



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 • floridaleagueofcities.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 35 percent of Floridians are natives, while 65 percent moved here from somewhere else. This situation 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 cities, how cities improve the quality of their daily lives and their cities' commitment to their citizens. This is an excellent public outreach program and a way to encourage future city leaders.

There are many successful citizens' academies held throughout Florida. Beginning on page 3, we've included a brief review of just a few Florida programs – Delray Beach, Gainesville, Lakeland, Lauderdale Lakes, Port Orange and Sanford.

While most of these programs are for adults, see page 5 for information about the City of Weston's program, which is for high school students.

Also, beginning on 6, view the Florida League of Cities "Planning Guide," which provides a variety of material that you can use as you develop your program. Thank you to Flagler Beach, Kissimmee, Live Oak, Port Orange, Punta Gorda and Sanford for providing resources.

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 flcities.com/resources/civic-education or call Sharon Berrian at (850) 222-9684.

Does your citizens' academy teach about Home Rule?

When learning about the various facets of their city government, it is important for residents to understand what Home Rule is and what it means to their city. If your city has a citizens' academy or is planning to start one, you are encouraged to incorporate local self-government, Home Rule, into the curriculum, especially during sessions that review governing the city and the role of the commission/council. Contact Sharon Berrian at the number below if you have questions or need resources.

PROGRAMS FOR ADULTS

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.

CITY OF GAINESVILLE'S CITIZENS' ACADEMY: GAINESVILLE 101

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

Cost to Participate: None

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

At Gainesville 101, citizens go behind the scenes of city government to experience firsthand 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.

CITY OF LAKELAND CITIZENS' ACADEMY: GOVERNMENTOLOGY 101

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

Cost to Participate: None

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.

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: None

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 firsthand 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.

CITY OF PORT ORANGE'S CITIZENS ACADEMY: PORT ORANGE UNIVERSITY

Number and Frequencies of Sessions: Nine two-hour sessions. Sessions are held weekly. This course is held once a year (starting in August).

Cost to Participate: None

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

City of Port Orange's citizens' academy, "Port Orange University," is offered for citizens of Port Orange to gain a better understanding of the various services and functions provided by city departments. The goal is to make the citizens aware of everything that goes into providing services they receive in the city, and it's another way to further the relationships between citizens and the city.

The schedule is: Session 1: City Council/Local Government 101 (City Clerk, City Attorney, City Manager); Session 2: Parks & Recreation; Session 3-4: Public Utilities; Session 5: Public Works; Session 6: Fire & Rescue; Session 7: Community Development; Session 8: Finance/Customer Service and Session 9: Police.

CITY OF SANFORD CITIZENS ACADEMY

Number and Frequency of Sessions: 10 two-hour sessions. Sessions are held weekly. This course is held twice a year (in February and September). Cold refreshments and dinner are provided.

Cost to Participate: None

Maximum Class Size: 40

The 10-week City of Sanford Citizen Academy provides an opportunity for citizens to learn about city government through firsthand experience and gain exposure to the wide range of local government functions, services and activities. (This is a free public information program).

The schedule is: Session 1: Getting to Know Your City Government Mayor, City Manager, Deputy City Manager, City Clerk, HR/Risk Management, Communications; Session 2: Planning & Development Services/Land Regulations; Session 3: Fire Department; Session 4: Parks & Recreation Department; Session 5: Utilities; Session 6: Public Works; Session 7: Community Improvement, Community Development Block Grant Program and Neighborhood Stabilization Program; Session 8: Police Department; Session 9: Economic Development and Session 10: Finance/IT/Purchasing.

PROGRAM FOR HIGH SCHOOL STUDENTS

CITY OF WESTON: WESTON UNIVERSITY PROGRAM

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

Cost to Participate: None

Maximum Class Size: 18-22

The Weston University Program class commences each October during Florida City Government Week. Students spend one school day each month with city staff. Monthly program days include instruction, conversations, observations and hands-on activities, exposing students to the variety of city services that are provided to residents. The program provides a comprehensive look into state and local government and the intergovernmental and public/private partnerships that Weston has developed.

At the conclusion of the program, students are required to participate in a simulated city commission meeting and utilize the knowledge they have gained throughout the program year to present and/or defend their side of several agenda issues. Lastly, students are honored with a graduation ceremony at a City Commission meeting in May and receive awards and a memory book for their successful completion of the program.

The Weston University Program has been highly successful. Staff and students alike enjoy the interaction and examination of Weston's unique form of government. Who says government can't be fun? The Weston University Program proves you can combine learning and fun into one enjoyable program.

GOALS

- ▶ To create a unique educational and personal experience for high school students through open communication with government officials and departments.
- ▶ To expose students to the multiple layers of government and various career possibilities.
- ▶ To 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 hands-on 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.

PROGRAM DAYS

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

Introduction of Class at City Commission Meeting

Class 1: Local and State Government

Class 2: Law Enforcement Services

Class 3: Community Services

Class 4: Fire and EMS Services and Fire Marshal

Class 5: Development Services: Planning & Zoning/
Engineering

Class 6: More Local Government and Finance,
Commission Simulation Preparation

Class 7: City Commission Simulation – Mandatory
Attendance

Graduation Honors at City Commission Meeting

FLORIDA LEAGUE OF CITIES CITIZENS' ACADEMY PLANNING GUIDE

TABLE OF CONTENTS

I. GENERAL

1. Duration of Program
2. Program Requirements
3. Selection of Participants
4. Fees and Attendance

II. MATERIALS

III. BUDGET

IV. SCHEDULE AND ITINERARY

V. SESSION DETAILS

1. General
2. Meeting Locations and Transportation
3. Graduation
4. Evaluations

VI. LOGISTICS

1. Catering
2. Room Setup
3. Decorations/Theme

VII. MEDIA

1. Promotion
2. Photos/Video

VIII. APPENDICES

I. GENERAL

1. Duration of program

Duration of the program is up to the city. Sometimes citizens academies hold one class per week in the evening for two to three hours. Others meet less frequently but have longer classes. If you are not sure what your residents want, take a poll.

See Appendix A: Port Orange's Citizen Survey

2. Program Requirements

Most citizens academies require participants to live in or own a business inside the city limit.

Once an application is submitted, the applicant's address should be verified to determine if it falls within the city limits. If the residency is confirmed, the citizen's name is added to a registration list in the order the form was received. If the applicant is not a city resident, a letter is sent notifying them that he or she is not eligible to participate in the program.

See Appendix B: Live Oak's Application Form

See Appendix C: Kissimmee's Non-resident Letter

3. Selection of Participants

In Kissimmee, the city's inaugural class was selected by the City Commission and administration. The participants were chosen because they were already involved in the community or were frequent visitors to City Hall.

Most often, selection of participants is first-come, first-served. If the participant does not respond or does not meet the program requirements, the next participant is selected.

4. Fees and Attendance

Generally, citizen academies are offered free of charge. For this reason, cities often implement an attendance requirement. You can require participants to sign in at the beginning of each session or take a head count. This system can help keep track of each participant's attendance record throughout the program.

II. MATERIALS

Many cities provide each student with a polo-style shirt embroidered with the municipal logo or the academy logo. This shirt is meant to be worn for each class session.

Class members should be given name tags and a welcome folder containing the schedule and itinerary for the program. Feel free to include a list of answers to the frequently asked questions, brochures or other helpful information.

Some municipalities provide dinner at each session.

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

III. BUDGET

See Appendix D: Kissimmee's and Flagler Beach's Budget

IV. SCHEDULE AND ITINERARY

A full itinerary should be provided to the participants in the welcome folders they receive upon signing in at the first session.

See Appendix E: Sanford's Curriculum

V. SESSION DETAILS

1. General

Each department provides the agenda for its individual session.

The sessions should focus on being as interactive and hands-on as possible. Usually, city employees make the presentations and/or demonstrate equipment. 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.

See Appendix F: Punta Gorda's Police Department Agenda

2. Meeting Locations and Transportation

The participants meet at the session locations unless otherwise specified. For sessions located at a greater distance, transportation may need to be provided.

3. Graduation

The graduation ceremony should take place. Each class member is encouraged to bring one guest, and each city department is invited to send one representative. The mayor and commissioners should also attend.

Encourage residents to apply for city advisory boards and volunteer committees. Applications should be distributed to graduates prior to their departure.

Call students up one by one to receive their graduation certificate signed by the city council or city manager.

See Appendix G: Port Orange's Completion Certificate

4. Evaluations

Evaluations should be given to the residents at the beginning of each class. This evaluation is an opportunity for them to rate their experiences and provide comments. Evaluations are turned in at the end of each class, offering the city feedback on everything from food, if applicable, to the level of interest in the presentations.

See Appendix H: Port Orange's Evaluation Form

VI. LOGISTICS

1. Catering

If dinner is provided, pre-plan logistics on cost, setup and locations.

2. Room Setup

Tables and chairs will need to be set up for each session. If dinner is provided, the staff is encouraged to sit with the participants to engage in conversation.

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 throughout all the elements of the program from decorations to activities and even the catering.

VII. MEDIA

1. Promotion

Promotion for the program can be done through local newspapers, radio stations, news stations or posters throughout town. The city should also advertise through the city's website and social media platforms.

See Appendix I: Flagler Beach's Flyer

2. Photos/Video

Include a waiver statement in the registration form.

Take photos during each session. Post on the city's website and social media platforms, and use them to promote the program.

If possible, take videos of the sessions to be featured on local news channels or to use for promotion.

Videos and pictures can also be given to graduates as a gift.

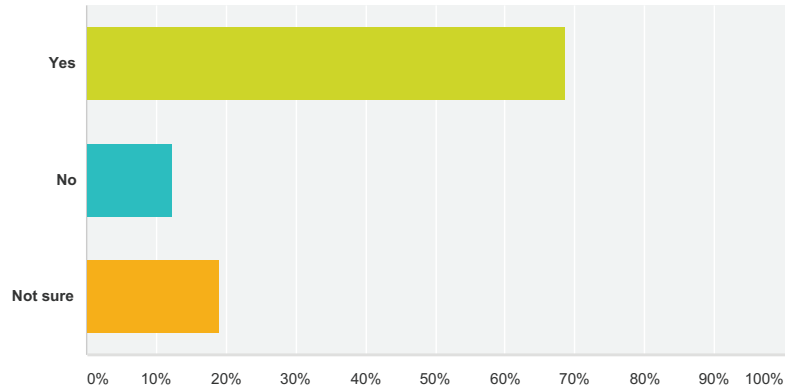
VIII. APPENDICES

APPENDIX A

"Port Orange University"

Q1 Would you be interested in attending these interactive sessions to learn about the various functions and services provided by the City?

Answered: 352 Skipped: 0

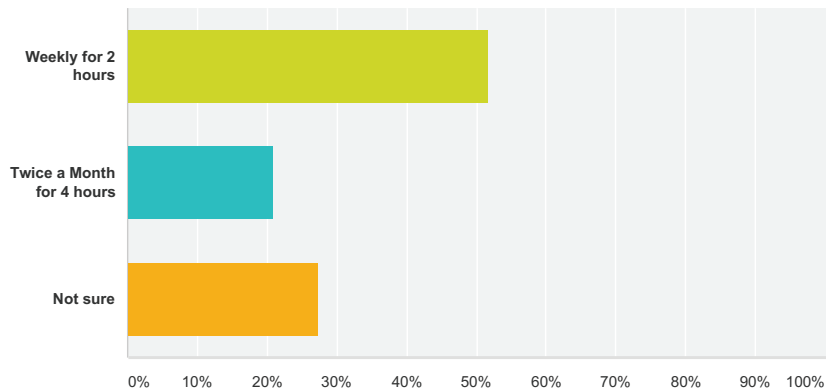


Answer Choices	Responses	Count
Yes	68.75%	242
No	12.22%	43
Not sure	19.03%	67
Total		352

"Port Orange University"

Q2 If answered yes above, how often would you like these classes to be offered?

Answered: 286 Skipped: 66



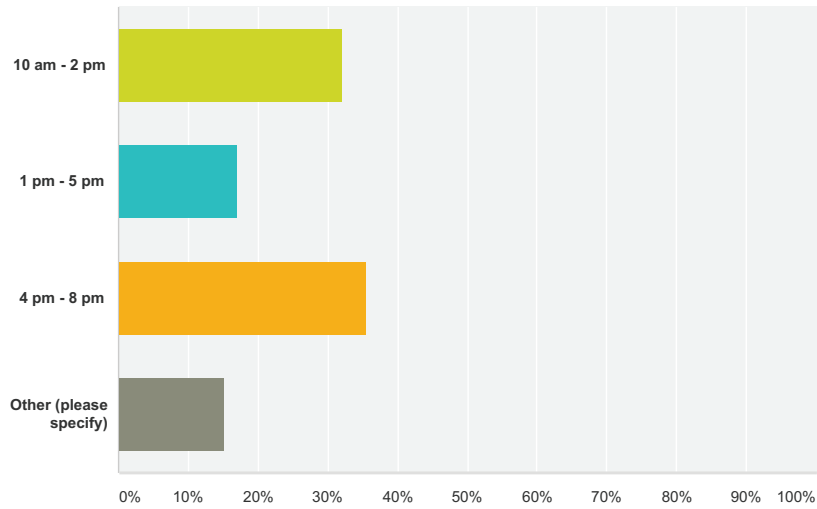
Answer Choices	Responses	Count
Weekly for 2 hours	51.75%	148
Twice a Month for 4 hours	20.98%	60
Not sure	27.27%	78
Total		286

APPENDIX A CONTINUED

"Port Orange University"

Q3 What timeframe is best for these classes to be offered?

Answered: 308 Skipped: 44



Answer Choices	Responses	Count
10 am - 2 pm	32.14%	99
1 pm - 5 pm	17.21%	53
4 pm - 8 pm	35.39%	109
Other (please specify)	15.26%	47
Total		308

LIVE OAK POLICE DEPARTMENT



CITIZENS POLICE ACADEMY

INFORMATION PACKET
AND
APPLICATION

LIVE OAK CITIZENS POLICE ACADEMY

What is it?

The Citizens Police Academy is a ten session program designed to provide a working knowledge and background of the Live Oak Police Department and the Criminal Justice System. This program has been developed to foster a closer relationship between our agency and the community. It provides an avenue for community involvement and firsthand experience of policing.

Purpose

The Citizens Police Academy is intended to enhance a harmonious working relationship between community members and law enforcement while opening a mutually supportive avenue for communication.

It is an opportunity for citizens to learn more about their local law enforcement, ask questions, and gain a more thorough understanding of the inner workings of the Live Oak Police Department. The Academy is also a means for participants and police personnel to share information and ideas about the police profession. The Academy also provides for improved community/police relationships, enhanced cooperation, and reduced stereotyping.

Academy Topic and Courses

Some of the topics and activities attendees will participate in include:

- Welcome to Live Oak Citizens Police Academy by Chief of Police
- Legal Update
- City Government Overview
- State & Federal Law Enforcement Agency Presentations
- K-9 Demonstrations
- Shooting Range
- Interactive Demonstrations and Exercises
- Citizens Police Academy Graduation
- And Much, Much More

SEE CURRICULUM FOR DETAILS

APPENDIX B CONTINUED

Application recv'd & fee paid.

Date: _____

**APPLICATION
LIVE OAK CITIZENS POLICE ACADEMY**

Applications & \$20.00 registration fee must be received at least one week prior to the start of Academy. **PAGE # 9 MUST BE NOTARIZED**

PERSONAL INFORMATION (PLEASE PRINT)

Name: _____ Date of Birth _____
(Last) (First) (Middle)

Home Address: _____
(No P.O. Boxes) (Number) (Street) (City) (Zip)

Email Address: _____ Home Phone: _____

Drivers License #: _____ State: _____
OR Social Security Number _____

Are you a Concealed Handgun Licensee? Yes _____ What State: _____ No _____

How did you learn of the citizens Police Academy? _____

Why are you interested in attending the Citizens Police Academy? _____

Will you commit to attend all 9 class sessions? Yes _____ No _____

EMPLOYMENT INFORMATION

Occupation: _____ Length of Employment: _____

Company Name: _____ Email: _____

Employers Address: _____
(Number) (Street) (City) (Zip)

Work Phone: _____ Supervisor's Name: _____

EDUCATION:

Are you a high school graduate? Yes _____ No _____

Name and city/state of high school: _____

Circle last grade completed: 10 11 12

APPENDIX B CONTINUED

Are you a college graduate? Yes _____ No _____

Name and city/state of college: _____

Circle degrees received: AA BS/BA MS/MA Ph.D M.D.

SIGNATURE: _____ DATE _____

Page 5 of 9

APPLICATION LIVE OAK CITIZENS POLICE ACADEMY

Briefly explain why you wish to be enrolled in the Live Oak Citizens Police Academy:

COMMUNITY ACTIVITIES

List all community organizations in which you have been or are currently involved. Include leadership positions: _____

LAW ENFORCEMENT CONTACT

Have you ever been arrested: Yes _____ No _____

If yes, give details, including offense, date of arrest, and disposition of your case(s).

REFERENCES

List two personal references other than family members:

Name: _____

Address: _____

Phone: _____ Cell phone: _____

Name: _____

Address: _____

Phone: _____ Cell phone: _____

SIGNATURE: _____ DATE: _____

APPENDIX C

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,

APPENDIX D

Kissimmee School of Government Budget

Item Description	Estimated Cost
Department give-away items	\$5,000.00
2 – Mini Busses (Fire Department)	\$900.00
2 – Mini Busses (KUA)	\$900.00
2 – Mini Busses (Toho)	\$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

Flagler Beach Citizens Academy

Item Description	Estimated Cost
Transportation	\$850.00
Materials (thumb drives, certificates, folders, etc.)	\$350.00
Graduation Party	\$200.00
TOTAL	\$1,400.00



CITY OF
SANFORD
FLORIDA

Citizens Academy

Curriculum

Class #12

Wednesday, September 5 - Wednesday, November 7, 2018

6:00 pm – 8:00 pm (class location varies and may be subject to change)

**September 5 – Getting To know Your City Government @
City of Sanford, City Hall, Main Lobby, 300 N. Park Ave.**

- Introductions
- Meet the Mayor
- City Manager/Overview of Government Organization
- Deputy City Manager
- Clerk's office/Agendas and Public Records
- Role of Human Resources/Risk Management
- Tour City Hall

**September 12 – Planning & Development Services @ Historic
Sanford Welcome Center, 230 E. 1st St. Downtown Sanford**

- Land Use Planning/Zoning Regulations
- Historic Preservation
- Legal aspects of land use decision making - City
Attorney

**September 19 – Fire Department @ Public Safety Complex,
(Emergency Operations Center 2nd Floor) 815 Historic
Goldsboro Blvd., Sanford**

- Fire Operations and EMS Services
- Emergency Preparedness
- Fire Prevention

**September 26 – Parks & Recreation Department @ Historic
Sanford Memorial Stadium, 1201 S. Mellonville Ave. Sanford**

- Events/Recreation Programs: Youth, Adults, Seniors
- Recreation Facilities
- Parks and Grounds Division

**October 3 - Utilities @ City Hall, 300 N. Park Ave. Utility
Training Room 1st Floor, Sanford/Bus Tour**

- Overview of the Utility Department
- Regulations/Rules Governing the Utility Operation
- Customer Service/Obtaining Service
- Water Production, Treatment and Transmission
- Wastewater Collection, Treatment and Reuse
- Equipment demonstration (outside City Hall)

**October 10 – Public Works @ Public Works Complex, 800
Fulton St., Sanford**

- Street Maintenance
- Fleet Maintenance
- Building Maintenance
- Stormwater Division

October 17 – Community Improvement, Community Development Block Grant Program (CDBG), NSP (Neighborhood Stabilization Program) Building Department @ Harvest Time International, 225 N. Kennel Rd. Sanford

- CDBG/NSP Program
- Community Improvement
- Building Department

October 24 – Police Department @ Public Safety Complex, 815 Historic Goldsboro Blvd., Sanford (Community Room 1st Floor)

- Police Programs and Operations

October 31- Economic Development Bus Tour

- Bus Tour/ Economic Development overview

November 7 – Finance @ City Hall, Utility Training Room, 1st Floor, 300 N. Park Ave., Sanford

- Overview of the City's Operating Budget/Budget Process
- Financial Services
- City's Comprehensive Annual Financial Report (CAFR)
- Grant Management
- Accounts Payables/Receivables
- Purchasing
- Information Technology (IT)

Graduation Ceremony - Monday, November 12, 2018 @ City Commission Meeting 7pm, City Hall, 300 N. Park Ave., Sanford



CITY OF PUNTA GORDA

POLICE

A Florida Accredited **EXCELSIOR AGENCY**

1410 Tamiami Trail
Punta Gorda, FL 33950
941-639-4111
www.puntagordapolice.com

City of Punta Gorda Citizen Academy March 20, 2018

5:00 p.m. – 5:30 p.m. Introduction – Public Safety Training Room

Police Chief Pamela Davis will provide an introduction to participants and introduce agency staff members who are present. Chief Davis will provide a department overview via PowerPoint presentation.

5:30 p.m. – 6:10 p.m. Police Department Tours

Participants will be divided up into three or four groups. They will be taken on a guided tour of the facility by an agency staff member. Tour areas include Communications, Records, Criminal Investigations, Patrol Operations and the Armory. Participants will spend about 7 minutes in each area.

6:10 p.m. – 6:50 p.m. Canine Demonstration – East Parking Lot of Public Safety Complex

Participants will be introduced to our police canines Skye and Chase. An overview will be presented on these narcotic detector dogs and how they are used. A vehicle sniff demonstration for narcotics will be performed.

6:50 p.m. – 7:30 p.m. Static Display – North Parking Lot of Public Safety Complex

Representatives from our Marine Patrol, Uniform Patrol and Bicycle Unit will be on hand to show participants their vehicle and equipment. Participants will have an opportunity to talk one on one with the members.

7:30 p.m. – 7:40 p.m. Bike Team Demonstration – West Parking Lot of Public Safety Complex

Bike Team members receive advanced training in bicycle operations. Representatives from our Bike Team Unit will provide a short demonstration on some of the usages of the police bicycle.

7:40 p.m. – 8:00 p.m. Questions and Answers – Public Safety Training Room

Certificate of Completion
Presented to:



In Appreciation For Your Participation In
Port Orange University 2017

Signature: _____ Dated: _____
Mayor Donald O. Burnette

Port Orange University 2017 Evaluation

Thank you for taking the time to give us your honest feedback. Your input will assist us when planning for future citizen academies.



1). How did you hear about Port Orange University?

2). What was your purpose to attend Port Orange University?

3). Did Port Orange University meet your expectations?

- Did not meet expectations
- Met expectations
- Exceeded expectations

4). Do you feel you now have a better understanding how the City operates and the services it provides?

- Yes
- No

5). Do you have a better idea how to get involved with our City government if you desire to get more involved?

Yes

No

6). What were the strong points of Port Orange University?

7). What were the weak points of Port Orange University?

8). What additional information would you have liked to receive or have covered more thoroughly?

9). What was the highlight of Port Orange University?

APPENDIX H CONTINUED

10). In considering the number of sessions that Port Orange University met, would you say that 9 sessions was:

- Too many
- Too few
- Just right

11). In considering the starting time of 6:00 pm, would you say the starting time was:

- Too early
- Too late
- Just right

12). What suggestions would you make for improvement?

13) Please rate the following items listed below:

Poor Satisfactory Good Excellent

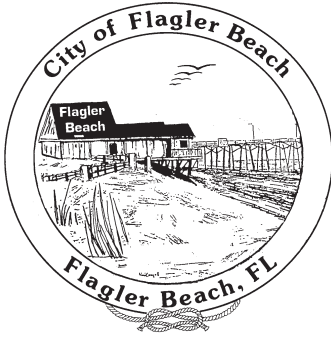
Organization

Presentation Content

Presenter(s)

Meeting Facilities

APPENDIX I



Coming Soon!

FLAGLER BEACH CITIZENS ACADEMY

Eight consecutive Wednesdays beginning on March 7, 2018, running through April 25, 2018, from 2:00—5:00 PM.

Learn all there is to know about the history of your city, how your government works and is financed, and the responsibilities of staff and elected officials. Tour your city's recreational, first responder, library, and public works facilities. Discover plans for the city's future and opportunities for resident involvement.

These sessions are open to anyone residing within the City of Flagler Beach. There will be a limit of 20 participants. Registration applications are available at City Hall, Police Department, Fire Department and on our City's website (www.cityofflaglerbeach.com). All applications must be received by February 23, 2018.

Jane Mealy, Commissioner
City of Flagler Beach
PO Box 70
Flagler Beach, FL 32136

You will then receive a detailed schedule of the sessions and where each will be held.

If you have any questions, contact Jane Mealy at:

439-4811

jmealy@cityofflaglerbeach.com