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September 2011

NEWSLETTER

President's Message: Hi Members and Neighbors:

I recommend you take a few minutes to read the newsletter this month. It has several informative and important articles, including Commissioner Roberts Newsletter.

Others cover crime, smart phone access to City information (including crime information), recycling made easier by single stream system and an article on what makes for good neighbors.

Our Block Party Committee is already making plans for our Third Annual Block Party . Last year's Meet and Greet Your Neighbor was well attended and many commented on how nice it was to get our members together. This year's will be Saturday, November 5th from 5:30pm to 7:30pm in the 55th Lane cul de sac. A flyer and Email announcement will be sent to you in October. Please mark your calendar for November 5th.

I sent out two Email Blasts to all members who have provided their addresses to me. One report was on house break-in and four wheels taken from an Escalade in The Landings. The other covered general information on City and local activities. If we don't have your Email address and you would like to receive these Blasts, please send me your Email address.

We are beginning the busiest part of our Hurricane Season. So far, we have been OK. Tropical Storm Gert made history this year as it marked the first time on record that not one of the season's first seven tropical storms intensified into a Hurricane. But remember, August and September

are the most active for Tropical Storms and Hurricanes. As I write this Hurricane Irene is on the horizon and it may impact us with strong winds and heavy rain. Make sure all necessary preparations have been completed. Lots of guidance is available in newspapers, flyers, TV, and City and County websites. There may also be an APP for smart phones.

School is back in session and I ask everyone to be alert for walkers, bikers and school busses in our neighborhood. I look forward to seeing you at the Block Party on November 5th.

Thank you for joining and supporting our Association.

Terry Bond

WHAT MAKES A GOOD NEIGHBOR OR NEIGHBORHOOD:

Neighbors can make life terrific or terrible. They can make you want to move or stay put. They can be a source of happiness or stress.

Here in The Landings we are blessed with some truly wonderful neighbors. It's nice to live next to people we can trust with a spare key. When out of town, I can count on them to watch my cat or dog and take the papers off my door and driveway.

That got us thinking about what makes a good neighbor and a nice neighborhood and we wanted to share our thoughts with you.

Here is the Top Ten list we came up with, in no particular order. Good neighbors:

Care for their property. This makes the neighborhood a pleasant place to come home to, while helping maintain or improve property values. The house next door does not have to be a palace, but it sure is nice when it's reasonably neat and clean. Good neighbors don't allow their yard to grow into an eyesore or safety hazard, with junk lying about or garbage that attracts rats.

Are Friendly. They smile and wave when they see you. They welcome new neighbors, maybe with a plate of cookies or a recommendation on a good place to grocery shop. They offer kids candy on Halloween. They join our Association and attend our dinner meeting and our block party.

Respect the privacy of others and don't trespass. They extend friendship, while recognizing that some may accept it, and some may not. The fact is that some folks like to keep to themselves, and that is their right. Unless there is mutual agreement, they don't go over on their neighbor's property without an invitation. They don't engage in "light trespass" either, by leaving a bright light on all night outside your bedroom window.

Are Helpful. If someone has a new baby or a death in the family, or a vehicle is stuck in the mud, they lend a helping hand. They are also willing to lend a cup of sugar or a tool you need for a special project. (Of course it's also important for the recipient to promptly return all loaned items in good repair.)

Watch out for each other. They are aware, without spying. If they notice suspicious activity or something amiss, they call or check it out.

Keep the peace. Noise can be incredibly irritating. Common complaints include loud music, blaring TVs, revving up a chainsaw or motorcycle early on a Sunday morning, driving an ATV in circles for hours on end, and dogs that bark incessantly.

Give you a heads up if they are going to make an unavoidable racket (e.g. during construction), and try to limit the impact. If they are planning to make a change that could affect you (like planting trees that could obscure your view) they talk with you about it first, offering the possibility of agreeing to a compromise.

Don't drive too fast, endangering the lives of children and pets.

Manage themselves, and their own children and pets. They don't engage in wild parties that extend into the wee hours, or screaming fights. Their children are well behaved. Their animals stay in their own yard. And they pick up after their doggie when taking it for a walk.

Volunteer when they can. This can range from periodically picking up litter to getting involved in local organizations like The Landings Residential Association or other organizations that help improve the quality of life in the community.

The bottom line is probably that a good neighbor considers the impacts of their actions on their neighbors' well-being and rights. While it is something to strive for, I can't claim that we have always been perfect neighbors. However, we certainly don't take neighbors that are good for granted.

FLAGPOLE UPDATE: Our flagpole committee is working on updating the halyard (lines) pullies, hardware and solar lights. They are also ordering replacement flags and hope to have this done soon. The City will be helping by providing a cherry picker truck to facilitate the work.

AUTO OR AUTO PARTS THEFT: Through the past several years, there has been thefts of autos, auto tires and items left in cars and in plain sight. The best thing to do if possible, is to keep your vehicle in the garage. But if you do keep your car outside, please do not leave items of value in them.

Motion detector lights or car alarms can alert you to someone in your driveway but video cameras facing your driveway, or tracking devices installed in your car will help in getting vehicles back.

For information, these are the 10 most stolen cars in 2011 (information provided by Insurance Institute of Highway Safety).

<u>Car</u>	<u>Theft Frequency out of 1000</u>
1. Cadillac Escalade	10.8 *
2. Chevrolet Silverado	8.0
3. Dodge Charger	7.4
4. Chevrolet Avalanche	7.4
5. Impala G37 Coupe	7.1

- 6. GMC Sierra Crew Cab 6.7
- 7. Nissan Maxima 6.5
- 8. Hummer H2 6.2
- 9. GMC Yukon XL 4WD 6.0
- 10. Chevrolet Tahoe 5.8

* All 4 tires have been stolen from Cadillac Escalades in The Landings

FPL: UNSOLICITED ENERGY AUDIT CALLS:

The Florida Department of Agriculture and Consumer Services (FDAC) filed legal action to stop an aggressive marketing scheme targeting customers of FPL and other Florida Utilities. A letter from FPL states “ We received reports from thousands of customers and worked closely with FDAC , customers and law enforcement officials for nearly a year to help stop the relentless solicitation which used FPL’s name and trademarked logo without authorization. Some of the unsolicited calls claimed to be an ‘important message for FPL customers.’ The group may have also posed as employees of FPL or FPL-approved contractors in order to conduct home energy audits and self energy related services or equipment.

On behalf of our 10,000 employees and 4.5 million customers, FPL wishes to thank the state and local officials who worked for many months on this operation. While today’s action is good news, urge our customers to remain vigilant and report any suspicious calls or visits. If you received calls or visits of this nature, contact FDAC Consumer Assistance Call Center at www.800helpfl.com or call 1-800-HELP-FLA.”

CURBSIDE RECYCLING COLLECTION SERVICES:

The City of Fort Lauderdale’s recycling contractor changed from Choice Environmental Services to All Service Refuse. The City transitioned its recycling collection process to single stream with the contractor co-mingling recycled materials at the curb. For our City’s residents, this means they will no longer be required to separate their recycled

material into separate bins. The City’s website and printed materials will be changed to provide accurate information regarding the new recycling collection process. Later in the year, when recycling collection switches from bin service to cart service, a more robust outreach and educational program will be implemented for the City’s residential recycling customers.

As a reminder, here is a list of items for recycling:

- Newspapers, inserts, catalogs, magazines, junk mail, office papers, soft-covered books, file folders, soda cartons and crushed boxes from items such as cereal, tissues, rice and pasta.
- Glass bottles such as soda bottles, milk, water, detergent and shampoo bottles.
- Glass food and beverage containers, milk/juice cartons and drink boxes.
- Aluminum and steel food and beverage containers.
- Flattened cardboard from non-food items such as shipping boxes.

CHECK OUT OUR QR CODES: The City of Fort Lauderdale is beginning to use QR codes in its communications. A QR (Quick Response) code is a two dimensional barcode with information encoded into it that can be scanned with smart phones, one is included in Commissioner Roberts Newsletter. Information encoded into the QR code can be used to send users to a website, add a contact to the user’s phonebook directory, to compose an email or text message and much more. Keep an eye out for more QR codes in future City communications.

CITY OFFERS RESIDENTS ONLINE ACCESS TO CRIME DATA: Fort Lauderdale Police Department has joined an Internet partnership that distributes crime information to the public at Raidsonline.com.

The website allows the public to look up details of crimes, location, type and time of an incident.

Residents can zoom in on their home address or conduct searches based on type of crime or date. For example, you could research how many burglaries occurred last month in our neighborhood.

The site also allows residents to sign up for email alerts about crime occurring in their neighborhood.

The site is free to the public.

A YouTube tutorial on how to use the website can be viewed at <http://www.youtube.com/raidsonline>

- It offers six categories to streamline reports and ensure information gets to the appropriate department.
- Users have the flexibility to customize each report.

With LauderServ, Fort Lauderdale's neighbors can connect via their mobile phone to their City for the assistance they need and cultivate collaborative relationships to create safer, more sustainable communities.

Download LauderServ today! Connect with Fort Lauderdale and be one of the first to tell your City what's "appening"

LAUDERSERV SHOULD NOT BE USE TO REPORT TIME SENSITIVE ISSUES SUCH AS BROKEN WATER LINES, SEWER OVERFLOWS AND SAFETY HAZARDS. THESE SHOULD BE IMMEDIATELY REPORTED TO THE CITY'S 24 HOUR CUSTOMER SERVICE CENTER AT 954-828-8000.

The LauderServ application was developed by the City of Fort Lauderdale using a combination of custom and open-source code acknowledgements, please visit www.fortlauderdale.gov/LauderServ and read the Frequently Asked questions and the LauderServ Application Instructions. You may also contact the 24 hour Customer Service Center at 954—828-8000 or online at www.fortlauderdale.gov/customer-service. A Customer Service professional will respond to online inquiries within one business day.

TWEET ALL ABOUT IT: FOLLOW @PLAYLAUDERDALE ON TWITTER: The City Parks and Recreation Department has joined the Twitter community! Stay updated and informed about special events, recreational programming, leisure and fitness tips, and much more. Visit them online at <https://twitter.com/#!/playlauderdale>.

GET CONNECTED WITH YOUR CITY—DOWNLOAD LAUDERSERV TODAY: Fort Lauderdale has gone mobile with LauderServ, a new application that transforms Android devices into the latest tools to connect you to the City's 24-hour Customer Service Center. See Commissioner Roberts letter.

LauderServ is quick and easy to use, especially if you're always on the go. To install, simply download the free application from the Android Market on our website www.fortlauderdale.gov/LauderServ, enter your information, and submit your report. Once a report is submitted, LauderServ immediately routes your report to a City of Fort Lauderdale Customer Service professional who will respond within one business day.

LauderServ may be used to share compliments or suggestions, request sanitation carts or bins, or inquire about sanitation service days. It may also be used to report non-emergency issues such as potholes, graffiti, broken sidewalks or non-working streetlights, and more.

Other LauderServ features:

- Direct access to the City's 24-hour Customer Service Center.
- Downloads easily from the Android Market.
- Interfaces with Google Maps and GPS to automatically detect location information via the "Set Location" and "Find Me" features.
- Photos may be attached to reports.



**FROM THE DESK OF
COMMISSIONER BRUCE G.
ROBERTS**

City Manager Update: Lee Feldman has been hard at work since June reorganizing City staff and preparing the next budget. Part of his reorganization has involved the elimination of an Assistant

City Manager while bringing on board two new Assistant City Managers: Stanley Hawthorne and Susanne Torriente. Their brief bios are provided below:

Stanley Hawthorne: Prior to accepting his new position with the City, Mr. Hawthorne served six years as the Assistant City Manager of Lakeland, FL where he oversaw the departments of Human Resources, Information Technology, Risk Management/Purchasing, Internal Audit and the Lakeland Center. He also led the city's Performance Excellence Division where he focused on enhancing operations through performance efficiencies and process improvements. In addition, he directed Lakeland's strategic operating plan, \$600 million operating budget, and capital improvement program. Mr. Hawthorne has more than 25 years experience in government. He previously served as City Manager of Lauderdale Lakes, Assistant City Manager and Director of Finance for Tamarac, and Director of Management and Budget for the City of Hollywood, FL. He began his career in municipal government in 1985 in the City of Saginaw, Michigan where he worked for seven years advancing to the position of Assistant to the City Manager. Mr. Hawthorne holds an undergraduate degree from Troy State University in Alabama and a Master of Arts degree in Public Administration from the University of Virginia.

Susanne Torriente: Ms. Torriente comes to the City of Fort Lauderdale from Miami-Dade County where she most recently served as Director of the Office of Sustainability. In this position, she was responsible for overseeing major departments critical to achieving the County's sustainability goals including Solid Waste Management, Environmental Resources Management, Water and Sewer, and Community Image. Ms. Torriente directed Miami-Dade County's policy formulation, grants, energy management and reduction strategies, alternative energy options, sustainable capital developed processes, water conservation, and other sustainability-related programs and initiatives. Under her leadership, the County developed and implemented its first sustainability

plan, which also includes the County's first climate action plan. Prior to being appointed as Director of the Office of Sustainability, Ms. Torriente served as Chief of Staff and Chief Assistant County Manager. Her 20-year career with Miami-Dade County also includes overseeing Police, Fire-Rescue, Corrections and Emergency Management. She holds a Bachelor of Arts degree in English and a Master's degree in Public Administration from the University of Miami.

Budget News: As indicated above, we are in the process of preparing the budget for FY 2011/2012. At our July 6th Commission Meeting, the City Manager introduced a very preliminary budget proposal. At this meeting, your Commission again held the line by adopting the current millage rate cap for the next year. This will make it three consecutive years that we have not increased the millage rate. Of Florida's twenty largest cities, we have the second lowest millage rate. In the past two years, we have reduced the General Fund Operating Budget by \$12.5 million. We further directed staff to maintain our healthy General Fund Balance, which is currently at 19%. Lastly, we intend to keep delivering vital City services at the levels expected by our neighborhoods. If you would like to read it in its entirety, go to <http://www.fortlauderdale.gov/2012BudgetBook/11-12budget.htm>.

Mark You Calendar: These budget issues and other important matters will be discussed in several public forums on the following dates:

- August 23 at 7:00p.m.: Quarterly Joint Workshop with our Budget Advisory Board; 8th floor conference room
- August 23: next regularly scheduled Commission Meeting
- August 25 at 5:30p.m.: Re-districting Special Commission Meeting for public input; City Hall Chambers
- September 7: regularly scheduled Commission Meeting including a Public Hearing on the budget
- September 13 at 6:00p.m.: Special Meeting for public input regarding proposed Fire Assessment Rate Increase of \$15 per year
- September 20: regularly scheduled Commission Meeting, which includes a final Public Hearing on the budget and the Commission adoption of the new budget

At the beginning of the year, I thought it worthwhile to reflect on our accomplishments, which have been brought about through a dynamic partnership with our neighborhoods. With so much negative news out there nowadays, I again want to take the opportunity to focus on some good news and encourage everyone to stay focused on the positive.

- We celebrated our Centennial.
- 364 calls for service were logged into our office by concerned citizens of District 1 in 2010. We are on pace to at least repeat that volume.
- Once again, no increase in the current operating millage rate of 4.1193; this equates to the 2nd lowest rate among Florida's twenty largest cities.
- For two consecutive years, there was no increase in the fire assessment fee.
- In 2010, serious crime declined citywide by approximately 4% when compared to 2009.
- Initiated Police/Fire pension reform in finalizing contract negotiations. This is already saving us hundreds of thousands of dollars.
- Our reserve fund stands at 19% of the General Fund Budget, which exceeds the nationally recommended range of 7% to 15%.
- In the past two years, 145 vacant funded personnel positions were eliminated.
- 13 parks have been outfitted with lightning warning systems, and 2 new parks are scheduled to open within the next few weeks.
- We hosted approximately 200 special events, which were produced by other organizations.
- Decisions on major projects, which have lingered for years, are now being moved forward, e. g. Sistrunk Corridor, Bahia Mar, Executive Airport stadium issues, and South Andrews Avenue Business District.
- Strong economic development support through partnerships such as the Chamber of Commerce's "Business First" initiative, and the TMA's (Sun Trolley) plan to expand routes which will cater to hundreds of thousands of cruise ship passengers and bring them to our business and entertainment venues.
- We have had meetings and public workshops with many of our advisory boards and committees, e.g. Budget Advisory Board, Centennial Committee, Sustainability Committee (now a board), Visioning Committee and Beach Redevelopment Board. Follow-up meetings are scheduled.

These are just samplings of what your Commission has been working with you to accomplish in these tough economic times. It also demonstrates my

- focused commitment towards my previous promise to:
- Bring back citizen participation in government decisions
 - Bring back effective and efficient public safety
 - Bring back collegial leadership to the City Commission
 - Bring back balanced development that will protect our neighborhoods and green space

I want to thank City staff for their constant dedication in addressing all of the concerns, issues and ideas that come through the Commission Office – not only for District 1, but also for the City as a whole. We still have much more that we can do. I am looking forward to continue working for you.

Pain Clinics: It has been some time since reporting to you about this issue. I am sure you are aware of the Governor's decision to support and sign into law a state statute which finally established a drug registration system and restrictions for dispensing certain drugs. Your Commission also enacted an ordinance which further regulates the operation of pain clinics. Some of the highlights include parking space requirements, office and examining room square footage space requirements, no queuing of customers outside, no employees with felony or drug related conviction backgrounds for five years, inspection of premises, annual license renewal and located at least 500 feet from schools, churches, parks, libraries or daycare facilities.

Recent Technology Innovations: The City Manger and staff have recently introduced some new technology enhancements to improve communication with our neighbors:

- WWW.RAIDSONLINE.COM provides citywide crime data, maps and analysis.**
WWW.FORTLAUDERDALE.GOV/LAUDERSERV is a free application for Android-based mobile devices which provides 24 hour access to the City's Customer Service Center. The application also has several customer service-friendly features:
- **Makes the City of Fort Lauderdale more accessible to citizens.**
 - **Interfaces with Google Maps and GPS technology to automatically detect report location information.**
 - **Provides the option of attaching photos to reports.**
 - **Offers categories to streamline reports to help ensure information gets to the appropriate department.**
 - **Provides users with the flexibility to customize each report.**
 - **Connects citizens to the City!**

- **Quick Response (QR) Codes:**



We are also starting to use QR codes, which are the small black and white squares that, when scanned with a smart phone, will take you directly to a website. Adding QR codes to our marketing efforts will provide our neighbors with more detailed information about special events, new programs and services, green initiatives, grant opportunities, public workshops and town hall meetings. Similarly, placing QR codes on informational materials, signage and vehicles, will enable us to communicate details about employment opportunities, economic development initiatives, construction projects, parking, sports leagues, dockage rates, beach conditions, crime prevention, road closures, recycling, sanitation, bulk trash and more. The codes can be read with a QR code reader application (app). Some of these apps are preloaded on mobile phones, while others may be downloaded for free. The app scans the QR code and converts it to the appropriate content (i.e., a website, video link, contact information, data, etc.). For example, by scanning the QR code below, you will be directed to the City's Starlight Musicals webpage. There, you can quickly find information about the event schedule, upcoming performers, weather updates, participation of non-profit groups, recycling and Holiday Park. QR codes can be created and read at no cost. They represent an economical way to supplement our marketing efforts, reach our neighbors with salient information, and generate increased awareness, visibility and exposure for the City. Making information easily accessible through QR codes will foster greater transparency in government and create a stronger connection between our neighbors and our City. The City of Fort Lauderdale is committed to continually developing innovative ways to engage and assist citizens, especially through new and expanding technologies.

Florida Neighborhoods Conference: Thanks to all who attended the just concluded Florida Neighborhoods Conference here in Fort Lauderdale. We especially want to congratulate Vice President and longtime Council stalwart Betty Shelley (Imperial Point HOA President) on her induction to the All-State Neighborhood Team. This is an award given annually by the FNC State Planning Committee to "recognize the dedication and commitment of neighborhood leaders...for their unwavering efforts to improve the neighborhoods and communities where they live." This certainly fits Betty to a "T." We are proud of her and happy that she got the recognition she so richly deserves but would never seek for herself. Congratulations Betty!!!

Office Contact: Robbi Uptegrove – 954-828-5033; email: ruptegrove@fortlauderdale.gov. In addition to hosting two pre-agenda meetings twice a month, I am also available to attend your HOA meetings to update your neighborhood on what is going on in the City as well as answer any questions/concerns you may have. Please contact Robbi to schedule.

COME SHOW YOUR TEAM SPIRIT AT DOLPHINS DAY! SEPTEMBER 9TH: Get ready for some football at Dolphins Day on Friday, September 9, from 4:30 to 7:30 pm in downtown Fort Lauderdale at Huizenga Plaza, 32 E. Las Olas Boulevard.

Join the City of Fort Lauderdale to kickoff the football season and rally our Miami Dolphins. This free pep rally will feature special appearances from Miami Dolphins alumni, cheerleaders and T.D. the Dolphin Mascot. Other highlights include live music, a kids zone with interactive inflatables, gourmet food trucks and more.

For more information, please call 954-828-5363 or visit www.fortlauderdale.gov/life.

**VOLUNTEER TO PARTICIPATE IN THE
26TH ANNUAL INTERNATIONAL
COASTAL CLEANUP—SATURDAY,
SEPTEMBER 17, 2011, 9AM—NOON:**

Each year, the Ocean Conservancy sponsors the International Coastal Cleanup, which takes place in more than 104 countries around the world. Fort Lauderdale residents are invited to volunteer to clean up the City's award-winning beach and coastline.

You can help make a difference by joining the millions of volunteers worldwide on Saturday, September 17th to become a part of the largest universal volunteer endeavor for ocean health. Save the date and seize the opportunity to protect, preserve, and restore our seas. Students can also earn Community Service Hours for participating.

VOLUNTEER INFORMATION: Arrive at their selected cleanup site by 9 a.m. Saturday, September 17th. They should dress appropriately for the weather, either rain or

shine as the cleanup will only be cancelled due to a tropical storm system, resulting in a Watch or Warning. Volunteers should bring their own hat, gloves, sunscreen and water.

LOCATION INFORMATION: There are 12 locations identified for this year's Cleanup. Two of the sites are located in Fort Lauderdale and are listed below:

- Fort Lauderdale Beach Park—Sign in at the parking lot across from Bahia Mar. Parking passes will be available from the Site Captain once you sign in.
- Hugh Taylor Birch State Park —When you arrive at the gate, tell park personnel you are participating in the International Coastal Cleanup. Sign in near the tunnel entrance to the beach. Walk into the pavilion and the sign-in table will be to your right.
- Other locations include Lauderdale-by-the Sea and Pompano Beach.