

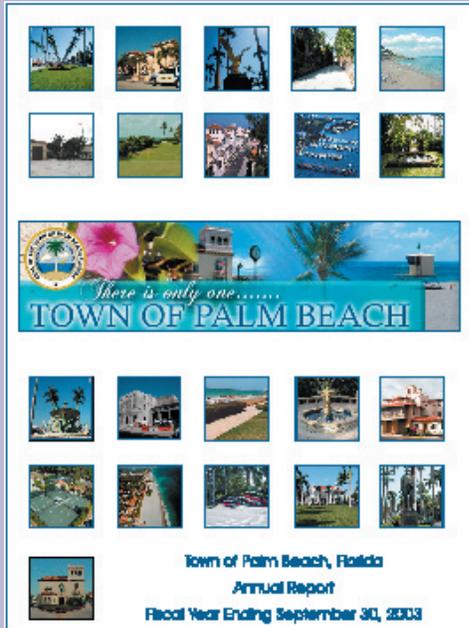
SERVICE

T E A M W O R K



COMMITMENT

TOWN OF PALM BEACH, FLORIDA
ANNUAL REPORT
FOR FISCAL YEAR 2004



Award for Outstanding Achievement in Popular Annual Financial Reporting

PRESENTED TO

**TOWN OF PALM BEACH,
FLORIDA**

For the fiscal year ending
September 30, 2003



Nancy L. Ziehl
President

Jeffrey L. Esler
Executive Director

The Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to the Town of Palm Beach for its Popular Annual Financial Report for the fiscal year ended September 30, 2003. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports.

In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability and reader appeal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. The Town of Palm Beach has received a Popular Award for the last three consecutive years (fiscal years ending 2001, 2002 and 2003). We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.



TEAMWORK SERVICE COMMITMENT

Annual Report

Fiscal Year 2004
(October 1, 2003 to September 30, 2004)

Mayor

Jack McDonald

Town Council

William J. Brooks, President
Norman Goldblum, President Pro-Tem
Denis P. Coleman
Richard M. Kleid
Allen S. Wyett

Town Manager

Peter B. Elwell

Town Attorney

John C. Randolph

Senior Management Team

Russell E. Bitzer, Recreation Director
Thomas G. Bradford, Deputy Town Manager
H, Paul Brazil, Public Works Director
William C. Crouse, Human Resources Director
Sarah E. Hannah, Assistant Town Manager
Robert L. Moore, Director of Planning, Zoning and Building
Edward J. Moran, Fire-Rescue Chief
Mary A. Pollitt, Town Clerk
Michael S. Reiter, Chief of Police
Jane Skittone, Finance Director

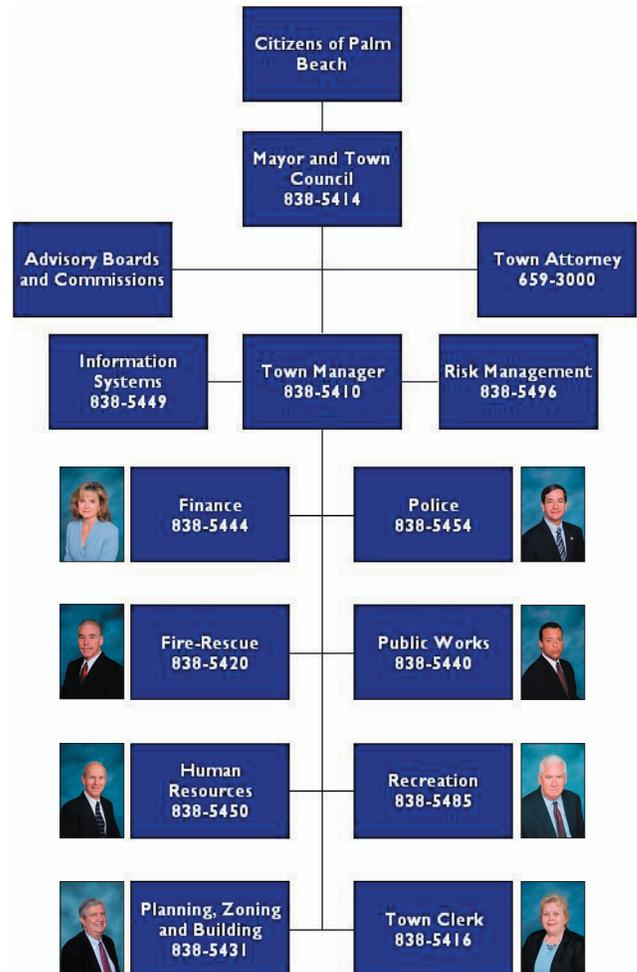
Report Prepared by the Finance Department
Town of Palm Beach
360 South County Road
Palm Beach, Florida 33480
(561) 838-5400
www.townofpalmbeach.com

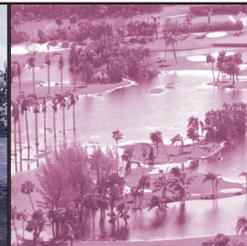
Report Purpose and Distribution

The purpose of the annual report is to provide an overview of the financial position and operations of the Town of Palm Beach, as reported in the Town's Comprehensive Annual Financial Report (CAFR), along with other information of interest. The Annual Report has been mailed to all residents and businesses within the town. A more detailed account of the Town's financial picture is available in the CAFR. Copies of the CAFR and this report can be obtained at Town Hall, (561) 838-5444 and on the Town's website, www.townofpalmbeach.com.

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TEAMWORK SERVICE COMMITMENT

Mayor and Council

Jack McDonald, Mayor



Government Activities: Mayor, 2005-present; Council member, 1995-2005; President of Council, 2000-2001; Alternate Member, Treasure Coast Regional Planning Council, 1997; Airport Noise Commission, 1997-2000; U.S. Army, 1970-1972.

Community and Personal Activities: President Elect, Palm Beach Flagler Rotary Club, 2003; Past President, Citizens' Association of Palm Beach, 1987; Graduate, Leadership of Palm Beach County, 1987; Leading Man of the Year, Palm Beach County, 1986.

Professional Experience: Real Estate Attorney, private practice, 1985-present; President, Acre Realty, 1976-1985; American Invsco Realty, 1972-1976.

Education: J.D., Nova University; B.A., Northwestern University.

Term Expires: February, 2007

Denis P. Coleman



Government Activities: Council member, 2005-present; U.S. Counsel to Bermuda, 2002-2004.

Community and Personal Activities: St. Edward Catholic Church; Palm Beach Fellowship of Christians and Jews; The Norton Museum of Art; The Community Foundation of Palm Beach and Martin Counties; Palm Beach Civic Association; The Society of the Four Arts.

Professional Experience: Executive, The Bear Stearns Cos., Chairman, Covenant House.

Education: BSBA, Georgetown University; MTS, John Paul II Institute for Studies of Marriage and Family.

Term Expires: February, 2007

William J. Brooks, President



Government Activities: President of Council, 2005-present & 2002-2004; Vocical Nominations Commission, 15th District, 1999-2001.

Community and Personal Activities: Vice Chairman of Palm Beach Fellowship of Christians and Jews; Member of Boston College President's Circle.

Professional Experience: Television Consultant to the Florida Association of Broadcasters, 1999-present; General Manager, WPTV West Palm Beach, 1981-1999; Vice President of the E.W. Scripps Co., 1980-1999.

Education: M.A., Boston College; B.A., Oblate College (Washington, D.C.).

Term Expires: February, 2006

Richard M. Kleid



Government Activities: Council member, 2005-present; Member of the Planning and Zoning Commission, 1999-2003; Chairperson of the Planning and Zoning Commission, 2003-2005.

Community and Personal Activities: Director, Palm Beach Civic Association; Citizen's Association of Palm Beach, Chairperson of Tyler's Island Committee; Volunteer attorney, Legal Aid Society of Palm Beach County; Alumni interviewer, Columbia College; President, Beach Point Condominium Association.

Professional Experience: Eastern Regional Real Estate Council; Assistant Secretary, J.C. Penny Company, Inc.; Fellow, American College of Real Estate Lawyers; Contributing Editor, Shopping Center World and Real Estate Development Manual; Lecturer, Graduate School of Law, University of Miami; Lecturer, International Council of Shopping Centers.

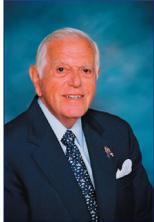
Education: A.B., Horace Mann School, Columbia College; J.D., Columbia Law School J.D.; LLM (Taxation), New York University Graduate School of Law.

Term Expires: February, 2006



TEAMWORK SERVICE COMMITMENT

Norman Goldblum, President Pro-Tem



Government Activities: Council member, 2000-present; Council President Pro-Tem, 2005-present & 2002-2004; U.S. Army Air Force, 1942-1945.

Community and Personal Activities: Past President and Chairman of Board, Morse Geriatric; Past President, Jewish Federation of Palm Beach County; Board of Armory Art Center; Board of Palm Beach Civic Association.

Professional Experience: Vice President, West Wholesale Drug Co.; Executive Vice President and Treasurer, Spectro Industry; President of Pennsylvania Drug Association; Board of National Wholesale Drug Association.

Education: Temple University

Term Expires: February, 2006

Allen S. Wyett



Government Activities: President of Council, 2004-2005; Council member, 1995-present; Architectural Commission, 1993-1995.

Community and Personal Activities: Trustee, Palm Beach Community Chest; Former Member, Palm Beach Civic Association; Former Trustee, Boston Ballet; Member, Good Samaritan First Mary's Foundation; Former Member, U.S. Holocaust Committee, P.B. Chapter; Board of Corporators, Massachusetts General Hospital; Graduate, Palm Beach Police and Fire Academy.

Professional Experience: Chairman and CEO of Robert Allen Fabrics, 1968-1990.

Education: B.S./B.A., Boston University.

Term Expires: February, 2007

Tribute to Leadership

The Town of Palm Beach would like to extend its gratitude to two of our long-serving and dedicated elected officials, Mayor Lesly Smith and Councilman Sam McLendon, who completed their final terms as elected officials in February 2005. The many contributions these two loyal public servants have made to the community could easily fill the pages of this annual report. We would like to take this opportunity to let them know how much we value all they have done for Palm Beach.

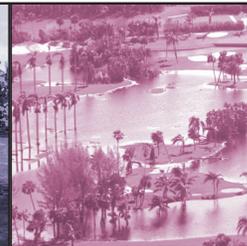


Mayor Smith served as a council member from 1993 to 2000 and as one of the Town's most popular mayors from 2000 until 2005. As the Mayor, she worked diligently over the years to build and maintain strong relationships with other governmental leaders at the local, state and federal level. Among her notable achievements as a council member was negotiating a 30-year contract with the City of West Palm Beach including an \$18 million upgrade to the water distribution system in Palm Beach. Over the years, Council member and Mayor Smith tirelessly advocated the preservation and beautification of Palm Beach particularly with open green spaces and beach restoration. The employees of the Town of Palm Beach also appreciate her endless and gracious support of all Town employees and their efforts.



Council member McLendon served as a council member from 1995-2005. During his time on the Council, Mr. McLendon relentlessly pushed for the renovation of the sand transfer plant and never swayed on his support for beach restoration and shoreline protection. Mr. McLendon has also faithfully served his community outside the boundaries of the Town Council through his church and other civic organizations.

To both of these esteemed public servants, we say "thank you" for your many years of service.



TEAMWORK SERVICE COMMITMENT

Message from the Town Manager

March 14, 2005

Dear Residents:

Teamwork. Service. Commitment. These are the words which we believe best summarize the Town officials' and employees' response to and recovery from Hurricanes Frances and Jeanne in September of 2004. While we strive to have these words also characterize our day-to-day operations, we know that they have never been as necessary nor as evident as they were during those enormously challenging days six months ago.

Some employees worked three or four days at a time, sleeping briefly on conference room floors. Others devoted long hours to assisting in the recovery of the Town while they themselves had suffered substantial damages at their homes. All rose to the occasion and did whatever was necessary, sometimes working well outside the boundaries of their normal job descriptions, to ensure the success of the overall team effort and to restore the Town to normalcy as quickly as possible.

We are, obviously, proud of the Town team's performance in addressing the daunting task of cleaning up and returning to normal our community and our Town operations. We are equally proud and appreciative of the resiliency of the people of Palm Beach, who assisted each other and the Town's personnel in enduring the difficult conditions and addressing the variety of great challenges presented to all of us all by the hurricanes. The result of these collective efforts was that the Town returned very quickly to relatively normal functioning and the 2004-2005 Winter Season was by most measures not much affected by the after effects of the hurricanes. This is not to dismiss lightly the home repairs and other restoration activity which still continues today (including on several Town facilities), but it is a testament to the will and ability of

the Town's people and your Town government to overcome great challenges and "get on with it" into the future.

It is in that spirit that we present this Annual Report. It includes information about the hurricanes and their impacts upon our Town and its government. But it also includes a great volume of information about the normal day-to-day delivery of services and administration of Town affairs. There are financial data and field data. New programs are described and significant achievements are recognized. Schedules and other information regarding basic services, programs, and meetings are included, to ensure that residents have the information they need as we continue to "get on with" our more normal lives.

On behalf of the Town's elected officials and staff, I thank you again for your support during the hurricanes and for your participation in Town activities throughout the year. We hope that you will find this Annual Report to be an informative summary of Town operations. If at any time you desire any more detailed information regarding anything you read in this document, please contact the Town Manager's office at (561) 838-5410 or any of the Town's operating departments at the numbers listed in the organizational chart on page 1.



Sincerely,

Peter B. Elwell
Town Manager





TEAMWORK SERVICE COMMITMENT

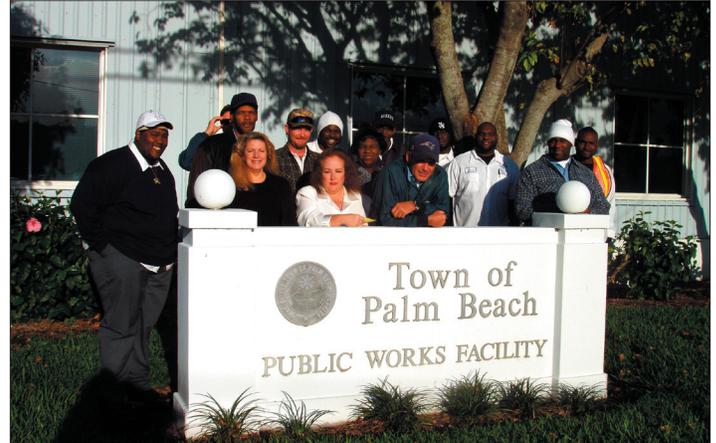
Employee Recognition

Employee of the Year



Marlene Rizzolo, a 14 year employee who is the Occupational Health Nurse for the Town's clinic, was selected as the Town's 2004 Employee of the Year, presented to her by Mayor Lesly Smith and Town Manager Peter Elwell.

Marlene's most important strength and value to the Town of Palm Beach is a combination of her tireless commitment to the health and welfare of all Town employees and her outstanding ability to operate what has become a highly regarded and respected Occupational Health Clinic. Marlene's knowledge in the Occupational Health field is well known in Palm Beach County. She is a member of the Board of Directors for the Florida Chapter for the American Association of Occupational Health Nurses and is currently their Director of Education. On her own initiative, Marlene achieved certification as an Occupational Health Nurse. This certification signifies knowledge, experience, and peer recognition of excellence in this specialized field of medicine. As a result of this achievement and her commitment to ongoing development and improvement, Marlene has brought many new ideas to the Town's Health Clinic and has demonstrated her innovation and flexibility in dealing with the rapidly changing occupational health field.

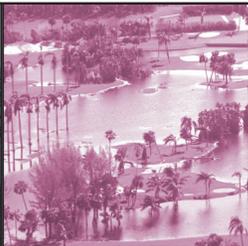


Public Works Department Employees of the Month

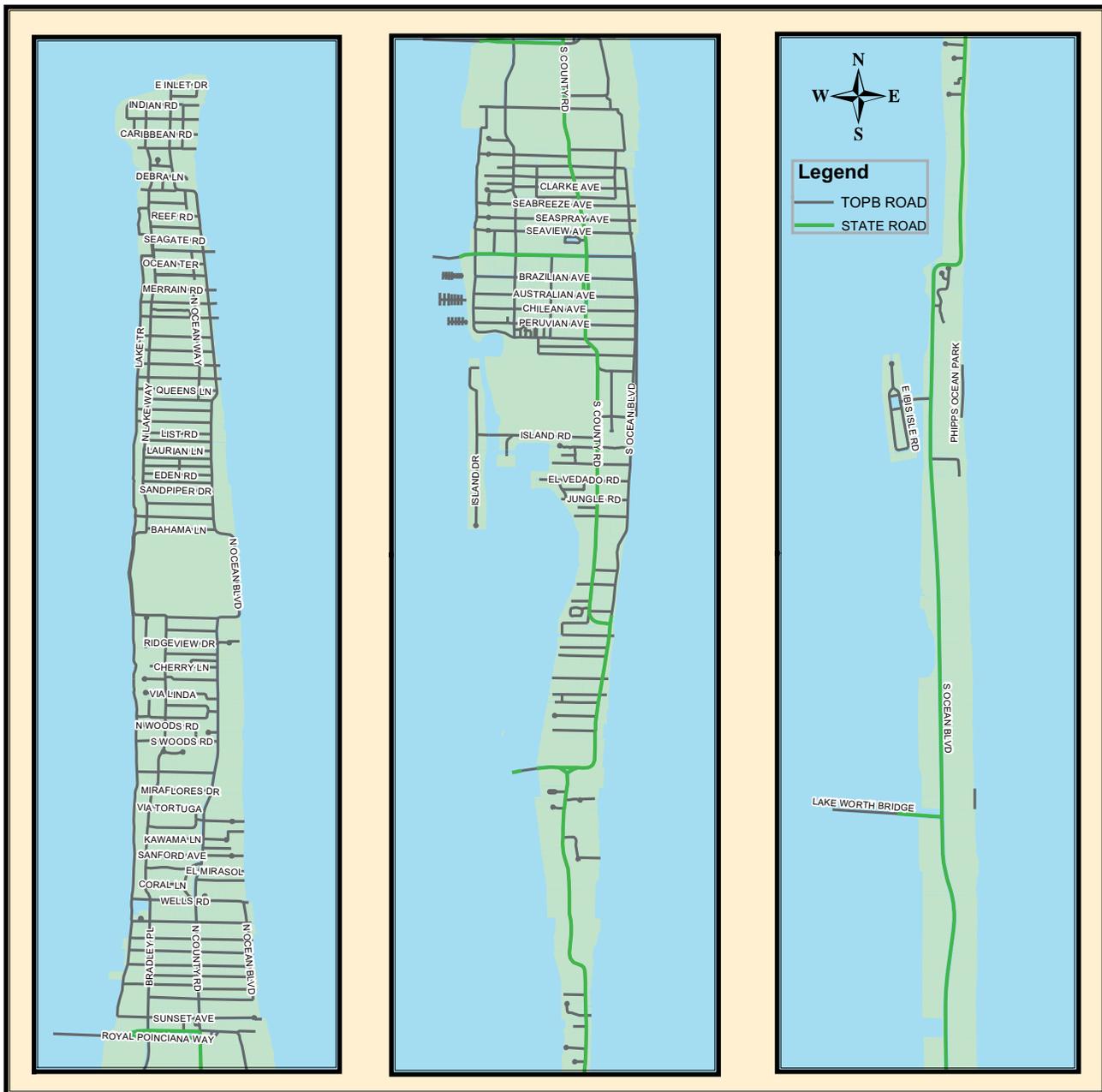
Jeffrey Williams (Apr), Brett Madison (Nov), Thomas Kelly (Sep), Sandy Tate (Aug), Aaron Mellon (Oct), Carl Jones (Dec), Marilyn Shawaga (Mar), Jennifer Oliver (Jan), Corey Bell (Dec), Ed Bateman (Sep), Kevin Thompson (Jul), Demond Allen (Dec), Jeff West (Jun), and Vincent Starling (May). Ed Armstong (Feb & Sep) not pictured.

General Employees of the Month

	Donna Bragel January		Danny Rojas February, September
	Mary McQuaig March		Marion Strohl April
	Terri Bayard April		Linda McDonald May
	Kathleen Ruderman June		Mary Flynn July
	John Logan July, November		Susanne Crews August
	George Seeholzer September		Anna Garcia October
	Dennis Backherms December		



TEAMWORK SERVICE COMMITMENT



Town of Palm Beach

360 South County Road
Palm Beach, FL 33480

www.townofpalmbeach.com



Printed: February 2004
Office of Information Systems
Cory Cordero-Kroll, GIS Coordinator

**General Fund Statement of Revenue, Expenditures
and Changes in Fund Balance
Fiscal Years Ended September 30**

	2004	2003	2002	2001	2000
Revenues					
Taxes	\$38,247,168	\$35,308,100	\$32,777,912	\$31,626,098	\$28,217,763
Licenses and Permits	6,116,488	5,654,137	5,503,582	6,236,113	7,309,553
Intergovernmental	1,927,469	1,938,501	1,155,058	1,048,411	1,499,244
Charges for Services	2,054,178	2,560,809	2,227,358	2,309,482	2,131,584
Fines and Forfeitures	1,046,677	863,474	550,323	758,454	600,722
Investment Earnings	527,686	583,091	665,828	1,782,377	1,637,841
Grant Revenue	2,112,809	52,768	44,608	26,212	217,939
Miscellaneous	278,227	122,078	223,421	281,944	175,711
Total Revenues	\$52,310,702	\$47,082,958	\$43,148,090	\$44,069,091	\$41,790,357
Expenditures					
General Government	6,528,617	5,558,816	5,958,927	5,153,495	5,126,382
Public Safety	21,263,402	18,541,442	16,984,522	16,487,704	15,791,778
Physical Environment	8,263,372	7,835,025	6,720,785	6,487,443	6,223,235
Transportation	731,445	582,376	993,183	939,737	942,015
Culture and Recreation	1,561,430	2,376,941	1,934,764	1,711,985	1,664,585
Non Departmental	4,822,927	2,746,915	2,292,624	1,948,065	1,650,768
Capital Outlay	380,102	524,257	1,401,782	1,877,314	1,173,029
Debt Service	155,649	179,333	203,337	218,919	222,523
Total Expenditures	\$43,706,944	\$38,345,105	\$36,489,924	\$34,824,662	\$32,794,315
Other Financing Sources (Uses)					
Proceeds from sale of capital assets	1,964,879	0	0	0	0
Operating Transfers In	550,000	675,000	675,000	675,000	675,000
Operating Transfers Out	(6,253,423)	¹ (9,658,656)	³ (9,749,455)	(9,424,481)	(3,433,419)
Lease Proceeds	0	0	140,795	676,387	0
Total Other Financing Sources (Uses)	(\$3,738,544)	(\$8,983,656)	(\$8,933,660)	(\$8,073,094)	(\$2,758,419)
Net Change	4,865,214	² (\$245,803)	⁴ \$2,275,494	\$1,171,335	\$6,237,623
Fund Balance, Beginning	\$21,429,468	\$21,675,271	\$23,950,765	\$22,779,430	\$16,541,807
Fund Balance, Ending	\$26,294,682	\$21,429,468	\$21,675,271	\$23,950,765	\$22,779,430

**General Fund Balance Sheet
Fiscal Years Ended September 30**

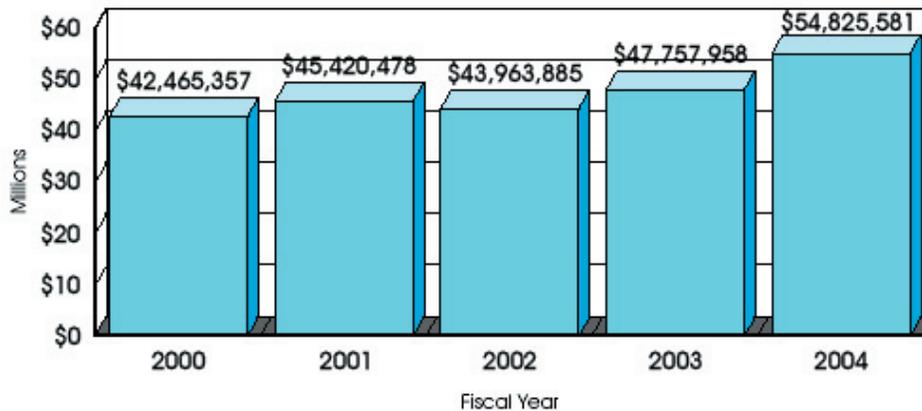
	2004	2003	2002	2001	2000
Assets					
Cash and Investments	\$28,307,309	\$23,170,029	\$23,839,022	\$24,294,773	\$22,833,388
Receivables	2,819,632	641,644	331,911	406,981	397,612
Due from Other Funds	3,011	256,091	289,838	1,194,367	295,182
Inventory	467,717	483,966	465,328	445,806	457,774
Prepaid Items	15,668	20,992	19,077	14,953	22,656
Advance to Other Funds	0	0	0	569,694	1,244,687
Total Assets	\$31,613,337	\$24,572,722	\$24,945,176	\$26,926,574	\$25,251,299
Liabilities					
Accounts Payable	1,793,273	478,835	470,546	626,629	441,026
Accrued Liabilities	2,399,600	1,487,832	1,540,168	1,294,421	834,890
Deferred Revenue	1,125,782	1,176,587	1,259,191	1,054,759	1,195,953
Total Liabilities	\$5,318,655	\$3,143,254	\$3,269,905	\$2,975,809	\$2,471,869
Fund Balance					
Reserved	2,881,233	918,224	957,644	852,224	845,794
Unreserved					
Designated	7,787,602	1,495,277	5,505,210	6,081,168	2,008,260
Undesignated	15,625,847	19,015,967	15,212,417	17,017,373	19,925,376
Total Equity and Other Credits	\$26,294,682	\$21,429,468	\$21,675,271	\$23,950,765	\$22,779,430
Total Liabilities and Fund Balance	\$31,613,337	\$24,572,722	\$24,945,176	\$26,926,574	\$25,251,299

The condensed statements present the Town's General Fund only. The purpose of these statements is to provide the citizen with a summarized version of the information contained within the Town's Comprehensive Annual Financial Report (CAFR). The Town's accounting policies conform to Generally Accepted Accounting Principals (GAAP) as set forth by the Governmental Accounting Standards Board (GASB). The Town's separately prepared and audited CAFR offers a complete description of the Town's significant accounting policies and other disclosures required by GAAP, as well as a more detailed analysis of the Town's financial position. A copy of the CAFR may be obtained from the Finance Department at Town Hall, or from the Town's website www.townofpalmbeach.com.

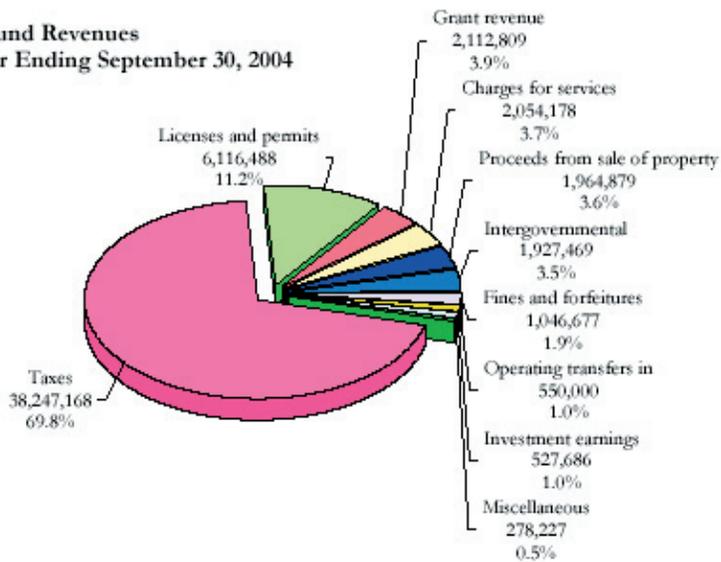
- Notes:
- (1) Includes a one-time transfer appropriated from undesignated General Fund Balance to the Capital Improvement Fund of \$3,900,000 for the North Lake Way Drainage Project.
 - (2) The net operating change from General Fund activities was \$3,654,197. The net change is negative due to the aforementioned transfer of \$3,900,000 to the Capital Improvement Fund.
 - (3) Includes a one-time transfer appropriated from Undesignated General Fund Balance to the Equipment Replacement Fund in the amount of \$4,386,910.
 - (4) The net operating change from General Fund activities was \$1,892,581. The net change is negative due to the aforementioned transfer of \$4,386,910 to the Equipment Replacement Fund.

General Fund Revenues and Fund Balance

General Fund Revenue Trend



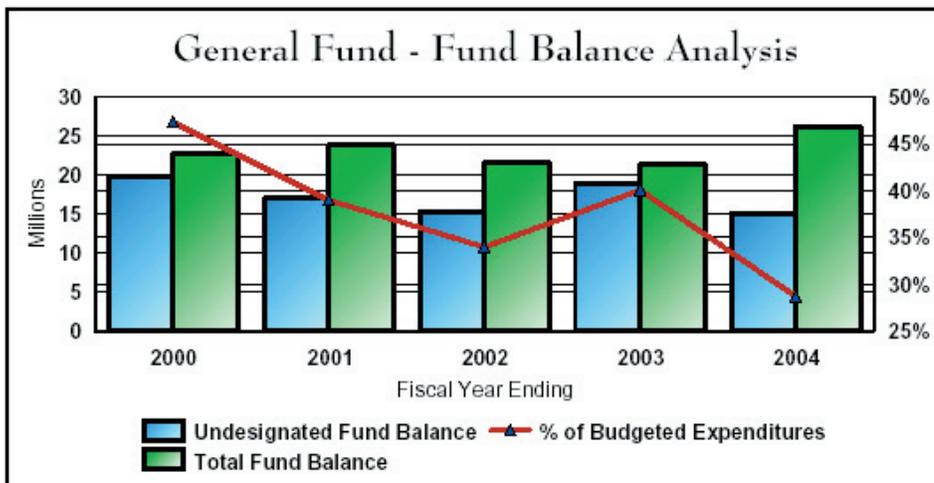
**General Fund Revenues
Fiscal Year Ending September 30, 2004**



General services of the Town are financed through taxes, licenses and permits, intergovernmental revenues and charges for services. Total revenues in fiscal year 2004 were \$52,860,702.

The bulk of Town revenues come from taxes, namely property taxes. Other tax revenue includes utility taxes, franchise fees and local option gasoline taxes. Tax revenue increased \$2,939,068 (8.3%) from fiscal year 2003.

General Fund - Fund Balance Analysis



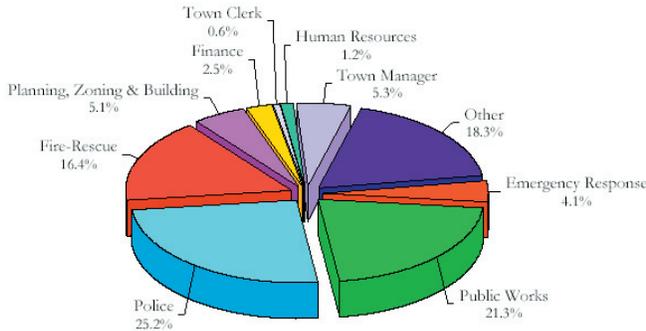
The size of a municipality's fund balance can affect its ability to withstand financial emergencies. It can also be accumulated to fund capital projects without having to borrow.

The Town's policy is to maintain an undesignated fund balance to address economic downturns, temporary revenue shortfalls, unpredicted one-time expenditures and for tax-rate stabilization purposes at a minimum level of 25% of budgeted expenditures. The undesignated fund balance for fiscal year ending 2004 was \$15,625,847 which represents approximately 30% of FY2005 budgeted General Fund operating expenditures.

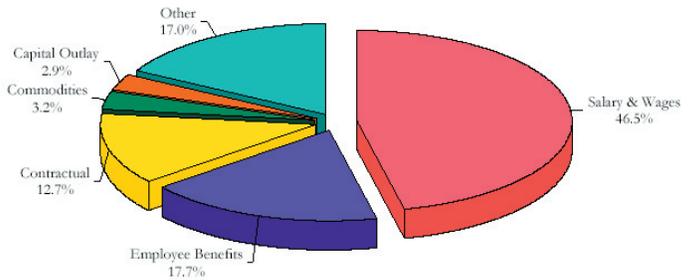
General Fund Expenditures

The Town provides a full range of services. These services include police and fire protection, emergency medical services, building permits, sanitation services, recreation activities, the construction and maintenance of streets, storm water collection system, sanitary sewer collection system and other infrastructure.

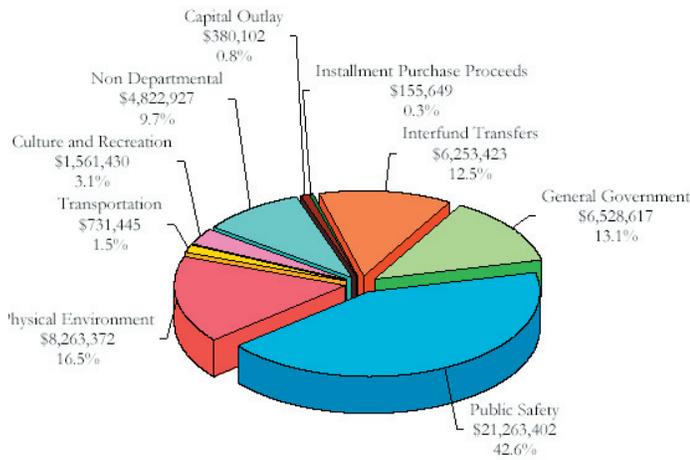
General Fund Expenditures by Department
Fiscal Year Ending September 30, 2004



General Fund Expenditures by Category
Fiscal Year Ending September 30, 2004



General Fund Expenditures by Function
Fiscal Year Ending September 30, 2004

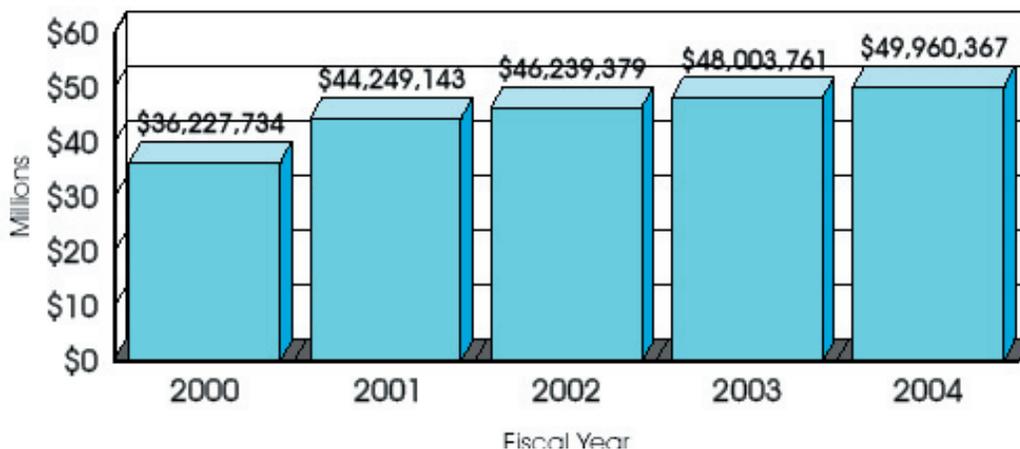


Departmental expenditures provide for the overall administration and management of all governmental functions and activities of the Town. The monies allocated to each department ensure the proper implementation of polices and ordinances adopted by the Town Council in an efficient and effective manner. In addition, the funds allow Town staff to respond to citizen requests and needs through operational activity and programs.

Public Safety expenditures for police, fire-rescue and code compliance services, represent 42.6% of total expenditures. Interfund transfers represent 12.5% of total expenditures. Interfund transfers include transfers to the Debt Service Fund, the Capital Improvement Funds and the Self Insurance Funds.

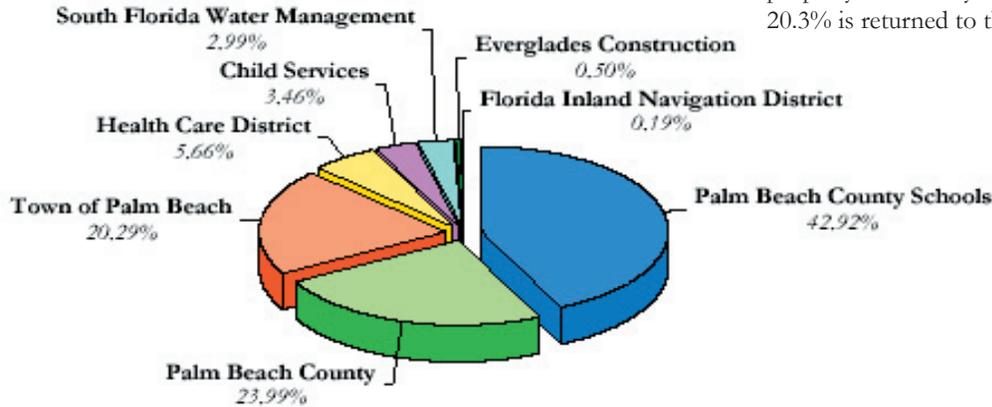
General Fund expenditures, including operating transfers, totaled \$49,960,367 for FY2004 representing an increase of 4% from FY2003. Most of this increase is due to expenditures relating to pre and post hurricane recovery efforts.

General Fund Expenditure Trend

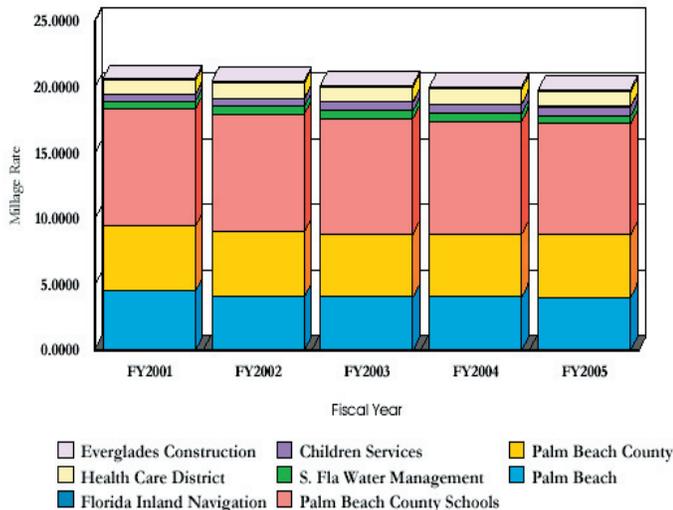


Property Tax Information

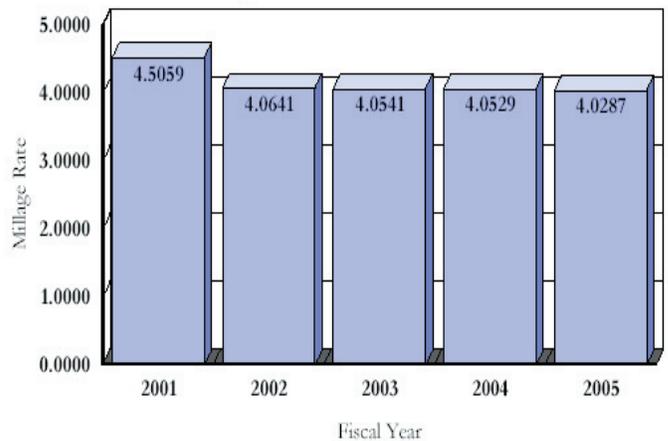
A typical Palm Beach homeowner with a property assessed at \$1,000,000, who has taken the \$25,000 homestead exemption would expect to pay \$19,471 in property taxes this year. Of that amount, \$3,952 or 20.3% is returned to the Town of Palm Beach.



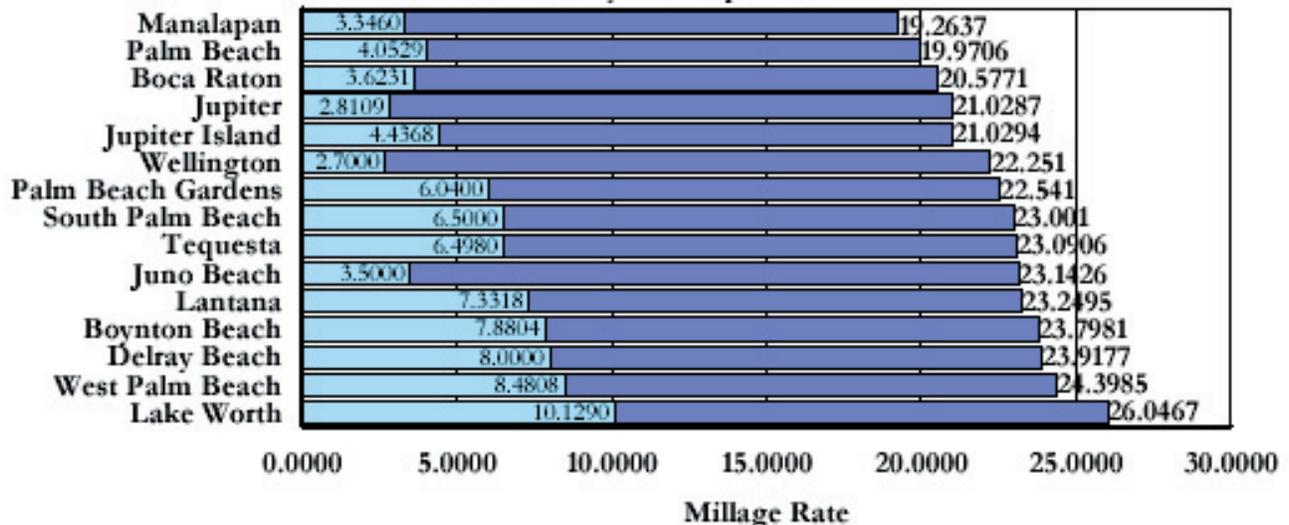
Trend in Millage Rates - All Taxing Authorities



Trend in Millage Rates

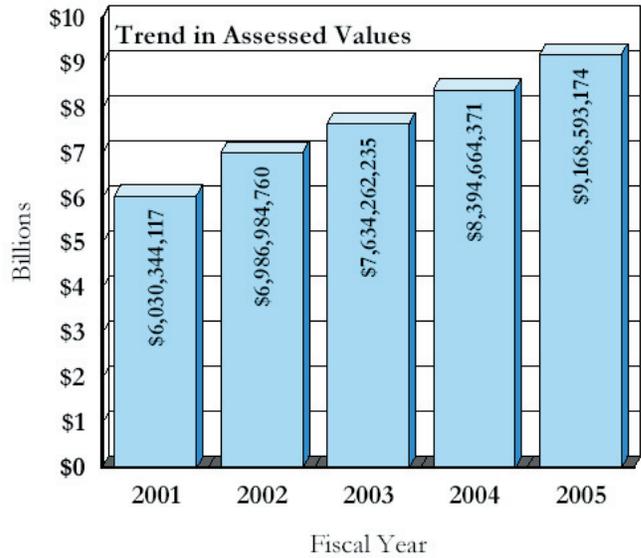


Comparison of the Millage Rates of a Few Palm Beach County Municipalities



Homestead Exemption/Save Our Homes

Every person who has legal title to real property in the State of Florida and who resides thereon and makes it his/her permanent residence as of January 1st is eligible for a homestead exemption. The homestead exemption is a \$25,000 annual reduction in the assessed value of the homesteaded property. In addition to the exemption, the homesteaded property would be subject to the “Save Our Homes” (or 3% cap) provision of the State of Florida’s Constitution which took effect January 1, 1995. The provision limits the annual increase in the assessment of homesteaded properties to 3% or the Consumer Price Index, whichever is less. For information, or to apply for a homestead exemption, contact the Palm Beach County Property Appraiser’s Office at (561) 355-2866.



Valuation Adjustment Board Hearing Process

The Notice of Proposed Property Tax is mailed in August of each year. If the property owner is not in agreement with the value listed on the notice, he/she may contact the Palm Beach County Property Appraiser’s Office at (561) 355-2883 or file a petition to lower the assessment with the Palm Beach County Valuation Adjustment Board.

Additional information on these matters can be obtained by contacting the Palm Beach County Property Appraiser’s Office at (561) 355-2883 or by visiting the County’s website at www.co.palm-beach.fl.us/propapp.

Real Estate Parcels by Type

The following information reflects the number of parcels and taxable value of real estate by type for fiscal year 2004:

Type	Taxable Value (in Millions)	# of Parcels
Vacant Residential	\$276.7	205
Single Family Residential	5,052.1	2,252
Multi-Family, 10 units or more	70.2	13
Condominiums	1,895.1	5,494
Cooperatives	141.8	1,040
Retirement Homes & Misc.	1.2	1
Multi-Family, less than 10 units	74.4	74
Vacant Commercial	.0	1
Improved Commercial	730.0	198
Improved Industrial	.6	1
Institutional	42.5	21
Government	.0	50
Leasehold Interests	.0	2
Miscellaneous	2.0	35
Total	(1) 8,286.6	9,387

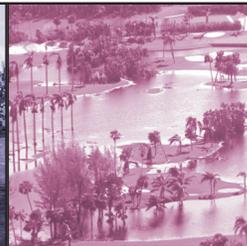
Top Ten Taxpayers

The property taxpayers listed below represent the ten largest taxpayers within the Town of Palm Beach:

Taxpayer	2004 Assessed Valuation
The Breaker’s Hotel	\$188,258,246
Nelson Peltz	50,759,491
J.V. Associates	49,000,000
Sydell Miller	42,823,474
Thirty Eight East Corp.	36,046,706
Everglades Club	31,355,849
Sydney Spiegel Trust	27,500,000
Worth Avenue Association	28,500,000
Sidney Kimmel	28,460,022
Irwin Kramer & Terry Allen	26,719,383
George Lindemann	<u>26,070,536</u>
Total	\$535,493,707

Town of Palm Beach - Total Assessed Valuation \$8,394,664,371
Source: Palm Beach County Property Appraiser

(1) The difference between the taxable value and the assessed value above is the value of personal property.



TEAMWORK SERVICE COMMITMENT

Town Manager's Office

The Town Manager is the chief administrative officer of the Town and is responsible for the planning, organizing, and directing of the day to day operation of the Town. The Town Manager appoints and supervises Town department directors, implements policies established by the Town Council, recommends actions to the Mayor and Town Council, prepares and submits the proposed annual budget and capital improvement program to the Town Council. The Town Manager's Office also oversees the Office of Information Systems, the Office of Risk Management, the Office of Emergency Management and the Town Docks. The portion of the budget labeled Town Manager includes expenditures for the Mayor and Town Council, administrative expenses relating to the Town Manager's Office, advice and litigation expenses for the Town Attorney and outside counsel, expenditures relating to the maintenance of Town Hall, and the cost of operating and maintaining computer systems throughout the Town.

The Office of Information Systems (IS) had a productive year. They installed and implemented a completely redundant wiring system and network between Town Hall, the central fire station and the Police Department. This triangle wiring scheme will eventually allow the Town to operate any and all computer systems, phones, internet and communications from any of the three facilities. Second, IS successfully implemented an upgrade to the Town's main ISeries Main Frame along with Windows 2000 server integration. This leap forward allows the Town to run multiple software applications and systems on one piece of hardware which will save money on upgrades, maintenance and space in the very near future. Third, IS converted and implemented a single high speed fiber internet link for all Town uses. This fiber link will provide greater reliability and replaces several outdated T1 circuits for the same monthly cost. With the increase in internet bandwidth, the Town will be able to provide more electronic and web based services to the community. In addition, the Office of Information Systems, in conjunction with Public Safety, successfully migrated all of the Mobile Data systems to the newer faster GPRS technology. This change, along with continued expansion of the Town's private wireless 802.11 network, provides better communications to all mobile computing devices within town and allows for extended growth in mobile software applications. Before, during and after the hurricanes in September, the Office of Information Systems was able to provide 100% computer, network and telephone availability to all of the Town departments which enabled each of them to successfully do their tasks.

The Office of Risk Management developed a safety manual to improve employee safety. The safety manual allowed the Town to qualify for a safety program discount of \$25,309 under the





TEAMWORK SERVICE COMMITMENT

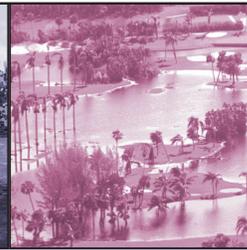
FY05 Town-wide Goals

workers' compensation insurance premiums. The Office of Risk Management continues to oversee the Drug-Free Workplace Program which affords the Town a discount of \$62,008 under the workers' compensation insurance premium. In 2003, the Town Council unanimously voted to accept the insurance proposal submitted by Acordia, Inc. of West Palm Beach through a Request for Proposal. The insurance program offered by Acordia provided the Town with a fixed cost savings of \$412,000 for Fiscal Year 2004. The Town renewed its insurance coverages on October 1, 2004 with Acordia, continuing to save on the insurance premiums with a fixed cost savings of \$309,000 over the insurance premium paid in Fiscal Year 2003.

2004 was a watershed year for the Office of Emergency Management (OEM) for a number of reasons. First, the OEM was successful in receiving funding from the Town Council in the amount of \$227,519 to furnish and equip the Emergency Operations Center (EOC) built on the third floor of the new central fire station. With the opening of the central fire station in December of 2004, the OEM had available to it, for the first time in the history of the Town, a workable space fully dedicated to preparing for and responding to natural and man-made disasters that may affect Palm Beach and its citizens. In 2004, the OEM completed a three year project to prepare a Comprehensive Emergency Management Plan (CEMP) to guide staff before, during and after disasters. The completion of the CEMP makes Palm Beach one of only a handful of municipalities in Florida to have prepared for emergencies in a comprehensive fashion as encouraged by Florida statutes. The OEM successfully weathered the effects of the landfall of two hurricanes that had a significant impact on Town operations and the citizens of Palm Beach. The OEM is responsible for activating and operating the EOC during emergency situations. The Town's Storm Emergency Response Plan (SERP) was put to a significant test for the first time since 1979. The many lessons learned from these major storm events are already being incorporated into the SERP to enable Town staff to respond at its maximum potential in 2005 and beyond.

The goals for FY2005, adopted by the Town Council at its meeting on April 15, 2004, are set forth below:

- Continue the implementation of the Town's Coastal Management Plan, including final permitting and construction of the Phipps Ocean Park Beach Restoration Project and permitting/design for Reach 2 (Reef Road to Via Los Incas). Reach 5 (Banyan Road to Widener's Curve) and Reach 8 (Ambassador Hotel to South Town Limits), will continue but on a slightly delayed time line due to the importance of Reach 2 construction to the overall success of the Coastal Management Program.
- Complete a Town-wide study of traffic and parking and develop a plan to improve traffic safety and flow, both internally and externally (bridges and entrance roadways) and to improve parking utilization (and capacity, if necessary).
- Implement a key result measurement and management system that will align departmental services and programs with the Town's goals and strategic vision to systematically measure results, including a "Quality of Life" citizen survey and measurement of results when/if suggested improvements are implemented.
- Complete the multi-year, multi-faceted R-B Zoning Study and make "final" decisions.
- Continue the implementation of the approved drainage improvement program for the basins north of Wells Road.
- Complete an independent compensation study to ensure fair and competitive pay and benefits for all Town employees.



TEAMWORK SERVICE COMMITMENT

Finance

The Finance Department is responsible for the administration, development and monitoring of the operating and capital budgets, preparation of the Comprehensive Annual Financial Report and Annual Report, investments, debt management, cash management, payroll, and accounts payable. The department also is responsible for the development and monitoring of financial policies that have been implemented to assure financial security. In addition, the department is responsible for the operation and management of the purchasing and warehouse functions. The purchasing division maintains a central stores inventory of approximately \$430,000 and



maintains capital asset records valued at over \$10,000,000, manages recurring contracts valued at over \$650,000 and coordinates the Town auction. The annual auction is held in August of each year and this past year generated over \$60,000 in proceeds.

The Comprehensive Annual Financial Report (CAFR), the Comprehensive Annual Budget Document and the Annual Report were all submitted to the Government Finance Officers Association (GFOA) for their review and were all selected for the GFOA's award for outstanding achievement in reporting for each of the report classifications. To date, the Town has received sixteen such awards for the CAFR, twelve awards for the budget document, and three awards for the Annual Report. We believe that our current (FY04) CAFR and Annual Report continue to conform to the program requirements and we will be submitting them to GFOA to determine their eligibility for the award program. The department also prepares a comprehensive Long-Term Financial Plan as well as a Business Plan for the Enterprise Fund. Copies of the CAFR, Annual Report and Budget Document are available on the Town's website and the Budget Document and Long-Term Financial Plan are available on CD upon request.

2004 - The Year in Review

FY2004 presented the Town and the Finance Department with new challenges. We are proud of our accomplishments throughout the year.

A permanent Investment Advisory Committee was created by the Town Council. This Committee will work with the Finance Department to ensure the Town's surplus funds are invested appropriately.

The Finance staff has been working with all town departments on the Town's Key Result Measurement Program. This very important initiative will strengthen our performance measurement system and will enhance public service through the application of the resulting information to strategies for improvement and to celebrate achievements. This program is described in greater detail later in this report.

The Finance staff also developed new financial policies which include a policy for compensated absences, a contingency fund for the Leisure Services Enterprise Fund and a new collection policy for all the accounts receivable of the Town. In addition, a new parking ticket software program was implemented which will improve the collection of parking tickets. The Purchasing Division published a comprehensive revision of the Purchasing Policy and Procedures Manual.

We are proud of the efforts of the Finance and Purchasing staff during this most challenging year.

During the two hurricanes, the finance staff manned rumor control telephones, prepared emergency payrolls to ensure all employees would receive pay in case our computer operations were disrupted, and assisted in the development of a citizen relief center which offered refreshments, movies, reading materials and a cool place to rest for the citizens without electricity. The purchasing agent worked tirelessly in the Emergency Operations Center taking orders for goods and services needed before, during and after the storms. Buyers obtained food, water, supplies, equipment and services on an emergency basis to ensure the smooth operation of all Town agencies during the pre-hurricane and post-hurricane periods. The warehouse crew made sure supplies were delivered to the various departments and obtained ice and water for distribution to the citizens. Purchasing set up contract food service to provide three meals a day for Town employees working all shifts during the recovery operations from both hurricanes. Additionally, fuel deliveries were scheduled to ensure that all generators continued to operate during the extended electrical outages following both hurricanes.

Since the storms the Finance Department has been responsible for the coordination of the necessary documents to obtain FEMA reimbursements. To date, we have applied for approximately \$8,000,000 in FEMA and State disaster relief funding. We will continue to process and file for FEMA reimbursements until all recovery and restoration projects are complete.



TEAMWORK SERVICE COMMITMENT

Town Clerk

The 2003/2004 season in Palm Beach was a success based on the charitable solicitation permits issued by the Town Clerk's Office. Ninety eight permits were issued with \$44,525,938 reported raised from Palm Beach events and solicitations, an increase of slightly over \$1 million as reported the previous year. The Town has an ordinance that requires charitable organizations to apply for permits if money or gift solicitations are made in Palm Beach with a limit of two events per season. This past season, 125 events were held in the Town.



The Town Clerk is the official record keeper of the Town and maintains minutes of Town Council meetings dating back to April, 1911 when the first meeting to incorporate the Town of Palm Beach was held in the Palm Beach Hotel.

Seventy-five years of minutes are available online. The older minutes are linked on the Town's website to the Municipal Code Corporation in Tallahassee for viewing. For help in accessing any of the minutes, call (561) 838-5416.

For the purpose of electing the Mayor and Town Council members, the Town holds a Caucus every January on the first Tuesday after the first Monday of the month as prescribed in the Town's Charter. The Mayor and two Town Council positions are elected one year with the other three Council positions elected the following year. All terms are for two years. The municipal election is held on the first Tuesday after the first Monday in February following the January Caucus each year. As of January 13, 2005, the Town had 8,002 registered voters. There are seven voting precincts in Town at four locations:

Precinct 1196 St. Edward's Parish Hall
 165 North County Road
 Northern Town limits to and including Seminole Avenue

Precinct 1198 Bethesda-by-the-Sea Church
 141 South County Road
 North and south sides of Oleander Avenue
 (Root Trail) to and including north side of Royal Palm Way

Precinct 1200 Central Fire-Rescue Station
 355 South County Road
 South side of Royal Palm Way to and including north side of Worth Avenue

Precinct 7084 Central Fire-Rescue Station
 355 South County Road
 South side of Worth Avenue to and including north side of Southern Boulevard

Precinct 7086 South Fire-Rescue Station
 2185 South Ocean Boulevard
 South side of Southern Boulevard to and including north side of Sloan's Curve.

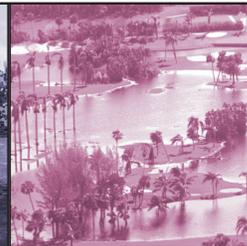
Precinct 7088 South Fire-Rescue Station
 2185 South Ocean Boulevard
 South side of Sloan's Curve to Lake Avenue

Precinct 7100 South Fire-Rescue Station
 2185 South Ocean Boulevard
 Lake Avenue to south Town limits

The Town Clerk's Office runs the municipal elections. All other elections are run by the Supervisor of Elections Office in West Palm Beach. Absentee ballots for ALL elections are available from the Palm Beach County Supervisor of Elections Office, 240 South Military Trail, West Palm Beach, FL 33415 or call (561) 656-6200.

Voters' registration forms for first time voters or to change addresses, etc. are available in Town Hall, Town Clerk's Office.





TEAMWORK SERVICE COMMITMENT

Human Resources

The Human Resources Department is primarily responsible for coordinating the management of human resources to assist the Town in achieving its goals. Functional areas that the Human Resources Department are responsible for include human resource planning, recruitment, and selection; human resource development; compensation and benefits; health; employee and labor relations; and policies and procedures.

The Human Resources Department ensures that the Town has qualified individuals in specific jobs at specific places in order to accomplish the organization's goals. This is accomplished through the recruitment, testing, and selection of applicants. The testing process includes a variety of tests, either practical or written, that are administered to ensure that the most qualified employees are selected to serve the Town. The Human Resources Department also administers written and practical examinations for internal promotions.

Another role of the Human Resources Department is human resource planning. Various training programs are provided to employees to ensure they have the necessary skills needed to perform the essential functions of their positions. The Human Resources Department also administers the Town's pay for performance system. Management of this system affords the organization the opportunity to capitalize on employee strengths.

The Human Resources Department maintains competitive and equitable compensation and benefits plans, as well as an accurate classification system. A major responsibility is the administration of employee benefits, including health, life, dental, and long term disability insurances; flexible benefits; holiday, sick and vacation leaves; employee assistance programs; retirement; deferred compensation; and longevity pay. The Human Resources Department also administers the Town of Palm Beach General Employee Retirement System.

The Human Resources Department is also responsible for employee and labor relations. The Human Resources Department serves as an in-house consultant to department directors, supervisors, and managers on a variety of labor related issues and assists the organization with labor agreements. The Human Resources Department also serves as an employee advocate by listening to employees' concerns and administering the Town's employee grievance resolution procedure. The department also administers numerous employee recognition programs, including the Employee of the Year and the Employee Service Recognition Award programs.

The Human Resources Department also proposes and drafts new policies or policy revisions to address problems or to prevent anticipated problems, and serves as a resource to whom managers can turn for policy interpretation.

Another aspect of the Human Resources Department is the overseeing of employee general mental and physical well-being. The department administers the Employee Assistance Program, which provides employees with various helping resources. The Town's Occupational Health Clinic is operated under the Human Resources Department and reviews work related injuries in addition to administering pre-employment and annual physical examinations, immunization programs, and wellness clinics.

During Hurricanes Frances and Jeanne, the Human Resources Department assisted the Support and Logistics section of the Emergency Operations Center by providing resources to employees in need of food and shelter, and by procuring supplies such as food, water, and ice for employees who worked during the recovery efforts.

In addition to efforts during the hurricanes, the Human Resources Department had the following notable accomplishments during fiscal year 2004:

- Implemented a town-wide Employee Service Recognition Program for all employees (underwritten by a generous donation from the Fortin Foundation of Florida, Inc.)
- Developed and implemented a Retirement Health Savings Plan for employees.
- Provided training to all employees in conjunction with implementation of Federal Health Insurance Portability and Accountability Act (HIPAA) requirements.
- Provided monthly "Lunchtime Lectures" Wellness Programs to employees.
- Celebrated the selection of Human Resources Department employee Marlene Rizzolo, Occupational Health Nurse, as the Town Employee of the Year.





TEAMWORK SERVICE COMMITMENT

Planning, Zoning and Building

The dedication and skills of the employees of the Planning, Zoning and Building Department were highlighted during the hurricane season this past year. Within 24 hours after the hurricane passed, employees of the Department were manning the Emergency Operations Center and conducting damage assessment in the field. They visited every street within 48 hours to identify and report dangerous conditions, and record visible damage on private property. This assessment was later used by FEMA during claims processing. Of particular concern to the Department were older structures in Town, and how well they fared. All of the Town's landmarked properties made it through the hurricanes structurally intact with the exception of two properties. The department suspended its normal operation to issue emergency permits for repairs, so that residents and businesses could begin work immediately, and process the paperwork later. The department's inspectors also manned the bridge checkpoints with representatives of the Police Department to assist contractors needing to get back on the island to provide services to residents. After the hurricane, the department reviewed procedures, and provided input to the Town Manager's office on suggestions for improvements to emergency response management procedures in the future.

Last year, the department received a State Historic Preservation Grant to update the Town's historical sites survey, a requirement for receiving designation as a Certified Local Government. The Town's landmarks consultant has recently completed a town-wide survey of all structures 50 years of age or older. This survey updates one completed seven years ago. The new survey includes properties built from 1948 to 1955. They were inventoried and evaluated for architectural condition and suitability for participation in the Town's Landmark Preservation Program. This information and data will help the Landmarks Preservation Commission when they study landmark neighborhoods and structures for potential expansion of our resource inventory.

Speaking of Town landmarks, two of our notable landmarks have completed work this year. The Breakers Hotel completed restoration of the renowned Venetian Ballroom, among other improvements, and the Flagler Museum has completed a new addition designed to house Henry Morrison Flagler's railroad car. Also, the Preservation Foundation recently moved to its new home on Peruvian Avenue.

The department has concentrated on a number of education and awareness programs, and our efforts continue to show positive results. Two programs being targeted by the department this year are the requirements of the Florida Lien Law (see page 29), and the Town's Moisture Sensor Ordinance.

The Town adopted an ordinance in 2002 requiring moisture sensing devices on all existing or new automatic lawn irrigation systems. These devices are designed to minimize irrigation system operation during periods of increased rainfall in an effort to conserve water usage in the Town. To comply, this device must be installed before December 31, 2005. If you have any questions, please contact (561) 838-5431.

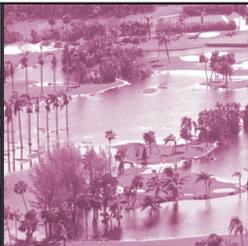
The department completed its departmental audit, performed by ISO (Insurance Services Office), an agency which rates a community's building code effectiveness, and establishes a rating for use in establishing insurance rates in the community. The department was able to retain its rating of "3", which results in the highest savings possible on insurance purchased by Town property owners.

In the department's continuing efforts to improve customer service, the Assistant Building Official, Harry Ackerman, has instituted weekly inspector meetings to discuss current projects, changes to the Florida Building Code, and other issues of interest to the inspectors. These meetings help the staff to keep current on new building innovations and techniques, and provide an opportunity for field issues to be resolved early in the construction process before they become problematic.



Just a reminder that the department will be requiring storm water certifications from your engineer when you receive a certificate of occupancy for your property. This requirement relates to the 2-inch storm drainage requirements recently enacted by the Town. This requirement has reduced the amount of storm water runoff entering the Town's system, and has enabled the Town to receive a permit from the South Florida Water Management District to release storm water into Lake Worth.

Many of our businesses are on a first name basis with Debby Morakis, the Department's business licensing technician. Debby has recently been elected President of the Palm Beach Chapter of the Florida Association of Licensing Officials. Congratulations, Debby!



TEAMWORK SERVICE COMMITMENT

Fire-Rescue



Duty, Goal and Mission

The Fire-Rescue Department's primary duty is to respond to emergency 911 calls. The Department's goal is to respond within 4 minutes to any incident requiring firefighting, hazardous materials mitigation, vehicle extrication, rescue or emergency medical services (EMS) with advanced life support (ALS) transport to local hospitals. The

Department's mission is to provide the highest level of fire-rescue customer service in the 21st Century.

History, Rating and Award

The Department was established in 1921 as the Flagler Alerts. This proud history of service continues with a Class 2 fire rating from the Insurance Services Office plus an Exemplary Rating from the State Division of EMS.

Emergency Operations

Three Battalion Commanders/Paramedics are in charge of three respective shifts of Firefighters, Driver-Engineers, Lieutenants and Captains with the majority of the personnel cross-trained as both firefighters and paramedics. The department responds to structure fires with three fire engines, three rescues, two aerial trucks, one special operations vehicle and one battalion commander's vehicle. The department responds to EMS calls with three personnel onboard an ALS rescue and three personnel onboard an ALS fire engine to ensure fast response by paramedics for critical patients, plus a Battalion Commander/Paramedic for life-threatening emergencies. A reserve fire engine and two reserve ALS rescues are housed in the fire stations for additional response to extended emergency operations or for special events.

Highlights of 2004

- A new central Fire Station was dedicated on December 13, 2004 and is located at 355 South County Road, across from Town Hall and the old fire station. The new Fire Station includes the Town's Emergency Operations Center (EOC), the Town's Employees' Fitness Center and a Police Mechanics' facility. The North Fire Station, located at 300 North County Road has a new roof under construction after last year's hurricanes removed the skylight, and the South Fire Station, located at 2185 South Ocean Blvd., has reopened its community training room for CPR classes and the popular Citizens Fire Academy.

- New Fire-Rescue Chief Edward J. Moran was introduced to the community at the grand opening of the new fire station. His first day as Chief was on January 24, 2005.
- Three new ALS rescues were purchased for EMS response, treatment and transport of patients. The rescues have been equipped with new stretchers and new radios for communications with local hospitals.
- New laptop computers with onboard printers were purchased for each rescue to enable paramedics to provide emergency medical reports directly to the hospitals upon delivery of the patient.
- Plymovent vehicle exhaust systems were installed in fire stations 2 & 3 to remove diesel exhaust directly from the fire engines, rescues and aerial trucks.
- The new position of battalion commander was established and three new battalion commanders were appointed to provide management of emergency operations on a 24 hour basis for all three shifts. An SUV was purchased and equipped to respond as a command vehicle for the battalion commanders.
- A state EMS grant was received to equip the three new rescues with cardiac enzyme machines to enable paramedics to analyze blood samples directly on the scene and help determine if patients may be having a heart attack and transport them for cardiac surgery.
- Another EMS grant was received to equip the three new Rescues with Stair-Chairs to help paramedics in extricating patients down stairways for emergency medical transport.





TEAMWORK SERVICE COMMITMENT

- Registered and completed the first year of the three-year goal toward the Fire-Rescue Department's accreditation with the Commission on Fire Accreditation, International.
- Extensive road and bridge clearing operations were conducted using front end loaders operated by fire officers after Hurricane Frances. Work teams with chain saws and repair equipment also aided residents in emergency roof repair.
- Conducted a Joint Training Exercise on Terrorism/WMD with representatives from all Town departments to prepare for working together in the Emergency Operations Center.
- Conducted live-fire training in a state-of-art fire blast/flashover training trailer and also conducted search and rescue training with the new thermal imaging cameras in residential structures provided by town residents prior to demolition.
- Research on a Fire-Rescue Boat to provide both fire protection and water rescue capabilities is currently underway by an in-house Research & Development committee. Funding for the boat will be considered through a combination of budgeting, donations and a grant to be requested from the Florida Inland Navigational District (FIND).

Citizens' Fire Academy

The Department conducted its second annual Citizens' Fire Academy and activities included: a smoke maze with Thermal Imaging Cameras, a fire extinguisher drill on a live BBQ fire, a hose drill with target practice, a CPR and a 12 lead EKG demonstration and on graduation day, a landing at the Par 3 Golf Course by the Traumahawk Helicopter. The next class is scheduled for May 2005.



**PALM BEACH FIRE-RESCUE DEPARTMENT
EMPLOYEE AWARDS - 2004**

Firefighter of the Year
Jimmy Duane

Employee of the Month

July	Wade Snyder
August	Jimmy Duane
September	Brad Kliphouse
October	Liz Nowacki
November	Jason Weeks
December	Ray Herr

Red Cross Heroes Award
Frank Mavigliano

Fire-Rescue Above and Beyond Award

Wayne Lindros	Craig Stanfield
Clay Tyson	Brad Kliphouse

Community Relations Award

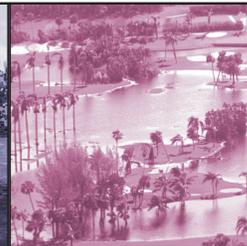
Mark Bradshaw	Roy Bowe
Clay Tyson	Jeff Moore
Mike Dickson	Jerry Hagin
Craig Johnson	Annette Plympton
Christina Higgins	

Palm Beach Brotherhood Award

Jason Weeks	Alan Albritton
Ray Daley	Joseph Sekula
Dale Corbin	Mario Reyes

Hurricane Certificate of Appreciation

Belinda Hardy	Fred Wade
Father Frank	



TEAMWORK SERVICE COMMITMENT

Police

The Police Department is responsible for the prevention of crime, preservation of peace, and enforcement of laws and ordinances. Palm Beach remains one of the very few places in Florida where it is safe to walk any street at any time of the day or night. Crime rates remain low while rates for solved crimes are among the most favorable of any similarly situated community in the nation. The average response time for calls for service of all types is approximately 3 1/2 minutes and the average response time for 911 emergency calls is even shorter. Every unsolved crime is assigned to a detective for investigation, regardless of seriousness or lack of probability that it will be solved. Our approach to policing defines the highest levels of service in modern law enforcement. Palm Beach Crime Watch sponsors events and initiatives to reduce the town's target viability for crime by conducting educational programs, security surveys, and organizing neighborhoods and other groups to recognize and report crime and suspicious activity. Because of such programs as the Citizen and Teen Police Academies, the Police Department has achieved an effective and productive community partnership.

Accomplishments of the Police Department for FY2004 include:

- Successful on-site national and state re-accreditation reviews by the Commission on Accreditation for Law Enforcement Agencies, Inc. and the Commission for Florida Law Enforcement Accreditation, Inc.
- Completion of the new police mechanics' maintenance facility at the new central fire station, resulting in more efficient vehicle repairs and maintenance for police vehicles.
- Provided extraordinary security measures during two hurricanes, which included security checkpoints at all town access locations, state of emergency actions including night time curfews and specialized patrol, and the delivery of ice and other items to town residents who were affected by power outages.



- First annual advanced class of the successful Teen Police Academy.
- The first major call out of Volunteers in Police Service (VIPS) volunteers and the Emergency Resource Team during Hurricanes Frances and Jeanne. Volunteers staffed the Town's Rumor Control Lines, prepared and served food to town employees during the emergency response, and delivered supplies to officers at checkpoints throughout the Town.
- Palm Beach Crime Watch, Inc. membership rose to over 1,000 members during 2004.
- The Citizen Police Academy has graduated over 125 members since it's inception.

PALM BEACH POLICE DEPARTMENT EMPLOYEE AWARDS - 2004

Palm Beach Kiwanis Officer of the Year
Captain Elmer Guder

Palm Beach Kiwanis Officer of the Quarter

Officer David Nault	1st Quarter 2004
Detective Thomas Melnichok	2nd Quarter 2004
Officer Lori Minot	3rd Quarter 2004
Officer Michael Koerner	4th Quarter 2004

Employee of the Month

January	Officer David Nault
February	Officer Robin Smith
March	Manager Bonnie Maney
April	Officer La'Mont Lee
May	Detective Thomas Melnichok
June	Officer Carlos Rodriguez
July	Officer Scott McClure
August	Mechanic Todd MacLaughlin
September	Officer Lori Minot
October	Officer Michael Koerner
November	Sargeant Frederick Hess
December	Detective Curtis Krauel



TEAMWORK SERVICE COMMITMENT



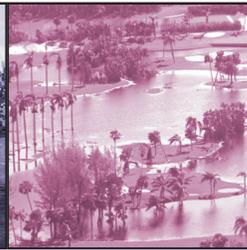
VIPS VOLUNTEERS SHINE FOLLOWING BACK-TO-BACK HURRICANES

In the aftermath of Hurricanes Frances and Jeanne, as the Town of Palm Beach went into emergency response mode, VIPS volunteers came out in force. Members of the Emergency Response Team (ERT) were the first to be called into service... As the need for help increased, other VIPS volunteers joined in. Volunteers worked in police headquarters, at the Recreation Center, and at the Public Works Department. They helped prepare and serve hundreds of meals each day to the Town employees who worked around the clock to provide service and restore facilities. Some volunteers helped deliver ice to residents who were without power.



After the second storm, VIPS volunteers staffed the Town's hurricane hotline where they responded to the concerns of their friends and neighbors. VIPS volunteers also provided a friendly face to residents who took advantage of the Town's Citizen Relief Center at Town Hall. Our Volunteers in Police Service were ready and willing to do virtually any job that needed to be done. Their support of our town employees was appreciated by all those who benefited from their volunteer service. The hurricanes might have devastated Palm Beach but the VIPS volunteers were with us to make Palm Beach shine again.





TEAMWORK SERVICE COMMITMENT

Public Works

The Public Works Department is responsible for the construction, repair and maintenance of all Town facilities; buildings, streets, street lighting, storm and sanitary sewer systems, and the town's parks and medians. This department is also responsible for the collection and disposal of residential and commercial garbage, recycling, yard trash, and the special collection service for household discards. Other departmental responsibilities include beach cleaning, vehicle maintenance, coastal management, and general engineering services for the Town. Administration of the Town's rights-of-way and easements is coordinated by the Public Works Department. Management of the Town's Capital Improvement Program is also under the direction of this department.

All single family residences receive five-day service for garbage collection. Four days of garbage and one day of recycling are collected on the following schedule:

Street	Garbage	Recycling
Inlet Drive to List Road	Monday-Friday, except Tuesday	Tuesday
Via Marila to Chateaux Drive	Monday-Friday, except Tuesday	Tuesday
Sanford to Seabreeze Avenue	Monday-Friday, except Wednesday	Wednesday
Seaspray Avenue to Via Marina (includes Middle Road)	Monday-Friday, except Thursday	Thursday
Island Road to South Town Limits	Monday-Friday, except Thursday	Thursday

Each commercial establishment receives garbage collection daily from Monday through Friday and may also receive recycling services. Restaurants are serviced seven days per week. All garbage and recycling material is disposed of at the Palm Beach County Solid Waste Authority.

Yard trash is collected on a four-day schedule, Tuesday through Friday.

Day	Area
Monday	No collection
Tuesday	Inlet Drive to Bahama Lane
Wednesday	Country Club Road to Royal Poinciana Way
Thursday	Whitehall Way to Via Marina
Friday	Island Road to South Town Limits

Trash may be set out only one day in advance of scheduled pickup November 1 through April 30, but can be set out up to three days in advance of scheduled pickup May 1 through October 31.

The Public Works Department also administers the National Pollutant Discharge Elimination System program for the Town. This program seeks to improve the quality of storm water runoff that makes its way into the Lake Worth Lagoon. In this regard, the department requests that all citizens be aware that only storm water should be allowed to run into the Town's collection system. No unused chemicals or motor oil of any type should be disposed of in any of the storm drains.

FY2004 Accomplishments

- The Town's new Central Fire Station was completed in November 2004 with a dedication ceremony held on December 13, 2004. This facility provides a modern facility with the necessary space to continue to provide excellent service to the town's residents. The third floor of the facility will serve as an emergency operations center for hurricanes or other disasters. An employee fitness center and Police vehicle maintenance facility also are included in this building.
- A portion of the Public Works facility was renovated to create a consolidated area for the Engineering Division. The old Paint and Sign Bureau maintenance area and a portion of the Purchasing Division's warehouse were converted to the Engineering area. By moving Engineering out of the Public Works administrative area, space was freed up for the Coastal Administrator and a new Assistant Director of Public Works.
- The Public Works facility had a new seamless metal roof installed. The old roof, which had numerous leaks, had a screw down metal roof that had an estimated 90,000 screws. This new roof should serve the building for an estimated 30 years.
- Town-wide storm drainage improvements continued, following the blueprint adopted by Town Council in 2002. Work began on the Clarendon Avenue, D-17, stormwater pump station which will relieve severe flooding due to high tides at the west end of Clarendon Avenue and Lake Park Drive. Work also began on the Tangier Avenue, D-3, stormwater pump station. This station will provide a significant improvement to the D-4 drainage basin which is bounded on the north by Via Linda and on the south by Wells Road.



TEAMWORK SERVICE COMMITMENT

- Design was completed on an upgrade to the D-8 stormwater pump station. This project will increase the pumping capacity of the pump station from 30,000 gallons per minute (gpm) to 100,000 gpm and improve the drainage along Country Club Road, Fairview Road, and Ridgeview Drive. Staff is working towards a May 2005 construction start.
- Sanitary sewer pipe lining was repaired with cured-in-place linings for over 4,450 feet this year.
- Thirty-nine locations had point repairs or complete sections of sanitary sewer gravity lines replaced.

- Design of the D-1 storm water pump station at the north end of the island is in progress.
- Sixteen roads were milled, resurfaced, and striped throughout the town this fall. More than 51,400 square yards of asphalt were used to resurface these streets.
- Approximately 2,300 coconut trees were trimmed throughout the town by contractual service.
- Town forces trimmed 550 Royal Palms twice this year and treated each of the trees with Merit to control the Royal Palm bug.

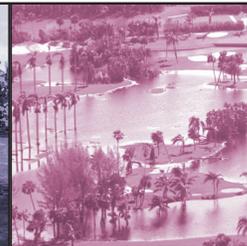
Hurricane Efforts

The Public Works Department has worked tirelessly to return the town to normalcy since Hurricanes Frances and Jeanne struck in September. Preparations began several days before Frances arrived on September 4, 2004, and work is still ongoing. Trees that were obstructing sidewalks and rights-of-ways were cut and cleared to open roadways beginning immediately after the storms. Other activities have consisted of debris cleanup and removal (collecting, hauling, processing, and delivery to disposal sites of over 130,000 cubic yards of debris - equivalent to nine months of normal work completed in seven weeks). Water Resources managed to keep all thirteen storm water pump stations operating so that no significant flooding occurred during the storms. In addition, the crews managed to keep over fifty sanitary pump stations running. Our electricians restored traffic signals at all intersections within seven days of Hurricane Frances and, by using preventive measures, took only four days for restoration after Jeanne. Over 230 damaged street lights have been repaired or replaced. The Streets crew performed more than 150 special pickups to dispose of tons of storm damaged goods placed by residents. The Paint and Signs crew has replaced 350 damaged street and regulatory signs. Every building has some degree of damage and restoration continues.



- As part of a regularly scheduled maintenance plan, every catch basin (over 1,300) was inspected and cleaned of debris and sand.
- Almost five miles (25,323 feet) of sanitary gravity lines were cleaned, inspected, and digitally recorded this fiscal year.

Public Works continues with ongoing efforts to make repairs to all damaged facilities and infrastructures. Infrastructure repairs include traffic signals, street lights, pumping stations, bicycle paths, and parks. The Engineering and Beach Management divisions are busy preparing/providing studies and alternatives to Council to address new beach issues, such as emergency berm restoration, brought on by the storms. So far, work has begun on restoration of Old South Ocean Boulevard that was washed away by Hurricane Frances, we completed an emergency beach berm construction on over three miles of town shoreline between Sloan's Curve and the south town limits, and designed a rock toe wall for the roadway protective seawall across from the Palm Beach Country Club. Repairs have been completed on the Sand Transfer Plant at the Lake Worth Inlet. Efforts are underway to receive FEMA reimbursement for the more than \$12 million the Town has expended for hurricane preparation and recovery.



TEAMWORK SERVICE COMMITMENT

Leisure Services Fund

The Town's Leisure Services Enterprise Fund is comprised of the Recreation Center, Seaview Park and Phipps Ocean Park Tennis Centers, Par 3 Golf Course and the Town's Marina. The fund is supported entirely through user fees and does not require tax support to provide its programs, services or facilities.

Recreation

The Leisure Services Recreation staff provides comprehensive recreation programs and services in addition to providing safe, clean and well maintained facilities for the community. Their mission is to provide outstanding recreation programs, facilities and services that enhance the quality of life of our residents and visitors. The organizational commitment is to provide quality customer service in a helpful and courteous manner, to offer fun and enriching programs and activities that reflect both the uniqueness and interests of our community, and to provide facilities that are safe and well maintained for our residents and visitors.

There are a variety of adult and youth programs offered throughout the year. Youth and adult special interest classes, after-school, camp and youth athletic programs are held at the Recreation Center, located in Seaview Park. The Par 3 Golf Course, Phipps Ocean Park Tennis Center and Seaview Tennis Center offer lessons, group clinics, tournaments and leagues. Special events are also offered throughout the year.

Highlights

Commitment to quality programming, customer service, and excellent facilities was highlighted by the responses to the customer satisfaction survey this past year. The number of participants rating the activities, the condition and appearance of the facilities as excellent or good reflected the staff's commitment to customer service. The results are shown below:

Overall, % of participants rating the activities as excellent or good

Par 3 Golf	100%
Tennis	100%
Recreation Center	99%

Overall, % of participants rating the condition and appearance of facilities as excellent or good

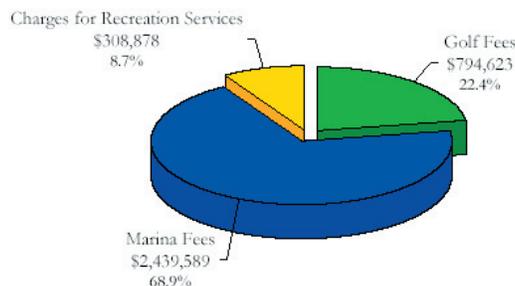
Par 3 Golf	100%
Tennis	93%
Recreation Center	98%

While there have been many successes, the customer satisfaction ratings reflect the bottom line in quality customer service.

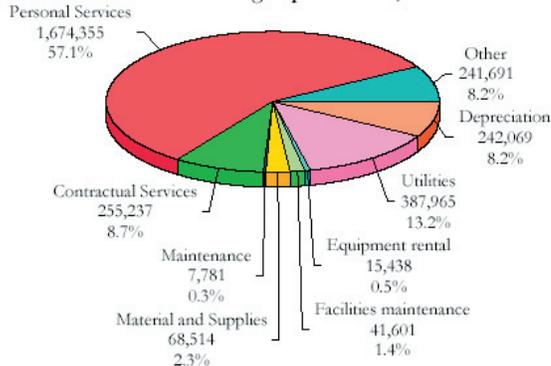
Other highlights include:

- The *Recreation Update* was mailed for the first time to all Town residents in December. This mailing generated a very positive response from residents.
- The Town website was updated with comprehensive detail of the Recreation offerings.
- Staff has secured \$14,000 in donations and sponsorship fees to offset program costs.
- The utilization of evening tennis staff to perform the clay court maintenance rather than contracting it out to a service has resulted in savings of approximately \$18,000 per year.

Leisure Services Enterprise Fund
Revenues for Fiscal Year Ending September 30, 2004



Leisure Services Enterprise Fund
Expenses for Fiscal Year Ending September 30, 2004





TEAMWORK SERVICE COMMITMENT

Golf Course

The Palm Beach Golf Course is a scenic and challenging eighteen hole course with holes ranging in length from 100 to 240 yards. Four of the holes border the Atlantic Ocean and three run along the Intracoastal Waterway. Situated in the middle of the course are the pro shop, clubhouse and driving range. Balls for the driving range, clubs, electric carts and pull carts can be rented from the clubhouse. The pro shop sells a variety of golf apparel and equipment.

The Par 3 is staffed with PGA professionals. Private lessons and group clinics are available throughout the year.

The Palm Beach Par 3 was ranked in the top 10 short courses in America by *Golf Range Magazine*. In addition, the golf course website, golfontheocean.com has been up and running for 10 months and has been very favorably received by golfers. The Par 3 golf course turf consultant, Ralph White, made his bi-annual visit to the Par 3 on October 12th. Mr. White is a member of the Florida Turf Grass Hall of Fame and recognized as "The Expert" in Florida Grass Care. Mr. White remarked that the course was in the finest condition he had seen it in the five years he has been our consultant despite two hurricanes.



Docks

The Town Docks have provided space for both sail and power yachts since the 1940's. The Brazilian, Australian and Peruvian Docks are tucked away at the west end of the avenues for which they are named. Adjacent to the marina is Lakeside Park which marks the southern terminus of the six mile Lake Trail.

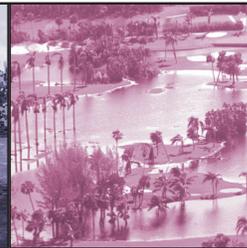
The Town Docks provide slips that range in length from 50' to 262'. Slips are leased seasonally or annually and transient vessels are accepted on a short term basis when slips are available.

With the increased production of "mega yachts," providing larger slips is important. The 1997 extension added to the Australian Dock was designed to berth vessels from 120' to 190'. Of the Town's 88 slips, 39 are 100' in length or longer, which places it as one of the largest "mega yacht" facilities in South Florida.

While the Australian Dock is the focal point of the marina with its display of large and magnificent yachts, the Brazilian Dock has a family-oriented appeal and the Peruvian Dock has an uninterrupted majestic view looking over Lake Worth to the south.

The four-person staff has combined marina and maritime experience of well over 50 years and they offer excellent and courteous service. Town Docks are centrally located, close to fine restaurants, exclusive hotels, world famous Worth Avenue and many special seasonal events.

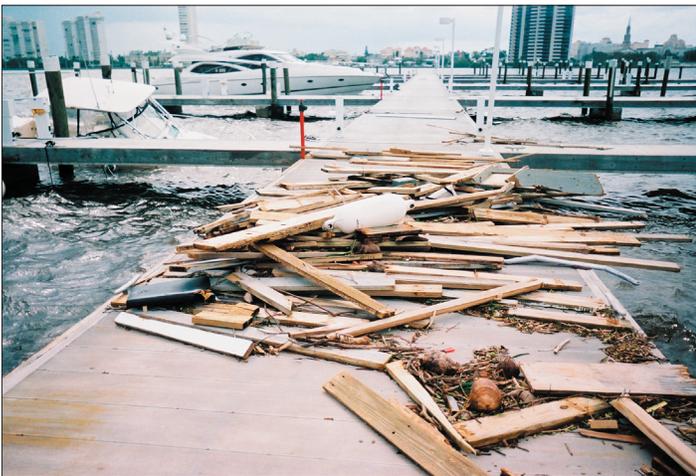
The Town Docks completed Phase I of the Town Docks Master Plan in 2004. They lengthened 15 slips by ten feet to meet demand for larger vessels coming into the area. The project was completed on time and more than 30% under budget. The new slips have



TEAMWORK SERVICE COMMITMENT

increased transient revenues because of the increased length. The docks did remarkably well during the hurricanes this summer. Because there were not many anchored vessels near the marina and most of the boats at the marina evacuated, the damage was limited and staff was able to complete post hurricane damage repairs in time for the new season. After the passing of Hurricane Frances, the docks reopened in less than two weeks. After the passing of Hurricane Jeanne, the docks were open the following day. This quick turnaround was due mainly to very fast restoration of electric service, and better hurricane preparation from lessons learned after Hurricane Frances. During the first hurricane, the marina lost two finger piers, and the power pedestals were awash with salt water. Some pilings were scraped to the heart wood, and the plumbing, CATV, and Fire System under the docks was broken. After learning from the first storm about the vulnerability of the electric services, we wrapped each power pedestal with stretch wrap to keep them dry in preparation for the second storm. It worked perfectly. As winds were stronger during Hurricane Jeanne, the roof blew off the Australian Dock office, but, luckily, there was no serious damage to computers or office equipment.

recovery period. Unfortunately, serious erosion of the clay courts at Seaview Park required a significant recovery effort after each of the hurricanes. Thanks to the work of the staff (both full-time and part-time) the Seaview Tennis Courts were open for play before most other tennis facilities in the area.



Hurricanes Frances and Jeanne

Hurricanes Frances and Jeanne had a significant effect on the activities of the Leisure Services Enterprise Fund. Participation and registration were severely impacted since September kicks off the fall session for the Tennis and Recreation Center programs. The children's programs have recovered very well from the hurricanes and were back to normal participation rates by mid-October. The adult special interest programs are now back to normal participation levels. All of the facilities suffered damages of some sort.

The tennis courts at Phipps Ocean Park received only minor damage from the hurricanes and were open after a two day

For the Par 3 Golf course, the goal was to re-open October 1st, to be ready for the high season. The goal was met after many hours of grueling work. Without the tremendous support and the tireless efforts of other departments, especially cooperation with the Public Works Department, it would not have happened by the October 1st deadline. The employees were put into work crews that started with Hole #1 and worked through to Hole #18. The spirit of camaraderie and the cooperation of many Town employees was paramount in helping achieve the goal.

The Recreation Center's entrance and auditorium were also damaged by the hurricanes. Fortunately, the closing of the auditorium did not cause any programs to be canceled as the rest of the building was arranged to temporarily accommodate those programs usually held in the auditorium. The work was completed prior to the ending of the fall session.

For additional information regarding the Town's recreational opportunities, please call (561) 838-5485, or visit our web site at www.townofpalmbeach.com. For information regarding tennis, please contact the Seaview Park Tennis Center at (561) 838-5404 or the Phipps Ocean Park Tennis Center at (561) 227-6450. For information regarding the Par 3 Golf course, please call (561) 547-0598, or visit our web site at www.golfontheocean.com. For information about the Town Docks, please call (561) 838-5463.



TEAMWORK SERVICE COMMITMENT

Key Results Measurement

The Town has initiated a Key Results Measurement program. Key Results Measurement or KRM is a tool that will be used by elected officials, citizens and staff as a way to ensure that programs and services are achieving their intended results. It will answer the questions: What was achieved? How efficiently was the work done? and How were the citizens helped by the effort? In 2004, we began the multi-year process of implementing this new initiative throughout the organization.



As an organization, we are very proud of the work we engage in. But even very good organizations always strive to get better, to “go from good to great.” It is that intention which is the foundation of this effort. We are interested in determining how we can best demonstrate the quality of our work and its impact on the community. In addition, we want to know how we can obtain information about the results we produce that will both promote celebration of achievement and encourage improvement.

The KRM program is intended to strengthen accountability, enhance decision-making, improve customer satisfaction, assist in determining effective use of resources and support strategic planning and goal setting.

This program shares its roots with the Strategic Plan. The Town vision as stated in the Strategic Plan is: *A Legacy Worth Keeping - “As we envision our future ten years from now, we see Palm Beach remaining true to the inspired legacy of our founders, a Mediterranean style mecca of stunning architecture and natural beauty, acclaimed shopping, restaurants and hotels, a cosmopolitan culture, involved citizenry committed to civic and philanthropic causes and excellence in Town Government.”*

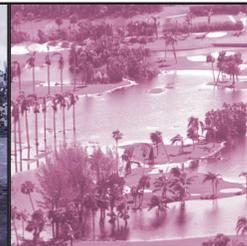
The KRM program is intended to measure progress toward achievement of the Strategic Plan vision, the organizational vision, and the related missions of the departments. The KRM program is designed to align the organization toward the same overall goal and reward Town staff for exceptional service delivery.

In FY2004, the Town Council authorized the hiring of Mr. Dick Bowers with R.A. Bowers & Associates, to assist with the development of the process. To date, Mr. Bowers has worked with Town staff to determine the current status of the organization and equip the departments with the tools and insights necessary to re-define their own performance elements. Then each department developed a list of key results and the measurement methodology for each. The results of these efforts can be found in the FY2005 budget document.

A Visioning Committee made up of employees from all departments was formed to develop an organizational Vision Statement. This vision and the KRM program will serve as organizational guides, to be cascaded throughout the organization to all employees in all programs of the Town. The results of this effort will be included in the FY2006 budget document.

This process is a transformational effort that is unfolding incrementally. The Town Council and staff will continually refine and improve this system. Ultimately, we expect the KRM process to empower the workforce and produce a greater sense of common purpose and unity. Our goal is not merely to work harder, but rather, smarter and more clearly in unison with each other and in partnership with the community.





TEAMWORK SERVICE COMMITMENT

The Society of the Four Arts Libraries

Four Arts Plaza, Palm Beach 33480

The Gioconda and Joseph King Library of the Society of the Four Arts serves as the public library for Palm Beach. Designed in 1936 by architect Maurice Fatio, the building originally served as an art gallery, library and venue for lectures and concerts. It now houses the collections of the Main Library.

Main Library 655-2766

More than 60,000 books, periodicals, videotapes, DVDs, CDs and audiotapes are available. Current bestsellers in both fiction and nonfiction categories are available; more than 65 periodicals and newspapers are received daily and monthly; an impressive software collection (including videos and dvds), circulates free of charge. There is a special Florida area for those interested in the history and horticulture of Palm Beach and Florida. The second floor is home to an impressive Art Reference collection.

The library's Florida Voices program showcases guest authors and speakers on a wide variety of subjects. These are informal, interactive demonstrations, discussions and book signings. The Florida Voices presentations are open to everyone, free of charge.

There are two book discussion groups which meet monthly. The first group meets on the first Monday at 6 p.m. This group accommodates the working readers in Palm Beach.

The second group meets on the first Tuesday at 11 a.m. Both groups alternate each month with fiction and nonfiction. The book choices are unusual and discussions are most energetic! New members are very welcome.

The Main Library is open to everyone. Borrowing privileges are available with a small annual fee.

Children's Library 655-2776

The Four Arts Children's Library is located across the street from the Main Library. An elevator ride to the second floor lets you out into a large cheerful area which is totally child friendly. Several rooms contain fiction, biographies and nonfiction collections. The Hayes Reference area has a wealth of up to date materials for children pre-K to 8th grade working on projects and school reports. A number of computers for games and research are available in supervised areas.

Events for children of all ages are held regularly and announced in the library's newsletter. Mondays and Thursdays at 10:30 is the scene for Preschool/Toddler Storytime. On Saturdays from November through April, the Children's Library hosts school-age programs. Presentations combining education and entertainment are very popular.

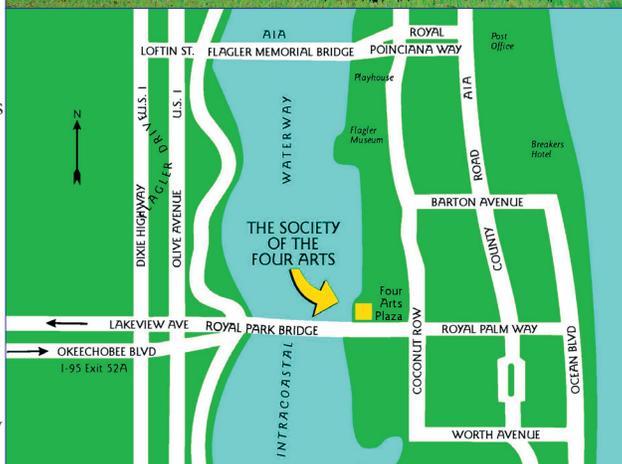
Exhibitions of special interest to young people are held throughout the year in the Mary Alice Fortin Children's Art Gallery.

All children are welcome to borrow books, videotapes and audiocassettes free of charge.

Library Hours:

Throughout the year, Monday through Friday, 10 a.m. - 5 p.m.

From November through April, the library is open Saturdays from 9 a.m. - 1 p.m.



The Town's annual contribution of \$235,000 to support the operation of these libraries takes the place of, and is substantially less than, property taxes that would be levied upon the residents by the Palm Beach County Library District.



TEAMWORK SERVICE COMMITMENT

Florida's Construction Lien Law - Protect Yourself and Your Investment

The Town continues to make every effort to protect our property owners from unexpected surprises when having work performed by contractors on their property. Below is information provided by the State of Florida to help our residents understand how Florida's Construction Lien Law affects them. We urge you to read this information carefully to help you protect yourself from construction liens filed against your property.

According to Florida law, those who work on your property or provide materials, and are not paid-in-full, have a right to enforce their claim for payment against your property. This claim is known as a construction lien.

If your contractor fails to pay subcontractors or material suppliers, the people who are owed money may look to your property for payment, **even if you have paid your contractor in full.**

This means that if a lien is filed against your property, your property could be sold against your will to pay for labor, materials, or other services which your contractor may have failed to pay.

This document provides information regarding Florida Statute 713, Part 1, as it pertains to home construction and remodeling, and provides tips on how you can avoid construction liens on your property.

Protecting Yourself

If you hire a contractor and the improvements cost more than \$2,500, you should know the following:

- You may be liable if you pay your contractor and he then fails to pay his suppliers or contractors. There is a way to protect yourself. A Release of Lien is a written statement that removes your property from the threat of lien. Before you make any payment, be sure you receive this waiver from suppliers and subcontractors covering the materials used and work performed on your property.
- Request from the contractor, via certified or registered mail, a list of all subcontractors and suppliers who have a contract with the contractor to provide services or materials to your property.
- If your contract calls for partial payments before the work is completed, get a Partial Release of Lien covering all workers and materials used to that point.
- Before you make the last payment to your contractor, obtain an affidavit from your contractor that specifies all unpaid parties who performed labor, services or provided

services or provided services or materials to your property. Make sure that your contractor provides you with final releases from these parties before you make the final payment.

- Always file a Notice of Commencement before beginning a home construction or remodeling project. The local authority that issues building permits is required to provide this form. You must record the form with the Clerk of the Circuit Court in the county where the property being improved is located. Also post a certified copy at the job site. (In lieu of a certified copy, you may post an affidavit stating that a Notice of Commencement has been recorded. Attach a copy of the Notice of Commencement to the affidavit.)
- In addition, the building department is prohibited from performing the first inspection if the Notice of Commencement is not also filed with the building department. You can also supply a notarized statement that the Notice has been filed, with a copy attached.

The Notice of Commencement notes the intent to begin improvements, the location of the property, description of the work and the amount of bond (if any). It also identifies the property owner, contractor, surety, lender and other pertinent information. Failure to record a Notice of Commencement or incorrect information on the Notice could contribute to your having to pay twice for the same work or materials.

Notice To Owner

Prior to filing a lien, a lienor who does **not** have a direct contract with the owner, must serve the owner with a Notice to Owner. The Notice to Owner must state the lienor's name and address, and a description of the real property and the nature of the services or materials being furnished. The Notice to Owner must be served before commencing, or within 45 days of commencing, to furnish the services or materials (but before the owner's final payment to the contractor). A lien cannot be enforced unless the lienor has served the Notice to Owner as described above.

Whose Responsibility Is It To Get These Releases?

You can stipulate in the agreement with your contractor that he must provide all releases of lien. If it is not a part of the contract, however, or you act as your own contractor, YOU must get the releases.

If you borrow money to pay for the improvements and the lender pays the contractor(s) directly without obtaining releases, the lending institution may be responsible to you for any loss.

What Can Happen If I Don't Get Releases Of Lien?

You will not be able to sell your property unless all outstanding liens are paid. Sometimes a landowner can even be forced to sell his property to satisfy a lien.

Who Can Claim A Lien On My Property?

Contractors, laborers, materials suppliers, subcontractors and professionals such as architects, landscape architects, interior designers, engineers or land surveyors all have the right to file a claim of lien for work or materials. **Always require a release of lien from anyone who does work on your home.**

Contesting A Lien

A lien is valid for one year, unless a lienor files a lawsuit to enforce the lien prior to the expiration of the year. An owner has a right to file a Notice of Contest of Lien during the one-year period. Upon the filing of a Notice of Contest of Lien, a lienor must file a lawsuit to enforce the lien within 60 days. Failure of the lienor to timely file a lawsuit renders the lien invalid.

THE CONSTRUCTION LIEN LAW IS COMPLEX AND CANNOT BE COVERED COMPLETELY IN THIS DOCUMENT. WE RECOMMEND THAT WHENEVER A SPECIFIC PROBLEM ARISES, YOU CONSULT AN ATTORNEY.

To register a complaint (or learn if complaints have been filed against a prospective contractor), contact the Florida Department of Business and Professional Regulation's Customer Contact Center at: 850.487.1395 or CallCenter@dbpr.state.fl.us

Or write to:

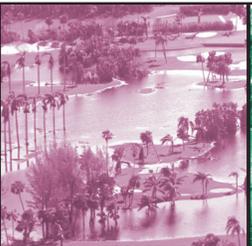
Florida Department of Business and Professional Regulation
1940 North Monroe Street
Tallahassee, Florida 32399-1027

Or visit online at:

www.MyFloridaLicense.com

License verification is available 24 hours a day and 7 days a week by calling our Customer Contact Center at 850.487.1395 or going online to www.MyFloridaLicense.com Search for a Licensee.

You may also contact your local building department or the Better Business Bureau.



TEAMWORK SERVICE COMMITMENT

Hurricane Preparation

South Florida is among the most hurricane vulnerable areas in the continental United States. This was highlighted during the 2004 hurricane season when Florida was impacted by four hurricanes, with two of those directly impacting Palm Beach. It is very important that Florida residents know how to prepare and what measures to take before, during and after a storm.

WHEN A HURRICANE WARNING IS ISSUED
Refer to your Family Plan. Allow time for increased traffic and long lines at stores. If evacuating, secure your home and other possessions quickly and leave as soon as possible.

OUTSIDE YOUR HOME

- Cover or brace all window and door openings.
- Unplug your television before attempting to lower and outdoor antenna. The antenna should not be near power lines.
- Drain in-ground pools 6" to 12" to allow for possible heavy rains. Do not drain completely.
- Super-chlorinate your pool
- Disconnect and protect electric pool pumps
- Bring in any outdoor objects that could be blown away. Encourage your neighbors to do the same.
- Clear your storm drain and swale area of debris.
- Disconnect propane gas at the tank.
- Disconnect propane gas tanks from outdoor grills and store inside the garage. If you lose electricity, this may be your only means of cooking meals.

INSIDE YOUR HOME

- Turn your refrigerator and freezer to the coldest settings. Open and close the refrigerator quickly to keep food cool for up to two days without electricity.
- Freeze water in plastic jugs to fill empty spaces and to help keep food cool.
- Buy bottled drinking water, or clean empty plastic jugs with a solution of water and pure bleach, rinse thoroughly, let dry and fill with tap water. Seven gallons per person of drinking water is a must after a major hurricane.
- Fill bathtub with water for non-drinking use and toilet flushing. Clean tub using bleach, rinse thoroughly and let dry. Seal the drain with silicone caulk and fill with water.
- Prepare your safe room. Stock it with a battery-powered TV and/or radio with spare batteries, sleeping bags, pillows, chairs, snacks, drinking water and portable toilet. If you have children, include games, books, blankets, stuffed animals and diapers.
- Have a mattress nearby to get under in case

- your home suffers structural damage.
- Place valuables and personal papers in waterproof containers or plastic trash bags. Store them up high. Keep these important papers with you (e.g., voter registrations, visas, passports, identification, insurance papers, birth certificates, titles, etc.). Proof of residency may be required to return to town.
- Close all windows! It is a myth that you should keep windows on one side of the house open to equalize the pressure.
- Let your out-of-town emergency contact know where you will be during the hurricane.

HIGH-RISE CONDO RESIDENTS

- Bring in loose objects from balconies.
- Install shutters on windows and sliding doors.
- Evacuate if you are in an evacuation zone or on an upper floor.

EMERGENCY PUBLIC NOTIFICATIONS

When the health, safety and welfare of Town residents and merchants is threatened by the eminent danger of a hurricane strike or other catastrophic event; the Town government is required to notify them of this impending threat. For this purpose, the Town government has identified and established various means of making contact with the public to relate emergency information to the general population. Some forms of this notification would include the following:

- Reverse 911 System, allows public safety to contact public with important information.
- Town Hall Telephone Recorded Message, provides information after regular hours or when Town Hall is closed for any reason.
- Rumor and Information Desk Activation (Telephone number provided through news releases and information sheets.)
- News releases to the local media to alert the general public for,
 - Hurricane Watch;
 - Hurricane Warning;
 - Hurricane Warning with Evacuation Order;

- Post-Hurricane Threat Abatement; and
- Post-Hurricane Response and Recovery Information.
- Announcements (Mobile - "In the streets and door-to-door")
- Announcement of Evacuation Order
- Evacuation Information Sheet
- "Next of Kin" Release Form

EVACUATION

Town residents are strongly urged to arrange for private shelter before there is a storm emergency. Evacuees should remain within the county and avoid the congestion of regional (north/south travel) evacuation transportation routes.

People evacuating from Palm Beach should be prepared to evacuate early and should stay tuned to local radio and television stations for information about the conditions on and around the bridges out of Palm Beach. Be prepared to take an alternate route because bridge approaches may be flooded due to heavy rains, or bridges are closed for any other reason. Residents also are encouraged to avoid north/south travel on Flagler Drive in West Palm Beach, due to possible flooding.

Upon the issuance of an evacuation order, the Red Cross will begin opening mainland hurricane shelters. Residents are strongly urged to arrange for private shelter during a storm emergency; public shelters are expected to be crowded and uncomfortable and should be utilized only as a last resort. If you do not have private accommodations on the mainland, Palm Beach residents requiring public shelter should go to the following locations:

- Town residents north of Par 3 Golf Course go to Bear Lakes Middle School, 3505 Shenandoah Drive, West Palm Beach. Take Okeechobee Boulevard west to Military Trail, north on Military Trail to Shenandoah Drive, east on Shenandoah Drive to Bear Lakes Middle School.
- Town residents south of Par 3 Golf Course go to Lake Worth Middle School, 1300

Hurricanes are measured in terms of wind speed:

	Barometric Pressure	Wind speed (mph)	Storm Surge (ft.)	Damage
Category 1:	> 28.93 inches	74-95	4-5	Minimal
Category 2:	28.50-28.91 inches	96-110	6-8	Moderate
Category 3:	27.91-28.47 inches	111-130	9-12	Extensive
Category 4:	27.17-27.88 inches	131-155	13-18	Extreme
Category 5:	< 27.17 inches	155 or greater	18+	Catastrophic



TEAMWORK SERVICE COMMITMENT

Barnett Drive, Lake Worth. Travel west on 10th Avenue north to Barnett Drive which is immediately west of the I-95 overpass, turn right on Barnett Drive to Lake Worth Middle School.

PUBLIC SHELTER INFORMATION

Pets are NOT allowed at any public hurricane shelter. Therefore, residents seeking refuge at such shelters should make other plans for ensuring the safety of their pets. In addition, alcohol, firearms, or weapons of any kind are not allowed at public hurricane shelters. The Palm Beach Chapter of the American Red Cross recommends the following items be brought to the shelters:

- Enough food and water for three days per person. Non-perishable food such as vitamins, canned juices, milk, soup, crackers, peanut butter, granola bars, canned food and special diet needs.
- Pillows and blankets or sleeping bags
- Prescription medicine
- Special items for infants and elderly persons
- Small toys, games, books for young children
- Books, games for entertainment
- First aid kit
- Battery powered radio; NOAA wather radio; flashlight
- Designate an out-of-town family member or friend as an emergency contact

PLEASE REMEMBER:

Red Cross Shelters are only shelters, not hotels. Seeking refuge in a Red Cross shelter should be a last resort. Conditions are expected to be crowded and uncomfortable. Residents are strongly urged to arrange private off-island accommodations in advance of a hurricane or other storm emergency. A Red Cross shelter should be your last resort. Do not go to a shelter until you hear from officials that the specific shelter has opened.

WHAT ABOUT OUR PETS?

Your pet should be part of your Family Plan. Here's a checklist of the things to consider:

PREPARING YOUR PET FOR A HURRICANE

- If you evacuate, determine if you are able to bring your pet or if you need to board him. If your only option is to leave your pet behind, confine your pet to an interior closet or bathroom with ample drinking water, food and familiar items such as chew toys and blankets.
- Elevate food off of the floor
- Include pet food, water and any medication in your Family Plan.
- Exotic pets need special cages (not glass!) so

they cannot escape

- Identify your pet by current license and rabies tags and/or micro-chipping, tattooing, or freeze branding on livestock
- Store photos of your pet with your important papers in plastic bags

SHELTER FOR YOUR PET

- Contact veterinary clinics and boarding facilities early to reserve a space. Space is limited, and standard boarding fees apply.
- Proof of vaccination is required.
- Bring pet food, bottled water and any medications (enough for three days).
- Transport small animals in a carrier, and bring a spacious crate.
- Your pet must wear a collar, a rabies tag and a leash.
- Attach ID tag with phone number of friend outside disaster area.

AFTER THE STORM

- Use caution outdoors - your pet could become disoriented due to unfamiliar scents and altered landmarks. Other dangers include downed power lines, glass and contaminated food and water.
- Work quickly if your pet is lost or if you find someone else's pet. Contact veterinary clinic, boarding facilities, the Humane Society, and Animal Control offices.

PET VACCINATION CHECK LIST

- Update vaccinations, and consider spaying or neutering;
- Vaccines for dogs: Rabies, Leptospirosis, Hepatitis, Distemper, parvovirus, and Bordetella (kennel cough).
- Vaccines for cats: Rabies, Distemper combination, and Feline Leukemia
- Vaccines for horses: Negative Coggins, Rabies, Eastern and Western Equine Encephalomyelitis.

PERSONS WITH SPECIAL NEEDS

Persons requiring special medical attention should implement their personal evacuation plans as early as possible. All special needs persons who cannot make arrangements for private care during a storm emergency should contact the Palm Beach County Division of Emergency Management (233-3500 or 712-6400) before a storm emergency to pre-register for transportation assistance and/or shelter at a designated Special Care Unit. This unit will provide a clinic with attendant nurses and physicians. However, it shall be the responsibility of the resident to provide his/her own special medical equipment, such as oxygen and medications.

For more information about resources to address the particular needs of disabled persons, please refer to Palm Beach County's brochure entitled, "Emergency Preparedness Planning and People with Special Needs" (copies are available in the Town Manager's Office), or contact the Palm Beach County Division of Emergency Management at 712-6400 and ask to speak to the Special Needs Coordinator.

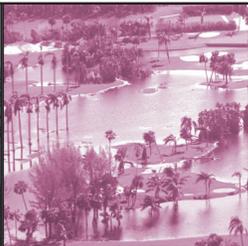
Disabled persons may contact the Town's TDD (Telecommunications Device for the Deaf) at 838-5457.

AFTER A HURRICANE RETURNING TO TOWN

Upon declaration by the Police Chief that a state of emergency exists within the Town as a result of a hurricane, the Police Department will establish checkpoints at each of the entrances/bridges leading into Town. This type of control will lessen the number of unauthorized persons and reduce the possibility of looting. People allowed to return to the island will fall into these categories:

- Persons who can demonstrate that they are residents of the town, and employee/personal representative of a resident, or a business owner, employee/representative of a business owner.
- Persons listed on the Emergency Contact Lists provided by the Records Information System (R.I.S.) unit.
- Media personnel with valid credentials.
- Emergency personnel reporting for duty in their personal vehicle.
- Persons approved by the Field Command Post or Emergency Operations Center.





TEAMWORK SERVICE COMMITMENT

Flood Hazard Information

The Town of Palm Beach has been verified as a Class 7 in the National Flood Insurance Program (NFIP) Community Rating System (CRS) under the direction of the Federal Emergency Management Agency. This means residents who reside in a Special Flood Hazard Area (SFHA) will receive a 15% discount on their flood insurance premium and residents who reside in a Non-SFHA will receive a 5% discount. Many people do not realize that their homeowner's insurance policy does not cover losses due to flooding. The following information will address areas to help protect you and reduce loss of value to your property as a result of flood.

What is a Flood? Flood is defined in the Standard Flood Insurance Policy, in part, as: a general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or of two or more properties (at least one of which is your property) from overflow of inland or tidal waters, from unusual and rapid accumulation or runoff of surface waters from any source, or from mudflow.

Flood Hazard: A flood hazard can occur when tropical storms, hurricanes, high tides or other heavy rainstorms are imminent.

Flood Warning System: Palm Beach County depends on the National Weather Service (NWS) for flood recognition. Stay tuned to local TV stations Channel 5-WPTV, Channel 12-WPEC, Channel 25-WPBF, Channel 29-WFLX or local radio stations WRMF 97.9 FM, WJNO 1040 AM known to have an active news bureau for information. The evacuation routes will be either the Flagler Memorial Bridge, Royal Park Bridge or the Southern Boulevard Bridge/Post Memorial Causeway.

Flood Safety: If you are advised to evacuate, turn off utilities at the main switches or valves. Disconnect electrical appliances, but do not touch any electrical equipment if you are wet or standing in water.

Flood Insurance: Flooding is not covered by normal homeowner's insurance but flood insurance is available in the community through the National Flood Insurance Program. There is a 30 day waiting period. New policies will not be written once a storm is approaching. For additional information about flood coverage visit www.fema.gov/nfip.

You can insure your home with flood insurance for up to: \$250,000 for the building and \$100,000 for your contents. For non-residential buildings you can insure for up to: \$500,000 for the building and \$500,000 for your contents.

Retrofitting: For information on retrofitting (elevating, and barriers - floodwalls/berms) or flood proofing (sand bagging, and floodway openings) your structure to reduce the impact of flooding, contact Planning, Zoning and Building at (561) 227-6407.

Floodplain development permit requirements: All developments proposed for construction need permits. Contact Planning, Zoning and Building at 360 South County Road or call (561) 227-6410 prior to any construction activities or to report illegal floodplain development.

Substantial Improvement Requirements: The National Flood Insurance Program requires that if the cost of reconstruction, rehabilitation, additional, or other improvements to a building equals or exceeds 50% of the building's market value, then the building must meet the same construction requirements as a new building.

Drainage system maintenance: It is illegal for any direct or indirect entry of any solid, liquid or gaseous matter to enter the drainage system. We inspect the drainage system and remove blockages that are found or reported. Report any problems to Public Works at (561) 838-5440.

Natural and Beneficial functions: Certain areas in Palm Beach provide a natural and beneficial function to the floodplain. These areas include Fishermans Island, Pelican Isle, and Bingham Isle. Protecting these areas increases water quality and provide storage volume for the floodplain.

Map Determinations: The Town provides map determinations to let you know if you are in a flood hazard area and if you are required by Federal Law to carry flood insurance. Contact Planning, Zoning and Building at (561) 227-6410. To obtain copies of Elevation Certificates after 9/30/91 contact the Planning, Zoning and Building Records Division at (561) 227-6404.

Site Visits: Upon request, the property owner will be provided with a review of potential flooding, drainage and sewer problems. For more information contact Public Works at (561) 838-5440.





TEAMWORK SERVICE COMMITMENT

March 2005

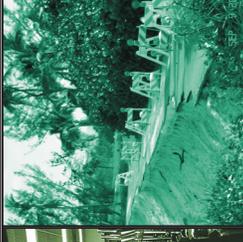
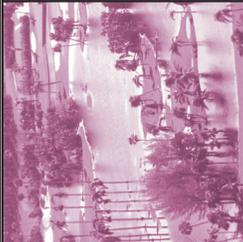
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20	21	22	23	24	25	26
27	28	29	30	31		

March Activities

- 1 "Lights Out for Turtles" begins
- 2 PZB closes at 3:30pm
- 8 Youth Basketball and Coach Pitch Baseball begin
- 9 Youth Lacrosse and T-Ball begin
- 14 Recreation Spring Break Camp begins (2 weeks) - Palm Beach Day School
- 21 Recreation Spring Break Camp begins (1 week)
- 26 Spring Celebration Event at the Recreation Center - 10:30am
- 28 Recreation Spring Session begins

Lights Out for Turtles

All oceanfront property owners must ensure that their lights are not visible from the beach at anytime from March 1st until October 31st. Please shield or redirect any such lights, or simply turn them off.



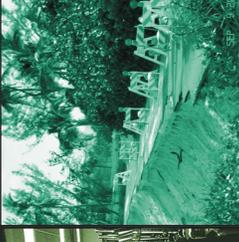
TEAMWORK SERVICE COMMITMENT

April 2005

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3	4	5	6	7	8
					01 Min Annual Council De Briefing
10	11	12	13	14	15
		0:30hrs Town Council meeting			
17	18	19	20	21	22
		0:30hrs Planning and Zoning Commission meeting	0:30hrs Utilities Personnel Commission meeting	2:00pm Code Enforcement Board meeting	
24	25	26	27	28	29
			0:30hrs Accounts Receivable Commission meeting		
					30

April Activities

- 4 Recreation Summer Camp Resident Registration begins
- 6 PZB closes at 3:30pm
- 10-16 National Telecommunications Week
- 14 Town Tennis Singles Championship begins
- 30 Town Tennis Parent/Child Round Robin at Seaview Park 2:00-4:00pm



TEAMWORK SERVICE COMMITMENT

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<h1>May 2005</h1>						
1	2	3	4	5	6	7
8	9	10 10:00hrs Town Council meeting	11 10:00hrs Parks/Recreation Commission meeting	12 8:00hrs Parks/Recreation Board meeting 1:00pm Public Relations Board meeting	13 10:00hrs General Employees Retirement Board meeting	14
15	16	17	18 10:00hrs Specials Personnel Commission meeting	19 2:00pm Date Entry Council Board meeting	20	21
22	23	24	25 10:00hrs Technical Review Commission meeting	26	27	28
29	30 Memorial Day Town Hall Closed	31				

May Activities

- 4 PZB closes at 3:30pm
- 14 Mommy & Me Tea Event - 2:00-3:30pm
- 15-21 National EMS Week
- 19 Youth Basketball Championship
- 21 Youth T-Ball and Coach Pitch Championship



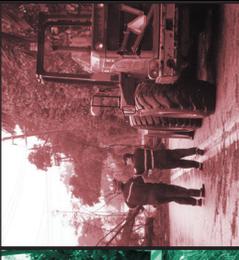
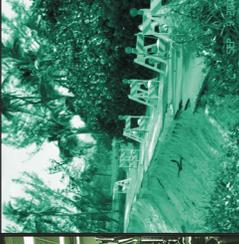
TEAMWORK SERVICE COMMITMENT

June 2005

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4
5	6	7	8	9	10
12	13	14	15	16	17
19	20	21	22	23	24
26	27	28	29	30	
					11
					18
					25

June Activities

- 1 Start of Hurricane Season
- 1 PZB closes at 3:30pm
- 6 Recreation Summer Camp Begins
(8 one week sessions)



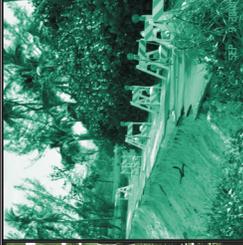
TEAMWORK SERVICE COMMITMENT

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<h1>July 2005</h1>						
3	4	5	6	7	8	9
	Independence Day Town Hall Closed					
10	11	12	13	14	15	16
		10:00am Town Council meeting				
17	18	19	20	21	22	23
			8:00 Elected Personnel Committee meeting	7:00pm Dale Baker Council District meeting		
24	25	26	27	28	29	30
			8:00am Technical Review Committee meeting			
31						

July Activities

July is National Recreation and Parks Month

- 4 Annual Fourth of July Celebration at Bradley Park 6:30-9:00pm
- 4 Independence Day Doubles Tournament at Phipps Ocean Park 8:00-10:30am
- 6 PZB closes at 3:30



TEAMWORK SERVICE COMMITMENT

August 2005

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2 Holland High School Open	3	4	5	6	
7	8 11:30am Town Council meeting	9	10	11 8:00am Police Board meeting 11:00am Fire Board meeting	12 8:00am General Employees Movement Board meeting	13
14	15	16	17	18 3:00pm Cable News Board meeting	19	20
21	22	23	24 8:00am Utilities Personnel Committee meeting	25	26	27
28	29	30	31 8:00am Architectural Review Committee meeting			

August Activities

- 1 Recreation Fall Program Resident Registration begins
- 3 PZB closes at 3:30pm

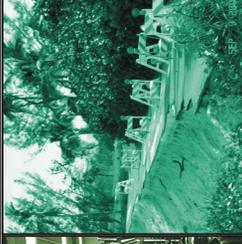
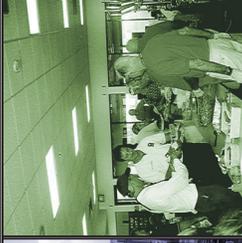


TEAMWORK SERVICE COMMITMENT

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<h1>September 2005</h1>						
				1	2	3
4	5 <small>1:00pm City Team Hill Dinner</small>	6	7	8	9	10
11	12	13 <small>11:00am Team Council meeting</small>	14	15	16	17
18	19	20 <small>11:00am Leadership Commission meeting</small>	21	22 <small>2:00pm Duke Estate Council Meeting</small>	23	24
25	26	27	28 <small>10:00am Agricultural Reserve Commission meeting</small>	29	30	

September Activities

- 7 Youth Flag Football begins
- 7 PZB closes at 3:30pm
- 12 Recreation Fall Session begins



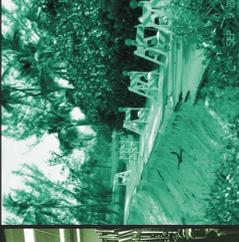
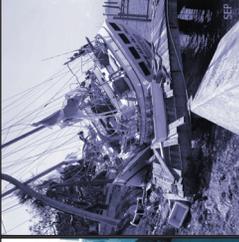
TEAMWORK SERVICE COMMITMENT

October 2005

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2	3	4	5	6	7	8
9	10	11 <i>11:30am Town Council meeting</i>	12	13	14	15
16	17	18	19 <i>5:00pm Utilities Personnel Committee meeting</i>	20 <i>3:00pm Cable Sales Council Meeting</i>	21	22
23	24	25	26 <i>5:00pm Architectural Review Committee meeting</i>	27	28	29
30	31					

October Activities

- 1 Town Tennis Parent/Child Round Robin at Seaview Park 2:00-4:00pm
- 5 PZB closes at 3:30pm
- 9-15 Fire Prevention Week
- 26 Halloween Happenings Event at the Recreation Center 6:30-8:30pm
- 29 Youth Flag Football Championship
- 31 Town Tennis Halloween Doubles Tournament at Phipps Ocean Park 8:00-10:30am
- 31 Recreation Winter Camp Resident Registration begins
- 31 "Lights Out for Turtles" ends



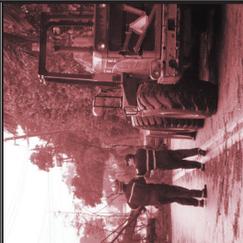
TEAMWORK SERVICE COMMITMENT

November 2005

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

November Activities

- 1 Youth Soccer begins
- 2 PZB closes at 3:30pm
- 5 Town Tennis Junior Singles Championship at Seaview Park
- 20-26 Crime Watch Week in the Town of Palm Beach
- 30 End of Hurricane Season



TEAMWORK SERVICE COMMITMENT

December 2005

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	
4	5	6	7	8	9
11	12	13	14	15	16
18	19	20	21	22	23
25	26	27	28	29	30
					31

December Activities

- 2 Town Tennis Senior Singles Championship at Seaview Park
- 5 Recreation Winter Program Resident Registration begins
- 7 PZB closes at 3:30pm
- 9 Town Tennis Holiday Doubles Mixer at Seaview Park 9:00am
- 26 Recreation Winter Break Camp begins (2 one week sessions)

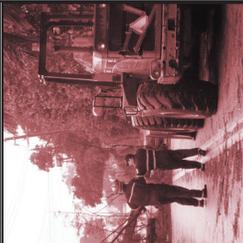
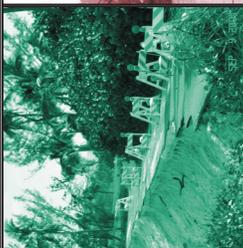


TEAMWORK SERVICE COMMITMENT

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<h2>January 2006</h2>						
1	2 Team of Community Team HR Meeting	3 8:00hrs Team Culture	4	5	6	7
8	9	10 8:00hrs Team Council meeting	11 8:00hrs Recreation/Marketing Committee meeting	12	13	14
15	16 Miles Lullier Song, A Day Team HR Dinner	17 8:00hrs Team Council meeting to HR addition	18 8:00hrs Utilities/Personnel Committee meeting	19 8:00hrs Duke Duke Council meeting	20	21
22	23	24	25 8:00hrs Technical Review Committee meeting	26	27	28
29	30	31				

January Activities

- 2 Recreation Winter Break Camp (one week)
- 4 PZB closes at 3:30pm
- 9 Recreation Winter Session begins



TEAMWORK SERVICE COMMITMENT

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<h1>February 2006</h1>					
		1	2	3	4
5	6	7	8	9	10
				1000hrs Police Interview Board meeting 1100hrs Post Interview Board meeting	1000hrs Council Employees Movement Board meeting
12	13	14	15	16	17
				2000hrs Utilities Personnel Committee meeting	2000hrs Code Enforcement Board meeting
19	20	21	22	23	24
26	27	28			25

February Activities

- 1 PZB closes at 3:30pm
- 6 Recreation Spring Break Camp Resident Registration begins
- 18 Youth Soccer Championships
- 19 Annual Parents vs. Coaches Soccer Game
- 20 Recreation Spring Program Resident Registration begins



The Town Council is deeply appreciative of the many citizens who have volunteered to serve on the Town's boards and commissions. Their contributions to our local government are immeasurable. The success of the Town is due to their willingness to share their time and talent for the benefit of our community. We thank the following individuals who have volunteered to serve:

Architectural Commission Members

Floyd L. Wideman, Jr., Chair
Morgan Dix Wheelock, Vice Chair
Dr. Marvin Rosenberg
Leslie A. Shaw
Nikita Zukov
William P. Feldkemp
William J. Strawbridge, Jr.
Leslie C. Diver, Alternate
Thomas M. Youchak, Alternate
Jeffery W. Smith, Alternate

Board of Adjustments and Appeals

Ames Bennett, Chair
John Nora, Jr., Vice Chair
Jeffery W. Smith
James B. Williams
Scott Sloane
Vance Carpenter
Hugh C. Davis
Sanford J. Klion, Alternate
John C. Cassidy, Jr., Alternate

Code Enforcement Board

Eugene Lawrence, Chair
Pamela Hoffpauer, Vice Chair
Joel P. Koeppel
Richard A. Raffo
Timothy Hoffman
Hugh C. Davis, III
Thomas M. Youchak
George J. Klein, Alternate
Larry Ochstein, Alternate

Firefighters' Retirement Board of Trustees

John Cuomo, Trustee
Peter N. Geisler
C. Gerald Goldsmith
Michael Hays, Trustee
Richard Krock

General Employees Retirement Board of Trustees

Robert Garvy, Chair
Brett Madison, Vice Chair
James Karman, Secretary
Jonathan Luscomb, Trustee
Peter B. Elwell, Town Manager

Investment Advisory Committee

Michael F. Andrews, PhD., Chair
Stephen L. Brown
Edward L. Hennessy, Jr.
Albert D. Hutzler, III
Bernard R. Panfel

Landmarks Preservation Commission

Eugene Pandula, Chair
Judy Wells Hoffman, Vice Chair
Wendy Victor, Secretary
Jack Pyms
Ann Blades
Patrick Segraves
William Lee Hanley, Jr.
Robert T. Eigelberger, Alternate
Eileen Morris, Alternate
Gail L. Coniglio, Alternate

Planning & Zoning Commission

Harrison M. Robertson, Chair
Joanna Golino, Secretary
Lowry M. Bell, Jr.
Peter S. Broberg
Nancy M. Murray
Elizabeth S. Murphy
Susan Markin
John Schuler, Alternate
Alan S. Golboro, Alternate
Stanley G. Mortimer III, Alternate

Police Officers' Retirement Board of Trustees

C. Gerald Goldsmith
George Frick, Trustee
Michael Lynch, Trustee
Raymond W. Snow
James McCartney Wearn

Public Employee Relations Commission (Mini-PERC)

Helen Hoffman, Chair
Alec Flamm, Employer Representative
Richard Allen Doak, Jr., Employee Member

Recreation Advisory Commission

Michael Spaziani, Chair
Milissa Agnello, Vice Chair
Bill Bone
Dr. Timothy Coffield
Stuart Shulman
Vacant
Vacant
Michael Andrews, Alternate
Henry Jamison, IV, Alternate
Rita Taca, Alternate

Town Council Committee Appointments 2005-2006

Finance and Taxation
William J. Brooks, Chair
Denis P. Coleman

Public Works
Allen S. Wyatt, Chair
Norman P. Goldblum

Public Safety
Norman P. Goldblum, Chair
William J. Brooks

Ordinances, Rules & Standards
Richard M. Kleid, Chair
Allen S. Wyatt

Administrative & Personnel
Denis P. Coleman, Chair
Richard M. Kleid

TOWN OF PALM BEACH TELEPHONE DIRECTORY

TOWN HALL OPERATOR

General Information	838-5400
Town's Cable Complaint Hotline	838-5413
Town Docks (Dockmaster)	838-5463
Finance Department	838-5444
Purchasing Division	838-5406
Fire-Rescue Department	
Emergency Only	911
Administration	838-5420
Human Resources Department	838-5450
Mayor & Town Council	838-5414
Planning, Zoning & Building Dept.	838-5430
Police Department	
Emergency Only	911
Non-Emergency Calls	838-5454
Administration	838-5460
Beach Patrol	
Mid-Town Beach	838-5483
Phipps Ocean Park	585-9203
Public Works Department	
Administration	838-5440
After Hours	838-5454
Recreation Department	
Recreation Center	838-5485
Par 3 Golf Course	547-0598
Phipps Ocean Park Tennis Facility	227-6450
Seaview Park Tennis Center	838-5404
Town Clerk	838-5416
Town Manager	838-5410
Information Systems	838-5449
Risk Management	838-5496

You may also contact the Town
by using our new RequestPartner Software
to register your requests by logging on to the Town's
website www.townofpalmbeach.com