

M I N U T E S

ADMINISTRATIVE WORKSHOP
SOUTH PASADENA, FLORIDA

TUESDAY, MAY 20, 2014
COMMISSION CHAMBERS - 9:00 A.M.

Mayor Calabria called the meeting to order at 9:00 a.m. Everyone participated in the Pledge to the Flag.

ROLL CALL: COMMISSIONERS BRUCE HOWRY, MAX ELSON, GAIL NEIDINGER, VICE MAYOR ARTHUR PENNY AND MAYOR DAN CALABRIA. ALSO PRESENT: CITY CLERK CARLEY LEWIS, CITY ATTORNEY DAVID OTTINGER, PUBLIC WORKS DIRECTOR GARRY ANDERSON, FINANCE DIRECTOR JAMES GRAHAM, COMMUNITY IMPROVEMENT DIRECTOR NEAL SCHWARTZ, PUBLIC SAFETY DIRECTOR DAYTON SALTSMAN AND DEPUTY CITY CLERK BRIANNA WETHERWAX.

The topics scheduled for discussion were Budget Workshop Schedule, EMS Contract Mediation, Community Improvement Department Staffing, Representative Peters' Request Regarding FDOT, Mayor Henderson's Request Regarding Household Electronics, and Chemicals Collection, South Pasadena Business and Professional Directory.

The first topic of discussion was Budget Workshop Schedule.

City Clerk Lewis reviewed a previously distributed handout (attached to Minutes as Exhibit A) and spoke regarding the schedule for June Commission meetings.

Finance Director Graham spoke regarding the budget. He stated that he may cancel one of the first budget workshops.

Commissioner Howry stated that he may be on vacation the first two weeks of June.

Discussion ensued regarding the schedule for budget workshops.

City Clerk Lewis requested that she be notified of any scheduling conflicts as soon as they arise.

The next topic for discussion was EMS Contract Mediation.

Public Safety Director Saltsman spoke regarding the upcoming contract mediation session with Pinellas County. He stated that both he and the City Attorney will be attending.

City Attorney Ottinger distributed a proposed resolution (Resolution No. 2014-06; attached to Minutes as Exhibit B) and spoke regarding a proposed resolution to include South Pasadena in the conflict mediation session. He stated that he sent notice of the city's intent to participate in the contract mediation to preserve the city's options. He further stated that the resolution officially authorizes participation with Pinellas Park in the dispute resolution.

In response to Commissioner Howry, City Attorney Ottinger stated that other cities have not gotten involved. He said that Pinellas Suncoast Fire Districted indicated a desire to participate and he is surprised that others did not. He stated that this is a pre-requirement to a lawsuit so by participating, the city can say that we resorted first to disputed resolution.

In response to City Attorney Ottinger, Mr. Graham stated that the proposed EMS contract freezes the city's reimbursement at \$771,765.

Discussion ensued regarding EMS costs.

In response to Mayor Calabria, City Attorney Ottinger stated that the resolution makes the city a party in the dispute resolution process. He further stated that it is a statutory mediation process that is required for intergovernmental disputes prior to filing any lawsuits. He confirmed that there would not be any voting at the mediation that would commit the city to anything.

In response to Commissioner Howry, Chief Saltsman stated that he feels it is the right thing to do.

MOTION WAS MADE BY COMMISSIONER HOWRY, SECONDED BY COMMISSIONER ELSON TO PASS THE PROPOSED RESOLUTION (RESOLUTION NO. 2014-06).

VOTE:	COMMISSIONER HOWRY	AYE
	COMMISSIONER ELSON	AYE
	VICE MAYOR PENNY	AYE
	COMMISSIONER NEIDINGER	AYE
	MAYOR CALABRIA	AYE

UNANIMOUSLY APPROVED

The next topic for discussion was Community Improvement Department Staffing.

Community Improvement Director Schwartz reviewed a previously distributed handout (attached to Minutes as Exhibit C). He spoke regarding staffing needs and job titles in the Community Improvement Department. He reported that Ashley Dochinez will be taking the full-time Administrative Secretary position and that he is requesting changing his part-time position to a full-time position. He noted that is also asking to change the Administrative Secretary job title to Permit Technician/Licensing Official.

In response to Commissioner Howry, Mr. Schwartz said that having the additional full-time position would allow the department to stop closing Tuesday afternoons and during lunch. He stated that the department's hours would be 7:30 AM to 3:30 PM Monday through Friday with no closings.

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Mr. Schwartz spoke regarding salary expenses relating to changing the part-time position to a full-time position. He said that the only cost to the city is the cost of benefits.

Mr. Graham spoke regarding the cost of an additional full-time position for Community Improvement. He stated that he is estimating the additional cost to be approximately \$9,600 for fiscal year 2015.

Discussion ensued regarding staffing costs.

Commissioner Neidinger stated that the new employee will provide full backup for the department.

In response to Commissioner Howry, Mr. Schwartz stated that they have not begun scanning department documents. He further stated being able to get caught up on scanning is another benefit of the additional full-time position.

Mr. Graham spoke regarding department budgets. He stated that if the department stays within its total budget we do not need to do a budget amendment.

Mr. Schwartz spoke reviewed the proposed salary for the additional full-time position. He stated that the starting salary would be \$24,510.

In response to Commissioner Howry, Commissioner Neidinger stated that she is comfortable with it. She further stated that she feels that being open full-time is critical.

Discussion ensued regarding adding the new full-time position to the city's step pay plan.

The consensus of the Commission was to move forward with seeking a full-time employee for the Community Improvement Department and to formally amend the city's pay scale by resolution at the Regular Commission Meeting in June.

The next topic of discussion was Representative Peters' Request Regarding FDOT.

City Clerk Lewis stated that Representative Kathleen Peters will be meeting with FDOT at the end of the month and would like to address any concerns that local cities may have. She questioned what concerns the Commission would like Representative Peters to address with FDOT.

Vice Mayor Penny stated that he would like a lighted crosswalk to be installed in front of Bay Island.

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Mayor Calabria spoke regarding a petition being circulated at Bay Island. He stated that he believes there are over 600 signatures on the petition.

Public Works Director Anderson stated that he would like to request enhancement of the stop bars throughout the city.

Commissioner Howry stated that he would like to request additional signage regarding right on red turns.

Mayor Calabria spoke regarding blocked signs. He discussed various locations where signs are blocked and stated that drivers have very little advance notice.

The next topic of discussion was Mayor Henderson's Request Regarding Household Electronics, and Chemicals Collection.

Mayor Calabria reviewed Mayor Henderson's letter regarding household electronics and chemicals mobile collection sites. He stated that Mayor Henderson is requesting that the city send a similar letter to be sent to the county.

The consensus of the Commission was to send a letter to Pinellas County regarding mobile collection sites for household electronics and chemicals.

The next topic of discussion was South Pasadena Business and Professional Directory.

Commissioner Howry stated that based on records he reviewed he thought all businesses in the city would be listed in the directory at no charge and could choose to advertise for a fee. He further stated that that is not what is indicated.

Mayor Calabria stated that it has been clear that there would be an alphabetical listing and a categorical listing. He said that any business that would like to put in an advertisement would have to pay for it. He said that what was sent out is not part of the contract.

Commissioner Howry spoke regarding the Custom Directories' pricing schedule. He stated that it does not include a free listing.

In response to Vice Mayor Penny, Mayor Calabria stated that the directories will be delivered to the city and the city will deliver them to the residences. He said that a supply will be drop-shipped to the condominiums and the private residences will be delivered by Public Works.

Vice Mayor Penny stated that he does not see anything in the contract regarding a free listing.

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In response to Vice Mayor Penny, Mayor Calabria stated that he would be happy to clarify that.

In response to Commissioner Neidinger, Mayor Calabria stated that businesses located outside of the city will be able to advertise in the directory. He said that there are businesses that are not located in the city but are licensed to do business in the city.

Vice Mayor Penny stated we are trying to promote our businesses and promote our city. He stated that there are not restrictions in the contract.

Discussion ensued regarding allowing businesses outside of the city to advertise in the directory.

Commissioner Howry spoke regarding a business directory organized by the Tierra Verde Business Partnership and published by Heron Publishing. He stated that he is presenting it as an alternative. He further stated that it lists the businesses within the city limits of Tierra Verde. He said that the businesses are broken out by category and can choose to advertise.

In response to Commissioner Howry, Mayor Calabria stated that the South Pasadena directory would include licensed businesses within the city and businesses not in the city but that provide services and pay taxes to the city.

In response to Commissioner Howry, Mayor Calabria stated that he has not sent any other letters to businesses. He said that the only communication businesses have received is his letter and the price sheet. He noted that he was not aware that the price sheet was included with his letter.

In response to Commissioner Howry, Mayor Calabria stated that Custom Directories said they are 80% complete with their sales.

Commissioner Howry questioned if a letter should be sent informing businesses that they can be included at no charge. He further questioned if businesses that have paid \$49 to be listed should be reimbursed.

Mayor Calabria stated that we signed a contract with a vendor at no financial commitment to the city. He said that the vendor is compensated by selling advertisements. He questioned if the city can tell the vendor who he sell to.

Vice Mayor Penny stated that Mayor Calabria signed the contract without the Commission reviewing it and providing input.

Commissioner Howry spoke regarding Mayor Calabria's comments at the March 4, 2014 Administrative Workshop. He stated that Mayor

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Calabria said that nothing would be signed without the Commission's knowledge.

Discussion ensued regarding the signing of the contract with Custom Directories.

In response to City Attorney Ottinger, Mayor Calabria stated that he does not recall that businesses in the city will have a basic listing and can then choose to buy an ad.

City Attorney Ottinger stated that he feels the letter does not offer a free listing.

Discussion ensued regarding what businesses would be included in the directory.

In response to Commissioner Howry, Mayor Calabria requested that City Attorney Ottinger tell him what the Commission would like with regard to the listings. He said that the letter that goes out should be signed by the Mayor.

Vice Mayor Penny spoke regarding free listings in the directory. He stated that if the vendor says no, the Commission could cancel the contract within 120 days after the first publication.

City Attorney Ottinger spoke regarding communication between Custom Directories and the City Clerk's office. He stated that the vendor had refused to talk to staff and would only talk to the Mayor.

Mayor Calabria reviewed a memo regarding the incident with Custom Directories (attached to Minutes as Exhibit D). He spoke regarding the conversation between Deputy City Clerk Wetherwax and Custom Directories' Norman Orr.

In response to Mayor Calabria, City Clerk Lewis stated that she heard the conversation between Deputy City Clerk Wetherwax and Mr. Orr through the phone. She noted that he was yelling at her.

Mayor Calabria stated that he was not there for the conversation and does not know what happened.

In response to Commissioner Howry, Mayor Calabria spoke regarding the selection process for a publisher for the directory. He stated that he spoke with one vendor and that he had seen a directory they had done for Bay Island. He stated that he did not do any pricing comparisons and noted that the price to the city is zero.

Commissioner Howry spoke regarding Mayor Calabria's comments from the January 21, 2014 Administrative Workshop relating to the selection of a vendor.

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In response to Mayor Calabria, Commissioner Howry requested that City Clerk Lewis prepare a transcript of discussions regarding the directory that took place at the January 21, 2014 and March 4, 2014 Administrative Workshops.

Resident Al Friend, Bay Island, spoke regarding the city's contract for the business directory.

In response to Commissioner Neidinger, Mayor Calabria stated that the vendor denied being rude to Deputy City Clerk Wetherwax. He said that he was not there and does not know what happened.

Commissioner Neidinger stated that she would like to get rid of a vendor that talks rudely to city employees.

Discussion ensued regarding doing business with Custom Directories.

The consensus of the Commission was for City Attorney Ottinger to provide Mayor Calabria with a list of things to be addressed with Custom Directories.

Mayor Calabria spoke regarding emails relating to the commission form of government. He gave emails to City Clerk Lewis to be placed in the Reading File.

Mr. Anderson spoke regarding replacing the blinds in Hibiscus Hall. He stated that a he received a quote for \$3,352. He said that there is \$11,000 budgeted to replace an air conditioner that he is not replacing and he would like to use the money to have the blinds replaced this fiscal year.

The Commission approved the replacement of the blinds in Hibiscus Hall.

In response to Commissioner Howry, Mr. Anderson spoke regarding the repaving of Pasadena Isle. He stated that the surveyors are finalizing the surveys and documenting bad curbs. He said that he is not prepared to give a start date for the project.

Mr. Anderson spoke regarding individuals loitering in the parks and under the causeway bridge.

In response to Commissioner Elson, Mr. Anderson spoke regarding Waste Management. He stated that they know that the city's garbage contract is ending soon.

Vice Mayor Penny stated that he has received an email from a resident regarding speeding near Oleander Way and Date Palm Avenue. He questioned if the city's speed sign could be placed there.

Mr. Anderson stated that he would need to find property to put the sign on and that he would look into it.

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Discussion ensued regarding speeding in the city.

Commissioner Neidinger spoke regarding the city flags. She stated that they were up for Armed Forces Day and that they will be up for Memorial Day.

In response to Mayor Calabria, Mr. Anderson stated that the Pasadena Isle repaving project will be done before the end of the fiscal year but he does not have a projected start date.

Mayor Calabria spoke in favor of having a town hall meeting for Pasadena Isle residents before a contract is signed.

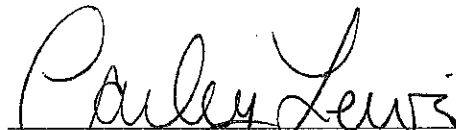
Discussion ensued regarding a town hall meeting for the Pasadena Isle repaving project.

There being no further discussion, the meeting was adjourned at 11:04 a.m.



Dan Calabria, Mayor

ATTEST:



Carley Lewis City Clerk
05-20.14a

Memo

TO: Mayor & Commissioners
Department Heads
City Attorney

FROM: City Clerk Lewis

DATE: May 15, 2014

SUBJECT: Budget Workshops

At the April 15, 2014 Administrative Workshop, the Commission decided to follow the same budget workshop schedule as last year. Please review the list of June meeting dates below so that we can address any scheduling conflicts.

Tuesday, June 3	9:00 a.m.	Agenda Meeting followed by Administrative Workshop
Thursday, June 5	5:30 p.m.	Administrative Workshop
Tuesday, June 10	9:00 a.m. 7:00 p.m.	Administrative Workshop Regular Commission Meeting
Thursday, June 12	5:30 p.m.	Administrative Workshop
Tuesday, June 17	9:00 a.m.	Administrative Workshop
Thursday, June 19	5:30 p.m.	Administrative Workshop
Tuesday, June 24	9:00 a.m.	Agenda Meeting followed by Administrative Workshop
Thursday, June 26	5:30 p.m.	Administrative Workshop
Tuesday, July 1	9:00 a.m.	Regular Commission Meeting

RESOLUTION NO. 14- _____

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF SOUTH PASADENA, FLORIDA, AUTHORIZING PARTICIPATION IN THE DISPUTE RESOLUTION PROCEDURES INITIATED BY THE CITY OF PINELLAS PARK, FLORIDA UNDER THE FLORIDA GOVERNMENTAL CONFLICT RESOLUTION ACT PRIOR TO INITIATING COURT PROCEEDINGS; SPECIFYING THE ISSUES OF CONFLICT WITH PINELLAS COUNTY EMERGENCY MEDICAL SERVICES AUTHORITY; DIRECTING THE CITY ATTORNEY TO PROVIDE A STATUTORILY MANDATED LETTER AND A CERTIFIED COPY OF THIS RESOLUTION TO THE PINELLAS COUNTY EMERGENCY MEDICAL SERVICES AUTHORITY AND ALL DISTRICTS AND MUNICIPALITIES PARTICIPATING IN THE PINELLAS COUNTY EMERGENCY MEDICAL SERVICES SYSTEM; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the Legislature created the Pinellas County Emergency Medical Services Authority (EMS Authority) by special act, Chapter 80-585, Laws of Florida effective on July 7, 1980; and

WHEREAS, the City of Pinellas Park has operated emergency medical services both prior to and subsequent to the enactment of Chapter 80-585, as amended, and has been compensated by the EMS Authority for such services; and

WHEREAS, the EMS Authority is under a mandatory duty to fund fully the reasonable and customary costs of the City's emergency medical services to the City's District (as defined below) pursuant to Chapter 80-585, as amended; and

WHEREAS, the EMS Authority advised the City on or about February 4, 2014 that the EMS Authority intended to provide funding to the City for provision of emergency medical services in the City's District for fiscal year 2015 in the amount of

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\$ _____, pursuant to the CARES-2 funding model, regardless of the reasonable and customary costs the City incurs for providing those services; and

WHEREAS, in a letter from the Executive Director of the EMS Authority to the City Manager dated March 7, 2014, the EMS Authority told the City that its governing body voted unanimously to direct its staff to implement the CARES-2 funding model, which funding model is not based on full reimbursement of the reasonable and customary costs incurred by the City in providing emergency medical services to the City's District; and

WHEREAS, in the March 7, 2014 letter, the Executive Director also stated that it was the EMS Authority's intent to finalize the agreement for the five year period commencing with fiscal year 2015 based on the CARES-2 funding model by March 19, 2014; and

WHEREAS, the EMS Authority has provided the City an electronic form on which to submit its emergency medical services budget for fiscal year 2015, which has been set up by the EMS Authority so as to prevent the City from submitting a budget for its reasonable and customary costs, but rather was set up to default to the amount determined by the CARES-2 funding model; and

WHEREAS, based on the foregoing actions of the EMS Authority, it has been made explicit to the City that the EMS Authority does not intend to fully reimburse the City for the reasonable and customary costs of providing emergency medical services, but rather will limit its funding commencing in fiscal year 2015 to the amount determined by the CARES-2 funding model,

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which amount may be less than the City's reasonable and customary costs; and

WHEREAS, not only does the CARES-2 funding model fail to consider the reasonable and customary costs of providing emergency medical services incurred by the City, it freezes any increases for a three year period, all despite the reasonable and customary costs the City will incur for providing emergency medical services to the City's District during that period; and

WHEREAS, the City believes that under Chapter 80-585, as amended, the City has a right to full reimbursement by the EMS Authority for the City's reasonable and customary costs of providing emergency medical services to the City's District; and

WHEREAS, if this dispute is not resolved prior to October 1, 2015, the commencement of the 2015 fiscal year, the emergency medical services provided by the City to the City's District may fall below the established level of service, harming the public and those in need of emergency medical services; and

WHEREAS, in order to prevent this harm to the public, the City will have to provide the established level of service without the proper and required funding from the EMS Authority, causing the City to have to provide the funding from its own general fund; and

WHEREAS, therefore, this dispute is likely to cause harm to either or both the general public in need of emergency medical services, and the taxpayers of the City of South Pasadena who will be required to fund fully the reasonable and customary costs of the established level of service; and

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WHEREAS, as a result of the actions of the EMS Authority, the City is in doubt about its rights and status under Chapter 80-585, as amended, and wishes to seek a declaration of its rights and status under Chapter 80-585, as amended, by the circuit court; and

WHEREAS, in order to avoid the harm that is likely to be suffered by the public and/or the City's taxpayers if this dispute is not resolved prior to October 1, 2015, to provide the upmost opportunity for the City, the EMS Authority and the other emergency medical service providers to avoid costly litigation and to resolve this dispute amicably before October 1, 2015, and in accordance with Chapter 164, Florida Statutes, the City wishes to invoke the dispute resolution process set forth in Chapter 164; and

WHEREAS, by notice dated April 25, 2014 to the EMS Authority, the City of Pinellas Park, Florida initiated such dispute resolution process for this same disputed issue, a copy of such notice is attached hereto.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PINELLAS PARK, FLORIDA, AS FOLLOWS:

SECTION ONE: Pursuant to Section 164.1052, Florida Statutes, the City Commission of the City of Pinellas Park, Florida hereby states its intention to participate in the conflict resolution procedures provided by the Florida Governmental Conflict Resolution. Act prior to initiating court proceedings with Pinellas County Emergency Medical Services Authority, which were initiated by the City of Pinellas Park, Florida and concurs with the stated issues in conflict as set forth in the Pinellas Park notice.

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SECTION TWO: The City Attorney is hereby directed to send a certified copy of this Resolution and the letter required by Section 164.1052(1), Florida Statutes, to the City of Pinellas Park, the Pinellas County EMS Authority and all districts and municipalities participating in the Pinellas County EMS system.

SECTION THREE: This Resolution shall take effect immediately upon its adoption.

**RESOLVED, PASSED, AND CERTIFIED AS TO PASSAGE THIS _____
DAY OF _____, 2014.**

**CITY COMMISSION OF THE CITY
SOUTH PASADENA**

Dan Calabria, Mayor

ATTEST:

City Clerk

APPROVED AS TO FORM & LEGALITY

City Attorney

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Administrative Secretary Responsibilities	Daily	Weekly	Monthly	Quarterly	Seasonally
Issues and process permits	X				
Answers and directs incoming phone calls	X				
Register and update contractors into the system	X				
Zoning Requests	X				
Daily Deposit Reports	X				
Code and lien violation searches	X				
Answer building and City code questions	X				
Rewrite ordinances that need to be updated			X		
Input all necessary information to keep data base updated	X				
Records and receives complaints and directs to them to the correct person	X				
Assist the Building Official with daily activities that need to be completed	X				
Record messages and make sure Building Official receives them	X				
Inform contractors about information needed for permits	X				
Maintain Grease Management Program				X	
Newsletter				X	
Quarterly Building Surcharge Report				X	
Must register all contractors State and PCCLB licesnes every year	X	X	X	X	X
Must issue Business Tax certifications yearly	X		June - November		X
Issue delinquent notices			X		
Intake and process all Planning and Zoning information	X	X	X		
Maintain the cash drawer	X				
Record all stop work orders	X	X	X		
Completing document imaging/scanning	X	X	X		
Records management throughout Building Department		X			
Completes billing requests to Finance with correct documents			X		
Complete report for Florida League of Cities				X	
Prepares agendas		X	X		
Records minutes during P&Z					
Order office supplies when needed			X		
Lookup specific codes within the City		X			
Assist the Building Official with CRS and ISO certifications			July - October		X
Understand information regarding PCCLB	X	X	X		
Maintain neat and orderly front office appearance	X	X	X		
Lookup addresses in property appraiser to find correct owners and addresses	X				
Assist with Commissioner's reports			X		
Assist with Department Head reports			X		
Attend FABTO meetings			X		X
Understanding the requirements for permits	X				
Schedule meetings for the Building Inspector	X				
Accept payments	X				
Calculate and verify fees for BTR and permits	X				
Understand City ordinance for land development	X				
Understand City ordinance for code enforcement	X				

Assistant Permit Technician Responsibilities

Daily Weekly Monthly Quartlery Seasonally

<i>With the proposal of this new position it will not only be assisting the Administrative secretary but it will also allow the CID office to be open Monday - Friday 7:30 AM to 3:30 PM. The office will be able to stay open during lunch and not have to be closed during Tuesday afternoons. Due to increasing personnel, this will also eliminate any overtime for this department.</i>					
Start/maintain filing system for all properties within the City	X	X			
Assist with issuing and processing permits	X				
Answers and directs incoming phone calls	X				
Register and update contractors into the system	X				
Schedule Inspections	X				
Make sure Notice of Hearings are written and sent out per the procedures	X				
Follow Code Enforcement Manual	X				
Records and receives complaints and directs to them to the correct person	X				
Assist the Building Official with daily activities that need to be completed	X				
Record messages and make sure Building Official receives them	X				
Inform contractors about information needed for permits	X				
Must register all contractors State and PCCLB licenses every year					X
Must print out all expired permits			X		
Record all stop work orders					
Completing document imaging/scanning		X			
Records management throughout Building Department		X			
Make sure all letter violations are written and sent out per the procedures			X		
Understand information regarding PCCLB	X				
Maintain neat and orderly front office appearance	X				
Lookup addresses in property appraiser to find correct owners and addresses	X				
Understanding the requirements for permits	X				
Schedule meetings for the Building Inspector	X				
Keep paper files organized in office	X				
Assist with accepting payments	X				

The following are the most current starting salaries (hourly/yearly) for Permit Technicians in other Cities.

City of South Pasadena

Proposed starting salary: \$13.73/\$24,988

City of St. Pete Beach

Starting salary: \$19.63/\$40,830

City of Treasure Island

Starting salary: \$15.75/\$29,238

City of Madeira Beach

Starting salary:\$20.00/\$41,600

City of Gulfport

Starting salary:\$13.35/\$27,768

City of Indian Rocks Beach

Starting salary:\$13.44/\$27,960

MEMO TO FILE REGARDING PHONE CALL WITH NORMAN ORR OF CUSTOM DIRECTORIES

5/16/14 at approx. 9:30 a.m.

I was directed by the City Clerk to call the Custom Directories to confirm their fax number because faxes we were sending were not being delivered.

I spoke with Norman Orr on the phone. I stated that I was Brianna from the City of South Pasadena, calling to confirm the fax number that we had received from him earlier in the week because we have tried to fax something over and it is not going through. Norman asked who directed me to call and asked if I was calling from the Mayor's office. I stated I am calling on behalf of the City Commission. He raised his voice and stated that I evaded the question. I stated no I am not. I restated that I was calling on behalf of the City Commission. I said again that I am calling to confirm the fax number and asked if they received an email from the City. He stated that he will not confirm that he has received anything from the City. He then stated that he has a contract with the city signed by the Mayor and he will not work with or speak to anyone but the Mayor. He asked if I spoke with him earlier this week, I confirmed that I did in order to get his email address and fax number. I asked him multiple times to hold and speak with the City Clerk. He abruptly ended the conversation and hung up.

I felt that Mr. Orr was rude and I was extremely upset by the conversation. I believe my tone was calm and professional and I did not appreciate the way that he spoke to me. I informed the City Clerk I am extremely upset with how it went. She heard the entire conversation and agreed that he was rude and had raised his voice.