



MEETING MINUTES
SESSION OF THE CITY COMMISSION (2ND BUDGET HEARING)
CITY OF KISSIMMEE
CITY HALL, COMMISSION CHAMBERS
101 CHURCH STREET, KISSIMMEE, FLORIDA 34741-5054
TUESDAY, SEPTEMBER 16, 2025 AT 6:00 PM

1. MEETING CALLED TO ORDER

Members Present: Mayor Jackie Espinosa, Commissioners Noel Ortiz, Angela Eady, Carlos Alvarez, III, Janette Martinez

Staff Present: City Manager Mike Steigerwald, City Attorney Olga Sanchez de Fuentes, Deputy City Manager Desiree Matthews, City Clerk Tameara Crespo

Members Absent: Deputy City Manager Austin Blake

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

2. MOMENT OF SILENCE AND PLEDGE OF ALLEGIANCE

After a Moment of Silence, Commissioner Eady led the audience in the Pledge of Allegiance.

3. PROCLAMATIONS AND SPECIAL PRESENTATIONS

3.A Promotion Ceremony of Police Corporal

Swearing in and administering of oath for newly promoted Police Corporal Rodolfo Sayeed.

Police Chief Broadway administered the Oath of Office to Corporal Rodolfo Sayeed.

3.B Proclamation - Hispanic Heritage Month

To present a proclamation to Viva Osceola Festival in honor of Hispanic Heritage Month.

City Manager Steigerwald read a proclamation in honor of Hispanic Heritage Month as the Mayor and Commissioners presented the proclamation. Recipient Viva Osceola thanked the city for their support.

4. PUBLIC HEARINGS - FIRST AND SECOND READINGS

5. PUBLIC HEARINGS

5.A Public Hearing - Adoption by Resolution of the Final Millage Levy and Final Budget for Fiscal Year 2025-2026

Adoption by Resolution of the Final Millage Levy of 4.6253 mills and Final Budget of \$310,308,019 for Fiscal Year 2025-2026.

City Attorney Sanchez de Fuentes read Resolution #19-2025 by title. Mayor Espinosa announced the Public Hearing with no response from the audience.

Commissioner Alvarez made a motion to approve the Public Hearing and adopt Resolution #19-2025 setting the final millage levy of 4.6253 mills which is 4.29% more than the rolled back rate of 4.4352. Commissioner Eady seconded the motion.

Motion carried 5 - 0.

City Attorney Sanchez de Fuentes read Resolution #20-2025 by title. Mayor Espinosa announced the Public Hearing with no response from the audience.

Mayor Espinosa made a motion to approve the Public Hearing and adopt Resolution #20-2025 setting the final budget to \$310,308,019 and authorize 942 full and part-time positions.

Commissioner Martinez seconded the motion.

Upon roll call, the vote was as follows:

Commissioner Ortiz	AYE
Commissioner Eady	AYE
Commissioner Alvarez	AYE
Commissioner Martinez	AYE
Mayor Espinosa	AYE

Motion carried 5 - 0.

Commission consensus received to schedule a workshop to review department head functions and salaries on September 29, 2025, at 4:30 p.m. and to make budget adjustments if necessary, following the workshop.

5.B Public Hearing - Annual Red Light Camera Report Presentation and Discussion

To present the annual red light camera report at a public hearing to the Commission as required by Florida State Statute.

Captain Tilton reviewed a PowerPoint attached to the agenda which reviewed the red-light camera program and statistics. Mayor Espinosa announced the Public Hearing with no response from the audience.

6. **HEAR AUDIENCE** *Anything requiring a vote will be heard at a later time.*

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

Motion carried 5 - 0.

7.A Approval of City Commission Minutes from the September 3, 2025 meeting

Approval of the September 3, 2025 commission meeting minutes.

7.B Annual Advisory Board Reappointments with Terms Ending September 30, 2025

The Commission is requested to reappoint and provide ministerial approval for board members with terms ending September 30, 2025.

7.C Consent to Sub-Lease Between Sunstate Aviation Holdings, LLC and Integrity Aero, LLC

Approval of Consent to Sub-Lease between Sunstate Aviation Holdings, LLC and Integrity Aero, LLC, contract number 20240223.

7.D Approval of the Developer's Agreement between the City of Kissimmee and Pulte Group, Inc.

Approval of the Developer's Agreement (Contract No.20250364) between the City of Kissimmee and Pulte Group, Inc. to establish alternative design standards for the Hilliard Isle Mixed Use Planned Unit Development (PUD-22-0004).

7.E Resolution Adopting the Osceola County Comprehensive Emergency Management Plan (CEMP) and the City of Kissimmee CEMP Annex

Adoption of a Resolution for the City to adopt the Osceola County Comprehensive Emergency Management Plan and the City of Kissimmee Annex to memorialize unified efforts to mitigate, prepare for, respond to, and recover from a variety of disasters.

Adoption of Resolution #21-2025

- 7.F Memorandum of Agreement for the Berlinsky Community House
Approval of a Memorandum of Agreement (Contract #20250378) to mitigate the adverse impacts of demolishing the Berlinsky Community House.
- 7.G Intergovernmental Transfer Agreement for Medicaid Managed Care Organization Payment Program
Approval to enter into an Intergovernmental Transfer (IGT) agreement (contract #20250066) with the Agency for Health Care Administration (AHCA) to continue receiving supplemental payments for Medicaid patients transported by the Fire Department.
- 7.H Amendment to drainage easement agreement – Osceola Village (Lot D)
Approval of the Amendment to the Drainage Easement Agreement among CRP/NRP Osceola Village Owner, L.L.C., Osceola-Kissimmee Development IV, LLC, and the City of Kissimmee. (Contract #: 20250379)
- 7.I Forensics Facility Design Construction Documents with Harvard Jolly | PBK Architects
Approval to utilize the City's continuing services contract with Harvard Jolly Architects, Inc. (HJ|PBK), Contract # 20250367 for architectural services to develop the Kissimmee Police Department Forensics & Evidence Storage Facility through 60% Construction Documents, in the not-to-exceed amount of \$158,753.00, which includes \$156,753.00 for basic services and a \$2,000.00 reimbursable allowance.
- 7.J First Amendment to the Construction Services Agreement with Miniopolis LLC for the Haven on Vine ADA Apartment Renovations
Approval of the First Amendment to the Construction Services Agreement (Contract #20250195) with Miniopolis LLC for the Haven on Vine Project: Renovation of Two ADA Apartments, and authorization for the City Manager or his designee to execute any additional documents or change orders as necessary.
- 7.K Contract for transition to Cloud-Based Video Management
Approval of a purchase agreement to transition from on-premises media storage to a cloud-based video management platform with Verkada.
- 7.L Extension of the Professional Services Contract with Purvis and Gray Company, LLP to perform auditing services for the Fiscal Year Ending 2025
Commission approval to extend the audit services contract with Purvis Gray and Company, LLP (contract #20240269) for auditing services for the fiscal year ending 2025.

8. DISCUSSION ITEMS

- 8.A Kissimmee Main Street Annual Update and Funding Agreement for FY 2025-2026
Kissimmee Main Street Annual Update and Approval of Funding Agreement #20240495 for Fiscal Year 2025-2026.

Executive Director of Kissimmee Main Street, Diana Marrero-Pinto, presented a recap video featuring the annual updates. After the presentation, a discussion followed, where it was clarified that Kissimmee Main Street functions as an independent 501(c)(3) nonprofit organization. The Commissioners engaged with Ms. Marrero-Pinto to explore the potential advantages and disadvantages of incorporating Kissimmee Main Street staff as city employees. The commission also discussed various topics, including funding sources from

the county, the terms of existing agreements, rent costs, and the organization's role as a community liaison.

Mayor Espinosa made a motion to approve the funding agreement as presented. Commissioner Eady seconded the motion.

Motion carried 5 - 0.

Commission consensus to meet with the Kissimmee Main Street Board of Directors within thirty (30) days to discuss the advantages and disadvantages of integrating Kissimmee Main Street into the City as part of an existing department, with staff becoming city employees.

8.B Small Business Development Center Annual Update and Funding Agreement for FY 2025-26

Approval of Contract #20250371 for the UCF Small Business Development Center Funding Agreement and for the city manager to sign the agreement.

CRA Manager Samia Singleton introduced a representative from the SBDC, who provided a handout (Exhibit "A") and presented a PowerPoint, which was included in the agenda, to review the annual updates. The representative also invited business owners from Gavasha to share their experiences and emphasize the positive aspects of their involvement.

Commissioner Martinez made a motion to approve the funding agreement as presented. Commissioner Eady seconded the motion.

Motion carried 5 - 0.

8.C UCF Business Incubator Program Annual Update and Funding Agreement for FY 2025-2026

Approval of Contract #20250374 with the University of Central Florida (UCF) for the Business Incubator Program FY 2025-2026.

CRA Manager Samia Singleton introduced UCF representative Esther Vargas, who presented the annual report via a PowerPoint included in the agenda. Mayor Espinosa emphasized the need for consistency in reviewing all service providers and noted the commission would be evaluating and analyzing such agreements moving forward.

Mayor-Commissioner Espinosa made a motion to approve the funding agreement as presented. Commissioner Martinez seconded the motion.

Motion carried 5 - 0.

8.D Advisory Board Vacancy: Affordable Housing Advisory Committee

The Commission is requested to make an appointment to fill a vacancy on the Affordable Housing Advisory Committee.

Commissioner Martinez made a motion to appoint Steve Auger to the Affordable Housing Advisory Committee. Commissioner Alvarez seconded the motion.

AYE: Commissioner Alvarez, Commissioner Eady, Commissioner Martinez, Commissioner Ortiz

NAY: Mayor Espinosa

Motion carried 4 - 1.

Mayor Espinosa would like the opportunity to review and evaluate all the boards except for the Police and Fire Pension Board.

CITY COMMISSION RECESSES AND CONVENES AS THE COMMUNITY
REDEVELOPMENT AGENCY BOARD

8.E (DKCRA) Kissimmee Main Street Funding Agreement for FY 2025-2026

Approval of the Kissimmee Main Street Funding Agreement (Contract #20240495) for Fiscal Year 2025-2026.

CRA Manager Samia Singleton reviewed the agreement explaining the approval was for the CRA portion of the funding agreement.

Board Member Alvarez made a motion to approve the funding agreement as presented. Board Member Martinez seconded the motion.

Motion carried 5 - 0.

8.F (DKCRA) Osceola Arts Mural Installation Agreement

Approval of a new agreement between the Downtown Kissimmee Community Redevelopment Agency (DKCRA) and Osceola Arts, Inc. to implement a public mural installation program for Fiscal Year 2025–2026, Contract # 20250375.

CRA Manager Samia Singleton, introduced Bryan Camacho from Osceola Arts who briefly discussed the mural program.

Board Member Martinez made a motion to approve the agreement as presented. Board Member Eady seconded the motion.

Motion carried 5 - 0.

8.G (VSCRA) Osceola Arts Mural Installation Agreement

Approval of a new agreement between the Vine Street Community Redevelopment Agency (VSCRA) and Osceola Arts, Inc. to implement a public mural installation program for Fiscal Year 2025–2026, Contract #20250376.

Board Member Eady made a motion to approve the agreement as presented. Board Member Martinez seconded the motion.

Motion carried 5 - 0.

COMMUNITY REDEVELOPMENT AGENCY BOARD ADJOURNS AND
RECONVENES AS THE CITY COMMISSION

Commission and CRA Board consensus to reassess all funding agreements presented tonight and make any necessary amendments in the future.

9. HEAR CITY OFFICIALS

9.A CITY MANAGER

City Manager Steigerwald reminded the commission that the small business relief grant portal opens September 17, 2025.

9.B CITY ATTORNEY

9.C CITY COMMISSION

Commissioner Ortiz emphasized the importance of commissioners ensuring their financial responsibilities, which includes reviewing salaries. Commissioner Alvarez congratulated

the nominees who received awards at tonight's Hispanic Heritage Celebration. Mayor Espinosa suggested that weekly KPD's statistic reviews be shared with PAB members.

10. ADJOURNMENT

There being no further business to come before the Commission, Mayor Espinosa adjourned the meeting at 7:36 PM.



ATTEST:

Tameara Crespo

CITY CLERK

Jackie Espinosa

MAYOR-COMMISSIONER



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Florida SBDC at UCF - Osceola County

1425 E. Vine Street

Kissimmee, FL 34744

407.847.2452

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- ✓ 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.]

What to Expect

from your Appointment with the Florida SBDC at UCF



Florida SBDC at UCF/Osceola County
1425 E. Vine St., Kissimmee, FL 34744
407 847 3452 | www.sbdcorlando.com

What you can expect from your FSBDC consultant:

- To be treated with respect – for your time by being on time and being prepared.
- To be treated professionally – beginning with listening and including offering suggestions and information.
- To keep all information confidential.
- Never to engage in any behavior that could be perceived as a conflict of interest.
- To follow-up as offered and/or requested.



What your FSBDC consultant expects from you, the client:

- To complete the Request for Consulting form.
- To be treated with respect – for their time by being on time, being prepared and cancelling any appointment you cannot keep at least 24 hours in advance.
- To complete any assignments prior to the next appointment.
- To understand that the consultant provides information and advice and can walk you through how to complete a number of tasks, i.e., writing a business plan, forming an LLC, understanding financials, bidding on a government contract, etc. The consultant **cannot** write the business plan, form the LLC, prepare financials, write the bid, etc.
- After the initial appointment, complete the initial session survey.
- Provide feedback and report any economic impact achieved with SBDC assistance (i.e., capital, government contracts, new business starts, job growth, etc.) on the FSBDCN annual survey and/or on the verification and attribution form.



Helping Businesses Grow & Succeed

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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, Department of Defense, 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.



Florida SBDC at UCF - Osceola County Business Seminars

Helping Businesses Grow & Succeed

Capability Statement Workshop

hosted in partnership with the Florida APEX Accelerator at UCF

September 2025

What is a Capability Statement?

A capability statement is a concise, one-page marketing document that introduces your business to government agencies and other government contractors. It's a critical tool for contractors looking to work in the world of government contracts.

Why Should You Attend?

- Learn how to craft or improve a strong capability statement that meets government and prime contractor expectations.
- Already have a capability statement? Bring a printed copy with you! Our team will help you refine, polish, and strengthen it during the session.

Whether you're new to government contracting or looking to elevate your approach, this workshop is a valuable opportunity to master one of the most essential marketing tools in the government space.

When: Wednesday, September 24th, 2025 from 10am to 12pm

Where: UCF Business Incubator - Kissimmee
400 W. Emmett Street, Kissimmee, FL 34741

Telephone: 407-847-2452

Cost: No Cost

Online Registration: <https://bit.ly/4orUpBQ>



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



Florida SBDC at UCF - Osceola County

1425 East Vine Street

Kissimmee, FL 34744

407.847.2452

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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, Department of Defense, 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.



GROWTH XChange

Growing Businesses to the Next Level

INTERESTED?

FSBDC at UCF - Osceola County office is now accepting client applications for the 2025 GROWTH XChange program.

Limited space is available! Apply online at: sbdcorlando.com/osceola/growth-xchange

To request an application, contact us at 407.847.2452 or e-mail the GROWTH XChange program manager. Note: \$175 non-refundable, administrative fee will be due upon acceptance to the program.

For questions, please contact:

Rafael E. M. Pratts
Program Manager
FSBDC at UCF - Osceola County
1425 E. Vine Street
Kissimmee, FL 34744
407.847.2452
rpratts@ucf.edu



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Connecting Executives

Designed specifically for second-stage companies, GROWTH XChange offers a confidential setting for businesses to discuss vital business issues, opportunities and trends with a group of peers.

Cultivating Leaders

GROWTH XChange presents businesses with the opportunity to broaden their business perspective and gain new knowledge by engaging in collaborative thinking and problem-solving – giving them the ability to more effectively lead their companies.

How It Works

A group of no more than 15 businesses are selected to form a group. Under the guidance of a trained facilitator, the group meets for two and a half hours at breakfast, at least ten times per calendar year. Qualifications for the program include:

- ★ Must be the owner, chief executive officer, president or top-level officer of the company.
- ★ Company has generated \$250,000 to \$1 million in annual sales revenue.
- ★ Company has a goal of growth.
- ★ Willingness to consistently attend and participate in the program for one year.
- ★ Willingness to maintain confidentiality.
- ★ Willingness to listen, learn and network.

The FSBDC 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 of Defense, 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.

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**Helping Businesses
Grow & Succeed**



GROWTH XChange

Connecting Executives...Cultivating Leaders

2025 Schedule

Roundtable Discussions

The GROWTH XChange program will meet every month starting January 7, 2025 until November 3, 2025.

Meeting Location & Details

The 2025 GROWTH XChange program will meet at The Osceola Chamber for our scheduled roundtable discussions. Continental breakfast is included with each meeting.

The Osceola Chamber
1425 E. Vine Street
Kissimmee, FL 34744

FOR MORE INFORMATION CONTACT:

Rafael E. M. Pratts
Program Manager
Florida SBDC at UCF - Osceola County
1425 E. Vine Street
Kissimmee, FL 34744
407.847.2452
rpratts@ucf.edu

January 7	7:30 – 10:00 am
February 4	7:30 – 10:00 am
March 4	7:30 – 10:00 am
April 1	7:30 – 10:00 am
May 6	7:30 – 10:00 am
June 3	7:30 – 10:00 am
July 1	7:30 – 10:00 am
August 5	7:30 – 10:00 am
September 2	7:30 – 10:00 am
October 7	7:30 – 10:00 am
November 4	7:30 – 10:00 am

Benefits & Services

GROWTH XChange was designed to provide top executives and business owners with the relationships, tools, training, ideas and guidance to succeed.

In addition to the roundtable discussion events, participants receive the following benefits:

- ★ One-on-one consulting and active communication by a Certified Business Consultant throughout the year.
- ★ Invitation to all FSBDC at UCF events, workshops and seminars.
- ★ Invitation to all FSBDC business networking events.
- ★ Information resources, financial analysis, industry research, etc.



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Sunbeam Mental Care

Entrepreneurs and small business owners often encounter a formidable sense of isolation that can stem from starting and leading a company. Whether as a start-up or while navigating through difficult times, too many try to handle everything alone thinking that they have no other choice if they are to realize their dreams and build the business they envision. For Stephanie Cruz, founder and owner of Sunbeam Mental Care, challenges were mounting in her behavior health, counseling, and consulting company but she found the guidance and support that she needed at the Florida Small Business Development Center at the University of Central Florida (FSBDC at UCF) office in Osceola County, FL.



Stephanie Cruz

"When I started the process of getting help through the FSBDC, I had a lot of support through my FSBDC consultant Rafael Pratts. He provided so many resources, so many ideas, so many options about how to do things better. It was really, really helpful and was not just business support but also human support that I needed at that time."

Sunbeam Mental Care distinguishes itself by its unwavering attention to providing a 'sunbeam' of hope in the form of the highest and best possible quality care and service. "We really care about people, and we really care about serving the community," explains Stephanie Cruz, "but most of all we care about focusing on achieving the individual goals of the children, adolescents and adults, as well as couples and families, that we support and treat."

"Originally I sought assistance through the FSBDC because my strengths are all in counseling and therapy," Cruz recalls. "I have a lot of knowledge and training on the clinical side, about how to work with and help clients. But the business side was where I really needed support. I was in a desperate moment about how to do things right for the growth and stability of the business. That's when I reached out to the FSBDC and had the opportunity to participate in their amazing programs."

"When I started the process of getting help through the FSBDC," Cruz shares today, "I had a lot of support through my FSBDC consultant Rafael Pratts. He provided so many resources, so many ideas, so many options about how to do things better. It was really, really helpful and was not just business support but also human support that I needed at that time."

Cruz admits that Sunbeam Mental Care was struggling when she first approached the FSBDC at UCF for its advice and consultation. Pratts assisted in mapping out a strategy for performing a successful turnaround by working with Cruz to develop a business and marketing plan, including methods for managing people, boosting morale, building a budget, and uncovering ways to save money. The results have been powerful; since beginning with the FSBDC, Cruz has hired 12 new employees, won a working capital business grant from the City of St. Cloud, and is growing once again.

The FSBDC's support didn't end there. Cruz currently participates in the FSBDC at UCF Osceola County's GROWTH XChange which presents top executives with the opportunity to broaden their business perspective and gain new knowledge by engaging in collaborative thinking and problem-solving – giving them the ability to more effectively lead their companies.

"The Growth XChange has been a really, really good experience," affirms Cruz, "learning from other people about their journey and their challenges and how they have been able to overcome them. It gives you the sense that you're not the only one going through the struggles of business ownership. I have to confess that I felt lonely at times as a business owner even though I had a very good team. All of the pressures and all of the responsibility are on you. I'm really grateful that Rafael launched this initiative because the Growth XChange has been so encouraging and has given me the motivation to keep focused and keep building my business."

For information about Sunbeam Mental Care, please visit www.sunbeammc.com.

Providing the tools, strategies, and expertise to help Florida's business community thrive.

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Florida SBDC at UCF 2024 ECONOMIC IMPACT

Our Impact

\$564.3M Sales¹ **\$70.9M Taxes¹**
generated generated
by Florida SBDC at UCF by Florida SBDC at UCF

2,855 Jobs¹ **\$161.1M Gov't Contracts**
impacted acquired
by Florida SBDC at UCF by Florida SBDC at UCF

\$57.2M Capital **142 New Businesses**
accessed created with assistance from
by Florida SBDC at UCF Florida SBDC at UCF

1. Based on the 2023 Economic Impact analysis completed by Dr. Jerry Parrish Data recent as of April 2025.

Your Small Business Resource

Florida SBDCs help you help your
small business constituents.

The Florida SBDC at UCF serves the following counties:
Brevard, Flagler, Lake, Orange, Osceola, Seminole, Sumter,
and Volusia counties

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Our Clients

All metrics are reported by clients through our SBDC and APEX programs unless otherwise noted.

2,277
Existing & Aspiring Business
Owners Consulted

17,811
consulting hours delivered

\$129.9M
revenue increase

13,152
employees supported

AVERAGE U.S. BUSINESS
JOB GROWTH → **3.4%** AVERAGE SBDC CLIENT
JOB GROWTH → **14%**

Learn more about our
impact statewide, regionally
& in your district



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

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GenStar Generator Services - Sanford, FL

Lance Metcalfe, founder of Genstar Generator Service, has built a trusted generator installation, maintenance, and repair business in Central Florida since founding it in 2002. Wanting to scale beyond its “Mom & Pop” roots, he sought expert guidance from the Florida SBDC at UCF. With support from their Advisory Board Council program and expert guidance in accounting, finance, sales, and marketing, Genstar refined its business strategy, grew revenue from one to five million, and expanded from 5 to over 20 employees within just a few years. This remarkable growth ultimately positioned Genstar as an attractive acquisition target, allowing Metcalfe to successfully execute his exit strategy.



We came to the SBDC because we needed to grow. The SBDC helped us grow into a viable company that could serve as a platform for an equity capital company who acquired us and has used Genstar as the base from which to acquire other companies to grow into the largest generator company in Florida.” - Lance Metcalfe, Founder

For more information, and to read more stories, please visit www.FloridaSBDC.org



GAVASHA, Inc.

Grisselle Supriana, founder of GAVASHA Inc., knows firsthand the challenges of launching and growing a small business. Even with a strong business model and boundless determination, navigating the early stages of entrepreneurship can be overwhelming. As many have found, it is hard to know exactly what to do first, where to go for help, how to make the right decisions, or even what the right decisions are.

That's why Supriana turned to the Florida Small Business Development Center at the University of Central Florida (FSBDC at UCF). For her and her facilities management company, it was the right move at the right time. Becoming a client of the FSBDC—and taking advantage of their no-cost consulting and specialty programs—was the right first step, one that she'll tell you has paid off for her handsomely.

Founded in 2012, GAVASHA Facilities Management Services provides commercial and residential cleaning, janitorial, maintenance, handyman, and landscaping services. The company prides itself on delivering high-quality service with a personal touch. "We are the perfect touch for all the spaces you trust," Supriana explains. "Hiring GAVASHA takes the stress out. Our main goal is to make our clients' life easier, and to ensure we bring beautification and calmness to our clients, and make their property into an oasis when they get home or into their office."

Although GAVASHA quickly achieved early success, Supriana recognized the need for guidance as the business began to scale. "As we started really growing, I felt overwhelmed, and I found refuge in the FSBDC," she recalls. "They actually oriented me and guided me through the growth process. It's been a great help. Their services have been excellent for our company's growth and also great for my peace of mind."

Working with Rafael E.M. Pratts, area manager at the FSBDC's Osceola County Office, Supriana received one-on-one consulting tailored to her business needs. She also joined the FSBDC's Growth XChange, an executive roundtable program that brings together business owners to share insights, solve challenges, and support one another in a confidential setting.

"Being a business owner is very lonely at the top," Supriana affirms. "With the Growth XChange, you have other business owners there and they can relate to what you're going through. It's a support system where we throw out ideas that will help the other business owners and yourself. We're kind of a team in that sense, all looking to help each other."

The results have been remarkable. "The changes we've seen since we started working with the FSBDC and Rafael's consultation support has been that our business has grown about 400–500 percent," Supriana says. "And it's just getting better. I am so grateful and I'm seeing that the more time I am with the SBDC, using their programs and services, the more we are going to be able to grow and go further."

For information about GAVASHA Facilities Management Services, please visit <https://gavasha.com/>.

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GRISSELLE SUPRIANA

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