decorated. Check out these displays on city-owned properties and right-of-ways:



City Hall



Tarragona Arch



Beach Street



Dr. Mary McLeod Bethune Blvd.



Main Street



Magnolia Avenue



IN THE WORKS



Boardwalk repair (completed): Work to repair the damaged section of the boardwalk, just south of the Bandshell, is completed. Crews filled the sunken area, poured a new concrete slab and seawall cap and installed a temporary railing.

Dickerson Recreation Complex Indoor Basketball Court (nearly done): Installation to the Dickerson Center vinyl basketball floor is completed. Crews striped the court this week, and the paint needs to dry for a few days. The court is expected to open Monday, Dec. 11. Once reopened, the Ralph Robinson Gymnasium will be open from 8 a.m. to 8 p.m. Monday through Friday. The Dickerson Rec Complex is located at 308 S. Dr. Martin Luther King Jr. Blvd.



Lift Station 5 Reconstruction Project (out for bid): This critical infrastructure at 647 Shady Place was built in the 1950s and is one of the city's largest and oldest lift stations. Lift Station 5 re-pumps wastewater from 12 lift stations in the southeastern portion of the city as well as sewage from the City of South Daytona. Upgrading Lift Station 5 is a top priority of the city. The city is soliciting bids through Jan. 24 for the reconstruction project, estimated to cost about \$7 million. Construction of the project is anticipated to start in early 2024 and be completed by mid-2025. The project, which will also install an emergency generator, will increase the lift station's capacity and provide the city with operational flexibility during severe weather events.



Rendering of Lift Station 5

East ISB Roadway Improvement Project (ongoing): The contractor is finalizing the installation of an underground water main from Halifax Avenue to S.R. A1A. The newly constructed water lines are being chlorinated and tested in preparation for tying into existing water lines. Once completed, the safety and beautification project will widen and resurface travel lanes and sidewalks on both sides of the eight-block roadway, add a raised and landscaped median, underground overhead utilities and reconstruct signals at Halifax Avenue, Peninsula Drive and Grandview Avenue. For more information, visit the project page on FDOT's Central Florida Roads website, www.cflroads.com.



Tomoka Farms Road (completed): Volusia County has repaved a section of Tomoka Farms Road from Dunn Avenue to LPGA Boulevard as part of its annual resurfacing program. Repaving of the remaining section of Tomoka Farms Road, from US 92 to Dunn Avenue, will be considered in the future.





Police officers, firefighters and city leaders will escort Santa through Daytona Beach neighborhoods Wednesday, Dec. 13, for the city’s annual Santa Run. The moving vehicles parade will begin at 5:30 p.m. at Derbyshire Sports Complex and wind through residential streets until it ends at the Cherry Cultural and Educational Center, where Santa will pose for pictures, and refreshments will be available.

Route details:

START: Derbyshire Sports Complex, 849 Derbyshire Road
 South to 3rd Street
 Right/WB on 3rd Street to Lewis Drive
 Right/NB on Lewis Drive to 6th Street
 Left/WB on 6th Street to Imperial Drive
 Left/SB on Imperial Drive to 5th Street
 Right/WB on 5th Street to Cadillac Drive
 Left/SB on Cadillac Drive to 3rd Street
 Right/WB on 3rd Street to Alice Drive
 Right/NB on Alice Drive to 5th Street
 Left/WB on 5th Street to Barbara Drive
 Left/SB on Barbara Drive to 3rd Street
 Left/EB on 3rd Street to Berkshire Rd
 Right/SB on Berkshire Road to Brentwood Drive
 Left/EB on Brentwood Dr to Derbyshire Rd
 Right/SB on Derbyshire Rd to Madison Ave
 Left/EB on Madison Avenue to Tomoka Road
 Right/SB on Tomoka Road to North Street
 Left/EB on North Street to Washington St
 Right/SB on Washington St / Dr. Martin Luther King Jr. Blvd. to Loomis Ave.
 Right/WB on Loomis Ave to Lockhart St
 Right/NB on Lockhart St to Maley St
 Left/WB on Maley St to Jean St
 Left/SB on Jean St to South St
 Left/EB on South St to Caroline St
 Left/NB on Caroline St to Magnolia Ave
 Right/WB on Magnolia Avenue to Keech Street
 Left/NB on Keech Street
End: Cherry Community Center, 925 George W. Engram Blvd.

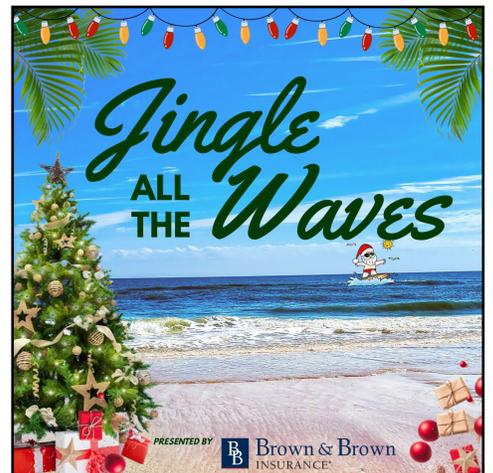
Children’s Christmas Party, Dec. 8

Bring the family to the Children’s Christmas Party from 6 to 9 p.m. Friday, Dec. 8, at Jackie Robinson Ballpark. Hosted by Zone 6 City Commissioner Paula R. Reed and the Daytona Tortugas, kids ages 3 to 12 can enjoy various activities including photos with Santa, face painting, running the bases, music, games and refreshments. Guests are encouraged to bring nonperishable food items for a community collection.



Jingle All the Waves Christmas Parade

Enjoy more than 50 entries featuring bands, festive floats and performances by community organizations at this year’s Jingle All the Waves Christmas Parade on Beach Street. Presented by Brown & Brown Insurance, the parade begins at 6 p.m. Saturday, Dec. 9, on Beach Street at Dr. Mary McLeod Bethune Boulevard and travels south to Jackie Robinson Parkway.



There will be a fireworks display near Jackie Robinson Ballpark at the conclusion of the parade.

For details, visit www.CODB.us/ChristmasParade.