



**MEETING MINUTES
SESSION OF THE CITY COMMISSION
CITY OF KISSIMMEE
CITY HALL, COMMISSION CHAMBERS
101 CHURCH STREET, KISSIMMEE, FLORIDA 34741-5054
TUESDAY, SEPTEMBER 13, 2022 AT 6:00 PM**

1. MEETING CALLED TO ORDER

Members Present: Mayor Olga Gonzalez, Commissioners Olga Castano, Felix Ortiz, Carlos Alvarez, III, Jim Fisher, Commissioner-Elect Angela Eady, Commissioner-Elect Janette Martinez

Staff Present: City Manager Mike Steigerwald, City Attorney Olga Sanchez de Fuentes, Deputy City Manager Desiree Matthews, Assistant City Manager Austin Blake, City Clerk Linda Hansell

Members Absent: None

Mayor Gonzalez called the meeting to order at 6:00 PM.

2. MOMENT OF SILENCE AND PLEDGE OF ALLEGIANCE

After a Moment of Silence, Commissioner Fisher led the audience in the Pledge of Allegiance. Mayor Gonzalez stated the Moment of Silence is in memory of Mayor Jim Swan.

3. PROCLAMATIONS AND SPECIAL PRESENTATIONS

3.A Acceptance of the August 23, 2022 Election Returns for Commission Seat #2 and Seat #4

Request Commission acceptance and approval of the August 23, 2022 City of Kissimmee General Election Returns for Commission Seat # 2 and Seat # 4.

Commissioner Castano made a motion to accept the Election Return for the August 23, 2022 General Election. Commissioner Fisher seconded the motion.

AYE: Mayor-Commissioner Gonzalez, Commissioner Alvarez, Commissioner Castano, Commissioner Eady, Commissioner Fisher

NAY: None

Motion carried 5 - 0.

3.B Swearing in Ceremony for City Commission Seat #2 and City Commission Seat #4

Commissioner-Elect Seat # 2, Angela Eady, and Commissioner-Elect Seat # 4, Janette Martinez, will be sworn in following the acceptance of the Official Election Results certified by the Osceola County Canvassing Board on August 30, 2022.

Reverend Remer Baker Jr. administered the Oath of Office to Commissioner-Elect Angela Eady.

The Honorable Judge Christine E. Arendas administered the Oath of Office to Commissioner-Elected Janette Martinez.

At the conclusion of the Swearing in Ceremony, both newly elected Commissioners took their seats on the Dias.

3.C Recognition of outgoing Commissioners - Felix Ortiz and Jim Fisher

Request the City Commission recognize outgoing Commissioner Felix Ortiz and Commissioner Jim Fisher for their years of service to the City Commission and our citizens.

City Manager Steigerwald and Mayor Gonzalez presented outgoing Commissioner, Felix Ortiz, with tokens of appreciation for his service on the Commission and to our community.

Commissioner Ortiz thanked everyone and stated it was blessing to serve for four (4) years on the Commission. He wished the new Commissioners much success and stated he'll be back in 2024 to run for Mayor.

City Manager Steigerwald and Mayor Gonzalez presented outgoing Commissioner, Jim Fisher, with tokens of appreciation for his service on the Commission and to our community.

Commissioner Fisher thanked staff and congratulated the new Commissioners and made a recommendation that they listen to staff; they will not steer you in the wrong direction. Commissioner Fisher stated he may also come back in 2024 and run for Mayor.

3.D City Commission selection of Vice Mayor and Mayor Pro Tem

Request the Commission select a Commission member to serve as Vice Mayor and Mayor Pro Tem for the next two years.

Mayor Gonzalez made a motion to select Commissioner Castano as the Vice Mayor. Commissioner Alvarez seconded the motion.

Motion carried 5 - 0.

Commissioner Eady made a motion to nominate herself as the Mayor Pro Tem. Commissioner Castano seconded the motion.

Motion carried 5 - 0.

3.E Presentation of Retirement Watch to Michael Carter

Request the presentation of Corporal Michael Carter's retirement watch. Corporal Carter is retiring from the City of Kissimmee after 20 years of service with the Kissimmee Police Department.

City Manager Steigerwald reviewed Corporal Michael Carter's career with the City as Mayor Gonzalez presented his City retirement watch. The City wishes him the best in his future endeavors.

Corporal Carter thanked the Commission for this honor and stated it has been an honor

to serve as a member of the Police Department and City. Mr. Carter presented his wife with flowers in celebration of his retirement.

3.F Employee Service Awards for April, May and June

Request that the City Commission join the City Manager in recognizing employees who have reached milestones in years of service with the City.

City Manager Steigerwald presented quarterly service awards to the following employees who were present:

5-years: Dalisa Figueroa, Brenton Jewett

20-years: Michael Carter

25-years: Nancy Walker

The following employees were absent and will receive their service awards at a later date:

5-years: Taylor Robertson, Terrence Tatume

10-years: Rachel Higgins, Josue Naranjo

15-years: Mariam Habibzadegan

20-years: Rob O'Shields

3.G Employee of the Month for September - Catherine Finneran

That the City Commission join the City Manager in recognizing Catherine Finneran, Development Services, as September's Employee of the Month

City Manager Steigerwald recognized Catherine Finneran, Administrative Assistant, and reviewed her attributes and the reason she was being recognized as the September Employee of the Month. He stated Cathy has a great attitude, is pleasant, and a wonderful co-worker to everyone. As a reminder, the Employee of the Month is not selected by the City Manager, Management, or the Commission; they are nominated and selected by their peers, and there is no greater honor.

Ms. Finneran received tokens of appreciation from the City Commission.

Ms. Finneran thanked City Manager Steigerwald, who hired her, and Director Craig Holland for his kind words. She thanked her fellow employees for the recognition.

4. PUBLIC HEARINGS - FIRST AND SECOND READINGS

None.

5. PUBLIC HEARINGS

CITY COMMISSION RECESSES AND CONVENES AS COMMUNITY REDEVELOPMENT AGENCY BOARD

5.A Public Hearing - Tentative Resolution to adopt the Downtown Kissimmee Community Redevelopment Agency Budget for Fiscal Year 2022-2023

Request the Downtown Kissimmee Community Redevelopment Agency Board to adopt the fiscal year 2022-2023 budget.

Mayor Gonzalez announced this is a Public Hearing for CRA Board to approve the FY2022-2023 Tentative CRA Budget.

Mayor Gonzalez announced the Public Hearing with no response from the audience.

Commissioner Castano made a motion to approve the Public Hearing and adopt CRA Resolution #02-2022. Commissioner Eady seconded the motion.

AYE: Mayor-Commissioner Olga Gonzalez, Commissioner Carlos Alvarez, Commissioner Olga Castano, Commissioner Angela Eady, Commissioner Janette Martinez

NAY: None

Motion carried 5 - 0.

5.B Public Hearing - Tentative Resolution to adopt the Vine Street Community Redevelopment Agency budget for Fiscal Year 2022-2023

Request the Vine Street Community Redevelopment Agency Board to adopt the fiscal year 2022-2023 Tentative Budget.

Mayor Gonzalez announced this is a Public Hearing for approval of the Vine Street FY2022-2023 Tentative Budget.

Mayor Gonzalez announced the Public Hearing with no response from the audience.

Commissioner Castano made a motion to approve the Public Hearing and adopt CRA Resolution # 03-2022. Commissioner Eady seconded the motion.

AYE: Mayor-Commissioner Olga Gonzalez, Commissioner Carlos Alvarez, Commissioner Olga Castano, Commissioner Angela Eady, Commissioner Janette Martinez

NAY: None

Motion carried 5 - 0.

COMMUNITY REDEVELOPMENT AGENCY ADJOURNS AND RECONVENES AS CITY COMMISSION

5.C Public Hearing - Adoption by Resolution of the Tentative Millage Levy and Tentative Budget for Fiscal Year 2022-2023

City Manager explained the Budget process and the positions that are being added to the FY2022-2023 Budget.

RESOLUTION OF THE PROPOSED OPERATING MILLAGE

City Manager Steigerwald reviewed the proposed millage rate along with information on projects to be funded if the millage is approved.

Mayor Gonzalez stated the Proposed Operating Millage is 4.6253 which is 8.90% more

than the Rolled Back Rate of 4.2472.

Mayor Gonzalez announced the Public Hearing with no response from the audience.

City Attorney Sanchez de Fuentes read Resolution #17-2022 by title.

Commissioner Eady requested information on the addition of firefighters. City Manager Steigerwald confirmed the addition of Station # 15 facility along with staffing in the FY2023-2024 Budget. Rescue # 16 is in the FY2022-2023 Budget and calls for six (6) new Firefighters.

Commissioner Eady questioned the attrition rate for firefighters and whether they are leaving for better pay. City Manager Steigerwald stated he believed the last numbers staff received was around 4% which is below the average. Fire Chief Jim Walls stated he does not have the current numbers, but the most recent departures have been one (1) going out of state to attend medical school, one (1) moving closer to home in Alachua County, and one (1) who is rumored to have been selected for a job at the Orlando International Airport. Chief Walls stated our retention rate for the last five (5) years has been very good.

City Manager Steigerwald stated the Commission held a Workshop within the last two (2) years and information was provided on a study that was done showing the City turnover rate at 4%. Chief Walls stated the Firefighters are currently in negotiations so that is all being reviewed; he doesn't want to lose Firefighters either.

Commissioner Eady requested the City Manager provide that information and recognized the Fire Department and their staff for all their hard work during the pandemic.

City Manager Steigerwald reviewed the Union Negotiations process with the Commission. The Budget for the Fire Department will not be affected by a vote in favor of the FY2022-2023 Budget.

Commissioner Castano made a motion to set the Tentative Millage Rate at 4.6253. Commissioner Martinez seconded the motion.

Motion carried 5 - 0.

RESOLUTION ADOPTING TENTATIVE BUDGET

Mayor Gonzalez stated the proposed Resolution will adopt the Tentative Budget of \$240,953,811 and authorize 804 full and part-time positions. A schedule of positions authorized for each department and summaries of each Fund are attached to the Resolution.

Mayor Gonzalez announced the Public Hearing with no response from the audience.

City Attorney Sanchez de Fuentes read Resolution # 18- 2022 by title.

Commissioner Eady made a motion to adopt the Tentative Budget of \$240,953,811 including 804 full and part-time positions. Commissioner Castano seconded the motion.

Motion carried 5 - 0.

6. HEAR AUDIENCE

Deloris McMillon, 2781 Michigan Avenue, Kissimmee, spoke before the Commission representing NAACP, Branch 5121 and speaking on behalf of citizens on Hill and Emory streets. Ms. McMillon continued by reviewing the continual problem with speeding and the use of Hill as a pass through. Residents have experienced several incidents and she is asking the Commission to assist with this problem by directing staff to get this resolved by adding speed humps and putting up speed signs.

Ms. McMillon congratulated Commissioner Eady and Commissioner Martinez on their election and thanked Commissioner Fisher for his service.

Ted Baker, 608 Persons Street, Kissimmee, 34741, spoke and stated signs are needed for speed limits and children at play. Have children and senior citizens that are endangered. TOHO employees also cut through as well, residents need signs to have a safer neighborhood.

Mayor Gonzalez asked City Manager to address the issue and evaluate the speed and get back with Ms. McMillon.

7. CONSENT AGENDA

The consent agenda is a technique designed to expedite the handling of routine miscellaneous business of the City Commission. The City Commission in one motion may adopt the entire Consent Agenda. The motion for adoption is non-debatable and must receive unanimous approval. By request of any individual member, an item may be removed from the Consent Agenda for discussion.

Commissioner Castano made a motion to approve the Consent Agenda in its entirety. Commissioner Eady seconded the motion.

Motion to Approve Passed 5 - 0.

- 7.A Approval of City Commission Minutes from the August 16, 2022 meeting
- 7.B First Amended and Restated Fountainhead Development Agreement
- 7.C Authorization To Submit Application For The Fiscal Year 2021 Justice Assistance Grant – Countywide (Jag-C) Program Made Available By The U.S. Department Of Justice (USDOJ)
- 7.D Acceptance of Helping Emergency Responders Obtain Support (HEROS) Program Award for FY2022
- 7.E Approval of Third Amendment to the Landscape Services Agreement between the City and Premier Lawn Maintenance LLC.

- 7.F Resolution for Acceptance of a Public Transportation Grant Agreement (PTGA) from the Florida Department of Transportation (FDOT) for the Construction of Taxiway "E" Extension project at Kissimmee Gateway Airport
(Resolution # 19-2022).
- 7.G Approval of Updates to the Charitable Donations & Sponsorships Policy (Community Benefit Fund)
- 7.H Approval to accept a 2022 Florida Recreational Development Assistance Program Grant for the Fortune Road Athletic Complex
- 7.I State Housing Initiatives Partnership (SHIP) Program Annual Reports for Close Out Years 2018-2019 and 2019-2020
- 7.J Approval to Apply for State of Florida Job Growth Grant Fund through Enterprise Florida
- 7.K Disposal of City Assets
- 7.L Simpson Road Warranty Deed to School Board of Osceola County
- 7.M Open-End Leasehold Mortgage and Collateral Assignment of Lease between Hanger 3 Kissimmee, LLC, Quantem FBO Group- Kissimmee LLC and Huntington National Bank
- 7.N Approval to Proceed with House America Initiative
- 7.O Amendment to FAA AIP Grant Agreement for Electrical Vault Project at Kissimmee Gateway Airport

8. DISCUSSION ITEMS

- 8.A UCF Florida Small Business Development Center Annual Report & Services Agreement
The UCF Florida Small Business Development Center will present to the City Commission a summary of its efforts for this fiscal year and request a continuation of their contract for FY 2022-23.

Economic Development Director, Belinda Kirkegard, presented an overview and introduced Rafael Pratts, who presented information on the Small Business Development Center Annual Report.

Rafael Pratts, Vice-President, distributed packets to the Commission (Exhibit "A"). He reviewed a PowerPoint Presentation (Exhibit "B") that was not included in the agenda.

Shari Vick, Memorable Times, was called to the podium and commented on her history with the Small Business Development Center. She thanked the City for enabling this course.

Commissioner Alvarez made a motion to approve a contract for FY 2022-23 for \$30,000 funding. Commissioner Castano seconded the motion.

AYE: Mayor-Commissioner Gonzalez, Commissioner Alvarez, Commissioner Castano, Commissioner Eady, Commissioner Martinez

NAY: None

Motion to Approve Passed 5 - 0.

8.B Presentation of Financial Statements for the Kissimmee Charter Academy for Year Ended June 30, 2022

This request is for Commission acceptance of the Financial Statements for the Kissimmee Charter School for the fiscal year ended June 30, 2022.

Greg Young, Imagine Kissimmee School Representative, presented the Financial Statements for the Charter School. He reviewed page by page the attachment to the Agenda and answered questions. He reviewed a second audit for Federal Funds for grants; there no findings of concern.

Commissioner Eady questioned whether the Charter School is a Title 1 school. Mr. Young stated that is correct and it allows for them to provide free breakfast and lunch to all students.

Commissioner Castano asked what the current school grade is; Mr. Young stated it is a "C" school.

Commissioner Castano asked for an update on the staffing of teachers at the school. Mr. Young stated there is a major issue with a teacher shortage and competition to increase competitive pay for teachers; charter schools do not have the same flexibility as state schools. She inquired if the school is rated "C" due to a lack of teachers.

Assistant City Manager Blake stated he oversees the relationship between the City and Imagine Schools. When the school grades were released, he spoke with the Principal who stated the Charter School was very close to a "B" and they have an action plan in place to improve math scores to bring them up.

Commissioner Castano made a motion to accept the FY 2022 Financial Statements for Kissimmee Charter Academy. Commissioner Martinez seconded the motion.

AYE: Mayor-Commissioner Gonzalez, Commissioner Alvarez, Commissioner Castano, Commissioner Eady, Commissioner Martinez

NAY: None

Motion to accept 5 - 0.

8.C Replacement of the Kissimmee Connector Downtown Bus Circulator provided by Lynx with a new Micro-Mobility Transit Service to be provided by Freebee

Request Commission authorization to negotiate a contract with Freebee to provide a micro-mobility solution for downtown and surrounding areas and direction regarding the status of the Lynx contract for the Kissimmee Connector downtown circulator bus service.

Ashley Cornelison, Planning Division, reviewed the City options (PowerPoint Presentation) with the changes in the Kissimmee Connector. She reviewed ridership, routes, and cost per rider, per month. Staff researched alternate solutions and found services provided by Freebee, which does point to point services. With Commission direction, staff would like to have these new services in place by January 1, 2023.

Requesting Commission approve moving forward with Freebee or staying with Lynx.

Discussion held concerning types of service and accessible vehicle that would be used for providing transportation as well as the schedule availability from 6:00 a.m. to 8:00 p.m.

Commissioner Castano made a motion to use Freebee services and allow Lynx agreement to lapse. Commissioner Eady seconded the motion.

Motion carried 5 – 0.

Commissioner Martinez questioned what resources would be provided to the citizens during the transition between the services. Commissioner Alvarez stated the riders need to be educated on the service ending so riders are prepared.

City Manager Steigerwald stated staff can review alternative solutions. Signage can be added to the platform to acknowledge the changes and provide information to the citizens.

8.D Advisory Board Appointments and Vacancies

The Commission is requested to replace a Board of Adjustment member due to a recent resignation.

No action, Commission Castano has two meetings to make the appointment.

9. HEAR CITY OFFICIALS

9.A CITY MANAGER

City Manager Steigerwald updated the Commission on Mayor Swan's funeral service being held Tuesday, September 20th at 11:00 a.m. at First Baptist Church Kissimmee, and the burial will be at Rose Hill Cemetery with a reception following at the Civic Center.

9.B CITY ATTORNEY

Nothing

9.C CITY COMMISSION

Commissioner Castano welcomed Commissioner Eady.

Commissioner Eady made a prepared statement and thanked her supporters and challenged the residents to get involved and be part of the solution. She encouraged attendance at meetings whether City, County, School Board, or Federal level. Our government is better together; a house divided cannot stand alone.

Commissioner Alvarez congratulated Commissioner Eady and Commissioner Martinez

and stated his thoughts and prayers are with the Swan Family

Commissioner Martinez encouraged the citizens to be the eyes and ears for the Commission; do not be a part of the old problem, be part of a new solution. Thanked all those who supported Elian Guzman, he was only 20 but had decided to get involved Commissioner Martinez thanked the Police and Firefighters, her friends, and those she will remember that put her where she is now.

Mayor Gonzalez offered congratulations to the two new commissioners and stated she was very proud to have worked with Commissioner Fisher and Commissioner Ortiz; were able to agree to disagree and continue to work together.

10. ADJOURNMENT

There being no further business to come before the Commission, Mayor Gonzalez adjourned the meeting at 7:37 PM.



ATTEST:

Linda S. Hansell

CITY CLERK

Olga Gonzalez

MAYOR-COMMISSIONER

Exhibit "A"
Small Business Development Center (UCF)
Helping Business Grow & Succeed Packet
Item 8.A.

Exhibit "A"
9/13/2022



Helping Businesses Grow & Succeed



Tools, Strategies, and Expertise
Help Florida Businesses Thrive

➔ FloridaSBDC.org



Helping Businesses Grow & Succeed

Florida SBDC at UCF - Osceola County

1425 E. Vine Street
Kissimmee, Fl. 34744

407.847.2452

www.sbdcorlando.com/osceolacounty

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- ✓ Improving Cash Flow
- ✓ Starting a Business
- ✓ Exporting/Importing
- ✓ Obtaining Financing
- ✓ Winning Government Contracts
- ✓ Preparing for a Disaster

Our Business Consultants Can Help at "No Cost"

The Florida SBDC at UCF provides high-quality management advice and comprehensive business training to potential, existing and emerging entrepreneurs in order to promote business formation, capital expansion, sales growth, innovation productivity and improved management capability. Our funding partners include the U.S. Small Business Administration, State of Florida, Osceola County and the City of Kissimmee. Their financial support allows us to offer consulting at **no-cost**, business workshops, and business data & information.

Available Resources:

1. **Business Consulting** | confidential consulting sessions with professional business consultants from the Florida SBDC at UCF. Services: Growth Acceleration, International Trade, Resource Network, Government Contracting, Veteran's Business Outreach, and Business Continuation.
2. **Workshops, Seminars, and Networking** | Educational events provides current and practical information on a wide range of business topics ranging from the basics to advanced business management skills.
3. **Business Data & Information** | Access to high-cost databases and business research resources, including the experts who know how to put the information to work; from interpretation to implementation.

Call 407-847-2452 to schedule an appointment or to learn more about the FSBDC at UCF visit www.sbdcorlando.com/osceolacounty. We look forward in helping your company grow and succeed!

State Designated as Florida's Principal Provider of Business Assistance [§ 288.001, Fla. Stat.]



Services for Leaders of Growing Businesses



Growing Businesses to the Next Level

As a small business grows, it is vital for the company's leader to think strategically and plan for the future. The Florida SBDC at UCF offers a unique set of services for CEOs, presidents and owners of second-stage companies in Central Florida to assist them with growing their businesses to the next level.

To apply for these services or
for additional information

www.sbdcorlando.com | 407.420.4850

Advisory Board Council

No-cost advisory boards providing expert advice to help grow your business.

Next-Level Business Assistance...The Advisory Board Council is an award-winning business support service that acts as a matchmaker between established businesses and area professionals who volunteer their expertise as members of a custom-fit advisory board.

Expert Advice...The Advisory Board Council has a pool of volunteer business professionals with expertise in marketing, sales, law, accounting, strategic planning, human resources, technology, operations and financial management. We provide dynamic talent and expertise to help businesses solve problems and create opportunities.

How it Works...For 18 months, you and your board will work on critical issues facing your business. Meetings are held every two to three months with individual advisor contact between meetings.

Sponsored in part by Orange County Government

Jill Kaufman, Program Manager
Jill.Kaufman@ucf.edu | 407.420.4854

Qualifications

- Minimum of two years operating experience
- Generated \$500,000+ in annual revenue
- Five or more full-time employees
- Company has a goal of growth
- Able to commit 15+ hours per quarter

International Trade Services™

Providing international trade expertise and tools to help you expand into global markets.

Why Export?...Over 95% of the world's customers are located outside of U.S. borders. Companies that are exporting are growing at an average of 15% faster and are 12% more profitable. Quality U.S. products and services are in high demand all over the world. Florida's strategic location and abundance of resources puts it in a prime position for international trade.

How it Works...Our Certified Global Business Professionals (CGBP) will help your company identify the wealth of opportunities that come from exporting and the ways you can profit from international markets. Our specialists provide international trade consulting, training, world-class market research and, for qualified companies, preparation of a customized Export Marketing Plan. The CGBPs can personally deliver the tools, strategies and expertise needed to help your business grow and succeed abroad. The Florida SBDC can help you take your business global!

In partnership with Enterprise Florida, Inc. and the U.S. Commercial Service

Jill McLaughlin, Program Manager
Jill.McLaughlin@ucf.edu | 407.420.4856

Export Marketing Plan Qualifications

- Minimum of two years operating experience
- Generated \$500,000 to \$10 million in revenue
- Five or more full-time employees
- Company's products must be at least 51% U.S. Content
- New-to-export or infrequent exporters preferred
- Florida manufacturers and professional service providers only

Government Contracting Services

Available through the Florida Procurement Technical Assistance Center (Florida PTAC) to help you do business with government agencies.

Diversify Your Revenue Stream...Government Contracting Services available through the Florida Procurement Technical Assistance Center assist any qualified Florida business interested in obtaining contracts with the Department of Defense (DOD), federal, state and local government agencies, and government prime contractors. Assistance is provided by Procurement Specialists, trained and experienced in government procurement and contracting processes.

How it Works...Florida PTAC Procurement Specialists provide high-value, confidential, one-on-one consulting at no cost to help Florida businesses prepare, research, and bid on government contracts. They are knowledgeable, experienced and eager to assist in making selling to the government less complicated and more profitable. Florida PTAC also sponsors networking events to connect business owners with agencies, offers workshops and training to help navigate the procurement process and provides access to tools for finding government contracting opportunities.

Steve South, PTAC Manager
Steve.South@ucf.edu | 407.420.4859

Qualifications

- Two (2) years of generating revenue
- Business located in Orange, Seminole, Osceola, Lake, Volusia, Flagler, Brevard or Sumter counties



This Procurement Technical Assistance Center (PTAC) is funded in part through a cooperative agreement with the Defense Logistics Agency.

Growth Acceleration Services

No-cost, in-depth professional consulting program for growing Central Florida businesses.

Accelerate Your Growth...Our Growth Acceleration Services are designed to deliver substantive professional business consulting to qualified small and medium-sized businesses in Central Florida. Growth Acceleration Specialists will provide intensive consultation services to all industry sectors utilizing the expertise and research resources of the University of Central Florida.

How it Works...Growth Acceleration Services will develop sustainable growth strategies for medium-sized enterprises, including strategic plan development, assessing and accessing capital, determining market diversification tactics and shoring up financial practices and financial institutional relationships. Following an initial consultation, the Growth Acceleration Specialist will work with the client to implement both the strategic and tactical plans.

Eunice Choi, Regional Director
echoi@ucf.edu | 407.420.4850

Qualifications

- Minimum of three years operating experience
- Generated \$500,000 to \$10 million in revenue
- Five or more employees
- Company has a goal of growth

Florida SBDC at UCF 2020 Prosperity Report

SERVICE SNAPSHOT



2,815

Existing & aspiring
business owners
consulted



27,213

Consulting hours
delivered

Consulting Client Breakdown



1,210 or **43%**
Women



338 or **12%**
Veterans & SCDVs



1,323 or **47%**
Minorities

BUSINESS & ECONOMIC OUTCOMES



Sales
generated*

Regional

\$1.5B

Statewide

\$7.4B



Gov't Contracts
acquired**

\$92.7M

\$488.1M



Capital
accessed**

\$92.4M

\$553.5M



Jobs Impacted
direct, indirect, induced*

8,227

38,797

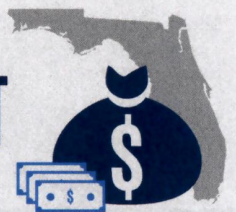
For every state \$1 invested in the Florida SBDC,
\$60 is returned to the state in tax revenue.*



**\$3.9
Billion**

GRP IMPACT

on Florida's economy as a result
of Florida SBDC services



2021 Economic Impact Analysis of the Florida SBDC Network by FSU CEFA* | Reported by respondent
clients of outcomes resulting from or in part due to assistance received in 2019-2020**

HELPING BUSINESSES GROW & SUCCEED

Small businesses are critical to Florida's economy, employing more than 40 percent of the state's private sector workforce and contributing nearly half of the state's GDP. Yet, small businesses face unique challenges unlike their larger business counterparts.

State designated as Florida's principal provider of small business assistance [Fla. Stat. § 288.001], the Florida Small Business Development Center (SBDC) Network provides consulting, training, and research to help small businesses grow and succeed.

At no cost to the business, the Florida SBDC Network provides one-on-one consulting to help small business owners realize opportunities, overcome obstacles, and achieve success. With our headquarters at the University of West Florida in Pensacola, nine regional offices, and more than 40 centers, we provide business owners with convenient access to expertise and resources throughout the state.

Our team of professional business consultants and specialists hold certifications and expertise across all industries and business needs, including

- strategic market research
- access to capital
- disaster preparedness and recovery
- international trade
- government contracting
- cybersecurity and more

Since our inception in 1976, we have assisted more than 1.2 million small businesses, resulting in a long history of positive revenue and economic growth for the state.

Our clients tell our story best. Read a sampling of testimonials (►) from the tens of thousands of small businesses we assist each year.



Not your region? Find one near you:

Florida SBDC at UWF
Pensacola (850) 474-2528

Florida SBDC at FAMU
Tallahassee (850) 599-3407

Florida SBDC at UNF
Jacksonville (904) 620-2476

Florida SBDC at USF
Tampa (813) 905-5800

Florida SBDC at FGCU
Fort Myers (239) 745-3700

Florida SBDC at IRSC
Fort Pierce (772) 336-6285

Florida SBDC at FAU
Fort Lauderdale (954) 762-5235

Florida SBDC at FIU
Miami (305) 779-9230

Network Headquarters
Pensacola (850) 898-3479



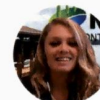
Client Testimonials



MamaBare Sugaring Studio Port Orange, FL

"I have experienced tremendous growth within the company and really learned so much about how to run my business and how to grow my business since starting to work with the FSBDC. Our company has grown by two more locations and doubled our staffing to almost 30. And that is all due to the consulting I have received from the FSBDC. If you are an entrepreneur or business owner and you haven't reached out to the FSBDC, I suggest you do so immediately. I only wish I had known about them sooner."

— Amanda Yarborough, President



Karina Lake Front Maintenance Casselberry, FL

"We have seen financial increases of 15% due to how we are managing our social media based on suggestions from the FSBDC. We learned how to bid for government work and won a 3-year, \$100,000 contract. Before I found the FSBDC, I felt like I was reaching for help at places where I wasn't getting results and I felt kind of lonely and alone. It's hard to be an owner of a company without having that upper management guidance I was used to. After I had the FSBDC, it was like I had a guardian angel on my shoulder. Everything I needed; they were always there for me."

— Ana Roosen, President



RTW Photography Orlando, FL

"We realized that, in order to be really successful, we needed to figure out a long-term plan for how we could grow our business. Working with the FSBDC has been areal partnership doing that. They have been there guiding us on how to chase government contracts, grow our commercial client base, redesign our website, budget and forecast our finances. We're very grateful to the FSBDC for that assistance."

— Derrius Robinson, Founder

The **Florida SBDC at UCF** is a member of the Florida SBDC Network, a statewide partnership program nationally accredited by the Association of America's SBDCs and funded in part by the U.S. Small Business Administration, Defense Logistics Agency, State of Florida, and other private and public partners, with the University of West Florida serving as the network's headquarters. Florida SBDC services are extended to the public on a nondiscriminatory basis. Language assistance services are available for individuals with limited English proficiency.

SBDCorlando.com



Florida SBDC at UCF - Osceola County **Business Seminars**

Helping Businesses Grow & Succeed

Monthly Information Session(s)

How to Start Your Own Business:

Essentials for getting started in business...

Access to Capital:

Financing options to start or grow your business...

When: Call for Upcoming Dates & Times

Where: 1425 E. Vine Street, Kissimmee, Florida 34744

Telephone: 407-847-2452

Cost: No Cost

Additional Webinars & Seminars: Visit www.sbdcorlando.com/upcoming-seminars/

Parents Note: We ask you please not to bring children to the Information sessions who can be a distraction to others. Your cooperation can help us serve you more effectively.



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Florida SBDC at UCF - Osceola County
Kissimmee/Osceola County Chamber of Commerce
1425 East Vine Street
Kissimmee, FL 34744
407.847.2452
www.sbdcorlando.com/osceolacounty

State Designated as Florida's Principal Provider of Business Assistance [288.001, Fla. Stat.]

Dates and times are subject to change

The FSBD at UCF - Osceola County is a member of the Florida SBDC Network, a statewide partnership program nationally accredited by the Association of America's SBDCs and funded in part by the U.S. Small Business Administration, Defense Logistics Agency, State of Florida and other private and public partners, with the University of West Florida serving as the network's lead host institution. Florida SBDC services are extended to the public on a nondiscriminatory basis. Language assistance services are available for limited English proficient individuals. Reasonable accommodations for persons with disabilities and/or limited English proficiency will be made if requested at least two weeks in advance. To request accommodation or language assistance, please contact the FSBD at 407.847.2452.

Memorable Times

Making the transition from a corporate career to entrepreneurship and small business ownership is a significant life change, and one that is made even more complex if this shift includes a move to a new and unfamiliar community. But that is the challenge that Shari Vick took on in 2016 when she came to Central Florida and opened her travel service company, MemorableTimes LLC. Wisely, she soon turned to the Small Business Development Center at the University of Central Florida (FSBDC at UCF) and its Kissimmee/Osceola County satellite Office for assistance.

As the name suggests, MemorableTimes LLC is in the business of helping sophisticated travelers choose, plan, and book memorable travel experiences. Shari Vick creates individually conceived and specially customized travel adventures for discerning clients. These can include river cruises, solo and group trips, romance travel, bike tours, and wine country sojourns among many other possible journeys to exciting destinations.

When Vick first started her business, she had a clear vision of the top-end, best-in-class travel experiences she sought to create for upscale, travel-savvy clients. These were never going to be those "everyday travel packages you can pull off the internet," she says. But to achieve her goal, she realized that she would need additional help and so she connected with the FSBDC at UCF.

"Working with my consultant, Rafael Pratts, has made all the difference for me," Vick states today. "He has guided me, supported me, held my hand, and introduced me to the different services and systems that the FSBDC has to offer. I benefited from their no-cost, one-on-one consulting; business seminars on budgeting, marketing, banking; and did an evaluation of my website that made me more competitive with my local and national competitors."

"My experience with the FSBDC has been wonderful," continued Vick. "It has been very helpful, especially because I was new to the area, with introducing me to the small business community. It has helped me develop professionally and to make better decisions. I now know my numbers, can make projections, and track my results. I am a better communicator with clients and vendors, which has helped save bookings and turn COVID-19-related cancellations into travel postponements."

"With the help of the FSBDC, I have learned a great deal about being an entrepreneur and a successful business owner," Vick went on. "And I have seen significant growth in my business since I started with Rafael and the FSBDC because I have learned how to manage my business better. In 2019, I saw an increase of more than 20% in my revenues. And I was on track for a better year in 2020 until COVID-19 struck. Even then, because of what I've learned, I was able to figure out how to survive."

"If a business owner or an entrepreneur came to me to ask about working with the FSBDC, I'd say 'Do it.' Take advantage of all they have to offer. The services are available without any fees. Why wouldn't you do it?" Vick concluded. "It has been great for me. I see no reason not to get on board with them. There's no downside, only upside."

For more information about MemorableTimes LLC, please visit <https://www.memorabletimesllc.com/>

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MemorableTimes
Romance Travel Agency

SHARI VICK

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River Street Sweets - Savannah's Candy Kitchen



LUCIA LUBBOCK

"Doing business during COVID was challenging. With the help of the FSBDC and Elly Membreno, it was easier. Now the business is getting better. Our numbers are up; revenues are higher by about 35%. We have a strong team. It looks like good times for us ahead."

Starting a small business in a new state can be daunting, even if it that business is one of the fastest growing franchise opportunities in the country. Although you can expect support from the franchise company, the franchisor is not always the best choice when grappling with the many challenges associated with opening a new business in a new market – challenges like local permitting, employee recruitment and more. When Lucia and Keith Lubbock, owners of River Street Sweets – Savannah's Candy Kitchen Orlando, were starting their business and facing all those questions, Lucia turned to the Florida Small Business Development Center at the University of Central Florida's (FSBDC at UCF) Kissimmee office for assistance.

River Street Sweets – Savannah's Candy Kitchen is one of America's finest and most renowned candy brands, a southern tradition from the heart of Savannah, Georgia. Featuring its World Famous Pralines®, saltwater taffy, hand stretched peanut brittle, homemade pecan pies and made-from scratch southern delicacies, the folks at River Street Sweets – Savannah's Candy Kitchen proudly say they are "in the business of enriching the lives of our Guests by providing fresh, handmade Southern candies served with good, old-fashioned hospitality in a clean, fun environment." It's no wonder they were ranked the #2 Top Candy Franchise by Entrepreneur Magazine in 2021.

"What make us unique and special is that we make everything here, inhouse," says Lucia Lubbock. "Every single treat that we can make and have here for sale is made with a lot of love and that makes a big difference." Contributing to River Street Sweets – Savannah's Candy Kitchen's family atmosphere is the shop's location: the Promenade at Sunset Walk inside the Margaritaville Resort Orlando, one of Central Florida's newest and most exciting resort destinations.

"When we first moved to Florida, we wanted to start a business," recalls Lubbock, "and I found the FSBDC. I went there for a seminar that I found very helpful. After the seminar, I found my FSBDC consultant Elly Membreno and since then they have been helping me with everything. It was about the time of the COVID shut down and she kept on helping me via ZOOM. She guided us with the local permits, with the Paycheck Protection Program or any other questions I had about my business and how to start it."

"Doing business during COVID was challenging," Lucia Lubbock says today. "With the help of the FSBDC and Elly Membreno, it was easier. Now the business is getting better. Our numbers are up; revenues are higher by about 35%. We have a strong team. It looks like good times for us ahead."

"My experience with the FSBDC and with Elly Membreno, it has been great," concluded Lubbock. "For any entrepreneur or small business owner, I would definitely suggest they go to the FSBDC because they are very helpful. Sometimes you don't know where to start but they will guide you. Even for me as a franchisee, I know the franchisor can help us with a lot of things but, with local issues and other things, the FSBDC knows the way."

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Board & Brush Creative Studio, Kissimmee



KIM CAMPANIE

"The success that I've had since working with the FSBDC and Rafael has been immense. We have seen increases of 20% in revenue since we started working together – and that is through a Pandemic – which Rafael was instrumental in guiding me through. We certainly would not be here today having the success that we do, increasing the staff as we have, looking to grow to more locations as we are, without the support of the FSBDC."

Going it alone is an easy mistake for a small business owner to make, especially if they have purchased an existing business or franchise and are leveraging the processes, procedures and tools provided by the previous owner or franchisor. Often, however, greater success and faster growth can be achieved with external help. It's that opportunity that persuaded Kim Campanie, owner of Board & Brush Creative Studio, Kissimmee and Ocoee to seek additional assistance and turn to the Florida Small Business Development Center at the University of Central Florida (FSBDC at UCF) – Osceola County/Kissimmee for its no-cost, expert consulting; business training and workshops; and access to extensive market research resources.

Board & Brush Creative Studio, Kissimmee offers three-hour, do-it-yourself wood sign workshops where guests can create any of 500 projects available in their online gallery. Catering to individuals; private, community and corporate events; and teen and kid's parties, the emphasis is on creating, connecting with friends – new and old – and having a good time. As their website says: "Instead of do-it-yourself, let's do-it-together. Experience not needed. Just bring your creativity and personality. We will provide the education, materials, and fun."

"I originally sought out assistance from the FSBDC after I met my business coach Rafael (Rafael E.M. Pratts, consultant at the FSBDC at UCF's Osceola County/Kissimmee satellite office) and he mentioned his role and the services he provides," recalls Campanie. "From the moment we started talking, I knew he was going to be instrumental in taking me from novice business owner to an extremely successful one with his guidance and encouragement."

"Over the last three years, I have taken advantage of so many of the amazing programs offered by the FSBDC, starting with my business coach Rafael who meets with me every month," enthused Campanie. "He supports my marketing goals, provides resources, sets benchmarks for me. He holds me accountable, which no one wants done in business, but everybody needs," she laughed. "It has taken me from start to finish in growing my business into the success we are today."

"One of the areas where the FSBDC really has helped is with my online and social media presence, by diversifying beyond Facebook and making sure we have a strategy with Google, a presence on Instagram, and that I am utilizing my internal text and email resources," Campanie stated. "Now we're not just doing what's easy. We're encompassing an entire approach to make sure we cover all our bases with our customers."

"The success that I've had since working with the FSBDC and Rafael has been immense. We have seen increases of 20% in revenue since we started working together – and that is through a Pandemic – which Rafael was instrumental in guiding me through," continued Campanie. "We certainly would not be here today having the success that we do, increasing the staff as we have, looking to grow to more locations as we are, without the support of the FSBDC."

"If you are a business owner considering working with the SBDC, I say 'Don't wait. The Sooner the better.'" concluded Campanie. "The sooner you get someone in your corner who supports your goals, who understands where you are and where you want to go, the better off you are going to be."

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Exhibit "B"
PowerPoint Presentation
Small Business Development Center Update
Item # 8.A.



Helping Businesses Grow & Succeed

Florida SBDC at UCF – Osceola County Annual Update 2021-22

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About Us



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UNIVERSITY OF
CENTRAL FLORIDA



U.S. Small Business
Administration



OSCEOLA
COUNTY



- Member of Florida SBDC Network
- Established in 1976
- Nationally Accredited
- Funded in part by the U.S. SBA, State of Florida, Osceola County/City of Kissimmee
- Hosted by the University of Central Florida

Helping Businesses Grow & Succeed



Our Services

Business Consulting | One-On-One / Hybrid*

Consulting, Seminars, and Networking

Business Data & Information

*** Unlimited at No Charge**

Florida SBDC at UCF 2020 Prosperity Report

SERVICE SNAPSHOT



2,815

Existing & aspiring
business owners
consulted



27,213

Consulting hours
delivered

Consulting Client Breakdown



1,210 or **43%**
Women



338 or **12%**
Veterans & SCDVs



1,323 or **47%**
Minorities

BUSINESS & ECONOMIC OUTCOMES



Sales
generated*

Regional

\$1.5B

Statewide

\$7.4B



Gov't Contracts
acquired**

\$92.7M

\$488.1M



Capital
accessed**

\$92.4M

\$553.5M



Jobs Impacted
direct, indirect, induced*

8,227

38,797

For **every state \$1 invested** in the Florida SBDC,
\$60 is returned to the state in tax revenue.*



**\$3.9
Billion**

GRP IMPACT

on Florida's economy as a result
of Florida SBDC services



Florida SBDC at UCF – Osceola County

Activities

Current Fiscal Year 2021-22:	Q1-Q3	Projected Fiscal Year (FY) End Based on Actual
Distinct Customers -Kissimmee	409 173 (42%)	545 230
Consulting Sessions -Kissimmee	438 403 (92%)	584 537
Training Events within the FSBDC Network	96	128
Attendees from Osceola County	281	374

Florida SBDC at UCF – Osceola County

Economic Impact

Current Fiscal Year 2021-22:	Q1-Q3	Projected Fiscal Year (FY) End Based on Actual
Started Business	27	36
Jobs Created	36	48
Capital Formation	\$753,500	\$1,004,666

Client Experience – Hybrid

Offering a Variety of Ways to Connect

Specialize Consulting Services for Growing Businesses:
Growth Acceleration Services, Government Contracting Services, International Trade Services, etc.

Technical Assistance (*HTS/Access to Capital, Live Webinars / In-Person Seminar Topics (re-opening Q1 2022-23)*)

Business Resource Center & Newsletter (*Small Business Updates and Resources*)

Trends & Opportunities

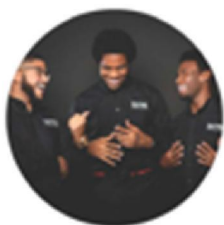
Pay Attention To “Client Characteristics” As It Relates To Diversity, Equity, And Inclusion Initiatives

E.g. FSBDC Network: DEI & Underserved Taskforce

Community Outreach To Engage With Emerging / Established Businesses

E.g. City of Kissimmee Program Initiatives: Growth Wheel & Business Roundtable, The Osceola Chamber: Business Under the Stars, Business Academy

Client Success Stories: Testimonials...



RTW Photography Orlando, FL

"We realized that, in order to be really successful, we needed to figure out a long-term plan for how we could grow our

business. Working with the FSBDC has been a real partnership doing that. They have been there guiding us on how to chase government contracts, grow our commercial client base, redesign our website, budget and forecast our finances. We're very grateful to the FSBDC for that assistance.

— Derrious Robinson, Founder



KIM CAMPANIE

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Helping Businesses Grow & Succeed

Q & A

Thank You for Your Continued Support!

