

A Guide for

Creating a Citizens' Academy

Compiled by the Florida League of Cities, Inc.

P.O. Box 1757, Tallahassee, FL 32302 • (850) 222-9684 • www.flcities.com

Citizens' academies are an excellent way to educate residents, build positive relationships and increase communication between city government officials and citizens, as well as inspire future municipal leaders.

Statistics show that 30 percent of Floridians are natives, while 70 percent moved here from somewhere else. This can greatly affect a Floridian's understanding of city government in the Sunshine State.

For most people, their civics lessons were given in middle and/or high school. Upon moving here, there aren't always opportunities for new residents, especially adults who are out of school, to quickly learn how their governments function and about the many services cities offer.

Through citizens' academies, Floridians can learn about their city, how cities improve the quality of their daily life and their city's commitment to its citizens. This is an excellent public outreach program and way to encourage future city leaders.

There are many successful citizens' academies held throughout Florida. Beginning on page 4, we've included a brief review of just a few Florida programs – Cape Coral, Delray Beach, Gainesville, Lakeland and Lauderdale Lakes – along with Web addresses so you can get more information.

While most of these programs are for adults, see page 7 for information about the City of Weston's program, which is for high school students.

Also, beginning on page 9, we've reprinted the City of Kissimmee School of Government "Planning Guide," which provides a variety of material that you can use as you develop your program.

We appreciate the assistance of each of these cities for providing information about their programs. We hope you find this material helpful in developing a Citizens' Academy in your city.

For information about civic education projects developed by the Florida League of Cities, visit www.flcities.com/membership/civic_education.asp or call Beth Mulrennan at (850) 222-9684.

Programs for Adults

City of Cape Coral's Citizens' Academy

Number and Frequency of Sessions: Twelve, four- to six-hour sessions.

Sessions are held weekly. This course is held twice a year (in January and July).

Cost to Participate: None

Maximum Class Size: 20. Registration is on a first-come basis.

Cape Coral's Citizens' Academy gives residents an opportunity to learn more about their city government and the services delivered. The program is intended to provide participants with insight on how local governments work, promote open lines of communication and offer a clearer understanding of a municipal government. The course is open to anyone living in Cape Coral who is willing to devote 50-plus hours to learning about the city. The program costs the city approximately \$60 per person. Snacks are served during each session, and at the end of the 12 week, participants receive a certificate and a polo-style shirt.

The schedule is: **Session 1:** Orientation – City Council and Manager's Office; **Session 2:** Financial Services; **Session 3:** Parks and Recreation; **Session 4:** Attorney's, Auditor's and Clerk's Offices; **Session 5:** Economic Development and Community Redevelopment; **Session 6:** Police Department; **Session 7:** Department of Community Development; **Session 8:** Fire Services; **Session 9:** Information Technology Services and Human Resources; **Session 10:** Public Works; **Session 11:** Charter Schools; and **Session 12:** Mock Council Meeting, Summary.

For more information, visit www.capeacademy.com.

City of Delray Beach Residents Academy

Number and Frequency of Sessions: Six, three-hour sessions. Sessions are held weekly. The program is held twice a year (spring and fall).

Cost to Participate: None

Maximum Class Size: 25. Registration is on a first-come basis.

The academy provides residents with the information, resources and tools to become knowledgeable community members and effective neighborhood leaders. At the end of the six-week semester, participants should have an increased understanding of the organizational structure and operations of the various city departments that impact the quality of life in the City of Delray Beach. Graduates of the Residents Academy will be prepared to take a positive role in the future of their neighborhoods and the city overall through government/citizen interaction. The academy is open to City of Delray Beach residents who are 18 years or older.

The schedule is: **Session 1:** At the Helm – City Manager, City Commission, City Attorney, City Clerk and Human Resources; **Session 2:** Who Ya Gonna Call – Fire Department; **Session 3:** Serving with Pride – Police Department;

Session 4: Basic Necessities – Environmental Services, Public Works, Parks and Recreation, Risk Management and Finance/MIS/Utility Customer Service; **Session 5:** Building for Tomorrow – Community Improvement, Planning and Zoning, and Community Redevelopment Agency; **Session 6:** Graduation held during a City Commission Meeting.

For more information, visit <http://www.mydelraybeach.com/Delray/Departments/Community+Improvement/For+Residents/Residents+Academy.htm>.

City of Gainesville’s Citizens’ Academy: Gainesville 101

Number and Frequency of Sessions: Six, three-hour sessions. Sessions are held weekly.

Cost to Participate: Free

Maximum Class Size: 40. Registration is on a first-come basis.

At Gainesville 101, citizens go behind the scenes of city government to experience first hand the diverse operation of the departments that provide roads, utility service, parks, emergency response services and a host of other services.

The six sessions include: Governing the City; Quality of Life; Building a Vibrant Community; Infrastructure and Communication; Budget and Energy; and Public Safety.

For more information, visit www.academy.cityofgainesville.org.

City of Lakeland Citizens’ Academy: GOVERNMENTOLOGY 101

Number and Frequency of Sessions: Six, two-hour sessions. Sessions are held monthly.

Cost to Participate: Free

Maximum Class Size: 30. Registration is on a first-come basis.

Lakeland’s Citizens Academy is a public information program that gives citizens insight into city services and the functions of city departments. The program includes the function of city departments, explains the relationship between the City Commission and city administration, gives an overview of the budgetary process and provides an outlet for citizen input.

The schedule is: Governing the City, History and Finance; Lakeland Police Department; Lakeland Fire Department; Growth – Community Development and Public Works; Electric and Water Utilities; and Parks and Recreation – Graduation. The class will graduate with a certificate in “Governmentology” and a key to the city at the end of the last session.

For more information, visit www.lakelandgov.net/news/citizensacademy.html.

City of Lauderdale Lakes Citizens' Academy

Number and Frequency of Sessions: Six, one-and-a-half-hour sessions.

Sessions are held weekly.

Cost to Participate: Free

Maximum Class Size: 20. Registration is on a first-come basis.

The Lauderdale Lakes Citizens' Academy is for residents who want to increase their knowledge about local government operations and have a desire to become more involved in the shaping and development of their community. The course is designed to provide a first-hand look at how the city's many services and programs work to create a livable community.

The schedule is: **Week 1** – City Government 101: City History and Organization; **Week 2** – Dollars and Sense: Budget and Funding, and Other City Functions; **Week 3** – Developing and Maintaining the Community: Community and Economic Development; **Week 4** – We Build This City: Public Works, Engineering and Construction; **Week 5** – Keeping Citizens Safe: BSO Police and Fire Rescue; and **Week 6** – Something for Everyone: Parks, Leisure and Social Services.

For more information, visit www.lauderdalelakes.org/ and click on "Citizens' Academy."

Program for High School Students

City of Weston: Weston University Program

Number and Frequency of Sessions: Begins in October, meets monthly for seven months.

Cost to Participate: Free

Maximum Class Size: 18-22

In its seventh year, the Weston University Program is an eight-month program for students from two area high schools, adding a third in 2008. It provides participants with an opportunity to learn about state and local government – in particular, Weston's municipal government. The program is a combination of classroom and real-world experiences.

Juniors, seniors and select sophomores are offered entry into the program by submitting an essay titled "Communities Need Leaders." The field of students is narrowed by school administration, and when necessary the city's director of communications, and the final class of 18-22 students is selected.

The Weston University Program class commences each October and the class is introduced to the community during Florida City Government Week at a City Commission meeting. Students attend monthly program days. Through instruction, conversations, observation and actual experiences, students learn about the numerous city services and functions that are provided to residents. They also learn about state and local government, and about the intergovernmental and public/private partnerships that Weston has developed.

After the students have gained knowledge necessary to present and defend both sides of several agenda issues, they participate in a city commission simulation. Upon successful completion of the program, there is a graduation and students are presented unique diplomas and a memory book at a City Commission meeting.

The City of Weston recognizes the possible rewards of educating their students and encouraging them to become involved in their community. The Weston University Program is Weston's approach to providing a unique civic education that includes a very personal experience through open communication with elected officials and city department personnel.

Goals & Objectives

Goals

- Create a unique educational and personal experience for high school students, through open communication with government officials and departments.
- Expose students to the multiple layers of government and various career possibilities.
- Provide a civic education on government in Florida.
- To enable students to understand procedures for making their opinions and concerns known to local government.

Objectives

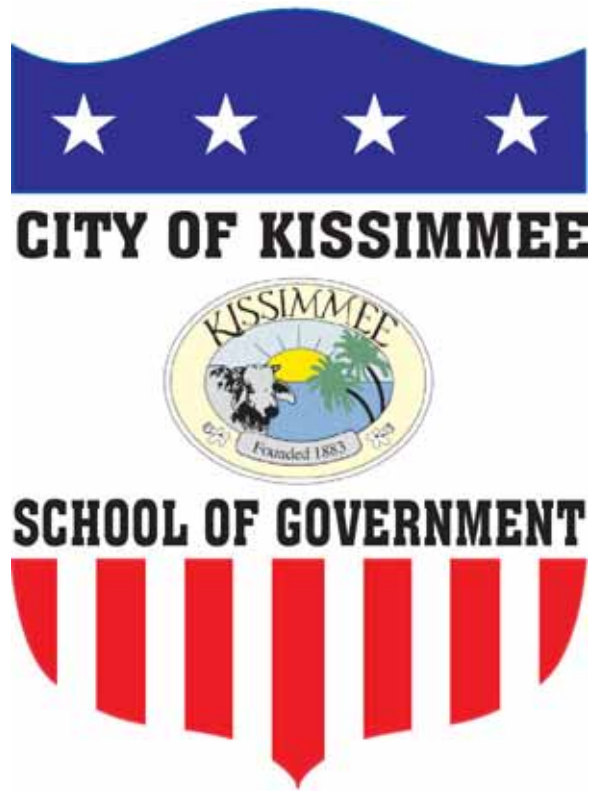
- Students will develop an appreciation for and an understanding of local government through instruction, conversations, observation of daily activities and operation and actual experiences.
- Students will gain an understanding of Weston's governmental structure and the role of residents in the decision-making process.
- Students will learn problem-solving procedures used by city government, recognizing the positions taken by city officials and the reasons behind them.
- Students will effectively participate in a City Commission simulation, after having gained knowledge throughout the program, necessary to present and defend both sides of the agenda issues.

Program Days

8:00 a.m. - 3:00 p.m.

| | |
|----------------|---|
| | Introduction of Class at City Commission Meeting Weston Community Center |
| Class 1 | Local and State Government Weston City Hall |
| Class 2 | Law Enforcement Services Weston Police Services Building |
| Class 3 | Community Services Department Weston Community Center |
| Class 4 | Fire and EMS Services and Fire Marshal Weston Fire Station No. 81 |
| Class 5 | Development Services: Planning & Zoning/Engineering Calvin Giordano and Associates, Inc. |
| TBA | Trip to Broward Days in Tallahassee (date changes annually) |
| Class 6 | More Local Government and Finance Commission Simulation Preparation |
| Class 7 | City Commission Simulation – Mandatory Attendance Weston Community Center |
| | Graduation Honors at City Commission Meeting Weston Community Center |

For more information, visit www.westonfl.org/Content.aspx?f=/Content/CommInfo/westonUniv.aspx.



PLANNING GUIDE

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I. GENERAL

1. Duration of Program

School of Government is an 11-week program that is held on Thursdays from 6:00 p.m. - 9:00 p.m. from February through May.

2. Program Requirements

The city requires participants to live or own a business inside the limits of Kissimmee. Residents submit a pre-registration form, which is available on the city's Web site, resident newsletter, newspaper ads, or through the Public Information Office.

Once the form is submitted to the Public Information Office, the applicant's address is verified to determine if it falls within the city limits. If the residency is confirmed, the citizen's name is added to a pre-registration list in the order the form was received. If the applicant is not a city resident, a letter is sent notifying them that they are not eligible to participate in the program.

Please refer to Appendix: A for a sample Pre-Registration Form.

Please refer to Appendix: B for a sample Non-Resident Letter.

3. Selection of Participants

The city's inaugural class was selected by the City Commission and administration. Most of these residents were already involved in the community or were frequent visitors to City Hall. This group provided the city with candid feedback about the program.

Each class is limited to 30 participants on a first-come-first-serve basis. In December, a letter along with a registration form is sent to each of the first 30 residents on the pre-registration list.

Please refer to Appendix: C for a sample Registration Letter.

Please refer to Appendix: D for a sample Registration Form.

If the registration form is not returned by the date specified in the letter, a follow-up call is made to verify the applicant's interest in participating. If the citizen decides not to participate or there is no contact made, the person is replaced with the next resident on the list.

4. Fees & Attendance

The program is offered free-of-charge. For this reason, the city has implemented an attendance requirement. Residents are allowed to miss a maximum of two of the 11 sessions.

Participants are required to sign-in at the beginning of each session and a head count is taken. This helps to keep track of each participant's attendance record throughout the program.

II. MATERIALS

The city provides each student with a polo-style shirt, embroidered with both the City of Kissimmee logo and the School of Government logo. This shirt is meant to be worn for each class session.

Class members are also given name tags and a welcome folder containing the schedule and itinerary for the program, along with a list of answers to the frequently asked questions.

*Please refer to Appendix: E for a sample Welcome Folder Letter.
Please refer to Appendix: F for a sample Frequently Asked Questions.*

Dinner is provided at the beginning of each session, catered by local vendors.

Give-away items are purchased by the Public Information Office for each department. One item per participant is provided. The give-away items are selected to coordinate with each department's duties and/or the activities they present for their session. For example, a high-tech mouse pad for the IT Department, robotic calculator for Finance, tool kits for Central Services, gardening kits for Parks & Recreation, etc. These items feature the city logo.

For graduation, each participant is presented with a framed certificate.

III. BUDGET

A budget of \$18,000 is allocated for this program. The actual total amount spent weighs heavily on the cost of give-away items, transportation and catering.

Please refer to Appendix: G for a sample Budget table.

IV. SCHEDULE & ITINERARY

A program schedule stating the dates and departments for each session is included in the registration letter, which is mailed to each participant with his or her registration form prior to the first session. A full itinerary is provided to the participants in the welcome folders they receive upon signing in at the first session.

*Please refer to Appendix: C for a sample Registration Letter.
Please refer to Appendix: H for a sample Itinerary.*

V. SESSION DETAILS

1. General

Each department provides the agendas for their individual session.

Please refer to Appendix: I for a sample Agenda.

The sessions should focus on being as interactive and hands-on as possible. Usually general employees make the presentations and/or demonstrate equipment, instead of the department directors. The residents enjoy seeing the pride that employees take in their daily tasks, their equipment and work areas. However, it is also impressive to the residents when commissioners and top administrators attend the sessions each week.

2. Meeting Locations & Transportation

The participants meet at the session locations, unless otherwise specified. For sessions located at a greater distance, transportation (via a mini bus) is provided. In such cases, participants meet at City Hall to board the bus and travel together to the session location.

Please refer to Appendix: H for a sample Itinerary.

3. Graduation

The graduation ceremony takes place in the Commission Chambers at Kissimmee City Hall. Each class member is encouraged to bring one guest and each city department is invited to send one representative. The mayor and commissioners also attend.

Dinner begins at 6:00 p.m., followed by a special presentation that includes a photo montage of their 11-week experience. Following the video montage, the class has an opportunity to ask the city manager questions about city matters. Residents are also encouraged to apply for city advisory boards and volunteer committees. Applications are distributed to graduates prior to their departure.

Following the question-and-answer session, students are called up one-by-one to receive their graduation certificate signed by the city manager. A photo is taken of each participant holding their certificate plaque standing with the city manager and city commissioners.

Please refer to Appendix: J for a sample Graduation Certificate.

4. Evaluations

Evaluations are given to the residents at the beginning of each class. This is an opportunity for them to rate their experience and provide comments. Evaluations are turned in at the end of each class, offering the Public Information Office feedback on everything from food to the level of interest in the presentations.

Please refer to Appendix: K for a sample Evaluation Form.

VI. LOGISTICS

1. Catering

Dinner is provided for each session. Catering usually consists of a buffet with a hot entrée, salad, sides, drinks and dessert. \$500 is budgeted for each session, except for the first session (City Hall session) and the last session (graduation).

For the first and last sessions, \$750 is budgeted for each. The larger budget allows for the extra meals required for invited guests. Also, a fancier menu selection is typically selected for the graduation dinner.

2. Room Set-Up

Tables and chairs are set up for dinner at each session. Staff is encouraged to sit with the participants to engage in conversation with them while eating dinner.

Please refer to Appendix: L for a sample Room Set-up.

3. Decorations/Theme

It is not necessary to have a theme for the program. However, a theme does help the program to become more fun and allows for creativity from the departments.

If a theme is applied, try to carry it through out all of the elements of the program from decorations to activities and even the catering.

VII. MEDIA

1. Promotion

Promotion for the program is done using several methods: the city's resident newsletter (*Kissimmee Konnection*), the city's 32-page

citizens' guide (*Kissimmee Insider*), press releases, city's Web site (www.kissimmee.org), the city's government access TV channel (Access Osceola) and newspaper ads.

2. Photos/Video

A waiver statement is included in the registration form and must be signed.

Photos are taken during each session and later used on the city's Web site and in print to promote the program.

Video is also taken at several of the sessions and featured in the video montage, which airs on the city's government access TV channel. This video is also given to each participant at graduation as a souvenir of their experiences in the program.

Please refer to Appendix: D for a sample Registration Form.

VIII. APPENDICES

LEARN ABOUT YOUR LOCAL GOVERNMENT

Sign up Today!

Name: _____

Address: _____

City/Zip Code: _____

Home Phone: _____

Cell Phone: _____

E-mail Address: _____

Preferred Method of Contact: (Home Phone, Cell Phone, or E-mail) _____

School of Government Program*

Sign up for this “free” 11-week program, which includes hands-on demonstrations, tours and fun activities!

Residents will have the opportunity to learn more about their local government and tour departments, operate equipment and participate in table-top exercises.

This educational program is open to adults who live within the city limits. Since its inception in 2000, more than 200 residents have graduated from the program. Several of these graduates have gone on to serve as volunteers on the city’s various advisory boards.

The annual program runs for 11 consecutive Thursday sessions from 6:00 p.m. to 9:00 p.m., beginning February 28, 2008, through May 8, 2008.

**Addresses will be verified for City of Kissimmee residency prior to completing the registration process*

Return This Form To:
City of Kissimmee
Public Information Office
101 N. Church Street, Kissimmee, FL 34741

Dear Sir or Madam:

Thank you for your interest in the City of Kissimmee School of Government. However, in order to be eligible for the program, you must be a resident of the City of Kissimmee.

The address you provided for pre-registration into the program has been carefully reviewed. Regretfully, your address does not fall within the city limits, which means you do not currently receive services from the City of Kissimmee.

While your address does not fall within the City of Kissimmee, you are considered as a county resident. Osceola County offers a similar Citizen's Academy program, which you would be eligible to register for. For more information, please call the Osceola County Public Information Office at (407) 742-0100.

Again, thank you for your interest in the City of Kissimmee School of Government.

Sincerely,

Carla Banks
Manager of Communications &
Public Information
City of Kissimmee

Taina Toro
Public Information Coordinator
City of Kissimmee

Dear Sir or Madam:

The City of Kissimmee is pleased to welcome you as a part of the 2008 School of Government. Below you will find a list outlining the dates for the 11-week program. The first session will take place on **Thursday, February 28, 2008 at Kissimmee City Hall**. You will be provided with a more in-depth schedule at the first session.

The 2008 School of Government Schedule is as follows:
(All events take place from 6:00 p.m. – 9:00 p.m.)

- 1) February 28 – City Hall
- 2) March 6 – Public Works & Engineering
- 3) March 13 – Fire Department
- 4) March 20 – KUA
- 5) March 27 – Development Services
- 6) April 3 – Police Department
- 7) April 10 – Central Services
- 8) April 17 – Parks & Recreation
- 9) April 24 – Toho Water
- 10) May 1 – Airport
- 11) May 3 – Graduation

If you are still interested in participating in this program, you must complete the enclosed Registration Form and return it to the Public Information Office in the self-addressed stamped envelope provided.

*****Your completed Registration Form must be received by February 1, 2008.*****

If you have any questions, please contact me at (407) 518-2354 or [ttoro@kissimmee.org](mailto:toro@kissimmee.org).

Sincerely,

Taina Toro
Public Information Coordinator
City of Kissimmee

Carla Banks
Manager of Communications &
Public Information
City of Kissimmee

**CITY OF KISSIMMEE
2008 SCHOOL OF GOVERNMENT
REGISTRATION FORM**

*Please print the following information.

NAME: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

HOME PHONE: _____

CELL PHONE: _____

E-MAIL ADDRESS: _____

PREFERRED METHOD OF CONTACT: _____

PERSONAL INFORMATION

IN CASE OF EMERGENCY, PLEASE NOTIFY:

NAME: _____

PHONE: _____

DIETARY NEEDS / FOOD ALLERGIES: _____

PHYSICAL LIMITATIONS: _____

(NOTE: There are walking tours scheduled for this program)

POLO-STYLE SHIRT SIZE (SHIRTS RUN IN MEN'S SIZES):
(Please circle a size)

M

L

XL

XXL

WHAT ARE YOU HOPING TO LEARN AND/OR GAIN FROM THIS PROGRAM?

HOW DID YOU FIND OUT ABOUT THIS PROGRAM?

(Newspaper Ads, City Web Site, Access Osceola, Kissimmee Konnection, Word of Mouth, Other)

KISSIMMEE SCHOOL OF GOVERNMENT RULES

1. ARRIVE ON TIME FOR EACH SESSION. (6:00 P.M.)
2. ATTEND A MINIMUM OF 9 OF THE 11 SESSIONS.
3. PHOTOS, VIDEOTAPE AND INFORMATION OF PARTICIPANTS OBTAINED DURING THIS PROGRAM MAY BE USED BY THE CITY IN MARKETING EFFORTS.
4. INTERACT WITH CLASSMATES, PARTICIPATE IN ACTIVITIES, AND HAVE FUN!

I HAVE READ AND UNDERSTAND THE "FREQUENTLY ASKED QUESTIONS" SHEET AND I AGREE TO ABIDE BY THE RULES SET FORTH IN THIS REGISTRATION FORM.

PRINT NAME: _____

SIGNATURE: _____ DATE: ___ / ___ / ___

Return to: Public Information Office, City of Kissimmee, 101 N. Church Street, Kissimmee, FL 34741.

February 28, 2008

Dear Student,

Welcome to the 2008 School of Government. Thank you for participating. Your desire and commitment to learning about your local government and becoming involved in your community is truly commendable.

I hope that at the end of the next 11 weeks you will have made new friends, had a lot of fun, and most of all gained knowledge and respect for what each department does for this city.

Again, welcome and thank you.

Sincerely,

Taina Toro
Public Information Coordinator
City of Kissimmee

City of Kissimmee School of Government Program

FREQUENTLY ASKED QUESTIONS

FAQ 1: WHAT IS THIS?

A free program created and organized by the City of Kissimmee to educate residents about city government.

FAQ 2: WHY WAS THIS PROGRAM CREATED?

To provide residents an inside look at city government, and provide them the education and skills necessary to serve on the city's advisory boards or to volunteer on future city committees.

FAQ 3: WHO CAN PARTICIPATE IN THE PROGRAM?

The program is held one time each year, and is open to residents who live within the city limits. Participants **must** be at least 18-years-old.

FAQ 4: WHEN IS THE PROGRAM?

The program consists of 11 consecutive sessions on Thursday evenings from 6:00 p.m. to 9:00 p.m. beginning February 28, 2008, and ending May 8, 2008. Dinner will be served at each function.

FAQ 5: WHAT DO I DO AT THE BEGINNING OF EACH CLASS?

When you arrive at each class, be sure to sign in and pick up your evaluation form for that session. You will be asked to please fill out an evaluation form for each class and turn it in before you leave.

FAQ 6: WHAT DO I WEAR TO CLASS?

The classes are informal. The city will provide each participant with a polo-style shirt. Participants are encouraged to wear comfortable shoes and pants, as there will be tours and interactive exercises.

FAQ 7: WHERE ARE THE CLASSES HELD?

The classes will be held at various city facilities. Information on the classes is in each participant's acceptance letter and a detailed agenda of each class will be provided.

FAQ 8: MAY I BRING A GUEST OR RELATIVE TO THESE ACTIVITIES?

Because of space limitations participants may not bring any guests to the classes; however, they will be encouraged to bring one guest to their graduation ceremony.

FAQ 9: WHAT DO I DO IF I NEED TO MISS A CLASS?

Participants are allowed to miss two of the 11 sessions; however, they are strongly encouraged not to miss the graduation ceremony.

FAQ 10: WHAT DO I DO AFTER I COMPLETE THIS CLASS AND GRADUATE?

The city encourages you to apply for open positions on advisory boards, planning committees or civic organizations' boards/committees.

FAQ 11: WHAT IF I STILL HAVE MORE QUESTIONS?

For more details, please contact the City of Kissimmee Public Information Office at (407) 518-2354 or send an e-mail to ttoro@kissimmee.org.

2008 School of Government Budget

Total Budget = \$18,000

| Item Description | Estimated Cost |
|--|--------------------|
| Department Give-away Items | \$5,000.00 |
| 2 - Mini Busses (Fire Dept. - Station 14) | \$900.00 |
| 2- Mini Busses (KUA) | \$900.00 |
| 2- Mini Busses (Toho) | \$900.00 |
| 2- Mini Busses (Airport) | \$900.00 |
| Catering for 9 Sessions (\$500 each) | \$4,500.00 |
| Catering for City Hall Session | \$750.00 |
| Catering for Graduation | \$750.00 |
| Certificate Plaques | \$400.00 |
| Shirts | \$500.00 |
| Miscellaneous (folders, name badges, etc.) | \$200.00 |
| TOTAL | \$15,700.00 |

2007 School of Government Itinerary

February 22, 2007 – May 3, 2007
6:00 p.m. – 9:00 p.m. Each Session

1) February 22 – City Hall

(Clerk’s Office, IT, Personnel, Finance, PIO/Access Osceola)

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|---|
| Kissimmee City Hall 101 N. Church Street Kissimmee, FL 34741 | Not Applicable |

2) March 1 – Public Works & Engineering

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|---|---|
| Public Works Complex 100 Alaska Avenue Kissimmee, FL 34741 <i>(Behind the YMCA on Mabbette Street)</i> | Not Applicable |

3) March 8 – Fire Department

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|---|
| Kissimmee City Hall 101 N. Church Street Kissimmee, FL 34741 | Station 14 1101 Regatta Bay Boulevard Kissimmee, FL 34741 |

4) March 15 – Development Services

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|--|
| Toho Square Pleasant Street Parking Lot | Not Applicable |

5) March 22 – Kissimmee Utility Authority (KUA)

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|--|
| KUA Administration Building 1701 W. Carroll Street Kissimmee, FL 34741 | Cane Island Power Park Intercession City |

6) March 29 – Central Services

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|---|--|
| Central Services Complex 100 Alaska Avenue Kissimmee, FL 34741 <i>(behind the YMCA on Mabbette Street)</i> | Not Applicable |

7) April 5 – Police Department

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|---|--|
| Kissimmee Police Department 8 N. Stewart Avenue Kissimmee, FL 34741 | Not Applicable |

8) April 12 – Parks & Recreation

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|--|
| Kissimmee Civic Center 201 E. Dakin Avenue Kissimmee, FL 34741 | Not Applicable |

9) April 19 – Toho Water Authority

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|---|
| Kissimmee City Hall 101 N. Church Street Kissimmee, FL 34741 | Richard McLaughlin Water Treatment Plant & South Bermuda Wastewater Treatment Plant |

10) April 26 – Kissimmee Gateway Airport

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|--|
| Kissimmee Gateway Airport 301 Dyer Boulevard Kissimmee, FL 34741 | Not Applicable |

11) May 3 – Graduation

| Meeting Location | Bus Transportation Provided to Additional Class Location |
|--|--|
| Kissimmee City Hall 101 N. Church Street Kissimmee, FL 34741 | Not Applicable |

**2007 SCHOOL OF GOVERNMENT
CITY HALL AGENDA
THURSDAY, FEBRUARY 22, 2007**

| | |
|---|--|
| 6:00 p.m. (10 min.) | Sign In – Taina Toro, Public Information Coordinator |
| 6:10 p.m. (5 min.) | Introduction – Carla Banks, Public Information Officer |
| 6:15 p.m. (10 min.) | Student Introductions - Name - How long you've lived in Kissimmee |
| 6:25 p.m. (30 min.) | Dinner & Invocation – Mark Durbin, City Manager |
| 6:55 p.m. (10 min.) | Kissimmee's Form of Government – Mark Durbin, City Manager |
| 7:10 p.m. - 8:45 p.m. (15 min. per Dept.) | Tours of Personnel, Finance, Information Technology, City Clerk's Office, and PIO/Access Osceola |
| 8:50 p.m. - 9:00 p.m. (10 min.) | Wrap-up |
| 9:00 p.m. | Adjourn |

| Tour Guide | 7:10-7:25 | 7:30-7:45 | 7:50-8:05 | 8:10-8:25 | 8:30-8:45 |
|-----------------|---|---|---|---|---|
| MIKE | PIO/AO (1 st Floor) | FINANCE (4 th Floor) | IT (4 th Floor) | PERSONNEL (5 th Floor) | CLERK (5 th Floor) |
| JENNIFER | FINANCE (4 th Floor) | IT (4 th Floor) | PERSONNEL (5 th Floor) | CLERK (5 th Floor) | PIO/AO (1 st Floor) |
| DESIREE | IT (4 th Floor) | PERSONNEL (5 th Floor) | CLERK (5 th Floor) | PIO/AO (1 st Floor) | FINANCE (4 th Floor) |
| DON | PERSONNEL (5 th Floor) | CLERK (5 th Floor) | PIO/AO (1 st Floor) | FINANCE (4 th Floor) | IT (4 th Floor) |
| MARK | CLERK (5 th Floor) | PIO/AO (1 st Floor) | FINANCE (4 th Floor) | IT (4 th Floor) | PERSONNEL (5 th Floor) |

Locations:

- **PIO/AO:** Access Osceola TV Studio
- **Finance:** 4th Floor (Quiet Lounge)
- **IT:** IT Dept.
- **Personnel:** 5th Floor (International Conference Room)
- **Clerk:** Clerk's Office



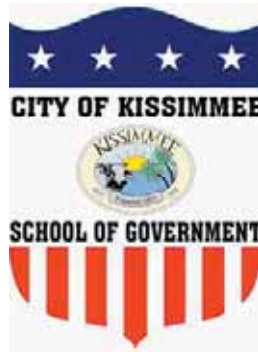
This certification acknowledges that

Jane Smith

has successfully completed the City of Kissimmee’s School of Government on this 3rd day of May 2007. This resident of Kissimmee has attained the knowledge and skills of City government which may be applied to future civic and community commitments by service on advisory boards, committees or other opportunities afforded this individual to enhance the quality of life in Kissimmee, Florida.



Mark E. Durbin
City Manager



**Kissimmee Gateway Airport
Thursday, April 26, 2007**

EVALUATION
(1=Poor; 5=Excellent)

Food: 1 2 3 4 5
Comments: _____

Tours/Demonstrations: (If Applicable)
 1 2 3 4 5
Comments: _____

Activities: (If Applicable)
 1 2 3 4 5
Comments: _____

Speakers: 1 2 3 4 5
Comments: _____

Content: 1 2 3 4 5
Comments: _____

Overall Rating: 1 2 3 4 5
Suggestions: _____

School of Government - Graduation (May 3, 2007)

Commission Chambers

