



**MEETING MINUTES
SESSION OF THE CITY COMMISSION
(PERMITTING PROCESS WORKSHOP)
CITY OF KISSIMMEE
CITY HALL, COMMISSION CHAMBERS
101 CHURCH STREET, KISSIMMEE, FLORIDA 34741-5054
TUESDAY, APRIL 2, 2024 AT 3:00 PM**

1. MEETING CALLED TO ORDER

Members Present: Mayor Olga Gonzalez, Commissioners Olga Castano, Angela Eady, Carlos Alvarez, III, Janette Martinez

Staff Present: City Manager Mike Steigerwald, City Attorney Olga Sanchez de Fuentes, Deputy City Manager Desiree Matthews, Assistant City Manager Austin Blake, Deputy City Clerk Tameara Crespo, Development Services Director Craig Holland, Building Division Manager Samantha Bridle

Mayor Gonzalez called the meeting to order at 3:05 p.m.

2. DISCUSSION ITEMS

2.A City Building Division Permit Process Presentation and Discussion

City Manager Steigerwald opened the meeting and turned the presentation over to Development Services Director Craig Holland. Director Holland reviewed a PowerPoint presentation that was attached to the agenda and discussed in detail the following areas:

- Purpose and Intent of the Workshop
- Building Division Staff Overview
- Building Division Statistics (2023)
- Improvements Made in the Last Two (2) Years
- Upcoming Changes to Improve Customer Experience
- Customer and Peer Feedback
- What Commissioners Can Do to Help

During the presentation the Commission, staff, and Director Holland engaged in open discussions regarding the needs of the Spanish speaking demographic, number of City employees who are bilingual, the building division statistics and number of customers served compared to other comparable cities. They additionally discussed inspection processes, and the City's priority in expediting the simple permit application process, such as fence, roof and HVAC requests. The City has seen a significant turn around in response times (currently two (2) business days) to address these matters due to the hiring of additional building division staff.

Director Holland introduced the Building Division Manager, Samantha Bridle, who reviewed an additional PowerPoint also attached to the agenda, which outlined the following:

- Permit Application Process via CSS (Citizens Self Service) Portal
- Information Needed to Apply
- How to Pay
- Permit Review Process

- Disapproval Process
- Approval Process
- Requesting an Inspection
- Failed Inspections and Next Steps

Manager Bridle was able to walk the Commission through the Citizen's Self Service Portal and application process step-by-step. The Commission and staff engaged in conversations about property ownership, notification settings within the portal, phone trees and automated services, current response times for permits, and payment options.

2.B General Discussion

City Manager Steigerwald reviewed the dates and topics of the various upcoming workshops. The Commissioners inquired on the status of planning a field trip to view the current road conditions. City Attorney Sanchez de Fuentes explained that hosting a field trip with all the Commissioners in attendance would present hurdles with the Sunshine Law, and recommends the field trip be done individually with management and one (1) Commissioner at a time. The Commission and staff also discussed future public speaking courses; the Human Resources Director will reach out directly to facilitate.

The Commissioners and staff also discussed the policy on community events and commissioners utilizing city space and resources, and specifically what constitutes a "City Event" versus a "Commissioner Created" event and how to mitigate these requests. City Manager Steigerwald recommended a future workshop on this topic. They briefly reviewed the City's potential participation in a food drive and will table this for future discussions and exploration.

Deputy City Manager Matthews provided an update on the Haven on Vine project and confirmed that the Housing and Urban Development (HUD) contract should be signed shortly and \$1.8 million in funds will be available to begin the emergency services and bridge housing renovations. Phase 1A, (the apartments) are already finalized and tenant move in will be completed soon. They discussed the current known hurdles with building and fire code requirements and to prepare for additional costs once renovations begin. Deputy City Manager Matthews confirmed we are seeking an experienced and licensed Property Manager to oversee The Haven, specifically someone with experience in affordable housing. The project is projected to be completed by the end of 2024.

3. ADJOURNMENT

There being no further business to come before the Commission, Mayor Gonzalez adjourned the meeting at 4:56 PM.



Olga Gonzalez

MAYOR-COMMISSIONER

ATTEST:

Linda S. Hansell

CITY CLERK