

# City Manager's Progress Report & Guide to City Services



Spring 2011 • Special Issue



## HOW TO CONTACT THE CITY OF MELBOURNE

**TELEPHONE:** Contact City Hall and departments at 321/608-7000. Other numbers are provided in this publication and are available in the white pages of the telephone directory under the listing for "Melbourne."

**HOURS:** City Hall business hours, including utility account services, are 8:30 a.m. to 5 p.m., Monday through Friday. Pay utility bills online at [www.melbourneflorida.org](http://www.melbourneflorida.org) and by telephone at 608-7100.

**MAIL:** Correspondence can be addressed to individuals or departments and forwarded to City Hall, 900 E. Strawbridge Avenue, Melbourne, FL 32901.

**E-MAIL:** All e-mail can be forwarded to [cityhall@melbourneflorida.org](mailto:cityhall@melbourneflorida.org) for distribution to departments, or can be addressed to other e-mail addresses listed in this publication. Under State law, all e-mail addresses and messages received by the City

are considered public record.

*To report police, fire, or medical emergencies, always dial 911.*

**OTHER NUMBERS:** The primary non-emergency number for the Police Department is 409-2200. For the Fire Department, the primary non-emergency telephone number is 674-5866.

For water quality or sewer problems, the best number to call is 674-5726. For water or sewer problems outside of normal business hours, the contact number is 255-4622.

**CITY COUNCIL:** The Mayor and other City Council members can be contacted through the City Clerk's Office. Call 608-7220 or send e-mail to [cityclerk@melbourneflorida.org](mailto:cityclerk@melbourneflorida.org).

Information about current City Council members is available online at the City's official web site. Go to [melbourneflorida.org/info/council\\_info.htm](http://melbourneflorida.org/info/council_info.htm).

**WEB SITE RESOURCES:** Many resources are available at the City of Melbourne web site, [www.melbourneflorida.org](http://www.melbourneflorida.org), including the utility payment options, service information, records, and forms that can be downloaded.

Emergency advisories including precautionary boil water notices are posted at the web site when issued. City advisories are posted to the web site during hurricane events.

An interactive community calendar is also available at the municipal web site. The calendar lists community events and now has automated options including e-mail notices to those who request the service.

Calendar listings include government meetings as well as community activities. Calendar submissions are accepted for non-commercial events.

(Continued on Next Page)



## THE MELBOURNE CITY COUNCIL

Melbourne's charter provides for a Council-Manager form of government. Elected to office are a Mayor and six City Council members. All of the elected officials are selected by citywide vote to serve four-year terms.

Council Members must reside within the district for which they are elected, while the Mayor can live in any part of Melbourne. A map indicating Council district boundaries is available online at [melbourneflorida.org/info/cmmap.htm](http://melbourneflorida.org/info/cmmap.htm).

The Council meets on the second and fourth Tuesday of each month at 6:30 p.m. at City Hall.

### MEETING AGENDAS

The agenda for each upcoming City Council meeting is posted at the City's official web site at [www.melbourneflorida.org/meet](http://www.melbourneflorida.org/meet). A summary of minutes is posted after each meeting, followed by the full minutes after Council approval.

### VIDEO RECORDINGS

Regular City Council meetings are recorded to allow broadcast on Space Coast Government Television, the Brevard County government access channel. Broadcasts are streamed to computers. Access is available at [www.brevardcounty.us/scgtv](http://www.brevardcounty.us/scgtv). Recordings are available on DVD at the City Clerk's office.

Broadcasts are on cable channel 199, and are normally televised six times in the two weeks following each meeting. Broadcasts are at 12:01 a.m. on Thursdays, 9 a.m. Fridays, and 6 p.m. Sundays.

### THE CITY CODE

Information about the way in which the City of Melbourne is governed is available in the City Code. The code explains the role of elected officials and guides all municipal operations. The City Code is available for review at the City Clerk's Office and can be accessed at the City web site ([www.melbourneflorida.org](http://www.melbourneflorida.org)).

Mayor  
Harry Goode  
608-7220



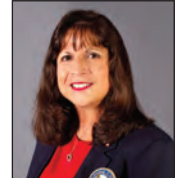
District 1  
Mike Nowlin  
254-1886



District 2  
Mark LaRusso  
779-8505



District 3  
Vice Mayor  
Kathy Meehan  
984-7588



District 4  
John Thomas  
608-7220



District 5  
Molly Tasker  
259-1719



District 6  
Greg Jones  
242-3444



*TODAY'S City of Melbourne was incorporated in 1969 when voters in the neighboring communities of Melbourne and Eau Gallie, both cities dating from the late 1800's, approved consolidation to form a single municipality.*

## GOLF COURSES

The CRANE CREEK RESERVE Golf Course of Melbourne. Pro shop, driving range, snack bar. 255-4606

The MALLARDS LANDING Golf Course of Melbourne. Pro shop, driving range, snack bar. 674-5716

Tee-time reservations: 321-722-6002 or online at [melbourneflorida.org/golf](http://melbourneflorida.org/golf)

## RECREATION CENTERS

Each center offers daily activities, special events, and classes. Contact the center for details about ongoing and special programs. Rental space is also available.

- Crane Community Center  
1440 Mosswood Dr. - 255-4609
- Eau Gallie Civic Center  
1551 Highland Ave. - 255-4608
- Grant Street Community Center  
2547 Grant St. - 674-5723
- Lipscomb Park Community Center  
3316 Monroe St. - 674-5725

## SWIMMING POOLS

The City swimming pools located at Lipscomb Park, Sherwood Park, and Fee Avenue Park are to be open daily beginning on May 22 and continuing through Aug. 8.

The pools are to be open on weekends only from August 14 through September 26.

For more information on schedules and swim classes, call 255-4608.

## TENNIS COURTS

- Fee Avenue Tennis Complex  
114 E. Fee Avenue  
Hard courts and clay courts.  
674-5720
- Jimmy Moore Tennis Complex  
2810 Sarno Road  
Hard courts & practice wall.  
255-4613

Classes are held at the complexes, tennis leagues play at the courts, and USTA sanctioned tournaments are periodically staged. A Junior Team Tennis program is also offered.



The GRANT STREET COMMUNITY CENTER offers recreational and educational programs. In 2010, grant funds allowed the installation of new basketball flooring to replace a worn synthetic surface.

## CODE VIOLATIONS

The City Code includes community regulations that provide rules in such areas as illegal structures, overgrown lots, junked vehicles, trash, debris, and signs.

The City Code provides methods for addressing violations. City inspectors initiate actions and respond to complaints. Code violation seminars are available to homeowner associations to allow discussion of the City Code and common violations.

### CONTACT:

Code Enforcement Office  
608-7905 FAX 608-7920  
24-hour report line: 608-7902  
E-Mail: [codecompliance@melbourneflorida.org](mailto:codecompliance@melbourneflorida.org)

### ON THE WEB:

[www.melbourneflorida.org/code](http://www.melbourneflorida.org/code)

## Who to Contact for FACILITY RENTALS

A number of facilities managed by the Leisure Services Department can be rented. For information about the Melbourne Auditorium, the Front Street Civic Center, and the Wells Park Gazebo call the Auditorium at 674-5700.

For information about rentals of other facilities call the Leisure Services Department at 255-4608.

### ON THE WEB:

[www.melbourneflorida.org/leisure](http://www.melbourneflorida.org/leisure)

## Locating City RECORDS

The primary custodian of municipal records is the City Clerk, 608-7220. Construction records are available from the Code Compliance Office, 608-7915.

Police Department records are available at the Apollo Boulevard headquarters, 409-3305. Fire Department records are available at the Hickory Street station, 674-5866.

## Using the CITY CODE & COMPREHENSIVE PLAN

Copies of City Code and the City's Comprehensive Plan document are available for inspection or purchase at the City Clerk's Office (608-7220) at City Hall. Both are also available at the three public libraries in Melbourne. They can be accessed online at no charge via web links at [www.melbourneflorida.org/map](http://www.melbourneflorida.org/map).

## STORMWATER UTILITY

The program is funded by a property assessment and is designed to prevent flooding and allow compliance with federal environmental standards.

### CONTACT:

Engineering Department  
608-7300 FAX 608-7319  
Hotline (illicit discharges) 608-7341

### ON THE WEB:

[www.melbourneflorida.org/stormwater](http://www.melbourneflorida.org/stormwater)

## Contact Numbers for PROBLEMS & QUESTIONS

Contact City Hall at 608-7000. Telephone numbers below will provide access to City departments and other resources. For emergencies dial 911. To contact a 24-hour crisis intervention, information, and referral service, dial 211 (211brevard.org).

The white pages of the telephone directory include most government service telephone numbers under the headings of Melbourne, Brevard County, Florida, Schools, and U.S. Government.

ANIMALS - 633-2024

BIRTH RECORDS - 690-3436

BUS SERVICE - 952-4672

BUSINESS FEES - 608-7038

CABLE TV - 254-3300

CAR TAGS - 255-4410

CEMETERIES - 608-7220

DEATH RECORDS - 690-3435

DRAINAGE - 953-6231

DRIVER'S LICENSE

South Melbourne - 984-4930

FOOD STAMPS - 690-3710

HAZARDOUS WASTE - 633-2017

HEALTH DEPT. - 637-7300

JOB LINK - 504-7600

LANDFILL - 255-4365

LIBRARIES

Eau Gallie - 255-4304

Martin Luther King Jr. - 952-4511

Melbourne - 952-4514

MELBOURNE COURTHOUSE

50 S. Nieman Ave. - See Brevard County listings in white pages.

MOSQUITO CONTROL - 952-4523

PARKING TICKETS - 608-7027

PASSPORTS - 637-5413

POISON CONTROL - 800-222-1222

POSTAL SERVICE - 800-275-8777

Eau Gallie PO - 259-5574

Melbourne PO - 723-6164

RECYCLING - 953-6302

SCHOOL BOARD - 631-1911

SIDEWALKS - 953-6231

SENIOR CENTER - 255-4494

STREET SIGNS - 953-6362

TAX ASSESSMENTS - 255-4410

TRAFFIC SIGNALS - 674-5807

TRAFFIC TICKETS - 637-5413

TRASH PICKUP - 953-6302

UTILITY LOCATES - 800-432-4770

STREET REPAIRS - 953-6231

STREET LIGHTS - 674-5713

VOTER REGISTRATION - 255-4455

WATER LINES - 674-5726

WASTEWATER LINES - 674-5726

ZONING - 608-7500

## Web site resources include information and access to City of Melbourne services

### Continued from Front Page

Utility bills can be paid online by accessing that option at [www.melbourneflorida.org/utilbill](http://www.melbourneflorida.org/utilbill). Customers can also request the delivery of bills by e-mail.

Continuing web site features include interactive mapping available from Melbourne's Geographic Information System. The services include aerial maps and detailed information about zoning and other property attributes.

Reference materials available

online include the City Code, the Melbourne Comprehensive Plan, and information about programs and services of City departments.

The City Council agenda is available online prior to meetings, and a summary of minutes is available soon after each meeting. Complete City Council minutes are posted online once they are approved, usually at the following meeting.

Information about all City boards and the members who serve on them is also available, along with agenda

listings for many of the meetings.

Other resources include news releases and emergency advisories online or by subscription, recreation class schedules, and public safety information including a listing of sexual predators being monitored by police. Stormwater web pages demonstrate ways to reduce pollution entering the City's storm drain system.

Links are provided to other government agencies, area businesses and organizations, and to other resources.

## YOUTH PROGRAMS

The City provides youth activities and special events at community centers and supports youth sports programs.

For information contact the Leisure Services Department at 255-4608 or online at [www.melbourneflorida.org/leisure](http://www.melbourneflorida.org/leisure).

### FIRE EXPLORERS

The program for youth, ages 14-21, includes training and career information. For information contact Fire-fighter Tom Morissette, 255-4607.

**ON THE WEB:**  
[www.melbourneflorida.org/fire](http://www.melbourneflorida.org/fire)

### POLICE ATHLETIC LEAGUE

The Greater Melbourne Police Athletic League (PAL) is a non-profit organization offering a variety of youth athletic programs and activities including mentoring in drug awareness education. For information call at 953-6251.

**ON THE WEB:**  
<http://www.melbournepal.org/>



**CITY STREET MAPS** are now available at City Hall, free to interested individuals. A publication company produces the maps, which contain local

advertisements and are provided at no cost to the City.

Also available is an online street map at [melbourneflorida.org/news/dolphmap.htm](http://melbourneflorida.org/news/dolphmap.htm) that shows locations of area businesses.

## PUBLIC SAFETY & FIRE PREVENTION

The Fire Prevention section of the Code Compliance Division provides programs including:

- Periodic safety inspections.
- Public education programs.
- Fire investigations.
- Business tax receipt inspections.
- Juvenile fire-setting prevention.

**CONTACT:**  
Fire Prevention Office  
608-7910 FAX 608-7920

**ON THE WEB:**  
[www.melbourneflorida.org/fire](http://www.melbourneflorida.org/fire)

**BLOOD PRESSURE CHECKS**  
Available at all fire stations.

**SHARPS COLLECTION**  
Available at the fire stations at 1500 Hickory St., 151 University Blvd., 2470 Croton Rd., and 3721 Wickham Rd.

**AED REGISTRATION**  
Community locations of automated external defibrillators to be used during emergencies are recorded.

**SMOKE DETECTORS**  
The Fire Department provides free smoke detectors to residents who cannot afford to purchase one.

**VIAL OF LIFE**  
Allows individuals to store medical records where they are available to rescue personnel. Vials and instructions are provided at no cost.

**CONTACT:**  
Fire Department Administration  
1500 Hickory Street  
674-5866  
[fire@melbourneflorida.org](mailto:fire@melbourneflorida.org)  
**ON THE WEB:**  
[www.melbourneflorida.org/fire](http://www.melbourneflorida.org/fire)

**FINGERPRINTS, NEIGHBORHOOD WATCH, CITIZEN POLICE ACADEMY**  
For information contact the Community Relations Office at 409-3362.  
**ON THE WEB:**  
[www.melbourneflorida.org/police](http://www.melbourneflorida.org/police)

HURRICANE SHUTTERS can be used to meet building codes designed to protect homes from winds and debris during a hurricane. However, they are a safety hazard if improperly used. The building codes also require rescue/egress openings in all bedrooms. When these openings are blocked by shutters it puts occupants and rescue personnel at risk. The shutters should not be used for security or privacy.



## UTILITY SERVICES

To open a utility account or to request payment information, call 608-7000 or view [melbourneflorida.org/utbill](http://melbourneflorida.org/utbill). Online payment options can be accessed at [melbourneflorida.org/utbill](http://melbourneflorida.org/utbill). Payment by telephone can be made by calling 608-7100, or 608-7198 for autopay. Sign up at the web site to receive E-bills.

For service problems or questions related to water and wastewater services, call 674-5726 or visit [melbourneflorida.org/watercon](http://melbourneflorida.org/watercon). After business hours call 255-4622.

For problems or questions related to collection of garbage, trash, yard waste, or recycling, call 953-6302 or visit [www.melbourneflorida.org/solid](http://www.melbourneflorida.org/solid).

## REPORTING CRIME

- The 911 telephone lines are reserved for emergency use. Emergencies include a crime in progress or one that is developing, a serious illness or injury, and fires.
- Non-emergency problems should be reported to the Police Department at 321/409-2200.
- General crime tips can be reported to police at 409-2308.
- Tips which are related to illegal drugs can be reported to 409-2259.
- Report information related to wanted persons, narcotic activity, or criminal activity at 1-800-423-TIPS. Rewards up to \$1,000 are available for information leading to arrests.

## Who to Contact about A NEW BUSINESS

Business tax receipts are issued by the City for all businesses, including home-based businesses.

**CONTACT:**  
Financial Services  
608-7038 FAX 608-7199  
E-Mail: [business\\_tax\\_receipts@melbourneflorida.org](mailto:business_tax_receipts@melbourneflorida.org)

**ON THE WEB:**  
[www.melbourneflorida.org/occlc](http://www.melbourneflorida.org/occlc)

**ADDITIONAL CONTACT:**  
Planning & Economic Development  
608-7503 FAX 608-7519  
[p&z@melbourneflorida.org](mailto:p&z@melbourneflorida.org)

**ON THE WEB:**  
[www.melbourneflorida.org/ecdev](http://www.melbourneflorida.org/ecdev)

## VOLUNTEERS

### BOARD MEMBERS

The City Clerk's Office receives applications for voluntary board positions. Board members are selected by the City Council. For information about openings contact the City Clerk's Office, 608-7220 or [cityclerk@melbourneflorida.org](mailto:cityclerk@melbourneflorida.org).

A listing of boards and current members is available online at [www.melbourneflorida.org/pub/roster.htm](http://www.melbourneflorida.org/pub/roster.htm). A description of board responsibilities is available online at [www.melbourneflorida.org/meet](http://www.melbourneflorida.org/meet).

### POLICE VOLUNTEERS

"Volunteers in Police Service" (VIPS) assist the department and Volunteer Citizen Observer Patrol (V-COP) participants assist patrol officers. Other volunteers include reserve officers and student interns.

For information about opportunities for volunteer service, contact the the Community Relations Volunteer Coordinator via email to [police@melbourneflorida.org](mailto:police@melbourneflorida.org).

For information about opportunities as a Melbourne reserve officer, please contact the Community Services Sergeant via email to [police@melbourneflorida.org](mailto:police@melbourneflorida.org).

## Planning needed to ensure a flow of information during emergencies

During an emergency such as a hurricane threat, the communication between City government and citizens can be difficult, especially when normal communication channels are disrupted.

Residents and businesses are encouraged to plan ahead in determining the best methods for gathering information during an emergency, and for maintaining contact with family members and others.

Area radio stations can be invaluable channels of communication. Many residents also choose

to have battery-powered radios on hand that are capable of receiving NOAA weather reports.

When emergency conditions warrant, the City activates an Emergency Operations Center (EOC) at a police facility on Babcock Street.

When City Hall and other offices must close due to a hurricane threat, telephone inquiries and reports should be directed to the Police Department Communications Center at 409-2200, 409-2201, 409-2202, or 409-2203. Emergencies should be reported with a 911 call.

The City utilizes a telephone call-out system to provide information to the community. Most residential and business telephone numbers are listed in the system.

To add a telephone number or to confirm that a number is already listed for a particular location, call the Public Information Office at 608-7260 or submit a telephone number online at [melbourneflorida.org/news/callout.htm](http://melbourneflorida.org/news/callout.htm).

Emergency advisories are distributed via e-mail to everyone who subscribes to the free service at

[www.melbourneflorida.org/list](http://www.melbourneflorida.org/list).

Emergency advisories are also available at the City of Melbourne web site ([melbourneflorida.org](http://melbourneflorida.org)) and at the Brevard County Emergency Management web site ([embrevard.com](http://embrevard.com)).

During emergencies, the City also provides recorded advisory messages at 608-MELB.

The Police Department operates a low-power radio station at 1650 on the AM dial to provide traffic reports and emergency information to motorists.

## Who to Contact for HOUSING ASSISTANCE

Melbourne's Housing and Community Development Department manages programs that utilize state and federal funds for community improvements and assistance to low-income individuals and families.

Funding is also provided for community agencies that provide vital services. Programs include the following:

- Home Buyer Assistance
- Housing Rehab/Reconstruction
- Tenant Assistance
- Rental Development Funding

CONTACT: 674-5734

- housingcdbg@melbourneflorida.org
- 695 E. University Blvd. 32901
- www.melbourneflorida.org/housing



HISTORIC HOMES are being noted with signs that indicate addition of the structures to a City registry. Some are being designated by indexed plaques.

**FLOOD ZONES:** The Code Compliance Division assists persons seeking to join the National Flood Insurance Program by providing flood zone information and copies of elevation certificates. For information call 608-7927.

**TRAFFIC CALMING:** An application procedure allows residents to express an interest in the installation of traffic humps. Call the Engineering Department at 608-7300 or visit [melbourneflorida.org/map/traffic](http://melbourneflorida.org/map/traffic).

**NEWS DELIVERY:** News releases and emergency advisories dispatched by the City Public Information Office via e-mail are available to all interested parties. Subscribe online at [melbourneflorida.org/list](http://melbourneflorida.org/list) or call 608-7260.

## Who to Contact for DEVELOPMENT SERVICES

### CODE COMPLIANCE DIVISION

- Building Permits.
- Permit history information.
- Copies of building plans.
- Flood zone information and elevation certificates.

CONTACT:

Code Compliance Division  
608-7915 FAX 608-7920

E-Mail: [codecompliance@melbourneflorida.org](mailto:codecompliance@melbourneflorida.org)

ON THE WEB:

[www.melbourneflorida.org/code](http://www.melbourneflorida.org/code)

### ENGINEERING DEPARTMENT

Responsibilities include:

- Construction plan/site plan review.
- Stormwater permits.
- Assignment of new addresses.
- Availability of utility services.
- Information about utility locations.
- Abandonment of rights-of-way and easements.
- Permits for utilities in rights-of-way.

CONTACT:

608-7300 FAX 608-7319

[engineering@melbourneflorida.org](mailto:engineering@melbourneflorida.org)

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

Typical activities include rezoning requests, concurrency reviews, long-range strategic planning, and fostering economic growth. Areas of responsibility include:

- Annexation requests.
- Conditional use requests.
- Density and intensity requirements.
- Historic preservation.
- Parking requirements.
- Public hearing requirements & scheduling.
- Setbacks.
- Formal site plan review information.
- Subdivision/platting review info.
- Variances.
- Zoning information.
- Zoning verification letters.
- Tax Incentive Programs.

### REDEVELOPMENT DISTRICTS

Melbourne has three redevelopment areas: Historic Downtown Melbourne, Olde Eau Gallie Riverfront, and Babcock Street. Each has special opportunities and architectural guidelines for development. Information is available from the Planning & Economic Development Department.

CONTACT:

Planning & Economic Development  
608-7500 FAX 608-7519

[p&z@melbourneflorida.org](mailto:p&z@melbourneflorida.org)

ON THE WEB:

[www.melbourneflorida.org/ecdev](http://www.melbourneflorida.org/ecdev)

# CONTACTS FOR PERMITS

Air Conditioning	Code Compliance	321-608-7915
Animal	City Clerk	321-608-7220
Burn	Fire Department	321-674-5866
City Code Compliance	Code Compliance	321-608-7915
Clearing	Code Compliance	321-608-7915
Demolition	Code Compliance	321-608-7915
Docks/Pier	Code Compliance	321-608-7915
Driveway	Code Compliance	321-608-7915
Electrical	Code Compliance	321-608-7915
Erosion	Engineering	321-608-7300
Fence	Code Compliance	321-608-7915
Fire Alarm System	Code Compliance	321-608-7915
Fire Sprinklers	Code Compliance	321-608-7915
Fireworks	Fire Prevention Office	321-608-7910
Food Sales	Dept. of Prof. Reg.	850-487-1395
Gas	Code Compliance	321-608-7915
Generators	Code Compliance	321-608-7915
Guns	Florida Dept. of State	850-245-5691
Heating	Code Compliance	321-608-7915
Irrigation System	Code Compliance	321-608-7915
Low Voltage	Code Compliance	321-608-7915
Mechanical	Code Compliance	321-608-7915
Mobile Home	Code Compliance	321-608-7915
Moving a Building	Code Compliance	321-608-7915
Noise Complaints	Code Enforcement office	321-608-7905
Plumbing	Code Compliance	321-608-7915
Parking Lot Striping	Engineering	321-608-7320
Porch (screen)	Code Compliance	321-608-7915
Roofing	Code Compliance	321-608-7915
Right of Way Use	Engineering	321-608-7300
Septic Tank Permitting	Brevard County	321-633-2100
Shed Placement	Code Compliance	321-608-7915
Signs	Code Compliance	321-608-7915
Site Construction	Engineering	321-608-7300
Soil and Erosion	Engineering	321-608-7300
Special Activity	City Clerk	321-608-7220
Sprinkler	Code Compliance	321-608-7915
Storm Water	Engineering	321-608-7320
Street Closing	City Clerk	321-608-7220
Swimming Pool	Code Compliance	321-608-7915
Tank Removal	Code Compliance	321-608-7915
Tent Permit	City Clerk	321-608-7220
Trash Burning	Fire Department	321-674-5866
Trash Hauling	Solid Waste Management	321-953-6302
Tree Removal	Code Compliance	321-608-7915
Utility Permit	Engineering	321-608-7300
Wetland	SJRWMD-Melbourne	321-984-4940
Zoning	Planning	321-608-7500

This publication was produced by the Public Information Office. For information or copies call 321/608-7260 or send e-mail inquiries to [cityhall@melbourneflorida.org](mailto:cityhall@melbourneflorida.org).