



City of Palm Coast

Agenda

CITY COUNCIL WORKSHOP

City Hall
160 Lake Avenue
Palm Coast, FL 32164
www.palmcoastgov.com

Mayor Milissa Holland
Vice Mayor Robert G. Cuff
Council Member Steven Nobile
Council Member Nick Klufas
Council Member Heidi Shipley

Tuesday, January 30, 2018

9:00 AM

CITY HALL

City Staff

Jim Landon, City Manager

William Reischmann, City Attorney

Virginia A. Smith, City Clerk

- > Public Participation shall be in accordance with Section 286.0114 Florida Statutes.
- > Other matters of concern may be discussed as determined by City Council.
- > If you wish to obtain more information regarding the City Council's agenda, please contact the City Clerk's Office at 386-986-3713.
- > In accordance with the Americans with Disabilities Act, persons needing assistance to participate in any of these proceedings should contact the City Clerk at 386-986-3713, at least 48 hours prior to the meeting.
- > City Council Meetings are televised on Charter Spectrum Networks Channel 495 and on AT&T U-verse Channel 99.
- > All pagers and cell phones are to remain OFF while City Council is in session.

A. CALL TO ORDER

B. PLEDGE OF ALLEGIANCE TO THE FLAG

C. ROLL CALL

D. PUBLIC PARTICIPATION

Public Participation shall be held in accordance with Section 286.0114 Florida Statutes. After the Mayor calls for public participation each member of the audience interested in speaking on any topic or proposition not on the agenda or which was discussed or agendaed at the previous City Council Workshop, shall come to the podium and state their name. Each speaker will have up to three (3) minutes each to speak. The Mayor will advise when the three (3) minutes are up and the speaker will be asked to take a seat and wait until all public comments are finished to hear answers to all questions. Once all members of the audience have spoken, the Mayor will close public participation and no other questions/comments shall be heard. Council and staff will then respond to questions posed by members of the audience. Should you wish to provide Council with any material, all items shall be given to the City Clerk and made part of the record. If anyone is interested in discussing an issue

further or ask additional questions, individual Council Members and staff will be available after the meeting to discuss the matter and answer questions.

E. PRESENTATIONS

- 1. 2017 END OF YEAR REPORT AND STRATEGIC ACTION PLAN TIMELINE**
- 2. PRESENTATION ON PROPOSED PARKS AND RECREATION FEE STRUCTURE**
- 3. RESOLUTION 2018-XX APPROVING A CONTRACT WITH MAGELLAN ADVISORS FOR MUNICIPAL BROADBAND NETWORK BUSINESS PLAN**
- 4. RESOLUTION 2018-XX APPROVING RELEASE OF REQUEST FOR SOLUTIONS FOR EXECUTIVE SEARCH FIRM**

F. RESOLUTIONS

- 5. RESOLUTION 2018-XX APPROVING A COMMUNICATIONS SITE LEASE AGREEMENT BETWEEN THE CITY OF PALM COAST AND DIAMOND TOWERS V LLC FOR CITY PROPERTY LOCATED AT 4 CORPORATE DRIVE FOR CONSTRUCTION OF A TELECOMMUNICATIONS TOWER.**
- 6. RESOLUTION 2018-XX APPROVING A CONTRACT WITH HALIFAX PAVING, INC., FOR INTERSECTION IMPROVEMENTS TO BELLE TERRE BLVD AT SR 100 AND US 1 AT WELLFIELD GRADE (PUBLIC WORKS)**
- 7. RESOLUTION 2018-XX APPROVING A CONTRACT WITH INTEGRITY MUNICIPAL SYSTEMS, LLC FOR THE REPLACEMENT OF THE LIME SLAKING SYSTEM AT WATER TREATMENT PLANT #1**
- 8. RESOLUTION 2018-XX APPROVING A CONTRACT WITH PRO LIME CORPORATION FOR LIME SLUDGE REMOVAL, HAULING AND DISPOSAL**
- 9. RESOLUTION 2018 XX APPROVING MASTER SERVICES AGREEMENTS WITH MULTIPLE FIRMS FOR ARCHITECTURAL SERVICES ON AN AS-NEEDED BASIS**
- 10. RESOLUTION 2018-XX APPROVING PIGGYBACKING THE LEE COUNTY CONTRACT WITH MILLER PIPELINE, INC. FOR MATERIALS AND INSTALLATION OF GRAVITY SEWER MAIN LINERS.**
- 11. RESOLUTION 2018-XX APPROVING PIGGYBACKING ST. JOHNS COUNTY CONTRACT WITH CHEMTRADE INC. FOR THE PURCHASE OF LIQUID ALUMINUM SULFATE**
- 12. RESOLUTION 2018-XX APPROVING PIGGYBACKING THE US COMMUNITIES**

**CONTRACT WITH CINTAS CORORATION TO PURCHASE UNIFORM RENTAL SERVICES
AND FIRE PROTECTION SERVICES**

- 13. RESOLUTION 2018-XX APPROVING PIGGYBACKING A GOVERNMENT SERVICES
CONTRACT WITH MEDORA CORPORATION TO PURCHASE SOLARBEE UNITS FOR
CIGAR LAKE WATER QUALITY IMPROVEMENTS.**

G. CONSENT

H. PUBLIC PARTICIPATION

Remainder of Public Comments is limited to three (3) minutes each.

I. DISCUSSION BY CITY COUNCIL OF MATTERS NOT ON THE AGENDA

J. DISCUSSION BY CITY ATTORNEY OF MATTERS NOT ON THE AGENDA

K. DISCUSSION BY CITY MANAGER OF MATTERS NOT ON THE AGENDA

L. ADJOURNMENT

- 14. Calendar/Worksheet**

City of Palm Coast, Florida Agenda Item

Agenda Date: 1/30/2018

Department PLANNING Item Key	Amount Account #
Subject 2017 END OF YEAR REPORT AND STRATEGIC ACTION PLAN TIMELINE	
Background : As part of the overall Strategic Action Plan process, staff will present the 2017 End of Year Report and Cover Letter which reflects on the 2017 Fiscal Year City-wide accomplishments. Also, staff is preparing for the Fiscal Year 2019 Budget Process and will provide the proposed timeline for discussion and direction from City Council.	
Recommended Action : Presentation only.	



2017

End of Year Report
Fiscal Year 2017



city of
PALM COAST

Administrative Services & Economic Development





City of PALM COAST

Administrative Services & Economic Development

To: Jim Landon, City Manager
Date: 12/5/2017
Department/Team: Administrative Services and Economic Development
Director/Team Leader: Beau Falgout *BF*
Reporting Period: 4th Quarter and EOY - FY 2017

***Executive
Summary:***

This fiscal year, Administrative Services and Economic Development Department staff completed key performance measures tied to the City Council's vision, mission, and goals. This fiscal year included two hurricanes, staff changes, four interns, and significant changes in technology to improve efficiency. As a small and nimble Department, staff were able to overcome these challenges and adapt to changes to ensure performance measures were addressed, vital functions were covered, and excellent customer service was delivered to both internal and external customers.

Budget:

Overall, the Department is within budgeted expenditures for the fiscal year.

***Progress
Report:***

Highlights this Fiscal Year by Division

Central Services Division

- The Central Services Division continues to transition to self-service, paperless, and digital processes. Some of the related accomplishments include:
 - Electronic notification of purchase orders (emailed to vendor versus being printed).
 - Bonfire, a completely electronic bid management product was implemented.
 - Purchasing forms were revised to increase effectiveness and efficiency.
 - Contracts were transitioned from paper to electronic signatures.
 - Several contract templates were revised (Master Services Agreement now only 13 pages, down from 30 pages).
 - Conversion of a purchase requisition to a purchase order, as well as the printing of purchase orders, has been fully automated.
 - MUNIS dashboard and workflow manager, which allows staff with MUNIS access to easily track the status of purchase order adjustments, change orders and purchase requisitions, was implemented.
- During this fiscal year, 1,678 purchase orders were issued, 66 bids were issued, 93 Contracts and Contract renewals were executed.
- This fiscal year, our newly implemented electronic bidding process has saved 43,014 pages of paper. In addition, division staff made several changes to our standard templates and forms in our continual effort to improve.



City of PALM COAST

Administrative Services & Economic Development

- Two purchasing trainings, which were mandatory for some staff, were conducted this year. Central Services staff had an opportunity to introduce themselves and discuss their areas of expertise.
- City Council adopted a revised Purchasing Policy. The City's Purchasing Policy was last updated in 2002.

City Clerk's Division

- Transition to the new agenda management software was completed and training was provided to City staff.
- City Clerk's Division added two new staff members: Deputy City Clerk and Senior Staff Assistant (shared position).
- City Clerk's Division staff uploaded all training & certifications for Department.
- The City Clerk's Division staff provided mandatory Public Records training over five sessions to all directors, supervisors, and frontline employees.
- The audit of electronic records in OnBase was completed with no errors remaining.
- The first City Council Academy was held this past fiscal year.
- Staff has addressed scanning of all inactive records.

Communications & Marketing Division

- Communications & Marketing Division provided comprehensive public communications before, during and after Hurricane Matthew and Irma in coordination with the City Manager, the Fire Department and Flagler EOC. Our strongest communication avenues were the City's Facebook account (including Facebook Live video), website and media outreach.
- Division interns from Flagler College developed and launched the Virtual Citizens Academy.
- Division launched the Discover Palm Coast Radio Show with Mayor Holland.
- Division evaluated the effectiveness of the City's social media presence and will be developing a strategy to maximize reach and engagement.
- Communications & Marketing Division completed the Annual Progress Report, coordinated the 2017 Citizens Survey, and held the Birds of a Feather Fest. The response to the Citizens Survey was overwhelming with over 4,000 responses. Attendance was estimated at 500-600 for the Birds of a Feather Fest. Most birding classes sold out, including all big trips.
- The Division in coordinated with the Branding and Green teams developed and launched the new "Rooted in Nature" green brand campaign.
- The Division continues to implement the new direction for video that focuses on producing more short form video. Most notably, the video celebrating the Holland Park Opening was viewed more than 25,000 times reaching 81,000 people and was posted the same day of the event.



City of PALM COAST

Administrative Services & Economic Development

Economic Development Division & Team

- An intern developed and presented a white paper on a strategy for the new downtown high tech innovation district concept.
- City Council approved a new position in economic development to further City's Council goals and objectives for downtown development and high tech attraction.
- City staff completed the solicitation for public/private partnerships for CRA Property along Bulldog Drive. City Council approved a contract with Unicorp for redevelopment of CRA and private property. City staff are continuing to work with Unicorp on the due diligence phase of their redevelopment proposal.
- City staff attending the Florida ICSC Dealmaking Conference in Orlando and made contact with several developers and retailers.
- City Council approved an economic incentive agreement with Project GS2 (Gioia Sails) to expand their business in Palm Coast. City staff continue to coordinate with Gioia Sails on their local expansion project.
- City staff completed the 2016 Annual Report for the State Road 100 Community Redevelopment Agency.
- This fiscal year, a total of approximately \$3,010,000 was invested by BAC clients in the form of capital investment and added wages. The BAC /FSBDC consultants met with 462 individual clients, provided 1416 hours of consulting services, and helped 21 business start.

Employee Development:

Employee development is an important aspect of ensuring coverage for vital functions. This past fiscal year:

- Department staff attended all required mandatory training.
- The City Clerk became a member of the Florida Records Management Association.
- City Clerk and Deputy City Clerk attended the annual records management conference through Florida Records Management Association. The City Clerk also attend the Florida Association of City Clerks Summer Academy.
- Purchasing Coordinators and the Risk & Contracts Coordinator attended the Florida Association of Public Procurement Officials (FAPPO) 50th Annual Conference and Trade Show.
- Communications & Marketing staff attended FEMA training about Joint Information Systems and Joint Information Centers.
- The Digital Communications Coordinator presented training on using mobile video at an FPRA Volusia/Flagler meeting.
- Communication & Marketing Division staff attended a preview of hurricane season at the Volusia/Flagler Public Information Network (PIN) quarterly meeting.
- All Communications & Marketing Division staff attended the Florida Association of Public Information Officers' 2017 PIO Symposium.
- Communications & Marketing Manager completed FEMA's weeklong Advanced PIO course.



city of PALM COAST

Administrative Services & Economic Development

- The Communications & Marketing Manager served as president of the Volusia/Flagler Chapter of the Florida Public Relations Association.
- Department staff attended other various training sessions, webinars, and online courses related to their professional development.

Other:

Attachments

- Division Reports and 4Q Performance Measure Reports

CENTRAL SERVICES DIVISION



City of PALM COAST

Administrative Services & Economic Development Central Services Division

To: Jim Landon, City Manager
Date: 10/24/2017
Department/Team: Administrative Services & Economic Development
Central Services Division
Director/Team Leader: Beau Falgout *BF*
Reporting Period: FY 2017 EOY Report

***Executive
Summary:***

Fiscal year 2017 was a year of change for the Central Services division. The year began with a change in the division name from Purchasing & Contracts Management to Central Services and also included a number of changes in staffing. The year ended with the successful completion of a number of improvements to operational processes within the division.

Some of the accomplishments this year to date for the division include:

- Electronic notification of purchase orders (emailed to vendor versus being printed)
- Bonfire, a completely electronic bid management product was implemented
- Purchasing forms were revised to increase effectiveness and efficiency
- Contracts were transitioned from paper to electronic signatures
- Purchasing Policy was revised
- Conversion of a purchase requisition to a purchase order, as well as the printing of purchase orders, has been fully automated
- MUNIS dashboard and workflow manager, which allows staff with MUNIS access to easily track the status of purchase order adjustments, change orders and purchase requisitions, was implemented.

Budget:

Department spending remained on track through the fourth quarter. Overall, expenditures were within budget at the end of the fiscal year.

***Progress
Report:***

In the third quarter, an overview of public procurement and the City's procurement processes was presented to City Council. City staff reviewed the policies and proposed updates based on best practices and changes that are now possible with the help of technological advancements. The City's Purchasing Policy was last updated in 2002 and the Local Preference Policy was last updated in 2007.

Staff proposed to consolidate the Purchasing Policy and Local Preference Policy into one chapter in the City's Code of Ordinance. Additional changes were proposed in order to improve the policy for easier understanding and implementation. This included adding bid protest procedures and clarifying property disposal procedures. Options for revising the local preference were also discussed. After discussions about the proposed changes, City

Progress Report



City of PALM COAST

Administrative Services & Economic Development Central Services Division

Council adopted Ordinance 2017-8 amending the City's purchasing and procurement policies.

In coordination with the Process Improvement Team, staff continues to review the vendor registration process. The process, which was initially paper driven, was automated in 2010 to include electronic submission through the City's website. In 2012 the process was further automated to incorporate the use of the Onbase approval workflow. Overall, the automated process has worked well. However, several areas are in need of improvement. The Team anticipates that a final recommendation will be made in the first quarter of the upcoming fiscal year. These improvements are not expected to have a budgetary impact but have been included as an IT project for fiscal year 2018.

Bids:

Positive feedback continues to be received on the use of Bonfire, the new bid management software.

4Q FY 2017 Statistics:

- Total # of Projects processed through Bonfire - 9
- Total # of Bids/Responses Submitted - 19
- Average Amount of Time Total - 34.31 days
 - Open to Close – 23.65 days
 - Close to Evaluation Complete – 11.04 days
 - Evaluation Completion to Final Award – 11.51 days
- Number of Pages of Paper Saved = 5,815

FY 2017 Statistics:

- Total # of Projects processed through Bonfire - 66
- Total # of Bids/Responses Submitted - 219
- Average Amount of Time Total - 34.31 days
 - Open to Close – 26.19 days
 - Close to Evaluation Complete – 11.86 days
 - Evaluation Completion to Final Award – 10.8 days
- Number of Pages of Paper Saved = 43,014

Requisitions:

A number of purchasing forms, including the request approval for purchase (RAP), sole source and emergency purchases, have been revised. The "Request Approval for Purchase" (RAP) form received a complete revamp. This included multiple forms being consolidated into one form. The new form uses "logic" to help the user determine what additional supporting documentation and/or action is needed. These changes have improved efficiency and the timeliness of inputting purchase requisitions.



City of PALM COAST

Administrative Services & Economic Development Central Services Division

The conversion of a purchase requisition to a purchase order, as well as the printing of purchase orders, has been fully automated. Previously, both of these steps were completed manually by staff. With these changes, the system now completes both processes automatically at the completion of the approval workflow. This change has improved the timeliness of purchase orders being issued.

- FY 2017 Year-to-date – 1,678 total requisitions processed
- Average approval time for requisitions - 1day, 6 hours per approver

Contracts:

Through the use of DocuSign, contracts have now been fully transitioned to electronic signatures. This includes piggybacks, new contracts, and renewals. The electronic approval process seeks approvals from the Department Head, City Attorney, Finance Director and ASED director, at one time. This saves not only time, but resources as well. The feedback we have received to date has been very positive and we have not experienced any issues with vendors about the implementation of this new process.

As a result of this change, the contract turn-around time (from the time the contract is signed by the vendor until fully executed) has improved significantly with approximately 70% being fully executed within two business days. This is a huge improvement when compared to the average turnaround time in fiscal year 2016 which was 6 days.

- Year-to-date - 93 contracts executed

Since implementation of DocuSign:

- 88% (15 out of 17) contracts were sent to the vendor within 2 business days of City Council approval.
- 70% (12 out of 17) contracts were fully executed within 2 business days of first sending to the vendor.

Two new contract templates, a Master Services Agreement and a Master Price Agreement, have been created. The 13 page Master Services Agreement replaces the 30 page Continuing Services Template. The new 8 page Master Price Agreement replaces the 18 page Price Agreement. In addition to being more concise, the new templates are consistent in their substance (many clauses are interchangeable between the templates) and form.

Employee Development:

Two purchasing trainings, which were mandatory for some staff, were conducted this year. Central Services staff had an opportunity to introduce themselves and discuss their areas of expertise. Topics covered included the purchasing policy, managing the bid process, purchase requisitions, contracts and more. A survey, sent to attendees after completing the training, showed positive feedback. As a result, training will continue to be provided to staff twice each year.



City of PALM COAST

Administrative Services & Economic Development Central Services Division

This past fiscal year, 28 new purchasing cards were assigned and the required training was completed prior to the issuance of the cards. In June, the mandatory annual refresher training was completed by all 72 purchasing card users.

Other:

Staff continues to monitor and track emergency and sole source requisitions. These two purchasing scenarios have been covered in depth during training to ensure policy compliance.

Attachments:

Emergency Requisitions Tracking Sheet
Sole Source Requisitions Tracking Sheet
Exempt Requisitions Tracking Sheet



**Central Services Tracking sheet for Emergency Requisitions
Fiscal Year 2017 4th Quarter**

Date Entered	Requisition #	Department	Total \$	Vendor	PO#
07/14/17	1672	Water Treatment Plant # 3	\$3,562.85	Port Consolidated Inc.	20171496
07/27/17	1739	Stormwater Operations	\$4,800.00	Atlantic Wellpoints	20171547
07/06/17	1635	Water Treatment Plant # 3	\$1,185.00	Pike Electric, LLC	20171450
08/04/17	1778	Water Quality	\$2,741.00	Advanced Access Solutions LLC	20171590
08/16/17	1828	Fleet Management	\$4,606.53	Ring Power Corp	20171628
09/08/17	1909	Streets & Drainage	\$5,675.00	Rainbow Distributors USA, Inc.	20171700
09/08/17	1911	Streets & Drainage	\$5,550.00	Fastenal Ind & Constructions supplies	20171701
09/08/17	1916	Fleet Management	\$6,165.90	Florida BC Holdings, LLC	20171702
09/08/17	1921	Streets & Drainage	\$6,560.00	Fortiline, Inc.	20171703
09/08/17	1924	Streets & Drainage	\$5,079.36	Interline Brands, Inc.	20171704
09/08/17	1928	Public Works Admin	\$2,000.00	LCD of Flagler, Inc.	20171705
09/08/17	1929	Streets & Drainage	\$885.02	Ag-Pro Companies, LLC	20171711
09/07/17	1925	Central Services	\$2,000.00	Vulcan, Inc	20171712
09/12/17	1944	Fleet Management	\$3,441.54	Beard Equipment Company	20171715
09/18/17	1946	Disaster Reserve	\$9,536.00	Integrity Sales and Marketing	20171734
09/18/17	1947	Disaster Reserve	\$18,504.00	Alpha General Services	20171737
09/19/17	1949	Disaster Reserve	\$1,059.81	Coastal Supplies of Flagler County	20171738
09/19/17	1950	Disaster Reserve	\$1,103.33	North-South Supply	20171739
09/20/17	1954	Disaster Reserve	\$4,679.00	Paralee Company	20171743
09/20/17	1956	Disaster Reserve	\$1,007.76	F5 Vortex LLC	20171744
09/21/17	1959	Disaster Reserve	\$16,750.00	Gem Stone Contractors, Inc.	20171742
09/22/17	1961	Parks Capital	\$1,659.01	Palmetto Electric, Inc.	20171750
09/19/17	1951	Streets & Drainage	\$2,435.00	Giralt Enterprises, Inc.	20171747



**Central Services Tracking Sheet for Sole Source Requisitions
Fiscal Year 2017 - 4th Quarter**

Date Entered	Requisition #	Department	Total \$	Vendor Name	PO#
7/11/2017	1638	Wastewater collection	\$11,728.00	AWC OF LOUISIANA	20171469
7/6/2017	1650	Water Plant #1	\$3,943.80	Mission Communication, LLC	20171482
7/24/2017	1735	Water Treatment Plant # 3	\$4,003.52	Stewarts Electric Motor Works	20171548
7/19/2017	1709	Construction Management	\$6,000.00	Aquatic Management Plus, Inc.	20171562
7/28/2017	1747	Wastewater collection	\$5,980.00	Xylem Water Solutions USA, Inc.	20171600
7/28/2017	1750	Water Quality	\$8,556.97	Pacific Consolidated Industries LLC	20171601
8/8/2017	1792	Information Technology	8,737.50	Kronos Systems Incorporated	20171604
8/14/2017	1819	Parks Capital	4,226.55	Everlast Climbing Ind.	20171630
8/22/2017	1842	City Managers Office	14,265.00	National Research Center Inc	20171638
8/31/2017	1896	Wastewater Treatment - Utility	28,764.02	Kruger Inc.	20171681
8/31/2017	1902	Water Treatment Plant # 3	7,511.80	Hach	20171677



Central Services Tracking Sheet for Exempt Requisitions
Fiscal Year 2017 - 4rd Quarter

Date Entered	Requisition #	Department	Total \$	Vendor Name	Exemption Type	PO#
7/11/2017	1655	Utility Administration	\$8,250.00	Innovyze	Software Maintenance	20171481
7/18/2017	1706	Financial Services	\$10,000.00	Flagler County Sheriff	Intergovernmental	20171500
7/28/2017	1748	Fire	\$1,644.32	Daytona State College	Intergovernmental	20171558
8/2/2017	1770	Information Technology	\$3,036.11	Immix Technology	Software Maintenance	20171569
8/4/2017	1776	Financial Services	\$3,495.00	Navex Global Inc	Software Maintenance	20171571
8/2/2017	1774	Information Technology	\$14,733.00	Zoho Corporation	Software Maintenance	20171579
8/4/2017	1785	Information Technology	\$4,320.00	Five Points Infrastructure Services, LLC	Software Maintenance	20171580
8/4/2017	1786	Information Technology	\$2,249.00	MSDS Online	Software Maintenance	20171581
8/4/2017	1787	Information Technology	\$1,873.30	SHI International Corporation	Software Maintenance	20171582
8/4/2017	1788	Information Technology	\$5,048.71	Miller Electric Comp	Software Maintenance	20171583
8/22/2017	1861	City Managers Office	\$2,634.50	The U.S. Conference of Mayors	Membership	20171637
8/21/2017	1818	Parks & Recreation	\$1,008.00	Palm Coast Observer LLC.	Advertising	20171610

Performance Measures Overview for CENTRAL SERVICES - 12102

This report gives an overview of the progress made in the Strategic Action Plan for CENTRAL SERVICES - 12102. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 93.30%

	Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	93.30%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	92.18%
Strategy 3.2.1 Review existing operational procedures and policies	92.03%
Approach 3.2.1.17 Deliver Purchasing and Contract services in an efficient, cost - effective manner	92.03%
Measurement 3.2.1.17.c All straight bids submitted to the Purchasing Division will be completed (Council approval) within 10 weeks of departmental request 100% of the time.	66.66%

Comments

1/23/2017	1st Quarter - There was one straight bid (ITB) submitted in the first quarter, and it was taken to Council just past the 10 week period.
4/24/2017	2nd Quarter - 7 out of 7 were completed within 10 weeks YTD 7 out of 8
7/7/2017	3rd Quarter - 2 out of 3 were completed within 10 weeks (1 out of 3 ITBs was re-bid) YTD 9 of out 11
10/13/2017	4th Quarter - 3 out of 7 were completed within 10 weeks (2 of the bids were re-bids & of the bids were at 11 weeks). YTD 12 out of 18.

Measurement 3.2.1.17.d All bids will be free from errors caused by the Central Services division 95% of the time

100.00%

Comments

1/23/2017	There was an addendum to the Pool Project bid that added information regarding contractors insurance. October 2016 3 out of 4 November 2016 3 out of 3 December 2016 2 out of 2 (8 out of 9 for 1st Quarter)
4/18/2017	January 2017 - 1 out of 1 February 2017 - 9 out of 9 March 2017 - 8 out of 8 (18 out of 18 for 2nd Quarter) YTD 26 out of 27
7/7/2017	April 2017 - 7 out of 7 May 2017 - 3 out of 3 June 2017 - 1 out of 1 (11 out of 11 for the 3rd Quarter) YTD 37 out of 38
10/13/2017	July 2017 7 out of 7, Aug 4 out of 4, September 2 out of 2 (13 out of 13 for the 4th Quarter) YTD 50 out of 51

Measurement 3.2.1.17.e Contracts approved by Council will be sent to vendor for signature within 5 business days 95% of the time.	93.07%
Comments	
1/24/2017	October 2016 - 19 of 27 Contracts were sent to vendors within 5 business days.
1/24/2017	November 2016 - 9 of 9 Contracts were sent to vendors within 5 business days.
1/24/2017	December 2016 - 12 of 13 Contracts were sent to vendors within 5 business days (40 of 49 for the 1st quarter)
4/21/2017	Second Quarter 2017- 14 out of 16 contracts were sent to vendors within 5 business days of City Council approval. The two were FDOT contracts that required City signature first. YTD 54 out of 65.
7/7/2017	Third Quarter 2017 - 12 out of 12 contracts were sent to vendors within 5 business days of City Council approval. YTD 66 out of 77
10/17/2017	Fourth Quarter 2017 - 18 out of 18 contracts were sent to the vendors within 5 business days of City Council Approval = 100% during fourth quarter. YTD 84 out of 95
Measurement 3.2.1.17.g All bids that require prequalification submitted to the Purchasing Division will receive "Notice of Award" within 14 weeks of departmental request 100% of the time.	100.00%
Comments	
1/24/2017	October 2016 0 out of 0 November 2016 1 out of 1 December 2016 0 out of 0 (1 out of 1 for the 1st Quarter)
4/18/2017	January 1 of 1 February 2 of 2 March 0 of 0 (3 out of 3 for the 2nd Quarter) YTD 4 out of 4
7/7/2017	April 0 out of 0 May 0 out of 0 June 0 out of 0 (0 out 0 for the 3rd Quarter) YTD 4 out of 4
10/13/2017	July 1 out of 1, Aug 0 out of 0, Sept 0 out of 0 (1 out of 1 for the 4th Quarter) YTD 5 out of 5
Measurement 3.2.1.17.h The Purchasing division will approve all valid requisitions within 3 business day 90% of the time.	100.00%
Comments	
1/24/2017	October 2016 261 out of 261 November 2016 254 out of 254 December 2016 127 out of 127 (642 out of 642 for 1st Quarter)
4/18/2017	January 2017 - 86 out of 86 February 2017 - 116 out of 116 March 2017 - 117 out of 117 (319 out of 319 for 2nd Quarter) YTD 961 out of 961
7/7/2017	April 107 out of 107 May 136 out of 136 June 110 out of 110 (353 out of 353 for the 3rd Quarter) YTD 1314 out of 1314
10/20/2017	July 111 out of 111 Aug. 138 out of 138 Sept. 115 out of 115 (364 out of 364 for the 4th Quarter) YTD 1678 out of 1678

Measurement 3.2.1.17.i Liquidated damage letters will be mailed out 30 days prior to substantial completion contractual date	76.47%
Comments	
1/24/2017	Hurricane Matthew activities prevented the start of this measure, however, normal activities will commence during 2nd quarter.
4/21/2017	Second Quarter 2017- 2 out of 2 LD reminders were sent to vendors 30 days prior to the substantial completion date. YTD 2 out of 6
7/7/2017	Third Quarter 2017 - 1 out of 1 LD reminders were sent to vendors 30 days prior to substantial completion date YTD 3 out of 7
10/17/2017	Fourth Quarter 2017 - 10 out of 10 LD Reminders were sent to vendors 30 days prior to the substantial completion date. Fourth Quarter Success Rate of 100%. YTD 13 out of 17.
Measurement 3.2.1.17.j Central Services will have at least 1 Purchasing Training with vendors annually on how to do business with the City of Palm Coast.	100.00%
Comments	
1/24/2017	Central Services has not scheduled a vendor training as of yet. We contact the Flagler County purchasing dept. to see if they would like to cohost a vendor event. The event will be scheduled in the latter part of this year.
4/18/2017	Central Services staff attended a reverse trade show on March 17th and provided information to vendors on how to do business with the City.
Measurement 3.2.1.17.k All bids will be posted within 2 days from the date of advertisement 90% of the time.	100.00%
Comments	
1/24/2017	October 2016 4 out of 4 November 2016 3 out of 3 December 2016 2 out of 2 (9 out of 9 for 1st Quarter)
4/18/2017	January 2017 - 1 out of 1 February 2017 - 9 out of 9 March 2017 - 8 out of 8 (18 out of 18 for 2nd Quarter) YTD 27 out of 27
7/7/2017	April 7 out of 7, May 3 out of 3, June 1 out of 1 (11 out of 11 for the 3rd Quarter) YTD 38 out of 38
10/13/2017	July 7 out of 7, Aug 4 out of 4, Sept 2 out of 2 (13 out of 13 for the 4th Quarter) YTD 51 out of 51
Strategy 3.2.2 Evaluate current technological opportunities to reduce operational cost	92.50%
Approach 3.2.2.14 Identify ways to increase efficiency and streamline processes	92.50%
Measurement 3.2.2.14.a In coordination with Information Technology, develop and implement a workflow process for the bidding process, necessary approvals, and contract execution process.	100.00%
Comments	
1/24/2017	Central Services is currently testing out Bonfire bid software. With this software we are able to track project dates, keep advisors and reviewers up to date with the current status of the project and due dates. The software also provides a workflow for approvals, signatures and advises all parties when the notice of intent to award is announced. With the notice of intent to award update announcement it sends notification that the bid process has been closed out and signifies that contracts can be drawn up for the appropriate vendors.

4/25/2017	The testing phase for Bonfire is complete and the software has been fully implemented. Positive feedback has been received and a 1 year contract with the vendor has been signed.
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Measurement 3.2.2.14.b In coordination with Information Technology, transition contract approvals from paper to digital signatures	100.00%
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Comments

1/24/2017	The City attorney has been contacted regarding the transition from paper signatures to electronic signatures. This is ongoing while IT works with Docu-Sign and Onbase representatives to complete this process during this fiscal year.
4/18/2017	A number of discussions and demonstrations with DocuSign took place in the second quarter. Additionally staff met with OnBase to view a demo of their contract management solution which integrates with DocuSign. Although this is being considered as a long term solution for contract execution and management, the use of DocuSign for electronic signatures is expected to take place in the third quarter.
7/7/2017	DocuSign is now fully implemented. It is being used as a contract approval flow and signature tool for renewals, piggybacks, new contracts and Notices to Proceed. This performance metric is now complete.

Measurement 3.2.2.14.c Develop and implement a formal process for billing and reporting on monthly commercial solid waste franchise fees	95.00%
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Comments

1/24/2017	During the 1st quarter various entities were contacted and forms received that could be customized to send to all Palm Coast commercial franchisees. These forms will be required each month when returning franchise fee checks and will list all customers serviced during the month and total fees paid to the franchisee.
4/26/2017	We are tracking and reporting on commercial solid waste franchise fees on a monthly basis. Staff will target developing a more formal process and target completion before the end of the fiscal year.
7/26/2017	This will be completed in the 4th quarter.
10/17/2017	Development of monthly commercial solid franchise fees report is complete. Drafting of revised Franchise Agreement with stringent reporting requirements associated with billing is under review.

Measurement 3.2.2.14.i Review and revise bid and contract documents	75.00%
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Comments

5/4/2017	Preliminary work on this has begun. The Purchasing Coordinators will be attending the FAPPO Annual Conference in the third quarter and will be discussing these documents with other cities.
7/7/2017	The Contract Coordinator updated all of the Master Agreements
10/24/2017	Team decision has been made that each type of bid needs its own manual; one for RFPs, RFSQ, LOI, and ITB and within the ITB, one for grant supported versus non-grant supported. We have begun work on the RFP manual. Work on Construction Agreement has begun with the first review and discussion on the General Conditions. Updates to the Franchise Agreement and the Cultural Arts Agreement have been started.

Objective 3.3 Establish system to continually evaluate and enhance internal financial controls	100.00%
Strategy 3.3.2 Annual evaluation and risk assessment to target opportunities to strengthen controls throughout the organization	100.00%
Approach 3.3.2.2 Provide on-going training to ensure staff compliance with purchasing policy	100.00%
Measurement 3.3.2.2.a PCMD will provide a minimum of 2 trainings regarding the purchasing policy and process for staff per year.	100.00%

Comments

1/24/2017	The first training class will be scheduled for March 2017. The second training class will be at the latter part of 2017.
4/18/2017	Central Services Staff has begun developing this training. Four trainings are scheduled for April. Staff involved in the purchasing process, including supervisors, are required to attend.
7/7/2017	Central Services staff successfully completed training classes in April 2017. A second training class will be scheduled in September 2017.
9/25/2017	Training to kick off the new fiscal year was conducted on September 25th.

Measurement 3.3.2.2.b Maintain a training process for purchasing card users which will include an annual refresher training for existing employees with a p-card and providing initial training for all employees receiving a p-card for the first time.

100.00%

Comments	
1/24/2017	Purchasing and Finance will work together to provide the refresher course for the P Card users. Purchasing and Finance will also provide a training class for new P Card users. Quarter 1 - 1 employees received new P-Card and therefore completed the required training
4/25/2017	Both Central Services and Finance reviewed the P Card training manual and confirmed the information was still applicable. P Card training is scheduled for May. There are 72 employees required to complete the annual P Card training. All employees are up-to-date on their annual training requirements. Quarter 2 - 2 employees received new P-Cards and therefore completed the required training
7/7/2017	All employees are up-to-date on their annual training requirements. Quarter 3 - 2 employees received new P-Cards and therefore completed the required training.
10/20/2017	All employees are up-to-date on their annual training requirements. Quarter 4 - 21 employees received new P-Cards and therefore completed the required training

CITY CLERK'S DIVISION



City of PALM COAST

Administrative Services & Economic Development

To: Jim Landon, City Manager
Date: 10/24/2017
Department/Division: ASED/City Clerk
Director/City Clerk: Beau Falgout/Virginia Smith
Reporting Period: City Clerk Division, FY 17 EOY Report

***Executive
Summary:***

The City Clerk's Division performed very well over the year. Staff changes took place in the Clerk's division in the last two quarters this year. A new Deputy City Clerk started in the 4th quarter. The Deputy Clerk has already obtained her certification through IIMC and will now cross train in records management certification along with the City Clerk through the Florida Records Management Association (FRMA). A new multi-division staff assistant started in September and is under the direction of the City Clerk.

A new software glitch was discovered with the Onbase reporting for document destruction totals. The glitch has been corrected and the report has been updated to reflect the correct numbers for Fiscal Year 2017. The numbers reported throughout the year are substantially higher than actual.

Budget:

Overall the division was within budget however, due to a personnel leave payout resulting from the departure of a long time employee, salaries and wages was slightly over budget.

***Progress
Report:***

The new agenda software (Hyland/OnBase Agenda Management) replacing Legistar went live. City staff has adjusted well to the new program. There were some bugs that were corrected through the assistance of I.T.

All departments with no errors remaining completed the departmental audit of electronic records in OnBase.

The Utility Department has completed the scanning of all identified inactive records into OnBase. The new Deputy Clerk will be addressing records being retained in the main drives.

Staff continued to send reminders throughout the year relating to document destruction and committing to the approving directors in order to stay on track. Committing records has improved through each quarter.

***Employee
Development:***

The two new hires completed mandatory trainings in PCU. Daily training for each employee continues. The Deputy City Clerk will focus on records in the upcoming fiscal year. Both will obtain their Florida Notary to assist internal and external customers.

Progress Report

Performance Measures Overview for CITY CLERK - 12300

This report gives an overview of the progress made in the Strategic Action Plan for CITY CLERK - 12300. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 99.54%

	Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	99.50%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	99.50%
Strategy 3.2.1 Review existing operational procedures and policies	99.50%
Approach 3.2.1.18 Deliver services in an efficient, cost-effective manner	99.50%
Measurement 3.2.1.18.a Identify all inactive departmental records kept in office file drawers to be scanned.	100.00%
Comments	
1/10/2017	All inactive records have been identified.
4/17/2017	There were 3 additional cubic feet of inactive records identified from the Fire Department relating to the Volunteer Fire Fighter Pension Board to be scanned.
7/22/2017	No additional records have been identified.
9/14/2017	No additional records have been identified.
10/20/2017	No additional records have been identified.
Measurement 3.2.1.18.b All "open records requests" will be answered as prescribed by state law (track quarterly)	100.00%
Comments	
1/10/2017	There were 32 requests out of 32 requests that were answered in accordance with state law.
4/17/2017	There were 89 requests out of 89 requests that were answered in accordance with state law.
7/22/2017	There were 67 requests out of 67 requests that were answered in accordance with state law.
10/20/2017	There were 73 requests out of 73 requests that were answered in accordance with state law.
Measurement 3.2.1.18.c Conduct a record audit report for all departments semi-annually	94.50%
Comments	
1/10/2017	This measure is addressed in the second and fourth quarters.
4/17/2017	8 out of 9 departments completed their semi-annual audit on time.
7/22/2017	This measure is addressed in the second and fourth quarters
10/20/2017	9 out of 9 departments completed their semi-annual audit on time.
Measurement 3.2.1.18.d The City Clerk's office will monitor to ensure that all of Onbase records are committed within one week of being entered into the system and report quarterly on results.	100.00%
Comments	
2/17/2017	There were 54,468 records scanned into the system and 44,778 were successfully committed.
4/18/2017	There were 69,771 records scanned into the system and 63,147 were successfully committed.
7/22/2017	There were 79,241 records scanned into the system and 76,909 were successfully committed.

10/20/2017	There were 71,062 records scanned into the system and 70,075 were successfully committed.	
Measurement 3.2.1.18.e Meeting minutes will be completed and posted within 2 days of approval (track quarterly)		100.00%
Comments		
1/10/2017	There were 11 minutes out of 11 minutes posted within the 2 day timeframe for this measure.	
4/17/2017	There were 13 minutes out of 13 minutes posted within the 2 day timeframe for this measure.	
7/22/2017	There were 10 minutes out of 10 minutes posted within the 2 day timeframe for this measure.	
10/20/2017	There were 14 minutes out of 14 minutes posted within the 2 day timeframe for this measure.	
Measurement 3.2.1.18.f Agendas will be posted at least 5 days prior to a public meeting (track quarterly)		100.00%
Comments		
1/10/2017	There were 12 agendas out of 12 agendas posted within 4 days of the public meeting.	
4/17/2017	There were 14 agendas out of 14 agendas posted within 4 days of the public meeting.	
7/22/2017	There were 11 agendas out of 11 agendas posted within 4 days of the public meeting.	
10/20/2017	There were 16 agendas out of 16 agendas posted within 4 days of the public meeting.	
Measurement 3.2.1.18.i Council minutes will be completed prior to the next council business meeting with 100% accuracy (track quarterly)		100.00%
Comments		
1/10/2017	There were 11 minutes completed successfully out of 11 sets of minutes to be completed successfully.	
4/17/2017	There were 13 minutes completed successfully out of 13 sets of minutes to be completed successfully.	
7/22/2017	There were 10 minutes completed successfully out of 10 sets of minutes to be completed successfully	
10/20/2017	There were 14 minutes completed successfully out of 14 sets of minutes to be completed successfully	
Measurement 3.2.1.18.j Scan all identified inactive records for the current year.		100.00%
Comments		
1/10/2017	There was 6 cubic feet of the 34.5 cubic feet of inactive records identified scanned into the system.	
4/19/2017	There were 22.50 cubic feet of the 28.50 cubic feet of inactive records identified scanned into the system.	
7/24/2017	There were .15 cubic feet out of 6 cubic feet of inactive records identified scanned into the system.	
10/20/2017	There were 5.85 cubic feet out of 5.85 cubic feet of inactive records identified scanned into the system.	
Measurement 3.2.1.18.k Track and report on documents that reached retention and identify those to be destroyed and those to be excluded		100.00%
Comments		
1/23/2017	There were a total of 303,889 records eligible for destruction. Staff has destroyed 54,433 while excluding 4,648 records.	
4/18/2017	There were a total of 374,434 records identified to be destroyed. Staff destroyed 452,294 while excluding 78,377.	
7/22/2017	There were a total of 317,162 records identified to be destroyed. Staff destroyed 228,988 while excluding 0.	

10/20/2017	There were a total of 265,005 records identified to be destroyed. Staff destroyed 214,330 while excluding 2.
10/23/2017	A malfunction in the software was identified and corrected by I.T. in the number of reporting documents identified, deleted, and excluded in FY'17. The program has been updated and the corrected totals for FY'17 are as follows: Total number of records identified for destruction: 20,305 Total number of records destroyed per State Statutes: 12,508 Total number of records excluded from destruction: 7,797

Measurement 3.2.1.18.l Provide a minimum of two (2) training sessions to City employees regarding Public Records Annually	100.00%
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Comments	
1/10/2017	This will be addressed in quarters 2 and 4.
4/19/2017	There were 4 scheduled public records trainings and 1 make-up public records training held successfully.
7/22/2017	This was completed in the 2nd quarter.
10/20/2017	This was completed in the 2nd quarter.

Measurement 3.2.1.18.m Complete transition to new legislative management system and provide training to employees	100.00%
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Comments	
1/26/2017	This quarter staff began developing the manual for the transition to the new legislative management system.
4/17/2017	The new software is almost ready to be released to the end users. Training is anticipated in the 3rd quarter.
7/22/2017	Training took place during the 3rd quarter for agenda users. Additional classes will be provided during the fourth quarter and the program will go live in the fourth quarter.
10/20/2017	The new software has gone live.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	100.00%
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Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
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Strategy 6.2.1 Create a comprehensive training program	100.00%
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Approach 6.2.1.7 Develop a Comprehensive Training Program	100.00%
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Measurement 6.2.1.7.i Track all department employee training & certifications for the Administrative Services & Economic Development Department through target solutions (PCU)	100.00%
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Comments	
2/3/2017	Q1 Update - During this past quarter, the Staff Assistant for ASED arranged for training on how to input employee training and certifications.
4/17/2017	Training has been completed by the ASED Staff Assistant in this quarter. During the third quarter, the ASED Staff Assistant will request all documentation from the department and upload into target solutions.
7/22/2017	This measurement was completed this quarter.
10/23/2017	This measure was completed in the third quarter.

COMMUNICATION & MARKETING DIVISION



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

To: Jim Landon, City Manager
Date: 11/30/2017
Department/Team: Communications & Marketing Division
Director/Team Leader: Cindi Lane, Communications & Marketing Manager 
Reporting Period: FY 2017 EOY Review

***Executive
Summary:***

The Communications & Marketing Division had a successful year, leading public information communications during two hurricanes, promoting/staffing special events, media and community relations, video production, operation of PCTV, graphic design, social media and overseeing the City's Brand Plus initiatives. Major highlights included launching the Rooted in Nature green brand, including design of logo; producing videos to celebrate the Grand Re-Opening of Holland Park and to promote Senior Games; expanding the City's social media reach and engagement, including during the hurricanes; mentoring two summer interns in the development of a new Virtual Citizen's Academy; and a designing a new look for Senior Games marketing materials. The Division communicated a wide range of information on programs, initiatives and events, receiving extensive positive coverage for the City.

Budget:

The Division spent 94.11 percent of its budget.

***Progress
Report:***

The Communications & Marketing Division provides comprehensive communications and marketing for the City. The Division's Performance Measures were completed at an average rate of 95.42 percent. The Division works closely with event coordinators to promote, help plan and staff special events. A major role of the division is media and community relations. In highlights for this year, the Division's staff:

- Served as public information officers for Hurricanes Matthew and Irma and the water tower rescue, including coordinating news media, posting to social media and the City website, shooting video, taking photographs and coordinating community relations after the storms. The Division greatly expanded the use of social media, including Facebook Live and video news releases, during the hurricanes. Firefighter Patrick Juliano joined us as the new Fire PIO during Hurricane Irma.
- Provided primary leadership for the Brand Plus Team, which completed its performance measures at 92.86 percent. (See separate Brand Plus report for more information.) Major accomplishments included the launch of the Rooted in Nature green brand campaign, branding for Holland Park (and all new park signage), improving the City's social media efforts and guiding City staff to incorporate branding in all projects.

Progress Report



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

- Wrote and distributed more than 190 news releases; produced 59 videos; operated PCTV; operated the City's Facebook, Twitter and Instagram accounts; produced all graphic design in-house; conducted three Citizens Academies (73 graduates); produced six issues of the Palm Coaster newsletter; and staffed every City Council meeting, with live airing and videotaping of business and budget meetings and photography services.
- Played a key role in audio/visual setup and operational support for various City meetings and events at City Hall and City parks.
- Coordinated two summer interns whose primary project was creation of a new Virtual Citizen's Academy, which includes an overview of the City's government and modules on each of the City's nine departments. The interns also assisted with news releases and social media, shot and edited video, helped with events, conducted research analysis, presented at and staffed City Council meetings and participated on the Brand Plus Team.
- With the Mayor, coordinated the new Discover Palm Coast radio show, which airs weekly on WNZF radio and then is converted to a podcast. The show has covered a wide range of topics to educate and entertain citizens.
- Played a major role in content and design of the 2016 Annual Progress Report and in the content for the annual Water Quality Report. The Division also assisted in the City Charter Review process, including with the website and publicity, and added and regularly updated a website showing progress on the Community Center project.
- Coordinated, with the Green Team, the City's successful participation in the National Mayor's Challenge for Water Conservation; and organized and put on, with Parks & Recreation and the Health & Wellness Team, the Mayor's Healthy Community Challenge.
- Worked closely with the SAP Team to successfully develop and promote a Citizen's Survey, with more than 4,000 citizens taking the survey.
- Partnered with Flagler Emergency Services to update the Disaster Preparedness Guide.
- Represented the City at the annual Career Fair at Flagler Palm Coast High School, presented one section of the new City Council Academy; taught Spokesperson Training to the Leadership Daytona Beach class; and coordinated Leadership Flagler's Local Government Day.

Social media:

The Division's Performance Measures for social media were both completed at 100 percent, and social media strategy is a top priority. The City continues to expand its reach and level of engagement with citizens, with major emphasis this year on video and the



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

introduction of video news releases. Social media was key during Hurricanes Matthew and Irma, with many residents relying on social media for their information.

The busiest month ever for the City's social media accounts was September 2017, with 404 Facebook posts – more than twice the quarterly average. More than half of those were related to Hurricane Irma. The City also tweeted more than 228 times, about double the average. The most engaged tweet was the sighting of FPL trucks arriving in town after Hurricane Irma. The Facebook posts with the largest reach and engagement were two live video updates on Hurricane Irma during the storm, each with over 16,000 viewers and over 1,000 combined comments. For the first time, all videos released on Facebook related to the hurricane were closed-captioned for the hearing impaired.

Among the most popular non-hurricane social media posts this year were a video celebrating the Grand Re-Opening of Holland Park, videos about the USTA Pro Am Men's Futures Tennis Tournament and posts about the Birds of a Feather Fest. The Division is now live-streaming all patriotic ceremonies using Facebook Live, and also aired the Starlight Parade live and the Community Center groundbreaking.

Most posts are to promote a special event or activity or to educate residents on matters such as water conservation, natural resources and City amenities. Live posts at events have become an important strategy to driving residents and visitors to City events. Snapchat geo-filters for special events were created for the first time this summer.

The City shifted its strategy on Twitter this year to be a stand-alone product that features soft news of the City, including items from Week in Review, news releases and other announcements. The number of followers on Facebook is 13,189; Twitter is 1,308; and Instagram is 392.

Video:

Video continues to grow as one of the City's most effective communications tools, and both of the Division's Performance Measures related to video were completed at 100 percent. The video production team, led by the Video Production Coordinator, had a busy year producing videos to promote and showcase a variety of special events, the City's brand, public service announcements and City initiatives. The videos are used for Palm Coast Television Channel 495, the City website, social media and to share with partner organizations. Many of the videos can be viewed on the City's YouTube Channel at www.palmcoastgovtv.com.

Video was used extensively for both hurricanes – to help residents prepare, to show what was happening during and after the storms, and to provide important safety and debris-cleanup information after the hurricanes.



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

Video Production partnered with Palm Coast Fire to produce a funny holiday fire safety video, “Meet Joey Christmas.” Videos supporting City environmental messages were for the Rooted in Nature green brand campaign, the Electric Vehicle Charging Station and City Hall’s LEED Certification. Extensive video coverage was provided for the USTA Men’s Futures Pro Am Tennis Tournament, and the Senior Games promo video, “An Archer’s Invitation” was well-received both locally and by state Senior Games organizations. One of the most popular videos this year was for the Grand Re-Opening of Holland Park. The Video Production Coordinator guided the summer interns on creation of all the videos needed for the new Virtual Citizen’s Academy.

The Division earned seven national and state awards for video during 2017, for the “Find Your Future – Internships with the City of Palm Coast,” the “Zombie Survival Guide to Bicycle Safety” and the “Holiday Fire Safety Trips – Meet Joey Christmas” videos.

In addition to airing City-produced videos, many outstanding programs and series were imported for use on PCTV. News and announcements are regularly added to PCTV’s ticker tape service and the Carousel bulletin board. For internal purposes, the video team produced a variety of videos including training modules for employees.

Graphic Design:

Graphic design produced by the Digital Communications Coordinator includes fliers/posters, advertising, T-shirts, signs, report covers, logos, displays at special events, brochures, banners, event maps, postcards, billing inserts, bags, mascots, door hangers, and award certificates.

Major projects designed this year include: a new graphics family for the Palm Coast & the Flagler Beaches Senior Games, the new Rooted in Nature green brand logo, new brochure and report cover templates, signage for the renovated Community Center, a new design for park signage, a new mascot for the Intracoastal Waterway Cleanup mascot and graphics for the cleanup, the new “Palm Coast Sunshine” awards, a new logo for the Palm Coast Tennis Center, City Council Strategic Action Planning documents, and update of the Parks & Recreation Department’s logo.

Special Events:

The Birds of a Feather Fest in February has now become a major City event and part of the Palm Coast brand, with the Digital Communications Coordinator serving as event coordinator and the other Division staff serving in a support role. An estimated 500-600



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

people attended or visited during the three-day event, with most birding classes sold out, including all big trips.

Other special events coordinated by the Division this year were Mayor Jon Netts' retirement reception, a special ceremony to add a name to the military monument at Heroes Park, the Grand Re-opening of Holland Park, the ribbon-cutting for the BS-2 weir, the Garden Club Tree Dedication, and the Portugal Day flag-raising.

The Division provided marketing and public relations services, news releases, ad creation, fliers, social media, and video and photography services for many of the City's special events throughout the year. Video promos were created for six events/programs, and many events were video-taped. Advance and live social media was provided by all major events and some smaller events. Support such as public address system setup and management was provided for certain events.

Employee

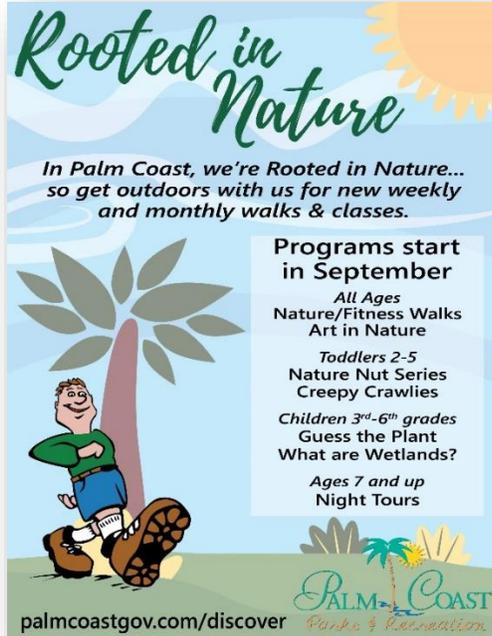
Development: Members of the team participated in several professional development opportunities. Highlights include: the Florida Public Relations Association annual conference; FEMA training including the Advanced Public Information Officers course and training for Joint Information Systems and Joint Information Centers; web-based courses on graphic design, social media, video and storytelling; the statewide PIO Symposium; seminars and the annual Media Day offered by FPRA; and emergency management/PIO training from the Volusia/Flagler Public Information Network (of PIOs). The Communications & Marketing Manager served as president of the Volusia/Flagler Chapter of the Florida Public Relations Association. All three staff serve on several City teams including SAP, Green, Brand Plus and FEST.



City of PALM COAST

Administrative Services & Economic Development
Communications & Marketing Division

Other: Flier for new Parks & Recreation programs:



New design for Senior Games promotions:

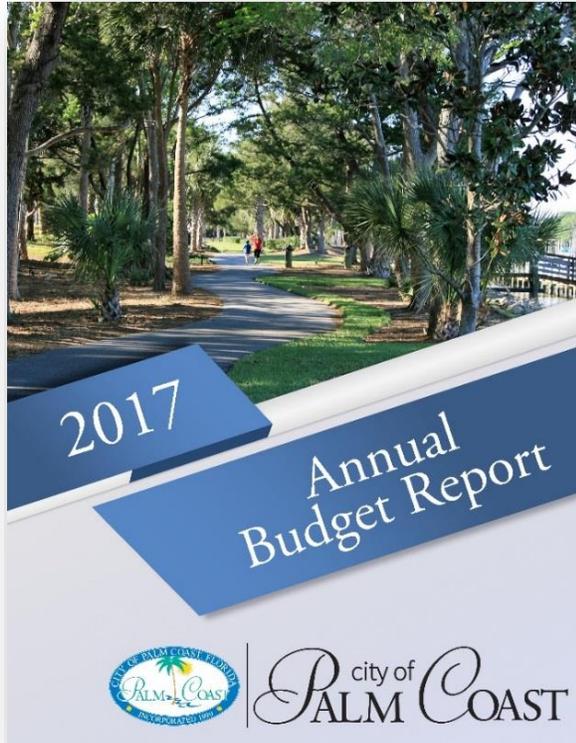




City of PALM COAST

Administrative Services & Economic Development
Communications & Marketing Division

New design for report covers:



Hurricane Debris infographic:



Progress Report



City of PALM COAST

Administrative Services & Economic Development
Communications & Marketing Division

Mascot for the 2017 Intracoastal Waterway Cleanup:



Annual mailer to vacant lot owners (front):



Progress Report



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

Annual mailer to vacant lot owners (back):

*We've grown and changed,
but the things that make us special haven't.*

- 19+ miles of uncrowded beaches
- 15 beautiful parks
- 125 miles of biking & hiking trails
- Dog friendly beaches & restaurants
- World-class tennis and golf
- Fishing & boating along our waterways
- Fantastic cultural, sporting & community events
- Centrally located on Florida's northeast coast between Jacksonville and Orlando



Find Your Florida in Palm Coast

Display board to thank FIND:

Waterfront Park & Intracoastal Waterway Trail

150 Waterfront Park Rd.

Thank You Florida Inland Navigation District!
The 20-acre park's amenities include family picnic pavilion, playground, fishing pier and trail, that provide the linkage to the City's entire system. Visitors will often see manatees and dolphins while strolling along the FIND Intracoastal Waterway Trail. FIND/WAT Grant Support Contribution(s): \$827,560 and 22200-22216 Waterway Cleanup Grant Contribution(s): \$45,000 supporting 4043 Manatees.



Progress Report



City of PALM COAST

Administrative Services & Economic Development
Communications & Marketing Division

Food Truck Tuesdays flier:

**FOOD TRUCK
TUESDAYS**

Sept. 19th, 5-8pm
Central Park in Town Center
15 Food Trucks, Beer & Wine available.
Show Your Support: Wear Pink

PINK 5K KICKOFF FEATURING MAYOR HOLLAND
PCFD WILL RAISE THE PINK 5K FLAG
GAMES AND ARTS & CRAFTS OFFERED BY PAL

palmcoastgov.com/foodtruck

Annual Progress Report:

City of
PALM COAST
FLORIDA

**2016 Annual
Progress Report**

Find Your Florida

Progress Report



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

This year's video links:

- 2016 International Festival: <https://youtu.be/LDo37IuSQDg>
 - Post Hurricane Matthew Debris Collection: <https://youtu.be/KZQ2Wd8audM>
 - 2016 Founders Day Highlights: <https://youtu.be/R7IrGXU6CrI>
 - 2016 Founders Day Presentations: <https://youtu.be/-0Z3cgwSup0>
 - Veterans Day Ceremony at Heroes Memorial Park 2016:
https://youtu.be/OCfwn0wT_Q8
 - promo – 2016 Palm Coast City Tree Lighting Celebration:
<https://youtu.be/1dYAP5GeEBs>
 - promo – Holiday Event and Starlight Parade 2016: https://youtu.be/UiycsPL6_-E
 - 6th Annual City of Palm Coast Holiday Tree Lighting 2016:
https://youtu.be/I0Jh_2RNVgM
 - Arrival of Large Trees to Holland Park: <https://youtu.be/EwbMNBp7pho>
 - Palm Coast Holiday Starlight Parade 2016: <https://youtu.be/d7nVDCw9GZA>
 - PSA – Holiday Fire Safety / Meet Joey Christmas: <https://youtu.be/XaowMx3wAKY>
 - promo – Christmas Tree Recycling 2016: https://youtu.be/A37_6uyEnD8
 - promo – Birds of a Feather Fest 2017: <https://youtu.be/NQgna9Pi4Bk>
 - Council Meetings (10/4, 10/18, 11/1, 11/15, 12/6, 12/20). Online at
<http://www.palmcoastgov.com/tv/video-on-demand>
 - 2017 Birds of a Feather Fest <https://youtu.be/NQgna9Pi4Bk>
 - Take the Pledge Palm Coast! National Mayor's Water Conservation Challenge 2017
<https://youtu.be/ljmcAbZjXIY>
 - USTA Pro Circuit Men's Finals Tennis Match 2017 - Palm Coast
<https://youtu.be/Do5HifCSLk4>
 - Rooted in Nature https://youtu.be/olms9_OL3Qw
 - Electric Vehicle Charging Station in Palm Coast <https://youtu.be/D1v936JfM3A>
 - USTA Tennis in Palm Coast - Courtside with the Players
<https://youtu.be/JFq59wp0SjI>
 - Kid's Day event at the USTA Pro Circuit Tournament - Palm Coast
<https://youtu.be/wuGDd7owBFA>
 - USTA Pro Circuit Men's Tournament Opening Day - Palm Coast, FL
<https://youtu.be/gSma8Z-Hzqs>
 - Palm Coast Fire Department Pinning Ceremony 2017 <https://youtu.be/eZdxuXjBq6I>
 - USTA Pro Circuit Men's Futures Tennis Tournament 2017 - Palm Coast
<https://youtu.be/W-G0fuNnjmw>
 - USTA Pro Circuit Men's Futures Tennis Tournament 2017 - Palm Coast
<https://youtu.be/Onwqa8nR4pM>
 - 2017 Flagler County FL Burn Ban - Palm Coast Fire Chief Mike Beadle
<https://youtu.be/eSnOYUU6YCo>
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Progress Report



City of PALM COAST

Administrative Services & Economic Development Communications & Marketing Division

- ARBOR DAY 2017 – promo <https://youtu.be/KnmnvYKZjx0>
- Senior Games 2017 - City of Palm Coast & The Flagler Beaches / promo <https://youtu.be/CGejAtwNpEQ>
- Discover Palm Coast Radio Show with Mayor Milissa Holland - 1st Show Promo <https://youtu.be/jxOt32XPdDo>
- Discover Palm Coast! Radio Show with Mayor Milissa Holland - Promo https://youtu.be/4K3cRse_Y24
- Memorial Day 2017 - City of Palm Coast <https://youtu.be/zVWuFaa352s>
- Palm Coast Community Center Renovation / timelapse update <https://youtu.be/2pV76WTfjjw>
- Update on the Progress of Holland Park <https://youtu.be/kzWPkRZZIL4>
- James F. Holland Park Re-opening / City of Palm Coast <https://youtu.be/iEeBJnvfvYY>
- Arbor Day 2017 Recap - City of Palm Coast <https://youtu.be/k2HtzsJPICs>
- By the Dawn's Early Light 2017 - Independence Day Ceremony <https://youtu.be/WWUn0f7URc>
- 2017 Basketball Championship Highlights - Parks & Recreation <https://youtu.be/SyehnyUVzoo>
- New Evacuation Signs Going Up in Palm Coast <https://youtu.be/Blt61XJntBc>
- Doorstep Hazardous Waste Pick-Up in Palm Coast <https://youtu.be/pSMNn7R-ZSI>
- Food Truck Tuesdays promo <https://youtu.be/fNpP7jynjnM>
- Senior Games 2017 - promo <https://youtu.be/CGejAtwNpEQ>
- Senior Games - An Archer's Invitation <https://youtu.be/XKVYkMAWETI>
- Sandbag Station Information <https://youtu.be/rR6iJDEm-Vw>
- Powering Up a PEP Tank <https://youtu.be/6g3-OkVRrQQ>
- Irma Update <https://youtu.be/UAJaMdjVW3k>
- Flagler Beach hurricane update with Chief Bobby Pace <https://youtu.be/AXG8lyuDqZw>
- Irma Pep Tanks <https://youtu.be/BxIOZdiV9Bc>
- Waiting for Irma <https://youtu.be/nl48PiyraaA>
- Shade Sails in our Parks - Palm Coast <https://youtu.be/TshttxzMZSQ>
- Virtual Citizen's Academy Intro - Mayor Holland <https://youtu.be/R-mUhK7Ncq4>
- Debris Pickup <https://youtu.be/AN5qdkNb9KM>
- Wastewater System Update <https://youtu.be/nliLRMO1HHw>

Progress Report

Performance Measures Overview for COMMUNICATIONS & MARKETING - 12101

This report gives an overview of the progress made in the Strategic Action Plan for COMMUNICATIONS & MARKETING - 12101. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 95.42%

	Completed
GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	100.00%
Objective 5.1 Enhance community and visitors' recreational opportunities and experiences at community events	100.00%
Strategy 5.1.2 Promote the variety of local leisure and recreational activities	100.00%
Approach 5.1.2.15 Provide video and Social media support for City events.	100.00%
Measurement 5.1.2.15.a COMMUNICATION AND MARKETING - Provide and pre-schedule social media presence at major events by incorporating video, photos and by introducing "hashtags" for Facebook and Twitter.	100.00%

Comments

1/21/2017	Social media continues to play a key role in City promotions and public communications; the Division is constantly seeking new opportunities to use social media to raise awareness of special events and increase attendance. During Q1, social media was used extensively to promote the International Festival, Hall of Terror, Food Truck Tuesdays, the Tree Lighting Ceremony, the Starlight Event & Parade and the Christmas Tree Recycling event. Live posts were provided from most events.
4/20/2017	Social media continues to be a major tool in promoting City events, both before the event and "live" posting for the first half of select events to bring in more people and increase brand awareness. During Q2, social media was used to promote the Christmas Tree Recycling event, the USTA Pro Circuit Men's Futures Tournament, the Birds of a Feather Fest, Movies in Central Park, the NCCAA Sports Clinics and Food Truck Tuesdays. Hashtags are used for Twitter and Instagram, with some favorites being "FindYourFlorida" and "PalmCoasting." Specific hashtags are created for news items in a series and special events.
7/21/2017	Social media was used extensively in Q3 to promote and cover events, with photos and video being the most popular. The post with the largest reach was the Holland Park Grand Re-Opening video with 25,000 views, 328 shares and 269 likes. During Q3, social media was used to promote Arbor Day (event and run), Movies in the Park, Eggstravaganza, Food Truck Tuesdays, pool events, the Memorial Day ceremony and leading up to Fireworks in the Park.
10/20/2017	Social media continues to be an effective tool for promoting and covering events, with photos and video being the most popular. Events highlighted during Q4 included Parks & Rec Month, Food Truck Tuesdays, By the Dawn's Early Light, Fireworks in the Park, the Intracoastal Waterway Cleanup (for promotions/rescheduling) and Senior Games.

Measurement 5.1.2.15.b Create video promos for Arbor Day Celebration, Senior Games, International Festival, Birds of a Feather Fest, and the Starlight Event & Parade.

100.00%

Comments

1/21/2017	Video promos were created to promote the Tree Lighting ceremony, the Starlight Event & Parade, and the Christmas Tree Recycling event, and all proved successful.
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4/20/2017	Video promos were created to promote the Birds of a Feather Fest and the USTA Men's Futures Tennis Tournament. We use these videos heavily on social media, PCTV, on the event websites and with our news releases.
7/21/2017	Video promos were created to promote the Arbor Day event and Senior Games registration.
10/20/2017	A second Senior Games promo, "An Archer's Invitation," was released in Q4. Promos were also produced for Food Truck Tuesdays and the Basketball Championship (promoting fall open court).

Approach 5.1.2.17 Maintain a strong social media presence	100.00%
Measurement 5.1.2.17.b Evaluate the effectiveness of the City's social media presence and develop a strategy to maximize reach and engagement, including determining an optimal number of posts	100.00%

Comments	
1/31/2017	The Division conducted an analysis of the City's Facebook and Twitter accounts based on gender, age, best engagement times and how photos/video affect performance. Based on that, we have developed a strategy to use our Facebook and Twitter accounts differently because they are different audiences. In addition, with input from Brand Plus, we are working on a proposal to expand the number of employees trained for the City's social media accounts.
4/20/2017	Analysis of the City's Facebook and Twitter accounts was conducted for this quarter to determine what types of posts were most effective in reaching our audience. The Facebook post with the largest reach was announcing PeaCee's Kids Nest hours during Birds of a Feather Fest, and the post with the most engagement was a video of a flock of white pelicans used in promoting the Birds of a Feather Fest. The most successful posts continue to be short videos, with photos being the second most-effective. We are transitioning our Twitter account away from being a "mirror" of Facebook to more of a stand-alone product that focuses on featured news. The most engaged Tweet for Q2 was for the summer internship program.
7/21/2017	Our followers on Facebook, Twitter and Instagram continue to grow. Analysis shows our largest reach and highest engagement this quarter came from the video celebrating the Holland Park Grand Re-Opening on Facebook. Our most engaged tweet was for Firefighter Dan Driscoll preparing for the 'Guns N' Hoses' charity boxing match. Video is the biggest draw, and in Q3, the Division created 31 social media-focused videos and went live on Facebook or Twitter 10 times.
10/20/2017	Q4 had more than twice the social media posts of a normal quarter because of Hurricane Irma. Our followers on Facebook now top 13,000. Our most engaged tweet and Facebook post were related to the hurricane. Video on social media continues to be our most effective tool. Two 2 live video updates on Hurricane Irma each had over 16,000 viewers and over 1,000 combined comments.

Objective 5.2 Enhance safety measures throughout the community	100.00%
Strategy 5.2.2 Continue to enhance safety improvements at intersections and along roadways	100.00%
Approach 5.2.2.10 Expand police presence in neighborhoods	100.00%
Measurement 5.2.2.10.a Request a presentation on efforts to improve safety within neighborhoods from Flagler County Sheriff	100.00%

Comments	
1/21/2017	Outgoing Sheriff James Manfre presented an overview of the efforts implemented to improve safety at a City Council meeting during the first quarter. An invitation will be extended during Q2 to new Sheriff Rick Staly to make a presentation to the City Council this year.
4/20/2017	Flagler County Sheriff Rick Staly is scheduled to provide a presentation on law enforcement/neighborhood safety efforts at the April 4 Palm Coast City Council meeting.
7/21/2017	Flagler County Sheriff Rick Staly made a presentation on law enforcement and neighborhood safety to the Palm Coast City Council at its April 4 meeting.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	93.13%
Objective 6.3 To enhance awareness of customer service and relationships with our citizens	93.13%
Strategy 6.3.1 Establish a Customer Experience Program to solicit customer feedback and ensure follow-up consultation	100.00%
Approach 6.3.1.2 Track complaints and compliments throughout the organization	100.00%
 Measurement 6.3.1.2.b Expand the City's customer survey program to solicit feedback on matters unique to Palm Coast.	100.00%

Comments	
1/21/2017	To increase participation in the customer survey being conducted at the City Hall lobby kiosk, we plan to offer a quarterly drawing for a prize for those who take the survey. Additionally, we now have a basket of promotional items to offer as an incentive for customers to take the survey. We have secured a second iPad and will be ordering a second kiosk so that our program can be expanded to either the Community Development Department lobby or the Utility Office.
4/20/2017	The 2017 Citizens Survey was conducted during Q2 with more than 4,000 residents taking the comprehensive survey. Results were presented to the City Council and were covered extensively in the media. The customer survey program in the City Hall lobby has also been expanded to include a second iPad kiosk located in the Community Development Department lobby.
7/21/2017	Participation continues to be strong with the customer survey program in the City Hall lobby and Community Development Department. Surveying is done at select City events, including at the Arbor Day event this quarter. Planning has been initiated for the upcoming National Citizen Survey.
10/20/2017	Participation continues to be strong with the customer survey program in the City Hall lobby and Community Development Department. Surveying is conducted at the end of each Citizen's Academy and also was conducted at the conclusion of this Senior Games. Preparation was made for the upcoming National Citizen Survey, which will begin in late October and continue through early December.

Strategy 6.3.2 Develop a reach-out initiative to enhance community awareness of City services	92.14%
Approach 6.3.2.2 Enhance communication with our citizens	92.14%
 Measurement 6.3.2.2.c Implement communication program for swale system/maintenance	100.00%

Comments	
1/21/2017	Educational swale coloring books for children are now available for children who visit the Community Development Department lobby. Division is reviewing Week in Review each Monday to check for stormwater updates that warrant public communication such as a news release or social media post. The next step in our swale communication program will be development of a brochure that explains the stormwater drainage system and offers tips for residents. Work on this project is expected to begin in Q2.
4/20/2017	We continue a multi-faceted approach to educating the public about the swale system and overall stormwater drainage system. The Annual Progress Report, released in Q2, included a section on stormwater system maintenance including swale rehabilitation (46 miles in 2016) and a new method for swale maintenance. A new module has been added to our CHIRP (Children Helping in Resource Protection) program for Flagler schoolchildren; it educates them on how the stormwater system works, and it was presented four times during Q2. The stormwater website was updated this quarter. The annual Flood Protection flier, which includes information on swales and the overall drainage system, went out to citizens in March. The Mayor includes stormwater projects in her PPT presentation that she gives regularly to clubs and organizations. Swale education was provided during Community Development's night at Citizens Academy in February.

7/21/2017	There were several opportunities for communications about swales and the drainage system this quarter. Perhaps the biggest was the announcement that the City's floodplain management rating had improved. It gave us a platform for educating citizens about the public safety, property protection and environmental benefits of our system. We did two news releases focused on this issue during Q3. We also had a ribbon-cutting ceremony for the re-opening of the BS-2 Weir in April, with strong participation from the St. Johns River Water Management District and the general public. Guided tours were provided by our Stormwater Manager, giving people a first-hand opportunity to see the canal system and how the drainage system works. In May, our Construction Site Supervisor was the Mayor's guest for the Discover Palm Coast radio show, talking about stormwater and swales. Environmental programs were also the focus at Arbor Day, and the City distributed swale coloring books to many children.
10/20/2017	Thanks to Hurricane Irma, there were numerous opportunities for communications about swales and the drainage system this quarter. Those included news releases posted on the City website, media interviews, videos, social media posts and discussion on the Discover Palm Coast radio show and podcast. Work will begin soon on an educational report explaining how our drainage system works and detailing the improvements we've made and make to the drainage system each year.



Measurement 6.3.2.2.d Implement communication program for annual capital improvement program.

100.00%

Comments

1/31/2017	Several components of the communication program were implemented in Q1 including news releases on the golf course bunker renovation and the Belle Terre median beautification project; a video about the large trees being planted as part of the Holland Park Renovation and Expansion; and public presentations on capital projects (Public Works Facilities Master Plan, BS-2 water control structure, Colorado Drive Bridge rehab, Matanzas Woods master pump station and force main project) at City Council. Major projects from the CIP for FY17 were added to the Business & Growth section of the website; (the projects had previously been added to the Community Development Department website). During Q2, a website and fact sheet will be created for the Community Center Renovation and Expansion.
4/20/2017	The communication program for capital projects continued in Q2 with the most visible being for the Palm Coast Community Center project. A groundbreaking ceremony was held Feb. 14, a Community Center progress webpage was created at www.palmcoastgov.com/communitycenter that is updated weekly and major highlights in the construction progress are being shared on social media. Also this quarter, news releases on lane closures, traffic signal maintenance and work at the entrance to Seminole Woods Neighborhood Park were distributed and shared on social media and the City website. In the February/March Palm Coaster newsletter there were stories about the Community Center, the Green City Hall event celebrating LEED certification and a progress update on Holland Park.
7/21/2017	The communication program for capital projects covered a variety of topics in Q3. On April 1, City Hall was in spotlight for its LEED and Florida Water Star certifications at the first-ever Green City Hall event. The public toured the facility and learned about the energy- and water-saving features of the facility. Also this quarter was a great deal of communications about the renovation of Holland Park and the reconstruction of the BS-2 weir, which was celebrated with a ribbon-cutting ceremony with tours and talks. Capital projects that were featured on the Discover Palm Coast radio show included Holland Park, sidewalks and the stormwater system. Videos were produced about the Community Center and Holland Park. Also this quarter, the Capital Improvement Plan update was presented to City Council, and this year's repaving program was approved by Council. News releases went out about Colorado Bridge reconstruction and various smaller roadwork projects. The Community Center progress webpage was updated weekly www.palmcoastgov.com/communitycenter , including photos and a time-lapse construction video.

10/20/2017	The communication program for capital projects covered a variety of topics in Q4. News that went out included completion of the shade sails at 4 Palm Coast parks, expansion of the southern wellfield, receipt of a St. Johns River Water Management District grant for the L-1 and K-1 flood control structures to be built in FY2018, an update to the Colorado Bridge reconstruction and various smaller roadwork projects. The Community Center progress webpage was updated at least monthly www.palmcoastgov.com/communitycenter , including photos. The Palm Coaster had stories about our continuous streetlight program, Holland Park and median beautification. Videos were produced about the new shade sails. The Capital Improvement Plan for FY2018 was approved as part of the budget adoption, which provided information at several public Council meetings.
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Measurement 6.3.2.2.e Develop and implement a comprehensive communications and marketing program for the City including news releases, social media, video, graphic design, website announcements, photos, newsletter, printed materials.	100.00%
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Comments

1/31/2017	The Division produced a comprehensive communications and marketing program across a variety of platforms. Hurricane Matthew dominated the first part of the quarter, and with the hurricane and special events we increased our use of Facebook Live video. Our new initiative to expand our production of short video has been successful. Planning efforts have focused on the new green brand campaign to launch in March and on the Birds of a Feather Fest in February.
4/20/2017	The Division's work centers on a comprehensive strategy for communications and marketing, providing video, social media, graphic design, news releases, web content, photos, printed materials and media relations/community relations. Staff serve on many City teams and act as public relations/marketing agency for all City departments. Demand for graphic design continues to grow as City departments turn to in-house talent more and more. The Twitter account is being evolved to a new identity as a source for feature news distinctive from Facebook posts. To better position the City during emergencies, the Communications & Marketing Manager completed the week-long FEMA Advanced PIO course.
7/21/2017	The Division executed a comprehensive program, providing graphic design, video, social media, news releases, web content, photos, printed materials, event coordination and media relations/community relations. This quarter was dominated by special events including the opening of Holland Park, as well as extensive graphic design work.
10/20/2017	The Division executed a comprehensive program, providing graphic design, video, social media, news releases, web content, photos, printed materials, event coordination and media relations/community relations. This quarter was dominated by Hurricane Irma communications, promotion of Senior Games and creation of the new Virtual Citizen's Academy.

Measurement 6.3.2.2.f Report quarterly on the implementation of the new communications and marketing program	100.00%
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Comments

1/31/2017	The Q1 report for the communications and marketing program has been written. Major accomplishments in the first quarter include public communication before, during and after Hurricane Matthew; expanded video production with successful projects using new technology; and implementation of a new social media strategy.
4/20/2017	The Q2 report for communications and marketing has been prepared. Major accomplishments in the second quarter include coordination of the Birds of a Feather Fest; soft launch for the new "Rooted in Nature" green brand; coordination and promotion of the 2017 Citizens Survey; and production of the Annual Progress Report for 2016's accomplishments.
7/21/2017	The Q3 report for communications and marketing has been prepared. Major achievements were a video and live Facebook video celebrating Holland Park, launch of the Discover Palm Coast radio show and related podcast, new marketing materials for Senior Games, design of new parks "rules" signage, and coordination of the first-ever Mayor's Healthy Community Challenge.

10/23/2017	The Q4 report for communications and marketing has been prepared. Major achievements included comprehensive public information before, during and after Hurricane Irma; promotion and coverage of Senior Games (new graphic design, 2 new video promos); and development of the Virtual Citizen's Academy in coordination with summer interns.
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 Measurement 6.3.2.2.g Create a virtual Citizens Academy program that supplements existing Citizens Academy Program	85.00%
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Comments

1/21/2017	Research on the possibilities for a virtual Citizens Academy program will begin soon.
4/20/2017	Development of the Virtual Citizens Academy is in the preliminary stages, with concepts focusing on web content, video and photography. This will be the primary project of two interns hired for summer 2017.
7/21/2017	The Division's two summer interns are currently developing a module for each City department. The modules will serve as most of the content for the Virtual Citizens Academy. Several of the modules are expected to go live in August.
10/20/2017	The Division's two summer interns spent the summer developing 10 modules: an overview of our government and a presentation on each City department. They also worked with IT to design the website. Because of the hurricane, completion was delayed, but the Virtual Citizen's Academy did launch at the start of Q1 for FY2018.

Measurement 6.3.2.2.h In coordination with other City departments, create at least one video per month that serves as a Public Service Announcement; a feature on a new initiative, capital project or City service; or highlights a program the City wants to better share with residents or visitors.	100.00%
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Comments

1/21/2017	The Division has made a strong start on this new measure, with a holiday safety public service announcement produced in partnership with the Fire Department; feature pieces about International Festival, Veterans Day, the Tree Lighting Ceremony, and Starlight Parade and Founders Day; a short video about the large trees being planted at Holland Park; and a number of videos related to Hurricane Matthew.
4/20/2017	The Division produced a variety of videos during Q2, for the Birds of a Feather Fest, the USA Pro Am Men's Futures Tennis Tournament, launch of the new "Rooted in Nature" green brand, the LEED features in our green City Hall, the Fire Department promotion pinning ceremony and the electric vehicle charging station.
7/21/2017	Videos in Q3 provided citizens with updates on two capital projects (Community Center and Holland Park), a PSA about the burn ban featuring Fire Chief Mike Beadle, coverage of the Grand Re-Opening of Holland Park, promotions for the Discover Palm Coast radio show, coverage of the Memorial Day ceremony and a recap of Arbor Day to showcase Palm Coast's quality of life and commitment to the environment.
10/20/2017	Video is a strong tool for the City, and in Q4 videos were produced to highlight the new shade sails at 4 City parks, announce the installation of evacuation zone signs and to promote the Doorstep Household Hazardous Waste pickup program. Videos were created to celebrate the Basketball Championship and promote the fall season of open court basketball and also to promote Food Truck Tuesdays and Senior Games. The Independence Day ceremony and a Senior Focus Group Town Hall meeting were videotaped. A number of videos were produced for the new Virtual Citizen's Academy and before, during and after Hurricane Irma. For the first time ever, the City produced video news releases (post-hurricane), and that proved a very powerful method of communications that we intend to continue for select news releases.

Measurement 6.3.2.2.i Develop and implement a marketing plan to promote video Public Service Announcements and features about City programs, services, programs and initiatives.	60.00%
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Comments

1/21/2017	Using the Division's existing marketing plan template, staff has started to explore what additions will be needed to more effectively market video PSAs and features. Work on this new PM will continue into Q2.
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4/20/2017	A master plan for marketing of City videos has been created. The plan outlines how the video will be used and marketed to maximize viewership, along with explaining the purpose of each video, target audience and how success will be measured. Implementation of the new video marketing master plan will begin fully in Q3.
7/21/2017	Some implementation has begun, especially with distributing video to partners for re-distribution. An example of this is sending the Memorial Day video to speakers and military organizations that participated so that they can use the videos on their websites, in newsletters, etc. Work on implementation will continue into Q4.
10/20/2017	The Division has done an excellent job in maximizing the use of every video created. In addition to social media, YouTube, City website, PCTV and in public presentations and events, video links are distributed to the media when appropriate. Work on implementation of a formal marketing plan will continue into the new year.

ECONOMIC DEVELOPMENT TEAM



City of PALM COAST

Administrative Services & Economic Development

To: Jim Landon, City Manager
Date: 12/5/2017
Department/Team: Economic Development Team
Director/Team Leader: Beau Falgout *BF*
Reporting Period: 4 Quarter FY 2017

Executive Summary: The Economic Development Team continues to make strides to completing performance measures tied to City Council's Goal 2 – Economic. The local economy continues to improve as measured by employment, unemployment, real estate values, taxable sales, visitor spending, and capital investment. The unemployment rate has fallen and remains below 5%.

Clients of the Palm Coast BAC continue to make an impact on the local economy with over \$31 million in economic impact through added salaries, capital, and increased sales. Since May 2009, for every taxpayer dollar invested in the BAC, the BAC clients have returned \$75 back into the local economy.

Budget: The Economic Development Division is within budgeted expenditures.

Progress Report: During this quarter, the Economic Development team made efforts to complete the assigned performance measures as highlighted below.

Highlights this Quarter

- City staff attending the Florida ICSC Dealmaking Conference in Orlando and made contact with several developers and retailers.
- City staff are continuing to work with Unicorp on the due diligence phase of their redevelopment proposal.
- During this past quarter, City staff continued to coordinate with Gioia Sails on their local expansion project.
- During this past quarter, an intern developed and presented a white paper on a strategy for the new downtown high tech innovation district concept.
- During this past quarter, City Council approved a new position in economic development to further City's Council goals and objectives for downtown development and high tech attraction.
- A total of \$210,000 invested by BAC clients in the form of capital investment and added wages.

Employee Development: Employees completed all mandatory training this past quarter.

Progress Report



city of PALM COAST

Administrative Services & Economic Development

Other:

Attachments

- 4Q Performance Measure Report
- 4Q BAC Report
- BAC Survey Results

Performance Measures Overview for Economic Development - 12103

This report gives an overview of the progress made in the Strategic Action Plan for Economic Development - 12103. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 97.43%

	Completed
GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	96.74%
Objective 2.1 To develop an evaluation matrix to assess the implementation of Prosperity 2021	96.25%
Strategy 2.1.1 Inventory progress to date and update projects and programs	96.25%
Approach 2.1.1.1 Continue to transition Business Tax Division to a more consultative role	100.00%
Measurement 2.1.1.1.d Provide quarterly results of the Business Tax survey program.	100.00%
Comments	
2/3/2017	Q1 Update - 12 survey responses were received this quarter out of 97 surveys sent, which was a 12% response rate.
5/2/2017	Q2 Update - 11 survey responses were received this quarter out of 111 surveys sent, which was a 10% response rate.
7/26/2017	Q3 Update - 11 survey responses were received this quarter out of 98 surveys sent, which was a 11% response rate.
10/20/2017	Q4 Update - 4 survey responses were received this quarter out of 66 surveys sent, which was a 6% response rate.
Approach 2.1.1.4 Assess Prosperity 2021 Plan Progress	100.00%
Measurement 2.1.1.4.a Continue to Publicize Economic Development Efforts related to Prosperity 2021 in Annual Progress Report	100.00%
Comments	
2/3/2017	Q1 Update - This performance measure will be completed during Q2.
5/2/2017	Q2 Update - The Annual Progress Report includes a feature on accomplishments related to Goal 2 - Economic.
Approach 2.1.1.5 Update Prosperity 2021 Programs and Projects	100.00%
Measurement 2.1.1.5.a Review and update Prosperity 2021 programs and projects during annual goal setting	100.00%
Comments	
2/3/2017	Q1 Update - This performance measure will be completed during Q2.
5/2/2017	Q2 Update - City Council made several changes to existing performance measures and added additional performance measures related to Goal 2 - Economic.
Approach 2.1.1.7 Evaluate Private/Public Partnerships for public benefit and equity	100.00%
Measurement 2.1.1.7.b Solicit for Public/Private Partnership to CRA Property along Bulldog Drive.	100.00%
Comments	

2/3/2017	Q1 Update - During this past quarter, City staff completed the solicitation for public/private partnerships for CRA Property along Bulldog Drive. City Council approved a contract with Unicorp for redevelopment of CRA and private property.	
Approach 2.1.1.8 Strengthen City's involvement support in economic efforts		92.50%
Measurement 2.1.1.8.b Report quarterly on coordination efforts with Flagler County to attract businesses to our industrial areas.		100.00%
Comments		
2/3/2017	Q1 Update - During this past quarter, City staff coordinated with Flagler County on two projects: Project GS2 and Project Green. Project GS2 (Gioia Sails) was considered by City Council in Q2.	
5/2/2017	Q2 Update - During this past quarter, City staff coordinated with Flagler County on Project Bags. In addition, Project GS2 (Gioia Sails) was approved by City Council in Q2.	
7/26/2017	Q3 Update - During this past quarter, City staff had limited coordination with Flagler County on project leads. This may be due to the Florida Legislature efforts to dismantle Enterprise Florida. Flagler County staff have been helpful in assisting the intern with her project.	
10/20/2017	Q4 Update - During this past quarter, City staff coordinated with Gioia Sails on construction of their new facility.	
Measurement 2.1.1.8.d Report quarterly on efforts to market Palm Coast (including CRA owned properties) for commercial development.		100.00%
Comments		
2/3/2017	Q1 Update - During this past quarter, City Council approved a public/private partnership with Unicorp to develop a Wawa convenience store and restaurant pad along Bulldog Drive. A lot of commercial development is occurring along the State Road 100 corridor (Tractor Supply, ALDI, Gate Gas, Starbucks, Bath & Body Works). In addition, City staff are working with Buxton on a second round of retail matches.	
5/2/2017	Q2 Update - City staff are continue to work with Unicorp on the due diligence phase of their redevelopment proposal. Interns will working on connecting with the retail matches identified by Buxton during Q3 and Q4.	
7/26/2017	Q3 Update - City staff are continuing to work with Unicorp on the due diligence phase of their redevelopment proposal. Unicorp is working on acqung additional property in the CRA. The intern starting contacting retail matches this past quarter and has already been making connections with retailers interested in the Palm Coast market.	
10/20/2017	Q4 Update - City staff are continuing to work with Unicorp on the due diligence phase of their redevelopment proposal. Unicorp has acquired additional property in the CRA. City staff attended the Florida ICSC Dealmaking Conference in Orlando and made contact with several developers and retailers.	
Measurement 2.1.1.8.e Evaluate land development code requirements for industrial use and propose changes.		70.00%
Comments		
2/3/2017	Q1 Update - City staff continues to work through a draft of the changes and intends to complete by the end of the fiscal year.	
5/2/2017	Q2 Update - City staff continue to work through a draft of the changes.	
7/26/2017	Q3 Update - City staff continue to work through a draft of the changes.	
10/20/2017	Q4 Update - City Council adopted the Landscape code this past year which relaxed landscape standards for the Industrial zoning. We have completed 4 meetings with FCARD on the Architectural LDC Chapter this past quarter. We are preparing a final working draft and anticipate starting PLDRB workshops during the 1st quarter FY 2018.	
Measurement 2.1.1.8.f Present initial strategy for the new downtown high tech innovative district concept		100.00%
Comments		

2/3/2017	Q1 Update - This performance measure will be completed by Q3.
5/2/2017	Q2 Update - This performance measure will be completed by Q3.
7/26/2017	Q3 Update - An intern is in the process of completing this performance measure.
10/20/2017	Q4 Update - During this past quarter, an intern presented a white paper on a strategy to for the new downtown high tech innovation district concept.

Objective 2.3 To promote the Palm Coast Business Assistance Center as the destination center for small business training and support in Flagler County	97.30%
Strategy 2.3.1 Develop a branding strategy which supports strengths of the SBDC/BAC partnership and resources and programs available	95.27%
Approach 2.3.1.1 Strengthen the brands of both the BAC and SBDC to demonstrate the unique partnership that exists and the capabilities that are available to all small businesses through this partnership	90.55%
Measurement 2.3.1.1.a BAC - Report quarterly the amount of investment by BAC clients including salaries added, increased sales and capital investment.	100.00%

Comments	
2/3/2017	Q1 Update - BAC Clients reported and BAC staff verified client investment of \$1.4 million in our local economy in the form of capital investment, increased sales, and salaries added.
5/2/2017	Q2 Update - BAC Clients reported and BAC staff verified client investment of \$211,000 in our local economy in the form of capital investment, increased sales, and salaries added.
7/26/2017	Q3 Update - BAC Clients reported and BAC staff verified client investment of \$1,190,000 in our local economy in the form of capital investment, increased sales, and salaries added. Also, 9 new business were started.
10/25/2017	Q4 Update - The SBDC has a reported \$210,000 economic impact during the 3rd quarter which included salaries added, increased sales and capital investment. There was an additional \$125,000 in capital acquisition disaster recovery loans that were processed during the same period.

Measurement 2.3.1.1.d BAC - Return a minimum of \$50.00 per Tax Dollar Invested in BAC by City	81.09%
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Comments	
2/3/2017	Q1 Update - The return on tax payer investment during this past quarter was \$75.41, for fiscal year 2017 is \$75.41, and since the BAC opened is \$81.76.
5/2/2017	Q2 Update - The return on tax payer investment during this past quarter was \$11.37, for fiscal year 2017 is \$43.39, and since the BAC opened is \$78.37.
7/26/2017	Q3 Update - The return on tax payer investment during this past quarter was \$64.10, for fiscal year 2017 is \$50.29, and since the BAC opened is \$77.71.
10/25/2017	Q4 Update - The return on tax payer investment during this past quarter was \$11.31, for fiscal year 2017 is \$40.55, and since the BAC opened is \$74.79.

Approach 2.3.1.2 Become a destination for high tech startups and create an environment that foster high tech companies	100.00%
Measurement 2.3.1.2.a Identify gaps and opportunities to foster high tech startups.	100.00%



Comments	
2/3/2017	Q1 Update - The Economic Development Team intends to tackle this project in Q2 and Q3.
5/2/2017	Q2 Update - Interns will be tasked with completing this performance measure during Q3 and Q4.
7/26/2017	Q3 Update - The intern has started this project and will present a white paper to City Council during Q4.

10/20/2017	Q4 Update - The intern completed this project and presented a white paper to City Council during Q4.	
	Measurement 2.3.1.2.b Explore organizations/trade shows/ where high tech startups network to determine opportunities.	100.00%
Comments		
2/3/2017	Q1 Update - This is a multi-year project related to the previous performance measure. The Economic Development Team will tackle this performance measure during Q2 and Q3.	
5/2/2017	Q2 Update - Interns will be tasked with completing this performance measure during Q3 and Q4.	
7/26/2017	Q3 Update - The intern has started this project and will present a white paper to City Council during Q4.	
10/20/2017	Q4 Update - The intern completed this project and presented a white paper to City Council during Q4 that outlined different organizations to engage high tech start ups.	
Strategy 2.3.4 To strengthen the BAC partner effort in order to provide a unified approach to helping existing Flagler County businesses		100.00%
Approach 2.3.4.9 Involve Business Assistance Center (BAC) staff in the review of private economic development projects to identify issues and develop solutions in collaboration with owners, consultants, end-users, and City staff		100.00%
Measurement 2.3.4.9.a Report quarterly on issues and solutions developed in collaboration with BAC, owners, consultants and end-users		100.00%
Comments		
2/3/2017	Q1 Update - The BAC staff worked on many issues and solutions in collaboration with businesses and City staff. BAC and City staff assisted Painting with a Twist with understanding state and local alcohol regulations. BAC and City staff assisted Channel Side Event Venue with issues with locations of temporary restrooms on City property and conflicts with weddings. BAC and City staff assisted Roma Court Day Care Facility with signage/visibility/marketing concerns.	
5/2/2017	Q2 Update - The BAC staff worked on many issues and solutions in collaboration with businesses and City staff. BAC and City staff assisted the following clients with issues: 1) Channel Side with dock repair issues, 2) All Star Cheerleaders with zoning/location conflicts, 3) ALF business requirements, and 4) a business looking to open in European Village.	
7/26/2017	3Q Update - The BAC staff worked on many issues and solutions in collaboration with businesses and City staff. BAC and City staff assisted the following clients with issues: 1) Channel Side with dock repair issues (still outstanding), 2) All Star Cheerleaders with zoning/location conflicts, 3) ALF business requirements, 4) an business looking to open in European Village, 5) Timber Charms permitting compliance issues, and 6) rollout of Buxton's LSMx product to help small businesses.	
10/25/2017	4Q Update - The BAC staff worked on many issues and solutions in collaboration with businesses and City staff. BAC staff assisted the following clients with issues: 1) ChannelSide permit issues, 2) All Star Cheerleaders, 3) Painting with a Twist, 4) Jewelry Exchange in European Village, 5) rollou of Buxton's LSMx product to help small businesses, and 6) disaster loan processing.	
Approach 2.3.4.10 Evaluate and report on existing focus of the BAC		100.00%
Measurement 2.3.4.10.a Provide City Council a presentation of BAC activities and focus for next fiscal year		100.00%
Comments		
2/3/2017	Q1 Update - This performance measure will be completed by Q3.	
5/2/2017	Q2 Update - This performance measure will be completed by Q3.	
7/26/2017	Q3 Update - The presentation information was covered with City Council during the City Council Academy. A presentation would be duplicative.	
Measurement 2.3.4.10.b Report quarterly on programs provided by BAC and number of attendees		100.00%

Comments	
2/3/2017	Q1 Update - Two training events were held during this past quarter. "Is a Franchise Right For You" was held in partnership with The Entrepreneur Source and Christine Kraus with 24 attendees. "Access to Capital" was held in partnership with HBIF (Prospera) with 11 attendees.
5/2/2017	<p>Presentations were delivered to the Flagler Leadership Council sponsored by the Chamber with a total of 18 attendees, the Flagler High School I3 business program a total of 23, and the Palm Coast Employees Academy with 15 attendees.</p> <p>Two Palm Coast business were featured by the FSBDC as success stories in the first quarter and were published in our local newspapers. One of the success stories, Dr. Paint, was chosen to be presented to our 6th Congressional District Representative Ron DeSantis as an example of the economic impact being delivered in Palm Coast.</p> <p>Three Entrepreneur Nights co-sponsored by the BAC were held during the quarter. January's event was held at the New Europa in European Village with over 200 attendees, February's event was held at Ham-mock Wine a Cheese (110) and March's event was held at Focaccia's Italian eatery (a client of the BAC) (125).</p>
7/26/2017	Q3 Update - A presentation was given to the VFW business owners group regarding the operation of the BAC and the number of tools and programs the BAC can offer local Veteran Business Owners. In addition a BAC presentation was given to the Palm Coast Employees Academy with 25 attendees. Three Entrepreneur Nights co-sponsored by the BAC were held during the quarter. April's event was held at the 5th Element in European Village with over 120 attendees, May's event was held at Mojito 101 and June's event was held at Artisan Grill in Deland.
10/25/2017	Q4 Update - After taking the summer off for July and August, Entrepreneur Night's Fall 2017 series of events returned with a bang. 207 attendees were there for our 55th event. Entrepreneur Night was held at Channel Side in Palm Coast and it was a great success. Channel Side definitely treated our entrepreneurs to a great night of business networking.

GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	100.00%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	100.00%
Strategy 3.2.1 Review existing operational procedures and policies	100.00%
Approach 3.2.1.32 Prepare annual CRA report	100.00%
Measurement 3.2.1.32.a Prepare annual CRA report	100.00%

Comments	
2/7/2017	The SR100 CRA Report will be completed in Q2.
5/2/2017	The SR100 CRA Annual Report has been completed on posted on the website.

Approach 3.2.1.33 Annually Publish Legislative Priorities	100.00%
Measurement 3.2.1.33.a Annually Publish Legislative Priorities	100.00%

Comments	
2/7/2017	The City completed the Annual Legislative Priorities.

Approach 3.2.1.34 Annually publish list of projects for Federal/State funding	100.00%
Measurement 3.2.1.34.a Annually publish list of projects for Federal/State funding	100.00%

Comments	
2/7/2017	The City uses the 10-year Capital Improvement Plan to identify eligible projects for federal/state funding. The City is pursuing funding for water infrastructure projects.

Approach 3.2.1.35 Report quarterly on legislative efforts	100.00%
Measurement 3.2.1.35.a Report quarterly on legislative efforts	100.00%
Comments	
2/7/2017	City staff, the City's lobbyist, and our Mayor worked on presenting our annual legislative priorities to our local legislative delegation this past quarter.
5/2/2017	Q2 Update - The City's lobbyist and City staff continue to monitor legislative action in Tallahassee. In addition, the City's lobbyist is working to secure funding for local projects. This past quarter, City staff drafted several position letters related to Home Rule authority and recovery care services for the Mayor's signature.
7/26/2017	Q3 Update - The City's lobbyist provided an end of session report to City Council this past quarter. Per City Council direction, City staff will issue an RFP for State Lobbyist services during Q4.
10/20/2017	Q4 Update - During this past quarter, City staff issued an RFP for State Lobbyist Services.



Palm Coast FSBDC 2017 3rd Quarter Report



A Strong Partnership since 2011

State Designated as Florida's Principal Provider of Business Assistance [§ 288.001, Fla. Stat.]





**Palm Coast FSBDC
2017 - 3rd Quarter
Impact Report**

Performance Measures

July - Sept

Individual Client Meetings

Total Number of Clients	52
Number of Client Contact Sessions	86
Total Hours of Assistance	357

Capital Formation

Loans, Owners Equity, Salaries	\$ 210K
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New Businesses started	2
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Community Outreach

Public Appearances	0
Training Sessions	1
Meetings With Resource Partners	4
Support For Disaster Relief (hours)	60

State Designated as Florida's Principal Provider of Business Assistance [§ 288.001, Fla. Stat.]





Palm Coast FSBDC 2017 - 3rd Quarter Summary

Florida SBDC Palm Coast 3rd Quarter 2017 Report

Business Assessment: 3rd Quarter Results

In the third quarter of 2017 the BAC/FSBDC in Palm Coast delivered a total of 357 hours of customer support and in the process worked with 52 individual clients.

The America's SBDC conference was held during the week of September 4th to the 8th but was shortened for the Florida attendees by the ensuing arrival of Hurricane Irma. The resulting damage caused by the Hurricane to both businesses and personal property caused a decline in the number of clients requesting consulting services during that period. However, our center was busy helping businesses and homeowners apply for disaster relief loans. The FSBDC was assisting applicants with both the Florida Short Term Disaster Relief Loan as well as the SBA long term loans. Our office supported both the disaster relief centers at the Palm Coast Library as well as the Wickline Senior Center in Flagler Beach. We assisted both businesses and homeowners in applying for the necessary loans for repairs and restoration of their businesses and personal property.

During this period the BAC/FSBDC has assisted 2 new businesses in getting started and the total economic impact from capital investments, salaries added and sales increases amounted to \$140K this past quarter.

After taking the summer off for July and August Entrepreneur Night's Fall 2017 series of events returned with a bang. 207 attendees were there for our 55th event. Entrepreneur Night was held at Channel Side in Palm Coast and it was a great success. Channel Side definitely treated our entrepreneurs to a great night of business networking.

Entrepreneur Night September 2017

Local business owners, entrepreneurs, and small business supporters once again gathered for the kick off of the fall season to network and build business relationships.

entrepreneur
e
NIGHT



September 2017 Entrepreneur Night at Channel Side

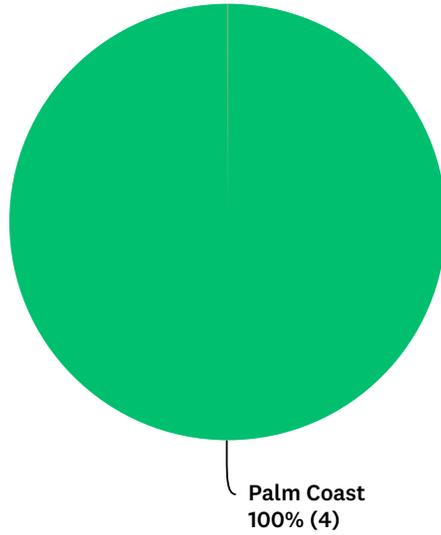


September 2017– Channel Side



Q1 Where is your business located?

Answered: 4 Skipped: 0

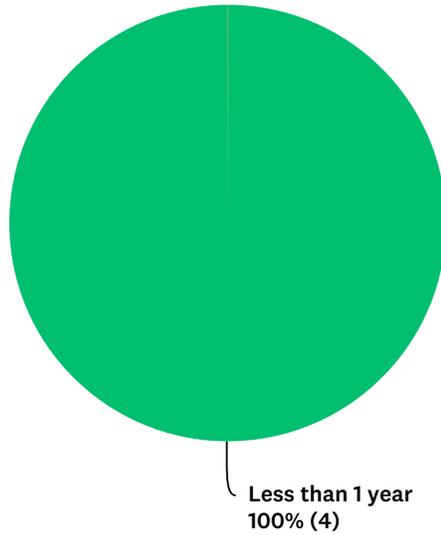


ANSWER CHOICES	RESPONSES	
Palm Coast	100%	4
Bunnell	0%	0
Flagler Beach	0%	0
Unincorporated Flagler County	0%	0
Outside Flagler County	0%	0
TOTAL		4

Q2 How many years has your business been established?

Answered: 4 Skipped: 0

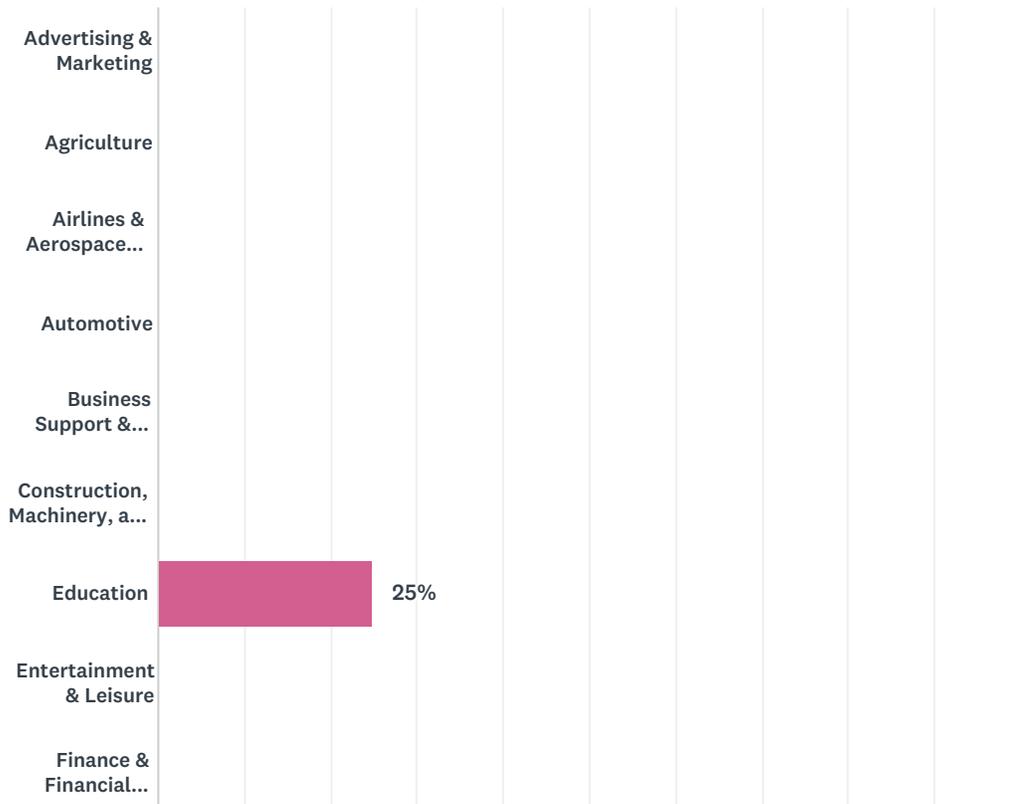
Palm Coast BAC Survey



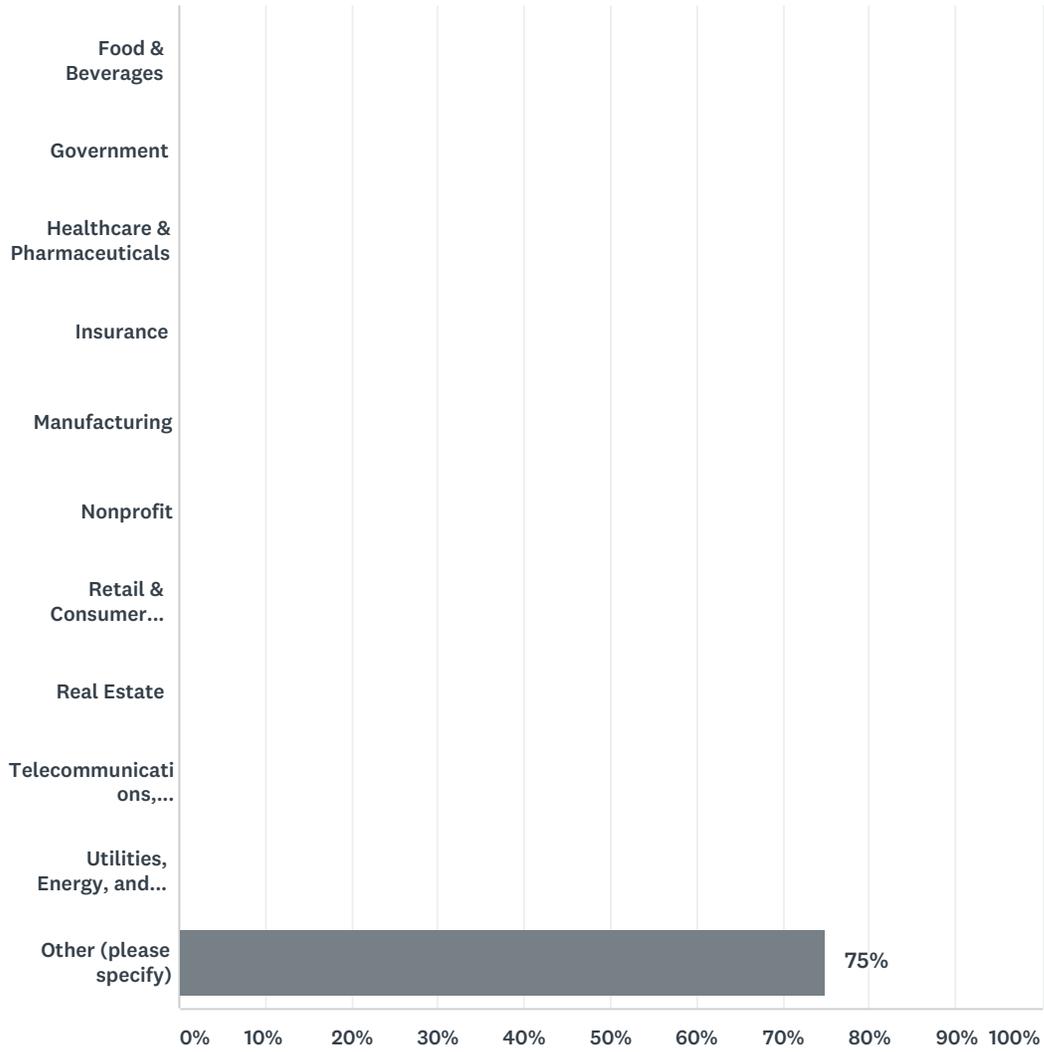
ANSWER CHOICES	RESPONSES	
Less than 1 year	100%	4
1-3 years	0%	0
More than 3 years	0%	0
TOTAL		4

Q3 Which of the following best describes the principal industry of your business?

Answered: 4 Skipped: 0



Palm Coast BAC Survey



#	OTHER (PLEASE SPECIFY)	DATE
1	Pet grooming	9/25/2017 4:08 PM
2	Debris removal	9/25/2017 8:18 AM
3	Legal	9/4/2017 3:47 PM

Q4 About how many employees work at your business?

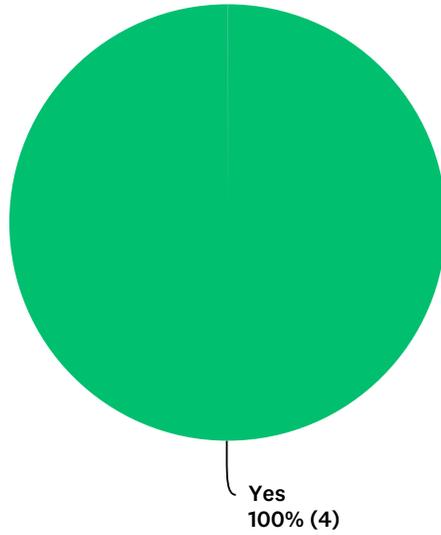
Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	1	9/25/2017 4:08 PM
2	1	9/25/2017 8:18 AM
3	1	9/24/2017 8:20 PM
4	4	9/4/2017 3:47 PM

Q5 Did you interact with our business tax receipt staff?

Palm Coast BAC Survey

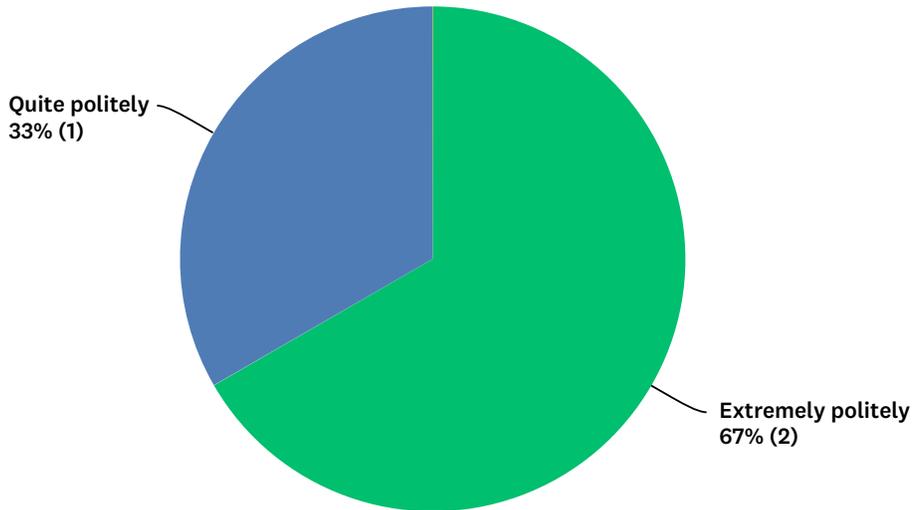
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100%	4
No	0%	0
TOTAL		4

Q6 How politely did our business tax receipt staff treat you?

Answered: 3 Skipped: 1



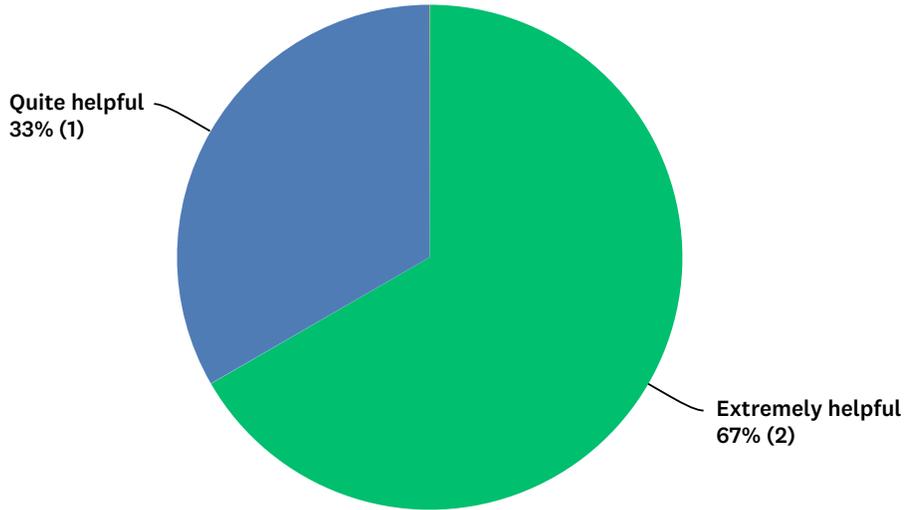
ANSWER CHOICES	RESPONSES	
Extremely politely	67%	2
Quite politely	33%	1
Moderately politely	0%	0

Palm Coast BAC Survey

Slightly politely	0%	0
Not at all politely	0%	0
TOTAL		3

Q7 How helpful was our business tax receipt staff?

Answered: 3 Skipped: 1

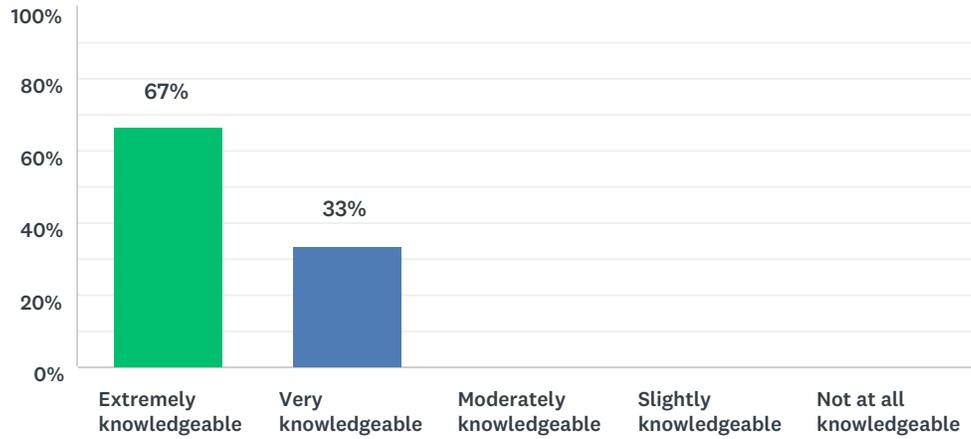


ANSWER CHOICES	RESPONSES	
Extremely helpful	67%	2
Quite helpful	33%	1
Moderately helpful	0%	0
Slightly helpful	0%	0
Not at all helpful	0%	0
TOTAL		3

Q8 How knowledgeable was our business tax receipt staff?

Answered: 3 Skipped: 1

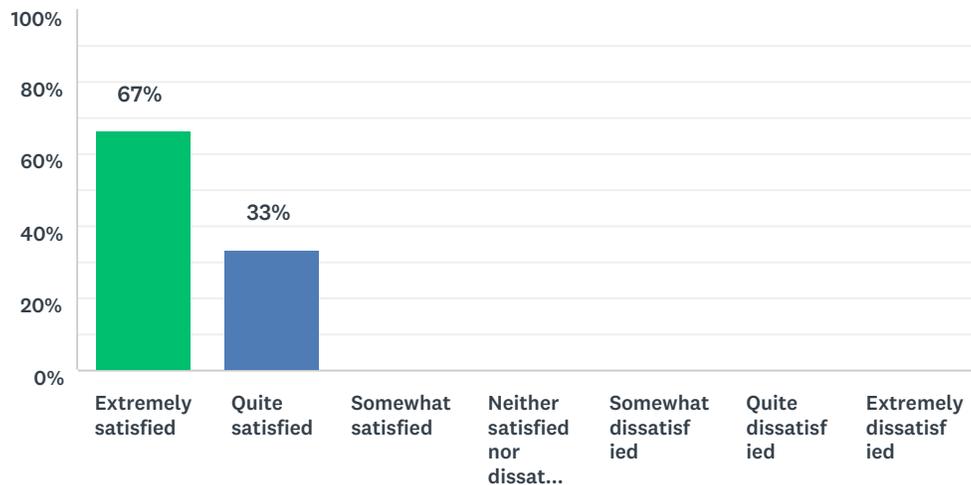
Palm Coast BAC Survey



ANSWER CHOICES	RESPONSES	
Extremely knowledgeable	67%	2
Very knowledgeable	33%	1
Moderately knowledgeable	0%	0
Slightly knowledgeable	0%	0
Not at all knowledgeable	0%	0
TOTAL		3

Q9 Overall, are you satisfied with the customer service you received, dissatisfied with our customer service, or neither satisfied nor dissatisfied?

Answered: 3 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely satisfied	67%	2
Quite satisfied	33%	1
Somewhat satisfied	0%	0
Neither satisfied nor dissatisfied	0%	0

Palm Coast BAC Survey

Somewhat dissatisfied	0%	0
Quite dissatisfied	0%	0
Extremely dissatisfied	0%	0
TOTAL		3

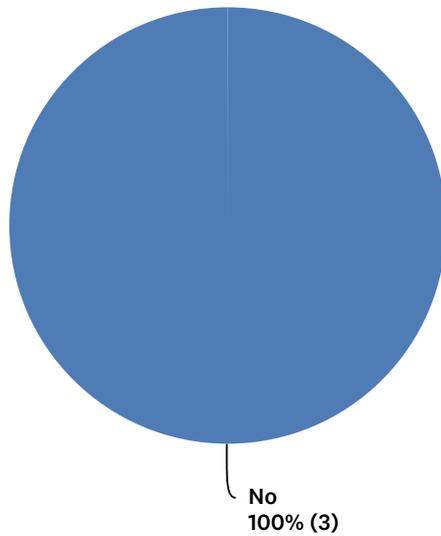
Q10 Please provide any other comments, questions, or concerns?

Answered: 2 Skipped: 2

#	RESPONSES	DATE
1	Jay squeeze me in right before closing. Was quick efficient and extremely knowledgeable. What's a pleasure to do business with the city of Palm Coast.	9/25/2017 4:09 PM
2	Always a great experience!!	9/25/2017 8:19 AM

Q11 Did you interact with our Building/Planning/Zoning staff?

Answered: 3 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	0% 0
No	100% 3
TOTAL	3

Q12 How politely did our building/planning/zoning staff treat you?

Answered: 0 Skipped: 4

⚠ No matching responses.

Palm Coast BAC Survey

ANSWER CHOICES	RESPONSES	
Extremely politely	0%	0
Quite politely	0%	0
Moderately politely	0%	0
Slightly politely	0%	0
Not at all politely	0%	0
TOTAL		0

Q13 How helpful was our building/planning/zoning staff?

Answered: 0 Skipped: 4

 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely helpful	0%	0
Quite helpful	0%	0
Moderately helpful	0%	0
Slightly helpful	0%	0
Not at all helpful	0%	0
TOTAL		0

Q14 How knowledgeable was our building/planning/zoning staff?

Answered: 0 Skipped: 4

 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely knowledgeable	0%	0
Very knowledgeable	0%	0
Moderately knowledgeable	0%	0
Slightly knowledgeable	0%	0
Not at all knowledgeable	0%	0
TOTAL		0

Q15 Overall, are you satisfied with the customer service you received, dissatisfied with our customer service, or neither satisfied nor dissatisfied?

Answered: 0 Skipped: 4

 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely satisfied	0%	0
Quite satisfied	0%	0
Somewhat satisfied	0%	0
Neither satisfied nor dissatisfied	0%	0
Somewhat dissatisfied	0%	0
Quite dissatisfied	0%	0
Extremely dissatisfied	0%	0
TOTAL		0

Q16 Please provide any other comments, questions, or concerns?

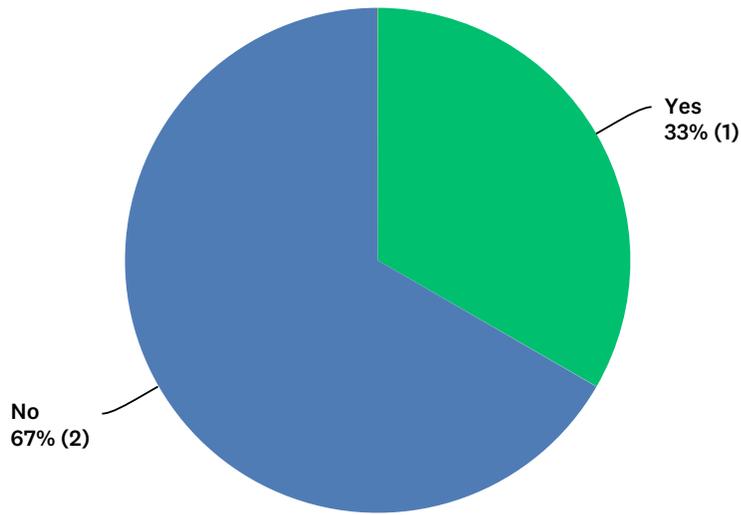
Answered: 0 Skipped: 4

#	RESPONSES	DATE
	There are no responses.	

Q17 Did you interact with our SBDC business consultants?

Answered: 3 Skipped: 1

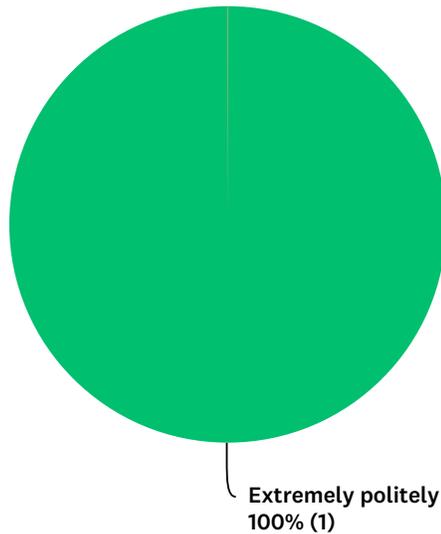
Palm Coast BAC Survey



ANSWER CHOICES	RESPONSES	
Yes	33%	1
No	67%	2
No, but I would like to learn more about their services offered at no cost	0%	0
TOTAL		3

Q18 How politely did our SBDC business consultants treat you?

Answered: 1 Skipped: 3

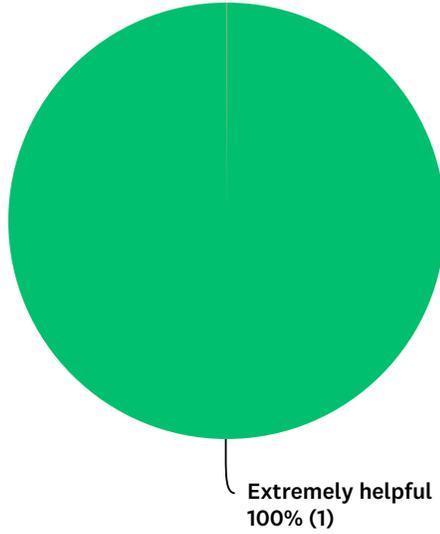


ANSWER CHOICES	RESPONSES	
Extremely politely	100%	1
Quite politely	0%	0
Moderately politely	0%	0
Slightly politely	0%	0

Not at all politely	0%	0
TOTAL		1

Q19 How helpful was our SBDC business consultants?

Answered: 1 Skipped: 3

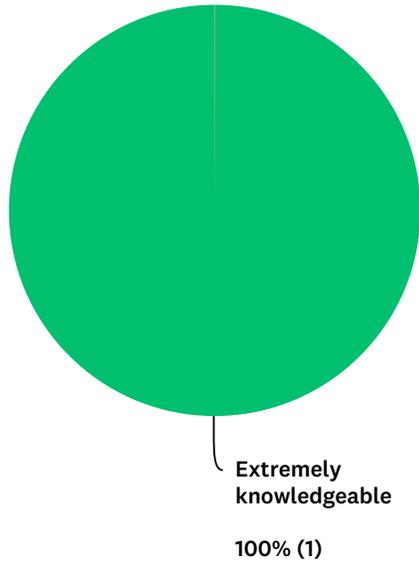


ANSWER CHOICES	RESPONSES	
Extremely helpful	100%	1
Quite helpful	0%	0
Moderately helpful	0%	0
Slightly helpful	0%	0
Not at all helpful	0%	0
TOTAL		1

Q20 How knowledgeable was our SBDC business consultants?

Answered: 1 Skipped: 3

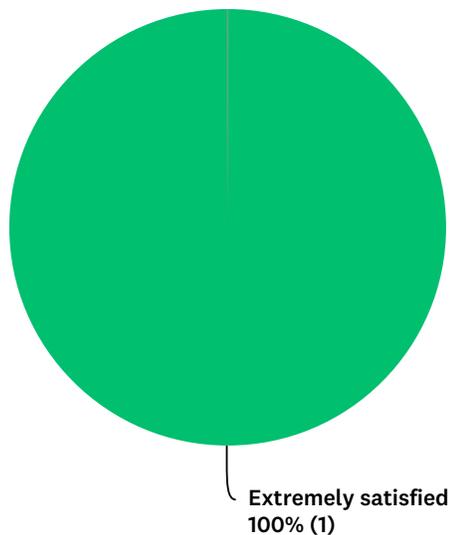
Palm Coast BAC Survey



ANSWER CHOICES	RESPONSES	
Extremely knowledgeable	100%	1
Very knowledgeable	0%	0
Moderately knowledgeable	0%	0
Slightly knowledgeable	0%	0
Not at all knowledgeable	0%	0
TOTAL		1

Q21 Overall, are you satisfied with the customer service you received, dissatisfied with our customer service, or neither satisfied nor dissatisfied?

Answered: 1 Skipped: 3



Palm Coast BAC Survey

ANSWER CHOICES	RESPONSES	
Extremely satisfied	100%	1
Quite satisfied	0%	0
Somewhat satisfied	0%	0
Neither satisfied nor dissatisfied	0%	0
Somewhat dissatisfied	0%	0
Quite dissatisfied	0%	0
Extremely dissatisfied	0%	0
TOTAL		1

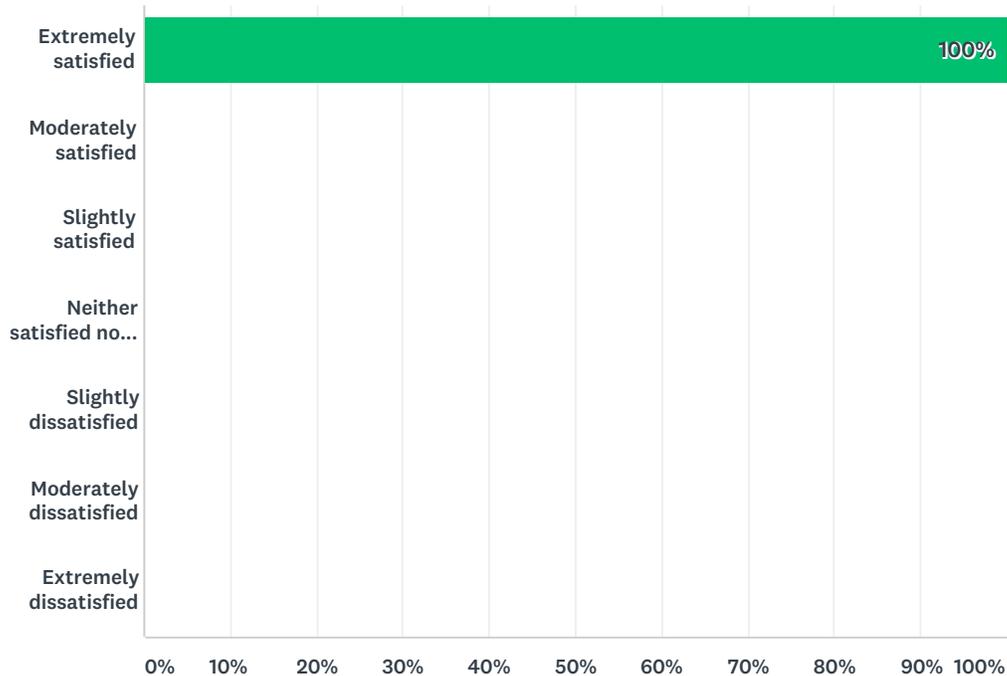
Q22 Please provide any other comments, questions, or concerns?

Answered: 0 Skipped: 4

#	RESPONSES	DATE
	There are no responses.	

Q23 Overall, are you satisfied with the services offered at the Palm Coast BAC, neither satisfied nor dissatisfied with them, or dissatisfied with them?

Answered: 3 Skipped: 1



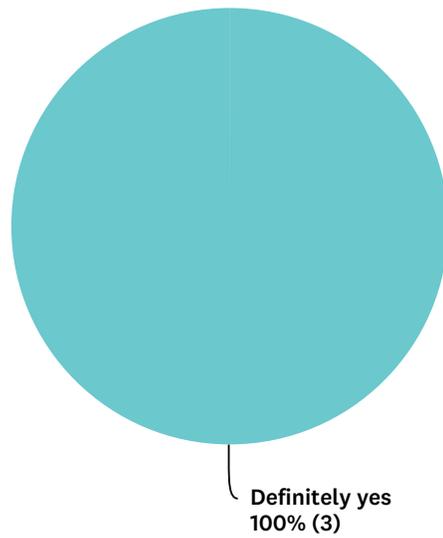
ANSWER CHOICES	RESPONSES
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Palm Coast BAC Survey

Extremely satisfied	100%	3
Moderately satisfied	0%	0
Slightly satisfied	0%	0
Neither satisfied nor dissatisfied	0%	0
Slightly dissatisfied	0%	0
Moderately dissatisfied	0%	0
Extremely dissatisfied	0%	0
TOTAL		3

Q24 Would you recommend the Palm Coast Business Assistance Center to your friends and family?

Answered: 3 Skipped: 1



ANSWER CHOICES	RESPONSES
Definitely no	0% 0
Probably no	0% 0
Probably yes	0% 0
Definitely yes	100% 3
TOTAL	3

Q25 Please provide any other comments, questions, or concerns?

Answered: 0 Skipped: 4

#	RESPONSES	DATE
	There are no responses.	

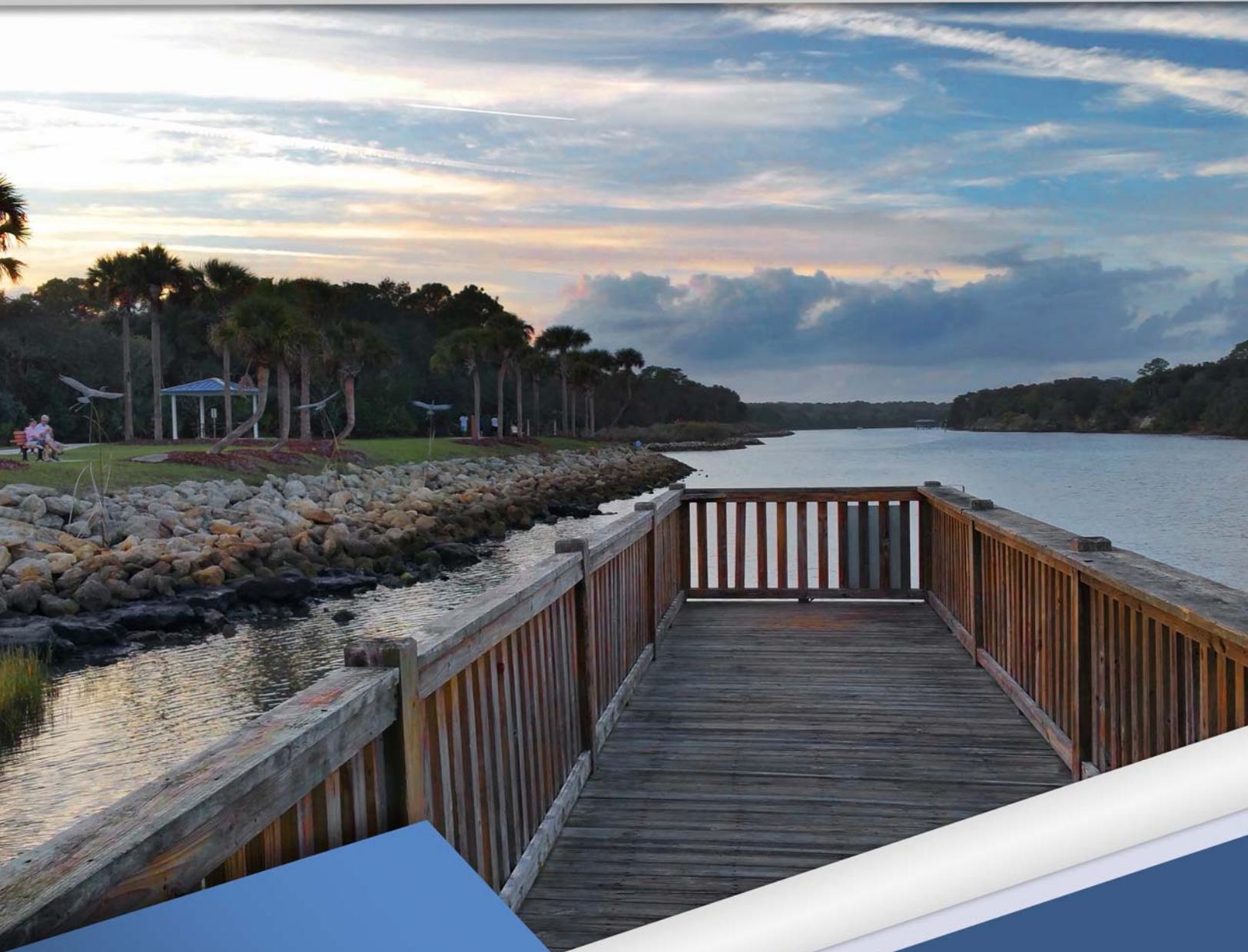
Q26 If you would like us to follow up and contact you regarding the information in this survey, please provide your contact information.

Answered: 0 Skipped: 4

ANSWER CHOICES	RESPONSES
Name	0.00% 0
Company	0.00% 0
Address	0.00% 0
Address 2	0.00% 0
City/Town	0.00% 0
State/Province	0.00% 0
ZIP/Postal Code	0.00% 0
Country	0.00% 0
Email Address	0.00% 0
Phone Number	0.00% 0

#	NAME	DATE
	There are no responses.	
#	COMPANY	DATE
	There are no responses.	
#	ADDRESS	DATE
	There are no responses.	
#	ADDRESS 2	DATE
	There are no responses.	
#	CITY/TOWN	DATE
	There are no responses.	
#	STATE/PROVINCE	DATE
	There are no responses.	
#	ZIP/POSTAL CODE	DATE
	There are no responses.	
#	COUNTRY	DATE
	There are no responses.	
#	EMAIL ADDRESS	DATE
	There are no responses.	
#	PHONE NUMBER	DATE
	There are no responses.	

BAM Team





City of PALM COAST

Boost All Morale “BAM” Team

To: Jim Landon, City Manager
Date: 11/14/2017
Department/Team: BAM Team
Director/Team Leader: Virginia A. Smith
Reporting Period: EOY FY 2017

VS

Executive Summary: The BAM Team enthusiastically worked a little bit harder for all employees this year. Two new events, the Winter Wonderland and the Summer Bash, were created for the enjoyment of our fellow workers and a new concept for competitions-PRIDE was released. Hurricane Irma had other plans for the State of Florida and we did not get to enjoy the Summer Bash this year. PRIDE is sure keep all team members and employees on their feet in this coming year.

Budget: The budget remained on track throughout the 2017 year.

Progress Report: The 2017 Fiscal Year brought many new ideas from the BAM Team to bring to City employees. New competitions formed in the first quarter during the holidays, which brought much cheer to the atmosphere in all departments. The second quarter, the BAM Team hosted the first Winter Wonderland dinner/dance. This event truly captured the voices of the employees for the need to host a summer dinner/dance too; thus, the Summer Bash planning began. The Employee Appreciation week was enjoyed by all again this year. The BAM Team included some additional healthy choices for breakfast, which was a welcome treat, loved by many. Family Fun and Fit Day was in March this year. Many attended and enjoyed the festivities of the day at Ralph Carter Park. The employee anniversary luncheon was held at the Hilton Garden Inn, where Mr. Danny Spencer was recognized for 40 years of service. The PRIDE program developed throughout the year and was released at the end of the fourth quarter for the competitions to begin in FY'18.



City of PALM COAST

Boost All Morale "BAM" Team

Festive Holiday Office Decorating and Dress-up Contest:



Progress Report



City of PALM COAST

Boost All Morale "BAM" Team

Winter Wonderland Dinner/Dance:



Progress Report



City of PALM COAST

Boost All Morale "BAM" Team

Employee Family Fun 'N Fit Day:



Progress Report



City of PALM COAST

Boost All Morale "BAM" Team

Employee Appreciation Week:



Progress Report



City of PALM COAST

Boost All Morale "BAM" Team

Employee Appreciation Week (continued):



Progress Report



City of PALM COAST

Boost All Morale "BAM" Team

Annual Employee Photo Contest:



Progress Report

Performance Measures Overview for BAM Team - 99004

This report gives an overview of the progress made in the Strategic Action Plan for BAM Team - 99004. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 100.00%

		Completed
GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities		100.00%
Objective 6.1 To develop a program to improve staff retention and recognize individual skill and talents		100.00%
Strategy 6.1.1 A program to identify individual skills and foster improvement of professional skills		100.00%
Approach 6.1.1.2 Develop programs to recognize individual achievements and years of service		100.00%
Measurement 6.1.1.2.a BAM - Assess the possibility of new, non-compensation based, programs that recognize individual achievements of employees / teams		100.00%
Comments		
1/23/2017	The Team discussed additional ways to recognize individuals on a non-compensation basis. Several new ideas were brought to fruition that would foster comradery amongst the employees.	
4/20/2017	The Team discussed a proposal from one of our members that will be implemented in the next fiscal year.	
7/21/2017	The Team was focused on our big events; this will be addressed in the fourth quarter with additional ideas and to finalize the new program which will begin on 10/1/2017.	
11/2/2017	Proud to launch the PRIDE competition for next fiscal year	
Strategy 6.1.3 Develop an Employee Motivation and Reward Program		100.00%
Approach 6.1.3.4 Maintain advisory staff committee consisting of all Departments		100.00%
Measurement 6.1.3.4.a Maintain monthly meetings open to representatives of each department to update a work plan		100.00%
Comments		
1/23/2017	The Team met monthly. There were additional meetings held during each month.	
4/20/2017	The Team met monthly. There were additional meetings held during this quarter as well.	
7/21/2017	The BAM Team held more than the monthly required meetings this quarter.	
11/2/2017	The BAM Team held more than the monthly required meetings this quarter.	
Approach 6.1.3.5 Enhance employee appreciation to focus on an exemplary performance approach		100.00%
Measurement 6.1.3.5.a BAM - Coordinate annual public service recognition week		100.00%
Comments		
1/23/2017	Although this event will occur during the 3rd quarter, the Team began discussions relating to the event.	
4/20/2017	The Team started planning for this event, which is held in the 3rd quarter.	
7/21/2017	This event took place this quarter. It was a very successful week.	

11/2/2017	This event took place the previous quarter.	
Measurement 6.1.3.5.b BAM - Participate (breakfast/lunch) in "State of the City" annual address		100.00%
Comments		
1/23/2017	The Team provided a healthy snack for the employees during this event.	
4/20/2017	This measure was completed in quarter one.	
7/21/2017	This measure was completed in the 1st quarter.	
11/2/2017	This measure was completed in the 1st quarter.	
Measurement 6.1.3.5.c BAM - Coordinate annual "take your son or daughter to work" day		100.00%
Comments		
1/23/2017	This will be addressed in the 3rd quarter.	
4/20/2017	Discussion began this quarter for the event, which will be held during the third quarter.	
7/21/2017	This measure was completed successfully this quarter.	
11/2/2017	This measure was completed successfully in the previous quarter.	
Measurement 6.1.3.5.d BAM - Evaluate programs that help employees get to know their fellow employees (bios)		100.00%
Comments		
1/23/2017	The Team discussed further options of how to help employees get to know their fellow employees. The Team created "Teams in the Spotlight" in the last quarter of 2016 and has been updating the bio's every other month.	
4/20/2017	A new Team bio was uploaded to the intranet for all to get to know the Team. This will be discussed again during the 3rd quarter.	
7/21/2017	The Team discussed ideas brought forward this quarter. Continued to work on the Employee sponsored summer dance.	
11/2/2017	The PRIDE competition was launched which incorporates comradery amongst the employees.	
Measurement 6.1.3.5.e BAM - Participate in the annual Employee photo contest		100.00%
Comments		
1/23/2017	This will be addressed in the 3rd and 4th quarters.	
4/20/2017	This will be addressed in the 3rd and 4th quarters.	
7/21/2017	This measurement was completed in full this quarter.	
11/2/2017	This measurement was completed in full in the previous quarter.	

Benefits Team





City of PALM COAST

Benefit Team

To: Jim Landon, City Manager
Date: October 30, 2017
Department/Team: Benefits Team
Director/Team Leader: Wendy Cullen
Reporting Period: 4th quarter FY 2017

Executive Summary: Performance measures are 83.89% complete for the year.

Budget: The Benefits Team does not have a budget.

Progress Report: This is the second reporting period for the Benefits Team. The Team achieved 100% on a majority of measures. Measures not met include the Retirement Plan RFP Process. Members are being added to the Benefit Team in preparation for the formal RFP Process slated for early calendar 2018. The other unmet measure was the reporting for Clinic Utilization. The 4th Quarter was the first quarter in which reports were available due to technological changes at the provider.

The Benefits Team instituted the concept of a “premium holiday” this year. The Health Insurance Fund is financially stable and well-funded. Staff has played a large part in the success of the program by utilizing generic medications and comparison shopping for some of the services they require. A “premium holiday” was decided upon as a method of rewarding staff. The actual “holiday” will occur in late October, 2017.

Previously, the Benefits Team did not have any performance measures so this is our first report. We are proud to report that the Health Insurance Program remains on solid financial footing. All in benefit costs have remained stable since the program’s inception. Since the success of the program relies on employees making smart healthcare decisions, in Q4 the Team will be discussing methods of rewarding employees. Included in this report is a year-over-year claims comparison graph that clearly shows the continued health of the program.

As part of the clinic utilization review, in early FY 2018 we will be sending a survey to staff regarding their experience with the clinic. We will also highlight the clinic during open enrollment sessions.

We are excited to begin the RFP Process for the selection of a Retirement Plan Administrator in Calendar 2018.

Progress Report

Performance Measures Overview for BENEFITS TEAM - 99018

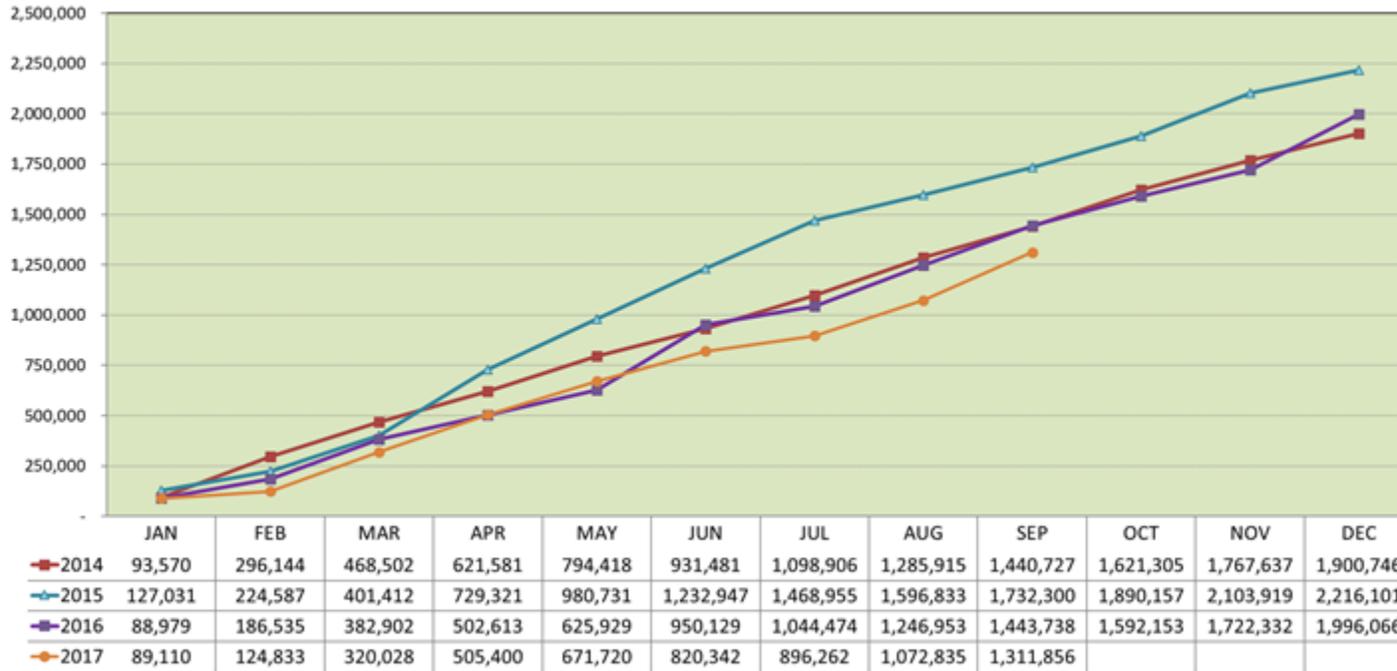
This report gives an overview of the progress made in the Strategic Action Plan for BENEFITS TEAM - 99018. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 83.89%

		Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses		100.00%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements		100.00%
Strategy 3.2.1 Review existing operational procedures and policies		100.00%
Approach 3.2.1.1 Enhance retirement fiduciary program to include compliance, evaluation and monitoring functions to maximize benefits to employees		100.00%
Measurement 3.2.1.1.b Continue formal monitoring of the retirement program with quarterly meetings		100.00%
Comments		
1/10/2017	Meeting held on 12/8/16 including plan monitoring report	
5/1/2017	Meeting held on 3/2/17 including plan monitoring report	
7/7/2017	Meeting held on 6/8/2017 including plan monitoring report.	
10/30/2017	Meeting held on August 31, 2017 including plan monitoring report.	
Measurement 3.2.1.1.d Complete quarterly review of retirement plan documents for updates and modifications as needed		100.00%
Comments		
1/10/2017	Meeting held on 12/8/16, no updates were needed	
4/13/2017	Meeting held 3/2/17. Updates were needed for 30 hour employees.	
7/7/2017	The Quarterly Review of Plan Documents was completed at the meeting on June 8. Amendments/Revisions to plan documents was discussed on conference call on June 30.	
10/30/2017	Meeting held on 08/31/2017, no updates were needed	
GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities		79.29%
Objective 6.1 To develop a program to improve staff retention and recognize individual skill and talents		79.29%
Strategy 6.1.2 Assess pay rates and benefits to remain competitive with market		75.00%
Approach 6.1.2.4 Assess employee benefits in order to remain competitive in the market		75.00%
Measurement 6.1.2.4.a Report quarterly on employee health insurance elections (HD vs blended)		100.00%
Comments		
7/7/2017	297 employees have elected the HDHP plan for themselves and their family, 65 employees have elected the Blended plan and 29 have opted out of the group health insurance program.	

10/30/2017	298 employees have elected the HDHP plan for themselves and their family, 65 have elected the Blended Plan and 25 have opted out of the group health insurance program. 9 employees on the blended plan are ineligible for a health savings account	
Measurement 6.1.2.4.b Evaluate 401a plan for forfeiture redistribution		100.00%
Comments		
7/7/2017	The forfeiture distribution occurred in the 3rd Quarter.	
Measurement 6.1.2.4.c Track and report on education efforts for retirement plans (Participant Effect)		100.00%
Comments		
7/7/2017	The Participant Effect did a group educational session and one-on-one appointments on April 19 and did one-on-one appointments on May 9. In addition, Don Wyse from EMPOWER, our retirement plan, comes monthly and conducts one-on-one appointments.	
10/30/2017	The Participant Effect had two days of one-on-one appointments, July 11 and September 26. The Empower Representative also conducted one-on-one appointments on August 16 and September 20.	
Measurement 6.1.2.4.d Establish the Retirement Plan RFP review and evaluation team and provide education to staff to prepare for the process		50.00%
Comments		
7/7/2017	The Benefits Team will begin meeting semi-monthly beginning the last week of July at which point recommendations for participation in the Retirement Plan RFP Process Review Team will be discussed.	
10/30/2017	Regular meetings of the Benefits Team began in Q4. In anticipation of the RFP process, new members from Fire and Community Development were identified.	
Measurement 6.1.2.4.e Report on clinic utilization		25.00%
Comments		
7/13/2017	Due to a computer upgrade for the provider, numbers are only available for April at this time. When May and June are provided, this measure will be updated.	
10/30/2017	In the 4th Qtr staff and dependents utilized the clinic for 142 office visits, 359 labs, and 69 other encounters, for a total of 570 total encounters.	
Strategy 6.1.3 Develop an Employee Motivation and Reward Program		90.00%
Approach 6.1.3.6 Create a culture of health and wellness to empower employees with the knowledge, support and incentives to take control of their health through awareness, assessment and ongoing education		90.00%
Measurement 6.1.3.6.f Evaluate existing Wellness match program		80.00%
Comments		
7/13/2017	The last time the Wellness Match was offered 42 employees participated.	
10/30/2017	The Wellness Match window was open for check dated October 27. 63 employees (excluding those that opted out of the medical plan) took advantage of the wellness match.	
Measurement 6.1.3.6.l Develop a program that Incentivizes employees for significant periods of low health insurance claims		100.00%
Comments		
7/7/2017	The Benefits Team will begin meeting semi-monthly beginning the last week of July.	
10/30/2017	The Benefit Team determined that the best way to reward staff for low health insurance claims would be through a "premium holiday." The first "holiday" was decided upon and will take effect with the October 27, 2017 paycheck.	

Total Claims To Date by Calendar Year



Brand Plus Team





City of PALM COAST

Brand + Team

To: Jim Landon, City Manager
Date: 11/6/2017
Department/Team: Brand Plus Team
Director/Team Leader: Jason Giraulo, Brand Plus Team Leader
Reporting Period: EOY 2017 Annual Report

Executive Summary:

The Brand Plus had a very successful year for Fiscal 2017, advancing the brand both internally and externally. Major accomplishments included the start of the Rooted in Nature campaign, branding for Holland Park (and all new park signage), improving the City's social media efforts and guiding City staff to incorporate branding in all projects.

Budget:

The Brand Plus Team spent most of its budget, mostly on promotional items, printing and brand-related advertising.

Progress Report:

Brand Plus successfully completed six of its seven Performance Measures for Fiscal 2017 at 100 percent, and completed as much of the seventh as possible. The team will review the redesign of the intranet once that project gets underway.

“Find *Your* Florida” continues to be a strong brand for the City of Palm Coast. Brand Plus is integrated into all City operations related to branding and marketing, overseeing the branding of City publications, videos, news releases, website and social media. The team also plays a major role in the branding of recreational programs, special events and public presentations.

The team's greatest accomplishment this year was the launch of the “Rooted in Nature” green brand. The campaign is a partnership between Brand Plus and the Green Team that focuses on Palm Coast's commitment to environmental sustainability and the “natural” attributes that make us so special. Goals include increasing public awareness, attracting more like-minded residents and businesses to Palm Coast, and increasing citizens' participation in conservation practices and City programs such as recycling and Adopt-A-Park, Road, Trail and Shoreline. The Discover Palm Coast website is the online home for “Rooted in Nature.” So far, the campaign includes a video, a blog on the Discover Palm Coast website, social media posts and regular feature stories in the Palm Coaster. The team did a presentation to Council, and the Mayor added the Rooted in Nature video to her community presentations. The two teams will continue to explore ideas for advancing the campaign in coming months and years.

Progress Report



City of PALM COAST

Brand + Team

Other major accomplishments this year included:

- Branding the Holland Park grand renovation including a new design for park signage as well as branded napkins, giveaways and a fun branded frame for photo opps at the Grand Opening.
- As with Holland Park, branding has now become a regular part of new construction and renovation. The team is helping with branding for the Community Center and assisted with re-branding of the Palm Coast Tennis Center. Branded directional signs continue to be added, and several branded monument signs were built or rebuilt this year.
- Expanding the use of social media, including a change in focus for the Twitter account to be more of a stand-alone product that features soft news of the City and increased use of Facebook and Twitter during emergencies including the two hurricanes in FY17.
- Successfully completing the fifth annual Find *Your* Florida Photo Contest, which brought in hundreds of photos for marketing materials such as advertising, the website and brochures.
- Providing fun brand training to all employees at the Wellness Fair in early March and working with BAM and HR to conduct training at every New Employee Orientation (including a follow-up welcome email). At the Wellness Fair, employees were asked to share what they think makes Palm Coast special, and branded buttons with various sayings (such as: “TEAM: Together Everyone Achieves More” and “Best. Employee. Ever.”) were given out.
- Starting of a project to review City forms, presentations and brochures for logo usage. A survey of staff assistants found that all of them are familiar with the Branding Center on the intranet. The team collected forms from many departments and reviewed them. Next steps will be to strengthen the branding on forms, as needed. The team also reviewed the new Week in Review design to ensure it was well-branded (it is), and a new brochure template was designed.
- Sending a brand-focused mailer insert in the stormwater bills mailed each year to the owners of vacant lots in Palm Coast. The insert entices vacant lot owners to “Picture Yourself Here” and lists Palm Coast attributes with the phrase, “We’ve grown and changed, but the things that make us special haven’t.”
- Updating the Business & Growth section (aka the Prosperity website) of the City website.
- Inserting the "Discover Palm Coast, Find *Your* Florida" music into radio spots for event promotion.

Brand Marketing for Special Events

In partnership with the FEST and Green teams, and all event coordinators, the Brand Plus Team maximizes the use of the Find *Your* Florida brand for all event marketing and promotion. Branding was achieved for all special events this year. Cross-promotion of events is done regularly, and we continue to search for new ways to promote events in



City of PALM COAST

Brand + Team

ways that feature the brand. For each event, we use a combination of the following strategies, depending on what makes sense for the particular event. The City's float in the Starlight Parade is branded, and this year's theme was "Find *Your* Florida – It's All Connected."

- Fliers/posters
- Event cross-promotion
- Branded swag items
- Website
- Video
- Paid advertising, including weekly calendar ad in Observer
- Social media – before, during, after
- News releases
- Online calendars
- E-blasts
- Palm Coaster newsletter
- Printed signage/banners at events

Moving into the 2017-2018 Fiscal Year

The team's goals for 2017-2018 include:

- More fully develop the green brand campaign with monthly themes, a Rooted in Nature guest lecturer in 2018 and possibly branded give-away items.
- Create a marketing campaign for the Palm Coast Business Assistance Center.
- Explore the use of cell phone apps to promote City amenities and events.
- Seek out new ways to strengthen the City's social media strategy.
- Work with all departments to ensure forms and printed materials are properly branded.
- Conduct an annual Photo Contest to emphasize the City's image.
- Work with BAM Team and Human Resources to provide brand training for employees and continue to send the welcome email to new employees.
- Add the Find *Your* Florida logo and slogan at more City facilities, with emphasis on parks and the new renovated Community Center.
- Work with the LITE Team to ensure the intranet redesign is branded properly.



City of PALM COAST

Brand + Team

Other: **Rooted in Nature campaign:**



Rooted in Nature

*In Palm Coast, we're Rooted in Nature...
so get outdoors with us for new weekly
and monthly walks & classes.*

**Programs start
in September**

- All Ages*
Nature/Fitness Walks
Art in Nature
- Toddlers 2-5*
Nature Nut Series
Creepy Crawlies
- Children 3rd-6th grades*
Guess the Plant
What are Wetlands?
- Ages 7 and up*
Night Tours

palmcoastgov.com/discover

PALM COAST
Parks & Recreation

Progress Report



City of PALM COAST

Brand + Team

Starlight Parade float:



Employee training at the Wellness Fair:



Progress Report



City of PALM COAST

Brand + Team

Holland Park Grand Reopening:



Park Rules

- Park hours 7am to 10pm. No overnight parking.
- Use park at your own risk.
- Pets must be on leash except at Dog Parks. Clean up after your dog.
- Playing golf is prohibited in park.
- Parks are drug-free and alcohol-free zones.
- No smoking. No vaping.
- Don't feed wildlife.

It's Playtime!



*For your safety & ours,
security cameras are in use.*



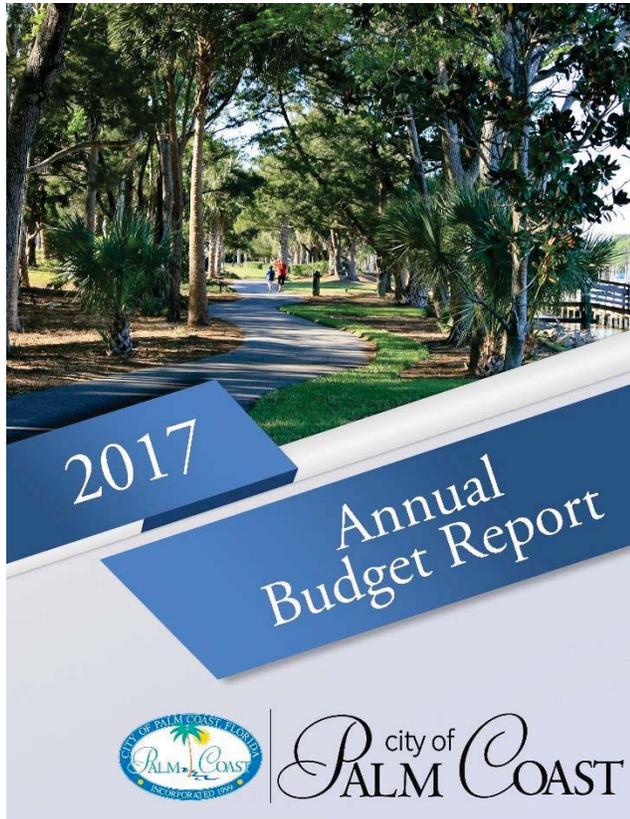
Progress Report



City of PALM COAST

Brand + Team

New Branded Documents Cover:



Stormwater Bill Mailer:



Progress Report



city of PALM COAST

Brand + Team

Palm Coast Tennis Center Logo Redesign:



Progress Report

Performance Measures Overview for Brand Plus - 99009

This report gives an overview of the progress made in the Strategic Action Plan for Brand Plus - 99009. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 92.86%

	Completed
GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	92.86%
Objective 2.2 To develop a "branding and marketing strategy" and establish criteria to measure success	92.86%
Strategy 2.2.1 Expand the use of "Find Your Florida"	92.86%
Approach 2.2.1.2 Enhance the "Find Your Florida" branding campaign	92.86%
Measurement 2.2.1.2.b Conduct an annual "Find Your Florida" campaign and provide quarterly reports on the campaign	100.00%

Comments

1/11/2017	The Q1 report for Find Your FL has been written. Major campaign accomplishments in the first quarter included finalizing plans for the new green brand campaign to be launched in March, preparation for the start of the 2017 Photo Contest and implementing new social media strategies.
4/20/2017	The Q2 report is complete. Major accomplishments this quarter were the creation of the website and video for the "Rooted in Nature" campaign and the soft launch with a Council presentation; start of the 2017 Find Your Florida Photo Contest and transitioning the City's Twitter account to be more focused on news and not redundant with Facebook.
7/21/2017	The Q3 report is complete. Major accomplishments this quarter were launch of the "Rooted in Nature" campaign with a blog, regular stories in the Palm Coaster, video and social media; judging of the 2017 Find Your Florida Photo Contest; and start of the working group to broaden and strengthen the City's social media presence, especially during emergencies.
10/23/2017	The Q4 report is complete. Focus of this quarter was the "Rooted in Nature" campaign with blog posts, stories in the Palm Coaster, and social media. Also held awards ceremony for 2017 Find Your Florida Photo Contest, with display now in City Hall lobby.

Measurement 2.2.1.2.d Conduct an annual photo contest to emphasize the City of Palm Coast image.	100.00%
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Comments

1/11/2017	The dates for the 2017 Photo Contest have been set for March 1-May 31, and we are working on prize options. Based on response, we will be continuing the Best Bird category for a second year.
4/19/2017	The 2017 Photo Contest began March 1 and will continue through May 31. Promotions are ongoing, and entries are coming in.
7/19/2017	The Photo Contest was judged during Q3 and was very successful for promoting the brand. We received 391 entries from 79 photographers. Winners will be announced in July and honored at the Aug. 1 City Council meeting.
10/4/2017	Photo Contest winners were announced in July and honored at the Aug. 1 Council meeting. The Photo Contest was very successful again this year, and the team is recommending we continue it next year.

Measurement 2.2.1.2.j Work with BAM team and HR to provide brand training for employees	100.00%
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Comments	
1/11/2017	We have reached out to the leaders of the Wellness Team and Human Resources to reserve a booth at the employee Wellness Fair in March. Brand training was provided at New Employee Orientation in November and December (there was no orientation in October).
4/19/2017	We provided brand training to all employees at the Wellness Fair in early March. We continue to conduct training at New Employee Orientation each month.
7/19/2017	We continue to conduct training at New Employee Orientation each month, as well as more intensive training for interns and staff who are joining the Brand Plus Team. In addition, as part of a Brand Plus survey of staff assistants and other select employees, we increased awareness of the Branding Center, branded forms and logo usage. All of those employees surveyed said they were aware of the City's branded forms, which was a positive indicator that our employee training efforts are working.
10/4/2017	We continue to conduct training at New Employee Orientation each month.

Measurement 2.2.1.2.l Continue plan to place Find Your Florida logo and slogan at select City locations and provide quarterly updates

100.00%

Comments	
1/11/2017	The stencils to brand the trash and recycling signs at City parks have been delivered to the park maintenance crew and will be tested in the second quarter. The next priorities are to brand the new park sign design through graphic design and update the "rules" language for parks signage. Brand Plus is working with the Parks Team on this PM.
4/19/2017	We are working closely with Construction Management and Engineering on branding of Holland Park and the Community Center. Monument signs are being built at Holland Park and at U.S. 1 and Seminole Woods Parkway, and one was recently completed at SR100 and Seminole Woods Parkway. The stencils to brand the trash and recycling cans at City parks were tested and did not work well. So an alternate plan is being developed to use stickers instead.
7/19/2017	All Holland Park signage, installed in Q3, was branded with the new graphic design, and the monument sign is nearly complete. Brand Plus continues to work with the Construction Management and Engineering Division on the branding of the Community Center. A new logo for the Palm Coast Tennis Center was designed in Q3 and will be used for branding the building and courts. Two brand directional signs were installed during Q3.
10/23/2017	Monument signs at Holland Park and U.S.1/Seminole Woods Pkwy. are now complete. A sub-team team is working with Parks & Recreation and the Construction Management and Engineering Division on the branding of the Community Center. Implementation of the new Palm Coast Tennis Center logo began in Q4 (branded signage, carpets).

Measurement 2.2.1.2.m Create a strategy to monitor brand consistency in printed and electronic communications across departments.

100.00%

Comments	
1/11/2017	Use of the new PowerPoint designs are increasing, and the next priority for increasing brand consistency will be to create a new brochure design that will complement the new PPT design.
4/19/2017	New brochure design will be pilot-tested with new stormwater brochure. To better evaluate what forms and documents are being used and how consistently they are branded, all staff assistants will be surveyed in Q3. Our first goal is to review all City forms. We will also remind them about where to find our letterhead and PPT templates in the Brand Center.
7/19/2017	Staff assistants and other select employees were surveyed about the Branding Center, branded forms and logo usage. Twenty-three forms have been submitted, and those will be reviewed by Brand Plus in July. Then we will ask them to submit PPTs next. The new brochure design has been completed.
10/23/2017	Twenty-three City forms were reviewed for brand consistency. Most already incorporate the new header look. Team will follow-up where tweaks are needed. Additional forms will be sought from across City departments. Work on proper branding of forms will continue into the new year.

Measurement 2.2.1.2.o Implement a brand welcome email that goes out to new employees	100.00%
Comments	
1/11/2017	The welcome email went to all new employees within two weeks of their orientation. The welcome email includes information on branding, BAM and the Wellness Team.
4/19/2017	The welcome email continues to go out to all new employees within two weeks of their orientation. The welcome email includes information on branding, BAM and the Wellness Team.
7/19/2017	The welcome email continues to go out to all new employees, typically the week after their orientation. The welcome email includes information on branding, BAM and the Wellness Team. The Brand Plus Team will review the welcome email's content during Q4 to determine if updates are needed.
10/4/2017	The welcome email continues to go out to all new employees, typically the week after their orientation. The welcome email includes information on branding, BAM and the Wellness Team.

Measurement 2.2.1.2.p Coordinate with the LITE Team to ensure that the Week In Review and intranet redesign are branded properly	50.00%
Comments	
1/19/2017	The Brand Plus Team plans to coordinate with IT to get a better understanding of the redesign/reorganization and then will organize the effort -- ensuring the intranet is properly branded in the process.
10/4/2017	The Week in Review redesign was properly branded. The team is prepared to review the intranet redesign when that project moves forward.
10/23/2017	The Week In Review design was reviewed and is well-branded. The team awaits the redesign of the intranet and will conduct that review at the appropriate time.

Communications Team





City of PALM COAST

Communications Team

To: Jim Landon, City Manager
Date: 10/30/2017
Department/Team: Communications Team
Director/Team Leader: David Faust
Reporting Period: 4rd quarter FY 2017

***Executive
Summary:***

The City of Palm Coast Communications Team is committed to research and implementation of effective telecommunications, networking of citywide infrastructures, and expansion of technology to aid employees and improve customer service. The team will research and recommend cost effective solutions that increase the city's capacity to provide quality service and empower our staff to operate more efficiently.

***Progress
Report:***

The team was created to address communications citywide. Expanding from our first quarter we have identified the strengths and weaknesses that the city currently has with its 800 MHz radio system. As part of the analysis, we found that the current system is antiquated and needs to be replaced and upgraded. During this period the team conducted an internal audit of all radio equipment by department and found that the number of units listed on paper are not an actual tangible number. We found that this is due to radios being transient between departments and potential losses and repairs made over the years.

During this quarter each member had a role to play in gathering information pertinent to their departments. This entailed meeting with peers and the E-Team members to get their input in regards to radio communications and their expectations. Collectively we found that some mindsets were grounded in past practice while others were eager to reap the benefits of progress. With the amount of independent research involved in the assessment the team did not meet as frequently as anticipated.

The building of the new 800 MHz system will take approximately two years to complete. The COPC Communications Team has been and will continue to be an active force in the development of the new system. Members of the team have met with the Flagler County IT Department on a regular basis to maintain the city's best interest as the plan is developed. During these meetings with Flagler County IT, FCSO and surrounding municipalities we discussed the findings of the consulting group, the future of the project and creation of the RFP.

Based upon the data collected we found that there are redundant systems in use that can be streamlined. For example the public works and utility departments currently use mobile radios and portable radios on the same unit. Based upon the signal density proposed by the consulting firm, all areas of the city will have a radio signal of 95-98% at the hip on a

Progress Report



City of PALM COAST

Communications Team

portable radio. Therefore the need for the mobile radios installed in vehicles are no longer needed because of the functionality of the portables on the new system. We decided that with the exception of the fire department which needs the mobile radios for redundancy and functionality, mobile radios will be greatly reduced across the city.

After completing the city's needs assessment, our results were shared with the county to be included in their master RFP. We concluded the city will need: 379 portable radios, 25 mobile radios and 15 base radios and a multitude of peripherals such as lapel mics, antennas, gang, base and mobile chargers. A cache of radios will be stored in the IT department for emergency and special events when additional communications equipment is needed.

Employee

Development:

During the third quarter we had a significant event, Hurricane Irma. This was a major storm that tested many of the systems in the city including the 800 MHz system. During the height of the storm it actually crashed temporarily. This situation was unanticipated and communications were available on a backup system that was less than user friendly. This hiccup was instrumental in the development of a redundant system to use in the event our primary 800MHz system gets knocked out again. There will be a backup 800 MHz system in place to switch to in the event of primary failure. The storm also highlighted some communications shortcomings in our action plan and emphasized the need for further training.

The 800 MHz radio system is a tool that is used on a daily basis by several city departments. We depend on it to conduct normal business as well as time of emergency such as natural disasters. The time to learn about the fundamentals and uses of the system is not when a disaster is bearing down on us. So we have decided to create a training matrix for all city departments. All employees need to be involved because at any given time they may be asked to work out of class when the city is under duress. The team's intent is to start with a very rudimentary lesson plan to teach the basics of how a radio system works. Basically how and why it does what it does. After that class has been administered, we will delve into basic radio operation that is consistent with all makes and models. Once the RFP has been approved we will start to develop equipment specific training so all staff members can be hands on with the actual radios. Our intent is to launch this material on Target Safety and PCU as timed power points with a modest test at the conclusion. Once the training has been created and we roll it out, the team will begin to assess additional communications issues within the city.



City of PALM COAST

Communications Team

Other:

The focus on FY18 will be to continue working with our county counterparts to develop an 800MHz radio system that will both satisfy our current and future needs and be a fiscally sound endeavor. Going forward we will be meeting to discuss the programming of the system to streamline the channels and their content, select the most effective units for our needs and find an amicable agreement for system maintenance and repair. Internally the development of a training program for all employees will be paramount and an analytical look at communications within the city as a whole.

Team Members:

Dave Faust- Team Leader
Leo Chumaceiro
Randall Zaleski
Martin Bacon
Steve Viscardi
Michael Vanburen
Julie Rivera

Performance Measures Overview for COMMUNICATIONS TEAM - 99019

This report gives an overview of the progress made in the Strategic Action Plan for COMMUNICATIONS TEAM - 99019. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 85.00%

	Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	100.00%
Objective 3.1 Diversify our revenue sources	100.00%
Strategy 3.1.1 Evaluate and target diversification of funding sources	100.00%
Approach 3.1.1.11 Plan for future replacements costs of 800 MHz radios and system	100.00%
Measurement 3.1.1.11.a Complete inventory of 800 MHz radios	100.00%
Comments	
10/30/2017	Current inventory identified. New alias need to be assigned.
12/1/2017	This is complete.
GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	70.00%
Objective 5.2 Enhance safety measures throughout the community	70.00%
Strategy 5.2.4 ISO standard improvement throughout the Organization	70.00%
Approach 5.2.4.4 Develop a plan for emergency communication upgrades in consultation with Flagler County and other partners	70.00%
 Measurement 5.2.4.4.a Develop a plan for emergency communication upgrades in consultation with Flagler County and other partners	70.00%
Comments	
2/8/2017	Participated in various meetings with County and other agencies to develop plan. RFP for a consultant should be issued Q2.
5/11/2017	RFP for consultant was issued. Selection of consultant will take place in Q3.
10/30/2017	Needs assessment completed. RFP submitted.

Community Development





City of PALM COAST

Community Development

To: Jim Landon, City Manager
Date: December 14, 2017
Department/Team: Community Development Department
Director/Team Leader: Stephen Flanagan, Community Development Director
Reporting Period: Fiscal Year 2017 End of Year Progress Report

***Executive
Summary:***

Fiscal year 2017 began with Hurricane Matthew and ended with Hurricane Irma damage assessment. Property damage for Irma was assessed and completed by staff within two days. Staff received refresher course training prior to Irma to assist the utility department (if needed) in connecting generators to pep tanks in order to prevent sewage backups. Expedited permitting was implemented and fees were once again waived for storm related permits through November 30th. 595 hazard tree complaints were received between September 12th (the day after Hurricane Irma) and September 30th. Hurricanes Matthew and Irma resulted in staff conducting 2,571 tree inspections in fiscal year 2017, which is a 317% increase compared to the number of inspections performed in the previous fiscal year (617).

The building division ended the 4th quarter of fiscal year 2017 with the same trend experienced over the past few years, with a steady increase in development activity. The issuance of new commercial construction permits decreased slightly, however, 67 commercial alteration permits were issued this year. These permits represent a new business or a renovation of existing buildings, to include Kentucky Fried Chicken, Outback Steakhouse and 57 Town Court (an unoccupied building for a few years). Island Walk and City Centre (next to City Hall) continue to gain new tenants and fill up empty units.

Implementation of a complete electronic permitting process from beginning to end for all permit types has been very successful. We currently have 640 registered users and 3,768 permits have been created online. Of those, 55 have been homeowners. A breakdown of the top online permits is as follows:

- 1,338 HVAC change-outs
- 823 roofing
- 461 fences
- 180 single family homes

Planning division staff provided review of 72 development order applications. These projects included large scale, big impact commercial projects, to include Creekside at Grand Haven, Aldi, Starbucks (2), International House of Pancakes (IHOP), Dunkin Donuts, Chipotle Mexican Grill, Taco Bell and Moonrise Brewery.

Progress Report



City of PALM COAST

Community Development

Two large residential projects this fiscal year include Grand Landings Phase 3 and Matanzas Lake Subdivision. In addition, several properties in the Matanzas area were rezoned from multi-family to single-family residential.

City Council adopted revisions to the Unified Land Development Code (LDC) Chapter 11 – Tree Protection, Landscaping, Buffers and Irrigation. This lengthy and detailed process had substantial input from residents, design professionals, business owners and the Flagler County Association of Responsible Development (FCARD). Input from these sources identified concerns with the existing chapter, which included changes to buffers, irrigation, overcrowding of trees and landscape material, as well as with providing more flexibility while ensuring we maintain our beautiful landscaping.

Construction Management & Engineering (CM&E) staff continues to provide modeling, survey and design for many capital projects. Some of the major efforts this fiscal year consisted of completing survey work associated with the Lakeview Path project, Indian Trails Sports Complex (ITSC) Field 4 rehabilitation project and the FPL Path project, design work associated with the Sesame Path (Citation to Selma Trail south) project, W-1, L-1, K-1 Stormwater Control Structure Replacement projects, Pine Lakes Pedestrian Bridge Removal and Pipe Replacement project, Reclaimed Water Main on US Highway 1 Aquifer Recharge project, as well as modeling for various utility projects.

Throughout the year, staff has partnered with FPL in committing to the use of LED fixtures for street lighting. In line with direction from City Council, staff has standardized the use of LED fixtures for all new streetlight installations. Staff has also been working with FPL to coordinate the eventual conversion of the City's more than 2,700 street lights from high pressure sodium to more energy efficient LED fixtures. It is anticipated that these conversions could potentially start in the early part of fiscal year 2018.

Staff actively began work with the consulting firm Lassiter Transportation Group, Inc. on a two phase street lighting project. The first phase is to develop a master plan to identify and plan for the installation of continuous lighting along the city's main thoroughfares. The second phase is to design continuous street lighting along Lake View Blvd. and along Belle Terre Blvd, from Palm Coast Parkway to State Road 100. The completion of the master plan is anticipated for the 1st quarter of fiscal year 2018 and design plans in the 2nd quarter. Lassiter continues to work with the city modifying and updating the city's transportation impact fees.



City of PALM COAST Community Development

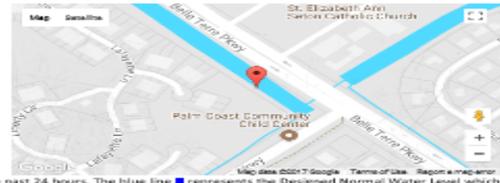
Staff completed an enhancement to four of the existing stormwater water control structures by adding an electronic monitoring system that allows staff to raise and lower gates remotely, as well as to monitor water levels in the canals. This past year, City staff also added a link to the city’s website that residents can use to see the canal water levels. A few locations have rainfall information as well. The link can be found at <http://www.palmcoastgov.com/canals>.



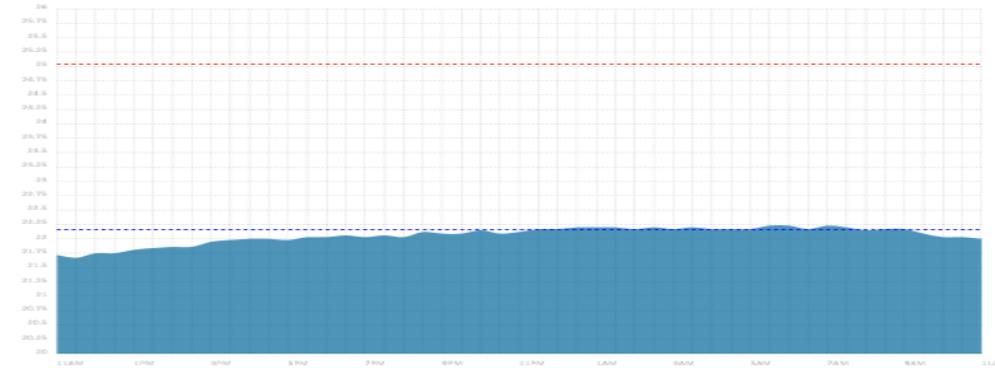
Go back to the canal list.

PA-1 Surface Water Control Structure

Is across from the Mother Seaton Catholic Church at the intersection of Pine Lakes Parkway and Belle Terre Parkway. PA-1 displays the canal water level for the Parkview Stream, which extends north and west to US-1, crossing under Pine Lakes Parkway, Palm Coast Parkway and US-1. It also displays the water levels south and west for the Wynnfield Channel, crossing under Wallington Drive, West Hampton Drive and Pine Lakes Parkway.

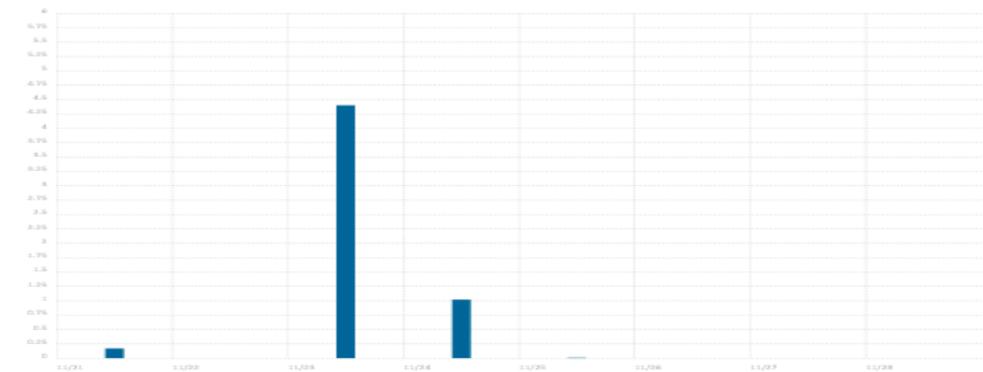


Shown below is the water level for PA-1 Surface Water Control Structure for the past 24 hours. The blue line represents the Designed Normal Water Level which is 22.0 feet, while the red line represents the Designed High Water Level at 25.0 feet.



Rainfall

Shown below is the rainfall for this location for the past several days.



Two code officer positions that were vacant for several months were finally filled. With the influx of work that emanated from the storms, a number of code officers provided assistance to urban forestry staff with wildfire mitigation re-inspections and postings. Code staff also provided data entry assistance with tree removal permits. With the substantial increase this fiscal year to the workload in urban forestry, one of the new staff members will be trained to assume responsibilities associated with the position.

Progress Report



City of PALM COAST

Community Development

Budget:

A review of the budget indicates that overall, each division was on target with operating expenditures in fiscal year 2017, with the exception of a slight overage in the other contractual services budgets in building & permitting and code enforcement.

**Progress
Report:**

38 out of 67 performance measures were completed or performed to a 100% completion level this fiscal year.

Highlighted Development Orders Issued in FY '17

- Aldi Food Market – October 12, 2016
- RaceTrac Remodel – October 28, 2016
- Marco's Pizza – November 3, 2016
- Starbucks (Island Walk) – November 3, 2016
- Dunkin Donuts (Palm Coast Pkwy.) – November 16, 2016
- Tattoo Studio – November 16, 2016
- Creekside at Grand Haven Commercial – December 6, 2016
- Shoppes of Palm Coast – January 6, 2017
- Starbucks – (Belle Terre Blvd.) – February 9, 2017
- Grand Landings Phase 3A – February 14, 2017
- Chipotle Mexican Grill Restaurant – March 10, 2017
- Craig Flagler Palms mausoleum addition – March 31, 2017
- IHOP (International House of Pancakes) – May 1, 2017
- Indian Trails restroom facilities & sports field lighting – May 22, 2017
- Arts Foundation Restrooms – May 22, 2017
- Vystar Credit Union ATM – June 28, 2017
- Kings Pointe landscape rehabilitation – June 28, 2017
- Taco Bell – August 7, 2017
- Moonrise Brewery – August 16, 2017
- Matanzas Lake Subdivision – September 5, 2017

Cumulative Numbers FY '17 Compared to FY '16

- Development order applications (72) increased 4%
- Residential plan review (20,586) increased 5%
- Permits issued (13,149) increased 33%
- New home construction (633) increased 31%
- The value of single family construction (\$175,151,000) increased 32%
- New commercial construction (89) decreased 22%
- Building inspections increased (33,576) increased 30%
- Swale/drainage work order inspections (1,278) increased 26%
- Residential driveway/home permit reviews (1,083) increased 38%
- Permit inspections (ROW)(4,132) increased 3%
- Code Enforcement action orders (15,357) increased 6%
- Code board cases (602) decreased 9%
- Animal licenses issued (6,929) increased less than 1%



City of PALM COAST

Community Development

Construction Management & Engineering Staff:

- Reviewed 65 requests for streetlights with 25 new installations approved
- Managed over 50 Capital Improvement projects
- Prepared 710 residential driveway swale plan designs

Construction Inspectors Performed

- Oversight of 22 active construction projects
- 1,892 residential utility inspections
- 531 commercial utility inspections
- 1,216 Project Dox permit reviews

Surveyors Completed

- Setting 722 survey benchmarks
- 153 surveys for driveway replacements
- 470 surveys associated with new home construction permits
- 32 surveys for city drainage pipe replacement projects
- 6 survey associated with city swale rehabilitation projects
- 12 surveys associated with city valley gutter projects

Swale Specialists:

- In 4th quarter completed 1,020 right of way involved inspections
- Verified 100% of the street light inventory of GIS mapping for accuracy. Began inventory reconciliation with FPL billing

Projects Currently Under Review or Ready for Building Permit Issuance

- 5 various commercial renovations for new businesses to include West Marine at Island Walk

4th Quarter Projects Under Construction

- Chipotle Mexican Restaurant (5,896 sq. ft.)
- Taco Bell (1,981 sq. ft.)
- Painting with a Twist (Island Walk) (1,800 sq. ft.)
- Starbucks at Island Walk (2,064 sq. ft.)
- Protea/Sabal Palms assisted living facility (67,432 sq. ft. 100 beds)
- Palm Coast Community Center (21,475 sq. ft.)
- 57 Town Court – Medical Offices (6 units)
- Palm Coast wastewater treatment plant
- Watercrest Market Street (45,952 sq. ft. 64 unit memory care residence)
- Tuscan Gardens (37,860 sq. ft. 2 story memory care facility)
- Tuscan Gardens (88,887 sq. ft. 4 story assisted living facility & 18,040 sq. ft. amenity building)
- Flagler Palms Cemetery Garden Mausoleum (414 crypt spaces)
- Island Doctors (former News Journal building) (9,425 sq. ft.)
- Arts Foundation- two restroom buildings (1,140 sq. ft. each)



City of PALM COAST

Community Development

4th Quarter Completed Projects

- Aldi Food Market (17,849 sq. ft.)
- Florida Power & Light (FPL) 2 story office building (25,436 sq. ft.)
- Starbucks - Belle Terre Pkwy. (2,200 sq. ft.)
- Parkview Baptist classroom addition (12,255 sq. ft.)
- Marco's Pizza (1,800 sq. ft.)
- T-Mobile (2,027 sq. ft.)

Employee Development:

4th Quarter Training Sessions/Courses/Conferences

- Microsoft Word training - 3
- Microsoft Excel training - 4
- American Institute of Certified Planners (AICP) CEU General training APA conf. – 5
- EOC Call Center training & final exam – 1
- Building Officials Assoc. of FL (BOAF) – St. Augustine Code Training – 5
- BOAF – South Daytona Code training – 3
- BOAF – Building Cross training – 2
- BOAF – Inspection & Plan Review Techniques – 1
- BOAF – Laws & Rules for the Building Officials – 1
- Florida Rural Water Association (FRWA) Annual Symposium – 2
- Florida Dept. of Transportation (FDOT) Maintenance of Traffic (MOT) training – 2
- Project Management training – 5
- Webinar - Improving the Delivery of Government Infrastructure Projects - 1
- Webinar - Infrastructure: What's New in Point Cloud processing, ReCap 360 & InfraWorks 360 -1
- Webinar - Trimble Power Hour: Defining & Working with Grid & Ground Coordinates - 1
- Webinar – Civil 3D Surfaces Tips & Tricks -1
- Webinar – What Government Agencies Need to Know About Autodesk Subscription - 1

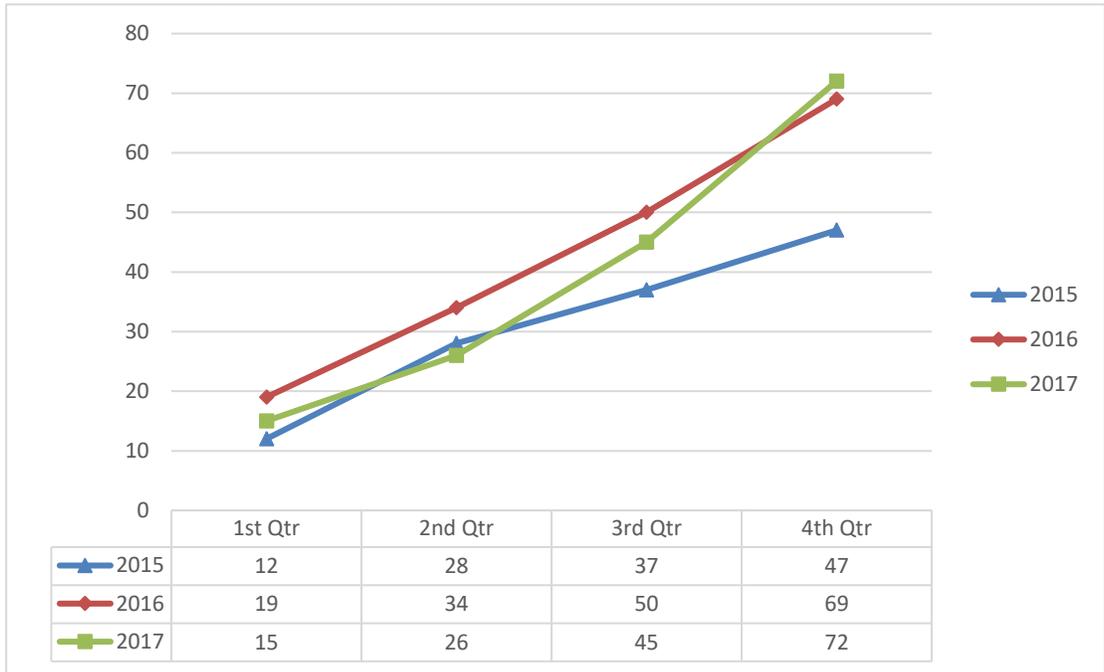


City of PALM COAST

Community Development

Other:

Number of development order applications



Number of residential plan reviews

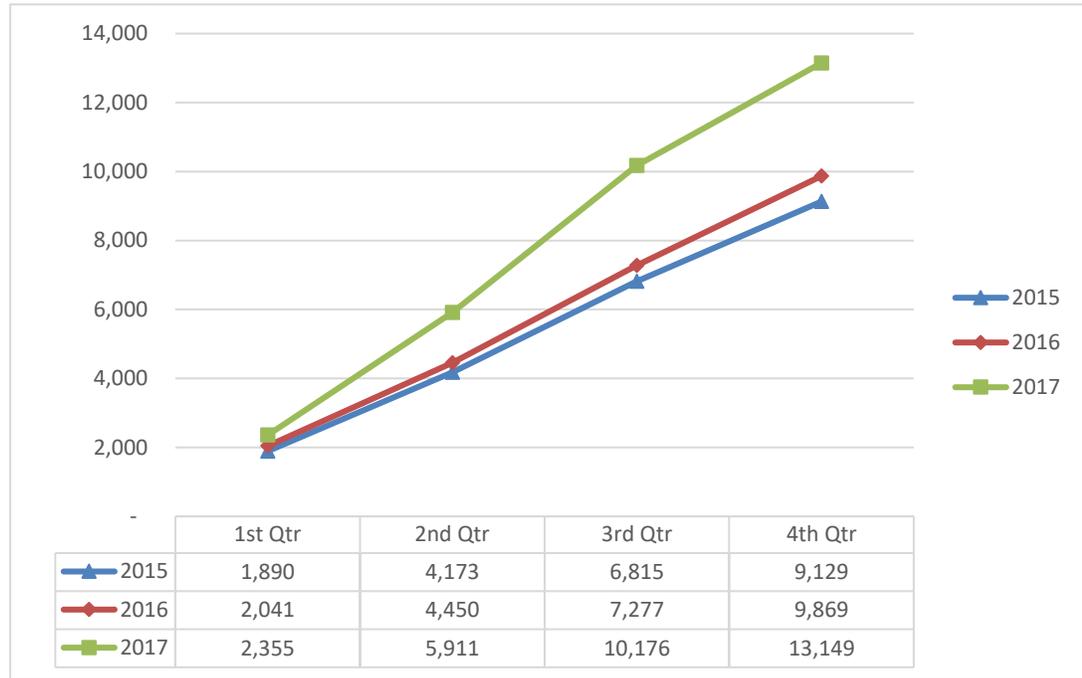




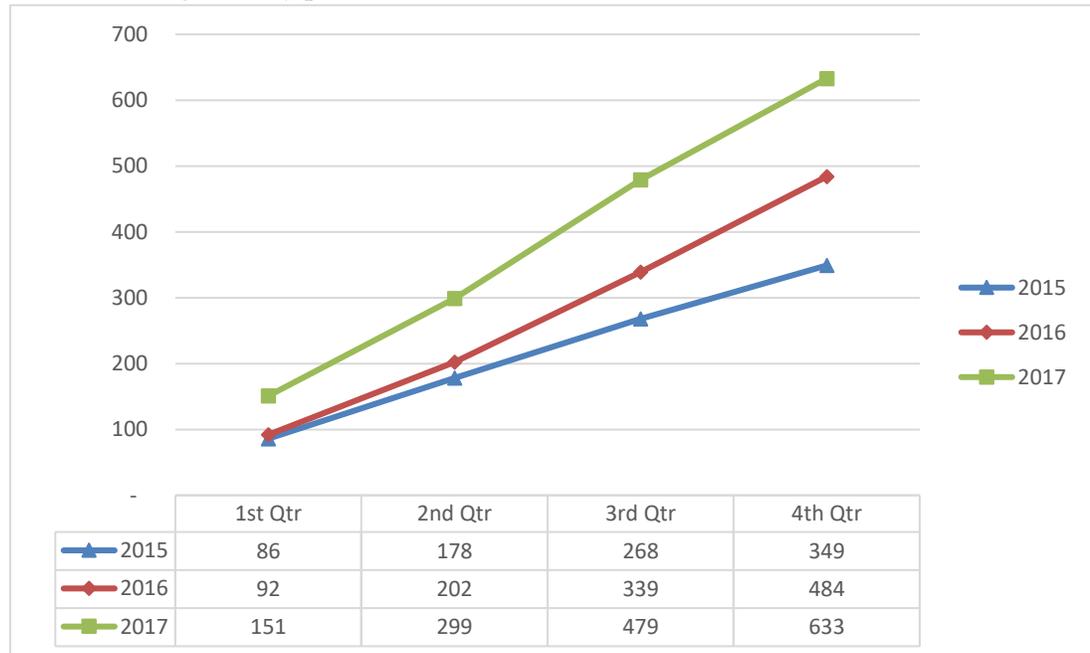
City of PALM COAST

Community Development

Number of permits issued



Number of single family permits issued





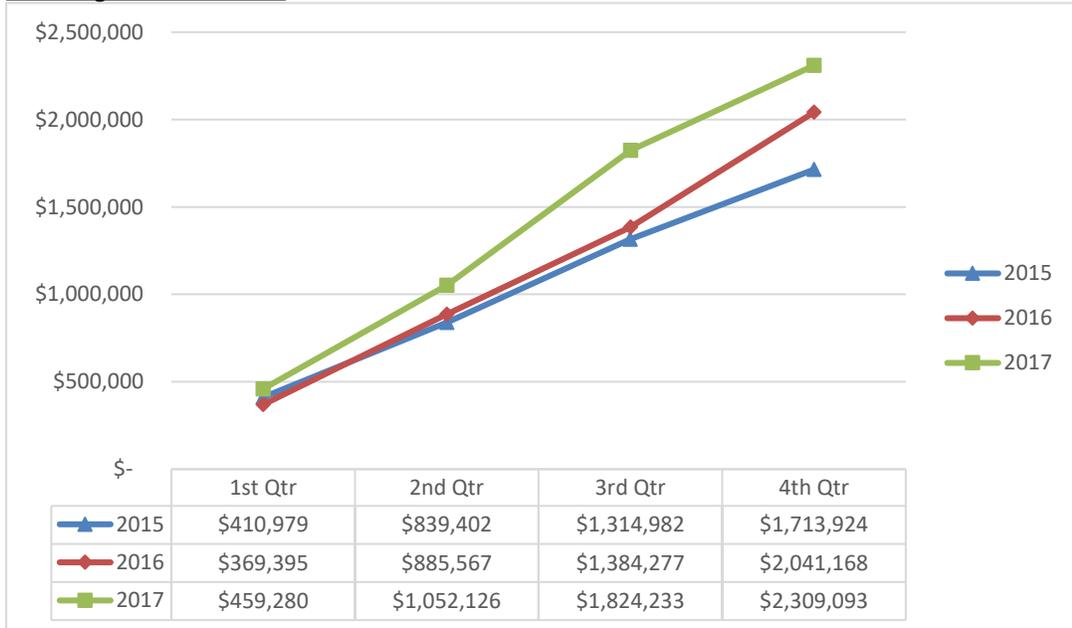
City of PALM COAST

Community Development

Number of new commercial permits issued



Building Fund Revenue

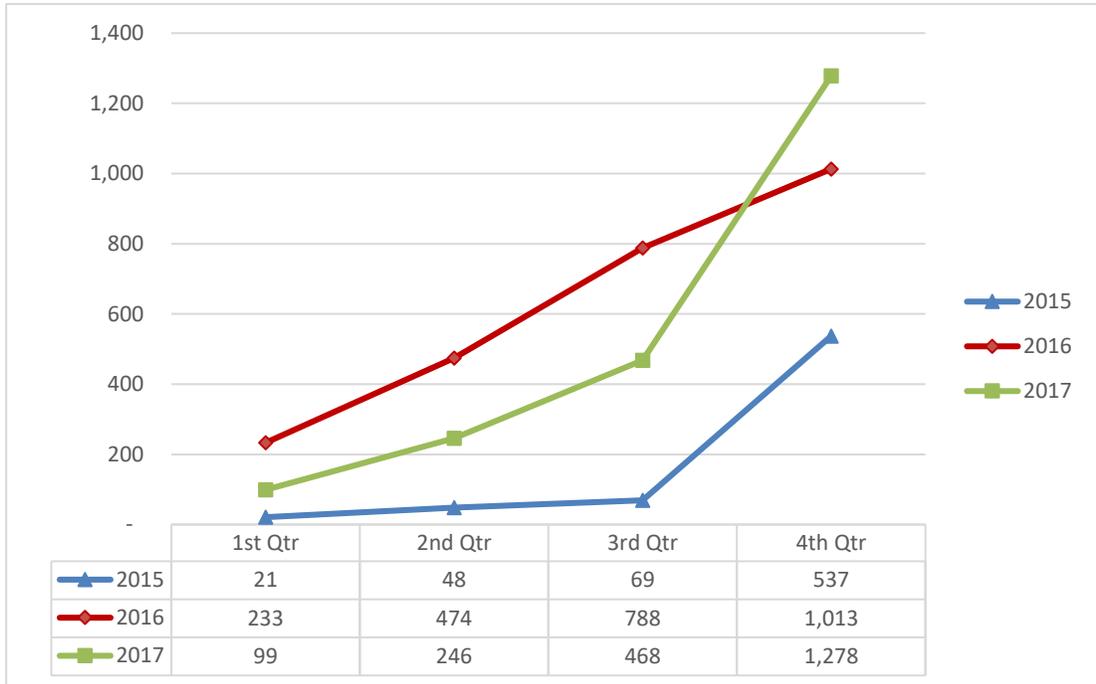




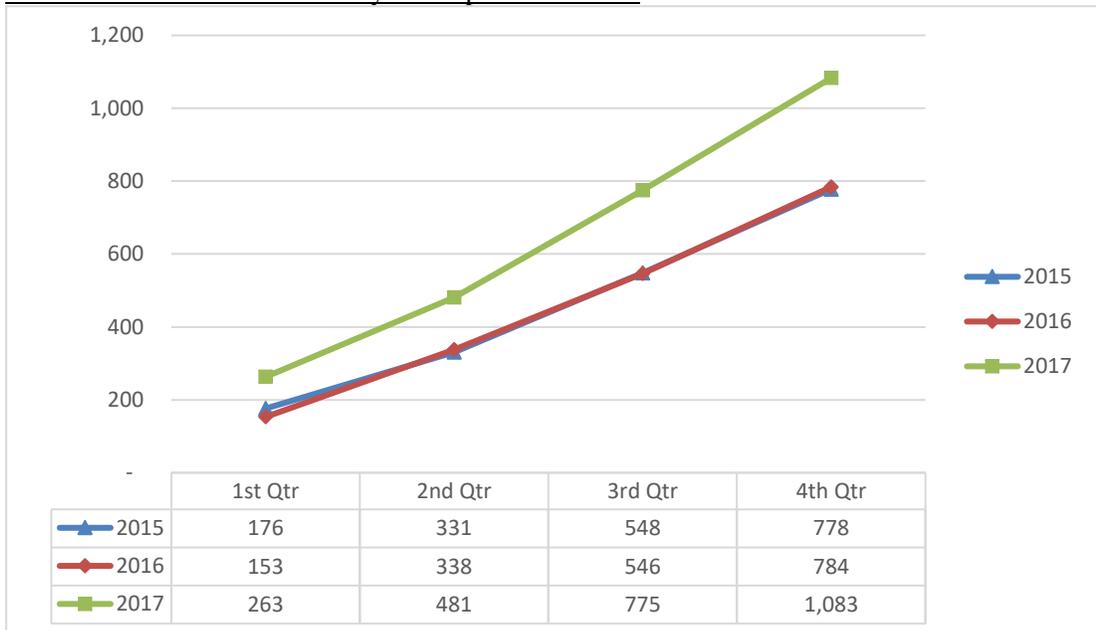
City of PALM COAST

Community Development

Number of swale/drainage work order inspections



Number of residential driveway/home permit reviews

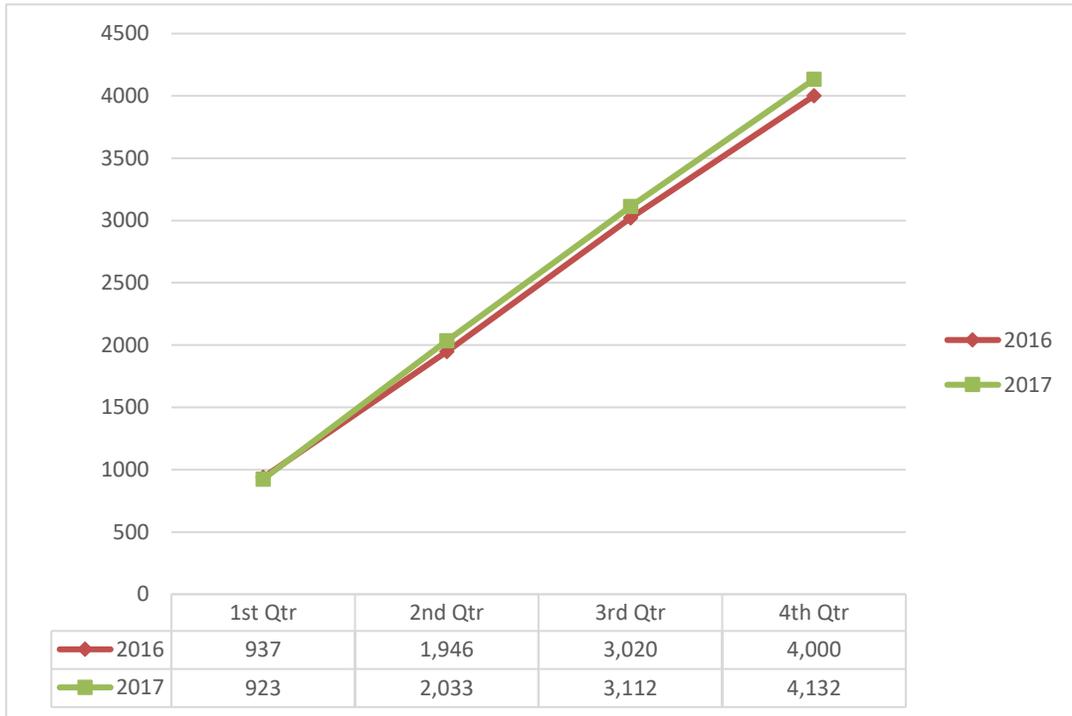




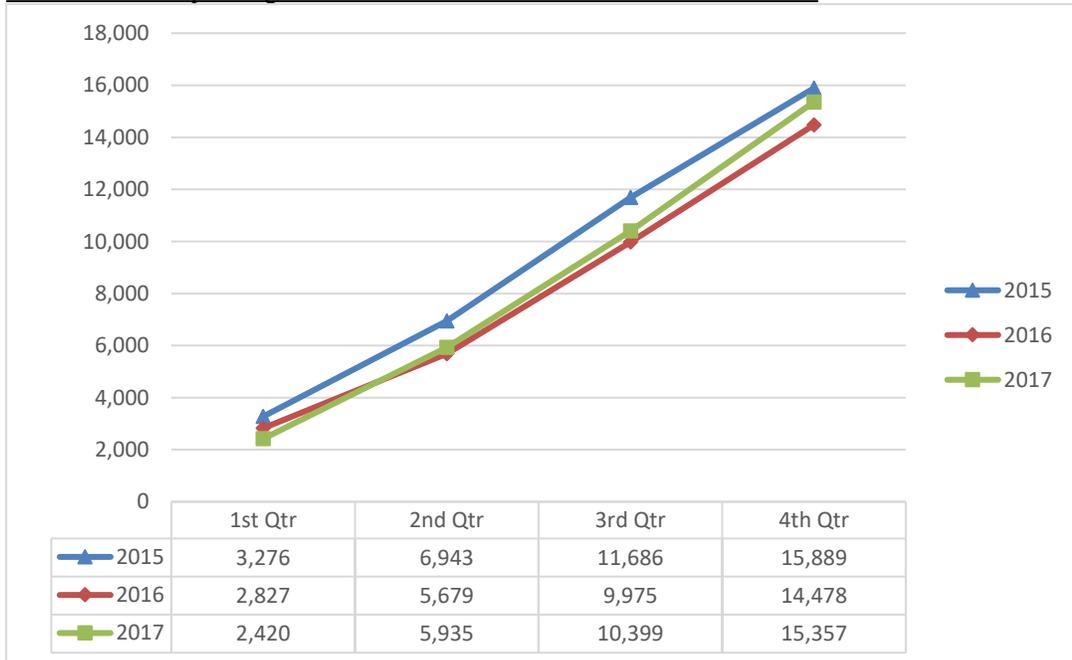
City of PALM COAST

Community Development

Number of permit inspections



Number of complaint generated & code officer initiated action orders



Progress Report



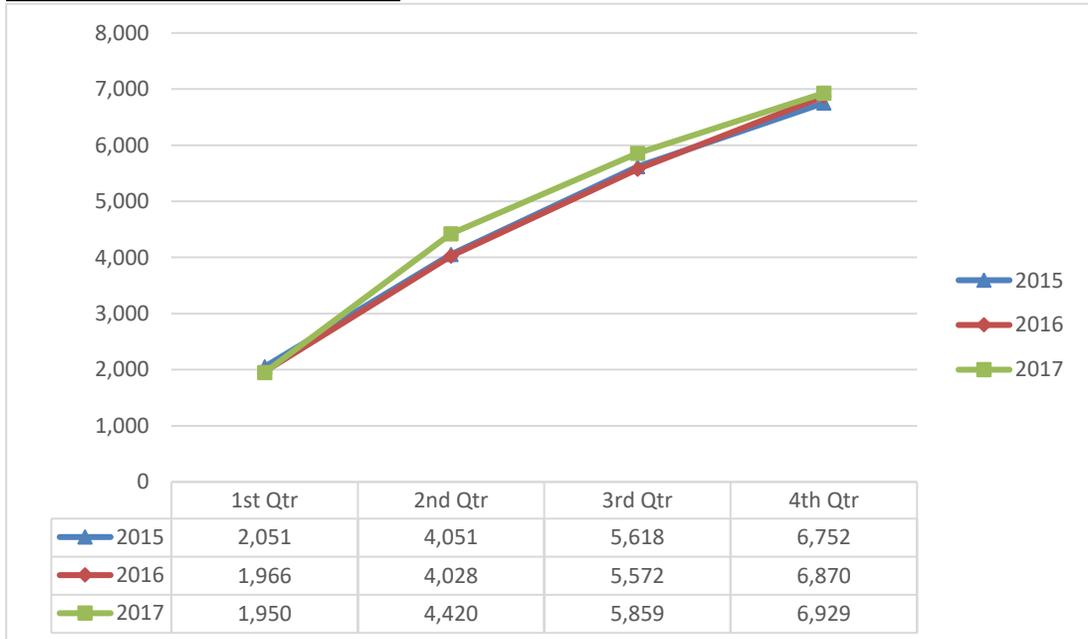
City of PALM COAST

Community Development

Number of cases scheduled for a code board hearing



Number of animal licenses issued





City of PALM COAST

Community Development

Development Orders/Master Plans, Etc.

Taco Bell

On August 7, 2017 a development order was issued for a new Taco Bell 1,961 sq. ft. restaurant with a drive-thru lane in the Shoppes of Palm Coast Shopping Center located at the Southeast corner of SR 100 and Belle Terre Blvd.



Matanzas Lake Subdivision

On September 5, 2017 a Preliminary Plat development order was issued for the 28.6-acre Matanzas Lake Subdivision consisting of 106 single-family lots located on the east side of Laramie Drive, one-half mile north of Matanzas Woods Parkway.



Progress Report



City of PALM COAST

Community Development

Development Order Issued for Moonrise Brewery

The Planning and Land Development Regulation Board (PLDRB) approved the first microbrewery in the City at its August 16, 2017 meeting. Moonrise Brewery was granted a Special Exception to operate a microbrewery at European Village in units 123, 124 and 125. The owners are from St. Augustine and have a proven record of accomplishment in the industry, including two gold medals, winner of Taste Saint Augustine, four silver and three bronze medals. The addition of Moonrise Brewery will provide additional recognition to European Village as a tourist and destination location, for visitors and locals alike.



Special Exception and Site Plan Approved for Discount Tire Store

A special exception and site plan was approved on August 16, 2017 for a Discount Tire store to be allowed, on a vacant lot zoned General Commercial "COM-2", located on Garden Street just south of Home Depot and east of Bob Evans Restaurant. The new one-story, 7,373 sq. ft. discount tire facility will have three service bays.



Progress Report



City of PALM COAST

Community Development

Unified Land Development Code Modifications

Chapter 11 – Landscape Code modification approved by City Council on November 1, 2016

Chapter 5 – Transportation draft written and PLDRB workshops were held on May 3rd & 17th, 2017

Chapter 13 – Architectural Design Regulations draft written and under Planning staff review

River to the Sea Transportation Planning Organization Updates

Staff submitted funding applications to the River to Sea Transportation Planning Organization for four projects, which are:

- Intersection Improvements:
 - Royal Palms Pkwy. & Belle Terre Pkwy.
 - Belle Terre Pkwy. & Pine Grove Dr. to Pritchard Dr.
 - Belle Terre Pkwy. between Ponce DeLeon Dr. & Point Pleasant Dr.

- Design & Construction:
 - Graham Swamp trail gap

Environmental Interns

Staff invited the Executive Director and the TPO Bicycle/Pedestrian Coordinator to assist with the completion of the Bloomberg Mayor's Challenge application. The 2017 Environmental interns completed a multitude of tasks including, but not limited to; preliminary environmental assessments, monitoring and reporting associated with land stewardship and wildlife monitoring for a city project. These activities were targeted to grow professional skills that would benefit various career fields. For example, Long Creek Nature Preserve requires various stewardship activities to ensure the property is preserved in a natural condition. One commitment was to manage invasive, exotic and nuisance vegetation, which commenced in 2014 at time of initial construction. As part of the park's St. Johns River Water Management District (SJRWMD) permit, the city has a responsibility to manage these vegetative species, monitor and report to the agency for four years. These efforts have been conducted by in-house staff, including environmental interns for the last two years. It is estimated that approximately \$8,000 in savings have been realized by using in-house resources. As a result of these efforts, SJRWMD confirmed that the permit condition has been met and reporting is no longer required, however, the City of Palm Coast will continue management of targeted vegetative species. The true success story is that both of the referenced interns successfully secured jobs in relevant fields shortly after leaving their internship roles.



Progress Report



City of PALM COAST

Community Development

Community Development Block Grant (CDBG) & State Residential Construction Mitigation Program (RCMP)

Ten homes received housing rehabilitation improvements through the Community Development Block Grant Program during fiscal year 2017. These improvements ranged from interior to exterior improvements, including roofs, air conditioners, cabinetry, plumbing and replaced appliances. In total, approximately \$285,000 worth of home improvements were completed through the program. Six homes were retrofitted through the State Residential Construction Mitigation Program (RCMP) in 2017. This program is conducted through the State Office of Emergency Management, which approves mitigation techniques compliant with the Florida Building Code. Improvements included wind compliant roofing, shutters, garage doors, door, clips and strapping, replacement doors, etc. Approximately \$175,000 was invested in homes as a result of this program. These improvements provide the necessary upgrades to the City's older housing so that they may remain code compliant and be protected during storms.

Ayres Property

This 5.2+/-acre parcel is located on Matanzas Woods Parkway, east of Londonderry Drive and south of Longview Lane. This property was rezoned by City Council from Multi-family to Single-Family Residential (SFR-2) and Preservation (PRS) in June. The rezoning will allow up to a maximum of 3 single-family homes and is consistent with the Matanzas neighborhood.



Progress Report



City of PALM COAST

Community Development

Projects Under Construction

Chipotle Mexican Restaurant – SR 100 (5,896 sq. ft.)



Arts Foundation- two restroom buildings – Central Ave. (1,140 sq. ft. each)



Progress Report



City of PALM COAST

Community Development

Taco Bell – SR 100(1,981 sq. ft.)



Starbucks - Island Walk (2,064 sq. ft.)



Progress Report



City of PALM COAST

Community Development

Protea/Sabal Palms assisted living facility – Palm Harbor Pkwy. (67,432 sq. ft. 100 beds)



Palm Coast Community Center – Club House Dr. (21,475 sq. ft.)





City of PALM COAST

Community Development

Watercrest Market Street - Corporate Dr. (45,952 sq. ft. 64 unit memory care residence)



Flagler Palms Cemetery Garden Mausoleum – Old Kings Rd. (414 crypt spaces)



Progress Report



City of PALM COAST

Community Development

Completed Projects

Aldi Food Market - SR 100 (17,849 sq. ft.)



Florida Power & Light (FPL) 2 story office building – SR 100 (25,436 sq. ft.)



Progress Report



City of PALM COAST

Community Development

Starbucks – Belle Terre Blvd. (2,200 sq. ft.)



Parkview Baptist classroom addition – Belle Terre Pkwy. (12,255 sq. ft.)



Progress Report



City of PALM COAST

Community Development

Marco's Pizza – Belle Terre Pkwy. (1,794 sq. ft.)



T-Mobile – Island Walk (2,027 sq. ft.)



Progress Report



City of PALM COAST

Community Development

Island Walk



Progress Report



City of PALM COAST

Community Development

Community Education

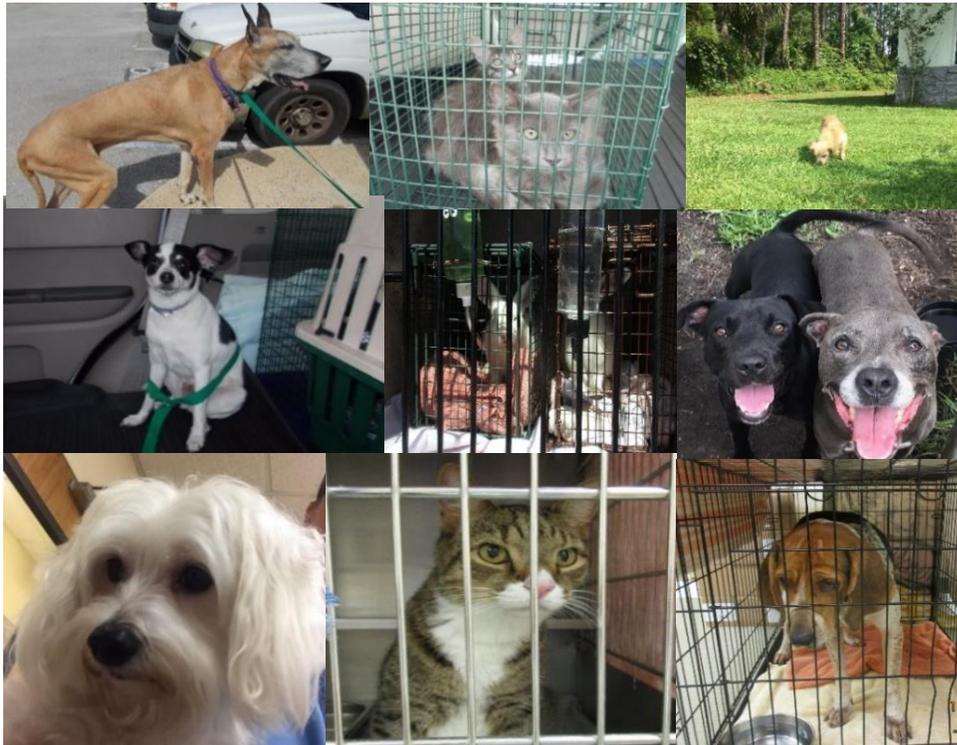
In September, code supervisory staff was invited to and attended a neighborhood watch meeting. Raleigh Drive Neighborhood Watch representatives requested for staff to give an overview of Palm Coast codes and answer questions posed by the participants.

Animal Control to the Rescue

Staff received a call from the Sheriff's office to retrieve a rat terrier, whose owner was taken by EMS to Flagler Hospital. It was believed the dog had a possible broken leg. He was taken to a local animal hospital and examined accordingly, which resulted in a temporary cast being placed on his leg. Family members of the dog owner were contacted and collected the dog.



Animal rescues throughout FY'17



Progress Report

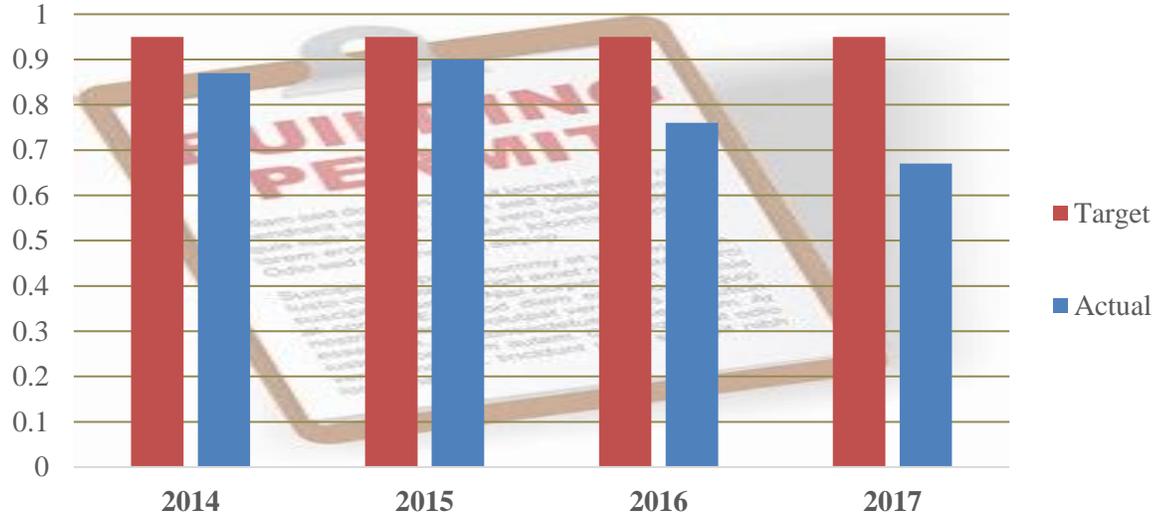


City of PALM COAST

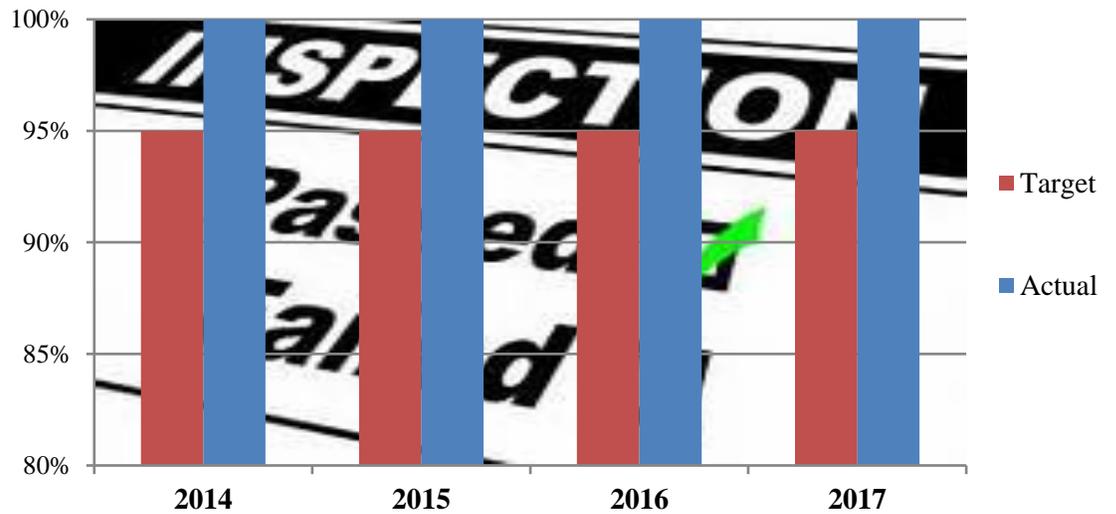
Community Development

Multiyear Measures

Building Residential Permits Responded to Within 7 Days



Building Inspections Completed Within One Working Day





City of PALM COAST

Community Development

Site Plan and Plat Related Comments to Applicant within
15 days



Performance Measures Overview for BUILDING PERMITS - 13505, CODE ENFORCEMENT - 13508, CONSTRUCTION MANAGEMENT - 00099, CONSTRUCTION MANAGEMENT - 15509, ENGINEERING - 17009, ENGINEERING & STORMWATER - 05509, Planning - 13507

This report gives an overview of the progress made in the Strategic Action Plan for BUILDING PERMITS - 13505, CODE ENFORCEMENT - 13508, CONSTRUCTION MANAGEMENT - 00099, CONSTRUCTION MANAGEMENT - 15509, ENGINEERING - 17009, ENGINEERING & STORMWATER - 05509, Planning - 13507. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 79.40%

	Completed
GOAL 1 : To anticipate the need for additional services and infrastructure to provide opportunities for mixed use development with goods, services, and employment.	74.73%
Objective 1.1 To enhance infrastructure in order to maintain quality neighborhoods and business districts	88.58%
Strategy 1.1.1 Projects targeted as highest priority shall be evaluated for potential upgrade or enhancement	88.58%
Approach 1.1.1.2 Inspect, evaluate and rate Water Control structures, Major crossings, Pipes through seawalls.	52.92%
Measurement 1.1.1.2.a Inspect, evaluate and rate water control structures, major crossings, pipes through seawalls, and canal ends annually.	52.92%
Comments	
1/17/2017	Oct. - 0 out of 274 Nov. - 0 out of 274 Dec. - 57 out of 274 YTD Total: 57 out of 274
4/24/2017	Jan. - 0 out of 274 Feb. - 0 out of 274 Mar. - 44 out of 274 YTD Total: 101 out of 274
7/24/2017	Apr. - 0 out of 274 May. - 28 out of 274 Jun. - 16 out of 274 YTD Total: 145 out of 274
11/2/2017	July - 0 out of 274 Aug. - 0 out of 274 Sept. - 0 out of 274 YTD Total: 145 out of 274 Due to shorthanded staff and heavy workload staff was unable to complete any inspections in Quarter 4.
Approach 1.1.1.4 Maintain an Action Plan for Community Development Block Grant (CDBG) Program in order to receive community development funds.	100.00%
Measurement 1.1.1.4.a Update Annual Action Plan for Community Development Block Grant.	100.00%
Comments	

1/19/2017	Analysis of Impediments to Fair Housing Study was completed in the 1st Quarter FY'17. The findings from the study will be used in the completion of a new 5-year Consolidated Action Plan and Annual Action Plan. The completion of the Annual Action Plan will commence in 2nd Quarter.
4/27/2017	A draft of the 5-year Consolidated Action Plan (CAP) is 50% complete. Annual Action Plan will be completed after the CAP.
7/14/2017	Draft Annual Action Plan was completed and recommended for approval by the Citizens Advisory Task Force. The draft will be presented to City Council in the next quarter for final approval.
10/17/2017	The draft was presented to and approved by City Council. The Action Plan has been submitted to HUD for review.

Measurement 1.1.1.4.b Complete new 5-Year Consolidated Action Plan for Community Development Block Grant Program	100.00%
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Comments

1/23/2017	The Analysis of Impediments to Fair Housing was completed in Quarter 1. This study provides data and analysis to be included in the new 5-year Consolidated Action Plan.
4/27/2017	Draft of the CAP is underway.
7/14/2017	A draft of the 5-Year Consolidated Action Plan (CAP) was completed and presented to the Citizens Advisory Task Force this quarter. The CAP will be reviewed by City Council next quarter.
10/20/2017	The draft of the 5-year Consolidated Action Plan was presented to and approved by City Council. The Consolidated Action Plan has been submitted to HUD for review.

Approach 1.1.1.6 Maintain stormwater system elements	100.00%
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Measurement 1.1.1.6.g Complete the installation of electronic monitoring (SCADA System) at BT-2 & L-4 weirs	100.00%
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Comments

1/24/2017	Purchase orders issued in 1st quarter for material needed to complete project.
4/24/2017	No action taken in 2nd quarter.
7/28/2017	All work completed. Final testing to be done in 4th quarter.
11/2/2017	Installation Completed. Technical support delayed due to high water

Approach 1.1.1.16 Develop a comprehensive public policy to address failing sea walls.	90.00%
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Measurement 1.1.1.16.a Report to City Council an overview of issues related to failing seawalls and present solution options.	90.00%
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Comments

1/23/2017	This performance measurements has been carried forward from FY'16 where the completion percentage was at 90% at the end of FY'16. Progress to date includes conducting research and providing a draft presentation to the City Manager for review.
4/20/2017	This performance measurement has been modified for FY'18 based on City Council direction.

Objective 1.2 To assess the need to expand infrastructure for sustainable growth	68.43%
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Strategy 1.2.1 Maintain an inventory of the condition and priority rating of infrastructure projects	99.25%
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Approach 1.2.1.8 Ensure proper inspection and repair of City infrastructure	97.76%
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Measurement 1.2.1.8.j Inspect swale drainage problems and provide customer communication within 2 business days of the receipt of the complaint 85% of the time.	97.76%
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Comments

11/17/2017	Oct. - 48 out of 50 Nov. - 27 out of 30 Dec. - 14 out of 19 YTD Total: 89 out of 99
11/17/2017	Jan. - 21 out of 30 Feb. - 37 out of 45 Mar. - 64 out of 72 YTD Total: 211 out of 246
11/17/2017	Apr. 60 out of 83 May - 37 out of 44 Jun - 71 out of 95 YTD Total: 379 out of 468
12/13/2017	July – 135 of 150 Aug. – 320 of 362 Sept. – 228 of 298 YTD Total : 1062 out of 1278

Approach 1.2.1.16 Develop and institute a bridge maintenance program	100.00%
Measurement 1.2.1.16.a Update bridge maintenance program annually	100.00%

Comments	
1/17/2017	No action taken in 1st quarter. Waiting on 2017 FDOT bridge reports.
4/24/2017	2017 plan completed, the report tool was updated to incorporate 2017 inspection results. Waiting on 2017 bridge inspection reports for 2018 plan.

Approach 1.2.1.17 Address drainage related issues	100.00%
Measurement 1.2.1.17.e Update GIS mapping application within 6 months of each stormwater related project completion.	100.00%

Comments	
1/27/2017	No rehabilitation projects received in 1st quarter for input.
4/28/2017	No rehabilitation projects received in 2nd quarter for input.
7/24/2017	No rehabilitation projects received in 3rd quarter for input.
11/17/2017	No rehabilitation projects received in 4th quarter for input.

Strategy 1.2.2 Coordinate facility capacity upgrades to meet the City's growth needs appropriately	50.83%
Approach 1.2.2.7 Continue to ensure capacity is consistent with growth needs	5.00%
Measurement 1.2.2.7.e Complete design & permitting of force main project from Pine Lakes to WWTP#2	5.00%

Comments	
11/9/2017	Options for the force main routing are being analyzed.
11/9/2017	Options for the force main routing have been analyzed. Design on hold until development occurs on US 1 within limits of project.
11/9/2017	Options for the forcemain routing have been analyzed. Design on hold until development occurs on US1 within limits of project.
11/9/2017	A proposed secondary forcemain crossing under I-95 from pump station 24-2 to the Old Kings Road forcemain was modeled, to compare the results of rerouting the Ravenwood Master Pump Station to WWTP2 vs. forcemain improvements to WWTP1. Design of Pine Lakes route is on hold until further progress of development plans occurs on US1 within limits of project. After reviewing the completion percentage a change was made to the total percentage to reflect accuracy.

Approach 1.2.2.8 Provide for current and future capacity of the wastewater system	62.50%
Measurement 1.2.2.8.f Complete modeling of Pump Station 34-1 and complete design of improvements if needed	100.00%
Comments	
1/24/2017	Existing design and run times were reviewed. A hydraulic analysis and review was completed.
4/24/2017	After system analysis, plumbing repairs within wetwell is recommended. Work to be completed by City staff.
7/24/2017	After system analysis, plumbing repairs within wetwell is recommended. Work to be completed by City staff.
11/2/2017	No further action taken in 4th quarter.
Measurement 1.2.2.8.g Complete modeling & design of PEP System Upgrades Phase 1 Project	25.00%
Comments	
11/9/2017	Existing system and various system modeling was performed and is underway to explore various options for system upgrade(s).
11/9/2017	95% modeling, 0% design. Existing system and various system modeling was performed and is underway to explore various options for system upgrade(s).
11/9/2017	Analysis of phase 1 area was completed. The analysis included system performance for average day flow and peak flow using maximum build out applied to the existing piping system and four alternative piping systems. Probable costs were developed for the four alternate systems.
11/9/2017	Analysis of Phase 1 improvements area has been completed. Four (4) improvement options were developed and cost estimated. One of the options was selected for developing construction plans and permitting.
Approach 1.2.2.18 Complete annual report for MS4 permits	100.00%
Measurement 1.2.2.18.a Complete annual report for MS4 permit and implement report requirements	100.00%
Comments	
1/17/2017	Year 2 report completed and submitted to FDEP. Year 3 goals have been established. Public outreach and education session was held at the UF Ag center in November.
4/24/2017	Year 2 annual report submitted Dec. 2016. Year 3 annual report due by Dec. 2017.
7/24/2017	Year 2 annual report submitted Dec. 2016. Year 3 annual report due by Dec. 2017.
11/8/2017	Year 2 annual review submitted 12/2016. Year 3 Annual Review in progress and is due by 12/2017
Approach 1.2.2.22 Update the transportation impact fee study	65.00%
Measurement 1.2.2.22.a Complete evaluation of existing transportation impact fees and provide a presentation/ordinance or fee resolution to City Council.	65.00%
Comments	
1/19/2017	The City and the Consultants have prepared a Draft Land Use Schedule. This schedule will be presented to City Council in the 2nd Quarter.
4/24/2017	A draft land use schedule was presented to City Council in the 2nd quarter.
7/14/2017	The consultants continue to work on developing the update of the transportation improvement projects to be included in the transportation impact fee study.
10/20/2017	The consultants continue to work on developing the update of the transportation improvement projects to be included in the transportation impact fee study. This performance measure will be carried to new fiscal year.



Approach 1.2.2.24 Ensure School Concurrency	10.00%
Measurement 1.2.2.24.a Work with Flagler School Board in drafting a revised ILA for School concurrency.	10.00%

Comments	
1/19/2017	No activity in the 1st Quarter.
4/24/2017	Met with school board to update available information regarding on-going projects in the City.
7/14/2017	No Activity in the 3rd Quarter.
10/17/2017	No Activity in the 4th Quarter.

Strategy 1.2.3 Keeping older neighborhoods attractive and relevant	75.00%
Approach 1.2.3.6 Address abandoned structures	100.00%
Measurement 1.2.3.6.a Secure all unsecured - abandoned houses within 14 days of being identified.	100.00%

Comments	
1/23/2017	In the 1st quarter, there were no abandoned structures in need of being secured.
4/20/2017	In the 2nd quarter, there were no abandoned structures in need of being secured.
7/25/2017	In the 3rd quarter, there were no abandoned structures in need of being secured.
11/3/2017	In the 4th quarter, there were no abandoned structures in need of being secured.

Approach 1.2.3.16 Identify and evaluate strategies to promote infill development within original ITT Comprehensive Land Use Plan (CLUP) area	50.00%
Measurement 1.2.3.16.a Draft white paper identifying and evaluating strategies to promote infill development	50.00%



Comments	
1/19/2017	This measure will be completed as part of the Impact Fee update.
4/27/2017	Impact fee update is 50% complete. A draft of strategies to promote infill development will begin after completion of impact fee.
7/14/2017	This measure will be completed as part of the Impact Fee update.
10/20/2017	This measure will be completed as part of the Impact Fee update.

GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	88.53%
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Objective 2.2 To develop a "branding and marketing strategy" and establish criteria to measure success	88.53%
Strategy 2.2.2 Develop a campaign to highlight the City's economic strengths and opportunities	88.14%
Approach 2.2.2.1 Ensure proper review time and inspections	95.28%
Measurement 2.2.2.1.c Complete new home driveway & driveway replacement engineering review and provide a culvert design if necessary within 5 business days from the time the permit is received, 95% of the time	76.97%

Comments	
11/17/2017	Oct. - 73 out of 85 Nov. - 105 out of 122 Dec. - 55 out of 56 YTD Total: 233 out of 263

11/17/2017	Jan. - 36 out of 51 Feb. - 41 out of 76 Mar. - 58 out of 91 YTD Total: 368 out of 481
11/17/2017	Apr. - 55 out of 90 May - 93 out of 113 Jun. - 58 out of 91 YTD Total: 574 out of 775
11/17/2017	July - 45 out of 76 Aug. - 125 out of 164 Sept. - 48 out of 68 YTD Total: 792 out of 1083

Measurement 2.2.2.1.d Review all performance bonds and maintenance bond releases from developers for financial accuracy within 3 business days from the time received.	100.00%
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Comments	
1/27/2017	Oct. 1 out of 1 Nov. 1 out of 1 Dec. 1 out of 1 YTD Total: 3 out of 3
4/28/2017	No activity this quarter. YTD Total: 3 out of 3
7/24/2017	No activity this quarter. YTD Total 3 out of 3
10/20/2017	No activity this quarter. YTD Total: 3 out of 3

Measurement 2.2.2.1.e Complete "utility" Right of Way utilization permits within 3 business days 95% of the time the permit is received	89.28%
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Comments	
11/9/2017	Oct. - 18 out of 18 Nov. - 20 out of 20 Dec. - 13 out of 13 YTD Total: 51 out of 51
11/9/2017	Jan. - 36 out of 51 Feb. - 26 out of 28 Mar. - 27 out of 30 YTD Total: 140 out of 160
11/9/2017	Apr. - 20 out of 24 May - 24 out of 48 Jun. - 26 out of 29 YTD Total: 210 out of 261
11/9/2017	July - 28 out of 28 Aug. - 25 out of 25 Sept. - 22 out of 22 YTD Total: 285 out of 336

Measurement 2.2.2.1.f Inspect canal / waterway drainage problems within 3 business days of the request 90% of the time from the time received.	95.95%
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Comments	
11/9/2017	Oct. - 36 out of 40 Nov. - 34 out of 35 Dec. - 36 out of 40 YTD Total: 106 out of 115

11/9/2017	Jan. - 9 out of 11 Feb. - 10 out of 11 Mar. - 19 out of 20 YTD Total: 144 out of 157
11/9/2017	Apr. - 7 out of 10 May - 10 out of 12 Jun. - 8 out of 11 YTD Total: 169 out of 190
11/9/2017	July - 6 out of 8 Aug. - 9 out of 12 Sept. - 6 out of 10 YTD Total: 190 out of 220

Measurement 2.2.2.1.h Review & provide response to developer submittal of Utility Agreement within 5 business days of submittal and resubmittal 95% of the time

100.00%

Comments

1/17/2017	Oct. - 1 out of 1 Nov. - 2 out of 2 Dec. - 3 out of 3 YTD Total: 6 out of 6
4/24/2017	Jan. - 1 out of 1 Feb. - 2 out of 2 Mar. - 1 out of 1 YTD Total: 10 out of 10
7/24/2017	Apr. - 6 out of 6 May - 2 out of 2 Jun. - 1 out of 1 YTD Total: 19 out of 19
11/2/2017	July - 2 out of 2 Aug. - 1 out of 1 Sept. - 1 out of 1 YTD Total: 23 out of 23

Measurement 2.2.2.1.i Review & provide response to DBPR forms within 2 business days of developer's submittal and resubmittal 95% of the time

100.00%

Comments

1/17/2017	Oct. - 1 out of 1 Nov. - 1 out of 1 Dec. - 0 out of 0 YTD Total: 2 out of 2
4/24/2017	Jan. - 0 out of 0 Feb. - 0 out of 0 Mar. - 0 out of 0 YTD Total: 2 out of 2
7/24/2017	Apr. - 0 out of 0 May - 1 out of 1 Jun. - 0 out of 0 YTD Total: 3 out of 3
11/6/2017	Jul. - 0 out of 0 Aug. - 0 out of 0 Sept. - 2 out of 2 YTD Total: 5 out of 5

Measurement 2.2.2.1.j Review a completed Division of Alcoholic Beverage and Tobacco Application as it pertains to zoning within 5 working days 95% of the time.	100.00%
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Comments	
1/19/2017	Oct. 2 out of 2 Nov. 3 out of 3 Dec. 2 out of 2 YTD Total: 7 out of 7
4/27/2017	Jan. 1 out of 1 Feb. 3 out of 3 March 4 out of 4 YTD Total: 15 out of 15
7/18/2017	April 5 out of 5 May 3 out of 3 June 2 out of 2 YTD Total: 25 out of 25
10/19/2017	July 4 out of 4 Aug. 2 out of 2 Sept. 1 out of 1 YTD Total: 32 out of 32

Measurement 2.2.2.1.k Review zoning on building occupancy permit or commercial or residential interior alteration permit for community residential homes and residential child care facilities, within 7 working days 95% of the time.	100.00%
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Comments	
1/19/2017	Oct. 0 out of 0 Nov. 1 out of 1 Dec. 1 out of 1 YTD Total: 2 out of 2
4/27/2017	Jan. 15 out of 15 Feb. 8 out of 8 March 20 out of 20 YTD Total: 45 out of 45
7/18/2017	April 11 out of 11 May 10 out of 10 June 13 out of 13 YTD Total: 79 out of 79
10/19/2017	July 1 out of 1 Aug. 1 out of 1 Sept. 4 out of 4 YTD Total: 85 out of 85

Approach 2.2.2.3 Complete design work in a timely manner	66.67%
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Measurement 2.2.2.3.a Complete swale redesigns within six months from the time the request was received for from the issuance of a permit	0.00%
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Comments	
1/17/2017	Oct. - 0 out of 58 Nov. - 0 out of 83 Dec. - 0 out of 68 YTD Total: 0 out of 209
4/26/2017	Jan. - 0 out of 73 Feb. - 0 out of 89 Mar. - 0 out of 76 YTD Total: 0 out of 447

7/24/2017	Apr. 0 out of 46 May 0 out of 61 Jun. 0 out of 35 YTD Total: 0 out of 589
11/3/2017	July 0 out of 29 Aug. 0 out of 63 Sept. 0 out of 47 YTD Total: 0 out of 728

Measurement 2.2.2.3.b Design pipes for repair or upgrade per the current year's pipe rehabilitation program	100.00%
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Comments	
1/25/2017	Oct. - 6 Nov. - 0 Dec. - 4 YTD Total: 10 (Projected target is 20)
4/24/2017	Jan. - 8 Feb. - 11 Mar. - 0 YTD Total: 29
7/28/2017	Apr. - 0 May - 0 Jun. - 1 YTD Total: 30
11/3/2017	July. - 1 Aug. - 0 Sept. - 1 YTD Total: 32

Measurement 2.2.2.3.c Design valley gutters for repair or upgrade per the current year's pipe rehab program	100.00%
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Comments	
1/26/2017	Oct. - 4 Nov. - 4 Dec. - 0 YTD Total: 8 (At this time, valley gutter designs are not expected to exceed 8 in FY '17.)
4/24/2017	Jan. - 4 Feb. - 0 Mar. - 0 YTD Total: 12
7/24/2017	Apr. - 1 May - 0 Jun - 0 YTD Total: 13
11/3/2017	July - 0 Aug. - 0 Sept. - 0 YTD Total: 13

Approach 2.2.2.5 Monitor ERU calculation time	58.07%
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Measurement 2.2.2.5.a Calculate ERUs within 14 calendar days 95% of the time from the time received	58.07%
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Comments	
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1/26/2017	Oct. - 1 out of 1 Nov. - 0 out of 0 Dec. - 5 out of 7 YTD Total: 6 out of 8
4/24/2017	Jan. - 0 out of 0 Feb. - 4 out of 6 Mar. - 4 out of 6 YTD Total: 14 out of 20
7/28/2017	Apr. - 0 out of 0 May - 0 out of 0 Jun. - 0 out of 2 YTD Total: 14 out of 22
11/3/2017	July - 0 out of 0 Aug. - 2 out of 7 Sept. - 0 out of 0 YTD Total: 16 out of 29

Approach 2.2.2.7 Monitor permit review time	99.89%
Measurement 2.2.2.7.e Provide initial site plan and plat related COPC comments to the applicant within 15 working days 85% of the time.	100.00%

Comments

1/23/2017	Oct. 4 out of 4 Nov. 5 out of 5 Dec. 6 out of 6 YTD Total: 15 out of 15
4/27/2017	Jan. 1 out of 1 Feb. 5 out of 5 March 2 out of 3 YTD Total: 23 out of 24
7/18/2017	April 3 out of 4 (City Project, Lakeview Multi Use Path) May 4 out of 4 June 7 out of 7 YTD Total: 37 out of 39
10/20/2017	July 4 out of 4 Aug. 5 out of 5 Sept. 2 out of 2 YTD Total: 48 out of 50

Measurement 2.2.2.7.f Review site plan and plat related resubmittals and provide COPC comments to the applicant within 10 working days 95% of the time.	100.00%
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Comments

1/23/2017	Oct. 3 out of 3 Nov. 2 out of 2 Dec. 2 out of 2 YTD Total: 7 out of 7
4/27/2017	Jan. 7 out of 7 Feb. 2 out of 2 March 2 out of 2 YTD Total: 18 out of 18

7/20/2017	April 0 out of 0 May 3 out of 4 (Taco Bell) June 0 out of 0 YTD Total: 21 out of 22
10/20/2017	July 2 out of 2 Aug. 5 out of 5 Sept. 2 out of 2 YTD Total: 30 out of 31

Measurement 2.2.2.7.g Provide plan review for all commercial construction (includes additions/accessory) within 10 working days from the time the plan is received 95% of the time.	100.00%
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Comments	
11/16/2016	Oct - 92 out of 92
12/7/2016	Nov - 173 out of 173
1/9/2017	Dec - 177 out of 177 YTD Total: 442 out of 442
2/7/2017	Jan - 229 out of 230
3/6/2017	Feb - 53 out of 53
4/1/2017	March - 205 out of 205 YTD Total: 929 out of 930
5/3/2017	April - 80 out of 80
6/6/2017	May - 73 out of 73
9/6/2017	June - 135 out of 135
9/6/2017	July - 81 out of 82
9/6/2017	Aug. - 114 out of 114
10/4/2017	Sept. - 74 out of 74 YTD Total : 1486 out of 1488

Measurement 2.2.2.7.h Provide plan review for all residential construction (includes additions/accessory) within 5 working days from the time the plan is received 95% of the time.	99.44%
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Comments	
11/16/2016	Oct - 1009 out of 1027
12/7/2016	Nov - 1083 out of 1143
1/10/2017	Dec - 1005 out of 1107 YTD Total: 3,097 out of 3,277
2/7/2017	Jan - 794 out of 901
3/6/2017	Feb - 996 out of 1028
4/1/2017	March - 1243 out of 1271 YTD Total: 6,130 out of 6,477
5/3/2017	April - 1232 out of 1270
6/6/2017	May - 1291 out of 1378
7/5/2017	June - 1157 out of 1169 YTD Total: 9,810 out of 10,294
8/8/2017	July - 1011 out of 1033
9/14/2017	Aug. - 1287 out of 1500
10/4/2017	Sept. - 729 out of 829 YTD Total : 12,837 out of 13,656

Measurement 2.2.2.7.i Provide initial response to new commercial permits within 10 working days (to include new structures and alterations) from the time the permit is received 95% of the time.	100.00%
Comments	
11/16/2016	Oct - 4 out of 4
12/7/2016	Nov - 11 out of 11
1/9/2017	Dec - 11 out of 11 YTD Total: 26 out of 26
2/7/2017	Jan - 15 out of 16
3/6/2017	Feb - 6 out of 6
4/1/2017	March - 6 out of 6 YTD Total: 53 out of 54
5/3/2017	April - 3 out of 3
6/6/2017	May - 4 out of 4
7/5/2017	June - 12 out of 12 YTD Total: 72 out of 73
8/8/2017	July - 3 out of 4
9/6/2017	Aug. - 6 out of 6
10/4/2017	Sept. - 3 out of 4 YTD Total : 84 out of 87
Approach 2.2.2.8 Provide proper response time for inquiries	86.52%
Measurement 2.2.2.8.a Provide initial response to new building residential permits within 5 working days (single family residence) from the time the permit is received 95% of the time.	67.36%
Comments	
11/16/2016	Oct - 44 out of 53
12/7/2016	Nov - 31 out of 61
1/9/2017	Dec - 31 out of 56 YTD Total: 106 out of 170
2/7/2017	Jan - 9 out of 33
3/6/2017	Feb - 36 out of 49
4/1/2017	March - 45 out of 56 YTD Total: 196 out of 308
5/3/2017	April - 39 out of 60
6/6/2017	May - 33 out of 60
7/5/2017	June - 49 out of 59 YTD Total: 317 out of 487
8/8/2017	July - 31 out of 48
9/13/2017	Aug. - 40 out of 80
10/4/2017	Sept. - 28 out of 35 YTD Total: 416 out of 650
Measurement 2.2.2.8.b Provide plan review for select "quick review" permits within the 1 working day of submittal 95% of the time.	94.92%
Comments	
11/16/2016	Oct. - 412 out of 428
12/7/2016	Nov. - 447 out of 500

1/4/2017	Dec. - 652 out of 764 YTD Total: 1,511 out of 1,692
2/7/2017	Jan - 352 out of 382
3/3/2017	February - 723 out of 758
4/1/2017	March - 661 out of 798 YTD Total: 3,247 out of 3,630
5/3/2017	April - 616 out of 739
6/6/2017	May - 650 out of 679
7/5/2017	June - 623 out of 665 YTD Total: 5,136 out of 5,713
8/7/2017	July - 524 out of 549
9/6/2017	Aug. - 532 out of 612
10/4/2017	Sept. - 366 out of 398 YTD Total : 6,558 out of 7,272

Measurement 2.2.2.8.c Process all public hearing development orders within 2 working days after all requirements have been met, 95% of the time.	100.00%
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Comments

1/23/2017	Oct. 1 out of 1 Nov. 0 out of 0 Dec. 0 out of 0 YTD Total: 1 out of 1. City processed the Development Order within the 2 working days, applicant still has not signed the Development Order for recording.
4/27/2017	Jan. 0 out of 0 Feb. 0 out of 0 March 0 out of 0 YTD Total: 1 out of 1
7/18/2017	April 0 out of 0 May 0 out of 0 June 1 out of 1 YTD Total: 2 out of 2
10/20/2017	July 1 out of 1 Aug. 1 out of 1 Sept. 1 out of 1 YTD Total: 5 out of 5

Measurement 2.2.2.8.d Review / process all 3 elevation certifications within 1 working day 85% of the time.	86.68%
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Comments

1/23/2017	Oct. 6 out of 8 Nov. 6 out of 12 Dec. 16 out of 17 YTD Total: 28 out of 37
4/27/2017	Jan. 13 out of 13 Feb. 8 out of 8 March 10 out of 16 YTD Total: 59 out of 74

7/20/2017	April 8 out of 11 May 13 out of 15 June 6 out of 9 YTD Total: 86 out of 109
10/20/2017	July 7 out of 19 Aug. 23 out of 31 Sept. 10 out of 12 YTD Total: 126 out of 171

Measurement 2.2.2.8.e Provide Interlocal review / comments on other agencies requests within the given allotted time established by that local government or within 5 working days 95% of the time.	100.00%
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Comments

1/23/2017	Oct. 0 out of 0 Nov. 0 out of 0 Dec. 0 out of 0 YTD Total: 0 out of 0
4/27/2017	Jan. 0 out of 0 Feb. 0 out of 0 March 0 out of 0 YTD Total: 0 out of 0
7/18/2017	April 0 out of 0 May 0 out of 0 June 0 out of 0 YTD Total: 0 out of 0
10/20/2017	July 0 out of 0 Aug. 0 out of 0 Sept. 0 out of 0 YTD Total: 0 out of 0

Measurement 2.2.2.8.f Provide comments for Master Plan Developments (MPD) within 10 working days from initial submittal 95% of the time.	70.17%
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Comments

5/1/2017	Jan. 0 out of 0 Feb. 0 out of 0 March 0 out of 1 (South Old Kings Rd. Planning Area.) This MPD agreement was sent out on day 11 (1 day late). However, this MPD was not a typical agreement, the applicant withdrew the Development of Regional Impact (DRI) for the property and we now incorporating the Northeast Florida Regional Planning Council's recommendations as well as other DRI requirements and language. YTD Total 0 out of 1
5/1/2017	Oct. 0 out of 0 Nov. 0 out of 0 Dec. 0 out of 0 YTD Total: 0 out of 1
7/18/2017	April 0 out of 0 May 0 out of 0 June 0 out of 0 YTD Total: 0 out of 1
10/20/2017	July 0 out of 0 Aug. 0 out of 0 Sept. 2 out of 2 YTD Total: 2 out of 3

Approach 2.2.2.9 Provide proper inspection and response time to complaints	86.18%
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Measurement 2.2.2.9.a Respond to all landscape/environmental complaints within one working day from the time the complaint is received 95% of the time.	100.00%
Comments	
1/19/2017	Oct. 1 out of 1 Nov. 1 out of 1 Dec. 2 out of 2 YTD Total: 4 out of 4
4/24/2017	Jan. 2 out of 2 Feb. 4 out of 4 March 2 out of 2 YTD Total: 12 out of 12
7/18/2017	April 4 out of 4 May 6 out of 6 June 2 out of 2 YTD Total: 24 out of 24
10/16/2017	July 8 out of 8 August 2 out of 2 September 6 out of 6 YTD Total: 40 out of 40
Measurement 2.2.2.9.b Complete all commercial and multi-family tree inspections within 1 working day from date received 95 % of the time.	18.23%
Comments	
1/19/2017	Oct. 0 out of 80 Nov. 0 out of 41 Dec. 12 out of 12 YTD Total: 12 out of 133 Due to Hurricane Matthew the response time for the months of October and November could not be met in 1 working day.
4/27/2017	Jan. 1 out of 1 Feb. 7 out of 7 March 1 out of 2 YTD Total: 21 out of 143
7/18/2017	April 0 out of 0 May 5 out of 5 June 1 out of 1 YTD Total: 27 out of 149
10/20/2017	July 9 out of 9 Aug. 10 out of 10 Sept. 11 out of 161 YTD Total: 57 out of 329 Due to Hurricane Irma the response time for the month of September could not be met in 1 working day.
Measurement 2.2.2.9.c Complete all commercial and multi-family landscape/irrigation inspections within one working day from the time the inspection was called in 95% of the time.	100.00%
Comments	
1/19/2017	Oct. 1 out of 1 Nov. 21 out of 21 Dec. 28 out of 28 YTD Total: 50 out of 50

4/24/2017	Jan. 40 out of 40 Feb. 29 out of 29 March 8 out of 8 YTD Total: 127 out of 127
7/18/2017	April 32 out of 32 May 52 out of 52 June 29 out of 29 YTD Total: 240 out of 240
10/16/2017	July 21 out of 21 Aug. 46 out of 46 Sept. 21 out of 21 YTD Total: 328 out of 328

Measurement 2.2.2.9.d Urban Forestry will review and process tree removal and wildfire mitigation requests, and conduct all environmental site visits within 2 working days from the time the request is received 95% of the time.

98.87%

Comments

1/26/2017	Oct. - 760 out of 813 Nov. - 230 out of 265 Dec. - 157 out of 173 YTD Total: 1,147 out of 1,251
4/20/2017	Jan. - 348 out of 355 Feb. - 357 out of 364 Mar. - 324 out of 345 YTD Total: 2,176 out of 2,280
7/25/2017	Apr. - 208 out of 217 May - 222 out of 229 Jun. - 237 out of 237 YTD Total: 2,843 out of 2,963
11/3/2017	July - 289 out of 289 Aug. - 329 out of 329 Sept. - 674 out of 821 YTD Total: 4,135 out of 4,402

Measurement 2.2.2.9.e Code Enforcement will document and inspect all Code complaints within one working day from the time the complaint is received 95% of the time.

100.00%

Comments

1/26/2017	Oct. - 795 out of 807 Nov. - 856 out of 861 Dec. - 744 out of 752 YTD Total: 2,395 out of 2,420
4/20/2017	Jan. - 997 out of 1,005 Feb. - 909 out of 915 Mar. - 1,036 out of 1,049 YTD Total: 5,337 out of 5,389
7/25/2017	Apr. - 1,319 out of 1,321 May - 1,411 out of 1,416 Jun- 1,720 out of 1,727 YTD Total: 9,787 out of 9,853
11/3/2017	July - 1,411 out of 1,412 Aug. - 1,405 out of 1,405 Sept. - 699 out of 702 YTD Total: 13,302 out of 13,372

Measurement 2.2.2.9.f Complete building inspections within one working day from the time the inspection is called in 95% of the time.	100.00%
Comments	
11/16/2016	Oct - 2,453 out of 2,468
12/7/2016	Nov - 3,050 out of 3,060
1/4/2017	Dec - 2,760 out of 2,777 YTD Total: 8,263 out of 8,305
2/7/2017	Jan. - 1,962 out of 1,972
3/3/2017	Feb. - 2,985 out of 2,996
4/3/2017	Mar. - 3,742 out of 3,773 YTD Total: 16,952 out of 17,046
5/3/2017	April - 2880 out of 2901
6/6/2017	May - 3555 out of 3563
7/5/2017	June - 3408 out of 3415 YTD total: 26,795 out of 26,925
8/7/2017	July - 3040 out of 3046
9/6/2017	Aug. - 3327 out of 3359
10/4/2017	Sept. - 2544 out of 2550 YTD Total: 35,706 out of 35,880
Strategy 2.2.3 Support event activities that provide positive economic impact for the community	100.00%
Approach 2.2.3.1 Support event activities that provide positive economic impact for the community	100.00%
Measurement 2.2.3.1.c Complete survey for ITSC field # 4 improvement project	100.00%
Comments	
1/24/2017	No action taken in 1st quarter.
4/24/2017	Survey completed in 2nd quarter.
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	32.82%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	32.82%
Strategy 3.2.2 Evaluate current technological opportunities to reduce operational cost	0.00%
Approach 3.2.2.12 Connect Water Treatment Plant 2 to FiberNET	0.00%
Measurement 3.2.2.12.b Complete survey for Fiber Project along Belle Terre from SR100 to WTP#2	0.00%
Comments	
1/17/2017	No action taken in 1st quarter.
4/24/2017	No action taken in 2nd quarter.
7/24/2017	No action taken in 3rd quarter
11/6/2017	No action in 4th quarter. Project on hold due to pending fiber agreement.
Measurement 3.2.2.12.c Complete Design for Fiber Project along Belle Terre from SR100 to WTP#2.	0.00%
Comments	
4/24/2017	No action taken in 1st quarter

4/24/2017	No action taken in 2nd quarter.
7/27/2017	No action in 3rd quarter. Project on hold due to pending fiber agreement.
11/3/2017	No action in 4th quarter. Project on hold due to pending fiber agreement.

Strategy 3.2.4 Seek in-house alternative to external services while maintaining high-quality services	98.47%
Approach 3.2.4.4 Provide in-house survey services to other Departments when possible	98.47%
Measurement 3.2.4.4.b Review & respond to in-house survey requests from other City departments within 5 business days 95% of the time from the request is made	98.47%

Comments

11/17/2017	Oct. - 4 out of 4 Nov. - 2 out of 2 Dec. - 1 out of 1 YTD Total: 7 out of 7
11/17/2017	Jan. - 0 out of 0 Feb. - 4 out of 4 Mar. - 3 out of 3 YTD Total: 14 out of 14
11/17/2017	Apr. - 1 out of 1 May - 0 out of 0 Jun. - 1 out of 2 YTD Total: 16 out of 17
11/17/2017	July - 4 out of 5 Aug. - 3 out of 3 Sept. - 6 out of 6 YTD Total 29 out of 31

GOAL 4 : To blend our residential and commercial properties with our "City of Parks and Trails" image to create a sustainable framework of visual appeal while caring for our land, water, air, and wildlife

Objective 4.1 To develop programs to enhance our water conservation strategies	75.00%
Strategy 4.1.1 Utilize nature's water supply resources effectively for water supply	75.00%
Approach 4.1.1.2 Investigate options for freshwater canal weed control	100.00%
Measurement 4.1.1.2.b Implement & evaluate one weed control option on freshwater canals	100.00%

Comments

1/17/2017	No action taken in 1st quarter.
4/24/2017	No action taken in 2nd quarter.
7/28/2017	Stocked over 1,400 carp in canals citywide.

Approach 4.1.1.10 Monitor monthly surface water levels	50.00%
Measurement 4.1.1.10.a Review and monitor surface water levels of 9 remotely reporting weir locations each business day and verify accuracy of water levels at all 35 weir locations in the field monthly	100.00%

Comments

1/17/2017	In 1st quarter, all locations have been monitored and inspected.
4/24/2017	In 2nd quarter, all locations have been monitored and inspected.
7/24/2017	In 3rd quarter, all locations have been monitored and inspected.
11/3/2017	In 4th quarter, all locations have been monitored and inspected.

Measurement 4.1.1.10.b Monitor water quality per MS4 permit requirements	0.00%
Comments	
1/17/2017	No action taken in 1st quarter. Permit requirements have not been established yet.
4/24/2017	No action taken in 2nd quarter. Permit requirements still have not been established.
7/24/2017	No action taken in 3rd quarter. Permit requirements still have not been established.
11/7/2017	No Action in Quarter 4. Permit requirements are in the process of being established.
Approach 4.1.1.11 Complete Aquifer Recharge Project along US1/Palm Coast Park	100.00%
Measurement 4.1.1.11.a Complete design and permitting of Aquifer Recharge Project along US1/Palm Coast Park	100.00%
Comments	
1/25/2017	Meetings with property owners and reps as well as FPL took place to discuss design options. The design is underway.
4/24/2017	Design and permitting completed in 2nd quarter.
Objective 4.2 To evaluate the evolution of City of Palm Coast Recreation and Parks Facilities Master Plan projects	85.00%
Strategy 4.2.2 Build future bicycle / pedestrian connections to unique destinations	85.00%
Approach 4.2.2.1 Complete Design & Permitting for Seminole Woods Multi-use Path	70.00%
Measurement 4.2.2.1.b Complete design & permitting for 2 remaining phases of Seminole Woods Multi-Use Path Project.	70.00%
Comments	
1/27/2017	Phase 4 = 30% complete Phase 5 = 65% complete
4/24/2017	Phase 4 = 30% complete Phase 5 = 90% complete Project is 55% complete
7/28/2017	Phase 4 = 40% complete Phase 5 = 95% complete (design done, waiting on permit) Project is 65% complete
11/7/2017	The design for Phase 5 is complete and awaiting USACE permit. Phase 4 is 45% Complete
Approach 4.2.2.5 Community Development Block Grant	100.00%
Measurement 4.2.2.5.b Complete CDBG Comprehensive Annual Performance Evaluation Report (CAPER).	100.00%
Comments	
1/23/2017	CAPER was completed and submitted to HUD in Dec. 2016.
Objective 4.4 Protect the environment through appropriate development strategies	100.00%
Strategy 4.4.1 Protect natural green spaces to ensure a balance between the natural environment and development	100.00%
Approach 4.4.1.1 Maintain freshwater canals	100.00%
Measurement 4.4.1.1.a Visually inspect and verify that freshwater canals are being maintained per contract requirements on a monthly basis.	100.00%
Comments	

1/20/2017	Inspection has occurred and determination made that contract requirements were met during 1st quarter.
4/28/2017	Inspection has occurred and determination made that contract requirements were met during 2nd quarter.
7/24/2017	Inspection has occurred and determination made that contract requirements were met during 3rd quarter
11/3/2017	Inspection has occurred and determination made that contract requirements were met during 4th quarter.

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	70.82%
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Objective 5.2 Enhance safety measures throughout the community	70.82%
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Strategy 5.2.2 Continue to enhance safety improvements at intersections and along roadways	69.90%
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Approach 5.2.2.2 Maintain, repair or replace major roadway crossing and control structures to ensure safety	50.00%
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Measurement 5.2.2.2.c Complete the design of the W-1 Major Crossing Rehabilitation Project.	0.00%
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Comments

1/17/2017	No action taken in 1st quarter.
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4/24/2017	No action taken in 2nd quarter.
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7/24/2017	No action taken in 3rd quarter.
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11/3/2017	No action on 4th quarter. Project was deferred to FY18 as part of 5-Year CIP Update.
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Measurement 5.2.2.2.d Complete the design of the W-1 Weir replacement project	100.00%
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Comments

1/17/2017	No action taken in 1st quarter.
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4/24/2017	No action taken in 2nd quarter.
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7/24/2017	No action taken in 3rd quarter.
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11/3/2017	Design was finalized and project was bid for construction.
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Approach 5.2.2.9 Evaluate and implement safety improvement options for intersections & roadways	74.88%
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Measurement 5.2.2.9.c Review street light requests for approval or denial within 5 business days of receipt	100.00%
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Comments

1/17/2017	Oct. - 1 out of 1 Nov. - 2 out of 2 Dec. - 1 out of 1 YTD Total: 4 out of 4
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4/24/2017	Jan. - 0 out of 0 Feb. - 4 out of 4 Mar. - 10 out of 10 YTD Total: 18 out of 18
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7/24/2017	Apr. - 9 out of 9 May - 3 out of 3 Jun. - 3 out of 3 YTD Total: 33 out of 33
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11/7/2017	July - 8 out of 8 August - 16 out of 16 September - 4 out of 4 YTD Total - 61 of 61
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Measurement 5.2.2.9.d Complete Survey for Palm Coast Parkway Sidewalk - Pine Lakes to St Joe Plaza	0.00%
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Comments

1/17/2017	No action taken in 1st quarter.
4/24/2017	No action taken in 2nd quarter.
7/24/2017	Project moved to FY '18
11/3/2017	No action taken in 4th quarter. Project moved to Fiscal Year 2018 as part of a 5-year CIP update

Measurement 5.2.2.9.e Complete Survey for sidewalk on Forest Grove to connect existing sidewalk to OKR Extension and Ferndale Drive	100.00%
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Comments

1/17/2017	Survey data has been collected in 1st quarter.
4/24/2017	Survey completed in 2nd quarter.

Measurement 5.2.2.9.g Complete Design & Permitting for sidewalk on Forest Grove to connect existing to OKR and Ferndale Dr.	100.00%
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Comments

1/17/2017	No action taken in 1st quarter.
4/24/2017	No action taken in 2nd quarter
7/24/2017	No action taken in 3rd quarter.
11/3/2017	Permit not Required and a typical section and design criteria was reviewed and provided to Public Works that was sufficient for them to begin construction.

Measurement 5.2.2.9.m Complete design and permitting for Palm Coast PKWY sidewalk (Pine Lakes to St. Joe Plaza)	0.00%
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Comments

1/24/2017	No action taken in 1st quarter.
4/28/2017	No action taken in the 2nd quarter.
7/24/2017	Project moved to FY '18
11/3/2017	No action in 4th quarter. Project deferred to FY 18 as part of 5-Year CIP Update.

Measurement 5.2.2.9.o Complete survey for Lakeview Boulevard Sidewalk Extension Project	100.00%
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Comments

1/24/2017	Site visit took place in 1st quarter to assist in determining man hours needed to complete project.
4/28/2017	In 2nd quarter, survey work is complete.
11/3/2017	No action taken in 4th quarter.

Measurement 5.2.2.9.p Complete transportation safety study of Whiteview Parkway from US1 to Pritchard Drive.	100.00%
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Comments

1/24/2017	Traffic data has been collected and is currently being analyzed.
4/24/2017	Study has been completed, presentation has been prepared and is to be presented to City Council in 3rd quarter.
7/27/2017	The results of the Whiteview Pkwy Study was presented to City Council at a workshop in April 2017.
11/6/2017	The Study has been completed and was presented to City Council in Quarter 3

Measurement 5.2.2.9.q Complete Design and Permitting for Lakeview Boulevard Sidewalk Extension Project.	99.00%
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Comments	
1/24/2017	Site visit took place in 1st quarter to assist in determining man hours needed to complete project.
4/24/2017	Design is 55% complete.
7/28/2017	Design complete and permit obtained. Finalizing bid documents with FDOT.
11/7/2017	Design complete and permit obtained. Finalizing bid documents with FLorida Department Of Transportation.

Strategy 5.2.4 ISO standard improvement throughout the Organization	80.00%
Approach 5.2.4.3 Maintain a community floodplain management program	80.00%
Measurement 5.2.4.3.h Complete update of City's LiDAR data	80.00%

Comments	
1/17/2017	No action taken in 1st quarter.
4/24/2017	Purchase order issued in 2nd quarter. Project to be completed in 3rd quarter.
7/27/2017	LiDAR Data has been gathered. Quality control process for the data has begun. Post processing should be completed in the 1st qtr. of FY '18.
11/6/2017	Post Processing Continues. City Survey staff assisted with field verifying some coordinates. Still on target to be completed by the end of the 1st qtr. in FY '18

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	100.00%
Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
Strategy 6.2.1 Create a comprehensive training program	100.00%
Approach 6.2.1.7 Develop a Comprehensive Training Program	100.00%
Measurement 6.2.1.7.o Track all employee departmental training & certifications for the Community Development Department through target solutions (PCU)	100.00%

Comments	
1/26/2017	In the 1st quarter, 13 out of 17 entries have been added in to the PCU portal.
5/1/2017	In the 2nd quarter, 26 out of 26 entries have been added in to the PCU portal.
7/27/2017	In the 3rd quarter, 12 out of 12 entries have been added in to the PCU portal.
12/13/2017	In the 4th quarter 40 out of 40 entries have been added in to the PCU portal.

EAT Team





City of PALM COAST

Employee Academy Training “EAT” Team

To: Jim Landon, City Manager
Date: 09/30/2017
Department/Team: Employee Academy and Training (EAT) Team
Director/Team Leader: Ginger Norberg, Team Leader *gnorberg*
Reporting Period: 4th Quarter FY 2017

Executive Summary: The Employee Academy and Training (EAT) Team continued efforts in furthering City Council’s Goal related to employee development. The team is currently at 93.45% of goal, but continues to work on those areas that have been delayed. In addition, the team played an integral role in assisting with preparation of Hurricane IRMA in scheduling training of classes directly related to disaster preparedness.

Budget: The EAT team does not have any dedicated funding.

Progress Report: The EAT team has fulfilled many of the goals as determined in our performance measures and continues to work on any of those objectives that have not been met this year. Highlighted below are the accomplishments the team has attained this past year, as well as the goals and measures that are in progress.

Completed:

- Continued partnership with Daytona State College for Customer Service, Supervisory and Computer Software training and coordinated with DSC to offer all aforementioned programs this year.
- Offered and completed mandatory training of Defensive Driving, Dealing with Difficult Customers, Public Records request and Purchasing Policy review.
- Offered and assisted with implementation of optional training, such as Basic Computer Skills, PowerPoint, Agenda Management system, RFP/PAF/Org chart, Transparency module and Kronos training.
- Ensured that the Employee Academy program continues its successful course and made some adjustments to scheduling to better serve both the employees and the program.
- Reviewed new courses for Internet Safety and Effective Communication and plan on scheduling those for FY 2018.
- Scheduled training for disaster preparedness including PEP Tank and EOC/Call Center. Going forward the team will schedule these as well as Emergency Ops Logs, Debris Monitoring, Food Handlers and Matrix training each Spring.

Items in Process

- Updating of skills and talents survey to be completed in FY 2018
-

Progress Report



City of PALM COAST

Employee Academy Training “EAT” Team

- Evacuation and Access Training – Formal process has been created by the Fire Department, procedures to be written for each facility and event. Evacuation of building for Fire egress to be completed Q1 FY 2018 and evacuation procedures in the event of an active shooter situation to be completed Q2 FY 2018.
- Onboarding training to commence Q1 FY 2018.
- The EAT teams collaboration with the Retention team resulted in a slightly revised employee survey, with the addition of five questions related to employee retention. This will be sent out in the first quarter of FY 2018.

Schedule of anticipated Citywide training/events for FY2018:

- Dangerous Wildlife
- Dealing With Difficult Customers
- Evacuation/Access Training
- Computer Security Training
- Emergency Operations – as determined by Matrix
- iPad & iAnnotate user group training

Attachments: 4Q Performance Measure Report

Performance Measures Overview for EAT Team - 99005

This report gives an overview of the progress made in the Strategic Action Plan for EAT Team - 99005. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 93.45%

		Completed
GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities		93.45%
Objective 6.1 To develop a program to improve staff retention and recognize individual skill and talents		84.72%
Strategy 6.1.1 A program to identify individual skills and foster improvement of professional skills		97.92%
Approach 6.1.1.3 Further refinement and recruitment of LITE program participants		100.00%
Measurement 6.1.1.3.a Continue LITE Team		100.00%
Comments		
1/12/2017	New members of the L.I.T.E. team have applied, been interviewed and selected, waiting on invites from the City Manager to begin their journey. Anticipating Q2 FY17.	
4/3/2017	Q2 Update - The new L.I.T.E. team commenced in January 2017.	
Approach 6.1.1.5 Inventory staff skills to better utilize talent		87.50%
Measurement 6.1.1.5.a Maintain Inventory of employee skills including those identified during new employee processing		87.50%
Comments		
1/12/2017	Q1 Update - The skills and talent survey is assigned to all new employees for updating.	
4/3/2017	Q2 Update - The skills and talent survey is assigned to all new employees for updating. The EAT team will be sending out to ALL employees in Q4 for an update.	
6/20/2017	Q3 Update - The EAT team worked on revising the skills and talent survey during Q3. This survey will be sent out to ALL employees during Q4 for an update.	
10/26/2017	Q4 Update - During the onboarding process, all employees are asked to complete the skills and talent questions and those are added to the current list. The team, however, was unable to produce a survey for existing staff during Q4 for an update to the current skills inventory. This will be sent out in Q2 of Fiscal Year 18	
Approach 6.1.1.6 Foster professional development to elevate career advancements across the Organization		100.00%
Measurement 6.1.1.6.a EAT - Identify, track, and report on outside training programs that fosters employee development and advancement opportunities		100.00%
Comments		
1/12/2017	Q1 Update - Customer Service Training and Supervisory Training was put on hold Q1 FY17. Expecting to complete a Customer Service Training Class Q2 FY17.	
4/3/2017	Q2 Update - Customer Service Training Class completed this quarter. Meeting with Daytona State to discuss material for Supervisory Training during Q3. Florida Wildlife Training and Teco Training occurred in Q2.	

6/9/2017	Q3 Update - Pedestrian Safety Training was presented by the Florida League of Cities during Q3. An agent from the U.S. Secret Service presented Counterfeit U.S. Currency Training during Q3. Customer Service Training and Supervisory Training is scheduled for Q4 and will be facilitated by Daytona State College.
10/18/2017	Q4 Update - The EAT Team continues to partner with Daytona State College, and organized both Excel Basic & Intermediate and Word Basic & Intermediate classes at the college which was open to all employees. The team collaborated with the Safety Team to schedule the Defensive Driving program through the Florida League of Cities. Additionally, the team is reviewing programs available through FEMA entitled Effective Communication, Leadership and Influence and Decision Making and Problem Solving, in order to assist the Fire Department with Matrix training requirements as well as providing development opportunities to employees. Several team members reviewed a training on Internet Safety through an outside company, Security Monitor, however, found a similar program available through PCU incurring no additional cost to the City.

Measurement 6.1.1.6.b EAT - Report Annually on Tuition Reimbursement Program	100.00%
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Comments

1/12/2017	Q1 Update - The Annual Report of Tuition Reimbursement Program has been completed.
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Approach 6.1.1.7 Encourage diversification of staff knowledge with optional training opportunities.	100.00%
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Measurement 6.1.1.7.c Host an Employee Academy at least three times per year that raises employee knowledge of City functions and services along with leadership and team building	100.00%
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Comments

1/6/2017	Q1 update - Another Employee Academy Class graduated this past quarter. The Employee Academy continues to be an excellent program.
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4/5/2017	Q2 Update - Employee Academy Winter Session 2017 graduated this quarter. The EAT team also changed the lineup for the Spring 2017 session.
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6/9/2017	Q3 Update - Employee Academy Spring Session commenced this quarter.
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Measurement 6.1.1.7.d Provide additional, optional, training opportunities for employee development on a quarterly basis	100.00%
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Comments

1/12/2017	Q1 Update - During this quarter, no additional optional training was offered directly. Customer Service Training, PowerPoint Training classes, Basic Computer Training and Evacuation/Access training will begin Q2.
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4/3/2017	Q2 Update - During this quarter, PowerPoint Training classes began and PCU Admin Training was administered. Basic Computer Training is scheduled to begin Q3. Excel and Word Training is scheduled to begin Q4,
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6/9/2017	Q3 Update - During this quarter, PowerPoint Training was completed. ASED facilitated training presenting the changes in Central Services. The City Clerk's division (ASED Department) held their annual Public Records Request Training. Human Resources facilitated an RFP/PAF/ORG Chart Training reviewing the changes that are streamlining the process.
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10/18/2017	Q4 Update - Excel & Microsoft Word training was available to all employees. This consisted of both basic and intermediate levels. The Finance Department held training for Munis Transparency module. Central Services provided training to employees on new Purchasing guidelines and reviewed all processes in Central Services.
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Strategy 6.1.2 Assess pay rates and benefits to remain competitive with market	87.50%
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Approach 6.1.2.1 Link performance measures to employee evaluation and merit pay	100.00%
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Measurement 6.1.2.1.f Monitor, evaluate and report quarterly on new performance evaluation process	100.00%
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Comments

1/4/2017	All evaluation reporting is processed through Human Resources. There are some concerns with integrating the evaluation with "On-Base". Completion and delivery of the evaluation is moving forward well.
4/3/2017	Q2 Update - The new evaluation and process continue to receive positive feedback. The EAT team is looking to revise the employee worksheet to begin FY2018. The concerns with integrating the evaluation with On-Base and the workflow process were addressed and resolved immediately.
6/9/2017	Q3 Update - The EAT team has reviewed the employee worksheet and will not be making any changes for FY2018. The evaluation process continues to receive positive feedback.
10/26/2017	Q4 Update - The team continues to monitor the Evaluation process and receive positive feedback. We will be discussing new questions for the employee worksheet for implementation in FY 2019.

Approach 6.1.2.3 Improve Onboarding Process for New Employees	75.00%
Measurement 6.1.2.3.c Develop a training for all supervisors regarding the employee onboarding process	75.00%

Comments	
6/9/2017	Q3 Update - During the RFP/PAF/ORG Chart Training, Human Resource reviewed changes that are being implemented in the Onboarding process in regards to the User Request Form. The EAT team is reviewing and discussing the Onboarding process for training to be implemented in Q4.
10/26/2017	Q4 Update - The User request form is still currently in Test, completion and execution of Supervisor training will commence in Q1 of FY 18.

Strategy 6.1.3 Develop an Employee Motivation and Reward Program	0.00%
Approach 6.1.3.3 Perform a City-wide survey to identify employee needs that may assist with motivation targets	0.00%
Measurement 6.1.3.3.a Conduct a City wide survey every year with a 75% response rate.	0.00%

Comments	
1/6/2017	Q1 Update - No Citywide Surveys were conducted this past quarter.
4/5/2017	Q2 Update - No Citywide Surveys were conducted this past quarter. The Citywide Survey will be conducted during Q4.
6/9/2017	Q3 Update - No Citywide Surveys were conducted the past quarter. The Citywide Survey will be conducted during Q4.
10/18/2017	Q4 Update - No Citywide Survey was completed this Fiscal Year. The EAT team was approached by the Retention team who also wanted to produce an employee questionnaire. So as not to duplicate efforts and create only one survey for employees to complete, the EAT team held up the current survey and provided the Retention Team with the list of survey questions that were given to employees in the past. The Retention team added five new questions related to employee retention and this enhanced survey will be sent to employees in the first quarter of FY2018.

Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
Strategy 6.2.1 Create a comprehensive training program	100.00%
Approach 6.2.1.5 Provide Interdepartmental training to create depth within the organization	100.00%
Measurement 6.2.1.5.a EAT - Identify training occurring within departments that are applicable to other department employees	100.00%

Comments	
1/12/2017	Q1 Update - The EAT team developed a Palm Coast U training program that will be utilized by Administration throughout the City. This training will help utilize the tool to its fullest capacity. Training will begin Q2.

4/3/2017	Q2 Update - Instituted Palm Coast U training for selected Administrators from each division. All Administrators were trained in PCU on how to maintain, update and utilize the system for reporting purposes.	
6/9/2017	Q3 Update - Members of the EAT team facilitated PowerPoint, Basic Computer, and PCU Training.	
10/18/2017	Q4 Update - The Transparency module, which was completed in the 4th quarter aids all departments in the gathering of financial data for quarterly reporting. Central Services continues to educate all departments with Purchase Order, Bid process and Contracts training. The Finance department will be working with the Building department to engage in CD Plus training in order to assist with reconciliation of Building payments.	
Approach 6.2.1.7 Develop a Comprehensive Training Program		100.00%
Measurement 6.2.1.7.b EAT - Report Quarterly on Improvements to the Employee Development Program		100.00%
Comments		
1/12/2017	Q1 Update - The EAT team worked with IT to begin offering basic computer training. Training is to begin Q2 FY17. List of Annual Training: Customer Service, Supervisory training, Active Shooter, Dealing with Difficult Customers, Kronos, Evaluation training, and GPS training.	
4/3/2017	Q2 Update - During Q2, Customer Service Training, Palm Coast U Training, Kronos Training, Public Records Request Training, Central Services Training and Evaluation Training was held. Basic Computer Training, Supervisory Training, PowerPoint Training, and Customer Service Training will be held in Q3.	
6/20/2017	Q3 Update - The EAT team helped organize and/or facilitate Basic computer Training, Pedestrian Safety Training, Counterfeit Training, RFP/PAF/ORG Chart Training during Q3. Customer Service, Supervisory, Word and Excel, and Agenda Management System Training will be held in Q4.	
10/26/2017	Q4 Update - The EAT team scheduled and coordinated Excel & Word training through Daytona State College, 87 employees attended these sessions, and is hoping to have budgetary dollars available to continue this program. The team is assessing Adobe training and how best to provide, as this was requested by some employees. In addition, the team continues to review prospective programs such as FEMA courses and Internet Safety. The Team also start a comprehensive project to look at CPE credits for certification programs and how best to provide and record these courses.	
Measurement 6.2.1.7.c EAT - Publish a Course Catalog Annually for Employee Development Program		100.00%
Comments		
1/12/2017	Q1 Update - The course catalog is maintained electronically in PCU. The EAT team will be updating during Q4.	
4/3/2017	Q2 Update - No changes have been made to the course catalog. The EAT team will be updating during Q4.	
6/20/2017	Q3 Update - The EAT team will be updating the Course Catalog during Q4. No changes have been made to the course catalog.	
10/18/2017	Q4 Update - The EAT team is currently reviewing an Internet Safety course which will be available through the PCU catalog and hopes to assign this course to all administrative staff this fiscal year.	
Measurement 6.2.1.7.d EAT - Integrate Employee Development Program into Employee and Supervisor Evaluations		100.00%
Comments		
1/12/2017	Q1 Update - Employee development has been incorporated into the Employee and Supervisor Evaluation Process. The new Performance Evaluation process was implemented Q1 FY17.	
Measurement 6.2.1.7.f EAT - Evaluate Employee Development Program Annually and Recommend Improvements		100.00%
Comments		

1/12/2017	Q1 Update - The EAT team has focused on providing the necessary internal training for City programs and processes. Excel, PowerPoint, Word, Palm Coast U, Defensive Driver, Evaluation, Kronos, Customer Service, Management Supervisory, Active Shooter and Dealing with Difficult Customers are among the list of planned annual training.
4/10/2017	Q2 Update- The EAT team facilitated Evaluation Training and Kronos Training to new supervisors and for those that needed a refresher. The EAT team also facilitated Palm Coast U admin and PowerPoint training during Q2. Public Records Request Training was held during Q2 with help from the EAT team.
6/20/2017	Q3 Update - The EAT Team helped facilitate Central Services Training, Agenda Management System Training, Counterfeit Training, Pedestrian Safety Training and RFP/PAF/ORG Chart Training during Q3. Word and Excel Training, Customer Service Training and Supervisory Training will be held in Q4.
10/18/2017	Q4 Update - The team will continue to work with Daytona State College and hopes to continue offering Microsoft training to all employees. In addition, continue the partnership with DSC for Customer Service and Supervisor training. The team is also looking at a communications course through FEMA that we believe would benefit all employees. Current recommendation is to have Directors take courses and then assign to appropriate staff.

Measurement 6.2.1.7.g Develop a plan to ensure training is incorporated into the implementation of all projects	100.00%
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Comments

1/12/2017	Q1 Update - The EAT team has discussed and is implementing a plan that will ensure training is incorporated into the implementation of all projects or new processes. As processes and projects are finalized, the EAT team will provide mandatory training for those affected and the training will be held prior to implementation.
4/10/2017	Q2 Update - Central Services has made significant changes to their process, so the EAT team helped organize the training for Q3.
6/20/2017	Q3 Update - The Administrative Services and Economic Development Department has made significant changes in their Central Services and City Clerk's Divisions. Human Resources has also made changes in a few of their processes. The EAT team helped organize and/or facilitate Central Services Training, Agenda Management Training and RFP/PAF/ORG Chart Training.
10/18/2017	Q4 Update - The Transparency Module training was scheduled and implemented by the EAT team in order to assist departments with viewing the data derived from this project. Central Services offered training on new purchasing policy requirements for FY 2018. IT has implemented a process so that all Munis users can test and preview upcoming changes and enhancements to our software. This process is scheduled on a quarterly basis and allows Munis users the ability to test upcoming changes.

Measurement 6.2.1.7.h Develop and implement a City Council Academy	100.00%
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Comments

1/12/2017	Q1 Update - The EAT team developed and implemented a City Council Academy this quarter.
4/12/2017	Q2 Update - The City Clerks office is handling the rescheduling of the makeup session.
6/20/2017	Q3 Update - A makeup session was scheduled and completed.

Measurement 6.2.1.7.r Administer a survey after mandatory training classes 100% of the time	100.00%
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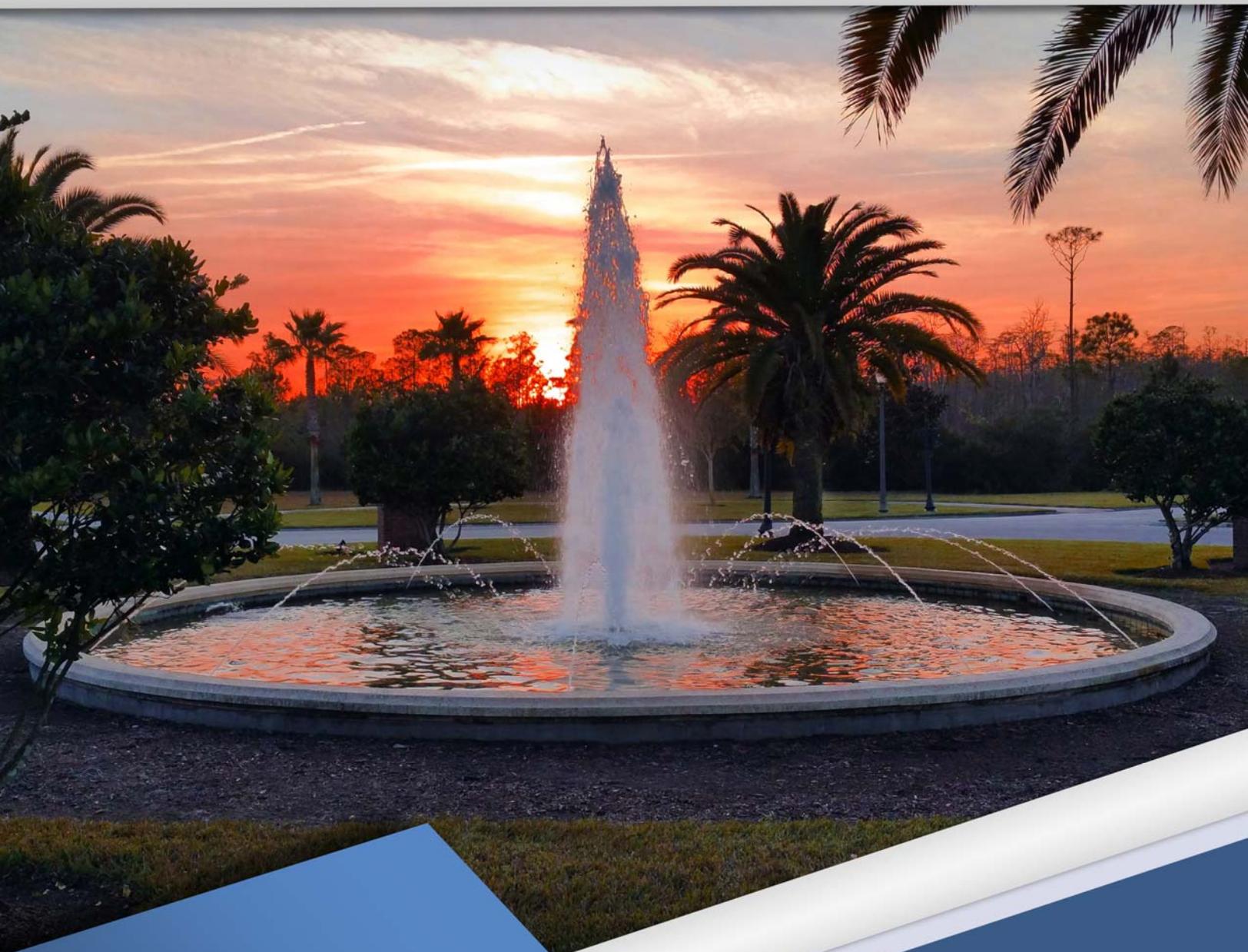
Comments

4/3/2017	Q2 Update - Survey's were administered following all mandatory training held in Q2; Public Records Training, Evaluation Training, Florida Wildlife Awareness Training, Customer Service Training, PCU Admin Training. The EAT team also created and assigned surveys for; Employee Academy. Overall, the Training Surveys proved to be a positive learning experience for the attendees.
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6/20/2017	Q3 Update - The EAT team administered Surveys to all 5 of the Mandatory Training held this quarter; Central Services Training, Pedestrian Safety Training, Counterfeit Training, RFP/PAF/ORG Chart Training and Agenda Management System Training.	
Measurement 6.2.1.7.s Administer a survey after all non-mandatory training classes 90% of the time.		100.00%
Comments		
4/11/2017	Q2 Update - Administered a survey for Employee Academy Winter session that graduated this quarter. Received positive feedback as it continues to be a successful program.	
6/20/2017	Q3 Update - Administered a Survey for Employee Academy (mid point), continues to receive positive feedback. The EAT team also administered a Survey for the Basic Computer Training and received positive feedback.	
10/26/2017	Q4 Update - Surveys after programs continue to provide the team with requests for training. Employees have suggested that Adobe training be added to the list of requested software training.	
Objective 6.3 To enhance awareness of customer service and relationships with our citizens		100.00%
Strategy 6.3.3 Create a customer service element to City-wide employee training program		100.00%
Approach 6.3.3.3 Provide customer service training to all employees City-wide		100.00%
Measurement 6.3.3.3.b Conduct semi-annual Customer Service Training		100.00%
Comments		
1/12/2017	Q1 Update - The EAT team met with a representative from Daytona State College to introduce a new instructor. Customer Service Training will begin Q2.	
4/3/2017	Q2 Update - Customer Service Training was held this past quarter. The EAT team is meeting with Daytona State to discuss the facilitator coming back for another Customer Service Training during Q3 along with setting up a Supervisory Class.	
6/20/2017	Q3 Update - Customer Service Training is scheduled for Q4.	
10/18/2017	Q4 Update - Customer Service training was initiated in the 4th quarter and was completed on October 5. Delays due to Hurricane IRMA set the program back 2 weeks.	
Measurement 6.3.3.3.c Update training on how to deal with difficult customers		100.00%
Comments		
1/12/2017	Q1 Update - The Guidelines for Dealing with Difficult Customers is housed in PCU and is assigned to all new employees. The EAT team is working on implementing "real life" scenarios to be added to the guidelines for training in Q4.	
4/3/2017	Q2 Update - No changes have been made to the Dealing with Difficult Customers assignment. The EAT team is working on implementing "real life" scenarios to be added to the guidelines for training in Q4.	
6/20/2017	Q3 Update - Changes are being made to the Dealing with Difficult Customers assignment in PCU. Dealing with Diffult Customers will be assigned during Q4.	
10/18/2017	Q4 Update - Human Resources reviewed and updated the Dealing with Difficult Customer course. This was assigned to employees in the 4th quarter. Due to Hurricane IRMA, deadline was extended two weeks.	
Objective 6.4 To coordinate with regional public and private educational institutions to identify partnership opportunities which benefit both parties		100.00%
Strategy 6.4.2 Enhance faculty relationship and partnership opportunities		100.00%
Approach 6.4.2.1 Seek partnerships with outside entities for staff training opportunities		100.00%
Measurement 6.4.2.1.a EAT - Identify, track, and report on Partnerships with outside agencies for staff training opportunities		100.00%

Comments	
1/12/2017	Q1 Update - The City is continuing its partnership with Daytona State College CBI to offer curriculum. The EAT team met with the representative from Daytona State College to discuss options for continuing Supervisory and Customer Service Training.
4/3/2017	Q2 Update - Daytona State College facilitated a Customer Service Training during Q2. The EAT team is scheduled to meet with a representative from Daytona State College to discuss materials for facilitating a Supervisory Training. The EAT team partnered with Customer Service and the Secret Service to host a Counterfeit U.S. Currency Training in Q3. The City of Palm Coast also has a partnership with Flagler College with Staff members occasionally serving as instructors. The City continues to have multiple students pursuing their bachelors degree. City Staff also instructs Water Treatment classes at Flagler Technical Institute.
6/20/2017	Q3 Update - The EAT team met with a representative from Daytona State College and scheduled Customer Service Training and Supervisory Training for Q4. The EAT team partnered with Customer Service and the Secret Service to host a Counterfeit U.S. Currency Training during Q3. The EAT team partnered with the Safety Team and Florida League of Cities to facilitate a Pedestrian Safety Awareness Training during Q3. The EAT team partnered with Daytona State College to offer Word and Excel training for Q4.
10/18/2017	Q4 Update - The EAT team continues to offer courses through Daytona State College, offering and completing Excel and Word Training in the 4th quarter. In addition, Customer Service and Supervisory training, both facilitated through DSC are ongoing. The team, in conjunction with the Safety Team completed Defensive Driving through the Florida League of Cities. The City continues to partner with Flagler College for higher education degrees for any qualified employee. The Fire Department has a partnership with Flagler County Schools for the Fire Leadership Academy.

Employee Retention Team





City of PALM COAST

Planning and Retention Team

To: Jim Landon, City Manager
Date: 12/9/2017
Department/Team: Planning and Retention Team
Director/Team Leader: G. Forte, Deputy Fire Chief
Reporting Period: End of Year Report FY 2017

***Executive
Summary:***

At the conclusion of the Fiscal year 2016-17, most of the work completed by the team involved research and gathering of data.

- The team has collected information among two sub-teams to identify trends in exit interviews and to create new exit interviews for future use.
- Employee surveys or “Stay Interviews” were used to identify why people like to work at the City of Palm Coast and motivators that keep current employees here. Although “Stay Interview” was conducted in the first quart of the FY 2018, it was conducted in conjunction with the EAT team training survey so the City employees can complete one (1) survey. This End of Year report will contain this survey results so plans for the next fiscal year can be developed of the data collected.
- The fourth quarter operation will identify the performance measures for the next fiscal year from the timeline for completion in the below report

Budget: N/A.

***Progress
Report:***

On February 23, 2017 – the first meeting of the Employee Retention team was held with opening remarks from the City Manager and general introductions / overview of the team goals. We had a brief review of the PowerPoint “Exodus Project 2.0” which was used for the Fire Department. A subgroup of the team met to work on the exit interviews from the previous 3 years to look for commonalities and present at the next meeting.

On July 18, 2017 – It was decided by the group to pursue “Stay Interviews” with current employees and not discuss exit interviews with those who have permanently left the City operation. The feeling being that the employees who left the City are not interested in participating in the reasoning as to why. We would be running into the same issues of vague responses that we already collected.

The focus of the team for the next operational period will be to look at those employees who left and returned to the City. By conducting “Stay Interviews” with people who left and returned, the team will have a better understanding as to what was the determining factor for their departure. The other interviews will be with people who were assigned to a position in the city and chose to move to a different position internally.

Progress Report



City of PALM COAST

Planning and Retention Team

Each member of the group will provide two question for current employees who left the organization and returned. Human resources will compile a list of those people. When we meet again, we will narrow those questions to a select few that we can use for one-on-one interviews. Interviews will be conducted by the team with the caveat that we cannot interview our own department.

C.J. Mugford and her sub group worked on new questions for new exit interviews. These will be discussed at the next meeting as well as the Stay Interviews.

TIMELINE FOR COMPLETION:

- A. Establishment of timeline for first 6 months. Research the reasons people stated during their exit interviews prior to departure. A look at the reasoning will help determine the state of mind at the time.

Sub Group 1 –

1. Complete an assessment of the exit interviews from the last 3 years. (Completed)
2. Create an Exit Report that explains the actions of the exit interviews. (Completed, see below)
3. Create a new exit interview format to improve the exit interview process. (Completed)

NEW EXIT INTERVIEW

- A. What made you decide to explore other career opportunities outside the City?
 - B. What types of duties have you been assigned in the position you are leaving? Were these types of duties you expected to be handling in your specific position?
 - C. What parts of your job did you enjoy?
 - D. Were there any aspects of the job that you weren't pleased with?
 - E. Who were your supervisors? Did these supervisors train you, or were you trained by other employees?
 - F. Do you feel that the person who trained you knew how to do the job well? If not, what would you say needs improvement?
-

Progress Report



City of PALM COAST

Planning and Retention Team

- G. Do you feel that the training was all-encompassing, or did you feel that you were expected to know how to do certain jobs without obtaining the complete training?
- H. Are you leaving the City for another job offer? Is it related to your current position, or is it a completely different type of job?
- I. Was there anything specific about your work environment that you would request revisions to be made?
- J. Is there anything that you would have liked to have seen change in your pay or benefits here at the City?

PERFORMANCE MEASURE –

- Add new Exit Interview to the current employee process for those who leave the City. This will be the new tool to assess why personnel leave

- B. Follow up interview with the personnel that left in the last 3 year will create another list from questions that will provide more information as to why they left and are they better off where they are now. If so, why?

Sub Group 2 -

1. Complete a reassessment of the personnel that left the City to see if they can expand on why they left (Team discussion-change this task to address current employees who left and returned to the City).
2. Develop a 3-4 question survey to be sent to former employees to confirm reasons provided during exit interviews. (In Progress)
3. Create a data chart to be included in the Exit Report.

December 9, 2017 Update - Follow up interviews with former employees were discussed at length by the team. The consensus from the team was to concentrate efforts on those who are still employed by the City and not those who chose to have a vested interest in another organization.



City of PALM COAST

Planning and Retention Team

C. Timeline for months 6-10 - to be completed by February, 2018 prior to budgetary discussion.

Sub Group 3 -

1. Develop a questionnaire for “Stay Interviews” that will identify what the City is doing now to keep employee satisfaction high **Completed November 2017.**
2. Pinpoint reasons why some employees may be disenfranchised with the City, staff, and / or leadership. **(To be completed 12/11/17)**
3. Begin to formulate a series of conceptual ideas / plans to be presented to the City Manager regarding findings of the research and recommendations for improvement and implementation.
4. Discuss adding questions to the employee evaluation questionnaire that can be used for employee satisfaction throughout the year. This may develop commonalities for similar issues that should be identified before it becomes systematic. **(To be completed 12/11/17)**

FUTURE PERFORMANCE MEASURE from group C-

- Break down the Stay Interview survey by department and present the results to the Executive Team for their consideration.

D. Timeline for months 11-18 to be completed prior to the start of fiscal year 2018-19.

Sub Group 4

1. Deliver culture / organizational recommendations city wide and receive feedback on the recommendations.
2. Long term commitment with ongoing re-evaluation

TEAM MEMBERS:

Charlie Mini	Chris Johnson	Christina Mugford
Daron Scarbough	Debbie Streichbier	Dennis Redican
*Doug Akins	Jose Papa	Kay Spears
Laura Bukolt	Lisa Asbill	Anthony Freda
Wendy Cullen	*Dave Faust	

*indicates team members who will be on an “as needed” basis.

EXIT INTERVIEW SUMMARY Presented in second quarter-



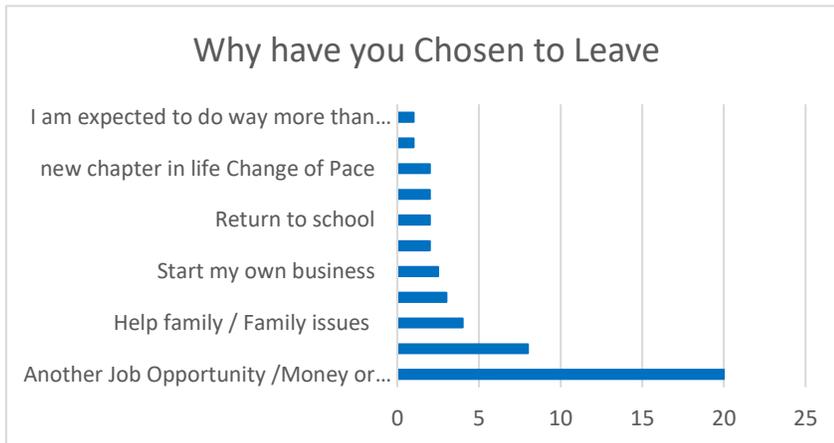
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Planning and Retention Team

A review of exit interviews were conducted and graphed for discussion at the last meeting of the Planning and Retention team. #2, #6 and #7 have been omitted as it does not lend specific data to this report. Below will be the findings:

1. Why have you chosen to leave the City of Palm Coast?

Another Job Opportunity /Money or benefits	20
Retire / Spouse retired	8
Help family / Family issues	4
Health issues	3
Start my own business	2.5
Moving out of the area	2
Return to school	2
Age	2
New chapter in life / change of Pace	2
Left Blank	1
I am expected to do way more than my job description w/out the pay	1

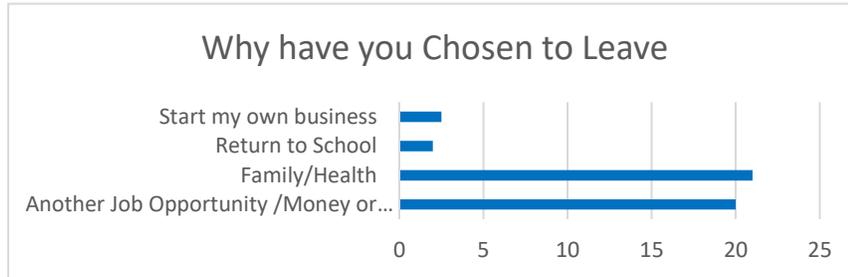




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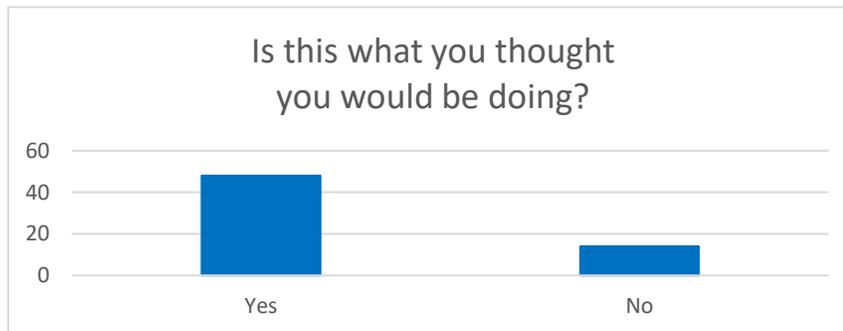
Planning and Retention Team

Another Job Opportunity /Money or benefits	20
Family/Health	21
Return to School	2
Start my own business	2.5



3. Is your position what you thought you would be doing?

Yes	48
No	14



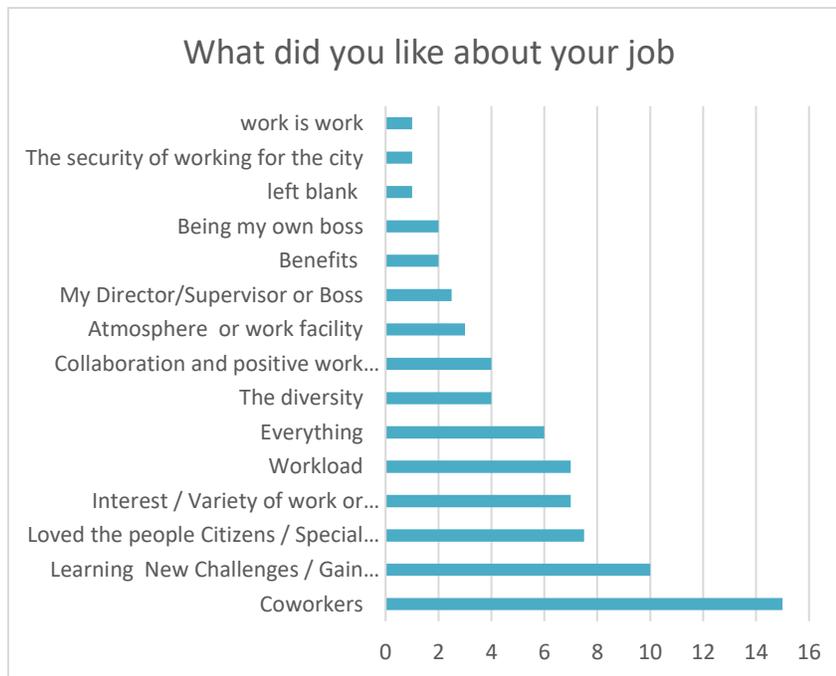


City of PALM COAST

Planning and Retention Team

4. What did you like about your job?

Coworkers	15
Learning New Challenges / Gain Knowledge	10
Loved the people Citizens / Special Events	7.5
Interest / Variety of work or Opportunities	7
Workload	7
Everything	6
The diversity	4
Collaboration and positive work environment	4
Atmosphere or work facility	3
My Director/Supervisor or Boss	2.5
Benefits	2
Being my own boss	2
left blank	1
The security of working for the city	1
work is work	1



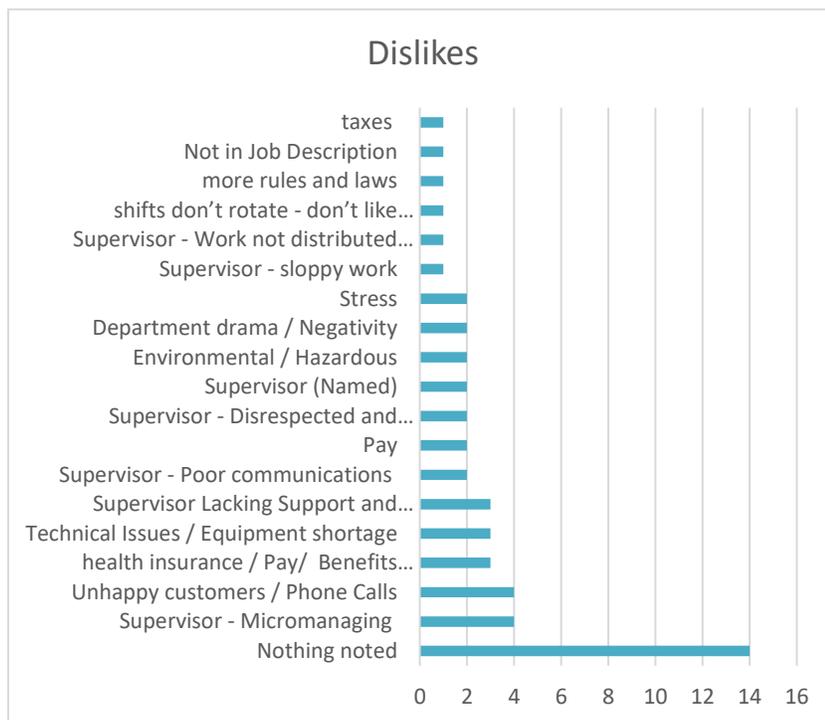


City of PALM COAST

Planning and Retention Team

5. What did you dislike?

Nothing noted	14
Supervisor - Micromanaging	4
Unhappy customers / Phone Calls	4
Health insurance / Pay/ Benefits Retirement	3
Technical Issues / Equipment shortage	3
Supervisor Lacking Support and Guidance	3
Supervisor - Poor communications	2
Pay	2
Supervisor - Disrespected and treated badly	2
Supervisor (Named)	2
Environmental / Hazardous	2
Department drama / Negativity	2
Stress	2
Supervisor - sloppy work	1
Supervisor - Work not distributed equally	1
Shifts don't rotate - don't like working only nights	1
More rules and laws	1
Not in Job Description	1
Taxes	1

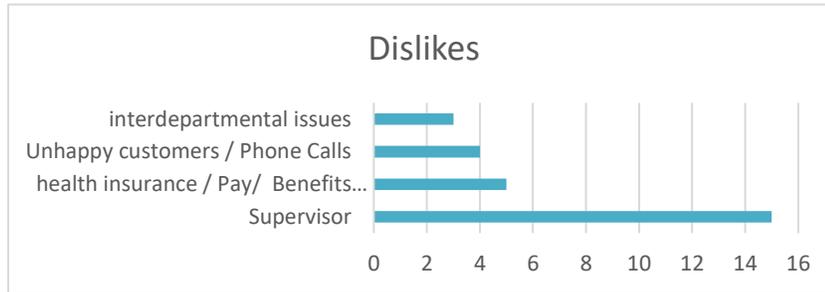




City of PALM COAST

Planning and Retention Team

Supervisor	15
health insurance / Pay/ Benefits Retirement	5
Unhappy customers / Phone Calls	4
Interdepartmental issues	3



8. Did you get the training you needed?

Yes	48
Sometimes	8
No	5
Left Blank	2
Never enough, Could use more	2
Not until I did something incorrectly	1
Rules change according to different supervisors	1
Lots of opportunity to cross train	1



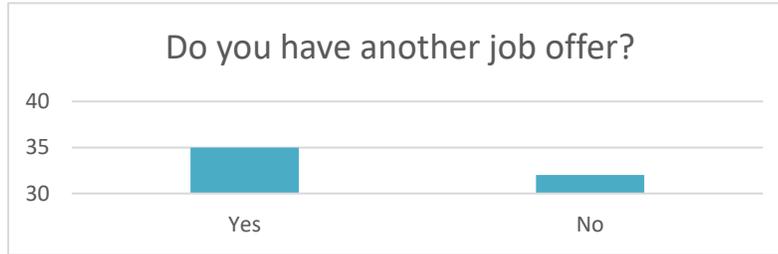


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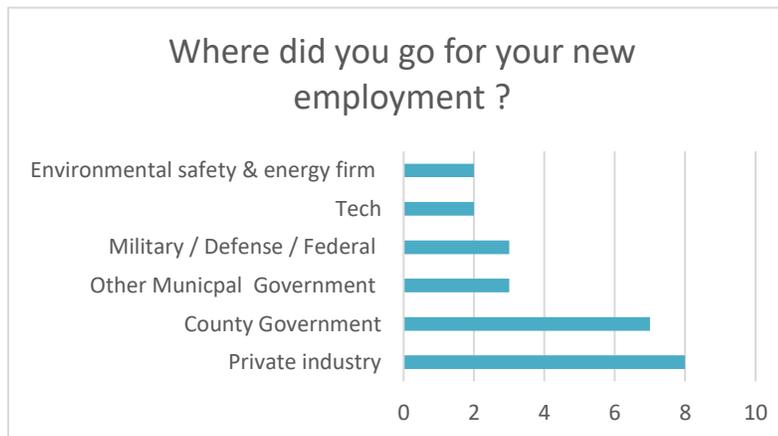
Planning and Retention Team

9. Do you have another job offer, if so...where?

Yes	35
No	32



Private industry	8
County Government	7
Other Municipal Government	3
Military / Defense / Federal	3
Tech	2
Environmental safety & energy firm	2





City of PALM COAST

Planning and Retention Team

10. What makes your new job better than working for us?

Left Blank	24.5
Will not have to be forced to meet unrealistic expectations	7.5
Being able to advance my career	6
Location near new home	3
Don't Know Yet - Change of Pace	3
New schedule is better for my family	2
Peace	1
More personal time to achieve life goals	1
Increase in pay / Benefits / Retirement	1
Employees input are used and accepted	1
Travel opportunities	1
Working Conditions	1



11. If you could change your work environment, what improvements would you recommend?

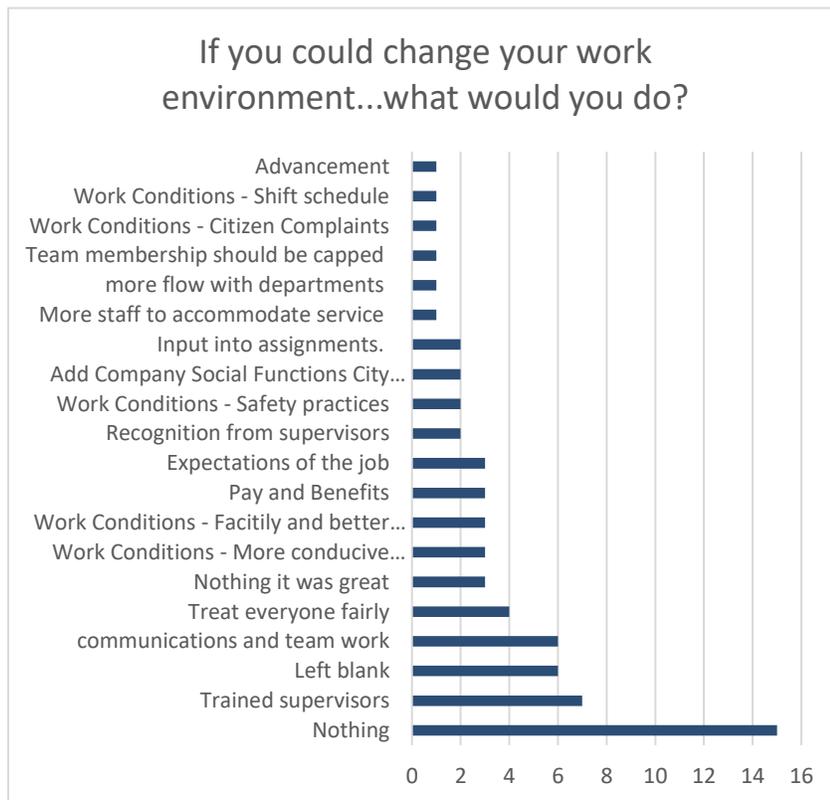
Nothing	15
Trained supervisors	7
Left blank	6



City of PALM COAST

Planning and Retention Team

Communications and team work	6
Treat everyone fairly	4
Nothing it was great	3
Work Conditions - More conducive Environment	3
Work Conditions - Facility and better building	3
Pay and Benefits	3
Expectations of the job	3
Recognition from supervisors	2
Work Conditions - Safety practices	2
Add Company Social Functions City- Wide Activities	2
Input into assignments.	2
More staff to accommodate service	1
More flow with departments	1
Team membership should be capped	1
Work Conditions - Citizen Complaints	1
Work Conditions - Shift schedule	1
Advancement	1

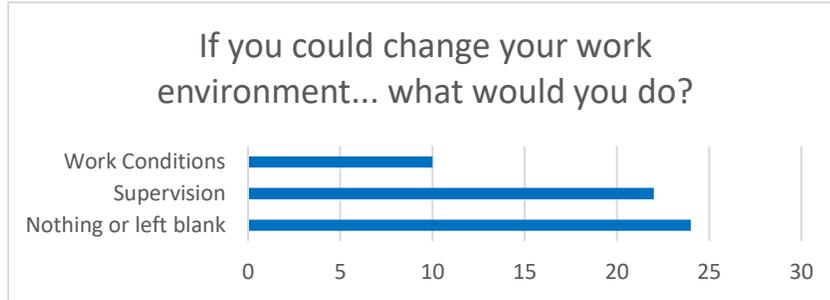




City of PALM COAST

Planning and Retention Team

Nothing or left blank	24
Supervision	22
Work Conditions	10



12. If you could retrain our supervisors, what would you teach them?

To be fair /respectful /less bullying	7
Be More Involved in the employees work	7
Supervisors were highly qualified	7
Left blank	7
N/a	5
Be more professional	5
People management	4
Nothing	4
Communicate to get work done positively	3
Supervisors should not fight / argue in front of other employees	2
How to train and mentor mid-level management	2
Need long term fixes not band aids for problems when they come up	2
Give credit to employees for working hard everyday not complain about the little things	2
Encourage team work	1
Loved my training I learned so much	1
They need training on policies and procedures	1
Job standards	1



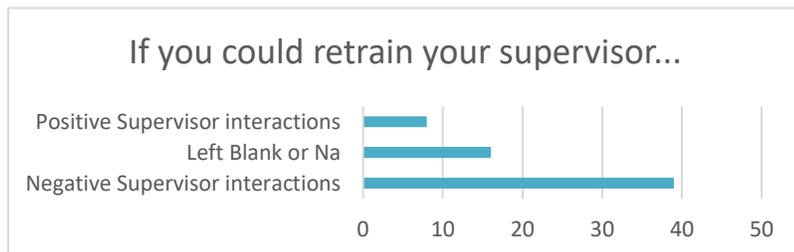
City of PALM COAST

Planning and Retention Team

Safety	1
Some construction training classes	1



Negative Supervisor interactions	39
Left Blank or Na	16
Positive Supervisor interactions	8





City of PALM COAST

Planning and Retention Team

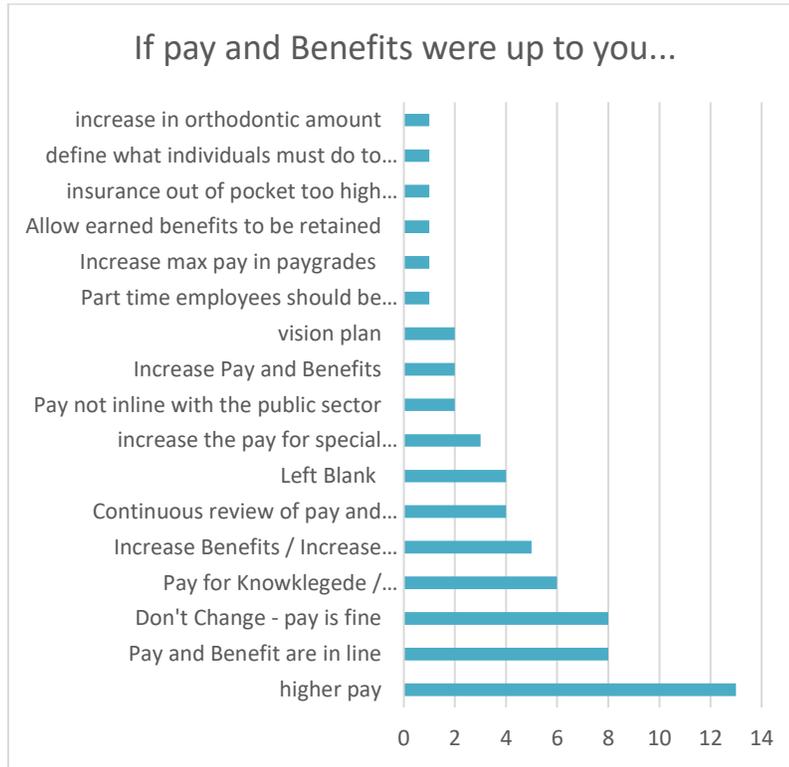
13. If pay and benefits were up to you, how would you change them?

Higher pay	13
Pay and Benefit are in line	8
Don't Change - pay is fine	8
Pay for Knowledge / Certifications / experience	6
Increase Benefits / Increase Benefit Options	5
Continuous review of pay and benefits Step plan	4
Left Blank	4
Increase the pay for special projects / Hazard pay or workload	3
Pay not in line with the public sector	2
Increase Pay and Benefits	2
Vision plan	2
Part time employees should be compensated as full time employees	1
Increase max pay in paygrades	1
Allow earned benefits to be retained	1
Insurance out of pocket too high after insurance changed to HDP	1
Define what individuals must do to meet the merit goals	1
Increase in orthodontic amount	1



City of PALM COAST

Planning and Retention Team

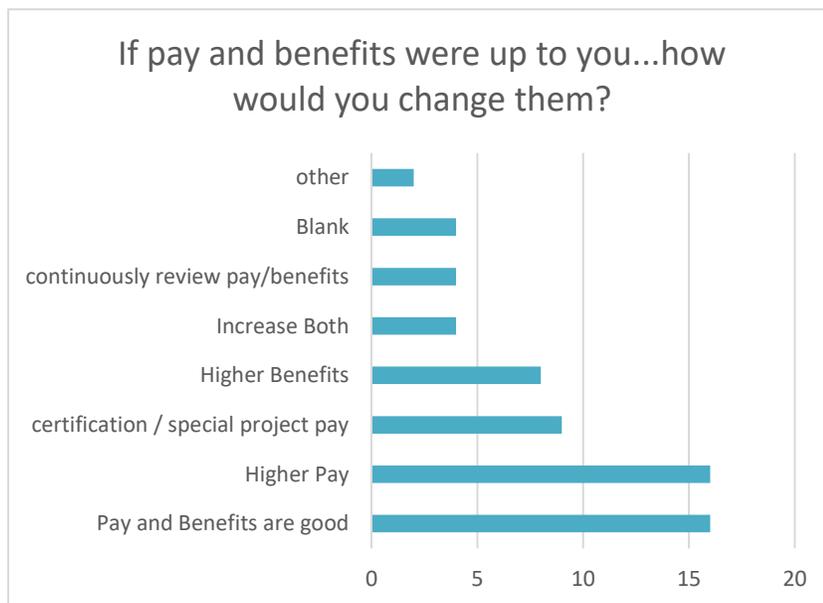




City of PALM COAST

Planning and Retention Team

Pay and Benefits are good	16
Higher Pay	16
certification / special project pay	9
Higher Benefits	8
Increase Both	4
Continuously review pay/benefits	4
Blank	4
Other	2



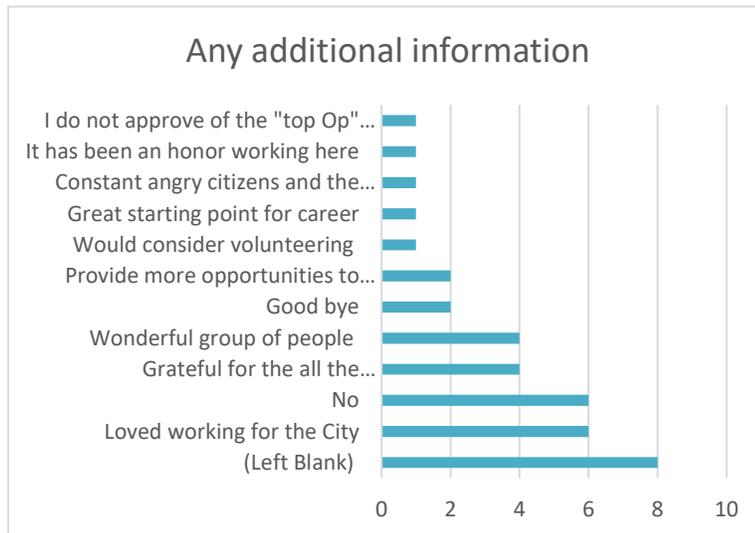


City of PALM COAST

Planning and Retention Team

14. Any additional information you would like to share?

Left Blank	8
Loved working for the City	6
No	6
Grateful for the all the opportunities I have had	4
Wonderful group of people	4
Good bye	2
Provide more opportunities to cross train	2
Would consider volunteering	1
Great starting point for career	1
Constant angry citizens and the complaints got old	1
It has been an honor working here	1
I do not approve of the "top Op" program	1



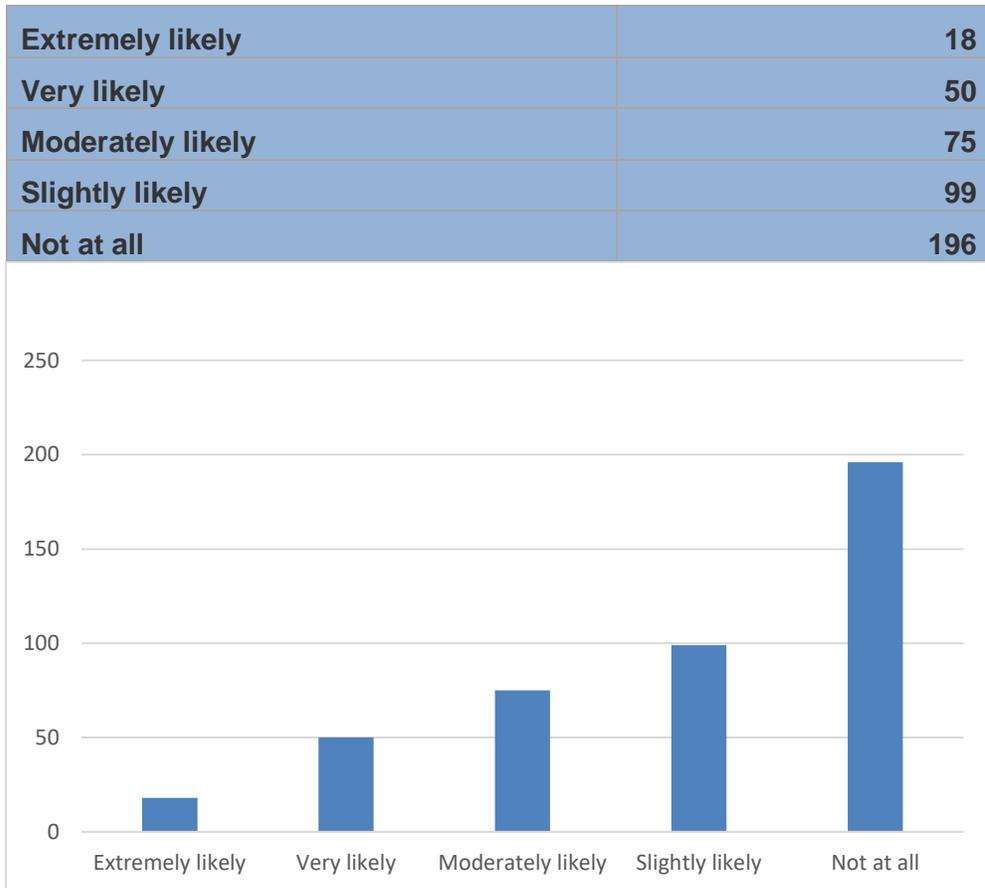


City of PALM COAST

Planning and Retention Team

STAY INTERVIEW from the employee survey at
<https://www.surveymonkey.com/results/SM-LYNZTBXW8/>

Q22 - Within the next 2-3 years, how likely are you to look for another job outside the City of Palm Coast (as an employer, not location)?



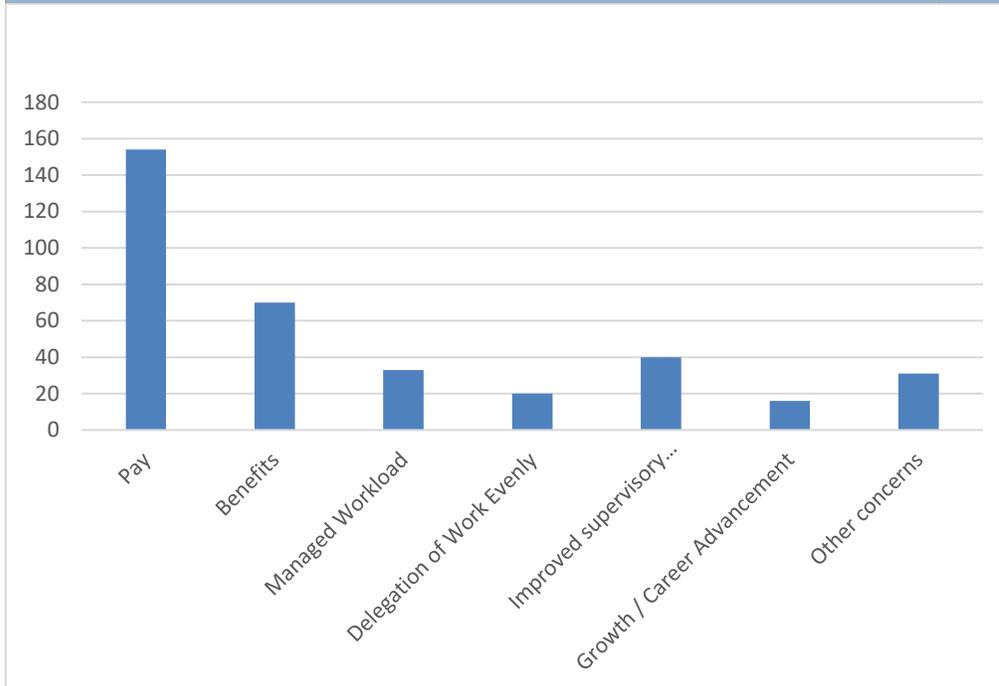


City of PALM COAST

Planning and Retention Team

Q23 - In reference to the previous questions, if you have chosen "extremely likely" or "very likely" to be looking for a job somewhere else 2-3 years from now, or have been considering looking elsewhere, what would it take to keep you here in the city of palm coast?

Pay	154
Benefits	70
Managed Workload	33
Delegation of Work Evenly	20
Improved supervisory communications	40
Growth / Career Advancement	16
Other concerns	31



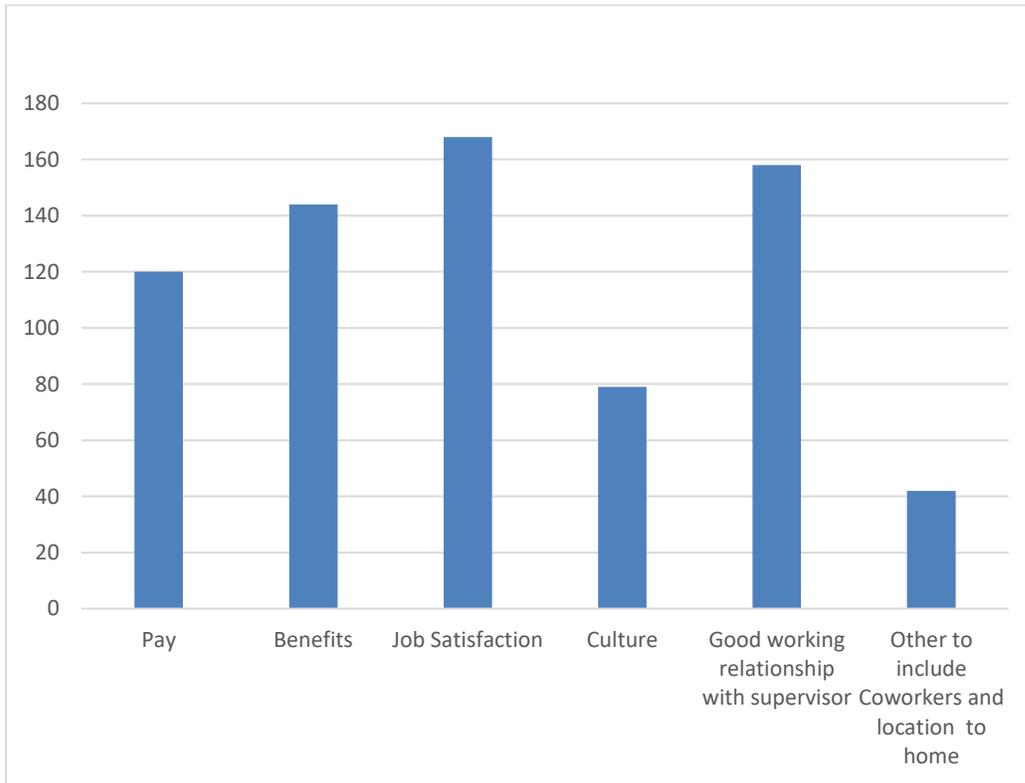


City of PALM COAST

Planning and Retention Team

Q24 - In reference to question 23, if you are "not likely" or "not looking" to find another job. What is it that keeps you happy here at the City of Palm Coast?

Job Satisfaction	168
Culture	79
Good working relationship with supervisor	158
Other to include Coworkers and location to home	42



Progress Report

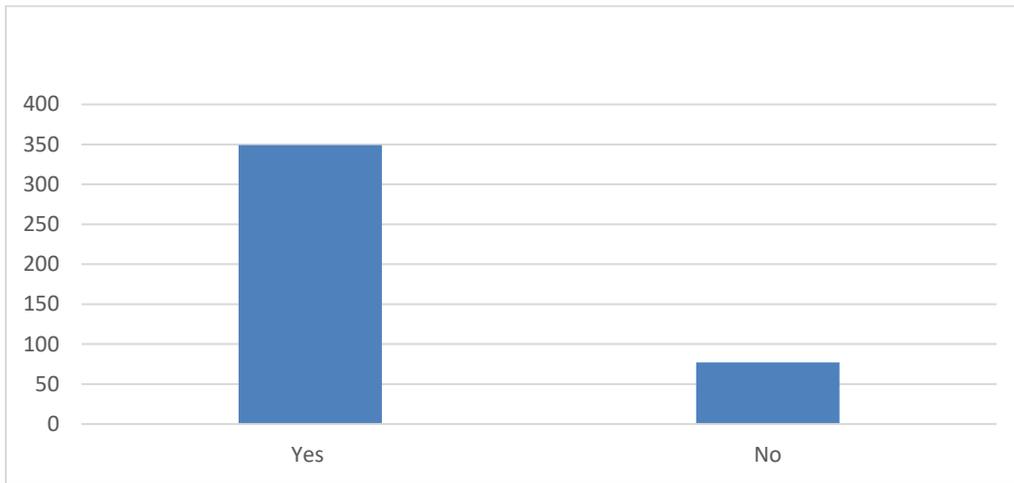


City of PALM COAST

Planning and Retention Team

Q25 - Do you feel your supervisor sees your ability and potential, utilizing you to the best of your abilities?

Yes	349
No	77



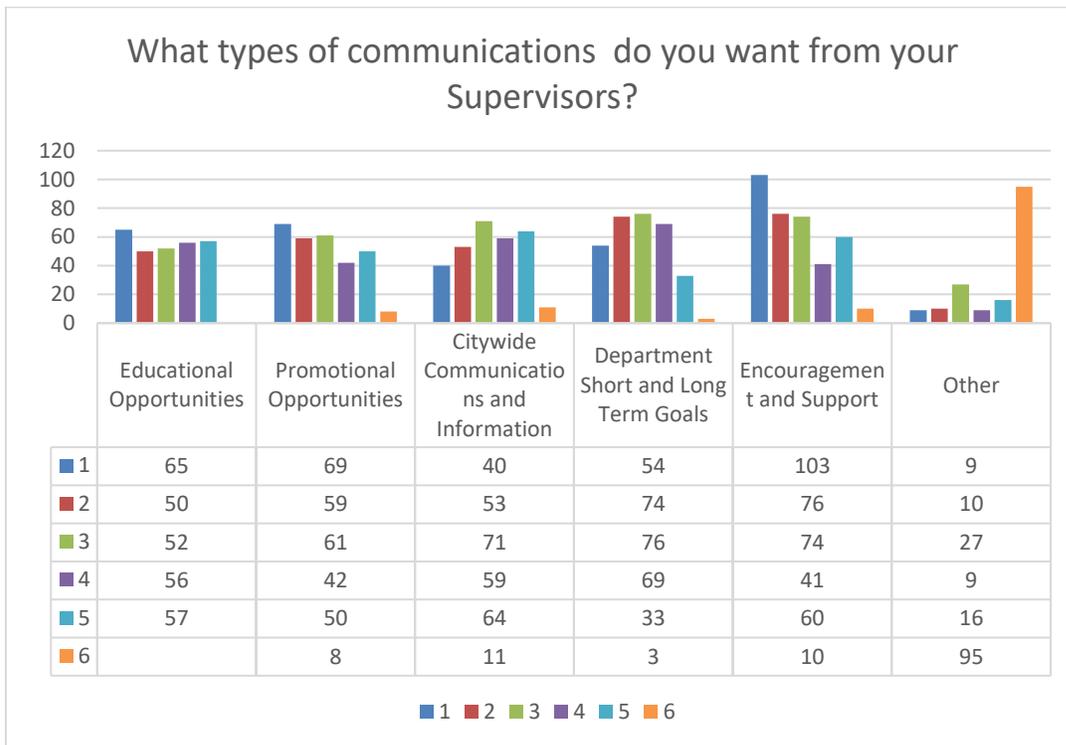


City of PALM COAST

Planning and Retention Team

Q26 - By importance, 1 being the most important and 5 being the least important, what types of communications do you want to get from your supervisors or managers that may be lacking?

	1	2	3	4	5	6	
Educational Opportunities	65	50	52	56	57		280
Promotional Opportunities	69	59	61	42	50	8	289
Citywide Communications and Information	40	53	71	59	64	11	298
Department Short and Long Term Goals	54	74	76	69	33	3	309
Encouragement and Support	103	76	74	41	60	10	364
Other	9	10	27	9	16	95	166

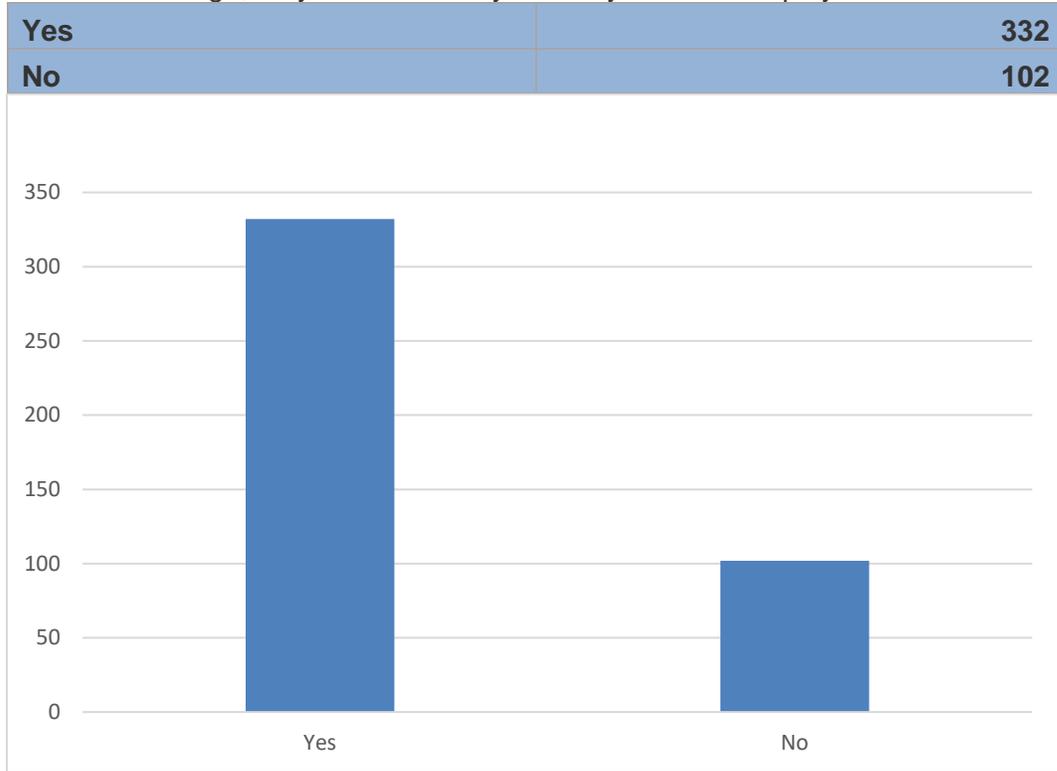




city of PALM COAST

Planning and Retention Team

Q27 - On average, do you feel the City values you as an employee?





City of PALM COAST

Planning and Retention Team

Q28 - Please provide any other comments, questions, or concerns?

Often the words "make it work" comes from my supervisor. I understand that we work in government; however, "make it work" should not be the case. It should be based off of our professional opinions. It is easy for someone who is in management to tell what to do (which is what often happens). It takes effort to figure out better solutions. Often solutions are reached in this City based off of what people think is best rather than asking the employees which are in the field. The teams which are created are a great idea; however, most of the time management does not really want to hear what individuals at the lower level think. I encourage you to read the book Everybody Matters by Bob Chapman. It is based on the private sector and shows how different organizations put a premium on how their individual workers matter to a work force.

I enjoy the work I do and feel very grateful to have my government job.

My experience is with smaller cities and I have enjoyed the transition from small to large but am still learning the layers of the organization.

I love working for the city, my only concern is our safety. No locking doors, windows, etc. We are trained about active shooter but cannot protect ourselves if it happens. Very open to the public without ANYONE checked before they enter. Security seems to be at the bottom of the employee needs.

Russian and Portuguese language training needed.

Other professionals in my department can be upgraded to a "senior" status (eg. Senior Planner), but mine for some reason, cannot. Do not understand why.

It would be nice to have jean day on Friday's. Also it would be nice to have more colors available for our shirts.

I feel the overall City is great. I feel stymied because there is very limited rental opportunities here and my supervisor is not as open to discussion as I would like. Seems to view discussion or questions as a personal threat on some issues. So overall I like my job and I like the City, but I already feel kind of stuck in terms of growth because there is limited discussion, sort of a predominant and dominant culture and style, which I either have to defacto accept or leave....

My major concern is that with the new certifications program I don't feel my position is being considered for this type of compensation opportunity. This may be a larger problem if others feel this same way, it could lead to a feeling of isolation.

The Planning Division is a much better place to work than several years ago and the morale has increased substantially over that time.

Progress Report



City of PALM COAST

Planning and Retention Team

It is difficult for professional staff to move up because many are already maxed out in their positions. I find myself stuck with nowhere else to go.

Although I do feel valued I do not feel the security or stability I feel I should. I get the very strong impression that if I did choose to leave no effort would be made to retain me.

In the years I have been employed here, the City has made major improvements for the employees and citizens that live here. It really bothers me when citizens believe bad information or rumors. I would love somehow to answer or publicize our side of things. Otherwise, a great place to live & work.

Place sick leave and vacation into one pool.

I feel that the human resources department is the department that values other departments in the city; not necessarily the city as a whole.

Politics and the "good ole boy" system amongst the senior most employees are systematically crippling morale and productivity. Major issues have been swept under the rug to avoid conflict and poor image and it needs to stop. Employees are being punished for voicing their concerns with the threat of retaliation if they don't "keep their mouth shut".

The two parts to 25 are not inherently tied together, I feel like my supervisors see my potential but I could be used more effectively at times. I would change my ranking for number 26 if I felt I understood what the grader intended by encouragement/support. My supervisors are very supportive and encouraging as people from an emotions/feelings perspective. What I would like in terms of support in the fire department is continuing to clarify the chains of command and areas of responsibility so I can hold the appropriate people accountable and so we can know who does what work. Love my job and working for the city and really appreciate the levels of opportunity I have been given over the years.

I know that department personnel as a whole understands that there was an ethical issue with the last Lieutenant promotional exam. I think that administration should have communicated with the department about what was done and how it was handled or wasn't handled properly in the eyes of the department members. Because a lot of questions still remain.

Please increase the sick leave conversion plan.

LMNOP

Anything that would improve workflow is questioned for legitimacy by default, and it upsets me that any suggestions I make to improve the city fall upon deaf ears. The disturbing fact that everyone jokes about progress being made for once is what depresses me the most. The problem is that the city culture appears to reject the concept of progress, if only for the sake of resisting change. Be it a joke or not, it is not healthy for nihilism to be standard behavior.

Please stop making me fill out surveys

Happy

Progress Report



City of PALM COAST

Planning and Retention Team

I think a big issue employees have is some people automatically get a promotion to director or supervisor and other people are not given the chance to apply, some employees have been with the city many years and should be able to get the same opportunity to apply for positions.

Lack of education and advancement for willing employees.

My supervisor might value me as an employee but the City as a whole probably doesn't know who I am.

The turnaround within the public works dept. is alarming. I think the reason it's so great is because the culture of the dept. is not a good one. The culture is set from the top to the bottom and at the top it's worse than at the bottom.

Overall I am a dedicated management employee, pay needs to improve based on the workload and number of field staff we oversee (supervise\manage) put into a quartile not entry level beginners pay. Benefits for a family is over \$500 a month in payroll deductions plus copays and deductibles not affordable on our salary.

If our supervisors and managers do not value us, how can we think the City does? Lies, favoritism, and lack of appreciation is going on in our workplace.

I was told that an intern was supposed to shadow us to rewrite our job description. I see them shadow a few different crews but never special projects, so how do we get a fair job description or equal pay?

Need to replace all management at the public works dept.

It's very hard to talk and communicate with a supervisor that is always negative and argumentative with everything you say to them. Working in this type of environment is not conducive to productivity.

Would like the city to have state retirement

Especially during hurricanes and other emergency situations the City needs to come up with better rules about what gets picked up and when. Not just cater to those that yell the loudest.

I hope hurricane policy change so I can work here to my retirement.

There is no leadership in upper management leaving supervisors to put more work on their crews and not having time to do their jobs.

Need to be fair in the training

Would be nice to be more stress free. It is a job after all and we all punch in and punch out and go home at the end of the day. As long as we all put in a great days work what could there possibly be a complaint about? Life is too short. I love my job and wouldn't want to be anywhere else

Progress Report



City of PALM COAST

Planning and Retention Team

Utility call duty needs to be split up to the way it was originally, Water handles Water Wastewater handles sewer calls.

I chose to retake this survey. My lead was watching my answers over my shoulder as I was taking the survey. Therefore, the survey could not be answered honestly and 100% anonymously. This happened to more than myself in the department. One of the other people was questioned about their answers while taking the survey. Our lead/supervisor is extremely unprofessional and treats her employees like they are idiots. I wish to keep this anonymous due to fear of retaliation but felt like something should be said. I enjoy working for the city want to stay working for the city but am desperately trying to get out of the department which has been difficult.

When I applied to work here I was told by coworkers in another city that I was crazy because the driving policy here was too strict. We have the worst driving policy I have ever seen at a place of employment. I have not received a ticket in 15 years, but I can lose my job although I still can legally drive? It shows a lack of loyalty to the employees, while favoring good insurance rates. This policy is old and has stopped many from seeking employment at the city. I almost don't apply to work here because of it.

Be nice to receive more pay as I do a lot of the jobs my fellow employees do.

I feel we fill a needed slot and the best person will not always be in the best position. If you're not motivating and building a team most likely you won't know and utilize your team member's best assets

Just seems like nothing is being done for employees who have been here over 10 years, we seem to have fallen to the wayside. New employees don't seem to have to earn their pay or advancements, there are some employee who seem to have been promoted just because, and doesn't seem entirely fair.

I enjoy being an employee of The City of Palm Coast & the importance of my job.

Utilities could pay a little more for the jobs we do compared to neighboring agencies. Dual certification is needed in water and wastewater for in call duties

After the completion of the new waste water treatment plant, there will be two multi-million dollar facilities at the end of a subpar driveway. Due to this being the entrance to both impressive facilities and the constant traffic these facilities will produce for the foreseeable future such as tractor trailer deliveries of chemicals, staff vehicles, Citizen Academy participants, and more it would be appreciated if it could be properly paved. Years ago millings were put down in an attempt to make it better. This made it worse as now the road cannot be graded smooth and stays a constant washboard. Deep potholes develop routinely that are hot patched around Citizen Academy schedules. This road has caused several issues for several staff vehicles. On several occasions when this has been asked about, the standard reply is "it's not our road". Palm Coast appears to have the most substantial investments on it perhaps Palm Coast could upgrade it as if it were "our road"

Progress Report



City of PALM COAST

Planning and Retention Team

I have worked for the same Utility here in Palm Coast for almost 38 years. The City is the third owner of this Utility. I have to say that my experience in the transfer of going from 2 different private owners to a Public/Municipal owner has been a positive experience. Purchasing rules have been the most challenging to adopt to as compared to the private sector, but still a favorable transition. I am very proud to say that I am a City of Palm Coast Employee!

Citywide communication can be improved by notifying by mass e-mail changes in key personnel and new suppliers.

I feel that the City does great job of trying to improve its relationship with its work force. While I am not a fan at all of how the pay certification is structured, I do recognize it has a positive impact on the majority (greater good).

I feel that the auto promote and the certification promote is the wrong way to advance people in the work place. The program is allowing some employees that do not earn and do not have the time or the want to make the extra effort at the job to get promoted to a higher pay while some of the others who have been working hard and go above there norm are watching these employee's climb the ladder with no effort. This is the main cause of older long term employee's turning around and just not caring anymore and to just ride the system until there time is up and that makes for a very bad work place.

Part time employees should be provided with opportunity for some benefits.

FACT Team





City of PALM COAST

Fiber and Cell Tower “FACT” Team

To: Jim Landon, City Manager
Date: 10/01/2017
Department/Team: FACT Team
Director/Team Leader: Debbie Streichsbier, Compensation and Training Manager
Reporting Period: Fourth Quarter FY 2017

***Executive
Summary:***

During the fourth quarter fiscal year 2017, the FACT team met with Diamond Communications, LLC to discuss the draft Wireless Masterplan. The FACT team created a web application to identify viable properties for the Wireless Masterplan. The FACT team worked with the Building Division to develop and update the process specific to cell tower permit applications.

The FACT team created and presented the Municipal Broadband Network Business Plan RFP to Council on September 26, 2017.

The FACT team is currently at 80% of the assigned performance measures.

***Progress
Report:***

Cell tower 2017

- Crown Castle withdrew from negotiations.
- Team members contacted carriers to confirm future demand and development.
- Revisited RFP bids and contacted another consulting firm to present in Q2FY17.
- Final stages of Contract negotiations with Diamond Communication, LLC.
- Presented the contract to Council during Q3
- Contract approved and signed with Diamond Communication, LLC
- Met with Diamond Communications LLC to discuss the draft Wireless Masterplan.
- Created web application to identify viable properties for the Wireless Masterplan.
- Developing a process specific to cell tower permit applications.

FiberNet 2017

- Team reviewed a feasibility study conducted by the City of Ocala
- Met with Administrative Manager and Lead Tech for the City of Ocala to discuss Fiber.
- Created RFP for Municipal Broadband Network Business Plan
- Presented RFP forMunicipal Broadband Network Business Plan to Council.

Attachments: 4Q FY17 Performance Measure Report
Municipal Broadband Network Business Plan RFP

Progress Report

Performance Measures Overview for FiberNet Marketing - 99010

This report gives an overview of the progress made in the Strategic Action Plan for FiberNet Marketing - 99010. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 80.00%

	Completed
GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	100.00%
Objective 2.2 To develop a "branding and marketing strategy" and establish criteria to measure success	100.00%
Strategy 2.2.2 Develop a campaign to highlight the City's economic strengths and opportunities	100.00%
Approach 2.2.2.12 Evaluate other approaches of promoting Fibernet	100.00%
Measurement 2.2.2.12.a Evaluate other approaches of promoting Fibernet and present recommendations to City Manager.	100.00%

Comments

1/6/2017	Q1 - Crown Castle chose not to continue contract negotiations, no further fiber discussions. Redirecting negotiation efforts to Diamond Communications, LLC.
3/31/2017	Q2 - No further progress at this time.
6/23/2017	Q3 - No further progress at this time. Meeting with the City Manager Q4 to discuss options.
10/6/2017	Q4 - Created, presented and approved Municipal Broadband Network Business Plan RFP.

GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	75.00%
Objective 3.1 Diversify our revenue sources	66.67%
Strategy 3.1.1 Evaluate and target diversification of funding sources	66.67%
Approach 3.1.1.6 Expansion of FiberNET	50.00%
Measurement 3.1.1.6.a Develop a marketing plan and implement quantifiable contacts	50.00%

Comments

1/6/2017	Q1 - The marketing plan to follow new contract negotiations.
3/31/2017	Q2 - Finalizing contract negotiations, marketing plan to follow.
6/23/2017	Q3 - Discussions with our communications consultant, Diamond Communications is anticipated in Q4.
10/6/2017	Q4 - Created, presented and approved Municipal Broadband Network Business Plan. Will review RFP submission in Q1.

Measurement 3.1.1.6.b Develop a recruit strategy for additional ISPs and implement that strategy	50.00%
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Comments

1/6/2017	Q1 - Discussing a different strategy where ISP's will not be recruited, pursuing other options for fibernet.
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3/31/2017	Q2 - No progress made in second quarter.
6/23/2017	Q3 - Meeting with City Manager in Q4 to discuss options.
10/6/2017	Q4 - Created, presented and approved Municipal Broadband Network Business Plan. Will review RFP submission in Q1.

Approach 3.1.1.10 Develop a plan to establish better cell tower coverage and generate more revenue	100.00%
Measurement 3.1.1.10.d Finalize a plan to establish better coverage and generate more revenue for implementation FY2017	100.00%

Comments	
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1/6/2017	Q1 - Reinitiate the RFP to select a new consultant.
3/31/2017	Q2 - Final stages of contract negotiations with Diamond Communications, LLC
6/23/2017	Q3 - During Q3 the contract was approved by Council. Diamond Communications has initiated phase 1 of the contract scope.

Objective 3.2 Increase efficiency through enhanced operations and technological advancements	100.00%
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Strategy 3.2.1 Review existing operational procedures and policies	100.00%
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Approach 3.2.1.39 Review existing policies and propose changes for delinquent FiberNet accounts	100.00%
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Measurement 3.2.1.39.a Review existing delinquent account policies for FiberNet accounts and propose changes	100.00%
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Comments	
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1/6/2017	Established payment plan for current delinquent account.
3/31/2017	Q2 - Policy is established and has been implemented.

FEST Team



To: Jim Landon, City Manager
Date: 11/13/2017
Department/Team: FEST
Director/Team Leader: Jacqueline Gonzalez *JG* Alex Boyer *AB*
Reporting Period: End of Year Report FY 2017

Executive Summary: During the FY2017 the FEST team accomplished the majority of the goals set forth in our performance measures. Creating and Implementing the Post Event Review Process and finding was to incorporate staff and public changes to our events surveys. Many of the team's goals for FY17 have changed from its original direction and we focused in FY18 on re-establishing and review old practices such as vendor licensing process and focus on new goals in sponsorship and beneficiaries for existing events.

Budget: The FEST Team made significant changes to the FY 2018 budget which proved effective in FY17 budget review. FEST FY2018 approved budget reflects survey evaluations from the previous year allowing the event coordinators to reduce and refine their budgets to be more efficient eliminating unnecessary cost.

The FEST Team FY2018 will apply for grants and sponsorship opportunities.

Progress Report: This was a year of change for the FEST Team. The team discussed and created Sponsorships and Beneficiary processes which will be under review by the team in FY2018. The team discussed what worked at the events and re-evaluated the sale of alcohol at our events. We looked into multiple ways of obtaining customer feedback regarding events one of those ways was through our social media. Implementing some of those processes during the events. The team looked into re-establishing the race series and accomplished our goals by the City new improved Feet to Feast Thanksgiving Day Race. Team was successful this year in making our events more family friendly and cost efficient for all. The team saw a steady increase in participation of all the events across the board.

The FEST Team success for the 1st Quarter:

2016 International Festival

On October 1st we hosted the International Festival at Central Park, Town Center.



2016 Polish American Club Dancers



2016 Irish American Club Bag Pipers

2016 Boo Bash

On October 23rd, City of Palm Coast partnered with Wadsworth Elementary for 9th annual Halloween Boo Bash. This year we changed the location for the food trucks the Wadsworth Elementary School parking lot across from the park was well received. As always parking is an issue when it comes to this event. Discussion was had regarding moving the event venue to Central Park for event has out grown this venue.



Boo Bash 2016

2016 Hall of Terror

Hall of Terror was held on October 29th through the 31st were an approximate attendance 500 people on the 29th, 600 people on the 30th and 1100 people on the 31st people visited haunted house exceeding expectations with a total of 2200 people.



Harlequin



Witch

2016 Veterans Day

Veterans day event received a positive response from the community and the new memorial was dedicated at the conclusion of the event



2016 Pink Army Race

Pink Army- Originally set for October 16th, Pink army 5K was postponed to October 30th due to storm effects of Hurricane Matthew. Over 500 participants showed their support to help raise \$9,554.10 for Florida Hospital Flagler.



2016 Pink Army Race and Event

2016 Tree Lighting Ceremony and 2016 Starlight Event and Parade

Hundreds participated in the Annual Tree Lighting ceremony in partnership with Flagler County Rotary is an event that kick starts the Palm Coast holiday season. The Starlight Event and Parade took place the following week with an estimated 2,000 people present and over 60 groups participating; making this the largest turn out in years for this event. The winners of the parade contest; Best of Parade- Parkview Baptist Church, Best Marching Unit- Studio Z Fit, Best Float-Lowes, Best Decorated Vehicles-Better Buy Realty.



2016 Tree Lighting Ceremony



2016 Starlight Parade

2016 Palm Coast /Flagler Beaches Senior Games was given the web browser award from FSG for 2016 Web Surfer's Dream Award.



2016 Senior Games Website Award

Following Events occurred in 2nd Quarter:

The FEST Team kicked off the second quarter with 170 people participated in our 10th Annual Christmas Tree Recycling Event held January 7th, 2017 at Utility Department Depot located on Utility Drive. Next year we are looking into offering alternatives like shrubs or plants along with the trees.



Christmas Tree Recycling Event

2017 Birding Festival Guided Tour

2017 Bird of a Feather Festival and Art Show February 10-12-This year's Birds of a Feather Fest was the most successful one yet. This year's Birds of a Feather Fest featured the brand new "Rooted in Nature" art show.

Registration information

- 310 total registrations
- 250 registrations for paid events
- 60 registrations for free events
- 27 total classes were offered. All had registrations.
- 9 Classes sold out and another 4 nearly did so

Bird Information

- 121 Species identified over the 3 days

Survey information

- Attendee Surveys:
 - 83 Digital surveys taken post event.



Birding Art Show



City Hall Tour and Event



Kidz Zone

Movies In The Park-

Movies in the Park starts in March and goes on through October providing families with a free outing to see some the latest family films. This year's films include Disney's Jungle book and ended with Norm of the North. Attendance usually between 300-400 participants.



Events that occurred in the 3rd Quarter:

Arbor Day Event and 5K Root Run/Walk

The FEST Team kicked off the third quarter with our 9th Annual Arbor Day Event and 7th Annual 5K Root Run/Walk, held May 6, 2017 at Central Park in Town Central Park. Ninety-nine participants took part in the Arbor Root Run/Walk this year, and over 5,000 people attended the Arbor Day Event. This was the last year for the Arbor Day Root Run and the first year the event hosted the Mayors Healthy Community Challenge. Arbor Day continues to give out free trees with donation of a food item. This year 450 trees were given away, and 941 pounds of food were donated to the local food pantry. Recycling opportunity was once again offered and 8,722 trees were saved.



2017 Mayor's Healthy Community Challenge Patty Shukla Performance

Events in the 4th Quarter:

Fireworks in the Parks

In July, The Independence Day Celebration and Fireworks took place in Central Park on July 3rd. It was a huge success. We used a new fireworks vendor and to both the FEST and SERT team surprise the new vendor was professional, organized and extremely easy to work with. The team during the review discussed creating a beneficiary for the event or doing the event ourselves. Further action will be taken place in FY2018.



Dawn's Early Light Ceremony

The Independence Day Ceremony By the Dawn's Early Light was held on July 4th at 8am. Speakers Nikki and Larry White of the American Flag project gave a touching speech for the occasion, a presentation of colors was done and the Fly over the park.



Food Truck Tuesday-

Food Truck Tuesdays were held in March through November with the beneficiary for March, April, May, June and July being Parks & Recreation Summer Camp Scholarships. The Parks and Recreation Summer Camp received a total of \$4,612.00 in proceeds towards the scholarship fund. November, September, the beneficiaries was the Pink Army and August was the Dolly Parton Imaginations Station hosted by Palm Coast Arts Foundation. We look to reorganize the beneficiary process to attract more participants in the program FY18.



Performance Measures Overview for FEST Team - 46010

This report gives an overview of the progress made in the Strategic Action Plan for FEST Team - 46010. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 69.64%

	Completed
GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	69.64%
Objective 5.1 Enhance community and visitors' recreational opportunities and experiences at community events	74.56%
Strategy 5.1.1 Identify fun and interactive elements to incorporate into community events	100.00%
Approach 5.1.1.4 Increase the number of new programs and/or events offered to the community	100.00%
Measurement 5.1.1.4.c Create new criteria to differentiate and evaluate established events vs. newly formed event surveys and process in which they are handled.	100.00%
Comments	
1/20/2017	We have recently created an Post Event Review Summary form which we are using as a part of this performance measure report. The FEST team is using the survey at the events to obtain customer feedback.
5/3/2017	Implemented post event summary and created new survey tool.
Strategy 5.1.2 Promote the variety of local leisure and recreational activities	71.38%
Approach 5.1.2.8 Seek cross-promotion of events (event coordinator)	100.00%
Measurement 5.1.2.8.c Track and report quarterly on information distributed at events	100.00%
Comments	
1/23/2017	Post event summaries are attached to first quarter performance measures report.
5/3/2017	Post event summaries are attached to 2nd quarter performance measures report Events were The Birding Festival, Movies in the Park, Food Truck Tuesday, and Tree Recycling.
7/12/2017	Post event summaries are attached to third quarter performance measures report events were Arbor Day and Food Truck Tuesdays,
11/8/2017	Post event summaries are attached to fourth quarter performance measures report
Approach 5.1.2.10 Survey event attendees	100.00%
Measurement 5.1.2.10.c Track and report on event survey results	100.00%
Comments	
1/23/2017	Event Coordinators are keeping surveys in a file and transferring info onto the Post Event Review Summary to presented quarterly.
5/3/2017	Tracking events quarterly and surveys are being done by Event Coordinators to report on our Quarterly Performance Measure Reports.
7/12/2017	Tracking events quarterly and surveys are being done by Event Coordinators shown on our quarterly performance measure reports.

11/8/2017	Tracking events quarterly and surveys are being done by Event Coordinators shown on our quarterly performance measure reports.	
Approach 5.1.2.11 Improve, expand and/or enhance City events		61.83%
Measurement 5.1.2.11.g Complete a comprehensive review of the current membership and recruit new members relative to the team		31.00%
Comments		
1/20/2017	Putting forth a recruiting effort starting in the second quarter for new members to the team.	
5/3/2017	Still looking to recruit more members , One new member in the second quarter.	
7/12/2017	Still looking to recruit more members	
11/8/2017	No activity in fourth quarter. Put forth an effort to recruit new members in fiscal year 2018.	
Measurement 5.1.2.11.h Re-evaluate measurement criteria used to evaluate City events		100.00%
Comments		
1/20/2017	FEST Team to discuss in the second quarter.	
5/3/2017	Reviewed Quartely at team meetings. Event Coordinators continues use measurement criteria in thier post event Review.	
7/12/2017	Reviewed quartely at team meetings. Event Coordinators continues use measurement criteria in thier post event review.	
11/8/2017	Reviewed quarterly at team meetings. Event Coordinators continues use measurement criteria in their post event review	
Measurement 5.1.2.11.i Conduct a comprehensive evaluation of all City events and categorize all City events after completion of review		10.00%
Comments		
1/23/2017	FEST Team to evaluate all City events in the second quarter and complete the review and re-categorize all City events by Third quarter.	
5/3/2017	We have identified the events and will categorize in third Quarter.	
7/12/2017	Will categorize in the fourth quarter.	
11/8/2017	Team to complete categorization in fiscal year 2018	
Measurement 5.1.2.11.j Review event budget process to develop plan for long-term sustainability		50.00%
Comments		
1/23/2017	FEST Team will review budget process by the end of the second quarter, and work to develop a long term sustainability plan in the third quarter.	
5/3/2017	Budget review will occur in third quarter.	
7/12/2017	We completed the 2018 budget. In the fourth quarter team will discuss ways for long-term sustainability.	
11/8/2017	Discussion on long-term sustainability is on hold until determination on sponsorship programs are finalized.	
Measurement 5.1.2.11.k Create event guidelines to assist event coordinators and to ensure proper coordination of all City hosted events		80.00%
Comments		
1/23/2017	Timelines for the events was established in 2015-2016 fiscal year. Timeline development for City events will resume in the second quarter.	
5/3/2017	Scheduling a meeting to include all event coordinators and Varies department (HR, Finanace, Purchasing, and Business Tax) to reestablish and update processes and proceedures for new team members and staff unformalar with process.	

7/12/2017	Created guidelines for all events not handled by Park and Recreation department. Will work on Park and Recreation in fourth quarter.
11/8/2017	Will continue to work on events guidelines in fiscal year 2018

Measurement 5.1.2.11.I Provide results of post event reports	100.00%
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Comments

1/20/2017	Attached to Performance Measure Report for First Quarter.
5/3/2017	Attached to Performance Measure Report for second Quarter for Birding Festival, Tree Recycling, Movies in the Park, and Food Truck Tuesday.
7/12/2017	Attached to Performance Measure Report for third quarter for Arbor Day and Food Truck Tuesday.
11/8/2017	Fourth Quarter Performance measures attached.

Objective 5.3 Seek partnerships with educational institutions and community groups to expand educational, social and cultural opportunities	47.50%
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Strategy 5.3.2 Expand outreach opportunities to identify and network resources	47.50%
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Approach 5.3.2.1 Seek community partnerships for events	47.50%
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Measurement 5.3.2.1.a Create a beneficiary process for ongoing events currently being sponsored by the City	25.00%
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Comments

1/23/2017	FEST Team will review and determine which City event would benefit from the beneficiary process in the second quarter.
5/3/2017	After year eveluation it has come to our attention the process needs to be re-evaluated and amended to be more attractive to non- profits. Will look at in third quarter.
7/12/2017	Team will discuss in the fourth quarter.
11/8/2017	Beneficiary process has been tabled until fiscal year 2018

Measurement 5.3.2.1.b Identify sponsorship opportunity and establish guidelines for local community business to get involved with City Sponsored events.	70.00%
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Comments

1/23/2017	FEST Team will review sponsorship opportunities for local community business to get involved with City Sponsored events in the second quarter.
5/3/2017	Created a standard sponsorship letter to do a mass mailing to all community business, organizations and clubs giving an opportunity for multiple event advertisement.
7/12/2017	Currently idetifiying grants to review in the fourth quarter.
11/8/2017	Further discussion of sponsorships and grant programs will continue in 2018. Continue to work on sponsorship package with team.

Financial Services





City of PALM COAST

Financial Services

To: Jim Landon, City Manager
Date: 12/5/2017
Department/Team: Financial Services
Director/Team Leader: Helena Alves, Finance Director *HRA*
Reporting Period: FY 2017 EOY

***Executive
Summary:***

This year included a number of exciting changes for the Financial Services department. A Chief Accountant position was added and several members of the Finance team attained payroll and accounts payable certifications which supported a reevaluation of personnel functions within the department. This reorganization resulted in five promotions and created two new entry level positions which were filled internally. The department also assumed all accounting functions for the Golf Course and Tennis Center. These changes, in addition to continued recognition for financial excellence by industry organizations, shows the department's continued focus on raising the bar on efficiency and employee development.

The year kicked off and ended with both the financial and operational impacts of Hurricanes Matthew, in October, and Irma, in September. The department provided assistance throughout City areas as needed. The business tax supervisor acted as the City liaison to the Flagler County EOC. Immediately after the events, staff assisted with preparing and reviewing FEMA forms and with food preparation and distribution to the various City departments. Staff also supported the Customer Service division with phone call volume from our residents. After the initial events response, the department began handling the difficult and labor intensive task of seeking disaster reimbursement funding from FEMA. To date, no reimbursement has been received for either of these events.

Last fiscal year, the department evaluated options for a budget dashboard and citizen transparency web portal. Tyler Transparency was selected and included as a fiscal year 2017 project for the IT department. Work on the new Tyler Transparency site is almost complete and the department provided training to City employees in September. The final product is being rolled out and tested during the first quarter of the upcoming fiscal year. The new site will be used during quarterly meetings in place of the current year to date budgetary reports which require a significant amount of time to prepare. The new site will give real time results of revenue and expenditures to City departments and will eventually be available to the public through the City's website.

Budget:

Department spending was on track through the fourth quarter. Overall, the expenditures were slightly under budget at the end of the fiscal year.

Progress Report



City of PALM COAST

Financial Services

Progress Report:

ICMA Certificate of Distinction in Performance Management:
The ICMA Center for Performance Analytics recognized the City of Palm Coast for the fourth year in a row for its performance management efforts with a Certificate of Distinction.



Certificate of Achievement for Excellence in Financial Reporting:
The fiscal year 2016 audit results were presented to City Council with no audit comments received. The GFOA Certificate of Achievement for Excellence in Financial Reporting was received for the fiscal year 2016 Comprehensive Annual Financial Report (CAFR). This is the 16th consecutive year the City of Palm Coast has received this award.

Award for Outstanding Achievement for Popular Annual Financial Reporting:
The GFOA Award for Outstanding Achievement for Popular Annual Financial Reporting was received for the fiscal year 2016 Popular Annual Financial Report (PAFR). This is the 4th consecutive year the City of Palm Coast has received this award.

Distinguished Budget Presentation Award:
For the 14th consecutive year, the Government Finance Officers Association (GFOA) has awarded the City of Palm Coast the Distinguished Budget Presentation Award for its annual Budget. The award reflects the commitment of the Palm Coast City Council and Finance Department staff to meeting the highest principles of governmental budgeting.

Building Division's Transition to Paymentus:
Significant progress was made on the Building division's transition to paymentus. This is expected to wrap up in the first quarter of the upcoming fiscal year.

Fitch Ratings Affirmed:
Fitch Ratings affirmed the 'A+' rating for the City of Palm Coast. The outlook revision to "Positive" from "Stable" reflects the continued improvement of the Utility system's finances.



Loan Refinancing:
The department, along the City's financial advisor, Mark Galvin of Hilltop Securities, presented City Council with options for refinancing Utility State Revolving Fund loans and the State Road 100 Corridor Community Redevelopment Agency (SR 100 CRA) Note issued in 2014. The City received an offer to reduce the interest rates applicable to various SRF loans. As a result, City Council took action to authorize a loan from CenterState Bank in order to refund certain State Revolving Fund loans from the Florida Department of Environmental Protection. In addition, the SR 100 CRA received an offer from Ameris Bank, the owner of the SR 100 CRA Note, to modify the interest rate and substantially lower the current interest rate while eliminating the uncertainty and inflationary risks associated with resetting the interest rate in 2024. The total interest savings related to the above actions is estimated to be \$500,000.

Progress Report



City of PALM COAST

Financial Services

Employee

Development: MUNIS User Conference:

Palm Coast hosted its first MUNIS User Conference on March 9th at City Hall. The conference brought MUNIS users from cities across central and northeast Florida to Palm Coast. The agenda included a look at a variety of features and functionality within MUNIS as well as breakout sessions which discussed topics including Budget, HR and Payroll. Employees from IT, Finance, Human Resources and Administration were in attendance. The MUNIS representatives hosting the conference spoke highly about our facility and the number of first time attendees who were able to attend because of our location. We hope to host a user conference again in the future.

Disaster Recovery Training:

The Finance department conducted one-on-one training with departments related to required forms for disaster recovery. This approach, which is different from past years, included staff going to various facilities to meet with departments.

Counterfeit Training:

A Special Agent from the United States Secret Service provided training to staff on how to recognize and handle counterfeit currency. The training included the history of currency and discussed identify theft and other types of personal fraud.

Budget Review:

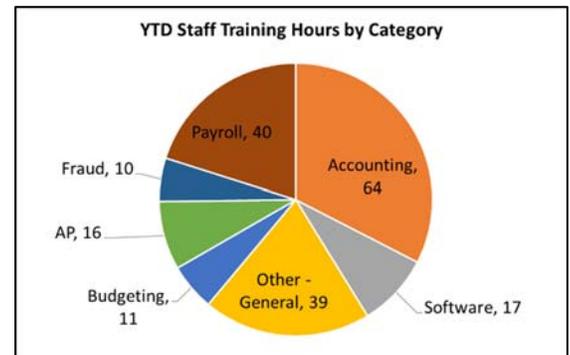
Budget Coordinator, Lina Williams, continues to participate as a budget reviewer for the GFOA Distinguished Budget Presentation Awards program. Participation in this program takes place during the months of January through April.

This year to date the following budgets have been reviewed for the program:

- Greenville, TX (FY 2017 Budget : \$59,773,661)
- Conroe, TX (FY 2017 Budget: \$161,973,793)
- Fort Worth, TX (FY 2017 Budget \$1,754,826,589)
- South Lake Tahoe, CA (FY 2017 Budget \$83,287,754)

Employee Development:

Year to date, the Financial Services department has obtained 196.5 hours of formal training related to budgeting, accounts payable, payroll and other topics.





City of PALM COAST

Financial Services

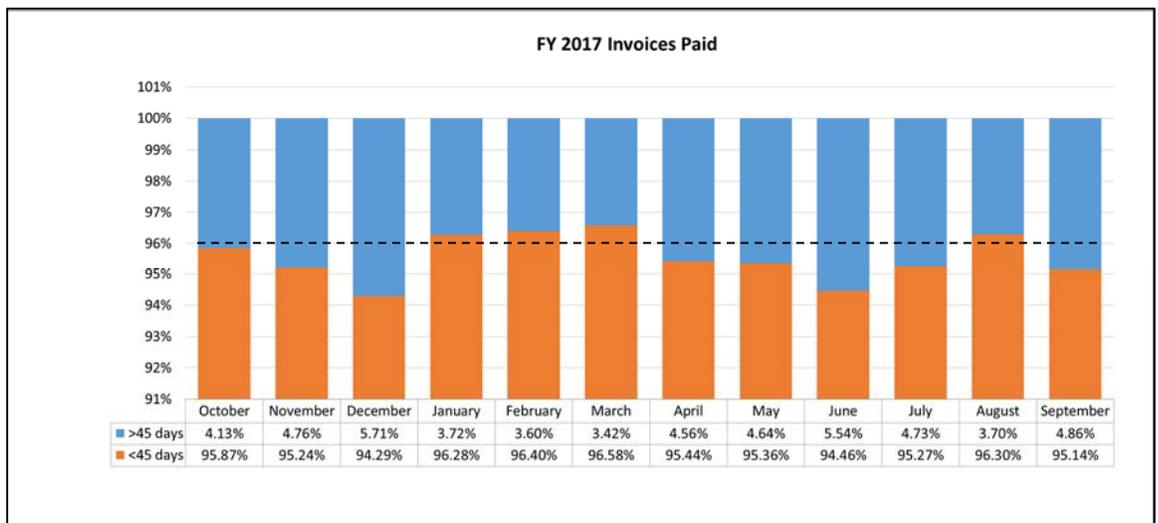
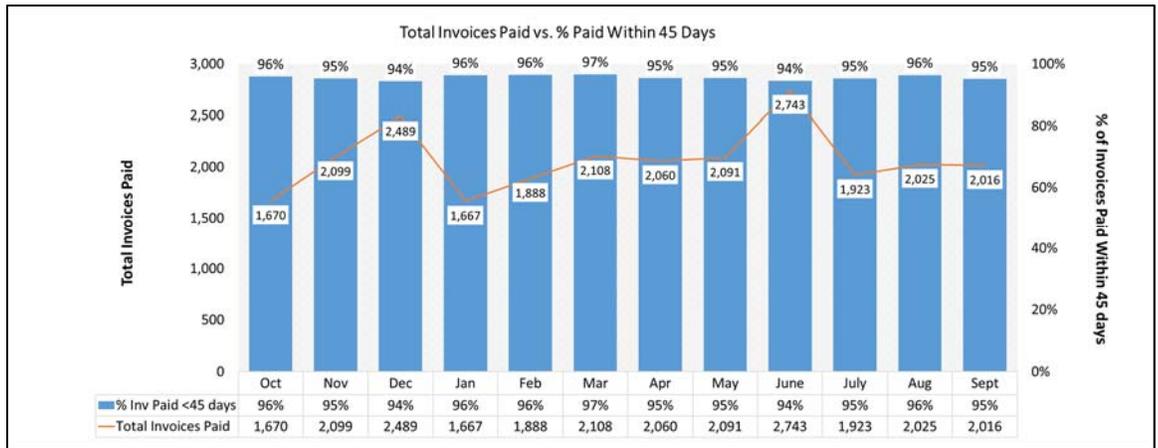
Other:

Business Tax:

The department processed a total of 2,049 business tax receipts, with 467 new business tax receipts with a Palm Coast address; presented 27 Unlicensed/Unpermitted cases to the Flagler County Contractor Licensing Board obtaining Final Orders in all cases. The Final Orders obtained for FY 2017 totaled fines in the amount of \$11,650.00 and restitution totaling \$47,042.50. The department also made in excess of 21 referrals to Florida Attorney General Seniors vs Crime program for fraud involving senior citizens.

Vendor Payments:

The department continually strive to pay all vendor invoices within 45 days of receipt, at least 96% of the time. During periods of heavy volume, this becomes difficult. However, we continue to focus on cross training in order to provide support to accounts payable during these times.



Performance Measures Overview for FINANCIAL SERVICES - 12422

This report gives an overview of the progress made in the Strategic Action Plan for FINANCIAL SERVICES - 12422. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 96.81%

	Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	94.95%
Objective 3.1 Diversify our revenue sources	100.00%
Strategy 3.1.1 Evaluate and target diversification of funding sources	100.00%
Approach 3.1.1.1 Provide ongoing options to diversify City revenues	100.00%
Measurement 3.1.1.1.a Inventory and report revenue options to the City annually.	100.00%
Comments	
1/9/2017	This will be completed in Q3.
5/8/2017	As part of the budget preparation series, staff presented a presentation on revenues to City Council on April 25th.
Approach 3.1.1.2 Achieve an Annual unqualified audit opinion with "0" accounting comments.	100.00%
Measurement 3.1.1.2.a Process previous fiscal year's transactions with no audit comments related to accounting errors.	100.00%
Comments	
1/9/2017	The audit is wrapping up and results are expected to be presented to City Council in the 2nd quarter. No audit adjustments are anticipated.
3/22/2017	Audit is complete with no audit comments received. Results presented to City Council on 3/21.
Approach 3.1.1.4 Create a long-term funding strategy for public infrastructure	100.00%
Measurement 3.1.1.4.b Deliver public infrastructure funding plan to City Council	100.00%
Comments	
12/8/2016	This will be completed in the third quarter.
5/8/2017	On April 25th, staff presented to City Council the revised 10 year infrastructure funding plan.
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	93.06%
Strategy 3.2.1 Review existing operational procedures and policies	99.91%
Approach 3.2.1.3 Evaluate and revise existing investment policy	100.00%
Measurement 3.2.1.3.b Report to City Council on the annual investment results and policy compliance	100.00%
Comments	
12/8/2016	This will be completed in the second quarter.
3/22/2017	Annual investment results presented to City Council on 3/14

Approach 3.2.1.5 Track response times of invoices charged to the City		99.45%
Measurement 3.2.1.5.a Pay all vendor invoices within 45 days of receipt within 96% of the time (reported monthly)		99.45%
Comments		
12/8/2016	October - 1,601 out of 1,670 invoices were paid in 45 days (95.87%) Year end processing and Hurricane Matthew had an effect on this.	
12/8/2016	November- 1,999 out of 2,099 invoices were paid in 45 days (95.24%) Year end processing and Hurricane Matthew had an effect on this.	
1/17/2017	December - 2,347 out of 2,489 invoices were paid in 45 days (94.29%) YTD 5,947 out of 6,258 invoices were paid in 45 days (95.03%)	
3/3/2017	January - 1,605 out of 1,667 invoices were paid in 45 days (96.28%) YTD 7,552 out of 7,925 invoices were paid in 45 days (95.29%)	
3/3/2017	February - 1,820 out of 1,888 invoices were paid in 45 days (96.40%) YTD 9,372 out of 9,813 invoices were paid in 45 days (95.51%)	
4/13/2017	March - 2,036 out of 2,108 invoices were paid in 45 days (96.58%) YTD 11,408 out of 11,921 invoices were paid in 45 days (95.70%)	
6/2/2017	April - 1,966 out of 2,060 invoices were paid in 45 days (95.44%) YTD 13,374 out of 13,981 invoices were paid in 45 days (95.66%)	
6/2/2017	May - 1,994 out of 2,091 invoices were paid in 45 days (95.36%) YTD 15,368 out of 16,072 invoices were paid in 45 days (95.62%)	
7/6/2017	June - 2,591 out of 2,743 invoices were paid in 45 days (94.46%) YTD 17,959 out of 18,815 invoices were paid in 45 days (95.45%)	
9/5/2017	July - 1,832 out of 1,923 invoices were paid in 45 days (95.27%) YTD 19,791 out of 20,738 invoices were paid in 45 days (95.43%)	
9/5/2017	August - 1,950 out of 2,025 invoices were paid in 45 days (96.30%) YTD 21,741 out of 22,763 invoices were paid in 45 days (95.51%)	
10/9/2017	September - 1,918 out of 2,016 invoices were paid in 45 days (95.14%) YTD 23,659 out of 24,779 invoices were paid in 45 days (95.48%)	
Approach 3.2.1.29 Reinforce long-term financial planning process		100.00%
Measurement 3.2.1.29.b Update the long term financial planning section of the annual budget document on a yearly basis		100.00%
Comments		
12/8/2016	The Long Term Plan has been updated in the 2017 Annual Budget Report. The report will be submitted to the GFOA in January for review.	
Measurement 3.2.1.29.c Provide City Council with a presentation on the long term financial planning process on a yearly basis		100.00%
Comments		
1/9/2017	This will be completed during the budget preparation series which will take place in May and June.	
5/8/2017	On May 9th, as part of our budget preparation series, staff provided City Council with a presentation on Long Term Financial Planning.	
Approach 3.2.1.31 Maintain annual TRIM Compliance		100.00%
Measurement 3.2.1.31.a Create budget preparation schedule annually that ensures TRIM Compliance		100.00%
Comments		
12/13/2016	The Preliminary 2018 Budget Calendar has been created.	
Measurement 3.2.1.31.b Submit TRIM Compliance packet with zero non-compliance issues		100.00%

Comments	
12/8/2016	The Department of Revenue has reviewed the millage certification documents and found no violation of the certification requirements in subsections 200.065(l)-(4), (6)-(12), (14), and (15), Florida Statutes, and therefore accepted certification as meeting the stated requirements.

Strategy 3.2.2 Evaluate current technological opportunities to reduce operational cost	72.50%
Approach 3.2.2.13 Transition Building division to paymentus	95.00%
Measurement 3.2.2.13.a Transition Building division to paymentus	95.00%

Comments	
1/10/2017	Waiting on completion of online plans/permitting before additional progress on this project will be made.
4/13/2017	Meeting with IT held. Ready to finalize project. Meetings scheduled for April.
7/10/2017	Met with Paymentus to increase transaction limit to \$20k, waiting on approval as of 6/30/17.
11/28/2017	Testing continues regarding transaction limits. This is expected to be completed in Q1 of FY 2018.

Approach 3.2.2.14 Identify ways to increase efficiency and streamline processes	50.00%
Measurement 3.2.2.14.d In coordination with Information Technology, implement electronic payment of Business Tax Receipts	50.00%

Comments	
1/10/2017	Fixed fee accounts have been flagged in munis. Progress on the next phase of this project is expected in the third quarter.
4/13/2017	Hosted Munis users group and identified several Munis module deficiencies. Started meeting with IT to develop future Munis Master Plan, which will include business tax electronic payments.
7/10/2017	Met with IT on new steering committee format. This project is included in these discussions. No change in status at this time.

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	100.00%
Objective 5.2 Enhance safety measures throughout the community	100.00%
Strategy 5.2.3 Seek partnerships to educate the public on safety concerns	100.00%
Approach 5.2.3.6 Conduct community outreach sessions to educate the public on local consumer fraud and scams	100.00%
Measurement 5.2.3.6.a Conduct a community outreach session annually on common local consumer frauds/scams.	100.00%

Comments	
6/12/2017	On June 5th, Business Tax Supervisor, Jay Maher joined Mayor Milissa Holland on the local radio talk show to discuss this topic.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	99.29%
Objective 6.1 To develop a program to improve staff retention and recognize individual skill and talents	100.00%
Strategy 6.1.3 Develop an Employee Motivation and Reward Program	100.00%
Approach 6.1.3.2 Achieve award recognition for financial excellence	100.00%
Measurement 6.1.3.2.b Achieve GFOA award for financial reporting for previous fiscal year annually	100.00%

Comments	
12/8/2016	The Comprehensive Annual Financial Report (CAFR) will be completed in the second quarter and submitted to the GFOA for review.

4/13/2017	The CAFR has been submitted to the GFOA for review and consideration.	
10/17/2017	Received the GFOA award for financial reporting for the 2016 CAFR.	
Objective 6.2 To develop in-house and identify external training opportunities for employees		100.00%
Strategy 6.2.1 Create a comprehensive training program		100.00%
Approach 6.2.1.7 Develop a Comprehensive Training Program		100.00%
Measurement 6.2.1.7.j Track all departmental employee training & certifications for the Finance Department through target solutions (PCU)		100.00%
Comments		
1/17/2017	Updated for 1st quarter.	
3/22/2017	Updated for 2nd quarter.	
7/10/2017	Updated for 3rd quarter.	
10/17/2017	Updated for 4th quarter.	
Strategy 6.2.2 Assess staff position descriptions, training, certification, public policy needs that benefit the Organization and the Community		100.00%
Approach 6.2.2.1 Provide accounting training and development program for existing staff		100.00%
Measurement 6.2.2.1.b Provide 8 hours of continuing education to department staff.		100.00%
Comments		
1/10/2017	Training will begin in the second quarter.	
3/22/2017	Staff received training on purchasing fraud on 3/21.	
5/8/2017	Staff received training on documentation for disaster recovery on 4/19.	
7/10/2017	Additional training is scheduled for the 4th quarter which will include Business Tax Receipts, Fund Accounting and an additional fraud case study.	
8/11/2017	Staff was provided training on Business Tax Receipts on 7/24.	
8/11/2017	Staff was provided training on Fund Accounting on 8/4.	
8/29/2017	Staff received additional training on purchasing fraud on 8/24.	
8/31/2017	Staff received training regarding vendors doing business with the City on 8/30.	
10/9/2017	Staff received training regarding investments on 9/20.	
Approach 6.2.2.3 Provide annual disaster recovery training		100.00%
Measurement 6.2.2.3.a Provide annual disaster recovery training for managers & supervisors related to ensuring reimbursement for disaster recovery costs		100.00%
Comments		
1/10/2017	Planned for May 2017.	
7/5/2017	Began one-on-one disaster recovery training with departments. This will wrap up in July.	
8/29/2017	Disaster recovery training was completed in the 4th quarter.	
Approach 6.2.2.5 Achieve award recognition for financial excellence		100.00%
Measurement 6.2.2.5.a Achieve GFOA award for budgeting annually		100.00%
Comments		
12/8/2016	The Annual Budget Report will be submitted to the GFOA in January for review.	
3/3/2017	The 2017 Annual Budget Report was submitted to the GFOA for review.	
7/5/2017	On June 20th we received notification from the GFOA that we received the Distinguished Budget Presentation Award for the FY 2017 budget.	
Objective 6.3 To enhance awareness of customer service and relationships with our citizens		97.50%

Strategy 6.3.2 Develop a reach-out initiative to enhance community awareness of City services	97.50%
Approach 6.3.2.4 Enhance delivery of budget message	97.50%
Measurement 6.3.2.4.b Publish "Budget at a Glance" document annually	100.00%

Comments	
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12/8/2016	The 2017 Budget at a Glance has been published and is made available at all City Council workshops and business meetings.
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Measurement 6.3.2.4.e Implement new online budget dashboard	95.00%
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Comments	
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12/8/2016	The PO has been issued to Tyler and will begin working on implementing the Tyler transparency module in the second quarter.
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3/22/2017	Had a kick off meeting with Tyler and began work on GL mapping for the transparency portal. Initial draft of module released, working on customization.
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6/13/2017	A significant amount of progress was made during the 3rd quarter and the final product is expected to be rolled out during the 4th quarter.
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10/17/2017	Training has been provided to staff for the new Tyler Transparency dashboard. Testing will take place during the first quarter of FY 2018.
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Fire Department





City of PALM COAST

Fire Department

To: Jim Landon, City Manager
From: Chief M.C. Beadle *M.C. Beadle*
Date: 12/6/2017
Dept./Team: Fire Department
Re: 4th Quarter FY 2017

**Executive
Summary:**

As a result of the After Action Report, (AAR) from Hurricane Matthew, City departments responded to Hurricane Irma with a new appreciation for Emergency Management. The City Emergency Operation Center was established at Fire Station #25 and remained active from Sunday, September 10, 2017 through Wednesday afternoon, September 12, 2017. City departmental cooperation was seen to be at an all-time high as new challenges rose with the storm and actions learned from Irma were placed in motion.

Staffing levels have seen one vacancy during the fourth quarter of the year. The position was filled expediently from the volunteer ranks, based upon the new intern program.

Budget:

Although the budget for the quarter/year came in under budget there are those line items out of the fire department's control that have exceeded the budget.

- Overtime and the actions taken to reduce this account appear to be right on track with this account utilizing 99.7% of the funds available. Prior to Hurricane Irma this fund was below the anticipated percentage of use.
- The Exodus program and the Intern program continue to be monitored and adjusted as needed.
- Fleet maintenance continues to be challenging.
- EMS and the County relocation of a Rescue to Station #25 has seen no movement.
- A pilot program has been started with Automated Vehicle Location, (AVL) being used. The closest vehicle to a call, regardless of its assigned station, will be dispatched based upon the level of certification of that unit. This concept will reduce all incident responses.

**Progress
Report:**

The focus of the fourth quarter progress report has been to evaluate and create corrective measures for those deficiencies outlined in the AAR of Hurricane Matthew. Unfortunately Hurricane Irma placed City staff into action. Hurricane Matthew After Action Report ongoing responsibilities for the Fire Department/Emergency Management as they related to Hurricane Irma:



City of PALM COAST

Fire Department

Progress Report Continued:

1. Update Comprehensive Emergency Management Plan, (CEMP)
 1. Department Directors serving as primary department rep.
Irma: Dept. Directors were present in the EOC except Finance and H.R. at the discretion of the C.M
 2. Each department to establish consistent EOC staff.
Irma: Dept. staff continued a presence in the EOC pre and post storm.
 3. Command staff meets with dept. director prior to events.
Irma: Command staff began meeting with the C.M on September 5, 2017 in preparation for the arrival of Irma.
 4. Expand EOC Matrix.
Irma: Expansion has taken place with all dept. directors and is under review.
 5. Designate food service for emergency operations.
Irma: Each department was responsible for food for their individual operational crews. No issues have been reported.
 6. Develop family shelter with FPCHS.
Irma: This option appears to be unsuccessful and alternate plans are being developed. City Hall is being reviewed for this purpose.
 7. Identify personnel to dispatch issues to field crews.
Irma: A new format was utilized for this issue and appears to have worked better than the previous storm. More attention is needed on this project.
 8. Coordinate with FC to separate volunteer/city call takers.
Irma: City staff remained at station #25 and operated the call center throughout the event.
 9. Clarify evacuation zones.
Irma: Clarification has been made and signs placed in all areas of the City that were in flood prone areas.
 10. Designate Incident Commander as administrator to release crews after incident.
Irma: This worked well during Irma. Command staff began checking the City for damage at 0430 hours on September 11, 2017. All field crews were advised to report to their respective rally points for deployment at 0700.
 11. Pretreatment Effluent Pumping "PEP" System Teams,
Irma: Teams were utilized as well as 12 pump/tanker trucks for waste water.
 12. Customer Service and the call taker position has been reviewed and the pool of available employees to assist has been strengthened. These employees will return to their primary functions as the need arises based upon the emergency.
Irma: This program proved to be beneficial before the storm as well as some four days post storm.



City of PALM COAST

Fire Department

Other:



Crews respond to downed trees blocking roads in the City as Hurricane Irma passed through in September, the second Hurricane in 11 months.



The largest promotion in the history of the Department was held during the past year. The program was designed to assist in the succession planning for the department. Battalion Chiefs, Captains, and Drivers were promoted.

Members of the Forte family gathered to celebrate the awarding of Deputy Chief Gerard P. Forte to that of Chief Fire Officer from the Center of Professional Credentialing. Chief Forte is one of one thousand Chiefs with such a designation.



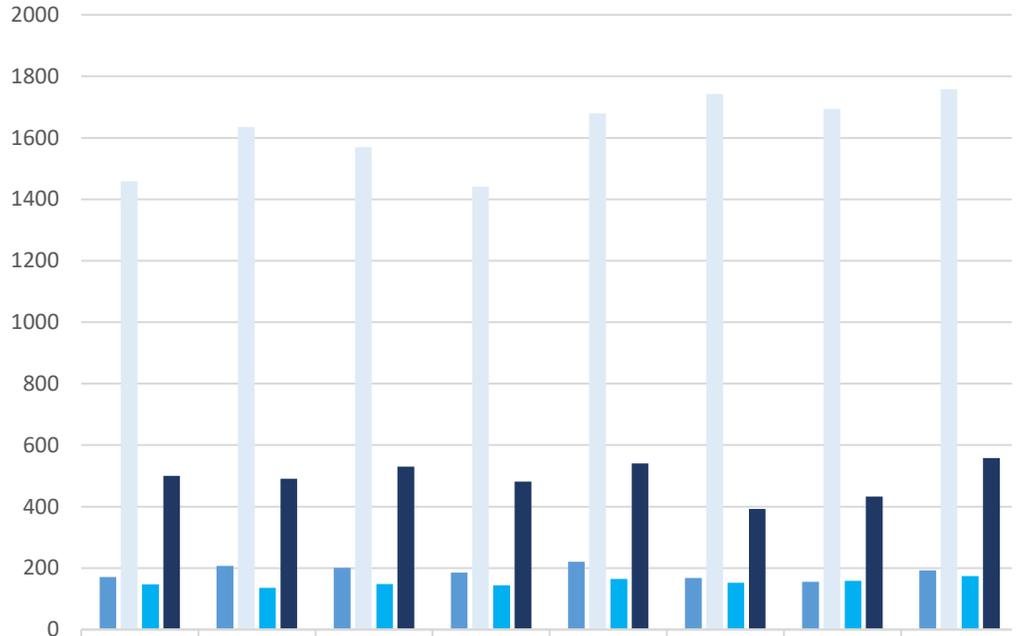
The department received recognition when two of the new apparatus were featured in Apparatus New national journal. To make it more rewarding they were awarded the center fold.



City of PALM COAST

Fire Department

Total Calls Comparison



	Fiscal Q1 2015/2016	Fiscal Q2 2015/2016	Fiscal Q3 2015/2016	Fiscal Q4 2015/2016	Fiscal Q1 2016/2017	Fiscal Q2 2016/2017	Fiscal Q3 2016/2017	Fiscal Q4 2016/2017
■ Fire	171	207	201	185	221	168	155	193
■ Medical	1459	1635	1570	1441	1679	1742	1694	1758
■ MVC	147	136	148	144	165	152	158	174
■ General Calls	500	491	530	481	540	392	433	558

■ Fire ■ Medical ■ MVC ■ General Calls

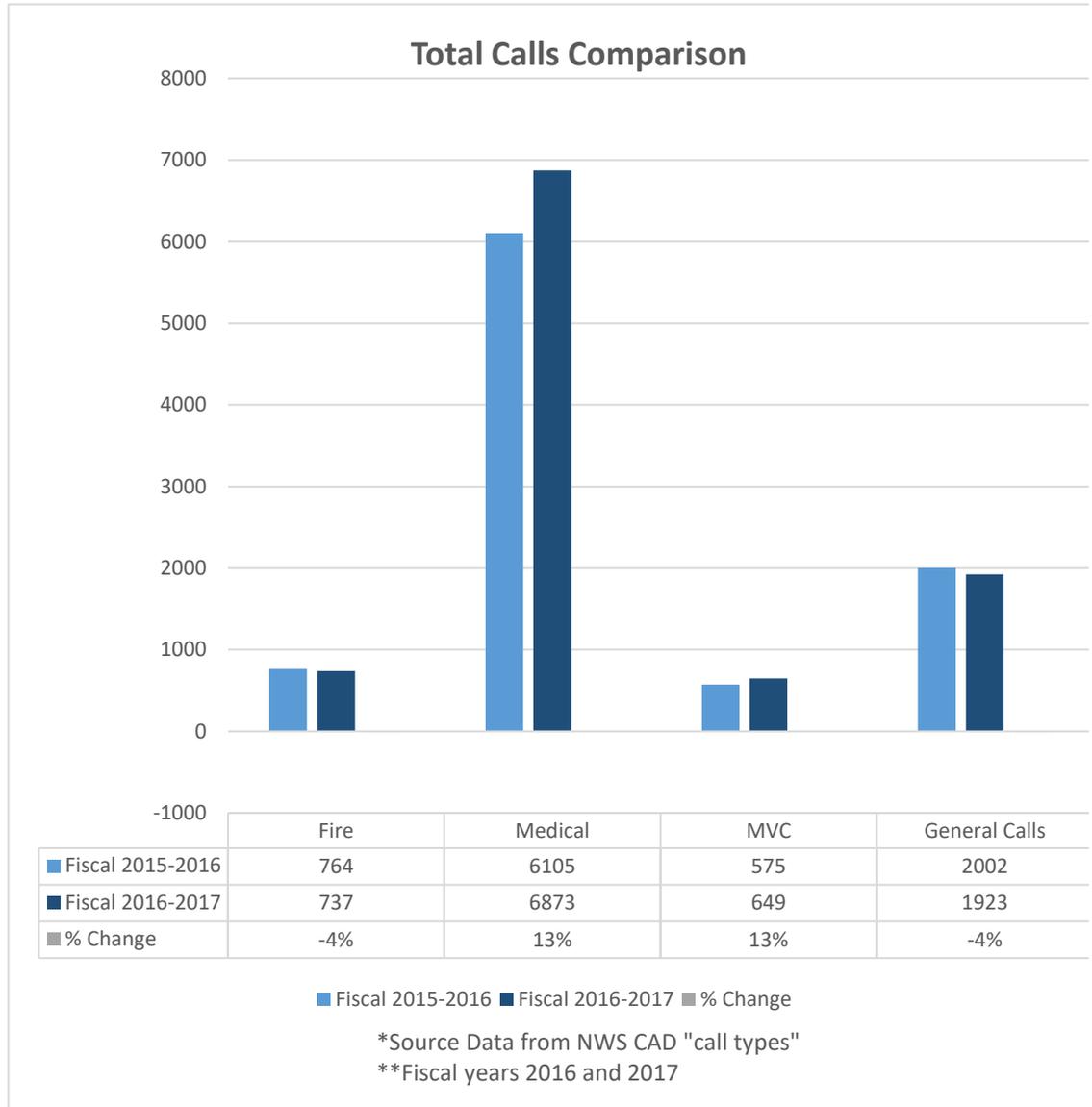
*Source Data from NWS CAD "call types"

**Fiscal year 2017



City of PALM COAST

Fire Department

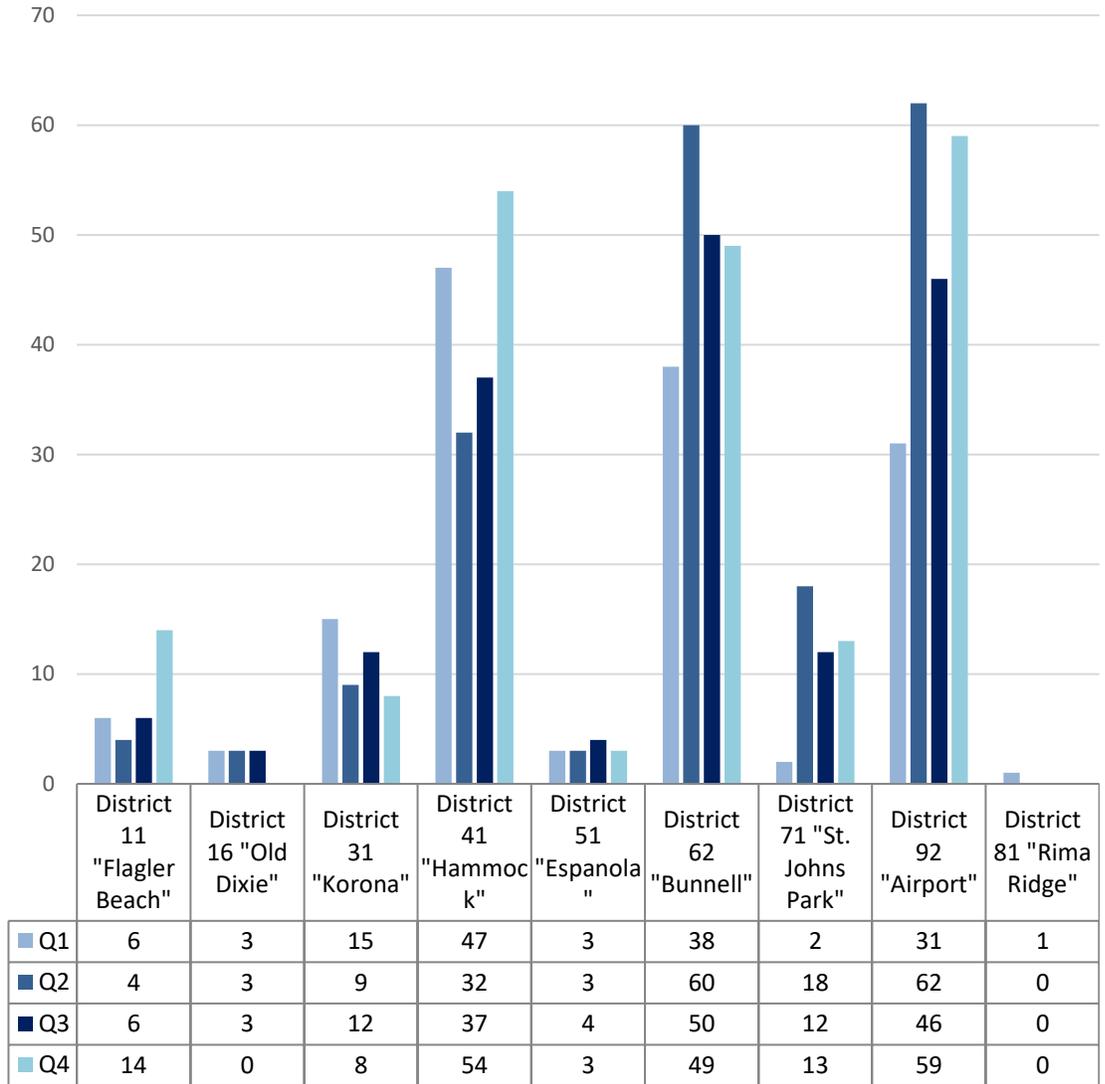




City of PALM COAST

Fire Department

2017 Districts Totals



Q1 Q2
Q3 Q4

*Some of District 31 "Korona" and District 92 "Airport" are contained within city boundaries

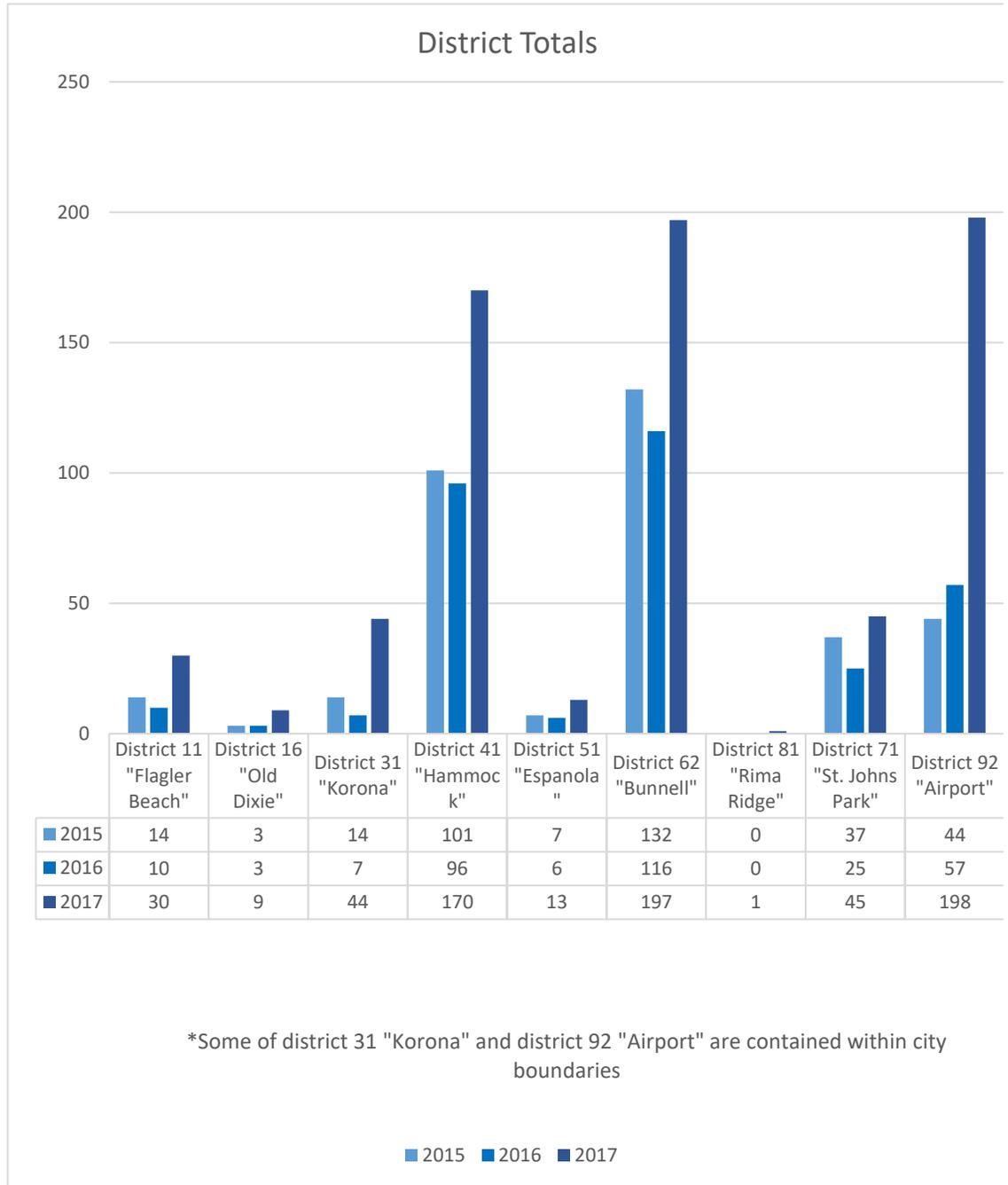
** Source data FirePrograms RMS

***Fiscal year 2017



City of PALM COAST

Fire Department

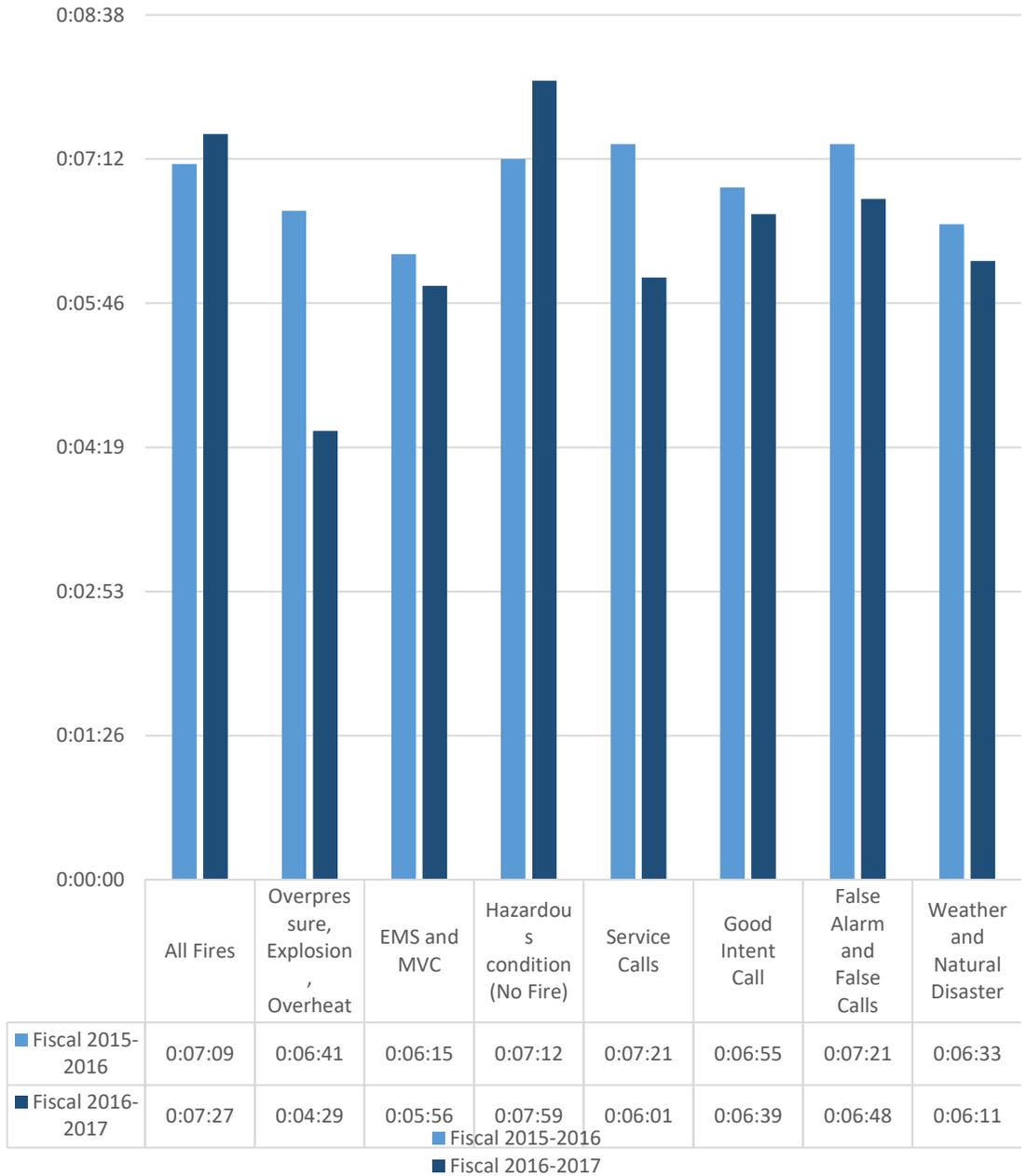




City of PALM COAST

Fire Department

Response Times Comparison

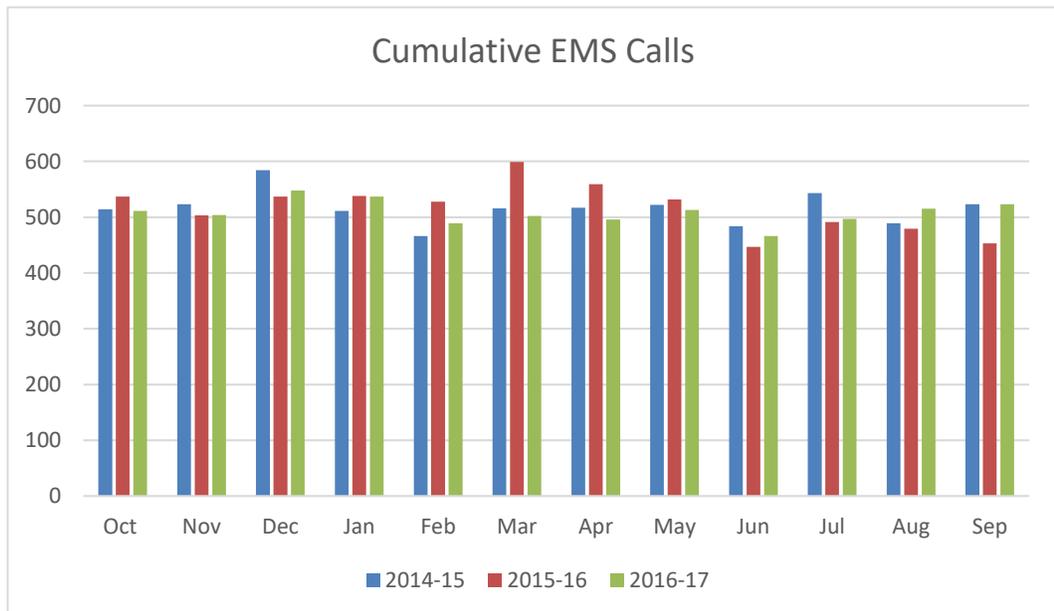
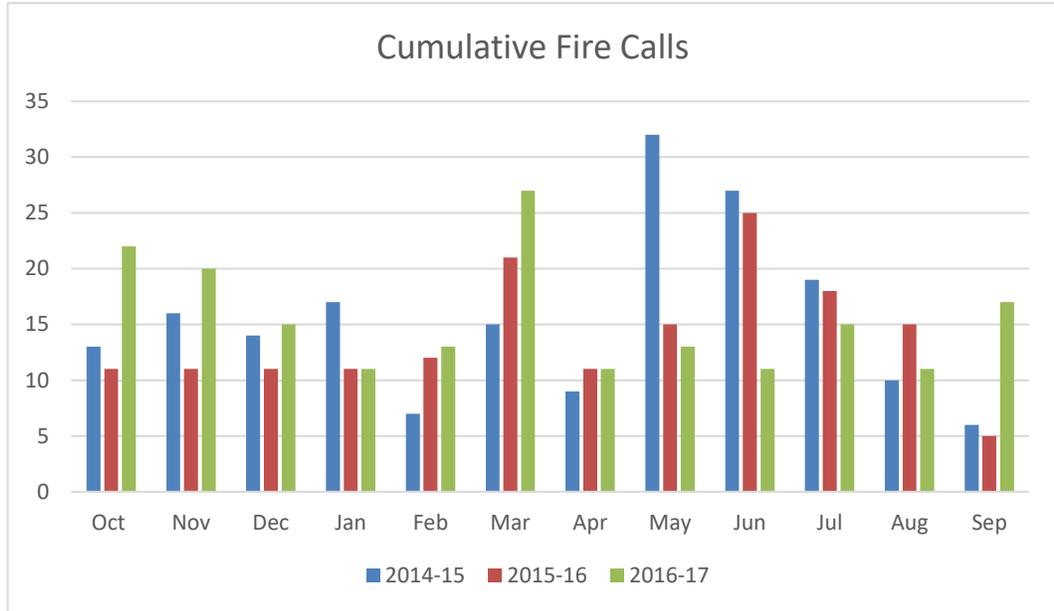


**Source data FirePrograms RMS



City of PALM COAST

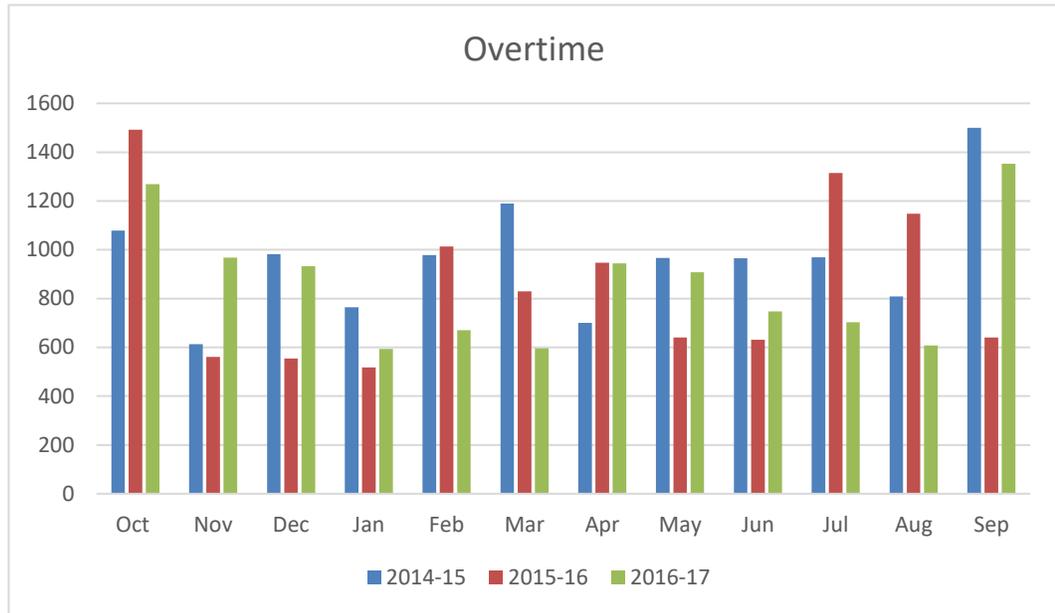
Fire Department





city of PALM COAST

Fire Department



Performance Measures Overview for FIRE - 14000

This report gives an overview of the progress made in the Strategic Action Plan for FIRE - 14000. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 90.27%

	Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	95.83%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	95.83%
Strategy 3.2.1 Review existing operational procedures and policies	93.75%
Approach 3.2.1.30 Explore methods to better align resources to ensure efficient delivery of services	93.75%
 Measurement 3.2.1.30.a Beadle, Chuma - Inventory and evaluate duplication of fire and emergency services between other applicable agencies	100.00%

Comments	
1/10/2017	Data collection continues on response times as they relate to current reponse zones within the City.
4/10/2017	Data collection continues on response times as they relate to current reponse zones within the City. (graphs attached)
7/10/2017	Data collection continues on response times as they relate to current reponse zones within the City.
10/12/2017	THis goal continues to be reviewed for possible changes. During the first quarter of 2018, Automated Vehicle Location or AVL has been turned on within the CAD (dispatching) portal. This will be tested for the next several months to evaluate dispatching for any issues each department see's needing attention.

 Measurement 3.2.1.30.b Beadle, Chuma - Coordinate with Flagler County on the use of EMS resources	75.00%
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Comments	
1/10/2017	During the first quarter, Deputy Chief Forte and Fire Marshal King of Flagler County met to begin the discussions on EMS services and the relocation of Rescue #51 from Espanola to Station #25 Palm Coast.
4/10/2017	The second quarter has seen a change in title for the County Fire Marshal. Deputy Chief King and Deputy Chief Forte have met during March. Deputy Chief King of Flagler County has advised that Rescue #51 will be relocated to Station #25 during the month of April, 2017.
7/10/2017	Discussions with the County Fire Service have stalled as the Deputy Fire Chief for Flagler County has advised there is no need to relocate a Rescue unit into Palm Coast.
10/23/2017	Resources, county wide have begun to use Automated Vehicle Location, (AVL) for dispatching calls. This will trake the closest unit to a call and dispatch them, rather than using zones, any apparatus capable of a specific call that is closest will be dispatched.

 Measurement 3.2.1.30.c Beadle, Chuma - Track and report quarterly on fire and emergency services "Calls for Response" on all responses 0-7 minutes and calls over 8 minutes.	100.00%
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Comments	
1/10/2017	The method of data collection has taken on a new direction. Data is being utilized through the CAD system and not department reports.

4/10/2017	Data collection continues through the CAD program.
7/10/2017	Data collection remains through the CAD program.
10/12/2017	Data collection remains through the CAD program.

Measurement 3.2.1.30.d Beadle, Chuma - Create a tracking mechanism for all call response times 7 minutes or more as to the delay in response to include "Out of COPC District for Emergency Calls", "Out of Zone for emergency calls", "Unavailable / Call in zone", "Fire Training in zone", Fire training out of zone"	100.00%
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Comments

1/10/2017	Data collection for this measure is being tracked through the Flagler County Sheriff's Department dispatch CAD system rather than the department reports.
4/10/2017	Data collection from the County CAD continues, graphs attached.
7/10/2017	Data continues to be obtained through the CAD system. Detailed graphs are attached.
10/12/2017	Data continues to be obtained through the CAD system. Detailed graphs are attached. Continued changes with dipatching and the CAD run cards is anticipated to reduce the number of out of City (medical) calls the department responds to.

Strategy 3.2.2 Evaluate current technological opportunities to reduce operational cost	100.00%
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Approach 3.2.2.5 Consider alternatives to firefighter entry physicals	100.00%
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Measurement 3.2.2.5.b Forte - Ensure that all firefighters receive annual medical exam.	100.00%
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Comments

1/11/2017	New employees are given a base line physical at time of appointment. All current employees are scheduled for their annual physical during the second quarter of the year.
4/10/2017	Department physicals were conducted the second and third weeks of March. 1 career and 1 volunteer member have to be completed out of 60 members.
7/10/2017	All members of the department have received their annual physical. All new career members are sent to Jacksonville for their base line exams prior to starting employment with the City.
10/12/2017	all new employees have been given the annual physical as an entry medical clearance.

Strategy 3.2.4 Seek in-house alternative to external services while maintaining high-quality services	100.00%
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Approach 3.2.4.13 Ensure proper maintenance of Fire Fleet	100.00%
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Measurement 3.2.4.13.f Provide quarterly apparatus training to all Driver Engineers	100.00%
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Comments

1/10/2017	Training for the first quarter consisted of the Driver Engineer testing process. This gave the Training Division some base line measures to assist in future training of the newly created position.
4/19/2017	Quarterly training of the Driver Engineers started during the second quarter with all 15 D.E attending.
7/10/2017	Third quarter training was rescheduled for July 24. Wildland training replaced driver training and confined space training.
10/23/2017	All Driver Engineers have obtained the quarterly driver training.

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	87.49%
Objective 5.2 Enhance safety measures throughout the community	87.49%
Strategy 5.2.3 Seek partnerships to educate the public on safety concerns	86.67%
Approach 5.2.3.3 Provide Flagler Schools "Fire and Community Education" to students from K - 12th grade.	100.00%
Measurement 5.2.3.3.b Report on all fire education programs in Flagler schools	100.00%
Comments	
1/10/2017	Department members have attended planning meetings between Flagler School Board and Flagler County concerning the newly created "Fire Academy" at FPCHS. Classes began on January 9, 2017. Other programs will be scheduled throughout the year at all other schools within Palm Coast.
4/10/2017	In conjunction of the FPC fire academy, PCFD has started an internship program that will allow volunteers to complete the "rookie book" process and be eligible for hire after completing the state requirements for firefighter. FPC students will be eligible to join the volunteer program at PCFD after they turn 18 yoa.
7/10/2017	Firefighter Kids Camp was held at station #25 with nine campers attending. This program is being developed as a yearly program. Department members attended 3 career day events within the schools as well as 3 station tours with County school children.
10/12/2017	Continued educational programs within the school system have taken place.
Approach 5.2.3.4 Provide Public Safety and Education Programs	77.78%
Measurement 5.2.3.4.a Cottle - Provide car seat installation education for citizens at all fire station on request and report quarterly on the number of citizens assisted.	100.00%
Comments	
1/10/2017	A total of 7 car seat installations / education for citizens were reported during the first quarter.
4/17/2017	Second quarter provided 9 car seat inspections for the community. Year-to-date total shows 16 car seat inspections for the community.
7/6/2017	8 car seat installations / inspections have been completed during the 3rd quarter. Year-to-date total shows 24 car seat inspections for the community.
10/12/2017	10 car seat installations have been conducted for the 4th quarter for a year total of 34.
Measurement 5.2.3.4.b Cottle - Maintain and provide training / certification to all line lieutenants to educate citizens about the proper techniques to install child car seats at three (3) events per fiscal year.	33.33%
Comments	
1/10/2017	There were no scheduled events during the first quarter of the year.
4/27/2017	No scheduled events during the second quarter.
7/21/2017	A change has been made in the manager of this program. The first car seat event is scheduled for August 15th at Food Truck Tuesday. Department members will be available for education and seat installations.
10/12/2017	With the change in managers, 1 car seat event was held within the City. 23 members of the department are currently certified Child Safety Seat Installers.
Measurement 5.2.3.4.c Upon request, provide smoke detector battery replacements and report quarterly on the number of citizens assisted.	100.00%
Comments	
1/11/2017	135 smoke detector battery replacement calls have been documented during the first quarter.

4/19/2017	37 smoke detector batteries were changed during the second quarter for a year-to-date total of 172.
7/24/2017	40 smoke detector batteries were changed for citizens during the 3rd quarter. Year-to-date total is 212.
10/23/2017	23 citizens smoke detector batteries have been replaced during the fourth quarter. A total of 237 detectors have had batteries replaced this year.

Approach 5.2.3.5 Complete Fire Service Medical advancement and training	100.00%
Measurement 5.2.3.5.a EMS TEAM - All line employees are to physically attend 3 of the 12 quality assurance sessions with the medical director to review past practices and learn new procedures.	100.00%

Comments	
1/11/2017	Four department members have completed the requirements of this measure during the first quarter.
4/10/2017	24 members have completed the requirement of 3 of 12 meetings. A total of 28 members out of 54 are complete.
7/10/2017	34 have completed this goal of 100% 13 have completed 2 of the three required classes 7 have completed 1 of the 3 required classes
10/12/2017	All members of the department have completed the mandatory QA requirements.

Strategy 5.2.4 ISO standard improvement throughout the Organization	97.38%
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Approach 5.2.4.2 Strive for improved ISO rating for fire protection according to the recommendations of last evaluation	97.38%
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Measurement 5.2.4.2.c R LaChance - Maintain the Pumper Capacity component on the ISO Rating of 5 out of 5 points by Pump Testing each year the following. E-21 E-22 E-23 E-24 E-25 T-2 L-25 E-212 E-232	100.00%
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Comments	
1/10/2017	Yearly pump testing begins in February.
4/10/2017	All front line and back up apparatus have had their yearly pump test.
7/10/2017	This goal was completed during the second quarter. Pump testing is conducted as needed after engine work.
10/12/2017	This goal was completed during the second quarter. Pump testing is conducted as needed after engine work.

Measurement 5.2.4.2.d POTTER / CHUMA Improve on the Training component on the ISO Rating to achieve a 9 out of 9 points from 3.96 by requiring all 54 line personnel to maintain a cumulative minimum of 972 hours of "Facility Training" to include tower drilling and Live Fire Training. [T2=Sum (Company Training Hours / 16 hours x (54 Number of members) X 25pts.)	90.02%
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Comments	
1/10/2017	First quarter hours reflect 85 facility training hours.
4/10/2017	Second quarter facility training total 750 hours for a year-to-date total of 835 hours.
7/11/2017	Third quarter facility training hours show 30 hours for a year-to-date total of 865 hours.
10/12/2017	Not all employees completed this goal due to time in the department and other approved time off. The potential for wildfire and Hurricane Irma cancelled two of the schedule trainings.

Measurement 5.2.4.2.e POTTER / CHUMA - Improve on the Training component on the ISO Rating to achieve a 9 out of 9 points from 3.96 by requiring all 18 Palm Coast Fire Department Officers to maintain the cumulative minimum "Fire Officer" Continuing Education hours of 216 per year	100.00%
Comments	
1/10/2017	First quarter hours reflect 53.3 hours of Officer training.
4/10/2017	The second quarter total is 121.75 hours of Officer training.
7/10/2017	190.25 hours have been performed for the third quarter for a year-to-date total of 365.30 hours.
10/12/2017	172 hours of training have been recorded for Officers during the 4th quarter. Fourteen officer have completed the requires hours of Officer Training, only 1 did not complete due to maternity leave.
Measurement 5.2.4.2.f POTTER / CHUMA Improve on the Training component on the ISO Rating to achieve a 9 out of 9 points from 3.96 by requiring all line personnel to maintain 16 hours of "Company Training" per person per month to be cumulative education hours of 864 "Company Training" Hours per Year [Sum (Company Training Hours) / 16 Hours x (Number of Members) Tx25.	100.00%
Comments	
1/10/2017	Total department hours for Company training is 3,230.88 for the first quarter.
4/10/2017	Second quarter training hours reflect 3,258.11 for the department. Total for the year equal 6,488.11.
7/10/2017	Third quarter training hours reported equal 3,934.29 for a year-to-date total of 10,423.28 hours.
10/12/2017	Fourth quarter totals show, 3,827 hours of training completed for this goal. Total for the year is 14,250.28 total department training for the year.
Measurement 5.2.4.2.h POTTER / CHUMA Improve on the Training component on the ISO Rating to achieve a 9 out of 9 points from 3.96 by requiring all 36 existing driver operators (non-officers) to maintain the cummulative minimum "Driver Training" Continuing Education hours of 432 per year. [Sum = Driver Education education hours) / 12 hours x (Number of existing drivers) Tx5	100.00%
Comments	
1/10/2017	During the first quarter, 245.5 driver training hours were documented.
4/10/2017	Second quarter training shows 174.75 hours for a year-to-date total of 420.25 hours.
7/10/2017	Third quarter hours show 108 hours of non-officer training for a year-to-date total of 528.25 hours.
10/12/2017	4th quarter totals show 248 driver hours reported. Yearly totals show 776.25 driver training hours.
Measurement 5.2.4.2.i POTTER / CHUMA Improve on the Training component on the ISO Rating to achieve a 9 out of 9 points from 3.96 by requiring all 54 Fire Department line employees to complete 6 hours per member per year for a cumulative minimum "Hazmat Training" Continuing Education hours of 324 per year. [Sum = Hazardous Material training hours) / 6 hours x (Number of line personnel) Tx1	96.91%
Comments	
1/10/2017	306 Hazardous Material training hours were documented during the first quarter.
4/19/2017	This goal was completed during the first quarter.
7/10/2017	No additional training has been reported during the third quarter.
10/12/2017	8 hours of Haz Mat training was completed during the 4th quarter for a yearly total of 332 hours. All department members completed the required 6 hours of training.
Measurement 5.2.4.2.j PATTEE / CHUMA / Wagner - Improve on the Training component on the ISO Rating to achieve a 9 out of 9 points from 3.96 by conducting pre-fire planning inspection of each commercial, industrial, institutional and other similar type building each year to reach a total of 402 structures inspected.	97.26%
Comments	

1/10/2017	A total of 96 pre-plans have been completed during the first quarter of the year. Also during the quarter, the entire pre-plan program was revamped to allow assignments of buildings to varying crews. Crews will not conduct pre-plans on buildings that they have previously inspected within the past few years.
4/27/2017	Second quarter pre-plans conducted were 88 for a year-to-date total of 184.
7/10/2017	Third quarter pre-plans were 94 for a year-to-date total of 278.
10/12/2017	133 pre plans were completed during the 4th quarter for a year total of 391 plans completed.

Measurement 5.2.4.2.k PATTEE / CHUMA Conduct a business safety inspection of each commercial, industrial, institutional and other similar type building each year to reach a total of 1639 business.	94.84%
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Comments	
1/10/2017	A total of 168 business safety inspections were documented over the first quarter.
4/10/2017	Second quarter data of 212 inspections total 380 for the year.
7/10/2017	451 business inspections were completed during the third quarter for a year-to-date total of 831.
10/12/2017	566 business inspections have been completed during the 4th quarter. Total for the year is 1,397.

Strategy 5.2.6 Create, maintain and conduct staff training with implementation of the Comprehensive Emergency Management Plan	68.75%
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Approach 5.2.6.1 Conduct an annual City-wide Emergency Management training session	100.00%
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Measurement 5.2.6.1.a Beadle , Forte - The Emergency Management team will conduct at least two (2) training / education sessions for Emergency Management training or CEMP plan enhancement per year	100.00%
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Comments	
1/10/2017	During Hurricane Matthew, the Emergency Management function of the department took time to re-evaluate and upgrade the CEMP Matrix of the City. City staff also traveled to Ormond Beach to assist in the development of their Matrix of personnel.
4/10/2017	Work on the City Matrix continues. Active shooter training continues with the FCSO and Commander Carman and his staff. Meetings have been held to coordinate meetings with City staff in their respective work areas for individual department meetings concerning emergency response by the City and FCSO.
7/10/2017	Hurricane Matthew After Action Report has directed the EM team to meet with all departments and divisions to make necessary repairs to the City CEMP and actions associated with Hurricane Matthew. A detailed report of the actions to date is listed in the Progress Report of the 3rd Quarter Rainbow Report.

Approach 5.2.6.2 Provide emergency response to the Utility Department for confined / reduced spaces	58.33%
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Measurement 5.2.6.2.a Davidson, Stevens, Kozloski- Fire services will conduct quarterly Confined Space training drills with Team members being required to attend 3 out of 4 training drills to remain an active member of the team.	75.00%
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Comments	
1/10/2017	There were no drills scheduled during the first quarter.
4/10/2017	One "hands on " drill has been conducted with a second scheduled in the third quarter.
7/10/2017	The second of four training drills have been completed during the third quarter for a year-to-date total of 2.
10/12/2017	The third training of the scheduled four was completed during the 4th quarter.

Measurement 5.2.6.2.c Stevens, Kozloski, Davidson - Fire Services will provide "Awareness" level training per year to 95 percent of all Fire Services employees	0.00%
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Comments	
1/10/2017	Awareness level training is not scheduled for the first quarter.

4/10/2017	Awareness level training is scheduled through Target Solutions for the third quarter.
7/10/2017	Awareness training is being conducted during the fourth quarter as other training have taken priority such as the Wildfire Awareness class. This training will be completed by the end of the year.
10/12/2017	Scheduled training on this goal was reschedule for the first quarter of 2018. Training did not get completed as Hurricane Irma arrived.

Measurement 5.2.6.2.f Stevens, Davidson, Kozloski - Fire Services will work towards recertifying remaining members of the confined space team to a level of Rope Operations and Confined Space Technician.	100.00%
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Comments	
2/15/2017	No classes were available during the first quarter. Three employees will be attending class in April and four in July. This will bring the total to 16 team members.
4/10/2017	Should additional members of the team be warranted, the next training class is scheduled in July with 3 members signed up to attend.
7/10/2017	Three members of the department are currently attending recertification class in Ocala.
10/12/2017	Currently all team members have been re-certified in rope.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	93.75%
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Objective 6.1 To develop a program to improve staff retention and recognize individual skill and talents	100.00%
Strategy 6.1.1 A program to identify individual skills and foster improvement of professional skills	100.00%
Approach 6.1.1.9 Ensure efficient processing of employee applications	100.00%
Measurement 6.1.1.9.g Fire department will schedule a pre-employment physical with Life scan within 2 weeks of the new employee being offered a position	100.00%

Comments	
1/10/2017	This measure continues to be effective. The Fire Department continues to work with Human Resources on this measure.
4/10/2017	All pre employment physicals have met this performance measure.
7/10/2017	All pre-employment physicals have been completed in a timely manner during the third quarter.
10/12/2017	All pre-employment physicals were completed within 2 weeks of offer of employment.

Objective 6.2 To develop in-house and identify external training opportunities for employees	91.67%
Strategy 6.2.1 Create a comprehensive training program	91.67%
Approach 6.2.1.1 Update and maintain officer mentoring program to educate and train full time firefighters for advancement.	100.00%
Measurement 6.2.1.1.a Petrillo, Valentik, Major - Monitor and update the intra-department mentoring program to educate and train full time employees for future advancement. Captains will provide a monthly report on the progress of each mentee	100.00%

Comments	
1/10/2017	This measure will include the Mentee Program of the newly created Driver Engineer position and will continue with all levels of the organization.
4/10/2017	Mentee reports continue to include the newly appointed Drivers of the department. The mentee program continues to be successful.
7/11/2017	Three additional reports have been generated during the third quarter for a total of 9 reports.
10/12/2017	All required reports have been completed for the year.

Approach 6.2.1.7 Develop a Comprehensive Training Program		100.00%
Measurement 6.2.1.7.k Track all departmental employee training & certifications for the Fire Department through target solutions (PCU)		100.00%
Comments		
1/10/2017	Current records reflect employee training and certifications are accurate and up-to-date. This system was utilized during testing for the promotions. Employees had to verify their certifications during the interview process. A quick look into Target Solutions provided the documentation needed.	
4/10/2017	To date, all department members have entered their certifications into Target Solutions.	
7/10/2017	Certifications and training programs continue to be processed through Target Solutions. Monthly PPE is also tracked through this program.	
10/12/2017	Certifications and training programs continue to be processed through Target Solutions. Monthly PPE is also tracked through this program.	
Approach 6.2.1.9 Standardize City-Wide Safety Training		75.00%
Measurement 6.2.1.9.h Develop an emergency evacuation plan for all City facilities		75.00%
Comments		
5/25/2017	Work on this will begin in the 3rd quarter.	
7/10/2017	A meeting with the City Safety team has taken place with this goal in mind. Eighteen City employees representing all areas of the City operation have been selected to assist in this program. A meeting of all participants is scheduled for July 20th for further planning. Completion is expected during the 4th quarter of the year.	
10/12/2017	This goal will be completed during the 2018 PM period. Weather events have caused a delay in its completion. Currently a policy has been developed and the "process" is being worked on.	

Floodplain Management Team





City of PALM COAST

Floodplain Outreach, Awareness & Management “FOAM” Team

To: Jim Landon, City Manager
Date: 11/1/2017
Department/Team: FOAM Team
Director/Team Leader: Denise Bevan
Reporting Period: 2017 End of Year Progress Report

Mission Statement:

To support and educate our citizens about flood hazards and the National Flood Insurance Program (NFIP), while ensuring a safe community through steadfast stewardship of floodplain management, hazard mitigation, open space protection and comprehensive stormwater management.

Executive Summary:

The highlight of the FOAM Team’s efforts with implementing Community Rating System (CRS) activities was achieving a class “4” designation on April 1, 2017 by the Federal Emergency Management Agency (FEMA). A significant portion of the managed activities align with educational outreach to all Palm Coast residents that included, but not limited to Flood Friday as part of Flood Awareness Week, annual flood awareness utility bill insert, social media informational posts, special event participation, group presentations and brochure distribution. To ensure that all CRS activities are maintained, the Team developed an annual work plan that provides team assignments that align with quarterly deadlines.

In addition to the core responsibility of overseeing CRS matters, the Team manages the LiDAR acquisition project, actively participates in the Local Mitigation Strategy (LMS) Working Group, coordinates a Floodplain Ordinance update with State officials, and monitors the future adoption of the Flood Insurance Rate Maps and Flood Insurance Study.

On a daily basis, Certified Floodplain Managers respond to floodplain – flood insurance related questions, review development proposals, and ensure that elevation certificates for building permits are completed correctly. Approximately 5% of Palm Coast citizens have flood insurance policies. In this fiscal year, CFMs fielded 29 calls from residents and future residents about flood zone information. Lastly, 76 elevation certificates were approved for structures proposed within the special flood hazard area (A and AE zones). Each building proposed within these areas must submit elevation certificates at three stages of construction.

Educational outreach is a significant portion of the activities conducted on an annual basis. For this fiscal year, staff initiated and/or partnered with external agencies to promote flood awareness which included, but not limited to nine different events or programs.

Progress Report



City of PALM COAST

Floodplain Outreach, Awareness & Management “FOAM” Team

Budget:

Outreach activities are budgeted within the Planning Division and were within budget expectations. Within the Team’s performance measures, a LiDAR update is being managed; however, the actual budget items are jointly overseen by the Construction Management & Engineering Division and the Utility Department. The LiDAR project is \$99,990.92. The Interlocal Agreement expires on December 31, 2017. The final invoice is anticipated in the 1st Quarter of Fiscal Year 2018.

Progress Report:

The following section inventories efforts beyond core CRS activities.

- New Flood Insurance Rate Maps: The Team continues to monitor the progress on the future adoption of the preliminary Flood Insurance Rate Maps and Flood Insurance Study. A Letter of Map Determination from FEMA will be sent to the City of Palm Coast after the appeal period ends. Monitoring will continue into next Fiscal Year.
- Floodplain Ordinance Update: The draft was transmitted to the Florida Department of Emergency Management (FDEM) on June 13, 2017 for review and comment. Final FDEM comments are anticipated in the 1st Quarter of 2018.
- Post Disaster Grant Funding: Staff submitted eight grant applications to FDEM for 32 generators associated with City Hall, Community Center, 15 PEP stations and 15 Lift stations through the Hazard Mitigation Grant Program as a result of Hurricane Matthew Disaster Declaration (FEMA-4283-DR-FL). With the exception of the Community Center, all City of Palm Coast applications are advancing to FEMA for further processing and consideration. The Community Center did not meet project criteria during FDEM’s review.
- CRS Rating: On May 1, 2017, the City of Palm Coast citizens started benefiting from an additional discount to an already robust reduction in flood insurance premiums. For insurance holders located within a special flood hazard area (A and AE zones), a 30% reduction will be applied at renewal which is an average savings of \$120 per policy. For properties outside SFHA, 10% discount will remain the same. No discounts are applicable to those holders of preferred risk policies which are already significantly discounted. As a result of Palm Coast’s CRS participation, policy holders realize an annual savings of \$103,236.

In May 2018, the City will be required to provide supporting documentation to recertify to ensure that activities are maintained to a class “4” designation. At time of achieving the improved class, Palm Coast now joined only 12 other communities that have achieved a Class 4 or better in the entire U.S.

Progress Report



City of PALM COAST

Floodplain Outreach, Awareness & Management “FOAM” Team

Progress Report:



- **Outreach:** Staff has participated in various events, speaking engagements and utilization of social media to promote flood awareness. Also, staff encouraged the [City’s website](#) as a resource for tips and other helpful information.

- Masters Gardeners (11-17-16)
- Lunch and Lecture (1-20-17)
- Flood Awareness Week
- FFMA Conference Presentation (4-5-17)
- Our Green City Hall Event (1-1-17)
- Arbor Day (5-6-17)
- Regional Leadership Academy (6-28-17)
- Citizen’s Academy (73 citizens in 2016-2017)
- Employee Academy (51 employees in 2016-2017)



City of Palm Coast (Official)
March 24 · 🌴
We are ready to talk floodplain! Come to City Hall from 9am-4pm today to learn your property's flood zone information.

City of Palm Coast (Official)
March 21 · 🌴
Did you know that there is a 30-day waiting period after you purchase a flood policy before coverage is in effect?
<http://ow.ly/jyFLs309DAA5>



Progress Report



City of PALM COAST

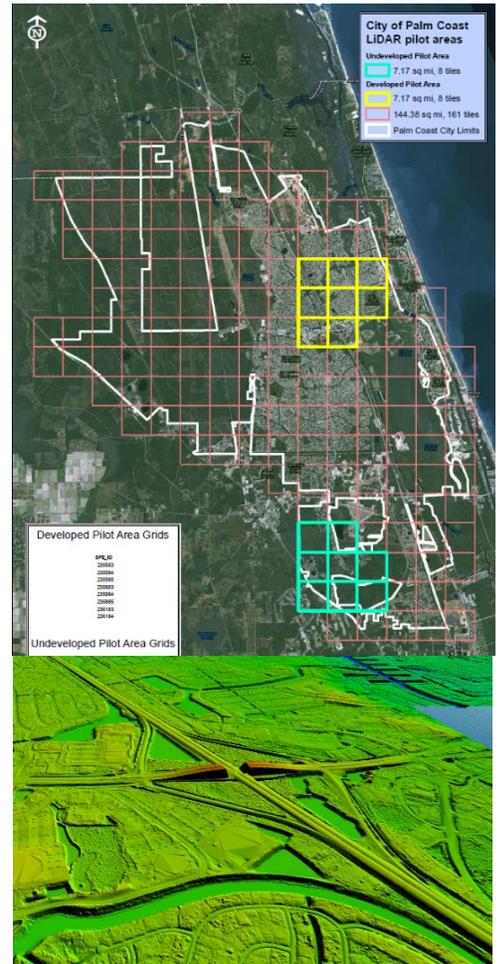
Floodplain Outreach, Awareness & Management “FOAM” Team

Progress Report:

- StormReady:** As part of the evaluation of the City’s CRS activities, an opportunity arose to be recognized as a StormReady Community through the County and City efforts. As highlighted in the provided photograph, the City did achieve this designation and was presented the community sign by County and State representatives.



- LiDAR (Light Detection & Ranging (LiDAR):** An Interlocal Agreement (IA) was presented to City Council on March 21, 2017 and subsequently adopted. LiDAR collection started on March 25th. The Team established Pilot areas and an in-depth quality control analysis is underway to identify any major anomalies based on existing data, survey information, field reconnaissance and local knowledge. Pilot areas (depicted to the right) were identified based on the nature of Palm Coast landscape and urban development. Final product deliverables are anticipated in the 1st Quarter of Fiscal Year 2018.



<i>Task Description</i>	<i>% Complete</i>
Task 1: LiDAR Acquisition	100%
Task 1b: LiDAR Calibration	100%
Task 2: Ground Survey	100%
Task 3: Pilot Deliverables	100%
Task 4: Reporting & Meetings	90%
Task 5: LiDAR Classification & Processing	90%
Task 6: Breakline Production	90%
Task 7: DEM Production	90%

Performance Measures Overview for Floodplain Mgmt. Team - 99012

This report gives an overview of the progress made in the Strategic Action Plan for Floodplain Mgmt. Team - 99012. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 100.00%

	Completed
GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	100.00%
Objective 5.2 Enhance safety measures throughout the community	100.00%
Strategy 5.2.4 ISO standard improvement throughout the Organization	100.00%
Approach 5.2.4.3 Maintain a community floodplain management program	100.00%
Measurement 5.2.4.3.c Review current CRS activities to ensure continuing performance	100.00%

Comments

1/24/2017	A work plan has been completed based on existing CRS activities, and team members have been assigned.
4/18/2017	A work plan has been completed based on existing CRS activities, and team members have been assigned. Activities conducted in this quarter includes, but not limited to Flood Awareness Week , Floodplain Management brochure included with utility billing, and a Lunch & Lecture on January 20, 2017. Team members are beginning the early preparation of annual recertification which will be due in October.
7/17/2017	For the 3rd Quarter, the annual floodplain mailer was released to and real estate professionals and owners of structures built in the Special Flood Hazard Area from July 1, 2016 to June 30, 2017. Also, CD Plus (City permitting system) field was added to enter event information to reflect permits issued as a result of a named disaster event.
10/30/2017	For the 4th Quarter, the Annual Floodplain Management Report was a focus activity. Typically, the report is released each August; however, due to storm activity, the report was delayed to incorporate event related information. Anticipated release is October 2017.

Measurement 5.2.4.3.e Implement a timeline for completion of additional CRS activities identified during the evaluation

100.00%

Comments

1/24/2017	A work plan has been completed based on existing CRS activities and being implemented. Team members are waiting on final determination from ISO and FEMA.
4/18/2017	A work plan has been completed based on existing CRS activities and being implemented. Team members are waiting on final determination from ISO and FEMA to target additional activities.
7/17/2017	On April 1, 2017, staff was notified that the City of Palm Coast officially achieved a Class 4 CRS rating. With the final determination issued, team members have been discussing activity areas that may be improved moving forward. A timeline will be finalized in the next quarter that will be merged into the overall work plan.
10/30/2017	The work plan has been updated to include activities within categories 330 - Public Outreach and 610 - Flood Warning and Response.

Measurement 5.2.4.3.f Continue to monitor the progression of the future adoption of the preliminary FIRMs and Flood Insurance Rate Study

100.00%

Comments

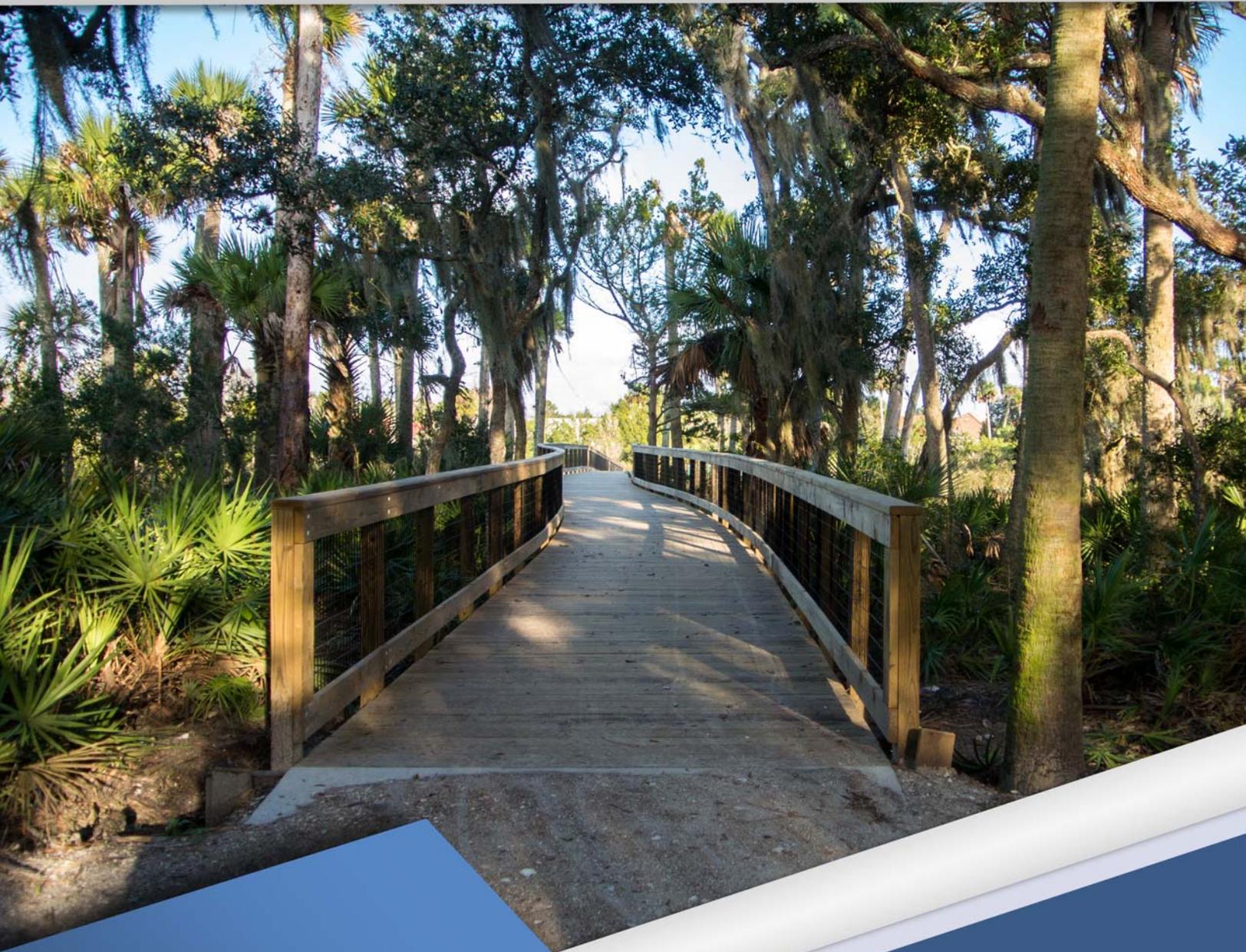
Generated on 10/30/2017

1/24/2017	Staff received FEMA's notification that the appeal process started on November 30, 2016 and will end on February 27, 2017. The assigned case number is 11-04-1996S. Within the accompanying progress report, a more detailed description of options to the City of Palm Coast is provided. The At the end of the 90-day appeal period and following the resolution of any appeals and comments, FEMA will send the City of Palm Coast a Letter of Map Determination, which will finalize the flood hazard information presented on the revised FIRM and FIS report and will establish and effective date. The City of Palm Coast will be required to adopt an update ordinances to comply with Federal and State standards.
4/18/2017	According to a recent conversation with FEMA's team, the process remains in an appeal step which started on November 30, 2016 and was anticipated to end on February 27, 2017; however, an appeal has been submitted which has extended the timeline.
7/17/2017	The process remains at an appeal stage. No additional information has been provided from FEMA and project team members.
10/30/2017	The process remains at an appeal stage. No additional information has been provided from FEMA and project team members.

Measurement 5.2.4.3.g Evaluate the update and implementation of LIDAR	100.00%
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Comments	
1/24/2017	Staff has been tracking the St. Johns River Water Management District's efforts with securing a qualified vendor and negotiating services for flying LiDAR in early 2017. At this time, the Team is coordinating internally with Purchasing & Contracts staff to better identify the method of mirroring the efforts of SJRWMD with securing a vendor of like qualifications and scope of services.
4/18/2017	On March 21, 2017, City Council passed Resolution 2017-33 An Interlocal Agreement (ILA) with St. Johns River Water Management District (SJRWMD). The ILA was quickly signed by SJRWMD Executive Director in the subsequent days. The collection of the LiDAR points started the following weekend and finished on March 26th. The next step will be quality evaluation in the next quarter. The Team will continue to provide updates of the LiDAR project as part of this measure. Also, team members are assessing possible projects that would use the data once delivered. Estimated time of project completion is October 2017.
7/17/2017	Of the Interlocal Agreement approved by City Council, Tasks 1 (LiDAR Acquisition), 1b (LiDAR Calibration), Task 2 (Ground Survey), and Task 3 (Pilot Deliverables) are nearing completion and will be invoiced next quarter.
10/30/2017	The delivery of LiDAR products will extend into next fiscal year. Pursuant to the approved ILA, the terms of the project expire on December 31, 2017.

Green Team





City of PALM COAST

Green Team

To: Jim Landon, City Manager
Date: 11/27/2017
Department/Team: Green Team
Director/Team Leader: Denise Bevan
Reporting Period: End of Year FY 2017

Mission

Statement: To enhance the quality of life for our citizens by reducing the City's footprint on natural resources and promoting sustainable practices.

Executive Summary:

The Team is very proud to showcase our accomplishments and reflect on the overall progress achieved in this fiscal year. The focus of the Team's efforts revolve around assessing innovative technologies, natural resource awareness, land stewardship, and conservation strategies within City facilities. For this fiscal year, the team oversees 18 performance measures (PMs); the Team completed over 85% of the assigned measures. Beyond these measures, other activities are highlighted that capture the merit of the Team's mission.

Budget:

The Team expenditures for Fiscal Year 2017 is \$7,000 primarily dedicated to the Battery Recycling Program and tree replacements. For the year, approximately 59% of total budget was used. The following PM associated projects are outside of the Green Team budget.

The Arbor Day Celebration and Annual Waterway Cleanup event budgets are captured through the oversight of the FEST Team. Only one of the performance measures is tied to an actual budget item, 4.4.1.6.b Pursue permitting of restoration/enhancement plan for the Northeast Corridor Greenway Acquisition Area (NECGA). The permitting services were originally budgeted for \$55,000 which was adjusted to \$75,000 to address a St. Johns River Water Management District (SJRWMD) permitting fee of \$5,610 and additional design work. With the adjustment, the project remains in its overall budget as approved by City Council (\$119,689.00) for overall permitting services. These services will continue into next fiscal year due to U.S. Army Corps of Engineers timeframes and permitting requirements. A complete project summary is provided herein.

Progress Report



City of PALM COAST

Green Team

Progress Report:

The Green Team completed 11 of the 18 assigned performance measures leaving the overall progress at 85.56% complete. Of those not completed, all but two are over 75% complete. Three measures are 85% complete and associated with the internal-external recycling and household hazardous waste awareness campaigns. Please see attached Work Plan that outlines the activities. As noted in the attachment, an audit of all City facilities was conducted to target opportunities to increase recycling efforts. Originally, possible low-cost retrofit projects associated with water, energy and paper reduction was also included in the audit but was postponed until a later time.

Staff continues to pursue the use of microbial treatment at City facilities including the application of alternative products. This measure will not carry into the next fiscal year, but the Team plans to continue the effort. Any remaining measures and other activities are discussed in the following sections.

Projects:

LED Lighting Retrofit Activity By Facility	Simple Paybacks (Years)	Estimated 10-year Savings (\$.10 per kWh)	Project Status (% complete)
Utility Department			
Utility Administration Building (interior)	7.6	\$28,000	50%
Utility Administration Building (exterior)	See above	See above	25%
Wastewater Treatment Plant (WWTP) #1 (interior)	8.3	\$15,000	100%
WWTP #1 (exterior)	See above	See above	60%
Waste Water Pump Stations	Not known	Not known	5% (Researching and Prioritizing)
Water Treatment Plant (WTP) #1 (interior)	6.5	\$23,000	100%
WTP #1 (exterior including wellfield)	See above	See above	40%
WTP #2 (interior)	7.2	\$35,000	100%
WTP #2 (exterior including wellfield)	See above	See above	100%
WTP #3 (interior)	12.1	\$56,000	100%
WTP #3 (exterior including wellfield)	See above	See above	60%
Elevated Tanks	5.5	Not known	Researching
All Other City Departments			
Palm Harbor Maintenance	6.2	\$11,500	Pending
Linear Park	3.2	\$3,300	Pending
Frieda Zamba Pool	7.2	\$28,500	Pending
Indian Trails Sports Complex	7.7	\$44,000	Research
Community Center	6	\$18,000	70%
Holland Park	Not known	Not known	92%
Fire Station 21	4.7	\$21,000	100%
Fire Station 22	9.7	\$13,000	100%
Fire Station 25	Not known	Not known	100%



City of PALM COAST

Green Team

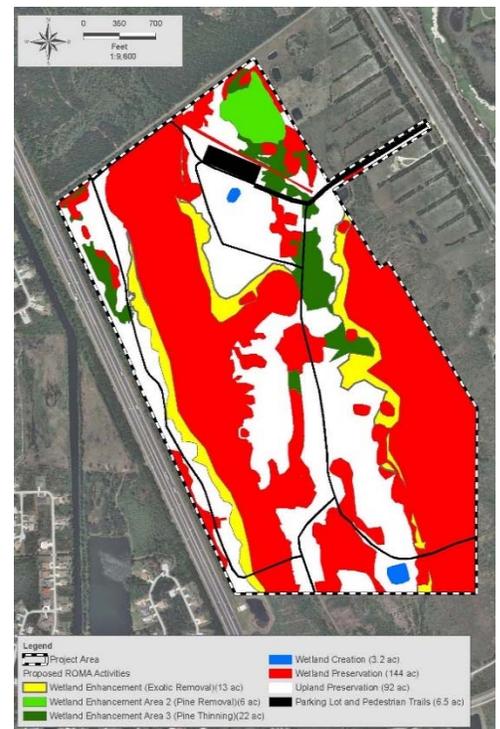
Projects: **Northeast Corridor Greenway Acquisition Area (NECGA)**

The NECGA measures approximately 298 acres and located north of Matanzas Woods Parkway, west of Old Kings Road and east of I-95. The project's primary purpose is to serve the needs of existing and future capital improvement projects' unavoidable environmental impacts. This fiscal year focused on permitting a combination of restoration, creation and enhancing wetland resources to produce mitigation credits (credits). A conservation easement will be required over the entire project area with the exception of future passive recreation areas, a trail network and 2-acre parking area with access drive. To date, the following steps have been completed through our managing consultants, Jones Edmunds and Associates.

≈ St. Johns River Water Management District (SJRWMD) issued Permit No: 991842 associated with the Wetland Restoration Plan for unpermitted impacts by others while addressing future passive park improvements. The approved proposal included the creation of 2.38 acres of wetlands and preservation of 23.8 acres of wetlands for the 2.8 acres of unpermitted fill and 0.2 acre of dredging. In the next fiscal year, the Memorandum of Agreement will be finalized to complete the Regional Offsite Mitigation Area (ROMA) permitting for the agency. Currently, it is anticipated that the ROMA has the potential of producing 20.40 state mitigation credits.

≈ U.S. Army Corps of Engineers (USACE) authorized a Nationwide (NW) Number 32 on May 11, 2017 for after-the-fact discharge of fill material in 2.8 acres of waters of the United States (wetlands) as the result of past activities. The USACE recognizes that the City of Palm Coast ("City") acquired the property with existing unauthorized impacts in 40.9 acres of wetlands. As part of the overall project, the City proposes to restore 19.2 acres of federal wetlands previously filled and 2.6 acres of excavated wetlands. The remaining 16.3 acres of wetland impacts have self-restored and does not require additional action.

Concurrently, an Advance Wetland Mitigation Area application is being processed with the USACE. The first request for additional information (RAI) was received on August 29, 2017. Response to the RAI will be released in the next fiscal year. The figure illustrated to the right is the current enhancement proposal released to the USACE.



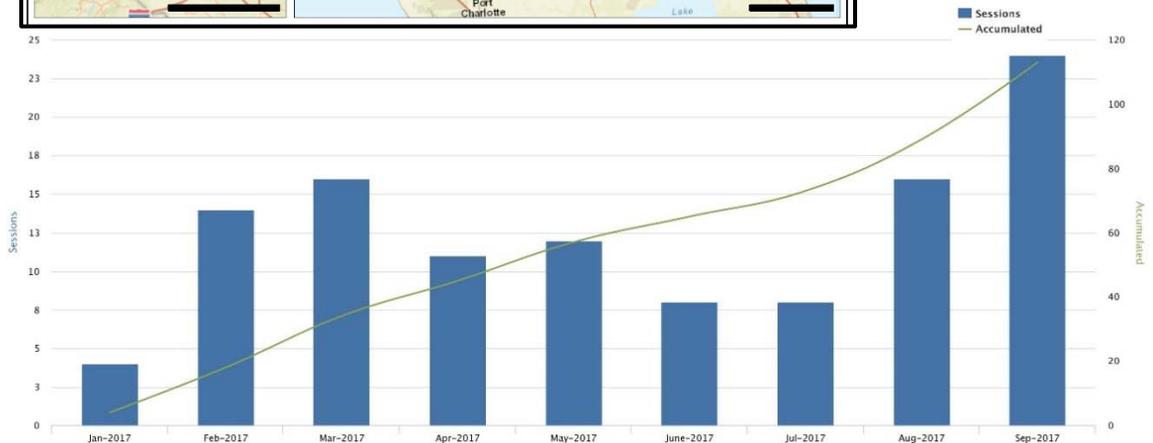
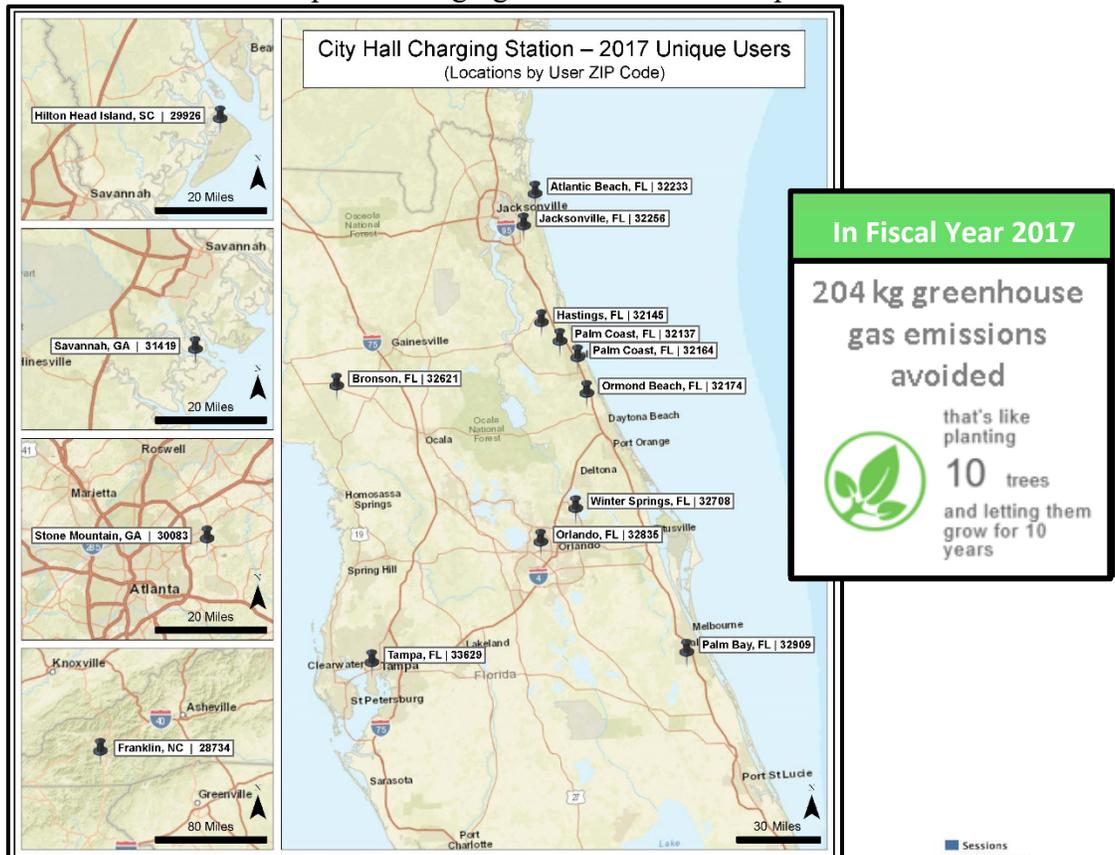


City of PALM COAST

Green Team

Projects: **Electric Vehicle Charging Station Usage for January 2017 – September 2017**

In 2017, the first public electric vehicle (EV) charging station in Flagler County was installed at City Hall. Usage of the station has been gradually going up throughout the fiscal year. In the second quarter, charging time was approximately 34 minutes. The charging doubled for the last quarter at approximately 70 minutes (see attached Session Detail for 4th Quarter activity). For the first year of service, there were 27 unique users of which 4 were out of state users. Over 100 separate charging sessions have taken place since installation.



Progress Report



City of PALM COAST

Green Team

Events:

Staff Achieves Green Certifications for City Hall and Beyond



Green Certifications

Bill Butler, Landscape Architect, coordinated the Florida Water Star certification for City Hall.

Palm Coast City Hall is the first Commercial Florida Water Star certified structure in Flagler County and first City Hall certified in the State.

Through the U.S. Green Building Council, City Hall achieved a Silver level certification in the Leadership in Energy and Environmental Design (LEED) standard; the building joins only 5 other City Halls certified in the State.

Carol Mini, Urban Forester, coordinated the recertification as a Tree City for the 12th year and secured the Growth Award for the 11th year.



Progress Report



City of PALM COAST

Green Team

Events:

Children Helping In Resource Protection (CHIRP)

1,351 students participated in the program this fiscal year.



A total of 223 students participated in the program from Old Kings Elementary (April 4th and 6th) that focused on environmental topics and Bunnell Elementary (May 19th) that focused on careers.



Youth Leadership Flagler – 4th Year Hosting

On February 8, 2017, City staff hosted the Natural Resources day at City facilities.





City of PALM COAST Green Team

Events: Annual Arbor Day Celebration – May 6, 2017



75 participants in 5K Root Run

4,500 residents and visitors



400 native trees distributed

Through “U-shred IT Document” services, approximately 8,722 trees saved





City of PALM COAST

Green Team

Events:

Annual Intracoastal Waterway Cleanup – What Will You F.I.N.D.?

On September 2, 2017, the early kit pick-up and event orientation was conducted at which time over half of the supplies were distributed to registered volunteers. Due to the unknown nature of the imposing Hurricane Irma, the event that was originally scheduled for September 9, 2017 was temporarily postponed until November 4, 2017.

In the days leading up to the event, there was a large social media push, including the “Name the Mascot” campaign, and the “Where’s Walter Waterways” contest. A complete event overview will be provided in the 1st Quarter of Fiscal Year 2018.



Walter Waterways was hidden at six parks across the City. Volunteers were asked to use clues to find Walter and take a picture with the mascot for a chance at some great prizes including the ty plush toy seen to the left.



Through Facebook, a special filter was created for volunteers to share their special moments on social media.

GREEN CAMPAIGN WORK PLAN

4TH QUARTER UPDATE (FY2017)

INTERNAL CAMPAIGN – EMPLOYEES ONLY

Performance Measure: Develop a Recycling Awareness campaign for City employees

Project Manager: Tom Hanson

1. FACILITY AUDIT AND PROGRAMMING

- a. Establish a Recycling Coordinator for each City facility. – Completed in 3rd Quarter
- b. Green Team to create a survey for Recycling Coordinator to complete as part of an inventory and overall assessment of facility. – Completed in 3rd Quarter
- c. Establish a recycling plan for each facility through the assigned Recycling Coordinator that is consistent across the organization (i.e. green garbage bags, signage, symbols, collection schedule, how-to pamphlet, etc.) – 4th Quarter (postponed)
- d. Determine budget needs for recycling enhancements – 4th Quarter
- e. Get with Rose about Waste Pro contracting for City facilities – 4th Quarter
- f. Identify products being consumed in City facilities that could be substituted with sustainable products. Cost vs. value will be evaluated for each product. – 1st Quarter 2018
- g. Pre-campaign employee survey – 1st Quarter 2018
- h. Post-campaign employee survey – 4th Quarter 2018

Two form deliverables from Green Team and Recycling Coordinator: Survey & Audit Guide – Completed in 3rd Quarter

Facility audit results – Completed 4th Quarter

2. CAMPAIGN LAUNCH AND EDUCATION

- a. Establish a GREEN Intranet page that shares the competition tracker (per quarter), a web-based form to enter recycling recommendations, share the pledge and take the pledge, what to recycle, and other green ideas. National Recycling Event Day (Nov. 15); Earth Hour – lights off event (March 25, 2018 8:30 pm), Earth Day (April 22nd)
- b. What can be recycled and select materials that are simple for each facility – 4th Quarter
- c. Email blast – 4th Quarter (postponed)
- d. PCU Test – 4th Quarter (postponed)
- e. Survey Monkey – 4th Quarter (postponed)
- f. Video (For Green Team discussion and development)

3. MEASURING IMPACT

- a. Pre- and Post- Employee Survey – (Pre-completed; Post- FY2018)
- a. Tracking through competition on intranet – FY 2018

EXTERNAL CAMPAIGN

Performance Measure: Develop a Recycling Awareness campaign for residents

Performance Measure: Develop an external campaign to increase awareness about hazardous waste removal

Project Managers: Denise Bevan and Garann Hopkins

2. AUDIT PARKS AND PUBLIC PLACES

- a. Meet with Brand Plus on park recycling availability and branding initiative. Discuss website enhancements. Include Alex Boyer in on the meeting. Discuss the future for the Community Center and Holland Park. Completed
- b. Establish a budget for recycling enhancements in public places. – FY 2018

3. ASSESSING CHALLENGES AND TARGETING EDUCATION ELEMENTS

- a. Establish a point of contact with Waste Pro. (1st week in April) ; meeting scheduled for April 20th- Completed
- b. Get a better inventory of collection items for household hazardous waste - Completed
- c. Conduct a citizen survey on recycling challenges and willingness to participate – FY 2018
- d. Share findings with Brand Plus Team

4. EDUCATION

- a. Enhance City website with user friendly information – FY 2018
- b. Waste Pro materials to be integrated into Palm Coaster – Completed
- c. Rooted in Nature social media push – coordinate with Brand Plus - Completed
- d. Special Events Recycling. Research unique event recycling containers for use by events. Discuss with Fest Team and event coordinators – FY 2018
- e. Work with school partners to have recycling ambassadors to educate and encourage recycling at Arbor Day. – Completed in 3rd Quarter
- f. Work with Brand Plus on integrating information with Rooted in Nature push
- g. Develop a Public Pledge (November 2017) in recognition of National Recycling Day (Nov. 15th) – moved to 1st Quarter 2018
- h. With the support of Waste Pro, target commercial (Home Owners Associations, Apartments, Condos, Retailers, Restaurants) to take the pledge to recycling. – moved to 1st Quarter 2018
- i. City Council action for a goal: 75% waste diversion by 2035 (November 2017) – moved to FY 2018

5. MEASURING IMPACT

- a. Compare collection results pre- and during the campaign (Pre-completed; Post- 2018)

CAMPAIGN CALENDAR

MAY – Trees (Spanish moss, trimming, wildfire mitigation, habitat for birds); vegetative debris amounts, pruning & trimming – waste pro

JUNE – HHW Month: Start your summer with a clean slate; national trail day, Recycling push, Crotts story

JULY – Landscaping; Stay-cations; Bike to work, Tour de Palm Coast

AUGUST – Back to School

SEPTEMBER – Healthy waterways and get involved through Adopt-a-?. Launch protecting the oceans. Water health – ZLD & Ozone; concerns of releasing balloons, Labor Day

OCTOBER – Halloween – Recycling does not have to be scary.

NOVEMBER – Recycling

DECEMBER – Christmas Tree Recycling. Ideas for gift packaging.

JANUARY – Air Quality; Fireworks

FEBRUARY - BOFF

MARCH - Retro appliances (tax returns); World Wildlife Day

APRIL – Water Conservation; April 10th (GT day)

ACTIVE MEMBERS (14)

1. Carl Cote
2. Brian Matthews
3. Carol Mini
4. Danny Ashburn
5. Jim Hogan
6. Denise Bevan
7. Don Schrager
8. Garann Hopkins
9. Kelly Little-Downey
10. Susan Knopf
11. Tom Hanson
12. David Faust
13. Bill Butler
14. Jordan Myers

4th Quarter Charging Station Session Detail
(July 1, 2017 - September 30, 2017)

ID	Start Date	Total Duration (hh:mm:ss)	Charging Time (hh:mm:ss)	Energy (kWh)	GHG Savings (kg)	Gasoline Savings (gallons)	Port Number	Driver Postal Code	User ID
1	8/26/2017 11:16	0:25:51	0:25:29	2.491	1.046	0.313	1	32821	158791
2	7/27/2017 15:51	0:12:50	0:12:30	0.643	0.27	0.081	2	32164	197071
3	7/27/2017 10:24	0:09:24	0:09:05	0.462	0.194	0.058	2	32164	197071
4	7/14/2017 14:09	0:05:57	0:05:50	0.294	0.124	0.037	2	32164	197071
5	7/14/2017 10:26	0:22:45	0:22:29	1.153	0.484	0.145	2	32164	197071
6	7/6/2017 12:27	0:44:44	0:44:27	2.292	0.963	0.288	2	32164	197071
7	7/6/2017 11:16	0:34:36	0:34:14	1.774	0.745	0.223	2	32164	197071
8	9/13/2017 12:18	0:25:07	0:24:54	2.386	1.002	0.299	1	32164	335287
9	9/3/2017 14:27	0:54:55	0:54:38	5.322	2.235	0.668	1	34746	424185
10	7/24/2017 15:31	0:09:00	0:08:25	0.441	0.185	0.055	2	32137	444135
11	8/26/2017 10:43	0:41:30	0:41:12	2.111	0.887	0.265	2	33629	524627
12	8/27/2017 12:13	0:46:15	0:45:59	4.39	1.844	0.551	1	32708	552977
13	9/25/2017 12:52	0:01:10	0:01:05	0.078	0.033	0.01	1	32137	716021
14	9/25/2017 12:49	0:02:00	0:00:00	0	0	0	1	32137	716021
15	9/6/2017 11:29	0:15:41	0:15:36	0.804	0.338	0.101	2	32164	726149
16	9/2/2017 17:47	0:04:43	0:00:00	0	0	0	1	32164	726149
17	8/31/2017 9:16	0:18:06	0:17:59	0.918	0.386	0.115	2	32164	726149
18	7/1/2017 8:56	0:32:39	0:32:14	3.13	1.315	0.393	2	32256	821785
19	8/25/2017 6:37	0:39:20	0:39:06	3.782	1.589	0.475	1	29926	827443
20	8/18/2017 1:01	0:34:09	0:33:54	3.338	1.402	0.419	2	29926	827443
21	8/18/2017 0:55	0:03:52	0:03:39	0.357	0.15	0.045	2	29926	827443
22	9/20/2017 15:30	0:07:03	0:06:39	0.614	0.258	0.077	1	32909	852570
23	9/8/2017 12:00	3:25:50	1:24:21	4.154	1.745	0.521	2	32136	883721
24	9/8/2017 8:06	3:54:36	3:28:06	10.404	4.37	1.306	1	32136	883721
25	9/6/2017 12:48	4:20:57	2:16:23	6.713	2.82	0.843	1	32136	883721
26	9/5/2017 7:44	4:40:04	2:34:21	7.344	3.084	0.922	1	32136	883721
27	9/1/2017 7:57	5:36:07	3:55:03	11.286	4.74	1.416	1	32136	883721
28	8/30/2017 9:38	7:29:57	3:32:07	10.551	4.431	1.324	1	32136	883721
29	8/28/2017 13:30	3:35:20	3:18:35	9.85	4.137	1.236	1	32136	883721
30	8/25/2017 12:50	4:18:50	2:08:11	6.001	2.521	0.753	1	32136	883721
31	8/24/2017 9:44	4:09:55	2:19:40	6.655	2.795	0.835	1	32136	883721
32	8/23/2017 13:52	3:14:51	3:10:50	9.484	3.983	1.19	1	32136	883721
33	8/22/2017 8:01	4:57:54	3:07:15	9.128	3.834	1.146	1	32136	883721
34	8/18/2017 13:18	3:48:31	2:58:38	8.448	3.548	1.06	1	32136	883721
35	8/17/2017 13:41	2:46:50	2:26:20	7.31	3.07	0.917	1	32136	883721
36	8/16/2017 11:35	2:49:25	2:18:34	6.797	2.855	0.853	1	32136	883721
37	9/29/2017 13:48	3:16:51	2:10:10	6.702	2.815	0.841	2	32164	995361

4th Quarter Charging Station Session Detail
(July 1, 2017 - September 30, 2017)

38	9/26/2017 14:20	0:01:59	0:00:00	0	0	0	1	32164	995361
39	9/25/2017 9:14	4:47:29	2:51:18	6.305	2.648	0.791	2	32164	995361
40	9/22/2017 13:38	4:00:10	2:10:33	6.764	2.841	0.849	2	32164	995361
41	9/21/2017 10:08	2:23:30	2:23:22	6.679	2.805	0.838	2	32164	995361
42	9/20/2017 9:01	2:54:20	2:54:06	5.968	2.507	0.749	2	32164	995361
43	9/16/2017 15:38	0:49:47	0:49:08	2.672	1.122	0.335	2	32164	995361
44	9/26/2017 14:20	0:00:00	0:00:00	0	0	0	2	32164	995361
45	9/30/2017 17:49	1:16:43	1:15:53	3.997	1.679	0.502	2	N/A	
46	9/28/2017 9:41	2:18:28	2:15:28	6.344	2.664	0.796	2	N/A	
47	9/27/2017 9:16	4:14:13	3:52:53	6.176	2.594	0.775	1	N/A	
48	9/26/2017 15:04	2:20:19	2:20:07	6.969	2.927	0.875	1	N/A	

	Total Duration	Charging Time	Energy (kWh)	GHG Savings (kg)	Gasoline Savings (gallons)
Totals 4th Quarter:	95:44:33	70:00:46	209.481	87.985	26.291
Totals 3rd Quarter:	40:45:44	39:33:05	132.55	55.67	16.64
Totals 2nd Quarter:	35:25:21	34:12:57	144.42	60.65	18.12
Total for FY17:	171:55:38	143:46:48	486.45	204.31	61.05

Note: 14 unique users verified for 4th Quarter (yellow highlighted cells). Four sessions (red highlighted rows) did not actively charge during the referenced session.

Performance Measures Overview for Green Team - 36001

This report gives an overview of the progress made in the Strategic Action Plan for Green Team - 36001. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 85.56%

	Completed
GOAL 4 : To blend our residential and commercial properties with our "City of Parks and Trails" image to create a sustainable framework of visual appeal while caring for our land, water, air, and wildlife	84.38%
Objective 4.3 Evaluate current "Green" initiatives and target projects that are sustainable	87.50%
Strategy 4.3.1 Reduce waste through sustainable practices	75.00%
Approach 4.3.1.6 Provide an educational outreach program	75.00%
Measurement 4.3.1.6.a Green Team - Participate in two (2) events per year to distribute City regulations and Water Wise educational materials	100.00%

Comments

1/18/2017	On November 17, 2016, a presentation was given to the Master Gardeners at the University of Florida Ag. Center. Numerous topics were presented including, but not limited to Florida Water Star program and other water conservation strategies, City of Palm Coast Land Development Code update to landscape regulations, and Floodplain and Stormwater Management.
4/17/2017	On April 1, 2017, the City will be celebrating the Leadership in Energy and Environmental Design certification of City Hall at a Silver level and achieving the Commercial Florida Water Star (FWS) certification. The FWS Program Administrator with St. Johns River Water Management District (SJRWMD) and City staff will be providing education materials. Additional outreach will be achieved through the Mayor's Challenge for Water Conservation (April 1st - 30th) and during Arbor Day (May 6th).
7/11/2017	The final event distribution(s) were achieved through the Annual Palm Coast Garden Club Spring Plant Sale (April 8th), Mayor's Challenge for Water Conservation (April 1st - 30th), and Arbor Day Celebration (May 6th).
11/1/2017	Completed in 3rd Quarter.

Measurement 4.3.1.6.b Develop a Recycling Awareness campaign for City employees

85.00%

Comments

1/18/2017	The Team is in a fact-finding step to better identify employee behaviors and awareness, challenges with recycling accessibility, education approach, and criteria to evaluate campaign success. For example, each Team member took it upon themselves to evaluate their individual work spaces with the ultimate goal of comprehensively assessing each facility.
4/18/2017	A draft work plan has been prepared that outlines activities supporting the campaign and efforts to track results. See attached draft plan. A meeting is scheduled in April to discuss matters with our Waste Pro representative.
7/11/2017	Work plan has been refined to reflect tasks completed to date and those to be completed in 4th Quarter. Work plan has been attached to the progress report.
11/1/2017	Work plan has been refined to reflect tasks completed to date. Work plan has been attached to the progress report.

Measurement 4.3.1.6.c Develop a recycling awareness campaign for residents

85.00%

Comments	
1/18/2017	As noted in the internal recycling awareness campaign, the Team has taken a first step with focusing on a fact-finding step. A comprehensive list of questions has been drafted to inventory basic information needed to better understand the type of materials collected through the City's current waste hauler. With the goal of educating all citizens, the reach of the campaign will extend beyond servicing households. The Team is working with the Brand Plus Team on how to best achieve this goal. The Team(s) will track pre- and post-campaign participation through the servicing waste hauler.
4/18/2017	A draft work plan has been prepared that outlines activities supporting the campaign and efforts to track results. See attached draft plan. A meeting is scheduled in April to discuss matters with our Waste Pro representative.
7/11/2017	Work plan has been refined to reflect tasks completed to date and those to be completed in 4th Quarter. Work plan has been attached to the progress report.
11/1/2017	Work plan has been refined to reflect tasks completed to date. Work plan has been attached to the progress report.

Measurement 4.3.1.6.d Develop an external campaign to increase awareness about hazardous waste removal	85.00%
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Comments	
1/18/2017	In conjunction with the overall recycling awareness campaign, the household hazardous waste collection service will be a focused topic in the Brand Plus Work Plan. The Team(s) will track pre- and post-campaign participation through the servicing waste hauler.
4/18/2017	A draft work plan has been prepared that outlines activities supporting the campaign and efforts to track results. See attached draft plan. A meeting is scheduled in April to discuss matters with our Waste Pro representative.
7/11/2017	Work plan has been refined to reflect tasks completed to date and those to be completed in 4th Quarter. Work plan has been attached to the progress report.
11/1/2017	Work plan has been refined to reflect tasks completed to date. Work plan has been attached to the progress report.

Measurement 4.3.1.6.e Inventory low-cost ideas to reduce water (paper, energy and water) in all City facilities.	20.00%
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Comments	
1/18/2017	Team members recognize that significant strides have been taken through various initiatives to reduce consumption throughout facilities. For example, a Performance Audit was previously completed which yielded numerous retrofit projects that is currently being implemented. In addition, paper reduction has been the byproduct of the Process Improvement Team. The Team is researching these efforts to better identify facility elements and activities that have not been addressed to date.
4/18/2017	The Team continues to research past efforts to better identify facility elements and activities that have not been addressed to date.
7/11/2017	The assessment will be conducted as part of City facility audit associated with the internal recycling campaign.
11/1/2017	Staff focused on recycling goals for City facilities and will revisit this measure in the next fiscal year. Combining the recycling audit visit with this assessment was not an effective approach.

Approach 4.3.1.13 Investigate additional areas to apply microbe treatment	75.00%
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Measurement 4.3.1.13.f Based on the Palm Harbor Golf Course testing results, modify inventory of application locations, commence with implementation and provide progress updates	75.00%
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Comments	
1/18/2017	City-wide median maintenance is being further evaluated. Staff are attempting to modify and replace the soils for better plant growth; microbes will be also be part of the evaluation process.

4/17/2017	The last stretch of the Belle Terre Medians are nearing completion, and the existing soils have been replaced with our recycled swale soil for two reasons: (1) to provide a soil with the proper pH for optimum plant growth and (2) to provide a use for this recycled soil. The goal is to take a section of the medians and maintain them with a 50% reduction of our normal fertilizer application and replace that with a granular application of microbial type amendment. Application of fungicides and insecticides will also need to be modified so that the microbes are not adversely affected. Staff will monitor material cost for fertilizers, chemicals and microbial amendments as well as the health, growth rate, resistance to fungus and insects and labor costs as compared to the other new median sections that will be maintained with conventional fertilization practices. Monitoring will be over the course of a calendar year to get basic results.
7/11/2017	The Belle Terre Median project has been completed and has been utilized as a implementation location. A maintenance plan has not been established for the test median but will be discussed at the next Landscape Median Coordination Meeting between Planning Staff and Public Works.
11/1/2017	Planning and Public Works Staff are evaluating alternative products.

Strategy 4.3.2 Staying in the forefront of sustainable communities in the State of Florida	100.00%
Approach 4.3.2.2 Perform energy audit	100.00%
Measurement 4.3.2.2.f Track and report on upgrades being completed as a result of energy audit	100.00%

Comments	
7/11/2017	15 facilities have been targeted for LED Lighting Retrofits. Wasterwater Treatment Plant #1 (interior), Water Treatment Plant (WTP) #1 (interior), WTP #2 (interior), WTP #3 (interior), and Fire Station #22 (interior) has been completed. See attached Progress Report for a complete overview.
11/1/2017	Retrofits at Fire Stations 21 and 25 are complete. In addition, Holland Park was added to the list to capture LED use within the park. See attached Progress Report for a complete overview.

Approach 4.3.2.3 Explore ways to highlight and enhance City green initiatives	100.00%
Measurement 4.3.2.3.d Pursue St. John River Water Management District Florida Water Star certification for City Hall.	100.00%

Comments	
1/18/2017	A criteria assessment has been completed, and final submittal of the application form will occur in the 2nd Quarter.
4/17/2017	The Palm Coast City Hall was formally awarded the Commercial Florida Water Star (FWS) certification after making application and meeting all criteria. This makes City Hall the first City Hall in the State of Florida to be FWS certified. The achievement will be celebrated at the "Our Green City Hall" event scheduled for April 1st.
7/11/2017	Completed in 3rd Quarter.
11/1/2017	Completed in 3rd Quarter.

Measurement 4.3.2.3.e Coordinate with program administrator to determine if City Hall can serve as a training facility (If City Hall is certified Florida Water Star)	100.00%
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Comments	
1/18/2017	As part of the pursuit of Florida Water Star certification, staff has discussed the concept of City Hall being a host to training opportunities. St. Johns River Water Management District program staff is receptive of the idea and working with staff on completing the certification process.
4/17/2017	Deirdre Irwin, FWS Program Administrator, is planning on using our City Hall as a demonstration facility for future FWS events. Nothing has been scheduled to date.
7/11/2017	Staff continues to work with Ms. Deirdre Irwin, Florida Water Star Program Administrator, on identifying training opportunities.
11/1/2017	No additional updates for this quarter.

Strategy 4.3.3 Develop Alternative Energy Strategy	100.00%
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Approach 4.3.3.3 Plan for alternative Fueling stations planned for Town Center and other high-use public areas	100.00%
Measurement 4.3.3.3.b Conduct a pilot program that includes the installation of one charging station	100.00%

Comments	
1/18/2017	The charging station has been purchased and all preparation for installation complete. The station will be installed in January 2017 and promoted as part of the "Our Green City Hall Day" on April 1, 2017.
4/17/2017	The charging station was installed in January 2017.
7/11/2017	The charging station was installed in 2nd Quarter.

Measurement 4.3.3.3.d Evaluate the utilization of charging station(s)	100.00%
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Comments	
1/18/2017	The Team is working with the Brand Plus Team on an "Our Green City Hall" event which will kick-off the promotion of the station. Tracking of utilization will commence immediately after the installation.
4/17/2017	The Brand Plus Team created a video to showcase during "Our Green City Hall" event which will serve to kick-off the promotion of the station. In the 2nd Quarter, 34 charging sessions occurred. Seven unique users were verified. See attached report for usage details. Total charge time was approximately 34 minutes and 144.42 kWh consumed (18.12 gallons of gasoline saved).
7/11/2017	In the 3rd Quarter, 31 charging sessions occurred with 2 associated with the Green City Hall Day event on April 1st. Nine unique users were verified; all first time users with the exception of 1. See attached report for usage details. Total charge time was approximately 39.5 minutes and 132.55 kWh consumed (16.64 gallons of gasoline saved).
11/1/2017	In the 4th Quarter, 48 charging sessions occurred; however, four sessions did not actively charge. 14 unique users were identified. See attached report for usage details. Total charge time was approximately 70 minutes and 209.5 kWh consumed (26.3 gallons of gasoline saved).

Strategy 4.3.4 Implement City-wide energy savings program	100.00%
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Approach 4.3.4.1 Complete energy enhancements based on energy audit findings	100.00%
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 Measurement 4.3.4.1.b Provide a presentation to City Council reporting on Alternative Energy strategies and results	100.00%
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Comments	
1/18/2017	Team members are targeting a March City Council Workshop to provide a comprehensive presentation.
4/17/2017	A presentation was given to City Council on March 28, 2017.
7/11/2017	A presentation was provided in the 2nd Quarter.
11/1/2017	A presentation was provided in the 2nd Quarter.

Objective 4.4 Protect the environment through appropriate development strategies	75.00%
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Strategy 4.4.1 Protect natural green spaces to ensure a balance between the natural environment and development	75.00%
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Approach 4.4.1.3 Continue the evaluation of parcels for Flagler County Environmentally Sensitive Land's criteria and potential acquisition opportunities	100.00%
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Measurement 4.4.1.3.a Provide quarterly evaluation of the status of existing City sponsored project petitioned to Flagler County Land Acquisition Committee	100.00%
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Comments	
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1/18/2017	For the 1st Quarter, one meeting was held on November 14, 2016. The Committee a proposed Resolution for consideration by the Board of County Commissioners (BOCC) and ultimately the State of Florida requesting that Florida Forever program's land acquisition funds be equally distributed throughout the State which is dually a Flagler County local legislative priority. The BOCC adopted the referenced Resolution on December 19, 2016.
4/17/2017	For the 2nd Quarter, one meeting was held on January 9, 2017 which focused solely on the review of Sunshine Rules.
7/11/2017	Two meetings were held in the 3rd Quarter. Meeting 1: May 8, 2017 meeting discussed the Iroquois Property (south of SR100 and east side of Old Kings Road). Committee voted to put the property on "A" list for aquisition consideration. The JX 500-acre property (north side of SR 100 and east of Old Kings Road) was discussed and noted a sale price of \$9 million. No committee action. Lastly, Amendment 1 funding would not be available during this year but possibly next year. Meeting 2: June 12, 2017 meeting discussed the Iroquois Property with a focus on possible funding and agreement options for aquisition. The property may come in front of the Board of County Commissioners on July 17th. The Kern property was moved from the "A" list to the "B" list; the project was orginially ranked 1st on the "A" list. The Kern property would have expanded the protections associated with Lake Disston.
11/1/2017	No meetings were conducted in the 4th Quarter.

Approach 4.4.1.6 Paterson Tract Land Management Proposal	0.00%
Measurement 4.4.1.6.c Commence with restoration activities at the Northeast Corridor Greenway Area.	0.00%

Comments	
1/18/2017	Staff is awaiting permits from the regulatory agencies. The SJRWMD permit application is close to issuance; title work is the last remaining item needed ensure compliance with conservation easement legal requirements.
4/17/2017	The SJRWMD permit for restoration activities are anticipated to be issued in April 2017. A Memorandum of Agreement (MOA) is being drafted through coordination with both SJRWMD and U.S. Army Corps of Engineers (USACE). The MOA will serve as SJRWMD approval for enhancement activities beyond the restoration efforts. The USACE requires proof of State water quality certification before moving forward their permitting.
7/11/2017	The St. Johns River Water Management District (SJRWMD) permit for restoration activities was issued. With proof of State water quality certification, the U.S. Army Corps of Engineers (USACE) has started their review of the proposed enhancement activities. Concurrently, a Memorandum of Agreement (MOA) is being drafted through coordination with both SJRWMD and USACE.
11/1/2017	The U.S. Army Corps of Engineers (USACE) started their review in the previous quarter. On August 29, 2017, a Request for Additional Information (RAI) was released by the project's USACE reviewer. As noted previously, a Memorandum of Agreement (MOA) is being drafted through coordination with both SJRWMD and USACE. Response to the RAI by the project consultant is anticipated for 1st Quarter Fiscal Year 2018.

Approach 4.4.1.7 Meet annual park grant requirements	100.00%
Measurement 4.4.1.7.a Complete annual stewardship report for Linear Park and maintain compliance with grant conditions. (12 hours)	100.00%

Comments	
1/18/2017	The report is due in January 2017; all required information will be submitted in the 2nd Quarter.
4/17/2017	The report was completed and all required information submitted. Four events at Linear Park were conducted in FY 2016 including The "Birds of a Feather" Birding Festival, Summer Camp and Reading Program, Children Helping in Resource Protection and The Tour de Palm Coast Bike Tour. A total of 29 event credits were obtained from these events, which exceeded the required 24 credits per the existing management plan. Through the assistance of an intern, the goal is to amend the management plan to reflect on 12 needed. The report was submitted electronically on February 7, 2017. Confirmation of acceptance of the report has not been received.

7/11/2017	The report was transmitted to Florida Communities Trust in February 2017. Staff was notified that the report adequately addressed the requirements of the Grant Award Agreement.
11/1/2017	Completed in 3rd Quarter

Measurement 4.4.1.7.b Complete annual stewardship report for Long Creek Nature Preserve and maintain compliance with grant conditions. (12 hours)	100.00%
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Comments

1/18/2017	Invasive species monitoring completed in July 2016 which will be integrated into the stewardship report. The report deadline is in April 2017.
4/17/2017	The report is due in April 2017; all required information will be submitted in the 3rd Quarter.
7/11/2017	The report was transmitted to Florida Communities Trust in May 2017. On June 19, 2017, staff was notified that the report adequately addressed the requirements of the Grant Award Agreement.
11/1/2017	Completed in 3rd Quarter

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events **95.00%**

Objective 5.1 Enhance community and visitors' recreational opportunities and experiences at community events	95.00%
Strategy 5.1.2 Promote the variety of local leisure and recreational activities	95.00%
Approach 5.1.2.4 Host an Annual Intracoastal Waterway Cleanup Event	90.00%
Measurement 5.1.2.4.b Complete successful Intracoastal Waterway Cleanup event	90.00%

Comments

1/18/2017	A \$4,563.63 grant reimbursement for the 2016 was received from the Florida Inland Navigation District in this quarter. Planning for the 2017 event will commence in the 2nd Quarter.
4/17/2017	A grant application was submitted to Florida Inland Navigation District (FIND) on March 30, 2017. Ms. Zimmerman, Assistant Executive Director with FIND, confirmed it will appear on the April 21st Board of Commissioners Agenda which will be conducted at the Hilton Garden Inn in Palm Coast. On April 20th, FIND Vice-Chair Jon Netts and his wife, Priscilla along with FIND Commissioners will host a Community Outreach Event located at Channel Side, 1 Yacht Club Drive.
7/11/2017	Grant approval documentation has been executed between Florida Inland Navigation District and the City of Palm Coast. The event is in the planning stage at this time.
11/1/2017	On September 2, 2017, staff conducted the event Orientation which hosted many pre-registered volunteers. Approximately half of the registered volunteer kits were distributed during Orientation. The event was planned for September 9, 2017 but was cancelled due to Hurricane Irma. Based on volunteer feedback, the event has been rescheduled to November 4th.

Approach 5.1.2.5 Host an Arbor Day event and 5K Fun Run / Walk	100.00%
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Measurement 5.1.2.5.a Bennett - Complete successful Arbor Day event and 5k run/walk.	100.00%
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Comments

1/18/2017	The activities are in the planning stage at this time.
4/17/2017	The activities are in the planning stage at this time.
7/11/2017	75 Participants participated in the run/walk festivities. Approximately 4,500 residents and visitors enjoyed the 12th Annual Arbor Day Celebration. 400 native trees were distributed through the donation of non-perishable food items. In popular demand was the "U-shred IT Document" shredding service. Through the shredding / recycling effort, approximately 8,722 trees were saved.

Human Resources Department





City of PALM COAST

Human Resources

To: Jim Landon, City Manager
Date: 11/30/2017
Department/Team: Human Resources
Director/Team Leader: Wendy Cullen
Reporting Period: 4 quarter FY 2017

Executive Summary:

Performance measures for the department are 86.66% complete. Vast improvement has been made with the creation and implementation of a Volunteer Program this year. Although not 100% complete, a partnership has been developed with Flagler Volunteer Services, the Background Screening Policy has been reviewed and we are working with Parks and Recreation in the identification of events for which Volunteers may be utilized to test the new process. A new measure was added mid-year for the development of a formal and comprehensive new hire on-boarding process. Staff have been working on the new program that should be completed by the 2nd Quarter of 2018. The Human Resource Director has also joined the oversight committee for the Water Treatment Plant Operators course offered through Florida Technical Institute. She was invited to, and agreed to serve on, the Executive Committee of FTI with the first meeting anticipated to occur in FY18 Q1.

Budget:

Human Resources ended the year below the original budgeted figures for FY 2017. Projections prepared in June for personnel expenditures were slightly lower than actual results. However, operating expenditures were well within estimates.

Progress Report:

2017 was a busy year for the Human Resource Department. Highlights of the year include:

- Completed RFP process for the Employee Clinic & Occupational Health
- On-line Performance Evaluation Process
- Inaugural Internship Program with more than 300 applicants vying for 16 opportunities
- Wellness Fair
- RFP process for Temporary Labor Services
- Full-scale job description review
- Implementation of certification/education pay
- Negotiated wage articles for both collective bargaining units
- Dependent audit for health insurance program
- Paperless Request for Personnel was rolled out and is now being used by all departments.

Progress Report



City of PALM COAST

Human Resources

- Served on the following Teams: Benefits, BAM, EAT, Branding, FACT, ICE, Performance Evaluation, Wellness, Retention and Safety

***Employee
Development:***

Human Resource Staff is 100% compliant with all mandatory trainings and Target Solutions is up-to-date. Staff also facilitated the following training opportunities:

- Target Solutions for Admin Staff
- Dangerous Wildlife
- MUNIS Users Group
- Power Point Training
- Customer Service Training
- Dealing with Difficult Customers
- Purchasing Card Training
- Transparency Training
- Week-In-Review Training
- Public Records Training
- Central Services Training
- Pedestrian Safety
- Counterfeit Currency
- Microsoft Word & Excel
- RFP/PAF/Org Chart Training
- Defensive Driving

The Human Resource Director attended and completed the Employee Academy and attended FDOT LAP & ADA Training. Staff attended the HR Legal Update sponsored by the Florida League of Cities, payroll seminar, I-Pad Training, and the Florida Human Resource Association Annual Conference.

Performance Measures Overview for HUMAN RESOURCES - 12424

This report gives an overview of the progress made in the Strategic Action Plan for HUMAN RESOURCES - 12424. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 86.66%

	Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	72.50%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	72.50%
Strategy 3.2.3 Continue and enhance unique volunteer opportunities that offset operational service and enhance investment in the community	72.50%
Approach 3.2.3.7 Identify methods of encouraging volunteer participation	72.50%
 Measurement 3.2.3.7.a Inventory existing opportunities for the use of volunteers	90.00%
Comments	
1/30/2017	An intern will be hired this spring to assist in the development of a volunteer program.
4/25/2017	Interns in Human Resources and Administrative Services and Economic Development have been identified and hired. They will work together to meet with departments to inventory opportunities for the use of volunteers.
7/31/2017	The four interns are working on identifying volunteer opportunities within the City.
11/2/2017	During Q4, meetings were held with Parks and Recreation and Flagler Volunteer Services to identify need.
 Measurement 3.2.3.7.b Develop a program that targets volunteers to supplement City staff	90.00%
Comments	
1/30/2017	This is on the list as a project for a full-time intern, late spring.
4/25/2017	Interns in Human Resources and Administrative Services and Economic Development will develop a targeted program in the Summer of 2017.
7/31/2017	The interns tasked with developing a sustainable internship program are finalizing an internship handbook.
11/2/2017	In Q4 a process was developed with Flagler Volunteer Services in order to vet volunteers for upcoming opportunities.
 Measurement 3.2.3.7.c Identify methods of encouraging volunteer participation in City operations	85.00%
Comments	
1/30/2017	Although this will be a project for an intern this summer, it is expected that in quarter 2, staff will identify current volunteer organizations in the community to learn what works for them.
4/25/2017	The summer interns will identify volunteer organizations and develop a marketing plan.
7/31/2017	The interns are developing a marketing plan and working with Flagler Volunteer Services on marketing our opportunities.
11/2/2017	During meetings with Parks and Recreation and Flagler Volunteer Services, future events were identified at which Volunteers could assist.
 Measurement 3.2.3.7.d Inventory volunteer utilization	25.00%

Comments	
1/30/2017	See above.
4/25/2017	In the Summer of 2017 and method of inventoring volunteer utilization will be developed.
7/31/2017	Currently we have no volunteers performing service within the City. Once the formal program has been rolled out, we will inventory utilization.
11/2/2017	Although needs were identified and process has been established with Flagler Volunteer Services, no volunteers were utilized in FY17. Anticipate that this measure's success will occur in FY18,.

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	90.00%
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Objective 5.1 Enhance community and visitors' recreational opportunities and experiences at community events	90.00%
Strategy 5.1.2 Promote the variety of local leisure and recreational activities	90.00%
Approach 5.1.2.17 Maintain a strong social media presence	90.00%
Measurement 5.1.2.17.a Review social media policy to reflect growth and changes and update City's policy and social media practices, as needed.	90.00%

Comments	
1/30/2017	Policy has been reviewed, vetted by legal and is under final revision.
4/25/2017	Edits have been completed and will be sent to City Manager for final review.
12/5/2017	Policy reviewed by staff and legal.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	91.10%
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Objective 6.1 To develop a program to improve staff retention and recognize individual skill and talents	86.65%
Strategy 6.1.1 A program to identify individual skills and foster improvement of professional skills	85.80%
Approach 6.1.1.9 Ensure efficient processing of employee applications	85.80%
Measurement 6.1.1.9.a Qualify or disqualify all new employee applications within 5 working days of receiving the application 90% of the time the application was submitted.	79.58%

Comments	
1/31/2017	250 out of 283. In October, there were two purchasing coordinator positions open, one immediately following the other. The position was listed as Open Until Filled, during the latter stages of the process, in anticipation of the selected candidates accepting the offers of employment, applications were not reviewed.
4/24/2017	In the second quarter 1196 applications were received and 691 were processed within required timeframes. Of those not qualified as required, 210 were interns, 112 were customer service representatives that were qualified/disqualified after the application period closed, 31 were trainees and 64 were qualified on the sixth day.
8/1/2017	821 applications were received and 602 were qualified within required timeframes. 53 applications were part-time Facility & Guest Attendant or Golf Course Starter positions and were qualified within 8 days.
11/2/2017	628 of 731 applications were received and processed in required timeframes. There was a large influx of applications this quarter for part-time positions related to staffing of the golf course.

Measurement 6.1.1.9.b Complete all background screening for full time positions within 10 working days of selection by departments 95% of the time.	88.51%
---	--------

Comments	
1/30/2017	10 of 10 complete.

4/25/2017	11 of 12.
7/31/2017	27 out of 39 were completed within required timeframes. Those not completed within the 10-day timeframe were interns selected in early spring and screened based on availability.
11/2/2017	26 of 27. One temporary individual was unavailable for screening.

Measurement 6.1.1.9.c Requisitions for personnel will be processed within 5 days of being received 95% of the time.	88.64%
---	--------

Comments

1/31/2017	12 of 15.
4/25/2017	13 of 14
7/31/2017	10 of 12
11/2/2017	29 of 35 requisitions were processed within timeframes. Of those not processed, the positions were newly budgeted and were held pending final approval.

Measurement 6.1.1.9.e Completed employee evaluations will be received by Human Resources in a timely manner with no retro pay being due	86.45%
---	--------

Comments

1/31/2017	31 of 71 complete.
4/25/2017	85 of 86 evaluations were received within 30 days of the date due.
7/31/2017	60 out of 62.
11/2/2017	128 evaluations were due and 124 were processed with no retro pay being due.

Strategy 6.1.2 Assess pay rates and benefits to remain competitive with market	87.50%
--	--------

Approach 6.1.2.2 Monitor retention and cause of employee turn-over	100.00%
--	---------

 Measurement 6.1.2.2.a Create an inventory of factors expressed during exit interview process	100.00%
---	---------

Comments

1/31/2017	Only one person resigned in this reporting period. Their stated reason for departure was family -- they found employment closer to their home.
4/25/2017	7 employees left employment during the 2nd quarter. Of those, 2 retired.
8/1/2017	11 employees left during the 3rd quarter. See attached for the factors reported in the exit interview.
11/3/2017	2 employees voluntarily resigned in Q4. One relocated out of state and the other left for family reasons.

Measurement 6.1.2.2.b Provide quarterly reports regarding employee retention and include the number of promotions.	100.00%
--	---------

Comments

1/31/2017	Only one City employee voluntarily resigned during the reporting period. Eight employees were promoted.
4/25/2017	29 employees were promoted during the 2nd quarter.
8/1/2017	9 employees were promoted in the 3rd quarter.
11/2/2017	5 employees were promoted in Q4, 4 of them through the auto-promote process.

Approach 6.1.2.3 Improve Onboarding Process for New Employees	75.00%
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Measurement 6.1.2.3.a Develop a formal and comprehensive new employee onboarding process	50.00%
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Comments

7/31/2017	A human resource intern is going to be tasked with developing a comprehensive on-boarding program during the fourth quarter.
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11/2/2017	The Human Resource Intern and Compensation Specialist are developing the new process. The Benefits at at Glance has been revised and the new hire paperwork process is transitioning using Docusign.
-----------	--

Measurement 6.1.2.3.b Ensure all required equipment, PPE and technology are available for new staff on first day of employment.	100.00%
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Comments

8/1/2017	This measure was added during the 3rd quarter. It will be reported on for the 4th quarter.
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11/2/2017	Not counting golf course cart attendants, 15 employees started in the quarter and all had their PPE and assorted materials on the first day of employment.
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Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
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Strategy 6.2.1 Create a comprehensive training program	100.00%
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Approach 6.2.1.7 Develop a Comprehensive Training Program	100.00%
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Measurement 6.2.1.7.a Ensure that all departments are tracking employee training and certifications through target solutions (PCU)	100.00%
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Comments

1/31/2017	In the first quarter, individuals in each Department were selected and trained on PCU. Those individuals are actively tracking all training and certifications.
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4/25/2017	All admins were trained in the 2nd quarter and are tracking training and certifications in Target Solutions.
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8/1/2017	All trainings and certifications are being tracked.
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11/2/2017	Departments continue to track their training and certifications in PCU.
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Measurement 6.2.1.7.n Track all departmental employee training & certifications for the Human Resources Department through target solutions (PCU)	100.00%
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Comments

1/31/2017	All training and certifications received in the first quarter have been entered into target solutions.
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4/25/2017	All trainings and certifications are tracked through Target Solutions.
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7/31/2017	All departments are continuing to track training through Target Solutions.
-----------	--

11/2/2017	All Human Resource certifications and trainings are tracked through PCU.
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Objective 6.4 To coordinate with regional public and private educational institutions to identify partnership opportunities which benefit both parties	100.00%
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Strategy 6.4.1 Seek and solicit student internship opportunities with educational institutions	100.00%
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Approach 6.4.1.1 Report on the benefits of an internship program with the COPC and regional educational institutions.	100.00%
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Measurement 6.4.1.1.b Implement targeted internship opportunities.	100.00%
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Comments

1/30/2017	Based on the work done by the Intern Interns last summer, their timelines were adhered to. 14 positions were posted by the deadline and we have had more than 100 applications to date. It is anticipated that this measure will be at 100% in the 3rd quarter, after all interns are hired and successfully complete.
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4/25/2017	During the quarter, the City received approximately 300 applications for 14 advertised targeted internship opportunities. Departments interviewed applicants and extended offers. Start dates are being established with the first commencing employment on or around May 1.
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7/31/2017	17 interns started summer employment.
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Measurement 6.4.1.1.c Provide an annual report on the internship program	100.00%
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Comments

1/30/2017	The annual report of the internship program will be provided at the close of the internship window.
4/25/2017	The annual report on the internship program will occur in the 4th quarter after the summer internship period has ended.
7/31/2017	The annual report will be completed in Q4.
11/3/2017	The City employed 15 interns. 3 had their internship extended through the fall. 3 others obtained permanent employment in their chosen fields.

Infrastructure Team





City of PALM COAST

Infrastructure Team

To: Jim Landon, City Manager
Date: 9/30/2017
Department/Team: Infrastructure Team
Sub-Teams: Drainage, Parks, Transportation, Utility
Director/Team Leader: Carl Cote *Carl Cote*
Reporting Period: 4th quarter FY 2017

Executive Summary: The Infrastructure Team is responsible for ensuring a comprehensive and cohesive approach towards maintaining and implementing the City's overall infrastructure system and City Capital Projects. In order to accomplish such a large task, the team is assisted by four sub-teams. The Drainage Sub-team which evaluates and coordinates the City's stormwater drainage needs. The Parks Sub-team coordinates the maintenance and upgrade of City parks and park facilities. The Transportation Sub-team ensures safe and timely transportation for travelers on City streets. The Utility Sub-team coordinates the utility capital projects, standards and construction oversight.

Budget: All Capital projects are currently within budget.

Progress Report: In the 4th quarter the Infrastructure Team continued to make strides in completing performance measures associated with City capital projects. The Infrastructure Team and Sub-teams are tasked with completing 78 performance measures for Fiscal Year 2017 for City capital projects and associated infrastructure related items such as improving programs for accepting and maintaining City assets. In the 4th quarter the following Capital Project Items were completed:

- Construction of ITSC – Field 4 Improvements
- Construction of Shade Sails over Playgrounds at 4 Park Sites
- Construction of Additional Sports Field Lighting at ITSC
- Construction of Southern Wellfield Raw Water Main, Phase 2
- Construction of Reclaimed Water Main US1/Palm Coast Park Aquifer Recharge
- Construction of Ravenwood & OKR Odor Control Units
- Construction of Pine Lakes Path Pedestrian Bridge Removal & Pipe Replacement
- Reconstruction of St. Joe Walkway Path from Palm Coast Parkway to Intracoastal
- Construction of Phase 2 Signal Optimization
- Design of Old Kings Road Widening
- Design of City Hall Generator
- Design of US1 Turn Lane at Wellfield Grade
- Design of Belle Terre Turn Lanes at SR100
- Design of W-1 Weir Replacement
- Master Plan for the Public Works Facility

Progress Report



City of PALM COAST

Infrastructure Team

The Infrastructure Team has updated and reviewed the FY17 project timeline projection versus the actual timeline for project tasks and determined the following:

- 42% of the project tasks were either completed on time, completed early or are currently on scheduled and projected to be completed on time in FY18.
- 21% of the project tasks did not match projections due to staff workload or an overly aggressive initial projection. Tasks either started late and/or were completed late or are projected to not be completed on time in FY18. A majority of these could be considered a minor delay and some had no impact at all to the overall project completion. Below are some notable items:
 - Construction of the shades sails is projected to be completed late due to delay by staff in advertising project and an overly aggressive projection in the actual duration of the construction phase.
 - Design of the Lakeview Sidewalk exceeded projections due to staff workload of designing multiple projects in-house as well as the extended process for FDOT review, approval and City LAP Project Specific Certification.
- 37% of the project tasks did not match projections due to permitting issues, contractor or consultant non-performance, reprioritizing of projects, rebidding of projects or adjustment of projecting timing to seek grants or modifications by grantor. Tasks either started late and/or were completed late or are projected to not be completed on time in FY18. Below are some of the notable items:
 - The completion of the design and permitting phase of the Northeast Corridor Restoration Project will extend beyond projections due to the complexity of wetland restoration and creation and due to USACE not being willing to review concurrently with SJRWMD.
 - The completion of the construction of Holland Park due to termination of contractor for lack of performance and takeover by Surety Company to complete the project.
 - The construction of ITMS field lighting, ITMS restroom, and Town Center restrooms as the project had to be rebid due to initial bid only receiving 1 bid that was over budget.
 - The construction of a generator for City Hall was delayed to pursue a grant.
 - The Construction of turn lanes and safety improvement on Belle Terre Parkway was delayed to pursue grant funding.



City of PALM COAST

Infrastructure Team

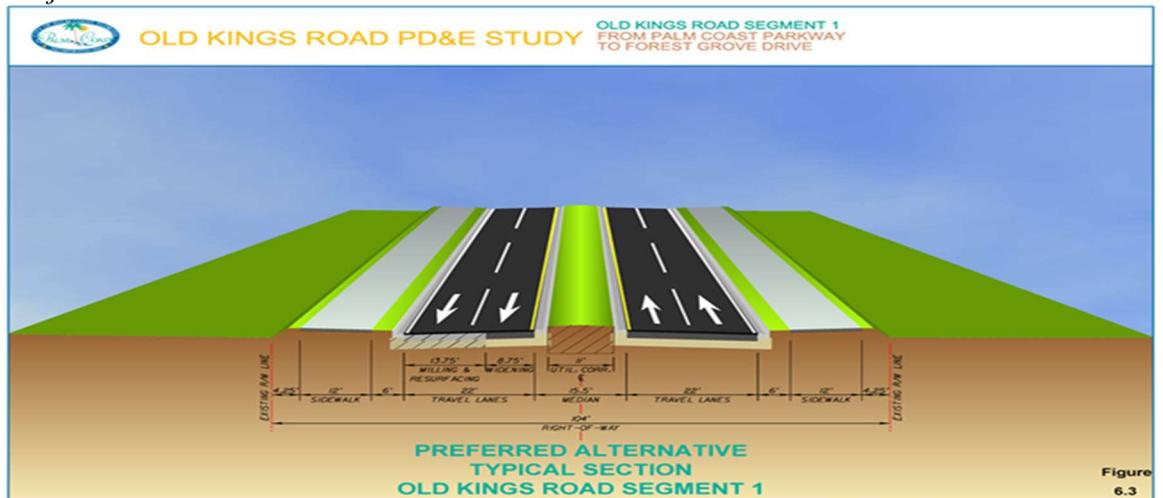
Other:

Below is a summary of the current status for some of the active major capital improvement projects.

OLD KINGS ROAD NORTH 4-LANING (Palm Coast Parkway to Forest Grove Drive)
Project Summary: Roadway widening of Old Kings Road from Brighton Circle/Kingswood Drive to Forest Grove Drive for a length of approximately 3.6 miles. The project will consist of new asphalt pavement, drainage, concrete curb and gutter, and sidewalks. In addition, the project will include streetscape, irrigation, upgrades to storm water retention ponds and traffic control, including signage and striping. In the 4th quarter roadway design and utility relocation plans were completed and approved by FDOT. All properties requiring ROW or Easement acquisition have been provided initial notification packages, including offer to purchase. The City met with FDOT to discuss construction funding and phasing of project; FDOT committed to provide funds to revise design plans to provide a 3-phased project. Currently no funds have been allocated for construction. Exploring options for project phasing.



Project Limits



Typical section of proposed roadway

Progress Report



City of PALM COAST

Infrastructure Team

COLORADO BRIDGE REHABILITATION at COLLEGE WATERWAY

Project Summary: This project consists of relocating the water and force main from the bridge deck and boring them underground and under the canal, replacing the pedestrian railing, improving the bridge traffic barriers, replacing the seawall and bridge abutments as well as taking care of spalls and defects in the bridge deck and pilings. In the 4th quarter the majority of the work was completed and the bridge was re-opened for use by residents.



View of bridge from waterway



View of bridge crossing

Progress Report



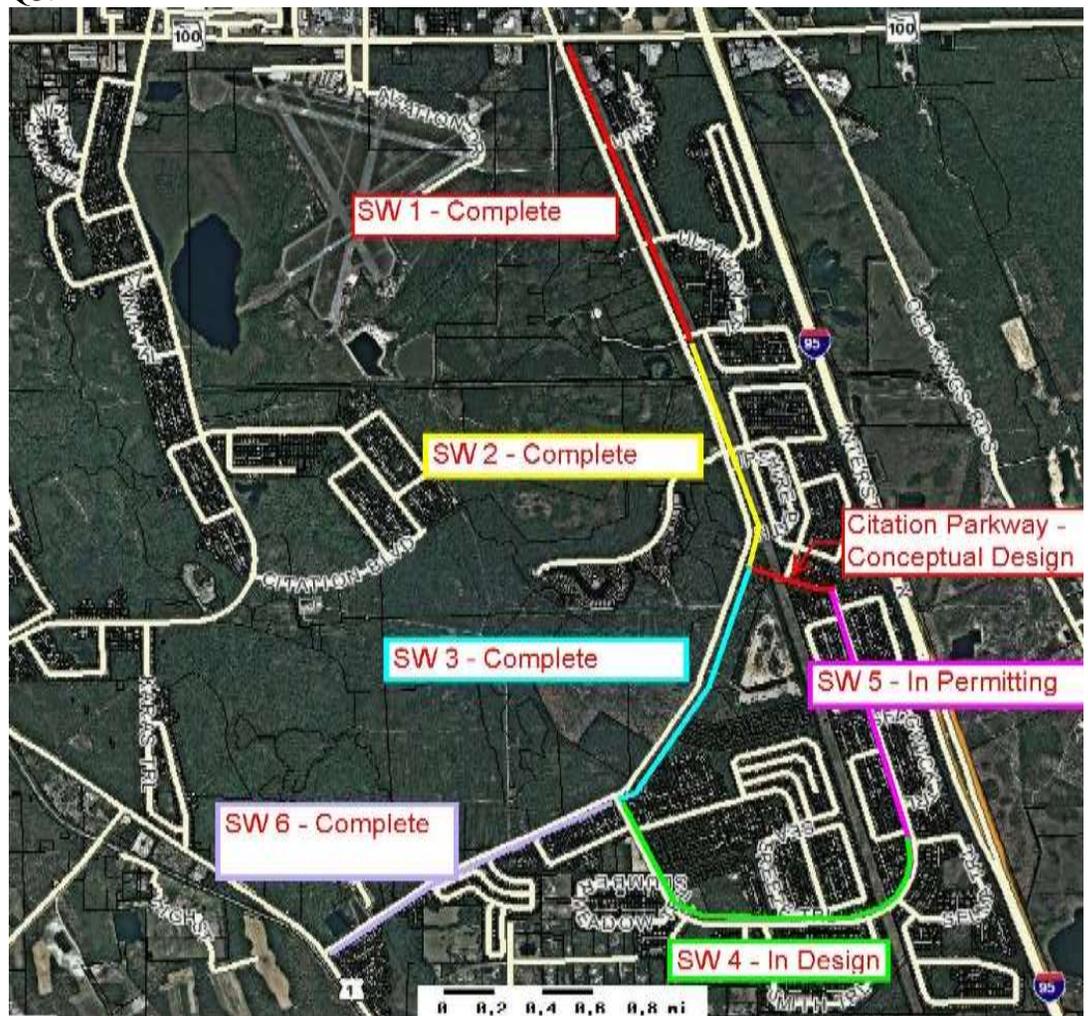
City of PALM COAST

Infrastructure Team

SEMINOLE WOODS MULTI USE PATH (MUP) PROJECT

Project Summary: Project is 65% constructed; there are currently 3 segments left to construct.

- Seminole Woods (Sesame to US1): Construction was completed in Q2.
- Citation (Seminole to Sesame): City staff prepared and presented a concept plan to City Council in Q1 that will reduce the roadway from 4-lanes to 2-lanes and to realign the roadway to eliminate the 90-degree intersection at Sesame and to add turn lanes at Universal Trail and Seminole Woods. Staff is seeking grant funding for this portion of the project.
- Sesame (Citation to Selma Tr-north): Design is complete. SJRWMD permit has been received. Awaiting USACE permitting. Construction is expected to begin in FY18 Q2.
- Sesame (Selma Tr-north to Seminole): Design is 50% complete. Construction of the path will occur after the Utility project is completed; anticipated to begin FY18 Q3.



Overall map of entire project

Progress Report



City of PALM COAST

Infrastructure Team

COMMUNITY CENTER IMPROVEMENTS

Project Summary: Renovation and Expansion of the existing Community Center. Much of the current structure will be torn down to make way for a 21,000-square-foot, state-of-the-art facility that will be three times the size of the current Community Center. It will have three large meeting/party rooms, an attractive lobby, two kitchens and administrative offices for the Parks & Recreation Department. Outside will be a new playground and basketball court, a trailhead with restrooms and added parking. The new center will be built to LEED standards for environmental sustainability and resource efficiency. In the 4th quarter site grading and sidewalk installation began; interior ductwork, electrical, plumbing, tile work, insulation, fire sprinkler work began.



Aerial view from September 2017



View of building interior function room

Progress Report



City of PALM COAST

Infrastructure Team

WASTEWATER TREATMENT PLANT NO. 2

Project Summary This project is a new facility that is necessary in order to provide wastewater service for our growing community. The present wastewater treatment plant is projected to be at its peak capacity in early 2018. This new Wastewater Treatment Plant will provide needed capacity to the City's overall ability to provide the community's wastewater treatment needs as well as the ability to expand the facility in the future. Wastewater Treatment Plant #2 is designed to allow for growth to an ultimate of six million gallons a day (MGD) while being built and permitted today to handle two MGD. In the 4th quarter the project is nearing completion with all of the equipment installed.



Aerial view of construction



Grit removal system and biological process tank piping

Progress Report



City of PALM COAST

Infrastructure Team

MATANZAS WOODS MASTER PUMP STATION & FORCE MAIN PROJECTS **Project Summary's**

The Matanzas Master Pump Station and Force Main Projects were designed to support the Wastewater Treatment Plant 2, currently under construction. Wastewater flow from the original Wastewater Treatment Plant on Utility Drive will be rerouted to the new plant through the new force main from the Master Pump Station on Matanzas, south on US 1, then west on Peavy Grade, and tie-in to the existing force main installed during construction of Water Treatment Plant 3 in 2008. In the 4th quarter the Contractor completed the placing the foundation for the above ground piping, lined the wet well and continued testing of the new mains. Fencing, electrical and the eye wash station installed for the prefabricated dechlorination facility. The foundation and above ground piping placed for the wetland discharge structure.



Odor control units installed at the Matanzas Master Pump Station



City of PALM COAST

Infrastructure Team

RECLAIMED WATER MAIN – US1/PALM COAST PARK (aquifer recharge)

Project Summary

The City of Palm Coast has eight active raw water production wells along US1 between Matanzas Woods Parkway and Palm Coast Parkway. As the City continues to grow and demands on the aquifer water supply increases, it is important to implement strategies to minimize the impact on the aquifer. The City entered a cost share agreement with the St. Johns River Water Management District, for the City to develop a reclaim water irrigation system along the US1 route which will utilize reclaimed water produced by the City's Wastewater Treatment Plant Number 1 & WWTP 2 (forthcoming in December 2017). Reclaimed water will be applied by to the open areas within the 100-foot park easements, which runs along both sides of US1 from Matanzas Woods Parkway to approximately three miles south. The reclaimed water will help replenish the aquifer area being used by the existing eight raw water production wells. In the 3rd quarter, construction contractor began work and completed installation and testing of all 8 zones on the east side of US1. The system was completed in the 4th quarter and is in operation.



Aerial view of Reclaimed Water (aquifer recharge) Project



Zone 1 in operation

Progress Report

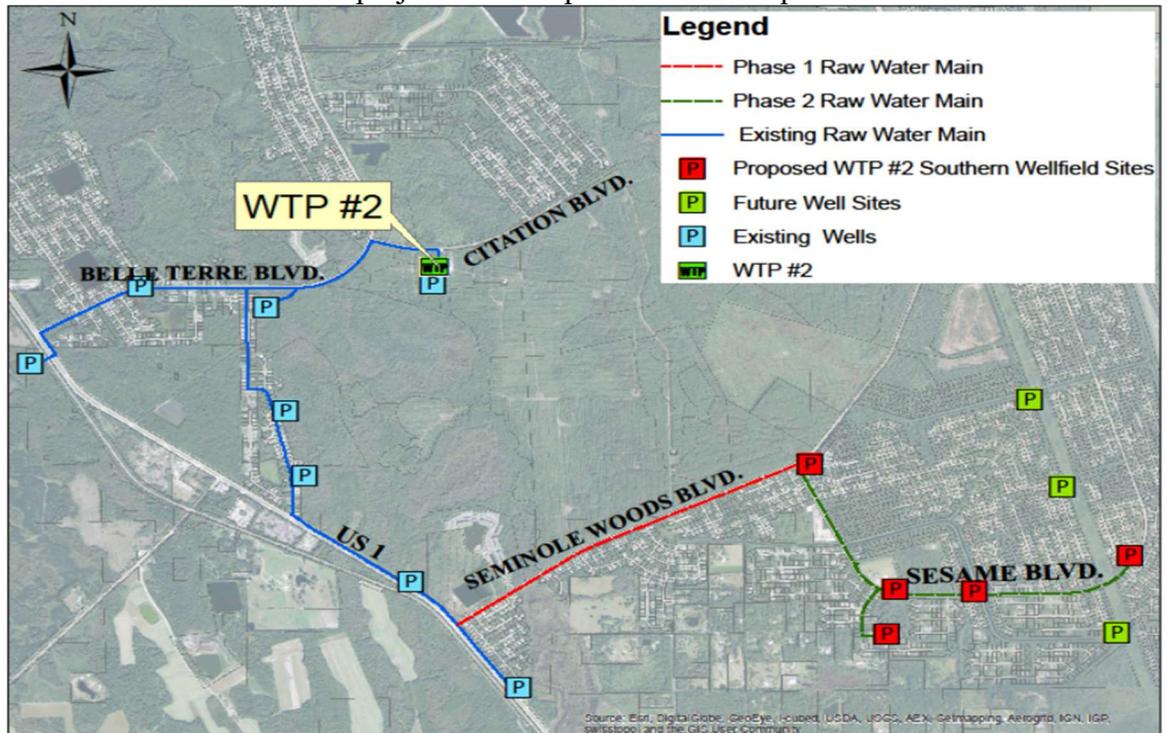


City of PALM COAST

Infrastructure Team

SOUTHERN WELLFIELD RAW WATER MAIN, PHASE 2

Project Summary The City of Palm Coast is in the process of expanding the water supply by drilling new wells in the south zone of the City which provides raw water to Water Treatment Plant 2. Associated with this drilling is the construction of new wells and raw water pipelines. This work is required to provide the necessary source water to the treatment facility to meet current and future demand. Phase 1 of the Southern Wellfield project which consisted of installation of a raw water main along the east side of Seminole Woods has been completed. Phase 2 will complete installation of the raw water main on Sesame Boulevard and install pump and equipment for 5 wells. The wells and raw water main have been certified and the project was completed in the 4th quarter.



Aerial view of Wellfield Projects



Well site piping and fence posts at LW-105

Progress Report



City of PALM COAST

Infrastructure Team

Drainage Sub Team

The Drainage Team has been in existence since 2013 and continues to evolve as opportunities present themselves. The goal of the Drainage Team is to coordinate any and all drainage concerns with all City Departments on any projects in the City whether public or private.

The Drainage Team managed seven performance measures with most of these centering on GIS applications. The team completed three of its performance measures this this year. Three of the Teams remaining performance measures are contingent on the completion of other measures and the implementation of the Teams Stormwater GIS application. It is anticipated that the Stormwater GIS application will be through the testing phase and ready for implementation during Q1 of FY 18.

The final remaining measure has not been addressed due to the availability of resources to complete the task. The addition of the CM&E staff assistant will help to complete this goal late in Q1 of FY 18 or early Q2 of FY 18.

The Drainage Team is still handling day to day tasks such as right-of-way permits, inspections issues, determining maintenance responsibilities, capital project issues, swale rehabilitation and maintenance, and Customer Service issues.

Completed performance measures for FY17:

- **1.21.17.c Drainage - Evaluate all drainage related standard operating procedures (SOPs) on an annual basis for possible revision.** The Team has identified and evaluated all known standard operating procedures from CM&E, Public Works and Customer Service that are drainage related.
- **1.2.1.17.g Inventory all stormwater related data for possible inclusion on GIS layer.** All relevant stormwater data has been inventoried and accounted for.
- **1.2.1.17.h Consolidate all stormwater data onto one GIS app.** All relevant data has been included in the new GIS application.

Remaining GIS based Performance Measures for FY 17::

- **1.1.1.6.h Track and report on completion of stormwater modeling and all proposed improvements as part of GIS stormwater data (10% complete).** Basic Data has been captured and a separate layer created in the new Stormwater GIS application.
- **1.2.1.17.i Update all current stormwater data (25% complete):** Available data is being updated as part of the testing process as the inventory items are addressed.
- **1.2.1.17.j Implement GIS data maintenance program (0% complete):** Assignment and responsibility for data maintenance will be determined as the individual process become live.



City of PALM COAST

Infrastructure Team

Remaining other performance measures:

- **1.2.1.17. f Standardize SOP format and location (50% Complete):** Format has been standardized. Only remaining task is to reformat current SOP's. This task should be completed in Q1 or Q2 of FY 18

Other Progress:

A consensus was met on the installation of driveway culverts at the highpoint of the swale run. On straight runs the default will be to require a culvert with justification needed to not provide a culvert. At highpoints on cul-de-sacs the default will be to not require a culvert pipe with justification needed for the installation of a culvert.



City of PALM COAST

Infrastructure Team

Parks Sub Team

The Parks Team is composed of staff members from various City departments and is tasked with assisting in the creation and maintenance of parks facilities and recreational programming that enhances the experience of residents and visitors. Consistent with these tasks, the Parks Team assists in tracking project progress to ensure coordination between different City departments and the completion of the projects in a timely manner. Additionally, the Parks Team allows the coordination of various departments in order to provide recommendations on City recreational projects, programs, citizen inquiries, as well as the design and maintenance standards of City park facilities.

Below are some of the discussion items the Team worked on in the 4th quarter and major accomplishments this fiscal year:

- Continued discussions to complete a Parks "Rehabilitation and Renovation" Plan to assist with budgeting maintenance needs for all City parks facilities.
- Discussed & provided recommendation to reactivate QR Codes at City parks/trails.
- Reviewed and provided comments on Best Practices for Park maintenance as prepared by Public Works.
- Playground Shade Sail installation at Belle Terre Park, Waterfront Park, Seminole Woods Park and Ralph Carter Park was completed.
- Holland Park Phase 1 Improvements were completed and a grand re-opening event was held on June 16th.



View of the very popular zipline in the new Holland Park playground



View of the very popular zipline in the new Holland Park playground

Progress Report



City of PALM COAST

Infrastructure Team

Transportation Sub Team

The primary function of the Transportation Team is to evaluate and assist with the creation and maintenance of the transportation network within the City of Palm Coast. The team evaluates the needs of the existing roadway network to maintain good traffic flow and increase safety for pedestrians and motor vehicles. The team will also evaluate maintenance requirements of the roadways including signals, signage and sidewalks.

Below are some of the major items the Team worked on in the 4th quarter and major accomplishments this fiscal year:

- Intersection Inventory & Analysis of Major Intersections within Palm Coast.
 - Worked on developing concept plans for public meeting.
- Belle Terre Pkwy/Blvd Corridor Improvements (12 Items identified in Study)
 - Received approval from Council to design of the roadway improvements along Belle Terre Pkwy.
- Signal Optimization Study:
 - Began implementation of Phase 2 improvements to connect an additional 22 intersections to our network
- Pavement Management System
 - Obtained approval from City Council with the consultant (Transmap) to provide pavement and striping management services.
- SR 100 at Belle Terre Blvd Intersection Improvements
 - Design and permitting have been completed.
- SR 100 at Seminole Woods Blvd Intersection Improvements
 - Design and permitting have been completed.
- Old Kings Rd at Town Center Blvd Intersection Improvements
 - Construction Completed in Q1 of FY 2017.
- ADA Transition Plan
 - Completed 25% of the work for developing the ADA transition plan
- Citywide Traffic Count
 - Completed in Q3 of FY 2017.



City of PALM COAST

Infrastructure Team

Utility Sub Team

The purpose of the Utility Sub-Team is to identify current and future utility service and infrastructure needs of the City and its utility service territory (beyond the corporate limits of the City), regarding: potable water production and distribution; wastewater collection and processing; and reclaimed water distribution and disposal. The objectives of the team are to: plan for utility capital projects; delineate budget needs; coordinate utility projects with other types of projects and to ensure that the utility demands of the community are being met.

Below are some of the major items the Team worked on in the 4th quarter:

- Water & Wastewater Capacity Analysis
 - Updated and prepared reports for the capacity analysis for meeting potable water and sanitary sewer/wastewater needs of the City out to year 2040.
- Biosolids Treatment Feasibility Study
 - Staff has been working with consultant to develop a feasibility report to address processing biosolids which are a byproduct of the wastewater treatment process and to be able to use the product for agricultural applications (fertilizer). The study considers onsite treatment as well as regional facilities. A draft report has been prepared.
- Wastewater Treatment Plant No. 1 Secondary Outfall Feasibility Study
 - Staff is working with consultant in identifying various routes and corresponding challenges and cost for constructing a new effluent discharge pipe system from the treatment plant to the river, which is needed to better help the plant discharge effluent during wet weather conditions.
- Sports Complex Reclaimed Water Service
 - Staff has conceptualized extension of the reclaimed water main along the Indian Trails Path, out to Bell Terre Pkwy and into the Sports Complex in order to convert the four raw water well irrigation systems to be served by reclaimed water. Preliminary project costs were developed and the project was submitted to SJRWMD for cost share funding consideration.
- Cigar Lake Water Quality Improvements
 - Staff has researched options for improving the water quality of the lake which received reclaimed water from WWTP1 and is pumped out to irrigation users such as Town Center.
- Mechanical Bar Screens Replacement for WWTP1:
 - Staff prepared plans and specifications for bidding. Project was contracted and new mechanical bar screens were installed at Wastewater Treatment Plant 1.



city of PALM COAST

Infrastructure Team

- Odor Control for Old Kings Road Master Pump Station & Ravenwood Master Pump Station:
 - Staff prepared plans and specifications for bidding. Project was contracted and new odor control equipment has been installed at both master pump stations.
- Parkview Drive Lift Station Upgrades
 - Staff is preparing plans and specifications to upgrade several features of four existing sanitary sewer lift stations.



City of Palm Coast
2017 Capital Projects Timeline

CAPITAL PROJECTS FUND		1st Quarter (FY17)			2nd Quarter (FY17)			3rd Quarter (FY17)			4th Quarter (FY17)			Performance Measure	
Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18	
Donald Schrager	Seminole Woods Path <i>Seminole Woods - Sesame to US1</i> Construction	ORIGINAL	TIMELINE	ORIGINAL	<i>(Grant Deadline to complete project is April 30, 2017)</i>										4.2.2.3.e
		ACTUAL	ACTUAL	ACTUAL	ACTUAL										
Donald Schrager	<i>Sesame - Citation to Seminole</i> <i>Design, Permits, Env. Clearance, CDBG Release (in-house)</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE								4.2.2.1.b (CM&E)
		ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1	
Michael Marinelli	<i>Construction (in-house)</i>						ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	Q1	4.2.2.3.e
														Q3	
Susan Knopf	SR-100 and US-1 Seminole Woods Signs <i>Design (lighting)</i>						ORIGINAL								No Measure
						ACTUAL									
Michael Marinelli	<i>Construction (in-house)</i>					ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TIMELINE	ORIGINAL			4.2.2.3.c
Michael Marinelli	FPL Trail <i>Construction (in-house)</i>											ONGOING	ONGOING	Q1	
Michael Brennan	Public Works Facility Improvements <i>Master Plan</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL					1.1.1.5.c
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL				
* <i>(added 12/16)</i> Sean Castello	US1 Turn Lanes @ Wellfield Grade Intersection * <i>Design</i>						ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL				5.2.2.9.r
							ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL		
Sean Castello	<i>Construction</i>										ORIGINAL	TIMELINE	ORIGINAL	Q1	5.2.2.9.r
														Q3	
Denise Bevan	Northeast Corridor - Wetland Restoration <i>Design & Permit</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE								4.4.1.6.d
		ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q3	
Michael Marinelli	<i>Construction (in-house)</i>											ORIGINAL		Q4	4.4.1.6.d
Susan Knopf	Community Center Improvements <i>Construction</i>				ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	Q1	1.2.2.4.c
					ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q2	
Susan Knopf	Holland Park Improvements <i>Construction (Phase 1)</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL							1.2.3.8.b
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL					

CAPITAL PROJECTS FUND (continued)		1st Quarter (FY17)			2nd Quarter (FY17)			3rd Quarter (FY17)			4th Quarter (FY17)			FY 18	Performance Measure	
Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept			
Alex Blake	Frieda Zamba Pool Pump Enclosure & Filtration & Generator	Design	ORIGINAL													1.1.1.5.d
Alex Blake		Construction	ACTUAL													1.1.1.5.d
					ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	(work to occur when pool closed from November 5 to April 17)							
					ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL							
William Butler	Palm Harbor Golf Club Rebuilding of Bunkers (64) (9 holes per year)	Construction	ORIGINAL	TIMELINE	(work to be completed before Thanksgiving Holiday)											No Measure
			ACTUAL	ACTUAL												
Susan Knopf	ITSC - Baseball Field Dugout Replacement	Construction			ORIGINAL	TIMELINE	(work to occur after fall baseball season and before spring season, November 20 to January 15)									5.1.2.19.a
					ACTUAL	ACTUAL										
Donald Schragar	ITSC - Field 4 Improvements - Sod Replacement & Underdrain	Design (in-house)				ORIGINAL	TIMELINE									2.2.3.1.c (CM&E)
Michael Marinelli		Construction (in-house)					ACTUAL	ACTUAL	ACTUAL	ACTUAL						5.1.2.19.b
										ACTUAL	ORIGINAL	ACTUAL				
Carl Cote	Playground Shade Sail Program (BT, RC, SW, WP)	Design	ORIGINAL													5.2.1.5.b
Susan Knopf		Construction	ACTUAL													5.2.1.5.b
					TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL						
						ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL		
Susan Knopf	Indian Trails Sports Complex - Additional Field Lighting	Design	ORIGINAL	TIMELINE	ORIGINAL											5.1.2.19.c
Susan Knopf		Construction	ACTUAL	ACTUAL	ACTUAL	ORIGINAL	TIMELINE	ORIGINAL								5.1.2.19.c
					ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL				
Susan Knopf	City Hall / Community Wing - Generator	Design														(Project delayed to seek grant funding)
Susan Knopf		Construction (Seeking Grant Funding)			ACTUAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE				1.2.2.19.c
					ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL			1.2.2.19.c

PARK IMPACT FEE FUND		1st Quarter (FY17)			2nd Quarter (FY17)			3rd Quarter (FY17)			4th Quarter (FY17)			FY 18	Performance Measure	
Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept			
Carl Cote	Town Center - Restroom Building	Design	ORIGINAL	TIMELINE	ORIGINAL											2.2.3.1.a
Susan Knopf		Construction	ACTUAL	ACTUAL	ACTUAL	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	(work to be completed by May 7 - Picnic & Pops Event) MODIFIED					2.2.3.1.a	
					ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1		
Carl Cote	ITMS - Restroom Building	Design	ORIGINAL	TIMELINE	ORIGINAL											2.2.3.1.b
Susan Knopf		Construction	ACTUAL	ACTUAL	ACTUAL	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE							2.2.3.1.b
					ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1		
Mike Peel	Lehigh/Belle Terre Trailhead (FPL Easement)	Design							(Deadline to submit RFQ package to TPO is March 31, 2017) - COMPLETED			ORIGINAL			No Measure	

STREETS IMPROVEMENTS FUND

1st Quarter (FY17)

2nd Quarter (FY17)

3rd Quarter (FY17)

4th Quarter (FY17)

Performance Measure

Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18
Donald Schragger	Lakeview Sidewalk (Lamancha to London) <i>Design (in-house) / FDOT Approval</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	<i>(Deadline to submit 60% bid package to TPO is March 31, 2017) - COMPLETED</i>						
Donald Schragger	<i>Construction</i>				ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1
												ORIGINAL		Q2
														Q3
Michael Brennan	Forest Grove Sidewalk (east ext. to Palm Harbor and west ext. to OKR) <i>Design (in-house)</i>						ORIGINAL	TIMELINE	ORIGINAL					
Michael Marinelli	<i>Construction (in-house)</i>										ORIGINAL			Q1
Michael Brennan	Palm Coast Pkwy Sidewalk (Pine Lakes to St Joe Plaza) <i>Design (in-house)</i>				ORIGINAL	TIMELINE	ORIGINAL							
Michael Marinelli	<i>Construction (in-house)</i>											ORIGINAL		Q1
Michael Brennan	Pine Lakes Pedestrian Bridge & Gravity Wall Repair <i>Design (portion in-house)</i>				ORIGINAL	TIMELINE	ORIGINAL							
Michael Marinelli	<i>Construction (Wood Pedestrian Bridge Repairs) (in-house)</i>				ACTUAL	ACTUAL	ACTUAL			ORIGINAL	TIMELINE			
Michael Brennan	<i>Construction (Gravity Wall Repairs)</i>							ACTUAL	ACTUAL	ACTUAL	ACTUAL			
						ACTUAL	ACTUAL		ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	
<i>*(added 12/16)</i>	Resurface/Renew Asphalt and Shell Trails (St. Joe Walkway) * <i>Design (in-house)</i>					ORIGINAL	TIMELINE							
Mike Peel						ACTUAL	ACTUAL							
Michael Marinelli	<i>Construction (in-house)</i>								ORIGINAL	TIMELINE				
											ACTUAL	ACTUAL		
Sean Castello	Whiteview - Safety, Path, Sign & Beautification Improvements <i>Transportation Safety Study (Pritchard to US1) (in-house)</i>	ORIGINAL	TIMELINE	ORIGINAL										
Sean Castello	<i>Design (all improvements)</i>			ACTUAL	ACTUAL	ACTUAL	ACTUAL							
Sean Castello	<i>Construction</i>				ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE				Q4
											ORIGINAL	TIMELINE		Q4
Michael Marinelli	Palm Harbor Parkway Median Beautification (European Village) <i>Construction (in-house)</i>					ORIGINAL	TIMELINE							
Michael Marinelli	Belle Terre Median Beautification (Royal Palms to SR100) <i>Construction (in-house)</i>				ORIGINAL	TIMELINE	ORIGINAL							
					ACTUAL	ACTUAL	ACTUAL	ACTUAL						

5.2.2.9.q (CM&E)

No Measure

5.2.2.9.e&g (CM&E)

No Measure

5.2.2.9.d&m (CM&E)

5.2.2.9.m

No Measure

1.1.1.6.f

1.1.1.6.f

No Measure

No Measure

5.2.2.9.p (CM&E)

5.2.2.9.i

5.2.2.9.j

1.2.2.13.d

1.2.3.14.d

STREETS IMPROVEMENTS FUND (continued)

1st Quarter (FY17)

2nd Quarter (FY17)

3rd Quarter (FY17)

4th Quarter (FY17)

Performance Measure

Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18	Performance Measure	
TransportationTeam	Street Rehab & Renewal <i>Pavement Analysis & Long Range Plan</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL									1.2.1.8.p (Transp.)	
Transportation Team					ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q2	No Measure	
Michael Marinelli		<i>Identify Projects & Bid</i>						ORIGINAL	TIMELINE							No Measure
	<i>Construction</i>						ACTUAL	ACTUAL		ORIGINAL	TIMELINE	ORIGINAL	TIMELINE		No Measure	
											ONGOING	ONGOING	ONGOING	Q1		
Sean Castello	Signal Optimization <i>Design/Bid (Phase 2)</i>	ORIGINAL	TIMELINE	ORIGINAL											No Measure	
Sean Castello					ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL					1.2.2.3.c (Transp.)	
Sean Castello		<i>Construction (Phase 1)</i>	ORIGINAL	TIMELINE											1.2.2.3.c (Transp.)	
	<i>Construction (Phase 2)</i>	ACTUAL	ACTUAL	ACTUAL	ACTUAL										1.2.2.3.c (Transp.)	
					ORIGINAL	TIMELINE	ORIGINAL					ACTUAL	ACTUAL			
Transportation Team	ADA Transition Plan - Transportation Pedestrian Facilities <i>Study (in-house)</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE		1.2.2.23.a (Transp.)	
								ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q4		
Sean Castello	Seminole Woods / SR100 Intersection - Add NB Left Turn Lane <i>Design & FDOT Approval</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL		<i>(Deadline to submit 60% bid package to TPO is March 31, 2017) - COMPLETED</i>							5.2.2.9.k	
Sean Castello				ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1	No Measure	
		<i>Construction (Pending TPO Funding)</i>											ORIGINAL	Q2		
													Q3			
Mike Peel	Old Kings Road N. Widening - Kingswood to Forest Grove <i>Design (seeking FDOT funding to phase design plans)</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	<i>(Design to be completed by grant deadline of December 31, 2017) - EXTENDED</i>							1.2.3.2.b	
Mike Peel				ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL		1.2.2.21.a	
		<i>Right-of-Way Acquisition</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	Q1	
		ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q2		
Michael Brennan	Colorado Bridge at College Waterway <i>Construction</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL			1.1.1.5.e	
			ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1		
Sean Castello	OKR / Town Center Traffic Signal <i>Construction</i>	ORIGINAL	TIMELINE												5.2.2.9.b	
		ACTUAL	ACTUAL													
Donald Schrager	Continuous Street Lighting <i>Master Plan</i>				ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL		5.2.2.11.a	
						ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1		
Donald Schrager		<i>Lakeview Boulevard Design</i>									ORIGINAL	TIMELINE	ORIGINAL	TIMELINE		No Measure
										ONGOING	ONGOING	ONGOING	ONGOING	Q2		
Donald Schrager	<i>Belle Terre Parkway (SR100 to Palm Coast Parkway) Design</i>										ORIGINAL	TIMELINE	ORIGINAL	TIMELINE		No Measure
										ONGOING	ONGOING	ONGOING	ONGOING	Q2		

TRANSPORTATION IMPACT FEE FUND

1st Quarter (FY17)

2nd Quarter (FY17)

3rd Quarter (FY17)

4th Quarter (FY17)

Performance Measure

Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18
Sean Castello	Belle Terre Corridor Intersection Safety Analysis	<i>Design</i>			ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE				
Sean Castello		<i>Construction (Phase 1)</i>				ONGOING	ONGOING	Q2						
Sean Castello	Belle Terre Blvd. Turn Lanes @ SR100 Intersection *	<i>Design</i>			ORIGINAL	TIMELINE	ORIGINAL	TIMELINE						
Sean Castello		<i>Construction</i>			ACTUAL	ACTUAL								
Sean Castello									ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	Q1	
														Q3

5.2.2.9.I

5.2.2.9.I

No Measure

STORMWATER MANAGEMENT FUND

1st Quarter (FY17)

2nd Quarter (FY17)

3rd Quarter (FY17)

4th Quarter (FY17)

Performance Measure

Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18
Michael Marinelli	Section 30 Modeling (R-Section) <i>Construction of Southeast Tributary 3 & Rae Drive Swale (in-house)</i>				TIMELINE	ORIGINAL	TIMELINE	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING	Q1
Michael Brennan	LIDAR QL1 Standard (Citywide Update) <i>Lidar Update</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	Q1
Michael Brennan	BS-2 Weir Replacement <i>Construction</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	<i>(Construction to be completed by grant deadline of April 1, 2017)</i>						
Michael Brennan	W-1 Weir Replacement & Major Crossing Rehab <i>Design (in-house)</i>							ORIGINAL	TIMELINE	ORIGINAL	TIMELINE			
Michael Brennan	Concrete Lined Ditch <i>Design</i>				ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE				
Michael Brennan	Electronic Monitoring System Upgrades <i>Installation (4 locations, BT-2 & L-4, R-1, BA-1) *</i> <i>*increased from 2 to 4 locations</i>			ACTUAL	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE				

No Measure

5.2.4.3.h (CM&E)

5.2.2.2.b

5.2.2.2.c&d (CM&E)

1.1.1.6.e

1.1.1.6.g (CM&E)

UTILITY CAPITAL PROJECTS FUND

1st Quarter (FY17)

2nd Quarter (FY17)

3rd Quarter (FY17)

4th Quarter (FY17)

Performance Measure

Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18	
Mary Kronenberg	Wellfield and Wells - Wellfield Expansion WTP #2 <i>Southern Wellfield Raw Water Main, Phase 2</i> Construction	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL		
<i>(Construction to be completed by grant deadline of August 31, 2017)</i>															
Mary Kronenberg	Wellfield and Wells - AWS Investigation/APT/WTP#3 <i>Aquifer Performance Testing</i> Study, Construction & Evaluation	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	<i>(Construction to be completed by grant deadline of September 30, 2016, report due by December 30, 2016)</i>										
Susan Knopf	WTP#1, Replace Generator & Electrical Upgrades	Design		ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL									
Susan Knopf		Construction					ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	Q1
Alex Blake	Wastewater Treatment Plant #1 - Biosolids Treatment Study	Study		ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	Q1	
Alex Blake	Force Main - Pine Lakes to WWTP#2	Design (in-house)		ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	1.2.2.7.e (CM&E)	
<i>(delayed until development on US1 occurs)</i>															
Mary Kronenberg	Seminole Woods Blvd. Reclaim Water Main, Phase 2	Construction		ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	<i>(Construction to be completed by grant deadline of December 30, 2016)</i>								4.1.2.7.a
Alex Blake	Reclaimed Water Main - US1/Palm Coast Park (aquifer recharge)	Design (in-house)		ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL								4.1.1.11.a (CM&E)
Alex Blake		Construction					ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	1.2.2.6.f
<i>(Construction to be completed by grant deadline of September 30, 2017)</i>															
Alex Blake	Reclaimed Water Main - 16" Discharge	Study		ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	Q2	
Mary K. / Alex B.	Wastewater Treatment Plant #2	<i>(Construction to be completed by grant deadline of April 15, 2018)</i>													
		Construction		ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING
Alex Blake	WWTP #2 - Reclaimed Water Discharge to Wetlands	<i>(Construction to be completed by grant deadline of April 15, 2018)</i>													
	Construction		ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	Q1
Chris Johnson	Pump Station Upgrades, 34-1	Modeling (in-house)		ORIGINAL ACTUAL											1.2.2.8.f (CM&E)
Alex Blake		Design (in-house)		ORIGINAL ACTUAL			ORIGINAL TIMELINE	ORIGINAL TIMELINE							1.2.2.8.f (CM&E)
Alex Blake		Construction							ORIGINAL TIMELINE	ORIGINAL TIMELINE					1.2.2.8.c
<i>(Modeling determined that no design improvements were needed at this time)</i>															
<i>(Modeling determined that only maintenance repairs are necessary at this time)</i>															
Mary Kronenberg	Belle Terre / Matanzas Woods Master Pump Station	<i>(Construction to be completed by grant deadline of October 20, 2017, requested extension to November 1, 2017)</i>													
	Construction		ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	ORIGINAL ONGOING	TIMELINE ONGOING	Q1
Mary K. / Alex B.	Odor Control Units (Ravenwood & OKR Pump Stations)	Design		ORIGINAL ACTUAL											
Mary K. / Alex B.		Construction					ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	ORIGINAL ACTUAL	TIMELINE ACTUAL	
<i>Project Added in Q1</i>															

UTILITY CAPITAL PROJECTS FUND (continued)

1st Quarter (FY17)

2nd Quarter (FY17)

3rd Quarter (FY17)

4th Quarter (FY17)

Performance Measure

Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18
Mary K. / Alex B.	<i>Mechanical Bar Screens @ WWTP#1</i> <i>Design</i>				ORIGINAL									
Mary K. / Alex B.					ACTUAL									
	<i>Construction</i> <i>Project Added in Q1</i>					ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE			
						ONGOING	ONGOING	ONGOING						
Chris Johnson	<i>PEP System Upgrades</i> <i>Modeling (in-house)</i>	ORIGINAL	TIMELINE											
			ACTUAL	ACTUAL										
Alex Blake	<i>Design (in-house, partial)</i>			ORIGINAL	TIMELINE	ORIGINAL	TIMELINE							
					ONGOING	ONGOING	ONGOING							
Utility	<i>Construction</i>								ORIGINAL	TIMELINE	ORIGINAL	TIMELINE		

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	1.2.2.8.g (CM&E)
	1.2.2.8.g (CM&E)
	1.2.1.8.o

OTHER

1st Quarter (FY17)

2nd Quarter (FY17)

3rd Quarter (FY17)

4th Quarter (FY17)

Project Manager	Project Name	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	FY 18
	Fiber Conduit - Belle Terre South to WTP2													
TBD	<i>Design (in-house)</i>							ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	
Michael Marinelli	<i>Construction (in-house)</i>													
Jose Papa	Transportation Impact Fee Study													
	<i>Study</i>	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL	TIMELINE	ORIGINAL				
		ONGOING	PROJECTED	PROJECTED	PROJECTED	Q1								

Measure

3.2.2.12.b&c (CM&E)

3.2.2.12.d

1.2.2.22 (Planning)

Performance Measures Overview for Drainage Team - 99006, Infrastructure Team - 13006, Parks Team - 99002, TRANSPORTATION SUB-TEAM - 99014

This report gives an overview of the progress made in the Strategic Action Plan for Drainage Team - 99006, Infrastructure Team - 13006, Parks Team - 99002, TRANSPORTATION SUB-TEAM - 99014. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 70.68%

	Completed
GOAL 1 : To anticipate the need for additional services and infrastructure to provide opportunities for mixed use development with goods, services, and employment.	70.80%
Objective 1.1 To enhance infrastructure in order to maintain quality neighborhoods and business districts	83.08%
Strategy 1.1.1 Projects targeted as highest priority shall be evaluated for potential upgrade or enhancement	83.08%
Approach 1.1.1.5 Replace aging infrastructure elements	87.50%
Measurement 1.1.1.5.c Infrastructure - Complete a needs assessment & the design for the Public Works staff facility	100.00%
Comments	
1/31/2017	A Scope of Work and Fee was finalized. City Council approved the Contract with a Consultant to complete a Master Plan Study.
4/26/2017	Program analysis, needs analysis and design charette have been completed.
7/20/2017	Master Plan Study Report completed. Item to be presented to City Council in fourth quarter.
11/2/2017	Master Plan Study Report completed. Item presented to City Council in Quarter 4.
Measurement 1.1.1.5.d Infrastructure - Complete the replacement of the Frieda Zamba Aquatic Center pump enclosure & filtration system	100.00%
Comments	
1/31/2017	The City obtained numerous bids and a Contract for Construction was approved by City Council.
4/26/2017	Demolition work completed, underground piping work completed, concrete pad installed, pump filter installed. Waiting on Filters.
7/20/2017	Work completed in third quarter
Measurement 1.1.1.5.e Complete the construction of Bridge #734064 rehabilitation (Colorado @ College Waterway)	80.00%
Comments	
1/31/2017	City Council approved a Contract for Construction.
4/26/2017	Construction has begun. East sheet piles have been driven. ATT, Wastewater and water lines have been drilled under canal. Formwork has begun on traffic barriers.
7/20/2017	All Utility work and sheet pile work is completed. Working on slope pavement, curbing and seawall cap.
11/2/2017	West side of bridge seawall completed, and slope pavement has begun. East side seawall has been delayed due to high water.
Measurement 1.1.1.5.f Complete design and construction for WTP 1 generator replacement & electrical upgrades	70.00%
Comments	

1/31/2017	The generator portion of the project was approved by City Council. The design for the electrical upgrades is 50% complete.
4/26/2017	The generator portion of the project was approved by City Council. The design for the electrical upgrades is 100% complete, project is out to bid for construction.
7/20/2017	The generator has been installed. The contract was awarded for the electrical upgrades; work to begin in fourth quarter.
11/2/2017	The generator has been installed. The contract was awarded for the electrical upgrades, start of electrical upgrades delayed due to Hurricane Irma.
Approach 1.1.1.6 Maintain stormwater system elements	
Measurement 1.1.1.6.e Complete design for concrete line ditch project	43.33%
Comments	
1/31/2017	No Action in Q1.
4/26/2017	Letter of Interest was published and applicants have been reviewed and a designer was selected. Beginning the negotiation process.
7/20/2017	Reviewing Scope of Work and Fee and determining project implementation within the 10-Year CIP
11/2/2017	Project deferred to a future year due to funding limitations as part of 5-Year CIP Update.
Measurement 1.1.1.6.f Complete construction of Pine Lakes Parkway bridge and gravity wall repairs	100.00%
Comments	
1/31/2017	No Action in Q1. Waiting on completion of design.
4/26/2017	Gravity wall has been completed Construction has begun on the Pedestrian Bridge bypass.
7/20/2017	Gravity wall was completed in third quarter. Construction of Pedestrian Bridge bypass nearly complete.
11/2/2017	Gravity wall and pedestrian bypass are both completed
Measurement 1.1.1.6.h Track and report on completion of stormwater modeling and all proposed improvements as part of GIS stormwater data.	10.00%
Comments	
7/20/2017	No action taken in third quarter.
11/8/2017	Met with Consultant to review existing GIS data.
Approach 1.1.1.7 Maintain a Capital Improvement Plan	
Measurement 1.1.1.7.a Infrastructure - Update the 10-year Capital Improvement Plan with funding alternatives.	100.00%
Comments	
1/31/2017	Updating has begun to incorporate current 5-Year CIP that was adopted as part of FY17 Budget.
4/26/2017	10-Year CIP has been updated and will be presented to City Council in Q3.
Measurement 1.1.1.7.b Infrastructure - Update the 5 year CIP for the Budget.	100.00%
Comments	
1/31/2017	No Action in Q1. Update will begin after presentation of 10-Year CIP to City Council.
4/26/2017	Preliminary update has been completed as part of 10-Year CIP update.
7/20/2017	Preliminary update has been completed; item to be presented to City Council in fourth quarter.
11/2/2017	The 5-Year CIP has been updated and was presented to City Council in Quarter 4.
Measurement 1.1.1.7.c Infrastructure - Create a one year timeline for infrastructure projects.	100.00%
Comments	

1/31/2017	Initial Timeline Projection has been Completed.	
Measurement 1.1.1.7.d Infrastructure - Track progress of one year timeline quarterly and report findings to the City Manager.		100.00%
Comments		
1/31/2017	The timeline has been updated and is included in the Q1 Report.	
4/26/2017	The timeline has been updated and is included in the Q2 Report.	
7/20/2017	The timeline has been updated and is included in the third quarter Report.	
11/3/2017	The timeline has been updated and is included in the Quarter 4/EOY report.	
Measurement 1.1.1.7.e Infrastructure - Prepare an annual report to the City Manager that compares actual timeline to the original projected timeline.		100.00%
Comments		
1/31/2017	No Action in Q1. A Report will be generated at the end of the fiscal year.	
4/26/2017	No Action in Q2. A Report will be generated at the end of the fiscal year.	
7/20/2017	No Action in third quarter. A Report will be generated at the end of the fiscal year.	
11/2/2017	An analysis of the timeline has been included in the Quarter 4/End Of Year report	
Approach 1.1.1.8 Continually evaluate Park conditions and develop repair/replacement or maintenance programs		100.00%
Measurement 1.1.1.8.a Parks - Complete an annual evaluation of recreation infrastructure needs to identify and prioritize items to include in CIP.		100.00%
Comments		
1/20/2017	The Team began discussion of the update of the 10-year CIP. Special attention will be given to updating the list of current projects for Palm Harbor Golf Course.	
4/26/2017	A review of projects in the 10-year CIP was completed.	
Objective 1.2 To assess the need to expand infrastructure for sustainable growth		65.65%
Strategy 1.2.1 Maintain an inventory of the condition and priority rating of infrastructure projects		51.92%
Approach 1.2.1.4 Update City Traffic counts		100.00%
Measurement 1.2.1.4.a Complete 100% of all traffic counts.		100.00%
Comments		
1/20/2017	Will begin the traffic counts the last week of January	
5/1/2017	Traffic counts are currently being done.	
7/18/2017	Traffic counts completed in Quarter 3	
Approach 1.2.1.8 Ensure proper inspection and repair of City infrastructure		26.67%
Measurement 1.2.1.8.o Complete construction of PEP system upgrades for phase 1 (section 34)		0.00%
Comments		
1/31/2017	No Action in Q1. Waiting on completion of modeling and design.	
4/26/2017	No Action in Q2. Waiting on completion of modeling and design.	
7/20/2017	No Action in third quarter. The analysis of system has been completed and improvements have been identified. Improvements to begin in fourth quarter.	
11/2/2017	No Construction Action in Quarter 4. Scope of work developed for project design. Continuing contract consultant has been engaged to develop proposal to perform survey work and develop construction plans based on the design provided to them by staff.	

Measurement 1.2.1.8.p Complete a Pavement Analysis and Create a Pavement Management Plan for incorporation in the CIP.	40.00%
Comments	
1/20/2017	Prepared scope for the RFQ that will be posted in early February 2017
5/1/2017	Sent out RFQ. Received multiple submittals. Presentations scheduled for April 2017
7/18/2017	Transmap was the consultant chosen to perform the pavement analysis.
11/2/2017	Data collection has been completed and work has begun in processing the data
Measurement 1.2.1.8.q Create a Long Range Striping Plan for incorporation in the CIP	40.00%
Comments	
1/20/2017	Currently working with GIS staff to determine man hours needed to complete task.
5/1/2017	May use Pavement Management Consultant to perform the work. If not, staff will look to perform the work in house in the 4th quarter.
7/18/2017	Will likely work with Transmap to perform a striping analysis so staff can prepare a five year striping plan to create a long term plan for maintaining city striping
11/9/2017	Data collection has been completed
Approach 1.2.1.14 Improve the City process for accepting and maintaining City assets.	55.00%
Measurement 1.2.1.14.d Develop a process to inventory maintenance responsibilities for existing City assets.	10.00%
Comments	
1/31/2017	No Action in Q1.
4/26/2017	Waiting on Asset Management Team to establish/obtain software. Working with P3 Team to establish a process.
7/20/2017	Waiting on Asset Management Team to establish/obtain software. Working with P3 Team to establish a process.
11/3/2017	Project on hold.
Measurement 1.2.1.14.f Create a map that designates private roads	100.00%
Comments	
7/20/2017	Completed preliminary maintenance map and created list of roads for review.
11/2/2017	Map completed and finalized in Quarter 4
Approach 1.2.1.15 Identify and inventory extent, type and responsible agency for County road maintenance	10.00%
Measurement 1.2.1.15.d Infrastructure - Develop an inventory of public assets and prepare agreements with other agencies where appropriate	10.00%
Comments	
1/31/2017	No Action in Q1.
4/26/2017	Waiting on Asset Management Team to establish/obtain software. Working with P3 Team to establish a process.
7/20/2017	Waiting on Asset Management Team to establish/obtain software. Working with P3 Team to establish a process.
11/3/2017	In FY 18 staff will compile data regarding existing inventory of public assets. Staff will continue to review existing developments to determine if any new agreements are necessary and will process any agreements with new developments.
Approach 1.2.1.17 Address drainage related issues	62.50%
Measurement 1.2.1.17.c Drainage - Evaluate all drainage related standard operating procedures (SOPs) on an annual basis for possible revision.	100.00%

Comments	
1/20/2017	Team working to identify all relevant SOPs
4/26/2017	This performance measure was completed in Q2 of FY 17. All SOPs have been identified and consolidated to one location.

Measurement 1.2.1.17.f Standardize SOP format and location	50.00%
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Comments	
1/20/2017	This measure will be addressed after all relevant SOP's have been identified
4/26/2017	A standard format has been determined. Re-writing each SOP is the only remaining step.
7/19/2017	A standard format has been determined. Re-writing each SOP is the only remaining step for this measure. No additional progress in Q3
11/2/2017	A standard format has been determined. Re-writing each SOP is the only remaining step for this measure. No additional progress in quarter 4.

Measurement 1.2.1.17.g Inventory all stormwater related data for possible inclusion on GIS layer	100.00%
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Comments	
1/20/2017	No action taken to date
4/26/2017	This performance measure was completed in Q2 of FY 17. Working with GIS staff all current stormwater data has been identified and located for future action.

Measurement 1.2.1.17.h Consolidate all stormwater data onto one GIS app	100.00%
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Comments	
1/20/2017	No action taken to date
4/26/2017	No action taken to date, performance measures will be addressed with the start of a GIS intern.
7/19/2017	GIS intern started project. Project scope is larger than originally anticipated. Staff is recommending extending the internship through Q4.
11/2/2017	Stormwater Application completed and ready for field testing

Measurement 1.2.1.17.i Update all current stormwater data	25.00%
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Comments	
1/20/2017	No action taken to date
4/26/2017	No action taken to date, performance measures will be addressed with the start of a GIS intern.
7/19/2017	No action taken to date, performance measures will be addressed with the completion the GIS intern project.
11/2/2017	Started Quality Control of current stormwater data

Measurement 1.2.1.17.j Implement GIS data maintenance program	0.00%
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Comments	
1/20/2017	No action taken to date
4/26/2017	No action taken to date, performance measures will be addressed with the start of a GIS intern.
7/19/2017	No action taken to date, performance measures will be addressed with the completion the GIS intern project.
11/2/2017	No progress in Quarter 4 waiting for field testing of application

Strategy 1.2.2 Coordinate facility capacity upgrades to meet the City's growth needs appropriately	79.23%
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Approach 1.2.2.3 Traffic Signal Study and recommendations for maintenance	75.00%
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Measurement 1.2.2.3.c Complete construction of signal optimization phase 1 & 2	75.00%
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Comments	
1/20/2017	Phase 1 will be completed by January 31, 2017. Staff will begin pricing Phase 2 the beginning of February 2017
5/1/2017	Phase 1 completed in Q1. Phase 2 costs have been developed and will be presented to council during Q3
7/18/2017	Phase two will begin August 2017
11/2/2017	Phase 1 was completed in Dec 2016. Phase 2 was approved in July 2017. Fiber work has been completed and all equipment has been purchased and delivered. City staff is currently installing cameras and switches at 22 locations in the field.

Approach 1.2.2.4 Meet the recreational, educational and social needs of residents with a central gathering space- Implementation of the Community Center Concept Plan	100.00%
Measurement 1.2.2.4.c Complete 60% of construction of the Community Center	100.00%

Comments	
1/31/2017	City council approved the Guaranteed Maximum Price (GMP) contract amendment with Ajax to establish the Not-to-Exceed construction cost.
4/26/2017	Site Preparation, Storm Drainage, Demolition, footers, underground utility began.
7/20/2017	Site drainage and utility line installation continued; the exterior block walls completed and waterproofed; structural steel framing, roof trusses and decking installed; and the framing of the interior walls began.
11/8/2017	Exterior walls complete and stucco'd. Roof complete. Window & door frames 100%. Window glass 98%. Electrical, mechanical and sprinkler 2nd rough continues. Electrical & low voltage wiring installation continues. Metal stud framing for interior ceilings and soffits completed. Interior insulation complete. Drywall installation 85%. Wall prep 60%. Interior primer and first coat paint 50%.

Approach 1.2.2.6 WTP#2 Wellfield expansion	100.00%
Measurement 1.2.2.6.c Utility - Perform aquifer performance test (APT)	100.00%

Comments	
1/31/2017	Project completed in Q1. Report prepared and submitted to St Johns River Water Management District.

Measurement 1.2.2.6.d Utility - Complete design, permitting and construction of south zone wellfield activation	100.00%
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Comments	
1/31/2017	Project completed in Q1.

Measurement 1.2.2.6.e Utility - Complete design, permitting and construction of phase 2 of the south zone wellfield activation	100.00%
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Comments	
1/31/2017	City Council approved a Contract for Construction. Construction began in Q1.
4/26/2017	Contractor mobilized, cleared, and graded well sites; set submersible pumps; installed 2 FPL transformwer pads; and 5,000 feet of raw water main.
7/20/2017	All raw water main pipe has been installed; rough site grading of all well sites has been completed; equipment being installed; electrical work has begun; and FPL easements have been completed.
11/2/2017	Electrical work ongoing. All of the submersible pumps installed. Sites surveyed for fencing. Raw water mains installed, flushed and cleared.

Measurement 1.2.2.6.f Complete construction of aquifer recharge along US1/Palm Coast park	100.00%
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Comments	
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1/31/2017	No Action in Q1. Waiting on design to be completed.
7/20/2017	The east side, zones 1-10 have been completed; the primary control systems installed; and work has begun on the western corridor.
11/2/2017	The project has been completed and is fully functional. Operation of system has been turned over to the WWTP2/WTP3 facility.

Approach 1.2.2.7 Continue to ensure capacity is consistent with growth needs	100.00%
Measurement 1.2.2.7.d Complete 85% of construction of the Wastewater Treatment Plant #2	100.00%

Comments

1/31/2017	Continue to form concrete walls. Underground stormwater piping complete. Began installation of electrical conduit and duct banks.
4/26/2017	Crom Ground Storage Tank complete. Chlorine Contact Chamber, Biological Process Tank, and Sludge Holding Tank foundation, walls, walkways, electrical conduit and interior coatings almost complete. Installation of the electrical conduit and duct banks continues. Contractor beginning to work on foundations for the Reclaimed and Electrical Master Control Center Buildings.
7/20/2017	Biological process tanks interiors were coated and walkways installed. Dewatering Building columns and trusses were installed. Main MCC building columns and trusses were installed, masonry work is being completed. The under-slab electrical and piping for the head-works was installed. The mixers and diffusers for the sludge holding tanks were installed. The workshop building structure has been completed.
11/8/2017	Storm water and underground piping installed. Workshop, Main MCC, Reclaimed Water MCC, and dewatering building roofing installed and exteriors painted. Contractor beginning to install air piping for the Biological process tanks.

Approach 1.2.2.8 Provide for current and future capacity of the wastewater system	66.67%
Measurement 1.2.2.8.c Complete construction of Pump Station upgrades (34-1)	100.00%

Comments

2/1/2017	Existing run times and modeling was completed and analyzed and a determination was made that no improvements were necessary at this time other than maintenance repair items.
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Measurement 1.2.2.8.d Complete construction of Belle Terre/Matanzas Woods master pump station	70.00%
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Comments

1/31/2017	City Council approved a Contract for Construction.
4/26/2017	80% of force main and reclaimed water main installed. Pump Station site graded, stormwater culverts installed under the driveway.
7/20/2017	All of force main and reclaimed water main installed. Pump Station wet well structure set to grade, and anti-floatation block installed, work continues to complete connections to force main as well as sitework as pump station.
11/2/2017	Contractor working on pressure testing and flushing the reclaimed water and force mains. Electricians on site installing conduit and wiring control panels. Aboveground piping installed. Concrete pads placed for the above ground piping.

Measurement 1.2.2.8.e Complete a study and design for WWTP1 effluent outfall	30.00%
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Comments

1/31/2017	No Action in Q1.
4/26/2017	Reviewing Options.
7/20/2017	Issued Work Order to consultant who submitted options to the City for review.
11/2/2017	Several piping route options were prepared and were reviewed by staff. Options are being narrowed down with continuing research and review.

Approach 1.2.2.19 Complete City Hall Project	25.00%
Measurement 1.2.2.19.c Install generator for City Hall/Community Wing building	25.00%
Comments	
1/31/2017	Scope of work and fee for design was completed. A grant to assist with construction costs is being pursued.
4/26/2017	Prepared grant application.
7/20/2017	Prepared and submitted grant applications.
11/3/2017	Design Completed in Quarter 4
Approach 1.2.2.21 Complete Old Kings Roadway Widening Project	65.00%
Measurement 1.2.2.21.a Infrastructure - Continue right of way acquisition process for the Old Kings Roadway widening project	65.00%
Comments	
1/31/2017	Property inspections and appraisals continued during Q1. City working with designer to identify property impacts and move forward with appraisal & acquisition process.
4/26/2017	6 owner notification packages provided to property owners. Coordinating OKR ROW/easement requirements with McDonald's engineer (currently preparing redevelopment plans). Obtained verbal consent for license agreement from Chimento – awaiting owner signature. Coordinating with Bank of America for license agreement. Moving forward with additional appraisals and owner notification packages.
7/20/2017	10 (out of 12) owner notification packages for ROW and Easement acquisition have been mailed. Received acceptance for Wendy's property. Received license agreement for Old Kings condominium prop (Dentist Office). Moving forward with obtaining additional license agreements and ROW/Easement process. FDOT LAP ROW agreement has been extended to June 30, 2018
11/2/2017	All appraisals and owner notification packages have been received by property owners. Columbian Club (Parcel 812/912) accepted offer for acquisition of perpetual easement and license agreement. Continuing to negotiate with owners. FDOT LAP ROW agreement has been extended to June 30, 2018
Approach 1.2.2.23 Ensure ADA transition for Public Rights of Way (ROW)	65.00%
Measurement 1.2.2.23.a Transportation Sub-Team - Draft ADA transition plan for public rights of way	65.00%
Comments	
1/20/2017	Reviewed sample plan to use a basis for City plan.
5/1/2017	Reviewed sample plan to use a basis for City plan.
7/14/2017	Outline for plan has been completed.
7/18/2017	Working on the development and the initial write up for the transition team
11/2/2017	Staff has worked on the template and will be working on Field verification in the coming months.
Strategy 1.2.3 Keeping older neighborhoods attractive and relevant	66.00%
Approach 1.2.3.2 Complete Old Kings Road widening to 4-lanes from Palm Coast Parkway to Matanzas Woods Parkway.	100.00%
Measurement 1.2.3.2.b Infrastructure - Complete the design of the Old Kings Road 4-lane widening within the responsibility of COPC.	100.00%
Comments	
1/31/2017	City issued comments on 90% roadway design and 60% utility design during Q1.
4/26/2017	90% Utility Relocation Design to be submitted for COPC review on 4/28/2017. 100% Roadway plans to be submitted on 5/5/2017

7/20/2017	Final design plans are under review by City, County and FDOT.	
11/2/2017	Final design plans completed 8/1/2017. Plans and bid package has been accepted by County and FDOT. Contract was to originally expire at the end of Sept. but was extended to end of 2017. Expected to be extended further to allow for redesign of Phase I.	
Approach 1.2.3.8 Complete Holland Park-improvement project		100.00%
Measurement 1.2.3.8.b Infrastructure - Complete construction of Holland Park.		100.00%
Comments		
1/31/2017	Contract with Tumbleson White Construction was terminated and a takeover Agreement with Berkley (Bonding Co.) is being negotiated. City continues to oversee landscape & irrigation work, dugout replacements and themed rock wall construction.	
4/26/2017	Continued grading of site, installation of sod & trees, concrete flatwork, code blue installation, began installation of benches.	
7/20/2017	Project was Substantially Complete in third quarter. Contractor working on Punch List items and Close-Out items.	
11/2/2017	Project was Substantially Complete in Q3 and Park was opened to the Public.	
Approach 1.2.3.13 Evaluate potential beautifications enhancements for the Palm Coast east district.		5.00%
Measurement 1.2.3.13.d Infrastructure - Complete construction of median landscape improvements at Parkway East (Palm Harbor Pkwy)		5.00%
Comments		
1/31/2017	No Action in Q1.	
4/26/2017	No Action in Q2.	
7/20/2017	Working on modification to design and to obtain a power source.	
11/2/2017	Project is on hold due to pending development that may impact project.	
Approach 1.2.3.14 Maintain Median Beautification program		100.00%
Measurement 1.2.3.14.d Infrastructure - Complete construction of the landscape and irrigation (reclaim) on Belle Terre Pkwy, from Royal Palms Pkwy to S R 100		100.00%
Comments		
1/31/2017	Directional bores complete, soils removed and replaced	
4/26/2017	Irrigation was completed, trees installed, sod underway.	
7/20/2017	Project completed in third quarter	
Approach 1.2.3.18 Evaluate potential beautification enhancements for various areas of Palm Coast		25.00%
Measurement 1.2.3.18.a Infrastructure - Design & construct irrigation and lighting improvements for I95 at SR 100		25.00%
Comments		
1/31/2017	Design is complete. FDOT delayed processing the JPA grant agreement 2 years due to two upcoming FDOT construction projects at this interchange that will impact landscaping.	
4/26/2017	FDOT delayed project.	
7/20/2017	FDOT delayed project.	
11/8/2017	Project on hold; FDOT deferred project and funding to a future year due to other projects in the area that they wanted to occur first; lighting of ramps and resurfacing of I95.	

GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	57.50%
Objective 2.2 To develop a "branding and marketing strategy" and establish criteria to measure success	57.50%
Strategy 2.2.3 Support event activities that provide positive economic impact for the community	57.50%
Approach 2.2.3.1 Support event activities that provide positive economic impact for the community	57.50%
Measurement 2.2.3.1.a Infrastructure - Complete design and construction of restrooms at Town Center Performing Arts Center	50.00%
Comments	
1/31/2017	Design 100% Complete; posted for bid
4/26/2017	Project is out to Bid for Construction.
7/20/2017	Site Preparation has begun.
11/2/2017	Roof trusses and sheathing installed, but not underlayment. Interior metal stud framing installed.
Measurement 2.2.3.1.b Infrastructure - Complete design and construction of restrooms at Indian Trails Middle School field	65.00%
Comments	
1/31/2017	Design 100% Complete; posted for bid
4/26/2017	Design 100% complete; posted for bid
7/20/2017	Site Preparation has begun.
11/2/2017	Roof sheathing & waterproofing completed. Interior metal framing complete. Electrical and plumbing 2nd rough continues. Mechanical ductwork on site but has not begun installation yet.
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	50.00%
Objective 3.1 Diversify our revenue sources	100.00%
Strategy 3.1.1 Evaluate and target diversification of funding sources	100.00%
Approach 3.1.1.9 CIP Grant futures	100.00%
Measurement 3.1.1.9.a Infrastructure - Conduct grant evaluation and track results quarterly for possible grant funded capital projects.	100.00%
Comments	
1/31/2017	City staff prepared information to add projects to the LMS.
4/28/2017	Submitted 4 grant applications to the TPO.
7/20/2017	Submitted 8 grant applications to the Florida Department of Emergency Management. Submitted 3 grant applications to SJRWMD; 1 was approved.
11/3/2017	No grant applications were submitted during Q4. The SJRWMD agreement for the water control structure L1 & K1 project was fully signed and executed on 9/01/2017.
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	0.00%
Strategy 3.2.2 Evaluate current technological opportunities to reduce operational cost	0.00%
Approach 3.2.2.12 Connect Water Treatment Plant 2 to FiberNET	0.00%
Measurement 3.2.2.12.d Complete the construction of adding WTP2 to FiberNet	0.00%
Comments	
1/31/2017	No Action in Q1. Waiting on Design to be completed.
4/28/2017	No Action in Q2. Waiting on Design to be completed.

7/20/2017	No Action in Q3. Waiting on Design to be completed.	
11/2/2017	No action in Quarter 4. Project on hold due to pending fiber agreement.	
GOAL 4 : To blend our residential and commercial properties with our "City of Parks and Trails" image to create a sustainable framework of visual appeal while caring for our land, water, air, and wildlife		88.57%
Objective 4.1 To develop programs to enhance our water conservation strategies		90.00%
Strategy 4.1.2 Target expansion opportunities to utilize reclaimed water through established City processes		90.00%
Approach 4.1.2.6 Complete reclaim water discharge to wetlands from WTP 2		80.00%
Measurement 4.1.2.6.a Complete construction of reclaimed water discharge to wetlands from WTP 2		80.00%
Comments		
2/1/2017	City Council approved a Contract for Construction.	
4/28/2017	Cleared area of discharge control structure and began the installation of pipe.	
7/20/2017	Reclaimed water main is 75% installed; the force main extension is 90% installed; the dechlorination facility is 30% complete; and the reclaimed discharge structure is 25% complete.	
11/2/2017	Reclaimed water main is 90% installed, the force main extension is 90% installed, the dechlorination facility is 80% complete, the reclaimed discharge structure is 60% complete.	
Approach 4.1.2.7 Complete Seminole Woods reclaim		100.00%
Measurement 4.1.2.7.a Complete construction of Seminole Woods reclaim phase 2		100.00%
Comments		
2/7/2017	The project was completed in the 1st quarter.	
Objective 4.2 To evaluate the evolution of City of Palm Coast Recreation and Parks Facilities Master Plan projects		85.00%
Strategy 4.2.2 Build future bicycle / pedestrian connections to unique destinations		85.00%
Approach 4.2.2.3 Complete Construction for Seminole Woods Multi-use Path		85.00%
Measurement 4.2.2.3.c Infrastructure - Complete construction of Seminole Woods neighborhood signs (2)		100.00%
Comments		
2/1/2017	No Action in Q1.	
4/28/2017	SR100 Substantially completed; US1 80% complete.	
7/20/2017	SR100 Substantially completed in second quarter; US1 completed in third quarter.	
Measurement 4.2.2.3.e Infrastructure - Complete construction of Seminole Woods MUP phase VI and phase V (Citation/Sesame)		70.00%
Comments		
2/1/2017	No Action in Q1. Waiting on design to be completed.	
4/28/2017	Phase VI is complete; Phase V permit package was prepared and will be submitted in Q3.	
7/20/2017	Phase VI is complete; Phase V design completed; SJRWMD permit issued; and waiting on USACE permit.	
11/2/2017	No action in Q4. Phase VI is complete; Phase V design completed, SJRWMD permit issued, waiting on USACE permit.	

Objective 4.3 Evaluate current "Green" initiatives and target projects that are sustainable	92.50%
Strategy 4.3.1 Reduce waste through sustainable practices	85.00%
Approach 4.3.1.14 Complete study for biosolids treatment	85.00%
Measurement 4.3.1.14.a Complete study for biosolids treatment	85.00%
Comments	
2/1/2017	Kick-Off meeting was held and consultant collecting data and has begun study.
4/28/2017	Processing options have been reviewed and short listed options. Currently seeking interest from other municipalities for a regional treatment facility.
7/20/2017	A draft study from the consultant has been submitted to the City for review.
11/2/2017	The draft study from the consultant has been reviewed by staff. Staff met with consultant to discuss first round comments and determined that further information gathering is needed to shortlist options.
Strategy 4.3.2 Staying in the forefront of sustainable communities in the State of Florida	100.00%
Approach 4.3.2.2 Perform energy audit	100.00%
Measurement 4.3.2.2.e Infrastructure - Begin process to obtain Energy Star Label for City Hall Project (submission of compiled data after 12 months of occupancy)	100.00%
Comments	
2/1/2017	Energy and water consumption rates continue to be entered into the Energy Star Portfolio Manager for tracking purposes. The Energy Star certification requires a score of 75 or higher; City Hall's current score is 55. The tracking is an ongoing process. City Hall consumption continues to be tracked with focusing on better trends through the cooler months.
7/20/2017	City Hall consumption continues to be tracked with focusing on better trends during summer months. The Green Team will be releasing a comfort survey to City Hall employees to further evaluate conditions. The current score remains at 55 with a required score of 75 or higher to achieve the certification.
11/2/2017	City Hall consumption continues to be tracked with focusing on better trends during summer months. The current score increased to 56; a required score of 75 or higher is needed to achieve the certification.
Objective 4.4 Protect the environment through appropriate development strategies	85.00%
Strategy 4.4.1 Protect natural green spaces to ensure a balance between the natural environment and development	85.00%
Approach 4.4.1.6 Paterson Tract Land Management Proposal	85.00%
Measurement 4.4.1.6.d Complete design, permitting and begin construction of Northeast Corridor Wetland restoration	85.00%
Comments	
2/1/2017	Staff is awaiting permits from the regulatory agencies. The SJRWMD permit application is close to issuance; title work is the last remaining item needed ensure compliance with conservation easement legal requirements.
7/20/2017	The St. Johns River Water Management District (SJRWMD) permit for restoration activities was issued. With proof of State water quality certification, the U.S. Army Corps of Engineers (USACE) has started their review of the proposed enhancement activities. Concurrently, a Memorandum of Agreement (MOA) is being drafted through coordination with both SJRWMD and USACE.
11/2/2017	The U.S. Army Corps of Engineers (USACE) started their review in the previous quarter. On August 29, 2017, a request for additional Information (RAI) was released by the project's USACE reviewer. As noted previously, a Memorandum of Agreement (MOA) is being drafted through coordination with both SJRWMD and USACE. Response to the RAI by the project consultant is anticipated for 1st Quarter Fiscal Year 2018.

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	67.82%
Objective 5.1 Enhance community and visitors' recreational opportunities and experiences at community events	99.25%
Strategy 5.1.1 Identify fun and interactive elements to incorporate into community events	100.00%
Approach 5.1.1.5 Art in Public Places Policy	100.00%
Measurement 5.1.1.5.b Parks - Report quarterly on coordination efforts for Art in Public Places.	100.00%
Comments	
1/20/2017	Mr. Butler City Palm Coast Landscape Architect is to report on any coordination efforts for Art in Public Places each quarter. No activities related to Art in Public Places in the first quarter.
4/26/2017	This is an on-going activity. No activities related to performance measure in the 2nd quarter.
7/18/2017	This is an on-going activity. No activities related to performance measure in the 3rd quarter.
11/2/2017	This is an on-going activity. No activities related to performance measure in the 4th quarter.
Strategy 5.1.2 Promote the variety of local leisure and recreational activities	99.00%
Approach 5.1.2.19 Complete improvements at ITSC	99.00%
Measurement 5.1.2.19.a Complete replacement of ITSC baseball field dugouts	100.00%
Comments	
2/1/2017	Demolition was completed and excavation for new concrete footings for new support posts is underway.
4/28/2017	Project Completed in Q2.
Measurement 5.1.2.19.b Complete construction of ITSC field improvements	100.00%
Comments	
2/1/2017	No Action in Q1.
4/28/2017	No Action in Q2.
7/20/2017	Design has been completed and construction has begun.
11/2/2017	Construction was completed in Quarter 4.
Measurement 5.1.2.19.c Complete design and construction of ITSC additional field lighting	97.00%
Comments	
2/1/2017	Design has been completed.
4/28/2017	Project is out to bid for construction.
7/20/2017	Design has been completed and construction contract has been awarded. A Purchase Order for direct purchase of equipment has been issued.
11/2/2017	All poles and fixtures installed. Wire pulling to sports field lighting complete and all wiring terminated. Musco lighting control panel mounted and wiring terminated. Awaiting power at restroom for testing.
Objective 5.2 Enhance safety measures throughout the community	59.67%
Strategy 5.2.1 Identify enhancements within park facilities to reduce hazards	75.00%
Approach 5.2.1.5 Evaluate existing parks for safety enhancements (for example sun shades)	66.67%
Measurement 5.2.1.5.a Parks - Evaluate and provide shade sail options for park installation	100.00%
Comments	

	2/2/2017	Shade sail options and layouts for four parks has been reviewed and evaluated with recommendations given to design consultant to prepare design criteria for bid package.	
!	Measurement 5.2.1.5.b Infrastructure - Install shade sails at designated parks according to recommendations by the Parks Team		100.00%
Comments			
	2/1/2017	Design Criteria is completed. Bid package is being compiled.	
	4/28/2017	Project advertised project and received 4 Bid Packages that were reviewed & evaluated by City Staff.	
	7/20/2017	A contract has been awarded and the design has been completed.	
	11/2/2017	All four park playgrounds achieved substantial completion 9-18-17 and reopened to the public.	
	Measurement 5.2.1.5.c Complete an evaluation of the concession and restroom facilities at ITSC to identify maintenance, repair and upgrade items.		0.00%
Comments			
	7/20/2017	No action in the third quarter.	
	11/2/2017	No Action in Quarter 4 for Indian Trails Sports Complex	
	Approach 5.2.1.6 Incorporate funding for Belle Terre safety improvements into CIP		100.00%
!	Measurement 5.2.1.6.a Incorporate funding for Belle Terre safety improvements into CIP		100.00%
Comments			
	2/1/2017	Projects have been included in the 5-Year CIP.	
	Strategy 5.2.2 Continue to enhance safety improvements at intersections and along roadways		54.09%
	Approach 5.2.2.2 Maintain, repair or replace major roadway crossing and control structures to ensure safety		20.00%
	Measurement 5.2.2.2.b Complete the design of the W-1 Major Crossing Rehabilitation Project		20.00%
Comments			
	2/1/2017	No Action in Q1.	
	4/28/2017	Awaiting selection of bulkhead designer	
	7/20/2017	Issued LOI and received 2 proposals that are currently under review for consultants to provide design services.	
	11/3/2017	Taylor Engineering selected as the design firm, project delayed to FY18 as part of 5-Year CIP Update.	
	Approach 5.2.2.3 Replace deteriorating Stormwater pipes from roadways through seawall to prevent roadway flooding		10.00%
	Measurement 5.2.2.3.a Infrastructure - Replace deteriorating stormwater pipes from roadways through seawalls per pipe rehabilitation program		10.00%
Comments			
	2/1/2017	No Action in Q1.	
	4/28/2017	No Action in Q2.	
	7/20/2017	Ratings of pipes currently under review to determine locations to be completed this fiscal year.	
	11/2/2017	No action in Quarter 4 due to shorthanded staff and heavy work load. The Drainage Team is reviewing inspection process as part of FY18 performance measures.	
	Approach 5.2.2.9 Evaluate and implement safety improvement options for intersections & roadways		64.38%
!	Measurement 5.2.2.9.a Transportation Sub-Team - Evaluate major street intersections for potential safety improvements		100.00%

Comments		
1/20/2017	Working on Finishing Whiteview Pkwy. Once Whiteview Pkwy is completed, Seminole Woods Blvd will be studied next.	
5/1/2017	Whiteview Pkwy completed during Q2	
7/18/2017	Whiteview Pkwy is completed, Seminole Woods Blvd will be studied next. Will have a meeting with Whiteview residents to present roadway/path projects	
11/2/2017	Staff completed Whiteview Pkwy Traffic Study. Seminole Woods Blvd will be prepare during FY 18.	
Measurement 5.2.2.9.b Infrastructure - Design & construct Old Kings Rd Town Center Blvd temporary traffic signal		100.00%
Comments		
2/1/2017	Project was completed in Q1.	
Measurement 5.2.2.9.i Complete design of Whiteview safety path and beautification improvements		0.00%
Comments		
2/1/2017	No Action in Q1. Waiting on transportation study to be completed.	
4/28/2017	Looking to perform neighborhood meetings to get buy in before moving forward to council for approval.	
7/20/2017	Looking to perform neighborhood meetings to get buy in before moving forward to council for approval.	
11/2/2017	Looking to perform neighborhood meetings in Late November/early December before moving forward to council for approval of design contract.	
Measurement 5.2.2.9.j Begin construction of Whiteview safety path and beautification improvements		0.00%
Comments		
2/1/2017	No Action in Q1. Waiting on transportation study to be completed.	
4/28/2017	No Action in Q2.	
7/20/2017	No action in third quarter.	
11/2/2017	No Action in Quarter 4	
Measurement 5.2.2.9.k Begin design of Seminole Woods NB left turn lane at SR 100 intersection		100.00%
Comments		
2/1/2017	A consultant was selected and a scope and fee were finalized.	
4/28/2017	DRMP has submitted the 90% plans to FDOT for approval. Plans should be completed by May 2017	
7/20/2017	Consultant has submitted final design plans to City and FDOT for review	
11/2/2017	Plans have been finalized and submitted to the City. Staff will begin working on LAP certification and Bid Document in November.	
Measurement 5.2.2.9.l Complete design & construction of Belle Terre corridor intersection safety, phase 1 project		25.00%
Comments		
2/1/2017	No Action in Q1 due to staff workload.	
4/28/2017	Negotiating the scope and fee estimate with DRMP	
7/20/2017	A contract has been awarded to DRMP and design has begun in third quarter.	
11/3/2017	The design consultant (DRMP) was able to finish the majority of the survey and began design	
Measurement 5.2.2.9.n Provide assistance and comments to complete Lehigh Trail Trailhead		100.00%

Comments	
1/20/2017	Parks Team will coordinate with Project Manager to complete request for qualifications package for design of Lehigh Trail Trailhead.
4/26/2017	Comments were provided on a draft package that will be sent to the Florida Department of Transportation (FDOT) for review.

Measurement 5.2.2.9.r Complete design and permitting and begin construction of the US1 turn lanes at Wellfield Grade Intersection	90.00%
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Comments	
2/7/2017	Project scope reviewed. Will seek design consultant in Q2.
4/28/2017	Negotiating design fee for the project. NTP should be given in May 2017
7/20/2017	Consultant has submitted preliminary design plans to City and FDOT for review.
11/9/2017	Final Plans have been submitted and approved by FDOT. The City has the permit in hand to begin construction which staff expects to begin during the 2nd quarter of FY 18.

Approach 5.2.2.11 Develop continuous street lighting plan for major roads	50.00%
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! Measurement 5.2.2.11.a Develop a continuous street lighting plan for major roads	50.00%
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Comments	
2/1/2017	No Action in Q1. A meeting with FPL to occur in early Q2.
4/28/2017	A meeting with FPL took place in Q2. A draft of the Master Plan base information was created. Advertised for consultant qualifications.
7/20/2017	A consultant was selected and approved by City Council to prepare a Master Plan and to complete 2 roadway lighting designs.
11/2/2017	The project is 50% complete and a first draft will be submitted in the 1st quarter of FY18.

Objective 5.3 Seek partnerships with educational institutions and community groups to expand educational, social and cultural opportunities	66.67%
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Strategy 5.3.1 Share resources between organizations to broaden citizen experiences	66.67%
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Approach 5.3.1.5 Evaluate safety measures for transportation of students to school (bike/walk/bus stops)	82.50%
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Measurement 5.3.1.5.a Identify and implement safety programs that are available through the TPO.	100.00%
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Comments	
1/20/2017	On-going work with TPO
5/1/2017	On-going work with TPO
7/14/2017	Staff coordinates with TPO staff on a monthly basis to discuss transportation issues including safety programs. Staff provided comments and technical assistance to the TPO to complete the Safe Routes To School studies for all public elementary and middle schools in Flagler County.
7/18/2017	On-going work with TPO
11/2/2017	This is on-going and will be working with TPO

Measurement 5.3.1.5.b Implement the new bike/ped signage plan for Belle Terre Pkwy from Pine Lanes Pkwy to Matanzas Woods Blvd and for all of Pine Lakes Pkwy	65.00%
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Comments	
1/20/2017	Discussing with Transportation Team the schedule of installing the new signage
5/1/2017	Discussing with Transportation Team the schedule of installing the new signage. Will come up with a plan for implementation in Q3

7/14/2017	Bike/ped signage has been installed along Belle Terre Pkwy. Pine Lakes Pkwy. needs to be completed.
7/18/2017	Discussing with Transportation Team the schedule of installing the new signage.
11/2/2017	Some new signage has been installed. This will be completed in FY 18

Approach 5.3.1.6 Secure funding through the TPO to perform a corridor study to improve access management and safety.	35.00%
Measurement 5.3.1.6.a Complete the design portion of the Belle Terre Pkwy/Blvd intersection improvements and begin constructing improvements	35.00%

Comments	
1/20/2017	Prepared letter of interest. Anticipate selecting consultant and presenting contract for design services to City Council in Q2.
5/1/2017	DRMP was the chosen consultant. Presentation to City Council will happen in Q3 with design to start shortly there after.
7/14/2017	Grant applications for construction improvements were completed and submitted to the TPO.
7/18/2017	Design is currently under way. We will have multiple bid packages for projects to move forward with the TPO more quickly
11/2/2017	Belle Terre Boulevard/SR 100 turn lane design and permitting was completed in August 2017. The project is out for bid to begin construction in Quarter 2 of FY 2018. Belle Terre intersection improvements design has begun with survey work starting in August.

Internal Controls Team





City of PALM COAST

Internal Control “ICE” Team

To: Jim Landon, City Manager
Date: 9/30/2017
Department/Team: Internal Control Team
Director/Team Leader: Jay Maher
Reporting Period: EOY FY 2017

***Executive
Summary:***

During FY 2017, the Internal Control Team continued to make considerable progress instituting internal control processes throughout the City. The team completed the comprehensive task of identifying Asset & Inventory control systems available. A Benefits Fraud Audit was commenced and completed with one hundred percent compliance. The Fleet Idle Time Project has continued to make progress and Internal Fraud Waste and Abuse cases have continued to decline sharply. During the implementation of the new online Permitting System, the team has continued to analyze the Building Department’s Central Permitting System. Unfortunately, due to the work load of the projects that the team has taken on, the examination of the Parks & Recreation cashing process will be addressed during FY 2018. During FY 2017, the team observed an increase in safety complaints from residents that identified weaknesses in our driver behavior reporting processes. Moving forward the team will now monitor and report quarterly on driver behavior as it relates to speed violations.

***Progress
Report:***

Asset & Inventory - The Ice Team has completed the Asset and Inventory review project. The team spent an extensive amount of time requesting proposals and reviewing the potential, albeit very costly, solution options for asset management. During the 3rd quarter, the results and recommendations were presented to the Executive Team. At this time, Directors wish to handle Asset and Inventory management internally, within each department. The team will now refocus their efforts specifically on fuel inventory with an examination of the Fuel master system.

Central Permitting – During the 4th quarter of FY 2017, the team interviewed the Building Department’s Permitting Supervisor, as well as the Building Official regarding the new online permitting process. On June 1st of 2017, a new online permitting system was introduced to contractors and residents. The new system has several checks and balances in place such as secure passwords and email notifications to the contractors of record. In addition a new CD Plus project module was put in service. This allows multiple departments to review documents simultaneously. It is apparent that due to the new permitting systems checks and balances, as well as the new document review module, the



City of PALM COAST

Internal Control “ICE” Team

type of fraud initially alleged during FY 2016 would no longer be possible. We are closing out this project as completed.

Cashiering - Recreation & Parks - Due to the work load of the projects that the team has undertaken the examination of the Parks & Recreation cashiering processes will be addressed during FY 2018.

Fleet Idle Times- During FY 2017, the Internal Control Team evaluated the fleet idle times of all city vehicles. A survey was created and sent to all the department directors. The directors responses to the survey were evaluated during the 3rd quarter of FY 2017. The surveys revealed that a majority of the departments had concerns for vehicles outfitted with mobile digital devices, such as laptops and tablets. A list of all personnel issued laptops or mobile computers was furnished to the team by IT. In total there are 89 pieces of equipment assigned to operators of city vehicles. This accounts for approximately 45% of the city vehicle fleet that is currently monitored for idle times. The survey revealed that a small majority of directors believe the idle time should be 10 minutes. It is the opinion of the Internal Control Team that there is no “one size fits all” approach to reducing idle times. An in depth vehicle by vehicle study will be undertaken by the team to identify specific vehicles that may need special attention regarding idle times. In the mean time the idle times should continue to be reported by each department quarterly, with an explanation of any deviation above 10 minutes.

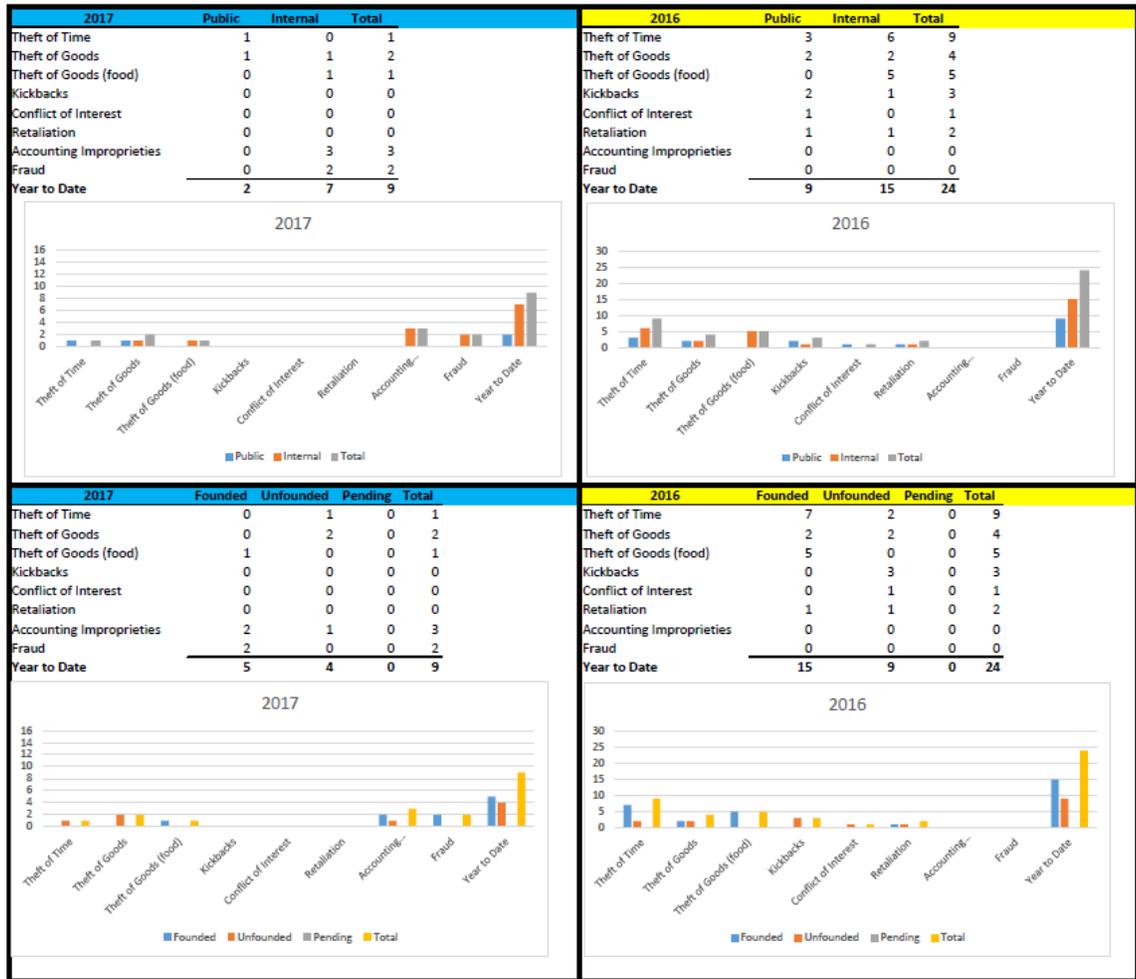
Benefit Fraud Audit - This project was started based upon the discovery of a discrepancy in an employees eligible dependents as they had reported to Human Resources. The project was commenced and completed during FY 2017. The project consisted of an audit of all city employee benefits and resulted in three discrepancies being corrected The project has attained one hundred percent compliance during 4th quarter FY 2017.

Fraud & Waste Hotline - There were 5 cases reported via the Fraud and Waste Hotline during 4th quarter FY 2017.



City of PALM COAST

Internal Control "ICE" Team

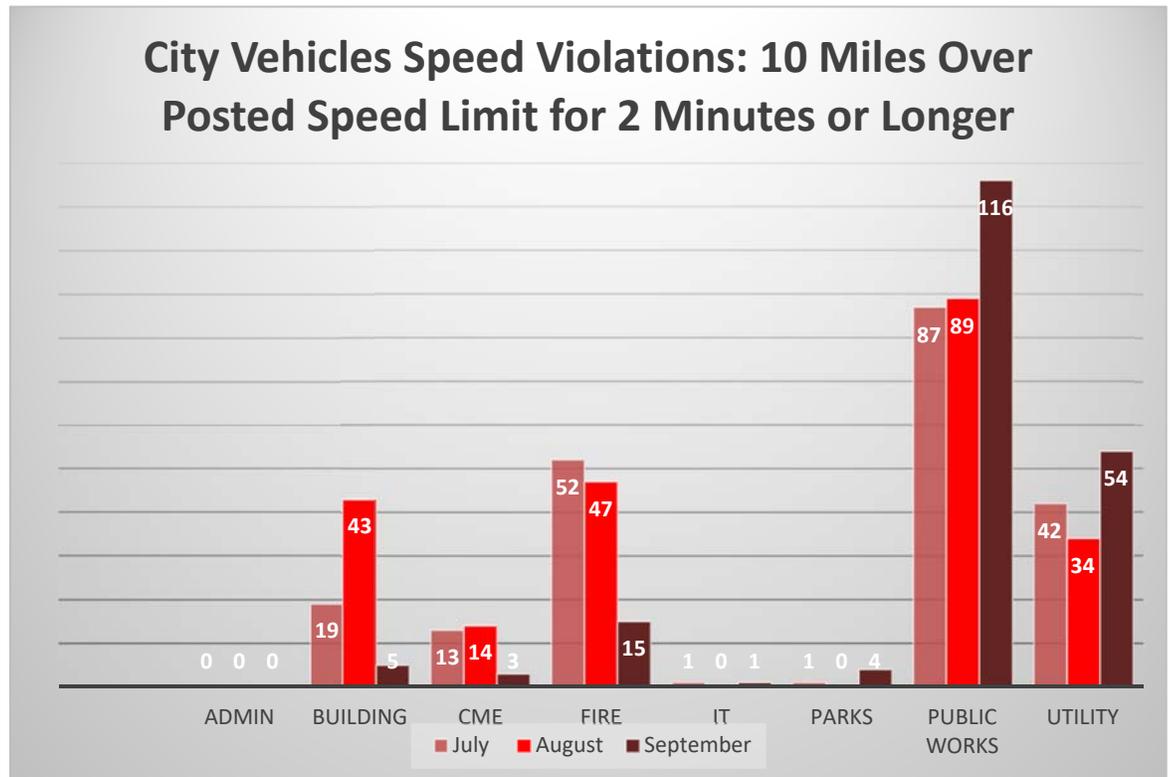




City of PALM COAST

Internal Control “ICE” Team

Vehicle Operator Behavior- During FY 2017, several members of the Internal Control Team reported seeing large, City vehicles being operated in an unsafe manner. In addition to the members observations, several complaints were received via the hotline from residents regarding the unsafe operation of City vehicles. A simple, standard query of Network fleet GPS was conducted. The results appear to confirm that the large vehicles (Mack Truck type vehicles), were being operated in an unsafe manner. A query of the entire City fleet was then conducted. The parameters for the query were set to capture all City vehicles that exceeded the posted speed limit, by more than 10 miles per hour for 2 consecutive minutes and all vehicles that exceeded 80 mph for any period of time. Based upon those parameters, the Public Works Department had approximately 500 incidents in the first six months of 2017, followed by the Utility Department with approximately 300 incidents during the same time period. When performing the standard threshold report for all City vehicles, there are actually several thousand incidents since January 2017. During 4th quarter FY 2017, members of the Internal Control Team met with the City of Palm Coast Executive Team to discuss the findings. It was decided at this meeting that the Internal Control Team would report quarterly on vehicle posted speed and threshold speed violations. It was agreed by all that the intial report findings were unacceptable and an effort would be made to reduce the number of violations to zero.

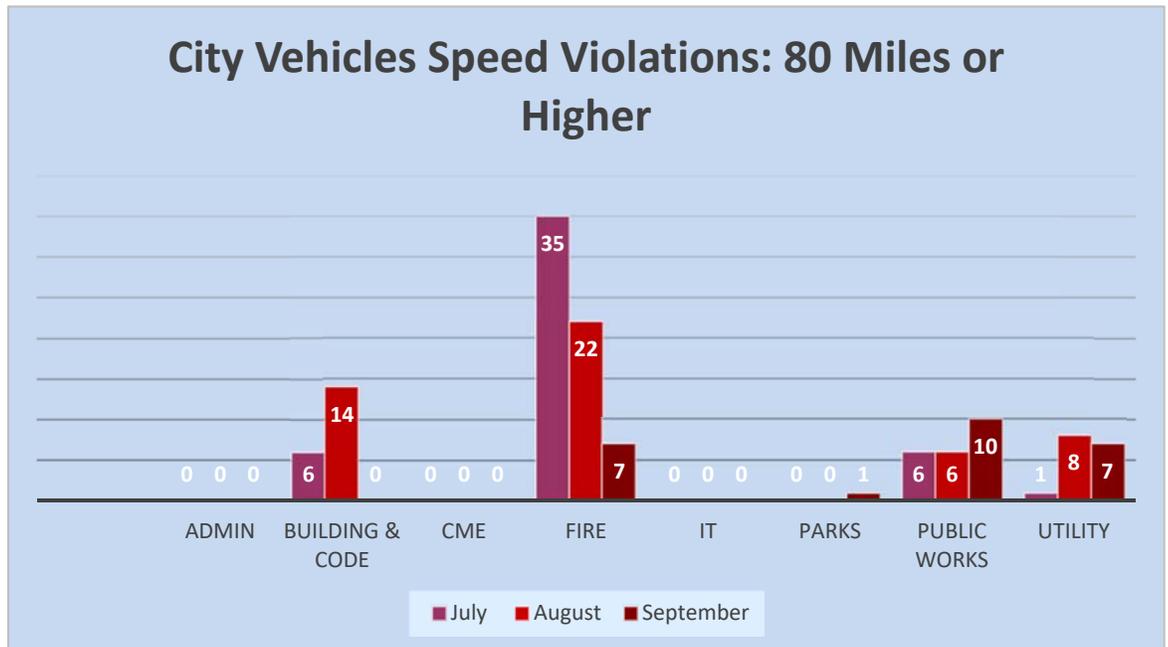


Progress Report



City of PALM COAST

Internal Control "ICE" Team



Employee Development:

During FY 2017, all members of the Finance Department have undergone Fraud Recognition Training. Employees of the Finance Department will continue to receive training in this area moving forward.

J. Maher

J Maher
Internal Control Team

Performance Measures Overview for Internal Control Team - 99011

This report gives an overview of the progress made in the Strategic Action Plan for Internal Control Team - 99011. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 90.00%

	Completed
GOAL 1 : To anticipate the need for additional services and infrastructure to provide opportunities for mixed use development with goods, services, and employment.	100.00%
Objective 1.2 To assess the need to expand infrastructure for sustainable growth	100.00%
Strategy 1.2.1 Maintain an inventory of the condition and priority rating of infrastructure projects	100.00%
Approach 1.2.1.14 Improve the City process for accepting and maintaining City assets.	100.00%
Measurement 1.2.1.14.e Identify a comprehensive solution option for an asset management program that can be used city-wide and ensures proper internal controls are in place for City assets	100.00%

Comments

1/17/2017	The Internal control team is researching a new citywide Asset & Inventory tracking system. A Request for Proposal for a comprehensive Asset & Inventory tracking system is being created for release during the second quarter of FY 2017.
4/21/2017	During the second quarter of FY 2017 the Internal Control team published a Request for Proposal for a comprehensive Asset & Inventory tracking system. The Request for Proposal was published utilizing Bonfire project tracking software . The team received ten responses to the Request for Proposal. All RFP responses are currently being evaluated with a decision to be forthcoming during the third quarter of FY 2017.
11/17/2017	The Ice Team has completed the Asset and Inventory review project. The team spent an extensive amount of time requesting proposals and reviewing the potential, albeit very costly, solution options for asset management. During the 3rd quarter, the results and recommendations were presented to the Executive Team. At this time, Directors wish to handle Asset and Inventory management internally, within each department. The team will now refocus their efforts specifically on fuel inventory with an examination of the Fuel master system.

GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	88.89%
Objective 3.3 Establish system to continually evaluate and enhance internal financial controls	88.89%
Strategy 3.3.1 Create an anonymous reporting program to alert of potential financial improprieties	100.00%
Approach 3.3.1.1 Establish internal committee to review internal control processes	100.00%
Measurement 3.3.1.1.b Develop programs and procedures to review internal controls	100.00%

Comments

1/17/2017	The Internal Control Team is currently developing programs to monitor Asset & Inventory controls as well as waste and abuse of city vehicles as it relates to idling times and accidents.
4/21/2017	During the second quarter of FY2017 the Internal Control Team developed a survey for department directors to identify specific vehicles within their fleet that justify expanded idle times. The survey was provided to all directors utilizing Survey Monkey software. The director's responses to the survey will be evaluated during the third quarter of FY 2017.

7/17/2017	During the third quarter of FY2017 the Internal Control Team began analyzing responses to a survey that had been provided to all department directors requesting that they identify specific vehicles within their fleet that justify expanded idle times.
11/17/2017	- During FY 2017, the Internal Control Team evaluated the fleet idle times of all city vehicles. A survey was created and sent to all the department directors. The directors responses to the survey were evaluated during the 3rd quarter of FY 2017. The surveys revealed that a majority of the departments had concerns for vehicles outfitted with mobile digital devices, such as laptops and tablets. A list of all personnel issued laptops or mobile computers was furnished to the team by IT. In total there are 89 pieces of equipment assigned to operators of city vehicles. This accounts for approximately 45% of the city vehicle fleet that is currently monitored for idle times. The survey revealed that a small majority of directors believe the idle time should be 10 minutes. It is the opinion of the Internal Control Team that there is no "one size fits all" approach to reducing idle times. The idle times should be determined by individual directors based upon their department needs. An in depth vehicle by vehicle study will be undertaken by the team to identify specific vehicles that may need special attention regarding idle times. In the mean time the idle times should continue to be reported by each department quarterly, with an explanation of any deviation above 10 minutes.

Measurement 3.3.1.1.c Review 2 processes per year to ensure proper internal controls are in place	100.00%
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Comments	
1/17/2017	The Internal Control team has selected two processes for review during FY2017. The first involves potential unwanted manipulation of the building permitting system by contractors or employees acting surreptitiously. The second process is an examination of the cashiering processes at Frieda Zamba Aquatics complex to protect against potential of embezzlement or theft.
4/21/2017	<p>Building Permit Review - Preliminary interviews of Building and Zoning permitting supervisors have been completed. A building permit work flow chart has been obtained from IT regarding the permitting processes. The work flow chart has apparently been developed for the departments to utilize in developing the new online permitting submittal process. With the advent of the new permitting system it is anticipated that this examination will be wrapped up by the 4th quarter of FY 2017.</p> <p>Parks & Recreation Cashiering Review - This review is being undertaken to confirm that best practices are being adhered to within the parks & recreation cashiering system. The Cashiering processes for Recreation and Parks will be reviewed during 3Q FY 2017 when Frieda Zamba Aquatic Center is fully operational.</p> <p>Health Insurance Benefits- A health insurance benefits audit will be performed to ensure that all dependents covered by the employee health insurance program are in fact eligible.</p>
7/14/2017	<p>Limited progress has been made in these projects during third quarter of FY2017. The team continues to analyze the Building Department's central permitting process. No further Progress has been made in this project during third quarter of FY 2017 The team continues to analyze the Parks & Recreation departments cashiering processes.</p> <p>During the first quarter of FY 2017 the team undertook an employee benefits audit. As of the third quarter of FY 2017 the team has nearly completed the audit. The Benefits audit will be completed during the 4th quarter if FY 2017</p>

10/20/2017	<p>There were three processes reviewed during FY 2017: 1)Central Permitting 2) Employee Benefits 3)Parks and Recreation Cashiering. As required by this measure, two of the process examinations were completed.</p> <p>Central Permitting – during FY 2017, the team interviewed the Building Department Permitting Supervisor, as well as the Building Official regarding the new online permitting process. On June 1st, a new online permitting system was introduced to contractors and residents. The new system has several checks and balances in place such as secure passwords and email notifications to the contractors of record. In addition, a new CD Plus project module was put in service. This allows multiple departments to review documents simultaneously. It is apparent that due to the new permitting system checks and balances, and the new document review module, the type of fraud initially alleged during FY 2016 would no longer be possible. We are closing out this project as completed.</p> <p>Benefits Fraud Audit - This project began based upon the discovery of a discrepancy in an employee’s eligible dependent they reported to Human Resources. The project commenced and was completed during FY 2017. The project consisted of an audit of all City employee benefits and resulted in three discrepancies being corrected. The project has attained 100% compliance during 4th quarter FY 2017.</p>
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Strategy 3.3.2 Annual evaluation and risk assessment to target opportunities to strengthen controls throughout the organization	85.71%
Approach 3.3.2.1 Establish reporting hot line to identify potential internal control deficiencies.	100.00%
Measurement 3.3.2.1.d Monitor and report quarterly on fraud/waste hotline	100.00%

Comments

1/17/2017	The first quarter of FY2017 revealed a significant reduction in reported internal control cases. Overall there was a 62.5% decrease in cases reported when comparing the first quarter of FY 2016 to the first quarter of FY 2017. The most significant decrease was in “Theft of Time” cases. There were 6 “Theft of Time” cases reported and investigated during the first quarter of FY 2016 and none reported or investigated during the same time period in FY 2017. This amounts to a 100% reduction in “Theft of Time” cases.
4/27/2017	The second quarter of FY2017 revealed a significant reduction in reported internal control cases. Overall there was a 77.7% decrease in cases reported when comparing the second quarter of FY 2016 to the second quarter of FY 2017.
7/14/2017	There has been a continued reduction in the amount of fraud waste and abuse cases reported during the third quarter of FY 2017. There were in fact no cases reported during this time. A fresh campaign was begun during the third quarter of FY 2017 to remind employees of the existence of the Fraud Waste & Abuse hotline.
10/20/2017	There has been a continued reduction in the amount of Fraud, Waste and Abuse cases reported during the of FY 2017. The efforts of the team have resulted in a 62.5 % reduction in cases reported when compared to FY 2016.

Approach 3.3.2.4 Ensure proper controls are in place to monitor and account for city assets and inventory	50.00%
Measurement 3.3.2.4.c Develop procedures to better control City of Palm Coast assets & inventory.	100.00%

Comments

1/17/2017	During the first quarter of FY 2017 the Internal Control team developed a Request for Proposal for a comprehensive Asset & Inventory tracking system. The Request for Proposal will be ready for release during the second quarter of FY 2017.
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4/12/2017	During the second quarter of FY 2017 the Internal Control team published a Request for Proposal for a comprehensive Asset & Inventory tracking system. the RFP was published utilizing Bonfire project tracking software . the team received ten responses to Request for Proposal. All RFP responses are currently being evaluated with a decision to be forthcoming during the third quarter of FY 2017.
11/17/2017	The Ice Team has completed the Asset and Inventory review project. The team spent an extensive amount of time requesting proposals and reviewing the potential, albeit very costly, solution options for asset management. During the 3rd quarter, the results and recommendations were presented to the Executive Team. At this time, Directors wish to handle Asset and Inventory management internally, within each department. The team will now refocus their efforts specifically on fuel inventory with an examination of the Fuel master system.

Measurement 3.3.2.4.d Implement procedures and processes to control City of Palm Coast assets & inventory.	0.00%
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Comments

5/4/2017	Internal Control team is currently developing a Request for Proposal for a comprehensive Asset & Inventory tracking system. The Request for Proposal will be ready for release during the second quarter of FY 2017. Implementation of the new tracking system should commence in early FY 2018
5/4/2017	During the second quarter of FY 2017 the Internal Control team published a Request for Proposal for a comprehensive Asset & Inventory tracking system. The Request for Proposal was published utilizing Bonfire project tracking software . The team received ten responses to the Request for Proposal. All RFP responses are currently being evaluated with a decision to be forthcoming during the third quarter of FY 2017.
7/14/2017	The Ice Team has completed the asset and inventory review project. The team spent an extensive amount of time requesting proposals and reviewing the potential, but very costly, solution options for asset management. During the third quarter, the results and recommendations were presented to the Executive Team. At this time, Directors wish to handle asset and inventory management internally within each department and therefore no further action will be taken by the team
10/20/2017	The Asset and Inventory Control project was completed by the team. The team identified the needs of each department and brought several possible programs to the department directors for approval. At this time, the directors wish to handle asset and inventory management internally, within each department. Therefore, no further action will be taken by the team. This project cannot be completed as written.

Approach 3.3.2.5 Ensure proper controls are in place to identify and monitor employee behavior as it relates to waste, safety or abuse of City of Palm Coast vehicles.	100.00%
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Measurement 3.3.2.5.b Develop procedures for better control of employee behavior as it relates to waste, safety or abuse of City of Palm Coast vehicles.	100.00%
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Comments

1/17/2017	A new employee policy regarding vehicle accident reporting has been written and is in the process of being evaluated by the team
4/21/2017	During the second quarter of FY2017 the Internal Control Team developed a survey for department directors to identify specific vehicles within their fleet that justify expanded idle times. The survey was provided to all directors utilizing Survey Monkey software. The director's responses to the survey will be evaluated during the third quarter of FY 2017.

7/14/2017	During the third quarter of FY 2017 the team began evaluating the fleet idle time survey responses. The one consistent concern throughout a majority of the departments are for vehicles outfitted with mobile laptop devices. The team will begin developing a comprehensive idle time policy during the fourth quarter of 2017.
11/17/2017	- During FY 2017, the Internal Control Team evaluated the fleet idle times of all city vehicles. A survey was created and sent to all the department directors. The directors responses to the survey were evaluated during the 3rd quarter of FY 2017. The surveys revealed that a majority of the departments had concerns for vehicles outfitted with mobile digital devices, such as laptops and tablets. A list of all personnel issued laptops or mobile computers was furnished to the team by IT. In total there are 89 pieces of equipment assigned to operators of city vehicles. This accounts for approximately 45% of the city vehicle fleet that is currently monitored for idle times. The survey revealed that a small majority of directors believe the idle time should be 10 minutes. It is the opinion of the Internal Control Team that there is no "one size fits all" approach to reducing idle times. The idle times should be determined by individual directors based upon their department needs. An in depth vehicle by vehicle study will be undertaken by the team to identify specific vehicles that may need special attention regarding idle times. In the mean time the idle times should continue to be reported by each department quarterly, with an explanation of any deviation above 10 minutes.

Measurement 3.3.2.5.c Implement procedures regarding the monitoring of employee behavior as it relates to waste, safety or abuse of City of Palm Coast vehicles.	100.00%
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Comments

1/17/2017	Procedures and policies regarding waste, safety or abuse of City of Palm Coast vehicles are currently being developed and will be implemented when complete.
4/21/2017	During the second quarter of FY2017 the Internal Control Team developed a survey for department directors to identify specific vehicles within their fleet that justify expanded idle times. The survey was provided to all directors utilizing Survey Monkey software. The director's responses to the survey will be evaluated during the third quarter of FY 2017.
7/14/2017	A policy will be developed during the fourth quarter of FY 2017 which will be specific to vehicle operator behavior as it relates to the operation of city vehicles. The policy should be ready for implementation the first quarter of FY 2018.
10/20/2017	The Internal Control Team conducted an extensive review of idle times and speed violations committed by City employees. The team has determined that new policies are not necessary, as there are already policies and laws in place to address both issues. The Internal Control Team finds that there is no "one size fits all" approach to reducing idle times or speeding. The department idle times should be determined by individual directors. The times should be based upon their department's specific needs. The speed violations should also be dealt with by directors, as violations of already existing Employee Policy. Each department should report excessive idle times, as well as speed violations, in their quarterly reports. The Internal Control Team should continue to monitor speed violations, until such time that the violations are brought under control.

Measurement 3.3.2.5.d Develop a plan to train all directors, managers and supervisors on the use of Networkfleet GPS	100.00%
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Comments

1/17/2017	A processes is currently being developed to track Supervisor and Manager training in Network Fleet by utilizing the Human Resources Personal Action Form process in conjunction with Palm Coast University. . All newly promoted as well as recently hired supervisors and managers will be required to obtain training in the use of Network Fleet
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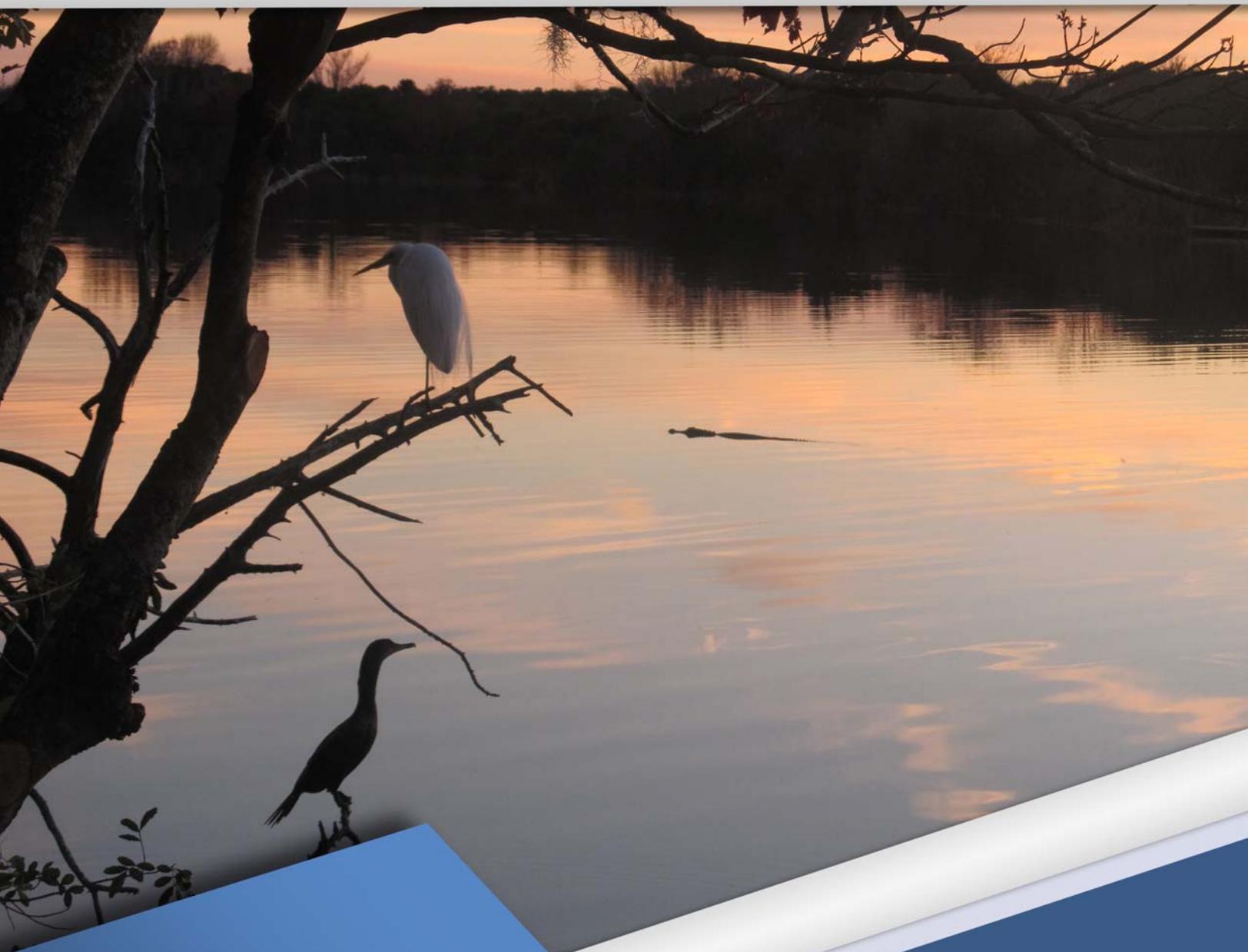
Measurement 3.3.2.5.e Develop a plan to monitor and analyze the Network fleet GPS system city-wide to reduce unnecessary idling time in city vehicles.

100.00%

Comments

1/17/2017	A survey is being developed for department Directors to identify specific vehicles within their fleet that justify expanded idle times. The survey will require Directors to specifically identify and explain processes that necessitate deviating from standard idle times for each vehicle. Vehicles will be evaluated for possible inclusion in the sensor cable project based upon the responses received the directors.
4/12/2017	A survey was developed and distributed to all Directors utilizing Survey Monkey software asking them to specifically identify standard idle times for their assigned vehicles and to explain processes that necessitate deviating from standard idle times for each vehicle. The survey results will be evaluated during the third quarter of FY 2017
7/14/2017	During the third quarter of FY 2017 the team evaluated the fleet idle time survey responses. The one consistent concern throughout a majority of the departments are for vehicles outfitted with mobile laptop devices. The team will begin developing a comprehensive idle time policy during the fourth quarter of 2017.
11/17/2017	- During FY 2017, the Internal Control Team evaluated the fleet idle times of all city vehicles. A survey was created and sent to all the department directors. The directors responses to the survey were evaluated during the 3rd quarter of FY 2017. The surveys revealed that a majority of the departments had concerns for vehicles outfitted with mobile digital devices, such as laptops and tablets. A list of all personnel issued laptops or mobile computers was furnished to the team by IT. In total there are 89 pieces of equipment assigned to operators of city vehicles. This accounts for approximately 45% of the city vehicle fleet that is currently monitored for idle times. The survey revealed that a small majority of directors believe the idle time should be 10 minutes. It is the opinion of the Internal Control Team that there is no "one size fits all" approach to reducing idle times. The idle times should be determined by individual directors based upon their department needs. An in depth vehicle by vehicle study will be undertaken by the team to identify specific vehicles that may need special attention regarding idle times. In the mean time the idle times should continue to be reported by each department quarterly, with an explanation of any deviation above 10 minutes.

Information Technology





Progress Report

To: Jim Landon, City Manager
Prepared by: Steve Viscardi, IT Director
From: Steve Viscardi, IT Director
Date: 12/5/2017
Department: Information Technology
Re: End of Year FY 2017 Review

Executive Summary:

The Information Technology department completed numerous enhancements to the City's data network, systems, and processes in fiscal year 2017.

The Applications division's major accomplishment in FY '17 was the rollout of the online permitting system. All building permits are now accepted electronically. Enhancements to the system continue to be introduced. The ability to schedule permit inspections and pay for any permit online will be available in FY '18. A new agenda management system was also implemented in FY '17. The system is integrated with our document management system, Onbase, which eliminates the need for some duplicate data entry.

Additional highlights in the Application division for FY 2017 include:

- Sent out 13,000 emails to our citizens informing them about the annual Citizens Survey.
- Created and maintained new web page detailing Community Center construction project.
- Added ability to search for building inspections and information about Open Houses listed on the Association of Realtors website.
- Formalized the process to apply patches to the Munis system. Patch management for Munis requires extensive testing. This process lays out staff responsibilities and maintains Munis at a current version level.

Two major projects for the Operations (Ops) division this year were rolling out Microsoft Surface tablets to various members of the Utility department as well as the Public Works department as well as the upgrade of our virtual desktop infrastructure (VDI). The Surface tablets will support an ongoing initiative to enable electronic work orders for field personnel. More tablets are planned for the future. The servers used by the 175 virtual desktops were replaced. The new servers provided more processing power which translated to faster response times for the City staff using VDI.

Additional highlights in the Operations division for FY 2017 include:

- Upgraded all PCs to Windows 10.
- Installed 26 network switches in various traffic cabinets throughout the City as part of the Traffic Optimization project. The switches allow City staff to control and monitor the traffic signals remotely.



Progress Report

- Installed a backup server and software in a colocation facility in Jacksonville. The site is part of our disaster recovery plan. A copy of our data backups will be stored in this secure facility.

The GIS division, in addition to providing day to day mapping support to City departments, was also involved in various projects. GIS was very involved in the scope development, pilot project, and quality control review of the LiDar project. Once complete, the LiDar data will allow GIS to produce digital elevation models of the City. This information will be very useful in stormwater, planning, and public safety applications. We anticipate the data to be fully tested and accepted in FY '18.

Additional highlights in the GIS division for FY 2017 include:

- Moved all information regarding private fire hydrants into our Inframap application. This allows staff to track location and maintenance records of all privately owned fire hydrants.
- Created a web application which allows staff to track all the treatments, such as pesticides and fertilizers applied to City maintained sports fields.

It has been another very busy year for the Information Technology department. As with all City departments, we did our part to support staff and the community during hurricanes Mathew and Irma. This included a great deal of logistical support from Ops regarding the activation of the EOC. Apps moved the City's website to the cloud during the hurricanes and posted close to 100 news briefs and articles for each event. GIS processed map requests, before, during, and after the events. Numerous planning, call tracking, and debris removal maps were all created for each hurricane.

During this past year two staff members resigned. Both positions were refilled but we did have a few months during which we were short staffed in our Ops and GIS divisions.

Budget Report:

Overall we operated within our FY 2017 budget. Our expenses were 88% of our total budget, while revenues came in at 102% of projected budget.

Performance Measures Overview for INFORMATION TECHNOLOGY - 12425

This report gives an overview of the progress made in the Strategic Action Plan for INFORMATION TECHNOLOGY - 12425. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 65.59%

	Completed
GOAL 1 : To anticipate the need for additional services and infrastructure to provide opportunities for mixed use development with goods, services, and employment.	71.25%
Objective 1.2 To assess the need to expand infrastructure for sustainable growth	71.25%
Strategy 1.2.2 Coordinate facility capacity upgrades to meet the City's growth needs appropriately	71.25%
Approach 1.2.2.13 Perform Information Technology (I.T.) System upgrades	71.25%
Measurement 1.2.2.13.e Maintain a multi-year replacement schedule for all equipment and prioritize the replacement of the equipment	100.00%
Comments	
2/8/2017	All new inventory has been added. Reports will be prepared in Q2 for budget requests.
5/11/2017	inventory being used to identify replacements for budgeting purposes
7/27/2017	Inventory was used to identify replacements and added to 2018 budget request.
11/10/2017	All new equipment inventoried
Measurement 1.2.2.13.f Evaluate and recommend a replacement or upgrade for the City's existing telephone system.	50.00%
Comments	
2/8/2017	Discussions will begin Q2 to prepare for budget cycle
5/11/2017	Scheduled demos of various systems and options for replacement of system.
7/27/2017	Demo'd hosted call center system with customer service as well as Skype system for phone system replacement. Direction will be to move the call center into the cloud.
11/10/2017	Companies have been selected for demos of cloud based contact centers. Demos and implementation to be complete by Q2 FY 18
Measurement 1.2.2.13.g Develop a project timeline for the upgrade of the City's telephone system and budget for the new system to be completed by the end of FY '16 Q2.	60.00%
Comments	
2/8/2017	Project dependent on funding in FY '18
5/11/2017	Setting up demos of various systems. Will have budgetary numbers in Q3.
7/27/2017	Call center portion of the call center is planned to move to the cloud in Q1 of FY '18
11/12/2017	Contact Center will be moved to the cloud by Q2 FY 18. Funds were budgeted.
Measurement 1.2.2.13.k Upgrade Telestaff	75.00%
Comments	
2/8/2017	Test system has been upgraded to version 5.4
5/11/2017	Telestaff test environment has been upgraded. Testing has started.

7/27/2017	Vendor has been difficult to schedule. System still in test but we anticipate upgrade to be complete before EOY
11/12/2017	Additional testing complete. Move to production on hold pending vendor scheduling

GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	70.00%
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Objective 3.1 Diversify our revenue sources	30.00%
Strategy 3.1.1 Evaluate and target diversification of funding sources	30.00%
Approach 3.1.1.6 Expansion of FiberNET	30.00%
Measurement 3.1.1.6.c Solicit bid for FiberNET maintenance and installations	30.00%

Comments	
7/27/2017	Evaluating possibility of splitting up bid to conduit installation and fiber installation
11/10/2017	Added additional items to price list. Bid will be on hold pending the outcome of Municipal Broadband Consultant report. Anticipate bid in Q3 of FY 18

Objective 3.2 Increase efficiency through enhanced operations and technological advancements	75.00%
Strategy 3.2.1 Review existing operational procedures and policies	57.50%
Approach 3.2.1.8 Upgrade of Munis	75.00%
Measurement 3.2.1.8.a Complete revamp user permissions in MUNIS	75.00%

Comments	
2/8/2017	Models have been completed and approved by Finance. HR will be first department moved to new model in Q2.
5/11/2017	HR was set up and tested. Will be moved to live in Q3 along with Finance. Customer Service has been fully moved to the new security model.
7/27/2017	Migration of Utility, and Finance has begun.
11/12/2017	Administrative Services were completed.

Approach 3.2.1.38 Transfer alarm monitoring to FCSO	40.00%
Measurement 3.2.1.38.a Transfer alarm monitoring to FCSO	40.00%

Comments	
2/8/2017	Testing technology to tie alarms into our security system software.
5/11/2017	No additional work performed this quarter.
7/27/2017	Worked with security vendor to tie intrusion alarm into City's security system.
11/10/2017	Met with IT Director for Flagler County. We agreed best plan is to integrate our alarms system into our security system and give them the ability to monitor our security system. This will also give them access to our cameras.

Strategy 3.2.2 Evaluate current technological opportunities to reduce operational cost	80.83%
Approach 3.2.2.7 Evaluate Communications Costs for potential elimination of services	100.00%
Measurement 3.2.2.7.a Provide annual report to the City Manager on communication costs	100.00%

Comments	
2/8/2017	Data has been collected. Report needs to be formatted.
7/27/2017	Monthly data collected. Report will be presented at EOY.
11/10/2017	Report written and submitted.

Approach 3.2.2.14 Identify ways to increase efficiency and streamline processes	77.00%
Measurement 3.2.2.14.e In coordination with PCMD, develop and implement an electronic bidding process.	100.00%
Comments	
2/8/2017	Hosted system was deployed. Bonfire is the chosen system. System is in full production.
Measurement 3.2.2.14.f In coordination with PCMD implement an electronic contracts process	100.00%
Comments	
2/8/2017	Project Manager is in place. Working out final scope of the project.
5/11/2017	Demos for DocuSign have been scheduled. DocuSign solution will be implemented in Q3.
7/27/2017	DocuSign implemented. Additional changes to Onbase to be completed Q4.
11/10/2017	Changes made in Onbase to track contracts
Measurement 3.2.2.14.g In coordination with Finance, implement electronic payment of Business Tax Receipts	50.00%
Comments	
2/8/2017	Project has not been started.
5/11/2017	Project not started
7/27/2017	Project on hold pending Munis evaluation
12/7/2017	Staff began working with Finance to complete the preliminary work in order to implement an electronic payment method for Business Tax Receipts. However, Finance has placed this project on hold pending additional full review of MUNIS module deficiencies and a future MUNIS master plan.
Measurement 3.2.2.14.h In coordination with City Clerk's office, complete microfiche conversion to onbase	50.00%
Comments	
5/11/2017	Demo of scanning unit was held. Department did not want to move forward with purchase.
7/27/2017	Met with local vendor to scan microfiche. Waiting on quote.
11/10/2017	Multiple vendors non responsive. We did find one vendor who provided a quote. Project should start Q2 in FY 18
Measurement 3.2.2.14.j Develop a work plan to manage projects for the applications division	85.00%
Comments	
7/27/2017	Overall process developed and vetted with ERP group. Final steering committee selection and processes to be completed Q4.
11/10/2017	Steering Team selected and project list developed. Presenting to team and formalizing processes by Q1 of FY 18
GOAL 4 : To blend our residential and commercial properties with our "City of Parks and Trails" image to create a sustainable framework of visual appeal while caring for our land, water, air, and wildlife	100.00%
Objective 4.3 Evaluate current "Green" initiatives and target projects that are sustainable	100.00%
Strategy 4.3.1 Reduce waste through sustainable practices	100.00%
Approach 4.3.1.1 Minimize paper use for city forms	100.00%
Measurement 4.3.1.1.d Provide support to other departments and teams to convert at least 4 forms/processes to an electronic method	100.00%
Comments	

2/8/2017	No new forms have been created this quarter.
5/11/2017	The Request For Personnel form has been electrified.
7/27/2017	Revamped Request Approval to Purchase (RAP) form for Purchasing.
11/12/2017	Multiple forms for planning and permitting were converted to electronic.

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	0.00%
Objective 5.1 Enhance community and visitors' recreational opportunities and experiences at community events	0.00%
Strategy 5.1.1 Identify fun and interactive elements to incorporate into community events	0.00%
Approach 5.1.1.2 Initiate an events app as a test pilot program	0.00%
Measurement 5.1.1.2.a Develop first event App	0.00%

Comments	
2/8/2017	Planned as an intern project in Q4
5/11/2017	No additional work
7/27/2017	No additional work

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	50.00%
Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
Strategy 6.2.1 Create a comprehensive training program	100.00%
Approach 6.2.1.7 Develop a Comprehensive Training Program	100.00%
Measurement 6.2.1.7.p Track all departmental employee training & certifications for the IT Department through target solutions (PCU)	100.00%

Comments	
2/8/2017	Training has been tracked in PCU for Q1.
5/11/2017	Training tracked for Q2
7/27/2017	Training tracked for Q3
11/10/2017	Training added to PCU

Objective 6.3 To enhance awareness of customer service and relationships with our citizens	0.00%
Strategy 6.3.1 Establish a Customer Experience Program to solicit customer feedback and ensure follow-up consultation	0.00%
Approach 6.3.1.1 Citizen Issue Mobile App	0.00%
Measurement 6.3.1.1.a Identify the scope and approach of deploying a mobile data application	0.00%

Comments	
2/8/2017	Plan to start in Q3 as part of summer intern project
5/11/2017	No additional work.
7/27/2017	May be part of larger work order project

P3 Team





City of PALM COAST

Public, Private Partnership “P3” Team

To: Jim Landon, City Manager
 Date: 11/27/2017
 Department/Team: P³ Team
 Director/Team Leader: Ray Tyner
 Reporting Period: 4th Quarter 2017

Executive Summary:

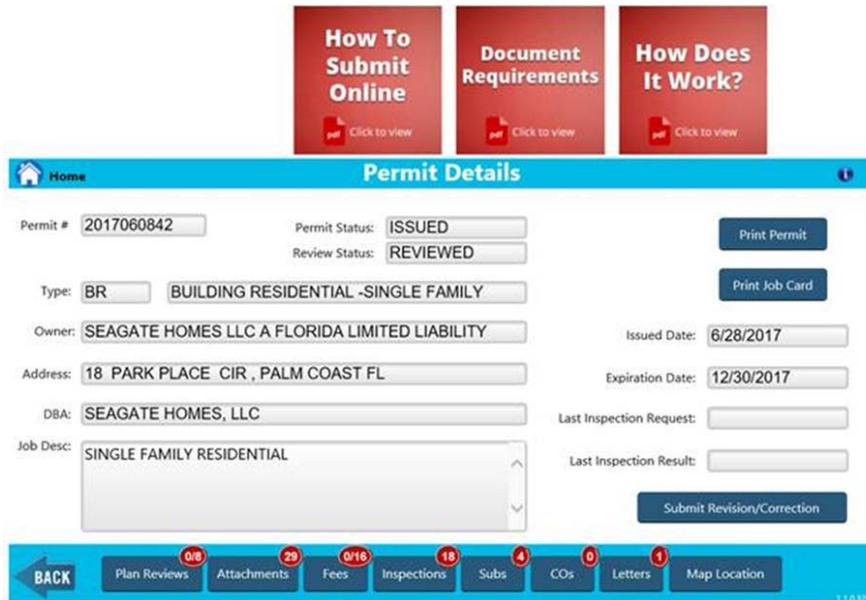
During the review period the P³ team members continued their sub team approach with a large measure of success. A total of 5 performance measurements have been completed during FY’17.

Progress Report:

Implementation of a complete electronic permitting process from beginning to end for all permit types has been very successful. We currently have 640 registered users and 3,768 permits have been created online. Of those, 55 have been homeowners.

A brief breakdown of the top users:

- 1338 HVAC change-outs
- 823 roofing
- 461 fences
- 180 single family homes



Progress Report



city of PALM COAST

The following highlight some of the significant progress that has been achieved during FY'17:

- Significant improvements have been achieved to improve the As-Built process. A work flow has been established and work with our Stakeholders to finalize the process will be achieved during the FY'18 2nd quarter. In addition, improvements regarding communication between site inspectors and planning project managers continue to improve via bi-weekly project discussion meetings.
- Testing has begun for Phase 3 of the Electronic Plans Submittal full integration of Development Order application/site development online submittals. During FY'18 2nd quarter testing will begin with one developer.
- Successfully tested for a user to pay on line for multiple permits at a time.
- Implementation of standardization for all PLDRB agenda products and ads has been completed.
- Initiated the review of Chapter 9 – Engineering Design and Utilities – of the Unified Land Development Code in order to update and incorporate National Pollutant Discharge Elimination System (NPDES) requirements.
- Implementation of Bi-Weekly Project Manager and Inspectors Meetings which has resulted in information exchange regarding current and future projects have closed gaps, improved communication and resolved multiple on-site issues.
- After evaluating the plat process with stakeholders, the team began to implement changes to improve the process. Some of the changes include: providing single point of contact for smaller subdivision applications, drafting standard template plat language, and eliminating commitment letters. Improving the plat process is a high priority for the team and the sub team is meeting weekly to expedite improvements.

Performance Measures Overview for P3 TEAM - 99016

This report gives an overview of the progress made in the Strategic Action Plan for P3 TEAM - 99016. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 83.67%

	Completed
GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	100.00%
Objective 2.3 To promote the Palm Coast Business Assistance Center as the destination center for small business training and support in Flagler County	100.00%
Strategy 2.3.4 To strengthen the BAC partner effort in order to provide a unified approach to helping existing Flagler County businesses	100.00%
Approach 2.3.4.11 Improve BAC coordination with Community Development	100.00%
Measurement 2.3.4.11.a Develop and implement a plan to improve coordination with Business Assistance Center (BAC) for potential new businesses.	100.00%

Comments

1/24/2017	We continued to meet with BAC and Building staff on business inquiries and relocations. We have worked as a group to find suitable sites for at least three potential new businesses. In some cases this includes suggesting alternative sites or alternative options that would likely work better from a Land Development Code and Building Code perspective.
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GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	82.18%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	82.18%
Strategy 3.2.1 Review existing operational procedures and policies	73.57%
Approach 3.2.1.41 Evaluate existing fee schedule for permits	75.00%
Measurement 3.2.1.41.c Evaluate Fire Safety Code ordinance and recommend changes to City Manager related to fire inspection fees	75.00%

Comments

7/11/2017	Update to resolution and ordinance have been drafted and are under review.
10/3/2017	Draft completed to reflect consistency with the approved building permit fee reduction resolution.

Approach 3.2.1.42 Evaluate existing procedures and identify methods to improve community development driven processes	68.00%
Measurement 3.2.1.42.d Evaluate and implement changes to improve existing process for plats	60.00%

Comments

1/24/2017	Project Manager established and working towards developing a work plan.
4/6/2017	P3 sub team members have reviewed and identified gaps in the process and in addition stakeholder/FCARD members have provided their feedback regarding issues identified to the sub team members.

7/11/2017	P3 sub team members have begun the implementation process. Some of these changes to improve the platting process include: single point of contact, recommended dedication language changes as well as eliminating commitment letters. Special Flood Hazard Area Ordinance is being amended to match the state model and flow chart created to assist developers who wish to develop in properties without a BFE.
11/2/2017	P3 sub team is currently working on standard plat dedication language that will help reduce the plat review time and reduce the volume of comments.

Measurement 3.2.1.42.e Evaluate and implement changes to improve the bond process	50.00%
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Comments

1/24/2017	Project Manager established and working towards developing a work plan.
4/6/2017	P3 sub team members have reviewed and identified gaps in the process.
7/11/2017	P3 sub team members have evaluated workflow process and proposed improvements to improve efficiencies. Members are now working with CDPlus modules to implement improvements regarding tracking of bonds.
11/2/2017	P3 sub team members will continue to work with the agreement module section in the CD-Plus to improve tracking of bond release inspections and expiration dates.

Measurement 3.2.1.42.f Evaluate and implement changes to binding and rescinding lot process	80.00%
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Comments

1/24/2017	Project Manager established and gaps in process have been identified. Determined process to formalize and move to an electronic format (currently process is all paper). In addition staff members are being cross-trained on the process. Coordination with the property appraiser's office to ensure that we are in compliance with that office's recording requirements and to ensure consistency.
4/6/2017	The Binding and Rescinding processes will be created and tracked through the Development Planning module of CD Plus. Since there is a need to keep track of two or more parcels and/or addresses the Permit module is not the right instrument for this process. The Planning module will allow an address to be inactivated but still attached to an address for historical reasons.
7/11/2017	P3 sub team members are working with the module within CDPlus.
10/3/2017	Binding and rescinding lot applications have been added to CDPlus. CDPlus testing to begin the first quarter FY'18.

Measurement 3.2.1.42.g Evaluate and implement changes to improve PLDRB & BEAC agenda package process	100.00%
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Comments

1/24/2017	Project Manager established and working towards establishing a work plan to improve the agenda package process. Evaluate the entire process to identify gaps, including gaps in technology.
4/17/2017	During this 2nd quarter processes were evaluated and gaps have been identified. Some of the significant gaps are highlighted below: Inconsistencies with regard to the timing of when agenda packages are distributed to the Board/Committee members. Inconsistencies with having the draft ordinance as part of the agenda package. Inconsistencies with having a Final Development Order available for the Planning & Land Development Regulation Board Chair to sign at the meeting when an agenda item is approved.

7/11/2017	In the 3rd quarter the recommended changes were implement to ensure consistency with the staff reports, signing of any approved development orders during same meeting in which the development order was approved. Agendas are more consistently reviewed well in advance of the due date, as well as any related PowerPoint presentations.
10/3/2017	During the 4th quarter the implemented strategies were reviewed for consistency and effectiveness. In addition the required newspaper ad format was reviewed and made consistent for all PLDRB required ads.

Measurement 3.2.1.42.h Evaluate and implement changes to improve the as-built process	50.00%
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Comments

1/24/2017	Project Manager established and the evaluation process has begun.
4/6/2017	P3 sub team members are working on the final draft of the as-built flow process.
7/13/2017	P3 sub team members have completed the draft of the workflow process. They will work with stakeholders during the fourth quarter.
11/2/2017	No action was taken in the fourth quarter.

Approach 3.2.1.43 Evaluate current procedures and policies related to utility easements and rights-of-ways	100.00%
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Measurement 3.2.1.43.a Evaluate current procedures and policies related to utility easements and rights-of-ways and provide recommendation for changes	100.00%
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Comments

1/24/2017	Project Manager has been identified and sub-team created. Sub-team met with City Attorney and discussed new law and possible solutions.
4/11/2017	P3 team members reviewed a conceptual approach that would minimize risk in this regard. If FP& L wants an easement it would need to be done outside of the Right Of Way and by a separate instrument.
7/11/2017	P3 sub team members have provided recommended changes to the language that will be incorporated into the plat process.

Strategy 3.2.2 Evaluate current technological opportunities to reduce operational cost	97.25%
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Approach 3.2.2.10 Implement electronic submittal	96.67%
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Measurement 3.2.2.10.b Implement an electronic plans submittal solution in coordination with IT Department	100.00%
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Comments

1/11/2017	Beta testing was offered to ten select contractors in December. Approximately seven houses were submitted, reviewed and processed using the new electronic submittal system. Contractors will be able to submit for all permits types the beginning of Quarter 2 (in January)
4/6/2017	This measurement is now completed and we will be submitting a request for a new measurement that will cover phase II.

Measurement 3.2.2.10.c In coordination with the IT Department, implement phase 2 of the online permit submittals project which includes integration of current electronic plan review and processing system to existing online plan submittal solution within Cd Plus permitting database	100.00%
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Comments

5/3/2017	Substantial progress has been made for full integration of the electronic plan review by staff in conjunction with the online submittals. Testing is taking place and It is anticipated phase 2 will be completed in May.
7/7/2017	Full implementation of phase 2 was completed and went live June 1st.

Measurement 3.2.2.10.d In coordination with the IT Department, implement phase 3 of the online permit submittals project which includes an electronic plan submittal solution for Commercial Site Development projects	90.00%
Comments	
7/13/2017	Phase 3 solution for commercial site development on-line submittal is in process. The initial workflow and the subsequent programming to implement these changes has started and is being tested in our CDPlus test environment.
10/3/2017	The configuration is almost completed with active testing currently occurring.
Approach 3.2.2.13 Transition Building division to paymentus	99.00%
Measurement 3.2.2.13.b Assist with transition of community development customer service counter to Paymentus in coordination with Finance & IT Department	99.00%
Comments	
1/23/2017	The transition of Community Development Customer Service counter to integrate with the Paymentus backend has been mostly completed. We have had successful transactions sent back and forth between CDPlus the Community Development application and Paymentus on the back end. Financial information has been processed by CDPlus sent over to Paymentus which then returned the status of the transaction back to CDPlus to complete the circuit. There is only one significant issue left and that is the verification of the new requested limits on transactions that the Paymentus web application can handle.
4/6/2017	The Paymentus backend transaction process is being debugged due to loss of connection during the return of financial data from the credit clearing center. Finance will contact Paymentus and inquire as to the nature of the problem. IT will be assisting with any technical issues that may arise, however, the error occurred during the increase of payment limits to the credit card transactions, which is a Paymentus process.
7/7/2017	Integration and connection between CDPlus permitting software and Paymentus finance software is working. We are waiting to hear from Paymentus why transactions are not able to be processed on their end.
10/27/2017	Integration between CDPlus and Paymentus now successfully transmit financial transaction information between both parties. There remains only two very minor changes to be made, we are looking for a November 1, 2017 launch date.

Parks & Recreation





City of PALM COAST Parks & Recreation

To: Jim Landon, City Manager
 Date: 10/11/2017
 Department/Team: Parks & Recreation
 Director/Team Leader: Alex Boyer
 Reporting Period: 4th Quarter FY 2017

Executive Summary:

It is only fitting that the final quarter of the year (Q4) began with the national observance of all things parks and recreation, the annual “July is Parks and Recreation Month” celebration.

Each year, since 1985, the National Recreation and Park Association encourages local parks and recreation agencies to participate in this annual recognition. We began our local celebration with a proclamation presented by our Mayor and City Council. We then launched into our month-long series of events starting on July 3 with our Fireworks in the Park and ending on July 29 with our skate safety day at Ralph Carter Park, facilitated by Maui Nix.

Our goal was to showcase the beautiful parks, facilities, and amenities available to the residents and visitors of Palm Coast. We hope for residents and visitors to associate the importance of recreation with their overall quality of life and to highlight how parks and recreation adds to the health and vitality of the community.

We also hosted a successful Senior Games event, despite the challenges that Hurricane Irma introduced. We had 256 registered. Unfortunately, only 178 participated due to the cancelation or rescheduling of events.



We were not immune to challenges this FY. During Q4, Parks and Recreation was operating out of the small office space located at the Frieda Zamba Swimming Pool. Despite this situation, we saw record growth in our programs, including the number of visitors from Tournaments we host.



City of PALM COAST

Parks & Recreation

Parks and Recreation welcomed some branding upgrades to be more consistent with the City's brand. We got a revamped Department logo and Tennis Center logo.



Budget:

Parks & Recreation is always very attentive to the budget and spending remained on track with budgeted expenditures. Overall The Department was under budget using only 90% of projected expenses. Revenue was also slightly under. The Golf Course was closed of ten weeks in this FY as clean up was needed for both Hurricane Matthew and Irma.

Progress Report:

One of our program opportunities that took place during our July is Parks and Recreation month was our summer camp. We saw a significant increase in weekly participation even while hosting camp from the Frieda Zamba Swimming Pool. We had 876 kids participate with a \$76,769 revenue total. This is compared to last year's 834 kids and \$71,057 revenue total.

The Firefighter Camp was fully supported and instructed by our Palm Coast Fire Department. The kids had daily interactions with a real fireman enhancing the overall enjoyment and excitement that this camp brought. Our Jr. Lifeguard Camp taught our young campers the skills of our professional life safety staff and provided them with a daily experience of the often unglamorous duties of a lifeguard.

Overall, we offered 100 programs this FY, compared to 79 programs last year, and attained 100% cost recovery. We also reached our highest program revenue with a total of \$148,258. This is compared to \$104,236 in FY16 and \$133,150 in FY15.



City of PALM COAST

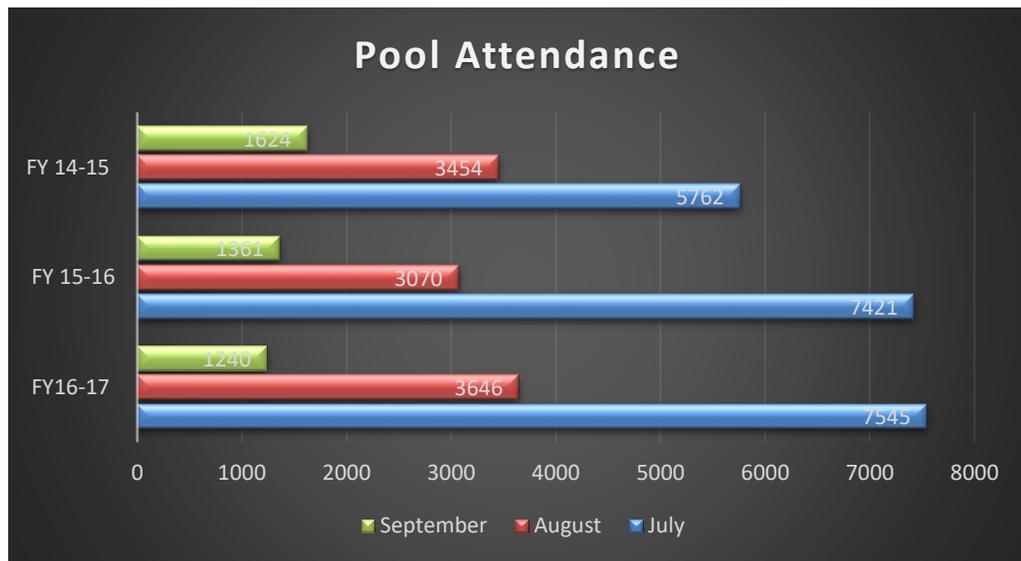
Parks & Recreation

Frieda Zamba
Swimming Pool:

The pool was in full swing during Q4. We saw a large increase in patron use reaching our maximum bathing code a few times. We added a new program for our adult population, Aqua Zumba, and both sessions sold out. We also doubled the number of swim lessons and private packages offered. For an antiquated pool, we are servicing the public at maximum capacity.

	FY16-17	FY 15-16	FY 14-15
July	7545	7421	5762
August	3646	3070	3454
September	1240	1361	1624
Total	12431	11852	10840

* September reflects Hurricane and Pool Closed for Maintenance



Palm Coast
Tennis Center:

Parks & Recreation has had a positive impact at the Palm Coast Tennis Center. The facility just welcomed the new Tennis Professional. Programs continue to meet or exceed everyone's expectations. We have a lot of new programs including NexGen and adult clinics that will be rolling out in the next FY. Staff will be supplying a more detailed report for the Tennis Center starting FY18 as new programs are implemented.

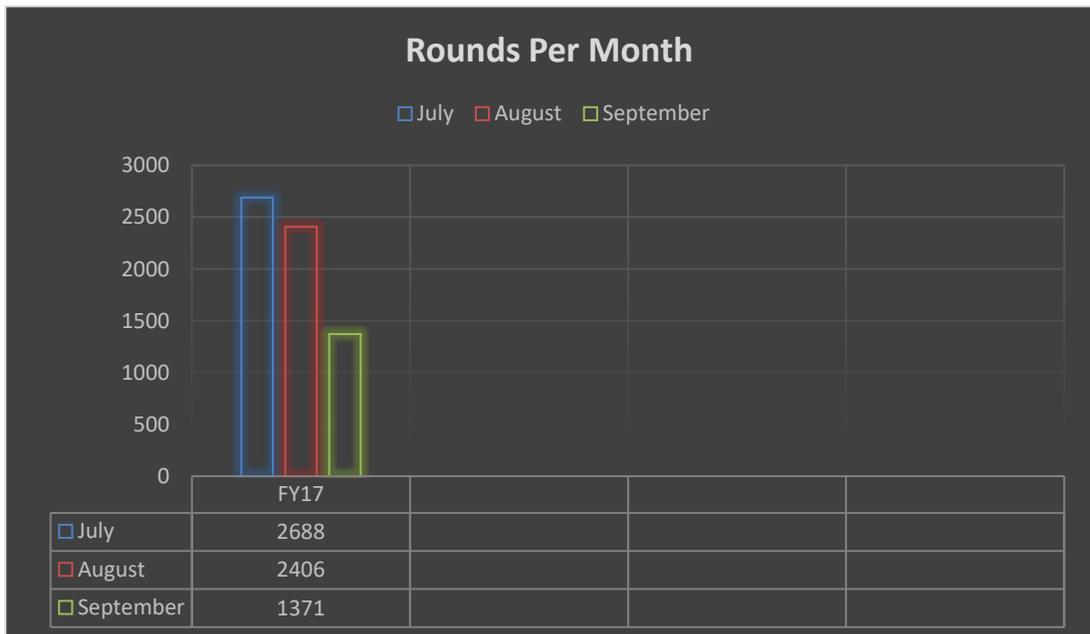
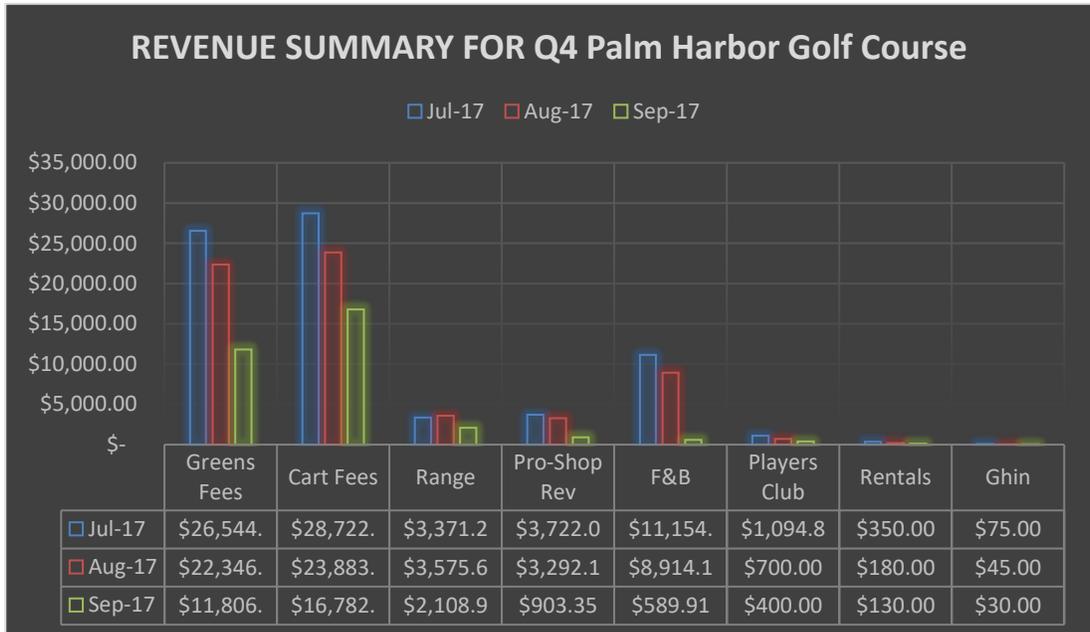


City of PALM COAST

Parks & Recreation

**Palm Harbor
Golf Course:**

Parks and Recreation took over operations of the Palm Harbor Golf Course in August. We also welcomed our new Golf Manager to the team. The Palm Harbor Golf Course has had its challenges this FY as if was closed twice due to Hurricane Matthew and Hurricane Irma. Staff will be supplying a more detailed report for the Golf Course starting FY18.



Progress Report



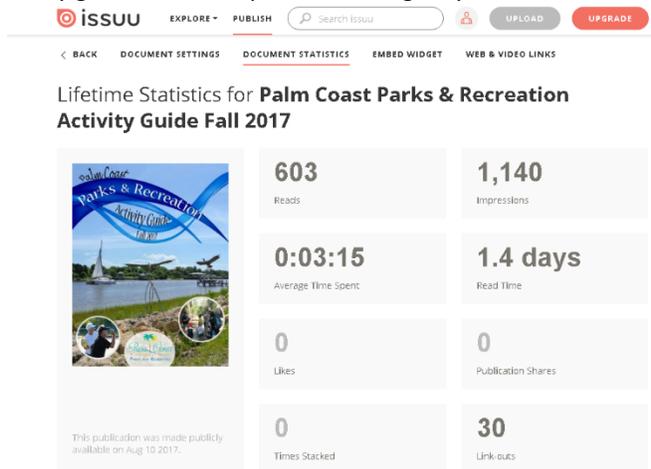
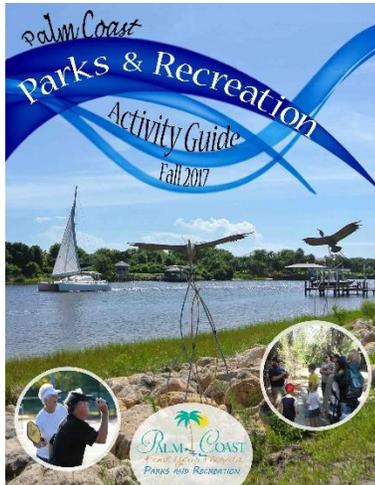
City of PALM COAST Parks & Recreation

Employee

Development: Athletic Supervisor Brandon Washington attended the annual Senior Games Conference.

Marketing:

In Q4, we rolled out our first in-house activity guide as well as published it digitally with Issuu.



Marketing Supervisor Brittany McDermott was very busy developing other marketing materials.

Adult & Senior Programs

- Lunch n' Lectures**
Third Friday of the month starting at 11am
- Discover Trips**
Monthly starting at 8am
- Critic's Choice**
First Thursday of the month starting at 5:30pm
- Pickleball**
Tuesdays 1pm - 3pm, Wednesdays 4pm - 8pm, Fridays 11am - 1pm
- Game Days**
Most Thursdays 12:30pm - 4pm starting Sept. 7th
- Senior Games**
Sept. 14th - 24th (activities include cycling, golf, golf croquet, horseshoe, pickleball, swimming, and tennis)

Programs subject to change.
More information: palmcoastgov.com or 386-986-2323

AQUA ZUMBA

Days/Dates: Tuesdays/Thursdays
Session 1: Sept. 7 - Oct. 3
Session 2: Oct. 10 - Nov. 2

Time: 9 - 10am
Fee: \$40/session or \$8 drop-in

www.palmcoastgov.com/pool or 386-986-4741

Fall Swim Lessons

Private swim lessons available upon request for all ages and skill levels.
 Semi-private: \$25 initial fee + \$5/additional person
 Private: \$20/session

Session 1: Sept. 18 - 28 (Mon. - Thurs.)
Session 2: Oct. 16 - 25 (Mon. - Thurs.)

Times:
 1 - 1:30pm (Preschool Level 1)
 1:45 - 2:15pm (Preschool Level 2)
 2:30 - 3pm (Preschool Level 3)

Fee: \$45
Ages: 4 - 5 years old

www.palmcoastgov.com/pool or 386-986-4741

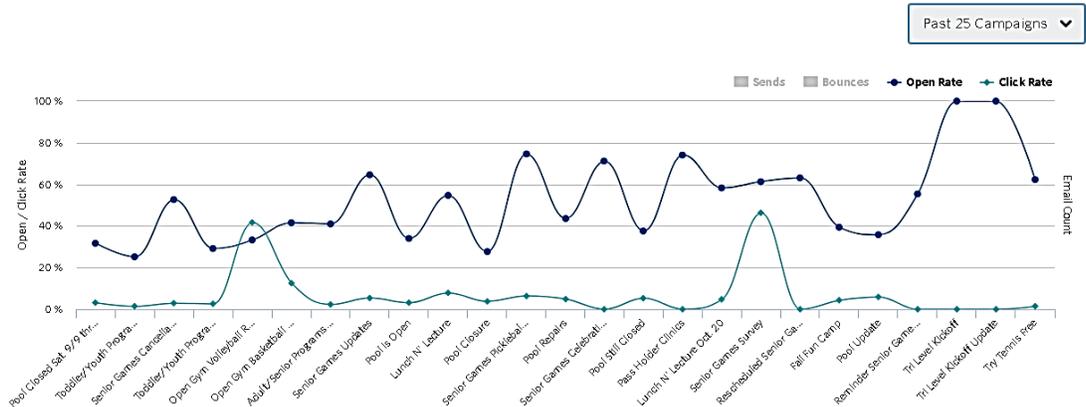


City of PALM COAST

Parks & Recreation

We started utilizing Constant Contact as a way to better communicate with our program participants and pass holders and it was a great success. We plan to continue using it. The industry average email open rates is 20.80% and you can see by the following graph, our emails have greatly exceeded the industry average.

▼ Trend Overview





city of PALM COAST

Parks & Recreation

Other:

Attachments:

- Performance Measure Report
- Program Matrix
- Tournaments and Visitor Spending
- Programs 3 Year Revenue comparisons
- Constant Contact Email Campaign
- Senior Games Survey

Performance Measures Overview for PARKS & RECREATION - 16016

This report gives an overview of the progress made in the Strategic Action Plan for PARKS & RECREATION - 16016. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 98.13%

	Completed
GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	100.00%
Objective 2.1 To develop an evaluation matrix to assess the implementation of Prosperity 2021	100.00%
Strategy 2.1.1 Inventory progress to date and update projects and programs	100.00%
Approach 2.1.1.2 Continue to grow the economic benefits resulting from special events and sport tournaments	100.00%
Measurement 2.1.1.2.a Provide quarterly reports to summarize monthly data for estimated visitor spending due to tournaments and events.	100.00%

Comments

1/24/2017	Overall we hosted 6 Tournaments, 3 running events, and we are for the first time Tracking the impact of hosting National Premier League games in our community. We had just over 30,000 Visitors with and economic impact of 2.8 million dollars for Q1.
5/8/2017	Overall we hosted 4 Tournaments at ITSC and 2 Tournaments at the PCTC during Q2. We had an economic impact of just over 1million dollars.
7/11/2017	Overall we Hosted 12 Tournaments at ITSC and 1 Race at Town Center during Q3. We had an estimated economic impact of \$3,726,069 and 42,161 visitors.
10/30/2017	Overall we Hosted 5 Tournaments at ITSC during Q4. We had an estimated economic impact of \$1,136,132and 12,855 visitors.

Measurement 2.1.1.2.b Continue to work with the TDC, Sports Alliance and other local organizations to find ways to maintain or increase the number of tournaments	100.00%
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Comments

1/24/2017	Overall we hosted 6 Tournaments in Q1
5/8/2017	Overall we hosted 6 Tournaments in Q2
7/11/2017	Overall we hosted 12 Tournaments in Q3
10/30/2017	Overall we hosted 5 Tournaments in Q4

Measurement 2.1.1.2.c Implement athletic field usage policy that addresses priority users	100.00%
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Comments

1/24/2017	New rotation scheduling has been put in place to help minimize wear and tear to fields this fall.
5/8/2017	In addition to the field rotation schedule. Parks and Rec sat down with Public Works to formalize a better field schedule for transition periods. Parks and Rec also meet with City Manager to discuss the Sports Alliance will become the platform for priority users next FY.
7/11/2017	We have completed the field usage policy and addressed priority users

GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	98.75%
Objective 3.1 Diversify our revenue sources	98.75%
Strategy 3.1.2 Seek private / public partnerships	98.75%
Approach 3.1.2.4 Recover costs associated with fee based programs	98.75%
Measurement 3.1.2.4.c Recover 0-69% of the cost of level 1 fee based Parks & Recreation programs.	100.00%
Comments	
1/24/2017	We successfully offered and implemented 11 Level one events for Q1
5/8/2017	We successfully offered and implemented 10 Level one programs for Q2.
7/21/2017	We successfully offered and implemented 10 Level one programs for Q3
10/30/2017	We successfully offered and implemented 11 Level one programs for Q4
Measurement 3.1.2.4.d Recover a minimum of 70% of the cost of level 2 fee based Parks & Recreation programs.	100.00%
Comments	
1/24/2017	We offered and implemented 7 Level 2 programs. We had expenses totaling \$373 and cost recover of \$1,462
5/8/2017	We offered and implemented 2 Level two programs. We had expenses totaling \$67 and cost recover of \$414
7/21/2017	We offered and implemented 5 Level two programs. We had expenses totaling \$229 and cost recover of \$1899
10/30/2017	We offered and implemented 2 Level two programs. We had expenses totaling \$68 and cost recover of \$455
Measurement 3.1.2.4.e Recover 100% of the cost of level 3 fee based Parks & Recreation programs.	100.00%
Comments	
1/24/2017	We offered and implemented 7 Level 3 programs. We had expenses totaling \$8,109 and cost recover of \$11,268
8/21/2017	We offered 3 Level three programs. We implemented 3 of those programs. We had expenses totaling \$5600 and cost recover of \$5532
8/21/2017	We offered 16 Level three programs. We implemented 16 of those programs. We had expenses totaling \$34,848 and cost recover of \$47,433
10/30/2017	We offered 14 Level three programs. We implemented 14 of those programs. We had expenses totaling \$38,019 and cost recover of \$46,711
Measurement 3.1.2.4.f Re-evaluate and revise current fee resolution	95.00%
Comments	
1/24/2017	research has started for this project
5/8/2017	Staff have put together a fee structure based on operational cost recovery pertaining to the Community Center and Sports Fields. Research has started for Golf and Tennis.
7/21/2017	Drafts have been put together. This information will be used for final presentation.
10/30/2017	Staff has compiled presentation. Presentation will Take place in FY18

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	96.88%
Objective 5.1 Enhance community and visitors' recreational opportunities and experiences at community events	95.83%
Strategy 5.1.1 Identify fun and interactive elements to incorporate into community events	100.00%
Approach 5.1.1.4 Increase the number of new programs and/or events offered to the community	100.00%
Measurement 5.1.1.4.a During construction of the Community Center, continue to maintain the number of programs being offered to the community	100.00%
Comments	
1/24/2017	This year we implemented 24 programs compared to last years 18
5/8/2017	This quarter we implemented 15 programs. our YTD total is 39 compared to last years 36. This is all while our main facility is under renovations.
7/21/2017	This quarter we implemented 31 programs. our YTD total is 72 compared to last years 62.
10/30/2017	This quarter we implemented 27 programs. our YTD total is 100 compared to last years 79.
Measurement 5.1.1.4.b Of those programs offered in 5.1.1.4.a, 70% have high enough participation to implement.	100.00%
Comments	
1/24/2017	We offered 24 programs for Q1. All were implemented.
5/8/2017	Out of the 15 programs offered 2 were new this quarter. Adult Flag Football was new but was not implemented.
7/21/2017	Out of the 32 programs offered 11 were new this quarter. Level 3 Swim lessons was new but not implemented
10/30/2017	Out of the 27 programs offered 10 were new this quarter.
Strategy 5.1.2 Promote the variety of local leisure and recreational activities	93.75%
Approach 5.1.2.3 Create marketing materials to actively promote available facilities and amenities	91.67%
Measurement 5.1.2.3.b During construction of the Community Center maintain number of reservations by utilizing and tracking reservations at other recreation facilities within the City.	100.00%
Comments	
1/24/2017	Staff began tracking reservations at the pool. We are working on additional platforms for programs and field usage.
5/8/2017	This quarter the pool is closed. We have created templates to track participation. We did track the NCCAA event with a digital graph.
7/21/2017	This quarter the pool opened. Our Membership and swim lessons are up from last year.
10/30/2017	With the opening of Holland Park. Pavilion reservations are very popular.
Measurement 5.1.2.3.d Publish a recreation program guide 3 times per year	100.00%
Comments	
1/24/2017	We have published a Fall Program guide for programs during Q1
5/8/2017	We have published a Winter Spring Program Guide for programs during Q2.
10/30/2017	We have published a Fall Program Guide for programs during Q4.
Measurement 5.1.2.3.e Develop a comprehensive senior program guide with the use of a facilitator and the leisure services committee	75.00%
Comments	

7/25/2017	Staff has worked with LSAC to schedule a Senior Focus group facilitator. We will take the data and look at creating a senior program guide.
10/30/2017	Staff hosted a Senior Focus group meeting with the help of a Facilitator. Staff is working on a plan based on recommendations.

Approach 5.1.2.18 Evaluate options for improving scheduling of recreation programming	100.00%
Measurement 5.1.2.18.a Evaluate options for improving scheduling of recreation programming	100.00%

Comments

1/24/2017	evaluations of current programs has started In Q1. This will allow the department to better understand options of what needs to be improved.
5/8/2017	A five year program plan has been created in Q2. Research has been started based on interests times for programs by demographic.
7/21/2017	An draft schedule was created for program ideas for the new CC
10/30/2017	Staff have created time blocks for programs within Facilities as well as in parks

Objective 5.2 Enhance safety measures throughout the community 100.00%

Strategy 5.2.1 Identify enhancements within park facilities to reduce hazards 100.00%

Approach 5.2.1.3 The Parks and Recreation Department will provide community outreach programs.	100.00%
Measurement 5.2.1.3.a Provide community outreach programs and report on programs offered on a quarterly basis	100.00%

Comments

1/24/2017	We have scheduled our annual pool safety day for Sunday, May 28. Other outreach programs to be determined.
7/21/2017	May 2 – Operation Safe presentation in partnership with FCSO and CFO Jeff Atwater office. Parks and Rec worked with the Fest team to Host Arbor day and the Garden Club Expo, and Relay for Life at town center
10/30/2017	Parks and Recreation had several community outreach programs for July is Parks & Rec Month. We offered Skate Safety and Bike safety.

Objective 5.3 Seek partnerships with educational institutions and community groups to expand educational, social and cultural opportunities 100.00%

Strategy 5.3.2 Expand outreach opportunities to identify and network resources 100.00%

Approach 5.3.2.2 Expand educational, social and cultural opportunities	100.00%
Measurement 5.3.2.2.a Host two events for the community that focus on Fine Arts, Music or Multi-Cultural	100.00%

Comments

1/24/2017	The International Fest was hosted at Town Center during Q1
5/8/2017	No events were done during Q2 for this measure.
7/21/2017	Parks and Rec worked with the Fest team to Host Arbor day and the Garden Club Expo, and Relay for Life at town center.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities 100.00%

Objective 6.2 To develop in-house and identify external training opportunities for employees 100.00%

Strategy 6.2.1 Create a comprehensive training program 100.00%

Approach 6.2.1.7 Develop a Comprehensive Training Program	100.00%
Measurement 6.2.1.7.q Track all departmental employee training & certifications for the Parks & Recreation Department through target solutions (PCU)	100.00%

Comments	
1/24/2017	all staff have been attending training through target solution. Staff have also updated HR with other CE or certifications.
5/8/2017	All staff have been attending training. Staff have updated HR with other CE or new certifications.
7/21/2017	All staff have been attending training. Staff have updated HR with other CE or new certifications.
10/30/2017	All staff have been attending training. Staff have updated HR with other CE or new certifications.

Parks & Recreation Program Matrix

		Q4						
Totals by Quarter		19	5	19	\$ 9,081	\$ 7,198	79%	
Cost Recovery Level	NAME OF PROGRAM	Attempted	New	Implemented	Program Cost	Cost Recovered	Recovery Rate	
1	AARP Driver Safety Program	1		1	\$0.00	\$0.00		
	Game Day Social	1		1	\$120.00			
	Lunch N Lecture Series	1		1	\$758.00			
	Teddy Bear Picnic	1		1	\$65.00			
	Women's Self Defense	1		1	\$0.00			
	Musical Munchkins	1	1	1	\$74.00			
	Pickleball	1		1	\$0.00			
	Critics Choice	1		1	\$0.00			
	Movies in the Park	1		1	\$1,589.00			
	Naure/Fitness Walks	1	1	1	\$32.00			
	Playground Pals	1	1	1	\$22.00			
						\$2,660.00	\$0.00	0%
2	Munchkins Creations	1	1	1	\$68.00	\$168.00	247%	
	First Aid & CPR/AED Training	1		1	\$0.00	\$287.00	#DIV/0!	
					\$68.00	\$455.00	669%	
	Adult Basketball League	1	1	1	\$2,600.00	\$3,125.00	120%	
	Aqua Zumba	1		1	\$255.73	\$688.00	269%	
	Parent Child level 1 July	1		1	\$192.25	\$618.75	322%	
	Parent Child level 2 July	1		1	\$192.25	\$618.75	322%	
	Preschool Aquatics Level 1 July	1		1	\$192.25	\$618.75	322%	
	Preschool Aquatics Level 2 July	1		1	\$192.25	\$618.75	322%	
	Preschool Aquatics Level 1 Aug	1		1	\$168.00	\$360.00	214%	
	Preschool Aquatics Level 2 Aug	1		1	\$168.00	\$390.00	232%	
	Preschool Aquatics Level 3 Aug	1		1	\$168.00	\$330.00	196%	
	Fun in the sun camp Week 5	1	1	1	\$5,872.00	\$5,370.00	91%	
	Fun in the sun camp Week 6	1	1	1	\$7,261.00	\$9,708.00	134%	
	Fun in the sun camp Week7	1	1	1	\$7,261.00	\$8,637.00	119%	
	Fun in the sun camp Week 8	1	1	1	\$7,261.00	\$8,642.00	119%	
Fun in the sun camp Week 9	1	1	1	\$6,235.00	\$6,986.00	112%		
		27	10	27	\$ 38,019	\$ 46,711	123%	
Totals FY		100	21	99	\$ 93,892	\$ 115,694	123%	
Cost Recovery Level		Attempted		Implemented	Program Cost	Cost Recovered	Recovery Rate	
1		42	4	42	\$ 6,955	\$ 694	10%	
2		16	2	16	\$ 737	\$ 4,230	574%	
3		42	15	41	\$ 86,200	\$ 110,770	129%	

Parks and Recreation Programs 3 Year Revenue comparisons

2015

Fund	Category	Original Budget	Revised Budget	Year-To-Date	Remaining	% of Budget Collected
GENERAL FUND *		\$1,925,321	\$1,583,347	\$1,565,141	\$18,206	98.85%
	Charges for Services *	\$1,925,321	\$1,583,347	\$1,565,141	\$18,206	98.85%
	GOLF COURSE CHARGES	\$1,507,746	\$1,218,951	\$1,191,388	\$27,563	97.74%
	PARK RENTAL FEE	\$30,000	\$30,000	\$29,751	\$249	99.17%
	POOL FEES	\$40,000	\$36,000	\$37,954	-\$1,954	105.43%
	RECREATION PROGRAM FEE	\$120,000	\$110,000	\$133,150	-\$23,150	121.05%
	TENNIS CENTER CHARGES	\$227,575	\$188,396	\$172,898	\$15,498	91.77%
SPECIAL EVENTS FUND *		\$110,460	\$70,585	\$75,489	-\$4,904	106.95%
	Charges for Services *	\$110,460	\$70,585	\$75,489	-\$4,904	106.95%
	RECREATION PROGRAM FEE	\$110,460	\$70,585	\$75,489	-\$4,904	106.95%
Grand Total *		\$2,035,781	\$1,653,932	\$1,640,630	\$13,302	99.20%

2016

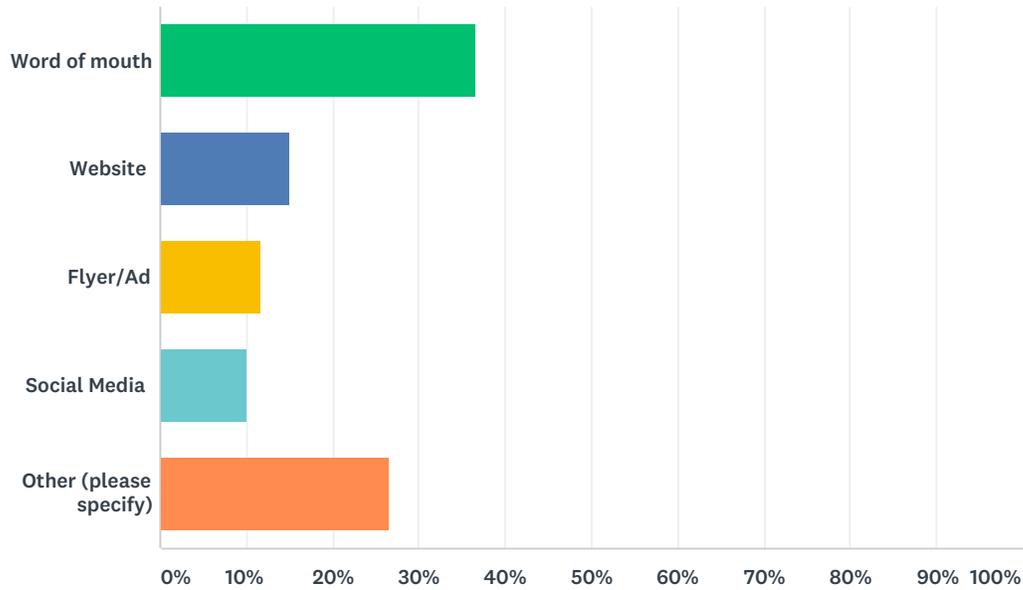
Fund	Category	Original Budget	Revised Budget	Year-To-Date	Remaining	% of Budget Collected
GENERAL FUND *		\$1,666,625	\$1,633,045	\$1,616,049	\$16,996	98.96%
	Charges for Services *	\$1,666,625	\$1,633,045	\$1,616,049	\$16,996	98.96%
	GOLF COURSE CHARGES	\$1,297,654	\$1,241,627	\$1,253,137	-\$11,510	100.93%
	PARK RENTAL FEE	\$30,000	\$30,000	\$30,427	-\$427	101.42%
	POOL FEES	\$36,000	\$36,000	\$34,535	\$1,465	95.93%
	RECREATION PROGRAM FEE	\$110,000	\$132,125	\$104,236	\$27,889	78.89%
	TENNIS CENTER CHARGES	\$192,971	\$193,293	\$193,715	-\$422	100.22%
SPECIAL EVENTS FUND *		\$96,770	\$85,906	\$65,946	\$19,960	76.77%
	Charges for Services *	\$96,770	\$85,906	\$65,946	\$19,960	76.77%
	RECREATION PROGRAM FEE	\$96,770	\$85,906	\$65,946	\$19,960	76.77%
Grand Total *		\$1,763,395	\$1,718,951	\$1,681,995	\$36,956	97.85%

2017

Fund	Category	Original Budget	Revised Budget	Year-To-Date	Remaining	% of Budget Collected
GENERAL FUND *		\$1,647,191	\$1,592,191	\$1,530,593	\$61,598	96.13%
	Charges for Services *	\$1,647,191	\$1,592,191	\$1,530,593	\$61,598	96.13%
	GOLF COURSE CHARGES	\$1,237,769	\$1,237,769	\$1,176,870	\$60,899	95.08%
	PARK RENTAL FEE	\$30,000	\$20,000	\$15,461	\$4,539	77.31%
	POOL FEES	\$36,000	\$36,000	\$44,060	-\$8,060	122.39%
	RECREATION PROGRAM FEE	\$146,625	\$101,625	\$148,258	-\$46,633	145.89%
	TENNIS CENTER CHARGES	\$196,797	\$196,797	\$145,945	\$50,852	74.16%
SPECIAL EVENTS FUND *		\$55,675	\$36,454	\$41,182	-\$4,728	112.97%
	Charges for Services *	\$55,675	\$36,454	\$41,182	-\$4,728	112.97%
	RECREATION PROGRAM FEE	\$55,675	\$36,454	\$41,182	-\$4,728	112.97%
Grand Total *		\$1,702,866	\$1,628,645	\$1,571,775	\$56,870	96.51%

Q1 How did you find out about the Palm Coast Senior Games?

Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Word of mouth	36.67%	22
Website	15.00%	9
Flyer/Ad	11.67%	7
Social Media	10.00%	6
Other (please specify)	26.67%	16
TOTAL		60

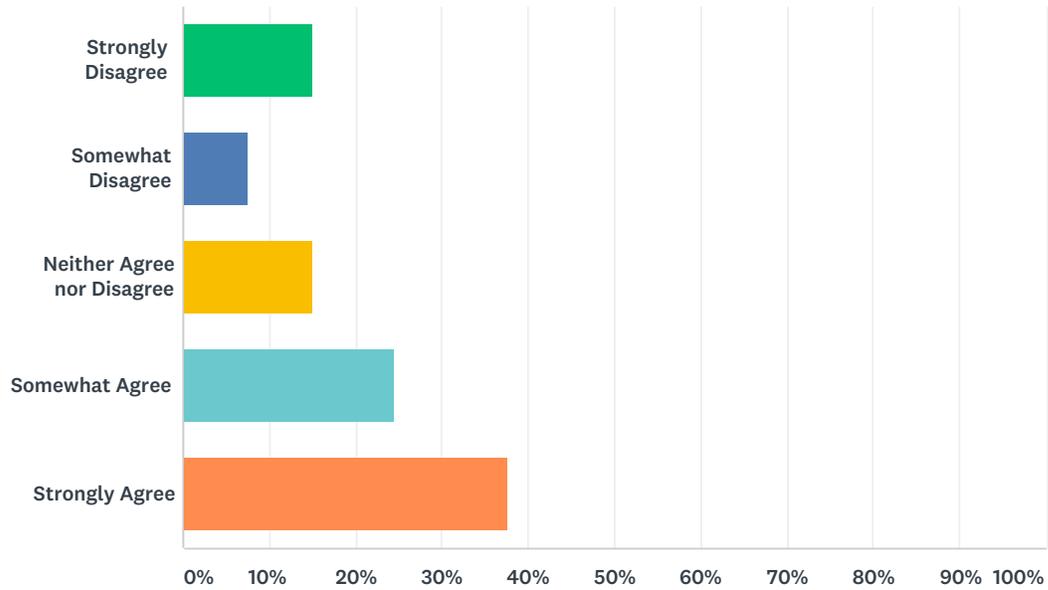
#	OTHER (PLEASE SPECIFY)	DATE
1	horseshoes pitching club	10/4/2017 1:05 PM
2	Friends	10/4/2017 12:29 PM
3	Played last year	10/4/2017 8:19 AM
4	Previous games	10/4/2017 7:01 AM
5	The Observer	10/4/2017 6:43 AM
6	Involved over last 5 years	10/3/2017 9:17 PM
7	they were canceled	10/3/2017 8:19 PM
8	Newspaper	10/3/2017 6:44 PM
9	My event was canceled	10/3/2017 5:57 PM
10	Social media flyer and chairperson. Tom sanders	10/3/2017 5:38 PM
11	Was notified	10/3/2017 4:36 PM
12	Played last year	10/3/2017 4:00 PM
13	FSG flyer	10/3/2017 3:41 PM

2017 Palm Coast & Flagler Beaches Senior Games Survey

14	Dance instructor for last years games	10/3/2017 3:25 PM
15	Newspaper	10/3/2017 2:57 PM
16	Looked for it, I played last year.	10/3/2017 2:49 PM

Q2 I had a great experience at the Senior Games

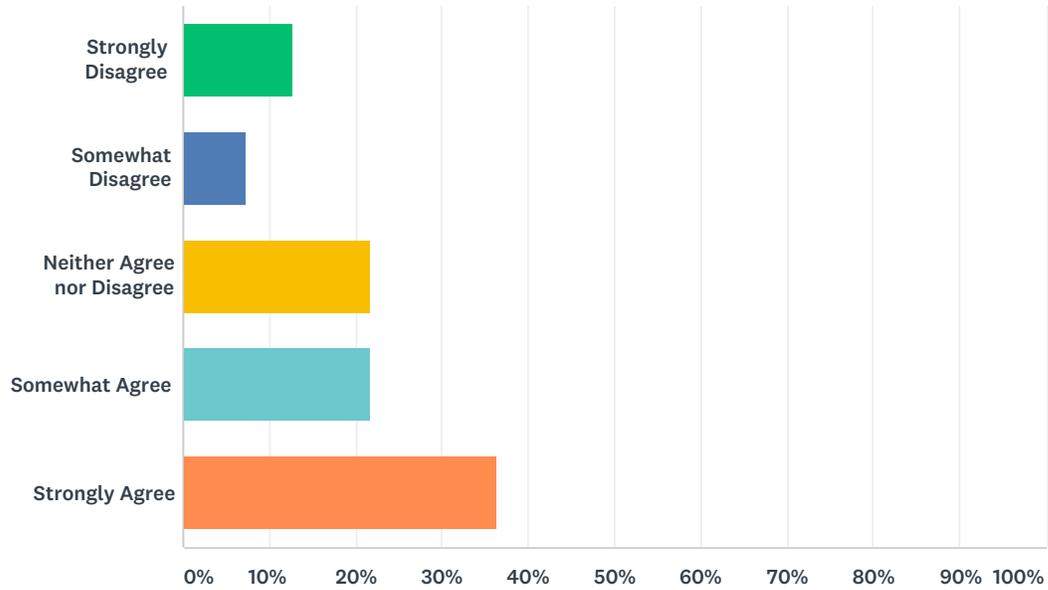
Answered: 53 Skipped: 8



ANSWER CHOICES	RESPONSES	
Strongly Disagree	15.09%	8
Somewhat Disagree	7.55%	4
Neither Agree nor Disagree	15.09%	8
Somewhat Agree	24.53%	13
Strongly Agree	37.74%	20
TOTAL		53

Q3 Overall, I am very satisfied with the sports and events at the Senior Games Competition?

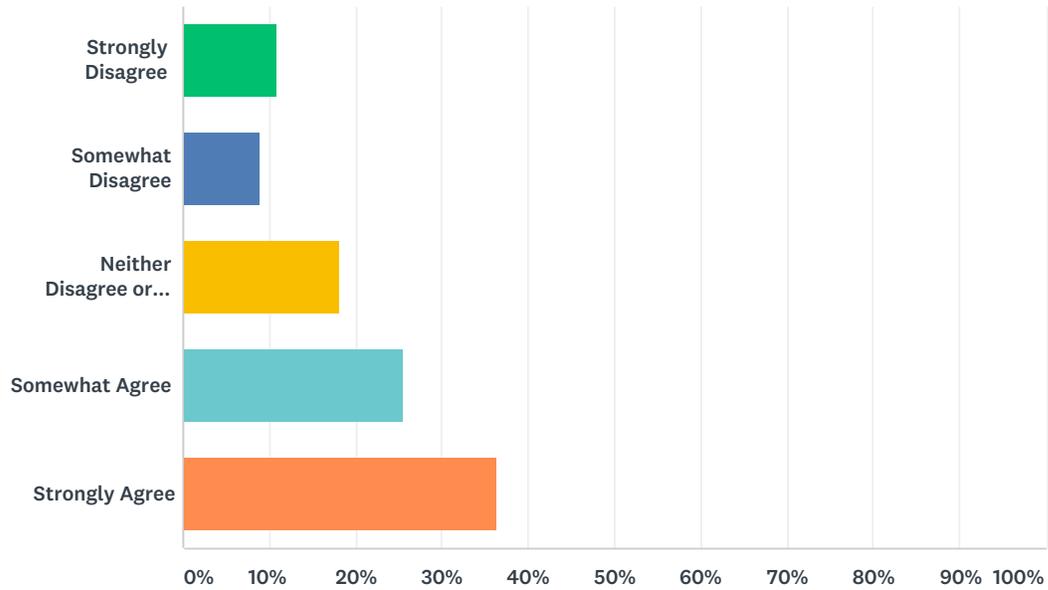
Answered: 55 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Disagree	12.73%	7
Somewhat Disagree	7.27%	4
Neither Agree nor Disagree	21.82%	12
Somewhat Agree	21.82%	12
Strongly Agree	36.36%	20
TOTAL		55

Q4 I am satisfied with the venue in which I participated my sport in?

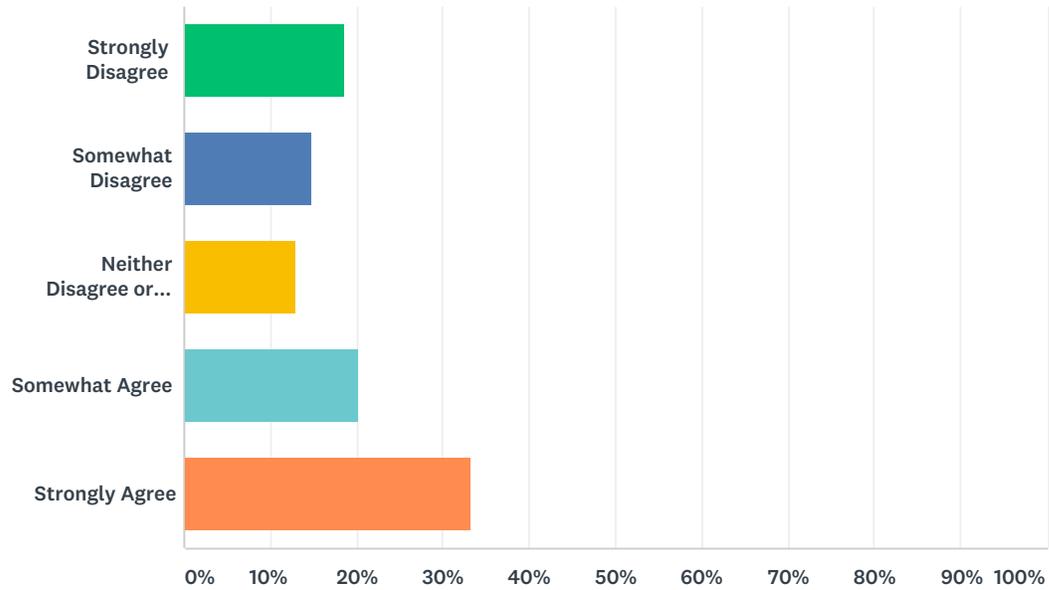
Answered: 55 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Disagree	10.91%	6
Somewhat Disagree	9.09%	5
Neither Disagree or Agree	18.18%	10
Somewhat Agree	25.45%	14
Strongly Agree	36.36%	20
TOTAL		55

Q5 The Senior Games met your expectations.

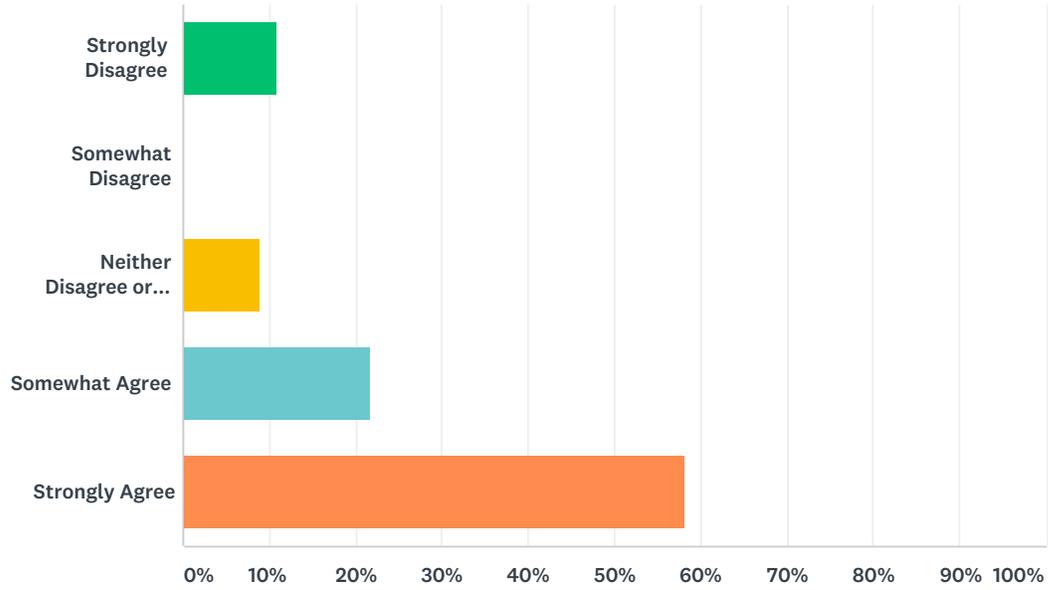
Answered: 54 Skipped: 7



ANSWER CHOICES	RESPONSES	
Strongly Disagree	18.52%	10
Somewhat Disagree	14.81%	8
Neither Disagree or Agree	12.96%	7
Somewhat Agree	20.37%	11
Strongly Agree	33.33%	18
TOTAL		54

Q6 I am satisfied with the registration process for the Senior Games.

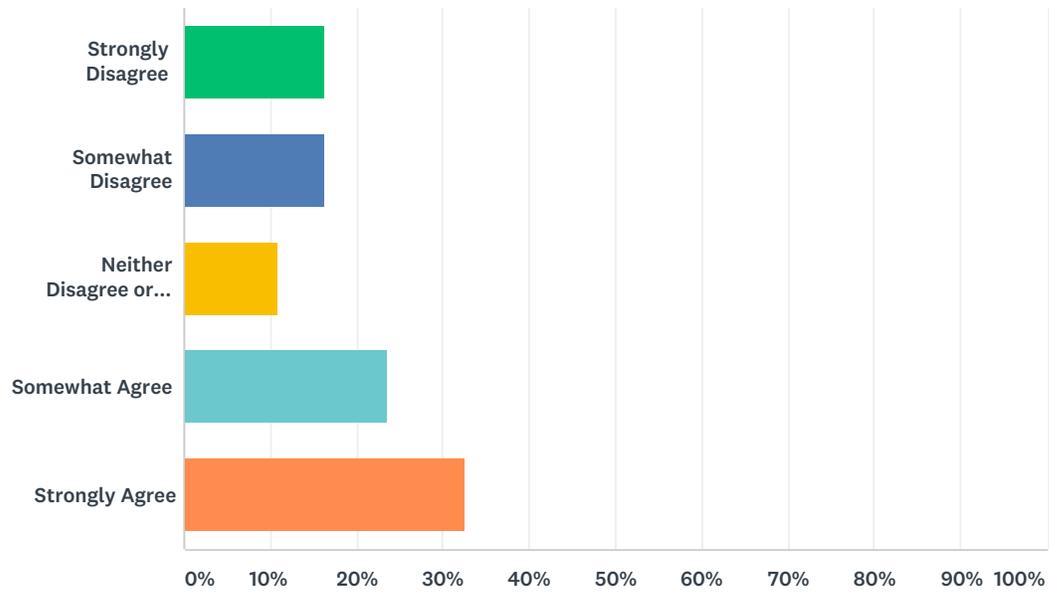
Answered: 55 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Disagree	10.91%	6
Somewhat Disagree	0.00%	0
Neither Disagree or Agree	9.09%	5
Somewhat Agree	21.82%	12
Strongly Agree	58.18%	32
TOTAL		55

Q7 I am satisfied with the level of communication during the Senior Games.

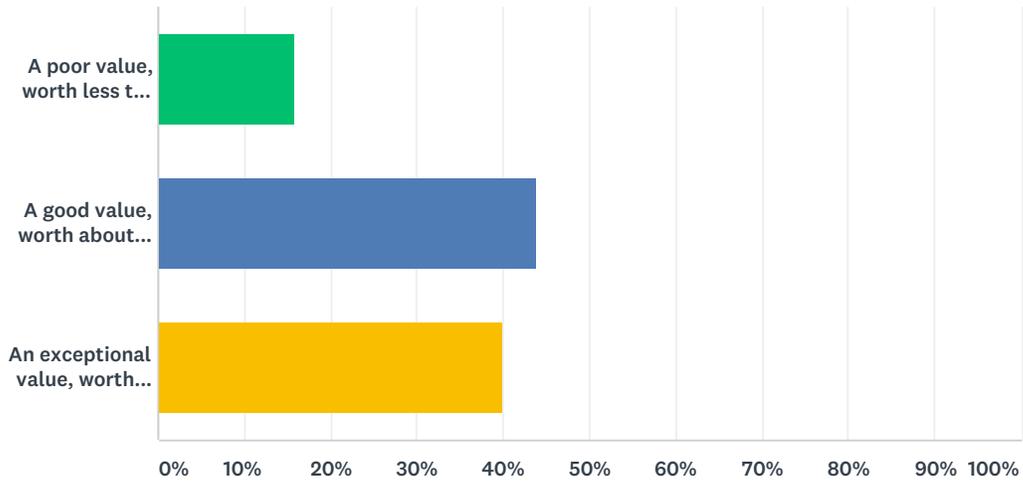
Answered: 55 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Disagree	16.36%	9
Somewhat Disagree	16.36%	9
Neither Disagree or Agree	10.91%	6
Somewhat Agree	23.64%	13
Strongly Agree	32.73%	18
TOTAL		55

Q8 Considering the overall value of the Games, was it...

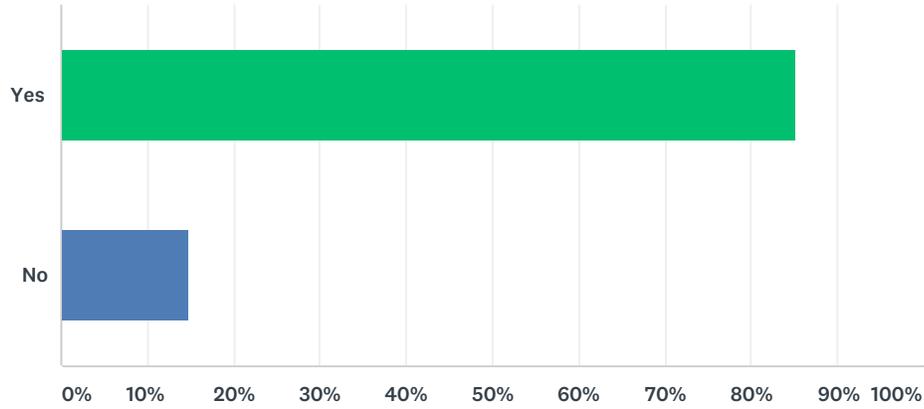
Answered: 50 Skipped: 11



ANSWER CHOICES	RESPONSES	
A poor value, worth less than you paid for it.	16.00%	8
A good value, worth about what you paid for it.	44.00%	22
An exceptional value, worth more than you paid for it.	40.00%	20
TOTAL		50

Q9 Would you participate again?

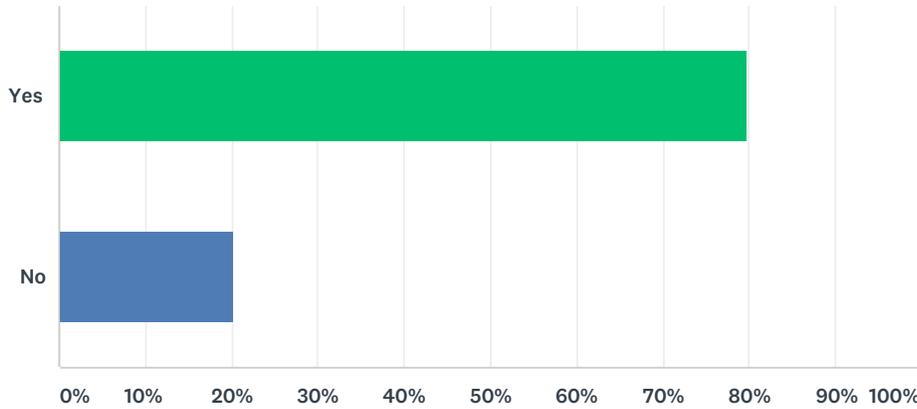
Answered: 54 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	85.19%	46
No	14.81%	8
TOTAL		54

Q10 Would you recommend the City of Palm Coast Senior Games to a colleague/friend?

Answered: 54 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	79.63%	43
No	20.37%	11
TOTAL		54

2017 Palm Coast & Flagler Beaches Senior Games Survey

Q11 Additional Comments.

Answered: 46 Skipped: 15

#	RESPONSES	DATE
1	Not enough advertising so not many participating in tennis.	10/9/2017 11:03 AM
2	You had all the games listed in paper after cancelations except the one I signed up for. Golf	10/7/2017 6:39 AM
3	Cycling was cancelled. However, I was already considering blowing it off. Apparently you do not take bicycle racing very seriously. The start time for the RR was before sunrise. You would not allow enough time between the RR and the TT for me to participant in both. You planned to mix me in with the start of a Gran Fondo. That would place me on the road with a lot of very young riders whose skills and fitness are probably not at all like mine. This would have made it nearly impossible to mark the people I was racing. Most of this was not made public until long after I registered. I will not register next year until I can confirm that the start is 45 minutes after sunrise and the race will not be combined with a recreational event. If you do not plan to let us participate in both the RR and the TT, please make that clear before registration. (Please note that the age groups in question #14 are wrong. A person who is 65 is not supposed to compete in the same group as a person who is 61.)	10/6/2017 5:28 PM
4	Need to advertise so you can get more people involved. In Polk County we have over 100 people just playing golf - they do a lot of advertising.	10/4/2017 7:45 PM
5	several phone calls to determine pickleball dates (well before storm was even forecast) resulted in various answers from various personnel at your location and none were correct - after the storm I was scheduled to play in women's doubles although I registered by mail weeks prior to games to play only in men's doubles having named a male partner. I gave up and did not participate - will I play in your games in the future - nope.	10/4/2017 4:47 PM
6	Add some money gifts to winners 1 2 3 place	10/4/2017 1:05 PM
7	could'nt parti	10/4/2017 12:46 PM
8	I need my Pickelballs returned, that the city borrowed.	10/4/2017 12:29 PM
9	Tom Sanders did an exceptional job orchestrating this event. In my opinion it was the best year ever, and i was very excited to be a part of it. Thank you all -- it was truly wonderful.	10/4/2017 9:30 AM
10	The pickle ball was chaotic the first day. Spent 5.5 hours to play five games which was kind of sad. The second day was better with staggered starts. Suggest that the brackets are filled out in advance. Suggest that the brackets are posted (on whiteboards might be a good idea). Suggest that you tape the middle courts (you need six courts) to get pay moving.	10/4/2017 9:29 AM
11	I paid for a game that was canceled. I would expect to be reimbursed or credit for next year, (Archery)	10/4/2017 7:01 AM
12	need to include racquetball as an event. There are many players in the area.	10/4/2017 6:46 AM
13	City staff arrived 35 minutes late. I would suggest establishing categories of skill levels. Case in point: I played horseshoes with professional players in a Sanctioned Horseshoe Club. I am an amateur and didn't stand a chance. Maybe next year I'll sign up for Ballroom Dancing with someone who has 2 left feet !	10/4/2017 6:43 AM
14	Our games were cancelled and never rescheduled, without any reason why they couldn't be rescheduled.	10/4/2017 1:44 AM
15	Upset that the Archery was not re-scheduled	10/3/2017 9:46 PM
16	They were canceled because of hurricane I want a refund and someone to contact me 3869860799 since my calls have not been returned	10/3/2017 8:19 PM
17	Play times are to Early	10/3/2017 7:12 PM
18	Our events were cancelled and we were unable to compete.	10/3/2017 7:01 PM
19	The event I entered was canceled due to the storm.	10/3/2017 6:45 PM

2017 Palm Coast & Flagler Beaches Senior Games Survey

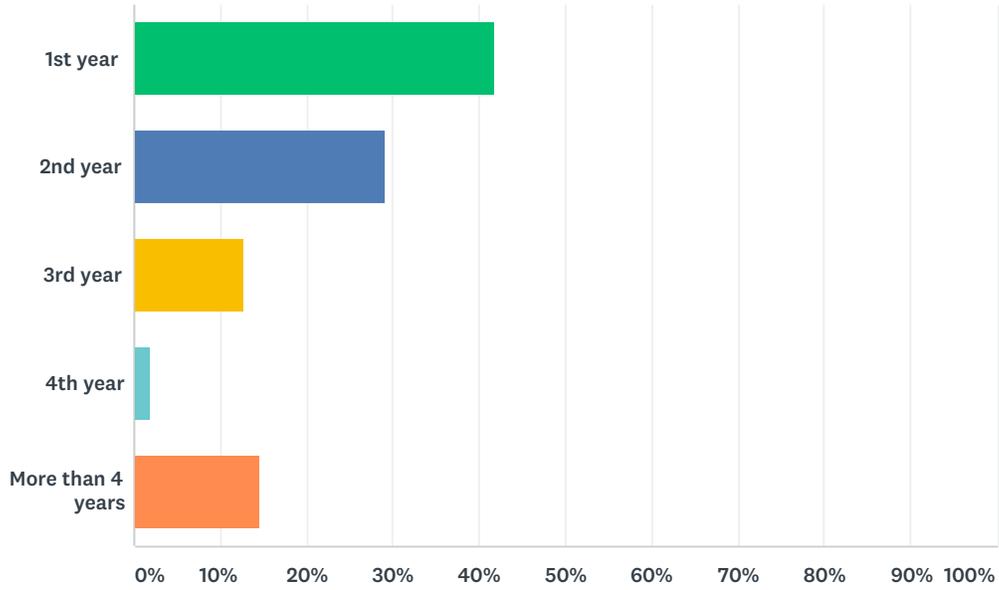
20	Sorry but my event was cancelled due to Hurricane Irma :(Hope to be able to participate next year	10/3/2017 6:44 PM
21	I enjoyed it	10/3/2017 6:44 PM
22	My cycling event was cancelled due to hurricane Irma, so I did not really experience anything. I am disappointed that no effort was made to (or I was not informed of) a makeup, since this was supposed to be a qualifying event for state competitions. Nevertheless, I will likely sign up again next year and hope for better weather.	10/3/2017 6:04 PM
23	In Tennis singles in my age group, I only played one match. In Pickleball singles, I played 2 matches against the same player. I won both events. The lack of participation was very disappointing.	10/3/2017 5:59 PM
24	I appreciate the refund coming because of cancellation of the swimming. I'll try again next year. Would love to see track and field added to the games. Keep up the good work!	10/3/2017 5:57 PM
25	Ballroom event was a definite success Thanks help if everyone and tom sanders	10/3/2017 5:38 PM
26	They need to promote it more. Maybe send info to all PCTC members? Make it a bit less money? Ormond Beach is only \$10 I was looking for the pics they said was going to be on fb page? I only saw pics of men?? Us girls played also !	10/3/2017 5:22 PM
27	Had a few problems trying to keep up with whether we were playing golf or not. Not really the fault of PC personnel but due to weather conditions.	10/3/2017 5:13 PM
28	Not organized	10/3/2017 5:00 PM
29	Croquet was canceled	10/3/2017 4:36 PM
30	You need more exposure for the senior games so more people know about it which would lead to more participants. If you even mention what they win it might encourage some to participate.	10/3/2017 4:19 PM
31	Weather was hot, for pickle ball you need to increase the number of courts, line the two you did not use. Set a rule for the loser bracket to play one game to 15. Ask someone in the pickle ball community to be an adviser to u when setting up the game and run rules prior to the event. Staff was very professional and helpful thanks.	10/3/2017 4:17 PM
32	Archery was cancelled and not rescheduled	10/3/2017 4:05 PM
33	Surprised that the city couldn't do a better planning job with Holland Park! Given the popularity of pickle ball and the rate of growth that the sport has taken, Palm Coast screwed up on this one by not building permanent pickle ball courts versus using temporary / portable nets. The double lines are confusing, and we are already using most courts to capacity at most locations, which will only increase with the return of the snowbirds!	10/3/2017 3:45 PM
34	As my event was cancelled, could not give truthful answers. Last year 2016 was great.	10/3/2017 3:41 PM
35	The pickleball doubles event ran way behind schedule (at least a couple of hours). There was an extra tennis court that could have provided 2 additional pball courts, but it was not used for some inexplicable reason. The drawsheets were not posted anywhere (had to ask to see them. There were no drinks or any snacks provided, other than water. The singles event that I played in started at 11:30 and therefore ran during the hottest time of the day. There should be no reason why it didn't start in the morning.	10/3/2017 3:32 PM
36	I loved participating in the Ballroom dancing part of the games and am looking forward to doing it again next year.	10/3/2017 3:25 PM
37	I did not get to participate since the Cycling events were canceled.	10/3/2017 3:17 PM
38	I did NOT participate this year, nor did I register. I did play in 2016, and I believe that is how you have my e-mail address	10/3/2017 3:07 PM
39	Organization was a little weak	10/3/2017 3:06 PM
40	It was difficult with the storm. Those running Pickleball did not understand the game which was not good but they were very friendly and handled things as best they could	10/3/2017 3:05 PM
41	Staff was exceptional	10/3/2017 3:03 PM
42	Golf croquet canceled never recd refund instead got a call about playing "golf" told person one the ohone i dont play golf????	10/3/2017 2:57 PM
43	I. Would like to thank Brandon and his staff for a great job...	10/3/2017 2:50 PM

2017 Palm Coast & Flagler Beaches Senior Games Survey

44	Men/women pb day was woefully behind schedule. Learn next time to set better expectations. Always have a PA system at a big venue like this (they did on Day 2). Staff was great and handled delays w/the right note of humility.	10/3/2017 2:49 PM
45	Playing best 2 of 3 games for each opponent was daunting physically. Perhaps only play 1 game with a double eliminations bracket instead!	10/3/2017 2:49 PM
46	1. Where were the signs directing people upon entering the park. 2. Courts weren't numbered 3. Schedule wasn't posted 4. No power food or drinks 5. Had to wait 2.5 hours for my first game 6. No PA system 7. No indication how many games each group would play	10/3/2017 2:45 PM

Q12 How many years have you participated in the Senior Games?

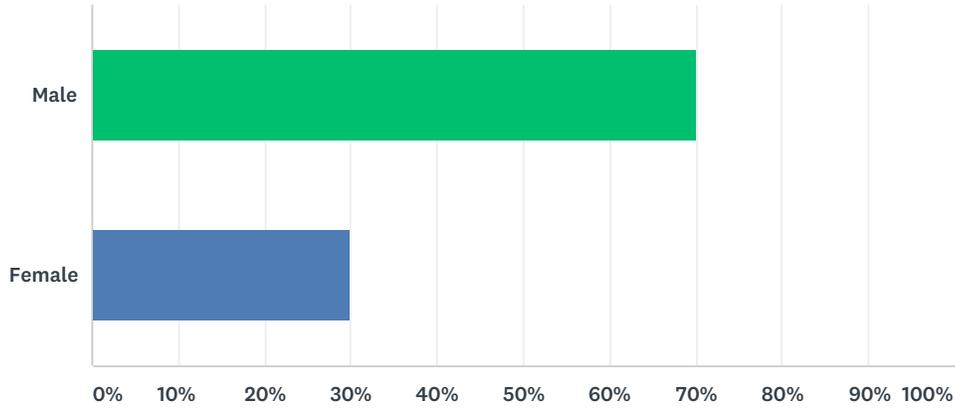
Answered: 55 Skipped: 6



ANSWER CHOICES	RESPONSES	
1st year	41.82%	23
2nd year	29.09%	16
3rd year	12.73%	7
4th year	1.82%	1
More than 4 years	14.55%	8
TOTAL		55

Q13 Male or Female?

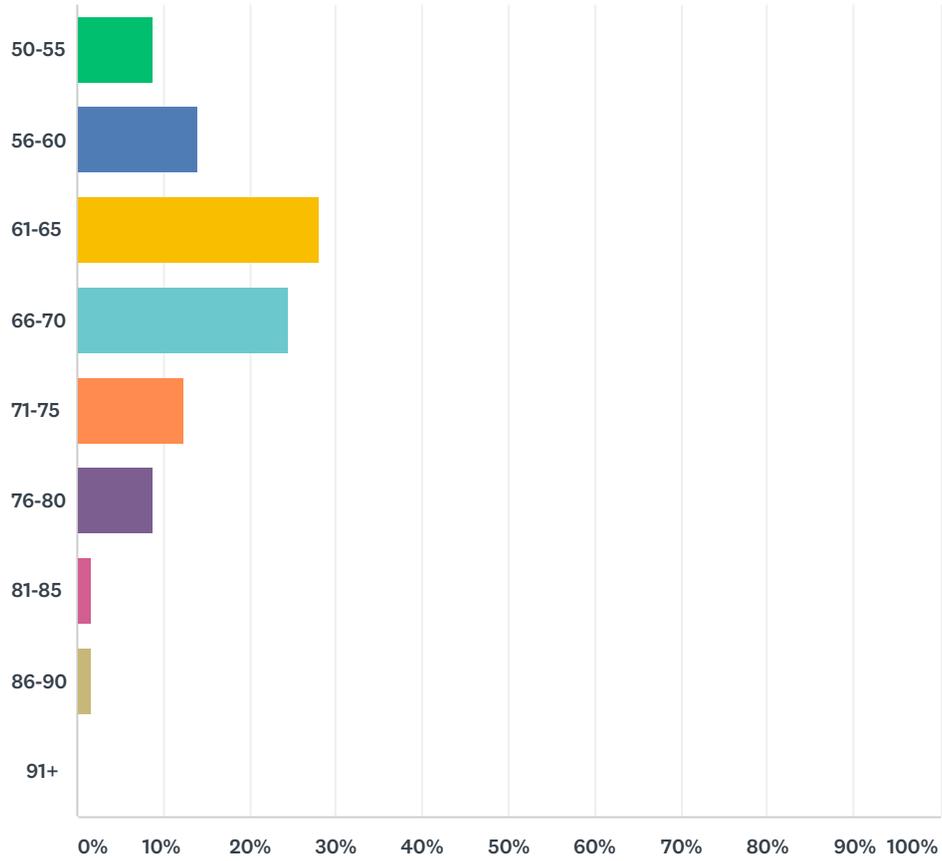
Answered: 57 Skipped: 4



ANSWER CHOICES	RESPONSES	
Male	70.18%	40
Female	29.82%	17
TOTAL		57

Q14 What age group did you participate in?

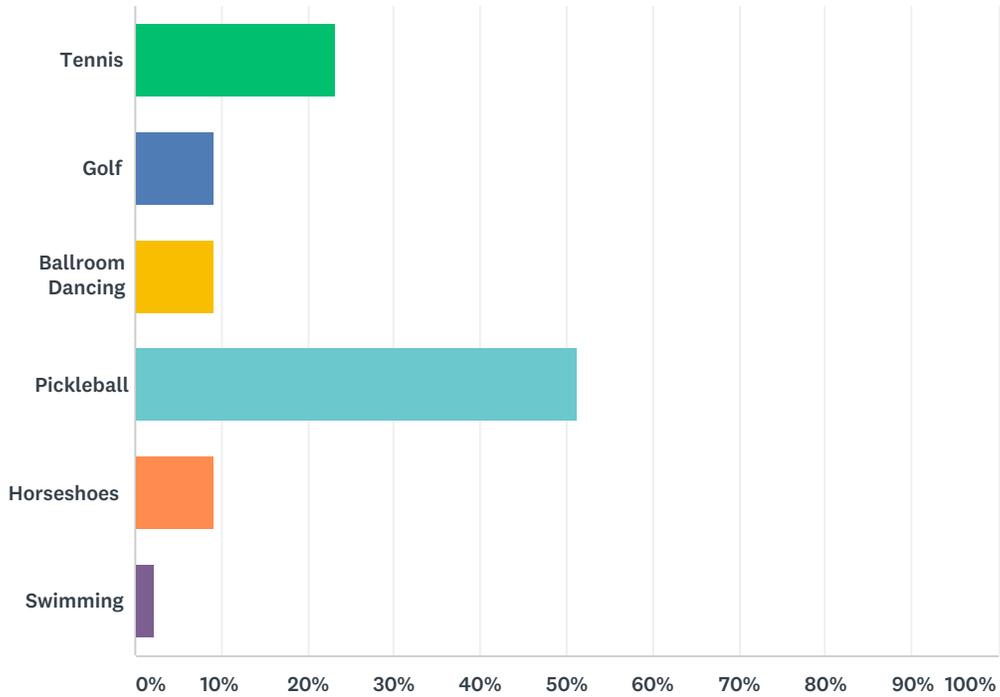
Answered: 57 Skipped: 4



ANSWER CHOICES	RESPONSES	
50-55	8.77%	5
56-60	14.04%	8
61-65	28.07%	16
66-70	24.56%	14
71-75	12.28%	7
76-80	8.77%	5
81-85	1.75%	1
86-90	1.75%	1
91+	0.00%	0
TOTAL		57

Q15 What sport(s) did you participate in at the Palm Coast Senior Games?

Answered: 43 Skipped: 18



ANSWER CHOICES	RESPONSES
Tennis	23.26% 10
Golf	9.30% 4
Ballroom Dancing	9.30% 4
Pickleball	51.16% 22
Horseshoes	9.30% 4
Swimming	2.33% 1
Total Respondents: 43	



Date	Event	Tournament Name & Host	# of Teams	Participants per Team	Total Participants	Event Spectators 2.5 x Total Participants	Estimated Economic Impact		
October 2016									
Oct. 1-2	Cradle for the Cure Girls Lacrosse Tournament	MCC Sports, Inc.	20	16	320	800	\$98,982		
Oct. 30	Pink Army 5K Run/Walk	PCP&R and FHF	1	469	469	235	\$145,071		
Oct. 8-9	PDA Fall Classic	PDA Florida Hurricane			0	0	\$0		
Oct. 15-16	Pumpkin Shoot Out Lacrosse Tournament	Team Florida Lacrosse	80	18	1440	3600	\$445,421		
November									
Nov. 12-13	Veteran's Day Lacrosse Tournament	Team Florida Lacrosse	ITSC/RC	110	19	2090	\$646,479		
24-Nov	Feet to Feast 5k/15k Run		1	354	354	885	\$109,499		
Aug-Nov30	NPL Fall Season	PDA Florida	30	16	480	1200	\$148,474		
December									
Dec. 2-4	Florida Winter Cup Showcase	Soccer Management Company	ITSC	117	16	1872	\$579,047	Q1 Visitors	Q1 Visitor Spending
	Starlight 5k		1	395	395	988	\$122,181	30912	\$2,814,812
Dec 3-4	Mosquito Sports Youth FFB Tournament	Mosquito Sports NEW	BT	30	16	480	\$148,474		
Dec 28-Jan2	PDA Girls NPL Soccer Showcase	PDA Florida - Rich Weber	ITSC	75	16	1200	\$371,184		
January 2017									
	New Year's Lacrosse Tournament	Team Florida Lacrosse	ITSC	36	17	612	\$189,304		
	USTA Men's Futures Tournament	Kemper Sports Management	PCTC	120	1	120	\$37,118		
Jan 14-16	Soccer Tournament	PDA Florida User Canceled							
Jan28-29	Soccer Tournament	Soccer Management Company User Canceled							
					0	0	\$0		
February									
	USTA Men's Futures Tournament	Kemper Sports Management		64	1	64	\$19,796		
Feb 18-19	Presidents Cup	PDA Florida User Canceled							
Feb 11-12	Travel Lacrosse Spring Tournament	Team Florida Lacrosse		32	17	544	\$168,270	Q2 Visitors	Q2 Visitor Spending
March	JROTC Drill Meet	Matanzas HS User Canceled				0	\$0	11424	\$1,009,620
March 4-5	Lacrosse Tournament	Team Florida Lacrosse		48	16	768	\$237,558		
March 10-12	Flagler College Invitational	PDA Florida User Canceled				0	\$0		
March 24	Flagler CO All Stars	Matanzas HS		4	17	68	\$21,034		
March 25-26	FL State Cup Rd 1	PDA Florida		64	17	1088	\$336,540		
April									
April 1-2	Lacrosse Tournament	Team Florida Lacrosse		32	17	544	\$168,270		
April 8-9	FL State Cup Rd 1	PDA		64	17	1088	\$336,540		
April 22-23	FL State Cup Rd 64	PDA		64	17	1088	\$336,540		
April 29-30	FL State Cup	PDA		32	17	544	\$168,270		
						0	\$0		
May									
	Arbor Day 5K Root Run	COPC		97	1	97	\$30,004		
May 6-7	FL State Cup Rd 16	PDA Florida		64	17	1088	\$336,540		
May 12-14	PC Spring Showcase	Soccer Management		32	16	512	\$158,372		
May 20-21	Team Florida Elite Lacrosse Summer Showcase	Team Florida		110	17	1870	\$578,428		
						0	\$0		
June									
June 1	Spring NPL	PDA Florida		35	16	560	\$173,219	Q3 Visitors	Q3 Visitor Spending
June 17-18	Father's Day Lacrosse Tournament	Team Florida Lacrosse		170	17	2890	\$893,935	42161	\$3,726,069
June 24-25	3v3 Soccer Tournament	PDA Florida		117	5	585	\$180,952		
June 24-25	Flag Football State Championship	Florida Flag Football League		45	12	540	\$167,033		
June 30-july1	One love LAX	TFL		40	16	640	\$197,965		
						0	\$0		
						0	\$0		
July									
June 22-July 14	All Stars Games	PCLL		25	15	375	\$115,995		
July 15-16	Baseball Districts	PCLL		16	15	240	\$74,237		
August									
						0	\$0		
						0	\$0		
Aug 26-27	Florida Elite Fall Tournament	Florida Elite		120	15	1800	\$556,776	Q4 Visitors	Q4 Visitor Spen
								12855.5	\$1,136,132
September									
Sept 8-9	UF Team Florida Girls Showcase	Team Florida Lax User Canceled							
Sept 23-24	Region B Premier League	FL Elite		36	17	612	\$189,304		
Sept 30	Cradle for the Cure	MCC Sports INC		38	17	646	\$199,821		

Assumptions	1970	28083	97352.5	8686633.56
#1 74% of total families were visitors traveling to Palm Coast (NASC Mean)				\$8,686,634
#2 Each family stayed two nights at a local hotel (Friday & Saturday)				\$347,465
#3 Average hotel room rate = \$80/night (no tax)				\$608,064
#4 Average cost of meals/day/family of 3.5 members = \$105/day*				
#5 Average gas purchase = \$48 (1 full tank of gas on arrival day + purchase of 1/2 tank of gas on day of departure**)				
*Breakfast=\$5/person; Lunch=\$10/person; Dinner=\$15/person (includes tip but no tax)				
**13 gallons x \$3.70/gallon				

Process Improvement Team





City of PALM COAST

Process Improvement Team

To: Jim Landon, City Manager
Date: 10/23/2017
Department/Team: Process Improvement Team
Director/Team Leader: Lina Williams, Team Leader
Reporting Period: FY 2017 – EOY Report

***Executive
Summary:***

This year, the Team completed a comprehensive look at three operational processes. This included Fire Inspections, Animal Licensing and the Vendor Registration processes. Unfortunately, because of the time that was required to complete a comprehensive review of two of the three processes, the team fell short of the goal to review a fourth process. Both the Animal Licensing and Vendor Registration processes proved to be more extensive than originally expected.

A small sub-team was created to begin work on prioritizing the list of paper forms and processes needing to be converted from paper to electronic. Work on this began in the fourth quarter and will continue into fiscal year 2018. Many of the items on the original list have been addressed, therefore the sub-team will be focusing on identifying which issues still remain.

***Progress
Report:***

The Team kicked off the year with a review of the Fire Inspection process. Preliminary work on this began during the last quarter of fiscal year 2016. This review included two team members participating in a ride along with the fire inspector to see the inspection process hands on. After a comprehensive look at the current process, three potential options for improvement were identified by the team. These options have been discussed with the City Manager however, no changes are being implemented at this time.

This year, the Team also completed a comprehensive review of the Animal Licensing process. This review began in the second quarter but the process of identifying and discussing solution options continued well into the fourth quarter. One major “pain point” identified was the inability for MUNIS, the current animal licensing system, to communicate with CD Plus, the system used to manage code enforcement cases. Lengthy discussions have taken place with Perconti Data Systems (vendor of CD Plus) regarding the feasibility and the cost of managing both Animal Licensing and Code Enforcement violations within their system. Including code enforcement invoicing in this enhancement will allow the City to receive more “bang for the buck” and moving forward with this has been recommended by the team. This improvement was included in the fiscal year 2018 IT budget and the vendor is eager to begin work on this project.

During the third and fourth quarter, the team reviewed the Vendor Registration Process. The process, which was initially paper driven, was automated in 2010 to include electronic submission through the City’s website. In 2012 the process was further automated to

Progress Report



City of PALM COAST

Process Improvement Team

incorporate the use of the Onbase approval workflow. Overall, the automated process has worked well. However, several areas in need of improvement were identified. During the review, it became apparent that once a vendor registers with the City, there is no standard process to maintain the vendor's record going forward. This issue will be addressed in a second phase of the review.

The most significant issue with the current process is the lack of a primary coordinator. The team believes the process should have someone designated to provide oversight and follow-up with vendors. In addition, a standard is needed regarding the appropriate amount of time it should take to approve a vendor, assuming no issues exist with the registration.

Another issue found was the number of registrations being received for vendors who only want to be notified of bid opportunities with the City. Completing the registration process for these vendors, that staff may not necessarily plan to do business with at that time, can cause a significant amount of unnecessary work. The team is proposing changes to the vendor registration site, to include a redirect to the Bonfire electronic bidding site, in order to help mitigate these issues.

The team met with IT and the Administrative Services & Economic Development Director, responsible for oversight of the purchasing process, to discuss changes to the vendor registration site, workflow process and other solution options. A final recommendation is expected in the first quarter of the upcoming fiscal year.

Customer Relation Management Sub-Team

The Customer Relation Management Sub-team spent the past year working on improvements to the customer relation management process. This included a comparison of our system and process to that of other Florida cities as well as evaluating several solutions including Tyler Notify, See, Click, Fix and our current solution which is Citizen Issue Tracking. Based on this review, the Sub-team has finalized their recommendation.

Major accomplishments for the Sub-team have included the following:

- Updated the City phone menus to improve the direction of calls and, therefore, customers' experience. This included digitally and graphically "mapping" the menu to understand the options that callers receive when calling the main line and how the calls are routed accordingly
- Created a "unified address process" through centrality that helps internal users access information from a variety of applications in one location. We have received very positive feedback from staff.
- Made minor changes to Citizen Issue Tracking within the limitations of the current system.

Sub-Team Final Recommendation:

The Sub-team investigated "See-Click-Fix" as a tool for citizen issue notifications and tracking. The team received a demonstration of the back-end and explored how it would

Progress Report



City of PALM COAST

Process Improvement Team

work for the public and for Customer Service and Code Enforcement employees who would be using it most.

See-Click-Fix:

- Allows citizens to report issues from a computer or smart phone
- Is easy to use and allows citizens to submit a photo
- Connects with GIS data, so the location of the problem can be pinpointed
- Would allow Customer Service and Code Enforcement to send issues directly to Public Works without creating a work order. It creates its own work order, thereby eliminating the middle man.
- Notifies the customer automatically as the issue is resolved

The product is used by a large number of Florida local governments. The Sub-team talked with an employee at the City of St. Petersburg, which has been using See-Click-Fix since 2014. He reported they are very satisfied with the product and it has resulted in a decrease in phone calls from citizens reporting issues. Their number of users has increased over time, and they do very little marketing.

Other Florida governments using the system include:

- Gainesville
- Clearwater
- Treasure Island
- Pinellas County
- It is also used by many cities around the United States.

Using the system, customers can see if an issue has already been reported and can join into that issue if they would like to receive notifications on the progress. That could reduce duplications of reports, and it would also allow citizens to see how many and what types of issues the City is handling. Customers are required to sign in to use the system, but they have the option of creating a user name (even identifying themselves as “anonymous”) if they prefer that other residents not see their names in the See-Click-Fix system.

Other advantages include:

- Eliminating duplicate requests
- Decreasing the number of work orders
- A more automated and improved follow-up for customers
- Easy to use
- Ability to push out messages to citizens using the system, even targeting a small geographic area if desired

Leading up to this recommendation, the Sub-team made some updates to the current Citizen Issue Tracking site however, the look and name of the original software cannot be altered, and the Sub-team believes the outdated look of our current system could be viewed by as out-of-date and not up to expectations. The Sub-team also participated in a webinar to view



City of PALM COAST

Process Improvement Team

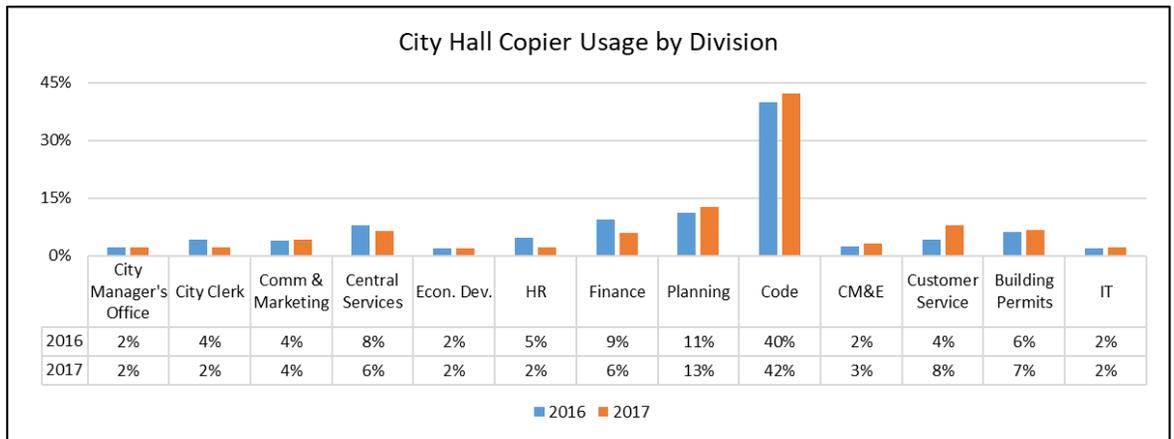
the Tyler Notify product. This did not appear to be a good fit for the City as it was not user friendly and appeared to be very confusing for both the citizen and the internal user.

The Sub-team recommends See-Click-Fix as a good solution for customer relation management for the City of Palm Coast.

Other:

The team continues to review reports from the copiers which reflect the number of pages printed by division. The report continues to help the team focus its attention. This report led to a change in how the cost of copier paper is now allocated to each division. This reallocation of cost according to actual printing (previously everyone paid an even share) now holds departments accountable for their paper usage.

When comparing data from a one year period in 2016 to that of 2017, it appears process improvements are having a positive impact in Finance, HR and ASED.



Attachment:

- Process Evaluation Form – Animal Licensing – FINAL
- Process Evaluation Form – Vendor Registration - DRAFT



Process Improvement Team – Animal Licensing Process

The Process Improvement team is tasked with defining and reviewing processes in order to identify, verify and execute improvements that will increase efficiency and improve the delivery of services.

Objective:

The objective of the process evaluation is to gain the proper knowledge and understanding of a process to provide an educated recommendation for changes that could ultimately increase the department's efficiency as well as improve the delivery of its services.

Evaluation Process:

Understanding a process, so that it can be improved, first requires a detailed look at the process through the knowledge of the people who regularly perform the work. The tools and techniques to be used in order to fully understand the process and make recommendations for improvement are:

Define – Define the process. Identify and collect information about the current process in order to better understand the background.

- Discuss brief history of the current process
- Identify issues & concerns
- Establish the process review team (include department)
- Develop the evaluation questions

Review – Complete a comprehensive review of the current process. Discuss issues that exist and ideas for solutions.

- Conduct multiple meetings if necessary
- Review the actual process in action
- Process mapping/flowcharting

Identify – Identify potential options or solutions to improve the process.

- Brainstorming session
- Prepare a Team recommendation

Verify - Confirm with those who use the process that the recommended change or solution is viable and would actually improve the process.

- Follow up with department to present possible solutions

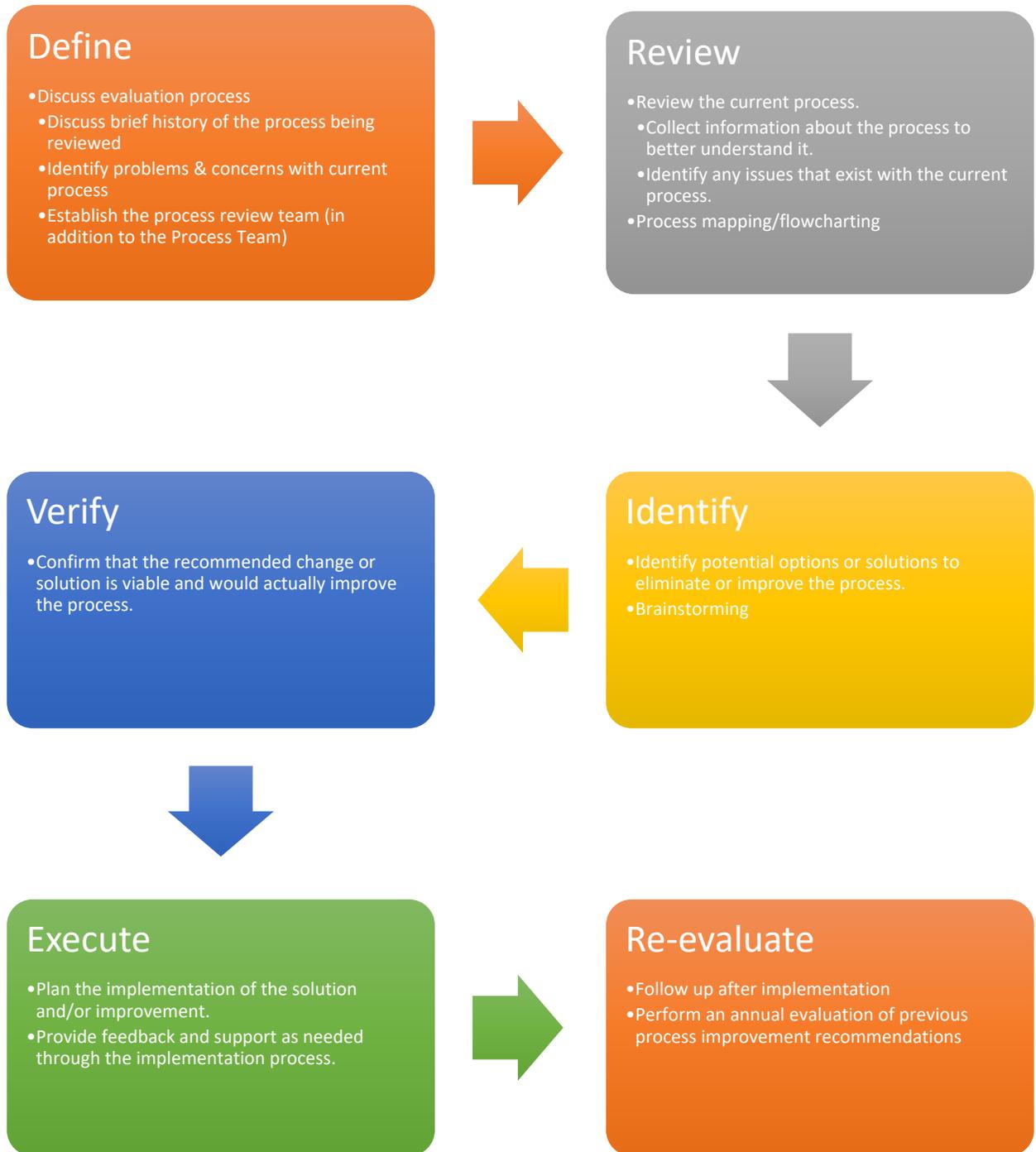
Execute – Plan the implementation of the solution and/or improvement. Provide feedback and support as needed during the implementation process.

- Schedule a City Manager meeting if necessary to discuss recommendation
- Assign a department project manager
- Assist with budget planning (if needed)
- Ensure cross-departmental coordination of staff resources (other departments involvement)
 - IT
 - PW
 - Finance
- Create a project timeline
- Assign a Process Team liaison

Re-evaluate – Review the changes after implementation. Perform an annual evaluation on all previous process improvement recommendations.



Process Improvement Team – Animal Licensing Process





Process Improvement Team – Animal Licensing Process

Define – Conduct a preliminary discussion with key people in order to identify and collect information about the current process and to better understand it.

Background:

The city took over Animal Control in 2008 due to concerns about the figures being received from FHS for services being provided to COPC. As a result, two AC officers came to COPC. In December 2011 a process was put in place for animal licensing and in 2013 the process changed to include MUNIS and the collection of a licensing fee. To date the process has become more organized in order to have more control over licensing.

- Citizens owning animals in the City of Palm Coast are required to license their animals and receive licensing tags through the City of Palm Coast.
- The application can be downloaded from the City's website.
<http://www.palmcoastgov.com/government/animal-control/licensing>
- Using the license tag, the pet can be returned home and citizens and FCSO can also call us in order to get the owner's info.
- As a result, the dog does not go to the FHS which charges us \$75 and also charges the owner when they pick up their pet.
- This process is also important to Public Health Safety because we have a record of the animal's rabies vaccines.
- The info provided through the animal license is an important tool to the animal control officer if the pet is found and assists with returning the pet to the owner.
- FHS is a 501c that contracts with local government agencies for the services they provide. They will not pick up animals in COPC. We take them and the COPC is charged (\$75). If a pet is turned in by a citizen, the citizen is charged (\$50-\$200) and COPC is charged as well.

Problems/Concerns with Current Process:

- Citizens cannot pay online
- Concerns with accuracy in tracking by volunteers at FHS
- Minimal amount of revenue for the amount of time this process requires
- Multiple systems make it harder for the Animal Control Officer to get information (munis/cd plus)

Initial Evaluation:

Ideal solution would be to move process to CD Plus. CD Plus does have animal licensing. This would allow officers to access information in the field.

Evaluation Team:

Chris Quinn
Barbara Grossman
Judi Flammer
Heather Priestap



Process Improvement Team – Animal Licensing Process

Review – Comprehensively review the current process. Discuss issues that exist with the current process and brainstorm ideas on how to improve it.

Questions:

How long have we had this process in place?

The city took over Animal Control in 2008 due to concerns about inaccuracies in the figures being received from FHS for services being provided to COPC. As a result, two AC officers came to COPC. In December 2011 a process was put in place for animal licensing and in 2013 the process changed to include MUNIS (collecting a fee). To date the process has become more organized in order to have more control over licensing.

Is fee same for all types of pets?

Yes except service dogs which are free.

Which pets have to be licensed?

Cats, dogs and ferrets

What is required for registration?

- Proof of up to date rabies cert.
- Proof of spay/neuter
- Payment.

What is the fee to license an animal?

- \$5.00 for fixed animals
- \$10 for unaltered animals
- \$150 for Dangerous dog registration.
- Service dogs are exempt

Is this an annual fee?

Yes, city tags are good for one year. City tags are given different numbers each year.

When do notices go out to renew the license?

Notices do not go out same time of year. The annual renewal is due 1 year from time of licensing.

What is sent to the pet owner regarding the annual renewal?

1st notice is sent 2 months before its due then a second notice is sent the month after the tag has expired. The bulk of the notices are sent in December (1st notice goes out in October).



Process Improvement Team – Animal Licensing Process

How many pets are we registering per year?

Fiscal Year	1st Notice Letters	2nd Notice Letters	Citation	Hearing
10/13/ - 9/14	5126	2189	854	34
10/14 - 9/15	6209	1989	849	62
10/15 - 9/16	7406	1892	649	75
10/16 - 9/17	7022	2001	652	245

Where can you pay the animal license fee?

By mail and in person at City Hall and FHS. Cannot be submitted online at this time. In the past, the City has participated in license registry at the shot clinics when the shot clinic is on City property. Participating in non-city shot clinics has not been received well by area vets so this is not done.

How can you pay the fee?

Cash, check, credit card.

When credit card info is provided on the application how is it actually processed?

Processed by customer service (different employee than the citizen interacts with) after the citizen leaves, credit card info destroyed

What happens if the fee is not paid?

They receive 2 notices then a citation for \$75 and are set up for a hearing. The amount is included in lien payoff requests (if they are the owner),

How do other cities handle this process?

We are unique in that we provide the animal control service without a shelter. Many entities have their own shelter and benefit financially when a pet is NOT licensed/registered because they will receive a higher fee from the pet owner when the pet is found. We are different because we want citizens to license their pets. See attached comparison.

What is our animal revenue for animal licenses?

2017 ACTUAL	\$29,336.00
2016 ACTUAL	\$29,368.00
2015 ACTUAL	\$29,936.00
2014 ACTUAL	\$27,680.50
2013 ACTUAL	\$28,884.00
2012 ACTUAL	\$26,823.50
2011 ACTUAL	\$24,427.50
2010 ACTUAL	\$290.00
TOTAL REVENUE	\$196,745.50



Process Improvement Team – Animal Licensing Process

What is the cost of the MUNIS AL module?

\$8,000 per year

If you were to continue with current process, is it feasible to create license first so that invoice can be paid online?

Yes by electronic submission through the website this may be possible. Not ideal to use online transactions (paypal) process, would be better to find a long term solution like CD Plus instead of a work around.

Is anyone else licensing pets?

Humane Society & COPC are the only place you can license a pet. In September of 2016, the City issued 378 license tags and the FCHS issued 122 license tags.

How does the Humane Society handle licensing? (Keep a log, collect payment?)

They are not proactive. They are not dependable. Licensing at the Humane Society is not their priority and it is not a requirement. They keep a spreadsheet and they keep the \$5 or \$10 fee.

FHS provides the owner the tag. The way we receive info is not consistent. We get handwritten sheets with rabies info and license info as well as a printed sheet (looks like a spreadsheet) once a month. The info is not consistent and has to be reviewed by Code Enforcement staff upon receipt. Once Code reviews the info received from FHS, then Finance inputs the information into munis (zero batches because FHS keeps the funds).

Has the # of registrations increased at the Humane Society? (What is the # of registrations they are processing?)

2013	2014	2015	2016
659	1026	1199	1415

What does our contract with the Humane Society say regarding the part they play in animal licensing?

Prior to releasing any animals, with current Rabies vaccinations, to the owners, FHS shall issue all necessary licenses for animals and collect the associated fee based on the fee currently in effect in the City.

Do all vets participate and what is their participation level?

They are required to provide copies of rabies vaccine as per state statute. They are mailed to us for our records and put into to onbase. They are used to reference if there is a bite case. If we receive a rabies notification and the pet is not registered we will contact the owner via letter advising to register. There are roughly 12-15 vets in the county. Staff spoke with several vets and they are not interested in being a part of collecting the fee.



Process Improvement Team – Animal Licensing Process

Would it be possible to create an email address where vets can email us electronic copies instead of via mail and would this be helpful?

It's possible this would be helpful to the vets but would need to reach out to see if they would want this. It may actually make more work for them. Many of them collect them and then mail or drop off a packet at a time.

Could we change renewal to 3 year if owner has a 3 year rabies?

Possibly but it would affect ordinance.

When is a citation issued?

- Running at large
- Dangerous dog
- Failure to license
- Failure to get rabies vaccine
- Not licensing or renewing the license in a reasonable period of time.

What is cost of citations?

\$75-400 based on violation and if repeat

What is recourse for unpaid violation?

Lien if they are the owner of their property

If it were outsourced, what do we want our minimum involvement to be?

This is not an ideal solution. After discussing with other entities staff found that all other Animal Control agencies still do in house licensing even with outsourcing the bulk of the work. Everyone using petdata and chameleon have their own shelter. Those with their own shelter benefit from the fees charged to pet owners when the unlicensed pet is brought to the shelter so there is no incentive to license.

What do we do to get this info to the public?

- Speak at neighborhood watch
- Board of realtor meetings
- Info is available at front desk
- AC have info in vehicle to hand out
- Info has been put in the utility bill
- Discussed during CHIRP program
- Citizens are educated when complaint received
- During citizen's academy
- During speaking engagements
- FHS does not provide the info to the public
- Pamphlet is on the website.



Process Improvement Team – Animal Licensing Process

What do other cities do to get this info to the public?

Viewed Free ride video, discussed a PSA about animal licensing

<https://www.mymanatee.org/home/government/departments/public-safety/animal-services>

What is the main pain points in the current process?

- Limited access to info in MUNIS for AC officers
- Confusing to access data
 - Not having one central location for the information
 - Difficult for other CE officers to cover AC because of confusion with different reports
- There is also a lag time and discrepancies caused by FHS collecting in addition to COPC. It may be best to consolidate to one location (COPC preferred) for animal licensing or create a better system for use by FHS to get the info us.

Do we know who else is using CD Plus for animal licensing?

Dorale, Largo, Greenbelt MD, staff will be contacting them to discuss, Heather is at AC conference and is inquiring on what others are doing as well,

Next steps:

1. Reach out to Dorale, Largo, Greenbelt MD to discuss their use of CD Plus
2. Heather attending AC conference and asking around at the conference
3. Meet again in 1 month to discuss findings (March 10th)
4. Ida to sit with CE staff to see internal process
5. Schedule demo with CD Plus

March 9th Update: (Team Member Shadowed CE Staff)

General Observations:

- Monthly Reports: Representatives from Code Enforcement receive monthly reports from the Humane Society in the form of Excel spreadsheets. In addition, there is a “basket” at the Humane Society where Animal Control officers may pick up additional sheets. The sheets may or may not be complete.
 - Submittals may have a cover sheet, a rabies sheet and/or a city summary sheet as part of these added papers causing COPC staff to fill the “gaps.”
 - Code enforcement staff periodically, and at least monthly, reviews the submittals and cleans up the excel spreadsheet.
 - It appears that the excel spreadsheet submittals are averaging over a 100 plus entries each month. The additional supplemental sheets may range from 10 to 20 a month.
 - COPC staff has to “clean up” and reconcile the spreadsheet and also enter the loose submittals into the spreadsheet. This work may include matching addresses, last names, names of pets, and finally the type of pet.



Process Improvement Team – Animal Licensing Process

- Reconciling the entries may include such critical items as inserting missing tag numbers, or missing rabies numbers and adding expiration dates.
- In one instance the owner was in Hastings not COPC. Sometimes the Humane Society required people to receive new city tags that were not yet expired.
- COPC staff cannot just “pull in” the “cleaned up” sheets into Munis. Instead, the account number, the tag number and payment is updated and entered in Munis manually following a FCHS submittal.
- It is important to note that the owner has “paid” the Humane Society for the tag expecting the same level of service as if they paid the City directly.

Flaws Observed by Team Member When Shadowing CE Staff:

1. There is no unified data base. City uses Munis, Humane society uses excel spreadsheets and individual sheets at times. Our system is not easily accessible, the spreadsheet appears too open ended.
2. Humane society has no access to city data base even if they wanted to check via computer a tag is valid.
3. The address search function in Munis is slow and cumbersome making clean-up of Humane society submittals more frustrating.
4. The Humane Society issues tags and has no real incentive to double check them. The work is not checked from within but left to City staff to clean- up. There is a complete lack of internal controls from within the Humane Society work but they keep the money for the tags.
5. It appears that the Humane Society is doing about 25% of the total tags, and in a very rough sense about 15-20% of that work may need some clean up.

Summary:

The results are not surprising given the fact that there are two systems being used. One concern is that the LOS from a homeowner’s perspective should be the same whether it is the Humane Society or the city, the resident has already paid a representative entity.

Follow up – March 10th

- CE staff met with perconti
- Possible portal for Humane Society with required fields
- Working on quote
- Can be used with paymentus

- Greenbelt contacted but they are small and it was difficult to compare ourselves
- Spoke with other cities who used external service and all of them still processed internally as well so no real savings.



Process Improvement Team – Animal Licensing Process

Next Steps:

- Review petdata, poss demo, pricing info
- Follow up 1 month

Follow up - April 27th 2017

When a pet owner comes in to pay for their animal license in person, what is the process? (Do they receive the license at that time vs. mailed?)

- They fill out their info and pay for the license.
- Once it is in the system, the tag is then mailed to them.
- There is not a large number of people who pay in person.

What are some quick changes that can be made to improve this process quickly until a long term solution can be implemented?

We could change the way we handle walk in customers and provide their tag to them immediately instead of mailing it.

Estimated cost & Implementation time for CD Plus changes to allow animal licensing?

- Estimated cost to enhance CD Plus is 25k.
- This includes both animal licensing and code enforcement invoicing.
- This would include training and would benefit both Code & Building because of the work Code does for the Building division related to expired permits and other items.

What are other advantages to moving animal licensing from MUNIS to CD Plus?

- It is estimated that the time spent processing, maintaining and researching animal licensing, will be cut in half.
- Will be able to provide a higher level of customer service
- Yearly payment of \$8,000 to Munis goes away
- One-time fee to Perconti Data Systems
- Ongoing maintenance is absorbed into current yearly maintenance for all of CB+ paid annually.

What portion of the work done by Code Enforcement supports the Building division?

Roughly, 20% of the work completed by the Code Enforcement division is to support the building division.

This includes the following:

- Expired Permits
- Work w/o Permits
- Work outside of Scope of Permit

What functionality will the CD Plus enhancements provide?

- Online registration and payment
- Real time changes to online registrations



Process Improvement Team – Animal Licensing Process

- Provides the Humane society an online portal for entry consistency
- Tracking of tag #'s for accuracy
- Tracks expiration dates of rabies vaccinations
- Tracks and mails out renewal reminder letters
- Real time over the counter service
- Real time information for animal control officers in the field and also office staff
- Accurate information, not sharing/inputting into two databases
- All code enforcement actions/data in one single database
- Field access to code case history by address
- Send payments to a lockbox for finance (same as building online payments)
- Invoicing through CD+ for all of Code Enforcement
- Daily calculation of fines through CD+
- Report for Special Assessments in real time
- Financial reports can be generated regarding Tax Assessments
- Once tablets issued to Officers we will have real time information available to Officers and Staff
- Mobile Application allows instant loading of pics to database saving time, improving workflow
- All forms used by Code Officers will be printed as needed

Next Steps:

Meeting with Mr. Landon to discuss current findings

Identify – Identify potential options and solutions to improve the process.

Team Recommendation:

Short Term Implementation:

- Over the counter licenses should be given to customers upon payment
- Evaluate the possibility and desire among vets to have an email address created for vets to send rabies certifications to COPC electronically.
- Develop a positive marketing plan with Cindi Lane and her staff to create a positive message about animal licensing.
 - Use an intern for this
 - PSA
 - Document (branded brochure)
 - Positive presence on web
 - Free Ride (<https://www.mymanatee.org/home/government/departments/public-safety/animal-services>)



Process Improvement Team – Animal Licensing Process

Long Term Implementation:

After numerous discussions about the inefficiencies in both animal licensing and code enforcement invoicing, the Team recommends pursuing the enhancements available through CD Plus to incorporate changes not only to Animal Licensing (remove this process from MUNIS and move to CD Plus) but also to improve the code enforcement invoicing process as well. Based on the changes made this past year related to online permitting, the Team believes this enhancement to CD Plus will greatly improve the department's efficiency by eliminating the need for two systems that do not communicate with each other and by better tracking code cases and registered pets. This will also greatly improve customer service.

The Team recommends including this as an IT project for FY 2018 and including the cost in the FY 18 IT budget. If possible, the Building division should pay 20% of the cost of these enhancements based on the amount of work being done by Code Enforcement in order to support the Building Division's functions.

Verify - Confirm with those who use the process that the recommended change or solution is viable and would actually improve the process.

8/25/2017 Follow up with Code to Verify Recommendation:

Met with Code Enforcement Manager to confirm the Team's recommendation appears to be a viable option for the division. Code staff feels very optimistic about these changes and is eager to pursue the enhancements through CD Plus.

Project Leader assigned to assist with execution if needed:
Barbie Bemby

Execute – Plan the implementation of the improvement. Provide feedback and support as needed during the implementation process.

The cost of this project has been included in the IT department's FY 18 budget. The ERP Planning Group will evaluate the project before scheduling it as an IT project.

Re-evaluate – Review the changes after implementation. Perform an annual evaluation on all previous process improvement recommendations to ensure changes have been beneficial.

Animal Control Information

	A	B	C	D	E	F	G	H	I	J	K
1	City/County	In-House	Computer Prog. Used	Outsourced/Whom	Satisfied Y/N	\$ Amount - S/N	\$ Amount - Not S/N	How Collected	Comments	Phone #	Population
2	Alachua County					\$23 Dog/\$13 Cat	\$38 Dog/\$21 Cat		At Shelter S/N \$18 Dog/\$11 Cat	352-264-6870	260K
3	Bradford County								No License/Rabies Tag Only	904-964-9200	27K
4	Charlotte County	Yes				\$12	\$30	no credit or debit		914-833-5690 x1	173K
5	Clay County								Requires rabies tags/No License Req.	904-269-6342	195K
6	Deltona					\$4	\$12		Must include stamped env.	386-878-8701	86K
7	DeSoto County								No license	863-993-4855	35.5K
8	Fort Pierce/St. Lucie County			PetData		\$10	\$75		Also participating Veterinary Offices	772-871-5042	299K
9	Hernando County			PetData		\$10	\$30			352-796-6830	178.5K
10	Hillsborough County	Pet Resource Center Vet's Offices				\$20-62 & older\$5	\$40-62 & older \$25		Ferrets \$5	813-744-5660	1.3M
11	Jacksonville	Tax collector				20 Cats & Dogs	\$40 Puppies/Kittens		dogs/cats/ferrets - 62 or older \$0	904-630-2489	838K
12	Lake County	Lake County Animal Services/Some Local Veterinarians		PetData		\$8 \$20 3 Year	\$20 \$50 3/Year		Vet's Offices-List/ Lifetime Tag same#	352-343-9688	326K
13	Leon County	Office of Public Safety								850-606-5400	286K
14	Manatee County			PetData		\$15		Animal Services/PetData/Local Vets		941-742-5933	350K
15	Marion County	Marion County Animal Services				\$8 1 Yr \$24 3 Yr	\$40 1 Yr \$120 3 Yr		Animal Services/Vet's Offices-List/By mail w/Self/Add., Stamped Env.	352-671-8700	343K
16	Ormond Beach	Police Dept.				\$5	\$5	By hand given receipt	Contract w/Halifax Humane	386-676-3262	39K
17	Pasco County	Pasco Animal Services	P.E.A.R.L			\$10 1 Yr Dog \$5 1 Yr Cat/ \$27 3 Yr Dog \$12 3Yr Cat	\$35 1yr Dog/\$15 1yr Cat \$100 3 Yr Dog/ \$40 3 Yr Cat		Check or Money Order/Vet's or Mail	813-929-1212	498K
18	Polk County	Polk County Sheriff's Office Animal Control				\$10 \$15 3 Yr	\$25 \$60 3 Yr		Vet's Offices-List/ Lifetime Tag same#	863-298-6200	650K
19	Port St. Lucie	Police Dept. Animal Control/Local Vets - List on Web site				\$5 to \$15 1-3 Yr.	\$15 to \$45 1-3 Yr	Check	Atlered w/ Micro-chip \$5.00 life -no tag	772-871-5042	179K
20	Putnam County	County Animal Control Office								386-329-0396	72K
21	Sarasota County	County Sheriff	Chameleon		Y	\$10.00	\$25.00		Cost for Chameleon \$24,000.	941-861-9508	406K
22	Seminole County	\$1.95 Convenience Charge for Online Registration	Chameleon	PetData	Y	\$5	raised to \$25	PetData/Animal services	Not proactive on license renewals	407-665-5201	449K
23	St Augustine	Director of Financial Services during Month of Sept.				\$3	\$5 Female Only		Information kept in a Registry Book	904-825-1037	14K
24	St. Johns County	Animal	P.R.I.D.E.							904-209-0746	227K
25	Sumter County							Animal Services/Local Vets	No license Cost	352-689-4400	119K
26	Tallahassee	Parks, Recreation & Neighborhood Affairs							No license	850-606-5800	190K
27	Volusia County	Tag office				\$4	\$12		Expires 1 yr or rabies exp.	386-248-1790	518K
28										Palm Coast	81K
29		P.R.I.D.E Public Request Inquiry Data Exchange									
30		P.E.A.R.L Pasco Electronic Animal Registration & Licensing									



Process Improvement Team – Process Evaluation Form – Vendor Registration Process

The Process Improvement team is tasked with defining and reviewing processes in order to identify, verify and execute improvements that will increase efficiency and improve the delivery of services.

Objective:

The objective of the process evaluation is to gain the proper knowledge and understanding of a process in an effort to provide an educated recommendation for changes that could ultimately increase the department's efficiency as well as improve the delivery of its services.

Evaluation Process:

Understanding a process, so that it can be improved first requires a detailed look at the process through the knowledge of the people who regularly perform the work. The tools and techniques to be used in order to fully understand the process and make recommendations for improvement are:

Define – Define the process. Identify and collect information about the current process in order to better understand the background.

- Discuss brief history of the current process
- Identify issues & concerns
- Establish the process review team (include department)
- Develop the evaluation questions

Review – Complete a comprehensive review of the current process. Discuss issues that exist and ideas for solutions.

- Conduct multiple meets if necessary
- Review the actual process in action
- Process mapping/flowcharting

Identify – Identify potential options or solutions to improve the process.

- Brainstorming session
- Prepare a Team recommendation

Verify - Confirm with those who use the process that the recommended change or solution is viable and would actually improve the process.

- Follow up with department to present possible solutions

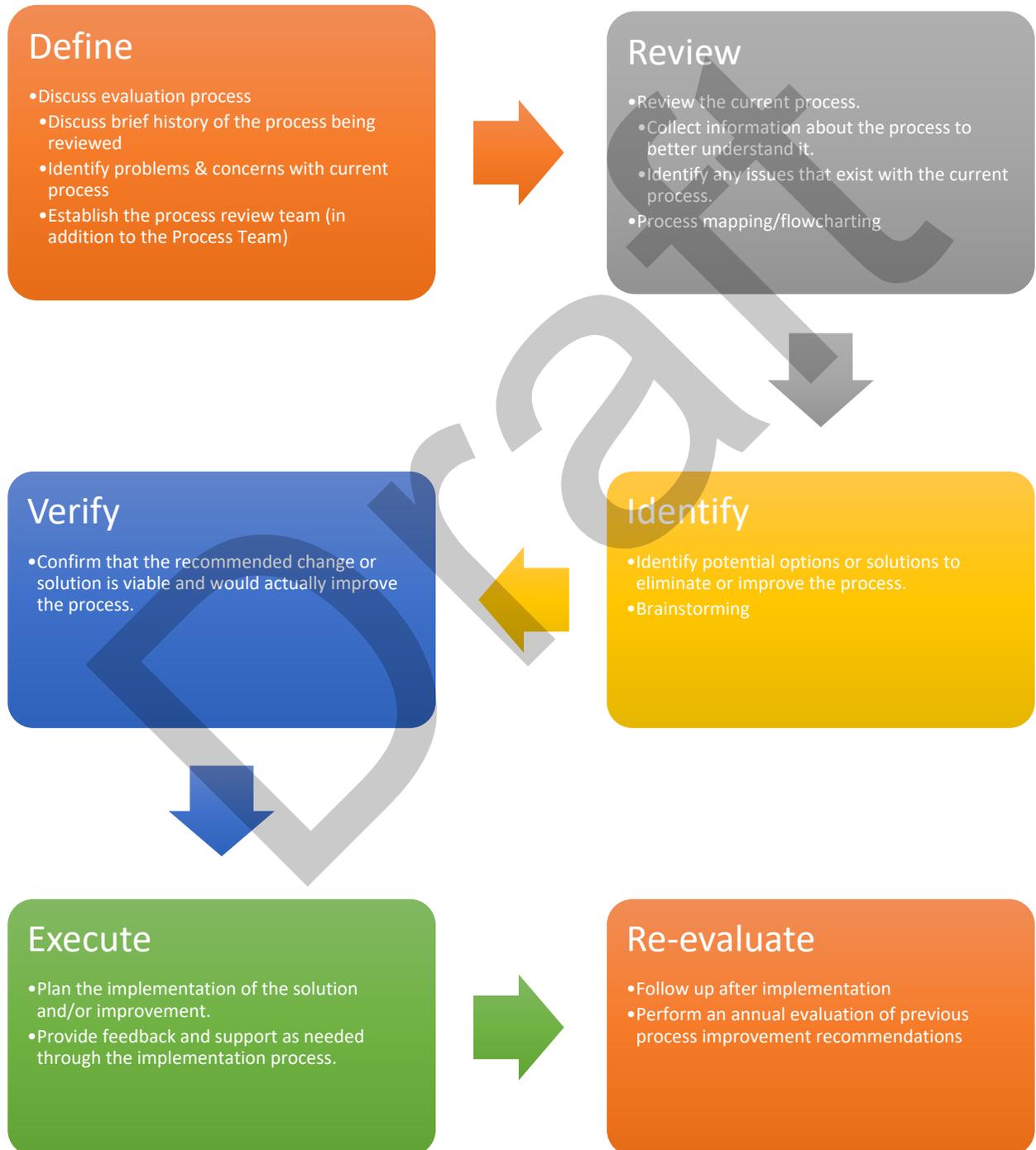
Execute – Plan the implementation of the solution and/or improvement. Provide feedback and support as needed during the implementation process.

- Schedule a City Manager meeting if necessary to discuss changes
- Assign a project manager (department rep)
- Assist with budget planning (if needed)
- Ensure cross-departmental coordination of staff resources (other departments involvement)
 - IT
 - PW
 - Finance
- Create a project timeline
- Assign a Process Team liaison

Re-evaluate – Review the changes after implementation. Perform an annual evaluation on all previous process improvement recommendations.



Process Improvement Team – Process Evaluation Form – Vendor Registration Process





Process Improvement Team – Process Evaluation Form – Vendor Registration Process

Define – Conduct a preliminary discussion with key people in order to identify and collect information about the current process and to better understand it.

Background:

The process to register vendors was initially a paper driven process, where the vendor would submit a W9 to the purchasing department, or complete a paper vendor registration form and the purchasing clerk would review the form and send to Finance for the accounting technician for input into Munis. In 2010 the process was somewhat automated so that the registering party would submit the data electronically via the City website, and an email would be generated and populate in the Purchasing Technician's email. The Purchasing Tech would review and then send to the Business Tax Department. Business Tax would either approve, based on the vendor's ability to obtain a business tax receipt, and then forward to Finance for input into Munis.

The current process was further automated in 2012, using a workflow via Onbase. The vendor inputs the registration information via the City's official website. When the registration is complete on the website, it populates into the Vendor Registration workflow, at the Purchasing Technician level for initial review. The tech looks up the Sunbiz and EPLS status and either forwards to Business Tax for review or to the Purchasing Manager for further approval, (if there is an issue with Debarment or if the vendor does not have a Sunbiz.)

If the vendor is required to have a Business Tax Receipt, they receive an automated email from the system. No further action is taken by Business Tax until the vendor contacts them.

When the vendor has passed the Purchasing and Business Tax review process, the registration is then sent to the Account Tech Review folder. It is this point where Finance receives the registration to add into Munis.

Problems/Concerns with Current Process:

- The information is not always clear when received by the Finance (Account Tech).
 - The initial point of contact with the vendor does not check to see if this vendor has registered with the City on a prior occasion and whether this is an update or if they have changed name, merged with another company, etc.
 - Each registration is treated as if a brand new vendor.
 - When the vendor is updating information, such as address, and the information on Sunbiz does not match what the vendor has submitted, Finance keeps both address, not knowing which address is the correct to enter.
 - If the FEIN number has changed, Finance needs to create a new vendor number. It would be helpful to know if the old vendor name and number are still valid or if they should be stopped in Munis.
 - Ideally, the Central Services should review what is currently in Munis and what needs to be updated. This could alleviate any questions before the registration gets to any other departments.

- Central Services technician has issues finding and attaching the correct Sunbiz to the vendor registration. Need more scrutiny at the initial level.



Process Improvement Team – Process Evaluation Form – Vendor Registration Process

- Departments are unaware of where their vendor sits in the current process and several calls to Finance/Business Tax are necessary.
- Need a realistic turnaround time for completing the internal process of creating/setting up a vendor.
- We need a way to review vendors on a regular basis to ensure that those who are registered and did require a business tax receipt, are continuing to renew their annual license.

Evaluation Team:

Beau
Chris
Kelly
Jay
Kathy

Evaluation Date:

Tuesday, May 23rd, 3-5pm

Review – Comprehensively review the current process. Discuss issues that exist with the current process and brainstorm ideas on how to improve it.

What is required of a vendor in order to do business with the COPC?

The vendor is required to register as a vendor via the City Website and obtain all necessary certifications and/or LBT as noted below.

What are the different review/approval levels for the vendor registration process and what does each reviewer look for?

Onbase Workflow Folders:

- **Purchasing Tech Review** – Initial Point of Contact. Reviews registration (if providing services in the state), goes to Florida Division of Corporations to affix Sunbiz to the registration. EPLS – checks Debarment status.
 - **Awaiting Sunbiz-** The purchasing Tech forwards registration to this folder if determined that the vendor is required to be registered with the Division of Corporations, (Sunbiz) but has not done so. The vendor receives an automated email from purchasing (needs to be changed to Central Services). Follow up by PTech, can the vendor provide information.
 - **Purchasing Manager Review** – If the vendor is an out of state vendor and is providing goods only to the City, the Purchasing Tech moves the registration through to this folder. The PM typically OK's the vendor for use if goods only and sends through to the LBT Review.
- **LBT Review** – All registrations flow through to this folder once they have been approved by Purchasing. Business Tax determines whether or not the vendor is required to obtain a LBT.
 - **Awaiting LBT License** – If Business Tax determines an LBT is necessary, the registration is moved to this folder, email sent to vendor notifying them of this requirement



Process Improvement Team – Process Evaluation Form – Vendor Registration Process

and the registration stays here until they either comply. If the vendor declines, they are removed from workflow. If, after a certain period of time Business Tax receives no further contact, they have the option of changing the registration to “Bidder Only”.

- **Account Tech Review** – Accounting Tech Lead (Finance) enters the registration in Munis. Also verifies that the vendor is set up correctly for tax purposes.
- **Quality Check** – Accountant (Finance) reviews the data entered in Munis against the registration information for accuracy.

What determines if a vendor is required to have a LBT? A Business Tax Receipt is required if a business is coming into the City of Palm Coast and is providing a service. The only exception to this is for Contractors that are licensed by the Department of Business & Professional Regulation and their business address is outside of the City of Palm Coast (Exemption FS 205.065). It is not required if we are simply buying goods/supplies and the point of sale is elsewhere.

If a LBTR is required for a vendor what type of communication do we have with the vendor? (email, phone call) When we determine that they need a Business Tax Receipt, they are automatically e-mailed our application, payment form & contact information.

If a LBTR is required for a vendor what type of follow up do we do after notifying them? It is the responsibility of the Contact person listed on the Vendor application to track & follow up with their vendor.

Is there a way for staff to look up a vendor they want to do business with to see if they already have a LBTR? Our website has a list of all businesses current with the Business Tax Receipt.

Is it possible for Business Tax to input the BTR # in onbase if one is required and once they’ve reviewed/approved? (I’m wondering if this would help with future annual review) The Business Tax # is added to the vendor registration by the Business Tax Department. There is a box on the form, where the number (if applicable) is added, or Business Tax can add the N/A if not needed. This is a required task at the LBT review level.

What type of vendors require that we have Certificates of Liability Insurance, and should that be added to the workflow process?

NO

How many vendor registrations do we process per year?

CY 2014 237 Registrations Completed 14 denied/incomplete	<u>251 Total</u>
CY 2015 208 Registrations Completed 37 denied/incomplete	<u>245 Total</u>
CY 2016 277 Registrations Completed 49 denied/incomplete	<u>326 Total</u>
CY 2017 to date 138 Registrations Completed 31 denied/incomplete	<u>169 Total</u>

How can someone look up their vendor to see where they are in the approval process? Currently, staff with access to Onbase through the Central Services Doc type can view the vendor registration via the document search. A person would need to use either the vendor registration pending document type, to see its current location, or the Vendor Registration document type to see if complete. As of now, only Finance has the full view of workflow folders.



Process Improvement Team – Process Evaluation Form – Vendor Registration Process

Is the vendor notified when they have been approved? When their registration has been approved the vendor, dept contact and AP receive an email.

Is the dept. contact notified when their vendor has been approved? Same as above. That's when the emails above get sent if they choose "send email".

Is Finance staff the only department to have access to all workflow folders?

Yes

Currently only Finance staff has access to the entire vendor registration folders in workflow, should Central Services have control over this function?

Yes

Who in Central Services would be the approver/reviewer of vendors that require a higher level scrutiny, (no Sunbiz, questions regarding EPLS)?

Purchasing Coordinators

Would it be feasible (and does it make sense) to ask vendors for an annual registration update? (email push with link, strategically scheduled according to BT renewal deadlines)

Would make sense to do this every 1-3 years

What kind of feedback have departments provided regarding the current process? (What would they like changed? Biggest complaints. Etc...)

Complaints:

- Length of time it takes from beginning to end
- No notifications during the process (status updates)
- Hard to track where it is in the process and what is holding it up
- No one person providing oversight to the process

Additional Discussion Points:

Division Approval:

The panel discussed adding a review by division to see if the vendor should be allowed to proceed with the registration. A divisional review would need to be established, by having primary staff Ok the addition of vendor, and narrowing the list of contacts. May have to remove the drop down list for the online registration site, but still require the name of the contact the vendor is dealing with. This would also entail creating new folders through workflow and allowing divisions the ability to email to vendors who do not meet the qualifications for registration with an email advising why the registration is denied.

Should the division be the first point of contact, a folder would need to be created to allow this addition. These parties would also need access to the vendor registration workflow. This may create a licensing issue and may not be a good use of staff's time.

The team does not recommend this.



Process Improvement Team – Process Evaluation Form – Vendor Registration Process

Purchasing Coordinator Process Oversight:

The current process lacks oversight. The team believes that Central Services/Purchasing Coordinators should be the main contact during the vendor registration process. Central Services should have access to all workflow folders and provide oversight throughout the process including follow up on pending registrations.

Changes to Form:

The most significant revision we feel necessary, is to update the online registration form that is accessed via the COPC website. Accurate information from the beginning of the process, should provide the data the City needs to complete the application effortlessly and efficiently.

Changes Discussed for Online Registration via COPC website:

- The online registration form should be revised to gain additional information from the vendor. Change verbiage for the online registration.
- Remove dropdowns for the Bidder. A link to Bonfire should be added to the registration application so that no vendors register as “Bidder’s Only” in Munis, thereby saving time for staff in reviewing and creating vendors that may never be used.
- Remove the options for name change, FEIN change, and address change.
 - Leave:
 - Update my information.
 - If the vendor is updating information, provide us their name or vendor number. Create a link on our website to see if a vendor has an active registration.
 - Register as a new vendor.
 - If this is a new registration, have vendor provide information as to why they are registering, i.e. if they have been contracted to provide services or goods to a particular division. Also ask the vendor if they will be physically doing work in the City of PC, if they are registered on Sunbiz, and if so, attach to the registration. Contractors who are State certified can provide number or attach certification? This would assist all processors of the registration, as the necessary documents would be provided and accurate information provided by the registering vendor.

A discussion took place regarding changing this process altogether to include a form that the employee doing business with the vendor would fill out to initiate the registration process. Once completed, the electronic form would create a link to be emailed to the vendor with some information already filled in including the type of business they are doing with the vendor. The vendor would then fill in the remaining information that is needed and submit to begin the vendor approval process with COPC.

The team strongly supports this concept and has included a Process Map to show this concept.

A suggestion was made regarding possibly using Doc-u-Sign in place of the Onbase workflow, however, this would require the team to view a presentation on Doc-U-Sign and additional discussion. Onbase workflow works well and is a system that is currently used by many employees. Adding a new system would require additional training for staff. Staff that is currently involved in the approval workflow does not



Process Improvement Team – Process Evaluation Form – Vendor Registration Process

use docusign. In addition the information would have to eventually be saved to onbase for retention purposes. The team believes keeping the workflow process in Onbase would make the most sense.

Identify – Identify potential options and solutions to improve the process.

Team Recommendation:

Registration Initiation:

The team recommends changing this process altogether to include a form that the employee doing business with the vendor would fill out to initiate the registration process. Once completed, the electronic form would create a link to be emailed to the vendor with some information already filled in including what is being purchased and the type of business they are doing with the vendor (installation, product shipped, services etc...). Once the link is received, the vendor would then fill in the remaining information that is needed. Once submitted by the vendor this would begin the vendor workflow approval process.

The team has included a Process Map to show this concept.

Changes to Onbase Workflow:

The Team recommends the following changes to workflow:

- Change names on all folders from Purchasing to Central Services.
- Central Services/Purchasing Coordinators should be the main contact during the vendor registration process and receive an FYI notification of a new registration and oversee the process.
- Central Services should have access to all workflow folders.
- The Central Services Tech should continue to check for debarment status and review the awaiting Sunbiz folder to ensure that vendor is complying with obtaining the necessary state requirement.
 - If the vendor does not comply, registration should be removed after 90 days.
- Business Tax should send email to vendor if LBT is needed.
 - Central Services/Purchasing Coordinators should follow up if needed
 - If the vendor does not comply with obtaining the LBT, they should be removed from workflow after 90 days.
- Establish an Approval Time Line: Approval process should be completed 3-5 days from entering the registration to Munis input (if no issues). Approvers should approve daily. A PM should be created to support this as a priority.

Changes in the Munis Vendor Module:

- Finance should inactivate all “bidder only” vendors in Munis and provide a list of these vendors to Central Services so an email can be sent with a link to Bonfire
- Finance should no longer create vendors that are Bidder only.
 - Change City website as well as the workflow to remove this option and direct to Bonfire instead.



Process Improvement Team – Process Evaluation Form – Vendor Registration Process

- Finance to create a list of vendors that have not been used in three years and change their status in MUNIS to STOP. These vendors would be required to update their information should they wish to do business with the City in the future.

Vendor search:

Another enhancement to the City's website is to add a Vendor Search option allowing the vendor the ability to see if they are already a registered vendor, and the details of Purchase Orders and Invoices. This would cut down on duplicate registrations requiring staff review and processing, as well as also providing the vendor with a portal to view all related work in process.

Link to the query: <http://dev.palmcoastgov.com/search/vendors>

Improve Business Tax review:

One of the issues that delays a registration is the confusion of whether or not a Business Tax Receipt is required for doing business with the City. This confusion stems from the information provided by the vendor, or lack thereof. If a vendor checks the box services, that prompts Business Tax to advise the vendor a LBT is required, when in fact, the services may be performed outside of the City. Currently when a LBT is required, the vendor is emailed a link with the application and information for payment and departmental contact. If the vendor does not reply, there is currently no follow up by the department and the registration stalls.

In order to assist Business Tax with accurate information, the team suggests requiring the employee initiating the request to fill in information regarding what we are receiving and what type of business we are doing with the vendor. Requiring the employee to provide this information should reduce the confusion.

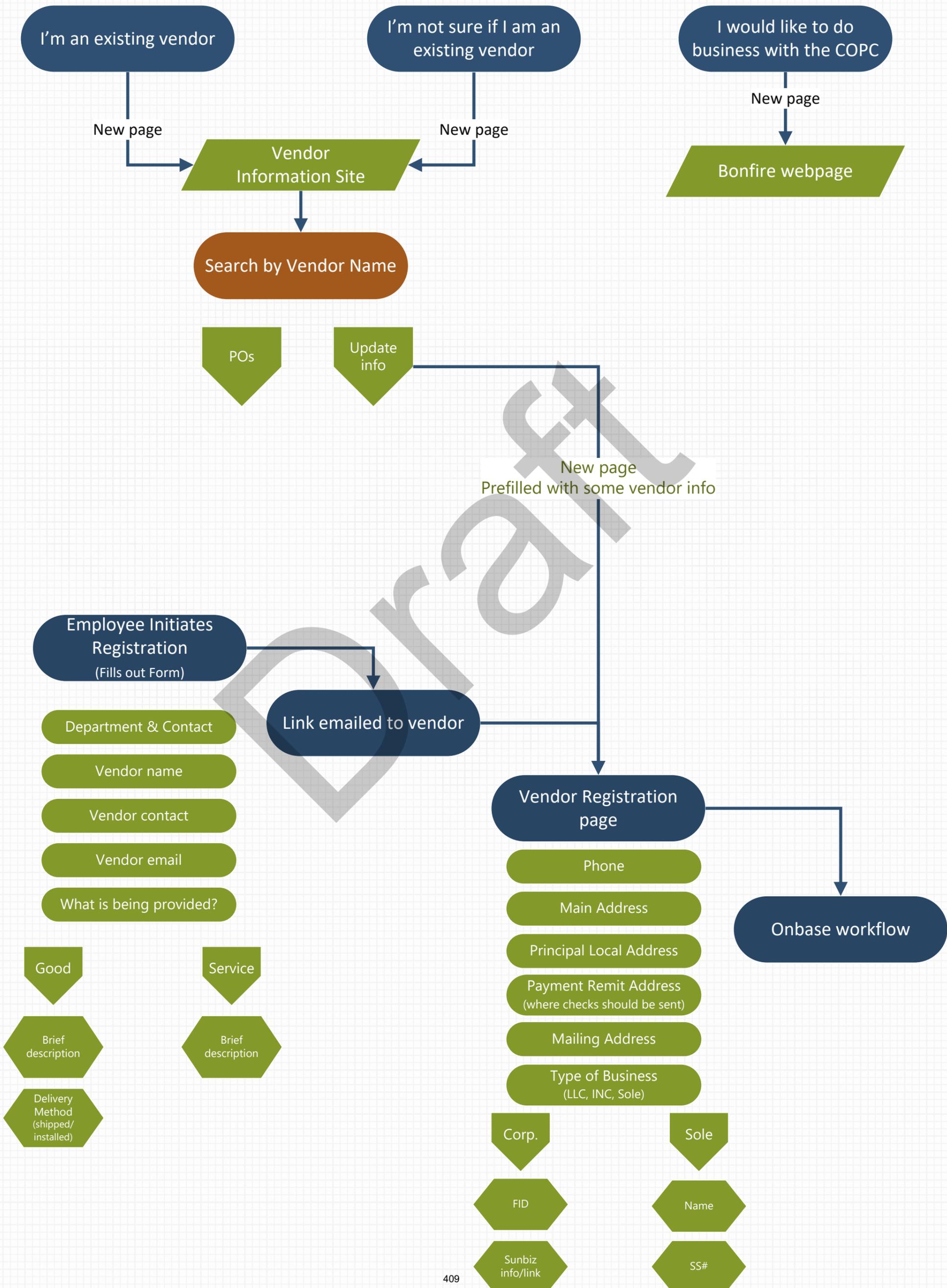
Phase 2 Changes:

- Create a process to review vendors' information every 3 years. A process would need to be created to establish and maintain this review.

Verify - Confirm with those who use the process that the recommended change or solution is viable and would actually improve the process.

Execute – Plan the implementation of the improvement. Provide feedback and support as needed during the implementation process.

Vendor Registration Process Map



Performance Measures Overview for Process Improvement Team - 99007

This report gives an overview of the progress made in the Strategic Action Plan for Process Improvement Team - 99007. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 79.00%

	Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	91.67%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	91.67%
Strategy 3.2.1 Review existing operational procedures and policies	91.67%
Approach 3.2.1.7 Develop a process review and identify associated targets that generate the greatest positive impact	87.50%
Measurement 3.2.1.7.a With a focus on technology solutions, evaluate four operational processes to improve efficiency and/or delivery of services	75.00%

Comments

12/13/2016	A review of the Fire Inspection process was completed in the first quarter. After a comprehensive look at the current process, 3 options for improvement were identified by the team. These options have been discussed with the City Manager however, no changes will be implemented at this time.
3/28/2017	A comprehensive review of the Animal Licensing process was completed in the second quarter. A recommendation is currently being finalized by the team.
6/22/2017	The Team has evaluated the Vendor Registration process and will be formalizing a recommendation for changes in the fourth quarter.
10/9/2017	The review of both the Animal Licensing process and the Vendor Registration process was more entailed than originally expected. As a result the team's time was focused solely on these two processes for the remainder of the year and was not able to evaluate a fourth process.

Measurement 3.2.1.7.c Report on post-implementation results for recommendations made for process improvement

100.00%

Comments

12/13/2016	The PO Adjustment process is continuing to work well. The changes to this process have increased internal controls and separation of duties as it relates to purchase orders.
3/28/2017	In October 2015 the team, in coordination with HR, reviewed the current functionality of the Employee Self Service (ESS) system. A number of enhancements were discussed at that time but limitations of the system prevented immediate implementation of these changes. This past year a MUNIS upgrade made improved functionality available through the ESS. During the second quarter, HR began working with IT on implementing many of the improvements identified during the process review in 2015.
6/22/2017	Changes related to automating the purchasing processes continue to be made based on the team's recommendation during the process review. During the 3rd quarter the Request Approval for Purchase (RAP) form received a complete revamp. These changes have improved efficiency and the timeliness of inputting purchasing requisitions.

10/9/2017	All changes that have been implemented as a result of the Team's past recommendations continue to receive positive results. The Team continues to remain a resource to departments on an as needed basis and will follow up regularly.
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Approach 3.2.1.41 Evaluate existing fee schedule for permits	100.00%
Measurement 3.2.1.41.b Evaluate fire inspection fee and provide recommended changes	100.00%

Comments

12/13/2016	A review of the Fire Inspection process was completed in the first quarter. After a comprehensive look at the current process, 3 options for improvement were identified by the team. These options have been discussed with the City Manager however, no changes will be implemented at this time.
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GOAL 4 : To blend our residential and commercial properties with our "City of Parks and Trails" image to create a sustainable framework of visual appeal while caring for our land, water, air, and wildlife **20.00%**

Objective 4.3 Evaluate current "Green" initiatives and target projects that are sustainable	20.00%
Strategy 4.3.1 Reduce waste through sustainable practices	20.00%
Approach 4.3.1.1 Minimize paper use for city forms	20.00%
Measurement 4.3.1.1.b Prioritize the forms be to converted to "electronic only" forms	20.00%

Comments

12/13/2016	The team once again reviewed a copier report which reflects the number of pages printed by division. This report continues to be the driving force behind where the team focuses it's attention. This report lead to a change in how the cost of copier paper is allocated by each division. This reallocation of cost according to actual printing (previously everyone paid an even share) will hold departments accountable for their paper usage.
4/18/2017	A small sub-team has been created to begin work on this during Q4.
10/24/2017	The sub-team began reviewing the existing inventory. Work on this will continue into the upcoming fiscal year.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities **100.00%**

Objective 6.3 To enhance awareness of customer service and relationships with our citizens	100.00%
Strategy 6.3.1 Establish a Customer Experience Program to solicit customer feedback and ensure follow-up consultation	100.00%
Approach 6.3.1.2 Track complaints and compliments throughout the organization	100.00%
Measurement 6.3.1.2.c Identify a solution to improve the current customer issue management process.	100.00%

Comments

1/13/2017	The CRM sub-team created a "unified address process" through centrality which will help internal users access information from a variety of applications in one location. This is being tested as the sub-team continues to evaluate other long term solutions.
4/17/2017	Some minor changes to citizen issue tracking were made this quarter. A webinar of Tyler Information Management proved to be unsuccessful as the product does not appear to be a good fit for the organization. The sub-team will be meeting to discuss the use of 311.

6/22/2017	<p>The Customer Relation Management Sub-team met with the Internal Controls (ICE) Team to discuss the Asset Management project currently underway. The two teams discussed areas of overlap and where the products being evaluated for asset management may be able to provide a solution for managing customer issues. However, due to cost, a decision was made not to move forward with a solution for asset management.</p> <p>A product by the name of "See-Click-Fix" was proposed as a solution for citizen issue notifications and a brief demo of this product was provided to the Executive Team with members of the Process Improvement Team present. It was proposed by the Executive Team that the IT department take over as project manager to implement a solution for customer relation management. The sub-team will be reviewing this product as well and formalizing its recommendation regarding this solution in the 4th quarter.</p>
10/9/2017	<p>The Sub-team recommends See-Click-Fix as a good solution for customer relation management for the City of Palm Coast.</p>

Public Works





City of PALM COAST

Public Works

To: Jim Landon, City Manager
Date: 12/8/2017
Department/Team: Public Works
Director/Team Leader: Nestor Abreu *Nestor Abreu*
Reporting Period: End of Fiscal Year 2017

***Executive
Summary:***

Matthew and Irma: bookends of time to Fiscal Year 2017. A time of hurricanes and in their wake a time of confidence, collaboration and restoration. In preparation, Public Works crews worked to mitigate our community's risk of flooding and associated property damage. We established and manned three 24-hour sandbag stations providing citizens with 2,000 cubic yards of sand bags for protection of their homes and businesses. Work crews cleaned out storm water catch basins, pipes, ditches and areas prone to stormwater drainage problems. We secured and protected our City structures, including fire stations parks and facilities. We strategically staged our heavy equipment at various locations for protection and rapid mobilization and deployment. Our fleet mechanics secured the necessary emergency equipment including chainsaws, dump trucks, and excavators. They provided timely maintenance and repair ensuring that our field crews remained productive with their equipment operating in top condition. Our facility crew fabricated chipper boxes out of lumber to retrofit our dump trucks when metal boxes were not available for purchase or rent.

Immediately after the hurricanes passed, Public Works crews began clearing roadways, erected fallen and damaged traffic signs, repaired traffic signals and control devices and began the removal of over 200,000 cubic yards of vegetative debris from City neighborhoods. We re-established paths and trails, made repairs to our parks and facilities and made sidewalks safe for pedestrians to travel.

Our staff worked over 7,000 hours in excess of their normal hours in unstable and hazardous conditions in order to rapidly complete hurricane clean-up and recovery and to return our City back to normal. Zero safety incidents were reported while this work was performed. Our equipment operators and crews were challenged by hurricane preparation and recovery activities, as a result our field hardened Public Works employees are today more skilled, adaptable and capable of dealing with all forms of major disasters.

With hurricane recovery completed, our attention and focus returned to the indispensable work of maintaining, repairing and enhancing the City's infrastructure.



City of PALM COAST

Public Works Stormwater crews increased the capacity of the ditch at Rae Drive. As a result of this ditch improvement more rain water will carry out of the neighborhood, minimizing the potential for residential flooding. Additionally, work crews replaced 2,442 linear feet of drainage pipe, maintained 315 miles of drainage ditches and cleared 2,616 residential culvert pipes free of debris to ensure that storm water is effectively moved out of residential and commercial neighborhoods and to minimize the potential for flooding.

Public Works Street crews provided maintenance for 550 miles of City streets, 58 traffic signals, and 490 traffic signs. They also repaired 1,319 linear feet of damaged sidewalks, completed the Forest Branch Trail, and rehabilitated the St. Joe's Walkway and Pine Lakes Path all to maximize vehicular and pedestrian safety. Additionally, work crews completed the median landscape enhancements on Belle Terre, gateway and neighborhood signs at US1 and Seminole Woods and installed informative emergency evacuation zone signs for the benefit of our citizens and visitors. Under an inter-local agreement, the Streets crew has taken over responsibility for the maintenance and repair of traffic signals of the municipalities of Bunnell and Flagler Beach.

Public Works Park crews prepared 58 fields for 13 lacrosse tournaments and events, 134 soccer fields for eight tournaments and events, 40 football fields for two tournaments and events. Crews also lined and graded baseball fields 88 times in preparation for two tournaments and events. We also completed a major rehabilitation of the Indian Trails Sports Complex athletic and baseball field. Crews have added maintenance responsibilities for the newly renovated Holland Park to their workload.

Public Works Landscape crews ensured that grasses, plants, trees and shrubs in our City public landscape areas were prepared for the seasons of color. Palm Coast displayed a full palate of colors with blooms of red Bottle Brush, Crown of Thorns, pink and white Azaleas, Crape Myrtles, Magnolias, yellow Lantana, Dune Flowers, blue Plumbago, and blue Daze flowers. Additionally, work crews have added to their workload the maintenance responsibilities for the newly completed Matanzas Woods Interchange and Palm Harbor Extension as well as an additional stretch of Old Kings Road North and State Road 100.

Public Works Fleet mechanics performed 917 vehicle and heavy equipment repairs. In preparation for the busy growing season, our mechanics serviced 1,460 mowers and essential handheld equipment. The annual fleet auction recovered nearly \$300,000 from the sale of vehicles and equipment that had reached its useful life.

Public Works benefitted from our collaboration with two summer college interns. Together we created Standard Operating Procedures for Athletic Field Turf Management and Landscape Management. The manuals helped to standardize our processes and are being used to train newly hired employees.

Public Works worked with a consulting firm to complete a Public works Facility Master Plan to guide our future facility plans and ensure that the Public Works facility continues to meet City needs.



City of PALM COAST

Budget:

The two largest Public Works budgets Streets and Parks finished Fiscal Year 2017 at 97% and 94% of their original budget. The facilities budget expenditures were 72% of the original budget amount as a result of a greater focus on hurricane repair and less so on facility maintenance.

As a result of hurricane recovery activities Public Works exceeded the original budgeted overtime for Fiscal Year 2017.

Employee Development:

Training & Certifications

- Vac-Con Safety & Operation -16 employees
- Spray Rig Operation - 1 Employee
- Florida Department of Corrections Inmate Training - 8 employees
- IMSA Traffic Signal Level III - 1 Employee
- Class A CDL License - 9 Employee
- IMSA Traffic Signal Level II - 2 Employees
- IMSA Level II Pavement Markings - 2 Employees
- IMSA Traffic Signal Level II re-certification - 1 Employee
- Aquatic Weed Short Course 3 day training - 5 Employees
- Certified Playground Inspector - 1 Employee
- In-House Leadership training for leads - 7 Employees
- Hazmat Certification - 1 Employee
- Automotive Service Excellence (ASE) - 2 Employees
- Emergency Vehicle Training (EVT) - 2 Employees
- National Association of Fleet Administrators Risk Management - 1 Employee
- Wildlife Exposure - 10 Employees
- Gradall Operation & Safety - 17 Employees
- Chainsaw Safety - 85 Employees
- Heat Stress - 30 Employees
- Hazardous Tree removal - 3 Employees
- Pesticides Training & CEU's - 6 Employee
- Microsoft Excel - 1 Employee

Personnel Hiring & Promotions

Positions filled

- 1st Quarter - 3
- 2nd Quarter - 4
- 3rd Quarter - 4
- 4th Quarter - 3

Promotions

- 1st Quarter - 3
- 2nd Quarter - 6
- 3rd Quarter - 3
- 4th Quarter - 3

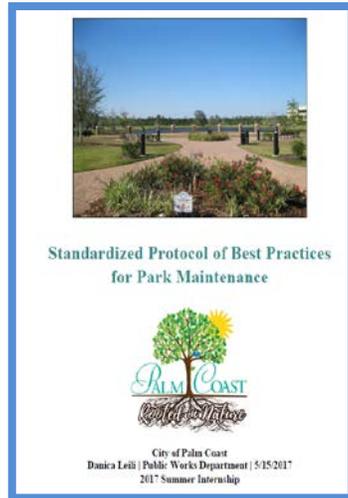


city of PALM COAST

Other:



Completed standard operation manuals for maintenance of Parks and landscape medians. These documents set guidelines and standards of service, and will continue to serve our department well into the future. Documents can be found on the City's Intranet.





City of PALM COAST

Stormwater Division

Replaced drainage pipe	•2,442 linear feet
Maintained drainage ditches	•1,663,514 linear feet (315 miles)
Cleared catch basins	•189 inlets/outlets
Replaced Driveway Culverts	•37
Cleared culvert Pipes Debris	•2,616 residential culvert pipes
Resolved Drainage Ditch Work orders	•86





City of PALM COAST

Rae Drive ditch project

Streets Division

Curb & gutter swept	•350 miles
Repaired sidewalk	•1,319
Screen & recycle dirt for City projects	•5,375 cubic yards
Repaired/Replaced traffic signs	•490
Performed traffic control	•35 events
Fire Mitigation - City owned property	•27
Performed pothole repair	•20





Streets Special Projects

St. Joe's Walkway resurfaced



Forest Branch Trail path



Other Projects



Indian Trails Sports Complex conduit installation



Indian Trails Sports Complex concrete walkway



CDL Class A Training



Forest Grove Sidewalk installation



City of PALM COAST

Parks & Medians Division

Paths & Hiking
Trails Inspected

• 1,582,325 linear feet (299 miles)

Park & Trail Signs
Inspected

• 9,173

Fields Painted &
set up for events

• 320

City Property
Mowed &
Maintained
Weekly

- 12 Parks
- 16 Sports Fields 2 times per week
- 5 Fire Stations
- 3 Water Plants
- 1 Waste Water Plant
- 250 Well Sights & Lift Stations





City of PALM COAST

Fleet & Facility Division

Fire Fleet Service

- 378- Road calls, repairs, inspections, preventative maintenance, equipment service, transport calls

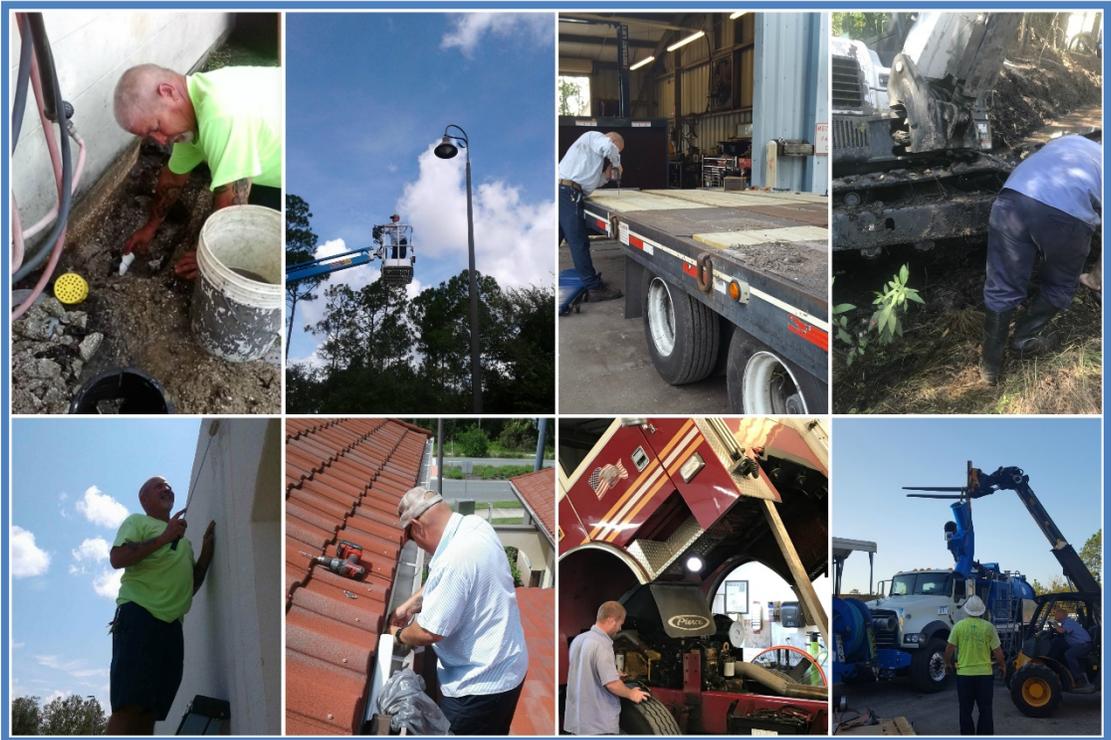
Fleet Service

- 121- Vehicle inspections
- 685- Vehicle repairs
- 460- Preventative maintenance vehicles & hand held tools & equipment, mowers
- 1,279- Repairs - small equipment, handheld tools & equipment, mowers
- 107- Road calls - vehicles, small equipment & hand held tools & equipment, mowers

Facility
Maintenance
requests
completed

- 772

0



Performance Measures Overview for PUBLIC WORS ADMIN - 15000

This report gives an overview of the progress made in the Strategic Action Plan for PUBLIC WORS ADMIN - 15000. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 85.49%

	Completed
GOAL 1 : To anticipate the need for additional services and infrastructure to provide opportunities for mixed use development with goods, services, and employment.	89.14%
Objective 1.1 To enhance infrastructure in order to maintain quality neighborhoods and business districts	96.59%
Strategy 1.1.1 Projects targeted as highest priority shall be evaluated for potential upgrade or enhancement	96.59%
Approach 1.1.1.5 Replace aging infrastructure elements	97.68%
Measurement 1.1.1.5.a Streets - Replace 2,500 LF of drainage pipe per year. (Budget Based)	97.68%
Comments	
1/13/2017	October 2016 = 0 LF November 2016 = 0 LF December 2016 = 320 LF Total 320 LF for 1st Quarter YTD = 320 LF Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew
5/1/2017	Jan-2017 = 350 LF Feb-2017 = 500 LF March 2017 = 500 LF Total 1,350 LF for 2nd Quarter YTD = 1,670 LF
6/27/2017	April-2017 =120 LF May-2017 = 0 LF June-2017 = 60 LF Total 180 LF for 3rd Quarter YTD - 1,850 LF
11/2/2017	July-2017 =72 LF Aug-2017 = 375 LF Sept-2017 = 145 LF Total 592 LF for 4th Quarter YTD - 2,442 LF
Approach 1.1.1.6 Maintain stormwater system elements	94.61%
Measurement 1.1.1.6.a Stormwater Maintenance - Swale work orders will be completed within 6 months of receiving the complaint.	100.00%
Comments	

1/11/2017	October 2016 = 2 out of 2 November 2016 = 0 out of 0 December 2016 = 0 out of 0 Total = 2 out of 2 for 1st Quarter YTD = 2 out of 2 Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew
4/26/2017	Jan-2017 = 23 out of 23 Feb-2017= 8 out of 8 March-2017= 8 out of 8 Total = 39 out of 39 for 2nd Quarter YTD= 41 out of 41
6/28/2017	April-2017 = 5 out of 5 May-2017=3 out of 3 June-2017=3 out of 3 Total = 11 out of 11 for 3rd Quarter YTD = 52 out of 52
11/2/2017	July 2017 = 25 out of 25 Aug-2017 = 12 out of 12 Sept -2017 = 0 out of 0 Total = 37 out of 37 for 4th Quarter YTD =89 out of 89

Measurement 1.1.1.6.b Streets - All ditches will be maintained twice a year. (1,779,945 linear feet)	93.46%
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Comments

1/13/2017	October 2016 = 0 LF November 2016 = 23,445 LF December 2016= 187,303 LF Total= 210,748 LF for 1st Quarter YTD = 210,748 LF Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew
5/1/2017	Jan-2017= 173,719 LF Feb-2017 = 212,800 LF March-2017= 73,150 LF Total = 459,669 LF completed for 2nd Quarter YTD= 670,417 LF
6/28/2017	April-2017 = 240,250 LF May-2017 = 187,435 LF June-2017 = 104,715 LF Total = 532,400 LF completed for 3rd Quarter YTD = 1,202,817 LF
11/2/2017	July-2017 = 150,660 LF Aug-2017 = 202,542 LF Sept-2017 = 107,495 LF Total = 460,697 LF completed for 4th Quarter YTD = 1,663,514 LF

Measurement 1.1.1.6.c Stormwater Maintenance - Complete modeling improvement project for current fiscal year. (Section 30 - South Trib. 1 grading/pipe)	85.00%
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Comments

1/13/2017	1st Quarter (Oct., Nov. Dec. 2016) = Modeling is anticipated to begin within the 3rd Quarter.
4/26/2017	0% Modeling for 2nd Quarter - will begin in May
7/31/2017	85% Modeling completed for 3rd Quarter

Measurement 1.1.1.6.d Stormwater Maintenance - Complete 12 valley gutters annually	100.00%
Comments	
1/10/2017	1st Quarter (Oct., Nov., Dec. 2016) = 0 valley gutters were installed. Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew.
4/26/2017	0% Valley Gutters for 2nd Quarter - will begin May 1st
6/30/2017	April-2017 = 3 May-2017 = 8 June-2017 = 1 Total = 12 for Quarter 3 YTD=12
11/2/2017	July-2017 = 0 Aug-2017 = 0 Sept-2017 =0 Total = 0 for 4th Quarter YTD=12 - All completed for FY
Approach 1.1.1.8 Continually evaluate Park conditions and develop repair/replacement or maintenance programs	100.00%
Measurement 1.1.1.8.c Parks Maintenance - Inspect all park facilities monthly	100.00%
Comments	
1/10/2017	October 2016 - 11 out of 11 November 2016 - 11 out of 11 December 2016 - 11 out of 11 Total of 33 out of 33 for 1st Quarter
4/26/2017	Jan 2017 - 11 out of 11 Feb 2017 - 11 out of 11 March 2017 - 11 out of 11 Total of 33 out of 33 for 2nd Quarter YTD = 66 out of 66
6/30/2017	April-2017 = 11 out of 11 May-2017 = 11 out of 11 June-2017 = 11 out of 11 Total of 33 out of 33 for 3rd Quarter YTD = 99 out of 99
11/1/2017	July 2017 = 12 out of 12 Aug 2017 = 12 out of 12 Sept 2017 = 12 out of 12 Total of 36 out of 36 for 4th Quarter YTD = 132 out of 135
Measurement 1.1.1.8.d Inspect, clean and make necessary repairs to Holland Park Dog Park daily 100% of the time.	100.00%
Comments	
1/10/2017	1st Quarter (Oct., Nov., Dec. 2016) = Holland Park is not open to the public.
4/26/2017	2nd Quarter (Jan, Feb, Mar 2017) = Holland Park is not open to the public.
7/26/2017	Holland Park opened to the public at the end of the 3rd quarter therefore this measure will be reported beginning in the 4th quarter.

11/1/2017	July 2017 - 7 out of 7 Aug 2017 - 13 out of 13 Sept 2017 - 10 out of 10 Total 4th Quarter 30 out of 30 TYD=30 out of 30
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Objective 1.2 To assess the need to expand infrastructure for sustainable growth	82.62%
Strategy 1.2.1 Maintain an inventory of the condition and priority rating of infrastructure projects	91.67%
Approach 1.2.1.8 Ensure proper inspection and repair of City infrastructure	91.67%
Measurement 1.2.1.8.i Streets - Inspect and categorize 100% of all drainage pipe each year.	75.00%

Comments

1/10/2017	1st Quarter (Oct., Nov., Dec. 2016) = Crews were performing debris cleanup from aftermath of Hurricane Matthew. The inspection and rating of all drainage pipes will begin in the 2nd Quarter.
5/2/2017	50% completed for 2nd Quarter
7/31/2017	75% of Inspection and categorization has been completed for 3rd Quarter

Measurement 1.2.1.8.m Inspect ditch drainage problems within 2 day of the receipt of the complaint 85% of the time.	100.00%
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Comments

1/13/2017	October 2016 = 0 out of 0 November 2016 = 2 out of 2 December 2016 = 1 out of 1 YTD = 3 out of 3 Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew
4/26/2017	Jan 2017 = 6 out of 6 Feb 2017 = 6 out of 6 March 2017 = 6 out of 6 Total of 18 out of 18 for 2nd Quarter YTD = 21 out of 21
6/30/2017	April-2017=4 out of 4 May-2017=3 out of 3 June-2017=9 out of 9 Total 16 out of 16 for Quarter 3 YTD = 37 out of 37
11/1/2017	July 2017= 2 out of 2 Aug 2017= 23 out of 23 Sept 2017= 24 out of 24 Total 49 out of 49 for 4th Quarter YTD = 86 out of 86

Measurement 1.2.1.8.n Respond/communicate to customer service requests, relative to swale crew activity, within 24 hours 100% of the time	100.00%
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Comments

1/10/2017	October 2016 = 0 out of 0 November 2016 = 0 out of 0 December 2016 = 0 out of 0 YTD = 0 out of 0 Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew
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4/26/2017	Jan 2017 = 4 out of 4 Feb 2017 = 11 out of 11 March 2017 = 13 out of 13 2nd Quarter = 28 out of 28
6/28/2017	April-2017 = 25 out of 25 May-2017 = 22 out of 22 June-2017 = 8 out of 8 55 out of 55 for 3rd Quarter 83 out of 83 YTD
11/2/2017	July-2017 = 7 out of 7 Aug-2017 = 6 out of 6 Sept-2017 = 3 out of 3 16 out of 16 for 4th Quarter 99 out of 99 YTD

Strategy 1.2.2 Coordinate facility capacity upgrades to meet the City's growth needs appropriately	99.30%
Approach 1.2.2.12 Inspect and maintain City facilities	99.30%
Measurement 1.2.2.12.a Facilities - Respond/communicate to all emergency facilities requests within 2 hours 100% of the time.	97.91%

Comments	
1/10/2017	October 2016 = 0 out of 0 November 2016 = 0 out of 0 December 2016 = 1 out of 1 YTD = 1 out of 1
4/26/2017	Jan 2017 = 2 out of 2 Feb 2017 = 3 out of 4 March 2017 = 3 out of 3 2nd Quarter = 8 out of 9 YTD = 9 out of 10
7/26/2017	April 2017 = 3 out of 3 May 2017 = 2 out of 2 June 2017 = 6 out of 6 3rd Quarter = 11 out of 11 YTD = 20 out of 21
11/1/2017	July 2017 = 10 out of 10 Aug 2017 = 13 out of 13 Sept 2017 = 4 out of 4 4th Quarter total = 27 out of 27 YTD = 47 out of 48

Measurement 1.2.2.12.b Facilities - Respond/communicate to all facilities requests within 1 business day 100% of the time.	100.00%
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Comments	
1/10/2017	October 2016 = 50 out of 50 November 2016 = 65 out of 65 December 2016 = 94 out of 94 YTD = 209 out of 209

4/26/2017	Jan 2017 = 61 out of 61 Feb 2017 = 95 out of 95 March 2017 =54 out of 54 2nd Quarter = 210 out of 210 YTD=419 out of 419
7/26/2017	April 2017 = 60 out of 60 May 2017 = 69 out of 69 June 2017 =90 out of 90 3rd Quarter 219 out of 219 YTD = 636 out of 638
11/1/2017	July 2017 = 81 out of 81 Aug 2017 = 76 out of 76 Sept 2017 = 47 out of 47 4th Quarter total = 204 out of 204 YTD = 842 out of 842

Measurement 1.2.2.12.c Facilities - Complete all facilities maintenance requests within 3 business days 85% of the time from when received.	100.00%
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Comments

1/10/2017	October 2016 = 39 out of 50 November 2016 = 42 out of 65 December 2016 = 92 out of 94 YTD = 173 out of 209
4/26/2017	Jan 2017 = 51 out of 51 Feb 2017 = 41 out of 41 March 2017 = 49 out of 49 2nd Quarter = 141 out of 141 YTD= 314 out of 350
7/26/2017	April 2017 = 56 out of 60 May 2017 = 64 out of 69 June 2017 = 85 out of 90 3rd Quarter = 205 out of 219 YTD = 519 out of 569
11/1/2017	July 2017 = 95 out of 95 Aug 2017 = 94 out of 94 Sept 2017 = 64 out of 64 4th Quarter = 253 out of 253 YTD = 772 out of 822

Strategy 1.2.3 Keeping older neighborhoods attractive and relevant	44.04%
Approach 1.2.3.14 Maintain Median Beautification program	44.04%
Measurement 1.2.3.14.e Repair median irrigation zones within 24 hours	0.00%
Measurement 1.2.3.14.f All parkway median maintenance will be completed within a two week rotation 100% of the time	88.08%

Comments

1/13/2017	October 2016 = 0 out of 182 November 2016 = 129 out of 182 December 2016 = 167 out of 182 YTD = 296 out of 546 Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew
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5/2/2017	Jan 2017= 95 out of 182 Feb 2017 = 158 out of 182 March 2017=172 out of 273 Total for 2nd Quarter = 425 out of 637 YTD=721 out of 1183
7/26/2017	April-2017- 149 out of 182 May-2017-232 out of 273 June-2017- 204 out of 182 Total for 3rd Quarter = 585 out of 637 YTD = 1306 out of 1820
11/1/2017	July-2017- 131 out of 182 Aug-2017- 215 out of 273 Sept-2017- 197 out of 273 Total for 4th Quarter = 543 out of 728 YTD = 1849 out of 2548

GOAL 2 : To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values	100.00%
Objective 2.2 To develop a "branding and marketing strategy" and establish criteria to measure success	100.00%
Strategy 2.2.3 Support event activities that provide positive economic impact for the community	100.00%
Approach 2.2.3.1 Support event activities that provide positive economic impact for the community	100.00%
Measurement 2.2.3.1.d Inspect 70% of parks and athletic fields irrigation zones on a monthly basis	100.00%

Comments	
6/8/2017	147 out of 147 for Jan 147 out of 147 for Feb 147 out of 147 for Mar
7/26/2017	147 out of 147 for April-2017 147 out of 147 for May-2017 147 out of 147 for June-2017
11/2/2017	247 out of 247 - July 2017 247 out of 247 - Aug-2017 247 out of 247 - Sept-2017 Note: Additional zones due to Holland Park opening at end of 3rd Q

Measurement 2.2.3.1.e Complete all repairs (citizen reported and identified during inspection) to parks and athletic fields irrigation zones within 24 hours	100.00%
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Comments	
6/9/2017	69 out of 69 Jan-2017 217 out of 217 Feb-2017 88 out of 88 March-2017 374 out of 374 for 2nd Quarter YTD 374 out of 374
7/31/2017	17 out of 17 April-2017 109 out of 109 May-2017 79 out of 79 June-2017 205 out of 205 for 3rd Quarter YTD = 579 out of 579

11/2/2017	54 out of 54 - July-2017 86 out of 86 - Aug-2017 93 out of 93 - Sept-2017 233 out of 233 for 4th Quarter YTD = 812 out of 812
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GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	66.67%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	66.67%
Strategy 3.2.4 Seek in-house alternative to external services while maintaining high-quality services	66.67%
Approach 3.2.4.13 Ensure proper maintenance of Fire Fleet	66.67%
Measurement 3.2.4.13.a All fire fleet (30) will have preventative maintenance work performed on time (scheduled hours) 85% of the time	100.00%

Comments

1/10/2017	October 2016 = 0 out of 0 November 2016 = 3 out of 3 December 2016 5 out of 5 YTD = 8 out of 8 Note: Crews were performing debris cleanup from aftermath of Hurricane Matthew
5/2/2017	Jan 2017 = 5 out of 5 Feb 2017 = 2 out of 2 March 2017 -6 out of 6 13 out of 13 for 2nd Quarter YTD = 21 out of 21
7/26/2017	April 2017 = 3 out of 3 May 2017 = 6 out of 6 June 2017 -6 out of 6 3rd Quarter 15 out of 15 YTD = 36 out of 36
11/2/2017	July 2017 = 4 out of 4 Aug 2017 = 3 out of 3 Sept- 2017 = 4 out of 4 4th Quarter = 11 out of 11 YTD= 47 out of 47

Measurement 3.2.4.13.b Of the fire fleet not meeting the scheduled preventative maintenance all will have maintenance performed within 50 hours past original schedule 100% of the time	100.00%
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Comments

1/10/2017	October 2016 = 0 out of 0 November 2016 = 0 out of 0 December 2016 = 0 out of 0 YTD = 0 out of 0 All Fire Fleet received scheduled preventative maintenance in the appropriate time during the 1st quarter.
5/2/2017	All Fire Fleet received scheduled preventative maintenance has been completed in the appropriate time during the 2nd quarter.
7/31/2017	All Fire Fleet received scheduled preventative maintenance has been completed in the appropriate time during the 3rd quarter.
11/2/2017	All Fire Fleet received scheduled preventative maintenance has been completed in the appropriate time during the 4th quarter.

Measurement 3.2.4.13.e Provide Fire Department personnel pre-trip training for proper fire apparatus use annually	0.00%
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Comments

1/11/2017	1st Quarter (Oct., Nov., Dec. 2016) = Training has been scheduled, with the Fire Department, to be completed in the 3rd Quarter.
5/2/2017	2nd Quarter (Jan, Feb, Mar 2017- 0% Training has been scheduled, with the Fire Department, to be completed in the 3rd Quarter.
7/26/2017	Fire Department has taken over training in conjunction with the new re-classification for driver positions.
11/2/2017	Fire Department has taken over training in conjunction with the new re-classification for driver positions.

GOAL 4 : To blend our residential and commercial properties with our "City of Parks and Trails" image to create a sustainable framework of visual appeal while caring for our land, water, air, and wildlife	100.00%
Objective 4.3 Evaluate current "Green" initiatives and target projects that are sustainable	100.00%
Strategy 4.3.1 Reduce waste through sustainable practices	100.00%
Approach 4.3.1.5 Facility inspection for repair and preventative maintenance to reduce waste and energy	100.00%
Measurement 4.3.1.5.a Streets - Provide routine inspection and maintenance to City facilities monthly.	100.00%

Comments	
1/10/2017	October 2016 = 11 out of 11 November 2016 = 11 out of 11 December 2016 = 11 out of 11 YTD = 33 out of 33
4/26/2017	Jan 2017 = 11 out of 11 Feb 2017 = 11 out of 11 Mar 2017 = 11 out of 11 2nd Quarter = 33 out of 33
7/26/2017	April 2017 = 11 out of 11 May 2017 = 11 out of 11 June 2017 = 11 out of 11 3rd Quarter = 33 out of 33
11/3/2017	July 2017 = 11 out of 11 Aug 2017 = 11 out of 11 Sept 2017 = 11 out of 11 4th Quarter = 33 out of 33

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	66.67%
Objective 5.2 Enhance safety measures throughout the community	66.67%
Strategy 5.2.1 Identify enhancements within park facilities to reduce hazards	100.00%
Approach 5.2.1.4 Implement hazard prevention throughout City parks	100.00%
Measurement 5.2.1.4.a Streets - Repair park facility damage within two (2) working days from the time reported 85 % of the time	100.00%

Comments	
1/10/2017	October 2016 = 0 out of 0 November 2016 = 0 out of 0 December 2016 = 0 out of 0 YTD = 0 out of 0 There were no customer reported park facility damage requests received during the first quarter. The repairs that were performed by staff were all identified during regular inspection of the parks.

4/26/2017	Jan 2017 = 0 out of 0 Feb 2017 = 0 out of 0 March 2017 = 2 out of 2 2nd Quarter= 2 out of 2
7/31/2017	5 out of 5 April-2017 0 out of 0 May-2017 1 out of 1 June-2017 3rd Quarter = 6 out of 6
11/3/2017	July -2017 3 out of 3 Aug -2017 0 out of 0 Sept-2017 1 out of 1 4th Quarter = 4 out of 4

Strategy 5.2.2 Continue to enhance safety improvements at intersections and along roadways	50.00%
Approach 5.2.2.8 Implement hazard prevention measures throughout City	50.00%
Measurement 5.2.2.8.a Streets - Repair all signs within 24 hours of being reported.	100.00%

Comments	
1/18/2017	October 2016 = 52 regulatory; 12 identification; 7 warning November 2016 = 7 regulatory; 4 identification; 4 warning December 2016 = 18 regulatory; 5 warning; 6 guide; 2 capital projects YTD = 117 out of 117
5/2/2017	Jan 2017 = 26 regulatory; 10 warning; 5 guide Feb 2017 = 22 regulatory; 20 warning ; 6 guide March 2017 = 20 regulatory; 10 warning; 3 no parking Total for 2nd Quarter - 122 YTD = 239 out of 239
7/31/2017	April 2017 = 30 regulatory; 3 warning; 6 guide May 2017 = 33 regulatory; 17 warning ; 22 guide, 27 other June 2017 = 14 regulatory; 13 warning; 2 guide, 12 other Total for 3rd Quarter - 179 YTD =418 out of 418
11/2/2017	July 2017 = 14 regulatory; 2 warning; 8 guide; 48 other Aug 2017 = 14 regulatory, 15 warning, 2 parking, 8 guide Sept 2017 = 38 regulatory, 11 warning, 42 guide Total for 4th Quarter = 202 YTD = 620 out of 620

Measurement 5.2.2.8.c Complete street striping annually as described in the striping plan. (2017 = 170,450 LF)	0.00%
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Comments	
1/13/2017	1st Quarter (Oct., Nov., Dec. 2016) = Transportation Team is coordinating the contract bid/award.
4/26/2017	2nd Quarter (Jan, Feb, March 2017) = Transportation Team is coordinating the contract bid/award.
7/31/2017	Transportation Team is coordinating the contract bid/award.
12/15/2017	4th Quarter (July, Aug., Sept. 2017) = Transportation Team completed contract during this quarter. Work is being scheduled to begin in Q1 FY 2018.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	100.00%
Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
Strategy 6.2.1 Create a comprehensive training program	100.00%
Approach 6.2.1.7 Develop a Comprehensive Training Program	100.00%
Measurement 6.2.1.7.I Track all departmental employee training & certifications for the Public Works Department through target solutions (PCU)	100.00%

Comments	
1/13/2017	Staff will begin listing and identifying all certifications in the 2nd Quarter.
5/2/2017	0% in 2nd Quarter - New Administration staff was hired, this will be addressed in the 3rd Quarter.
7/31/2017	All Public Works division training was inputted into PCU for 3rd Quarter
11/3/2017	All Public Works division training was inputted into PCU for 4th Quarter

Safety Team





City of PALM COAST

Safety Team

To: Jim Landon, City Manager
Date: 11/13/2017
Department/Team: Safety Department
Director/Team Leader: Peter R. Roussel *Peter R. Roussel*
Reporting Period: FY 2017 Annual Progress Report

Executive Summary:

The Safety Team has made significant progress addressing issues of safety in the workplace. The team's members continue to be active in finding solutions responding to safety issues which will help all City employees move forward to improve safety on the job. The City maintains a strong safety culture and the staff is committed to safety both from the leadership down and from the jobsite worker up. The team has been meeting on a regular basis and discussing relevant safety topics including future safety training sessions for all employees.

During FY2017, major safety improvements have been made through the use of risk assessment, safety training, improved personnel protective equipment, better mechanical safety engineering and other physical changes in the workplace.

The Fiscal Year 2017 Annual Performance Measures developed by the City were intended to support the overall goals of the Strategic Action Plan. The 2017 Performance Measures were designed to produce measurable progress toward realization of the City's strategic goals. Performance Measures include:

- ✓ Reviewing all the Safety Manuals and update as needed.
- ✓ Reviewing the Personal Protective Equipment Policy.
- ✓ Holding meetings with the City's Insurance Company to discuss open claims.
- ✓ Accommodate light duty for injured workers.
- ✓ Maintain and report on emergency communication procedures.
- ✓ Provide annual safety training during employee functions.
- ✓ Maintain employee safety training that identifies the needs for the type of work and type of hazards experienced.
- ✓ Maintain a warm-up period for employees (mild exercise)

Budget:

The Safety Team's budget balance is \$ 14,691.05. A total of \$ 5,308.95 has been used for training, purchasing items that promote safety, and the annual membership fee for the Sunshine Safety Council.

Progress Report:

The overall worker's compensation claim rate for this year has dropped despite numerous claims experienced during the 3rd Quarter. The team continues to capture the total number of claims documented and light duty is being accommodated for lost time cases. The total number of claims are graphed which provides a useful snapshot of the current safety performance for our staff and operations program. The City's safety initiatives, including the graphing of incidents, are showing a steady downward trend. This reflects in the overall reduction in the frequency of injuries over the last 12 months.

Progress Report



City of PALM COAST

Safety Team

Due to the many different disciplines and work performed by City staff, the following formal training programs have been completed during FY 2017:

- 1.) Wildlife Exposure Training
- 2.) TECO Natural Gas Training
- 3.) Aerial Boom Lift Training
- 4.) Pedestrian Safety Training
- 5.) Formal Safety Departmental Training – Various Divisions
- 6.) Mandatory Defensive Driving
- 7.) Departmental Cross-Training for the Pep System.

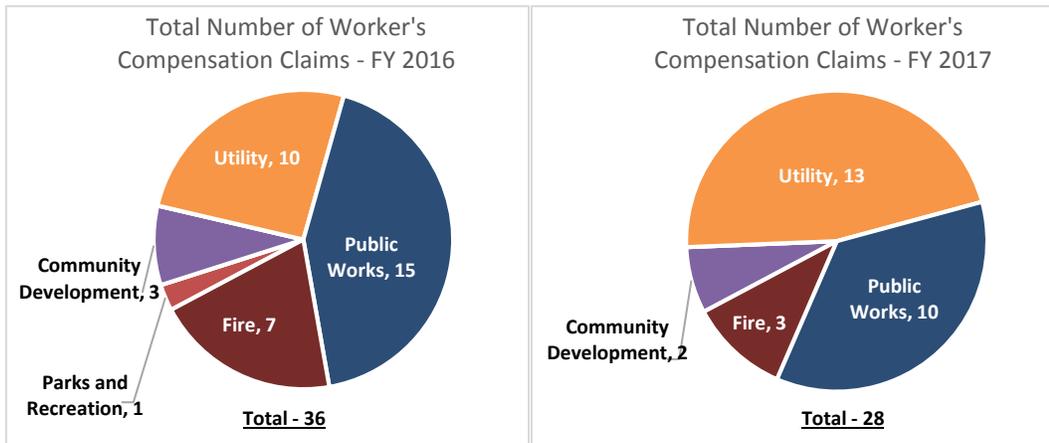
All worker's compensation incidents are being reported and are subject to the reviewing process which has included a meeting with the City Manager. The team's focus is to create a safety learning system to better respond to safety issues.

Other:

In an effort to properly document Worker's Compensations incidents and trends, several graphs continue to be developed in order for the team to have a clear understanding of the safety events that have the greatest or potential impact to our employees or the environment.

The entire year's trend analysis has been completed. There were nine categories of injuries reported as follows:

- 1.) Cuts and abrasions
- 2.) Sprains and strains
- 3.) Potential exposures
- 4.) Bug/animal bites
- 5.) Head Injury
- 6.) Back injury
- 7.) Eye injury
- 8.) Neck Injury
- 9.) Plant / Wildlife Exposure

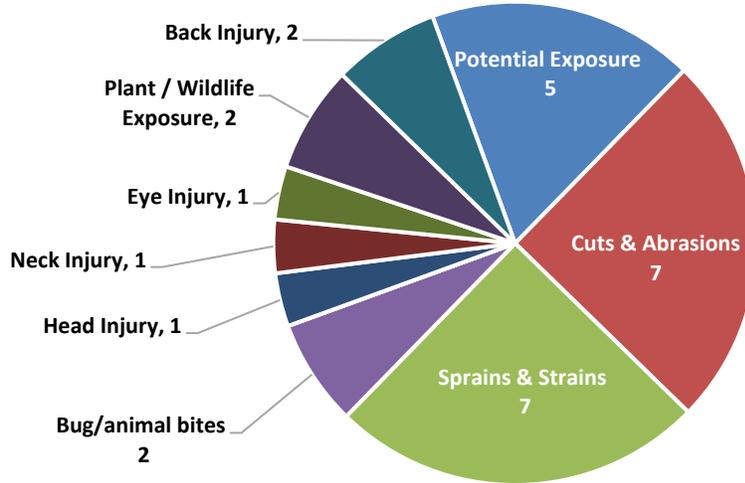




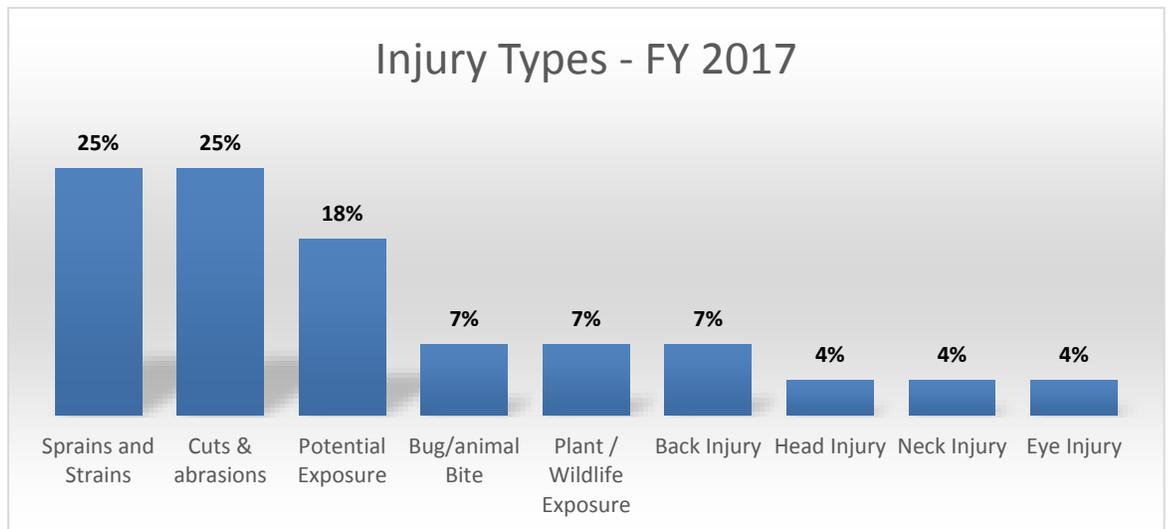
City of PALM COAST

Safety Team

Injury Types - FY 2017



Injury Types - FY 2017





City of PALM COAST

Safety Team

Table 1. In almost all cases, events shown below have been fully investigated and actions taken to prevent recurrence.

Date of Injury	Type of Injury	Primary Cause of Injury	Follow-up Action
10/26/2016	Sprains & strains	Lack of awareness	Safety Training session was given involving situational awareness.
11/16/2016	Potential Exposure	Not following best practices	Wastewater Collection Supervisor designed a discharge handle locking mechanism to go along with the installed pressure gauges. Installed gauges so an operator can visually observe pressurized discharge when unloading the tank trucks.
11/29/2016	Bugs/Animal Bites	Not following best practices	A protocol was developed to ensure hands are protected when handling an animal. If any person is involved with responding to a situation involving handling an animal and if they do not have the proper PPE, they will contact an animal control officer. All animal control officers are equipped with proper PPE to handle the animal. Code Enforcement and Animal Control Officers have signed off on their PPE inspections this quarter.
2/6/2017	Cuts and Abrasions	Unsafe Act	Chains caught or tangled up in tailgate systems can be hazardous and a new protocol was developed to 1.) Never use fingers and hands to untangle a chain and 2.) Use the truck's momentum and carefully move back and forth to release the tangled chain. Training sessions regarding this matter were given.
2/10/2017	Cuts and Abrasions	Improper use of machinery	A drill press malfunctioned caused this injury. Removed the drill press from service and inspected the machine. Engaged our Risk Consultant with process. The machine was old and possible bearing failure caused the bit to spin out of the chuck. A PowerPoint presentation was developed for training purposes, signs developed and a protocol developed in order to safely operate the newly purchased drill press. After the mandatory training, a quiz will be given and anyone that uses the drill press has to pass the quiz.
2/28/2017	Sprains and strains	Fall	It was discovered we are no longer required to measure streamflow in the Intracoastal Waterway. Therefore it is no longer necessary to go out on the bridge pier or to locate another location to take streamflow measurements when discharging. This procedure was eliminated. The walkway path was restored back to a safe pathway.
3/9/2017	Neck Injury	Motor Vehicle Accident	Follow up action conducted at the medical facility.

Progress Report



City of PALM COAST

Safety Team

3/9/2017	Head Injury	Handling Objects	In-depth training was made to all employees that use this tool. A JHA development is underway and a protocol developed and information disseminated to all operators of this tool to limit the range of stroke. Also head gear was reiterated to all operators that us this tool.
4/1/2017	Cuts & Abrasions	Not following protocol	It was made aware that the injured employee clean his gloves after using tools.
4/2/2017	Sprains & Strains	Lack of awareness	Stay aware of surroundings Gave a safety presentation to employee. The presentation was also given to other employees in the department.
4/5/2017	Slips trips and fall	Lack of awareness	Training presentation was given to Division.
4/12/2017	Bug/Animal Bites Cuts & Abrasions	N/A	Wildlife exposure modified. A section was added to the Wildlife Exposure Procedure regarding inspecting all facilities on a regular basis to ensure that bugs such as hornets are exterminated.
4/18/2017	Eye Injury	Not wearing correct PPE	A JHA was established for this operation and included the required PPE. The JHA was laminated and posted in the area where this operation takes place.
4/19/2017	Back Injury	N/A	Participate in back stretches and/or calisthenics.
4/20/2017	Cuts & Abrasions	Lack of awareness	Dept. of Labor OSHA recommends to use long pants when operating weed whackers. Although the injury didn't involve using a weed whacker, the issue was discussed during the follow up meeting, because this is generally what the injured employee does. This injury involved handling sharp frond spikes. It was agreed that the fronds be handled individually instead of grabbing a bundle. This type of plant has to be handled carefully.
5/09/2017	Bug/animal bites.	Not following best practices.	Wildlife exposure SOP modified to include information regarding responding to injured animals.
5/22/2017	Cuts & abrasions	Not following best practices.	1.) Disciplinary action taken. 2.) JHA was reviewed and modified. 3.) Departmental training initiated.
5/25/2017	Back injury, fall & sprains & strains	Contractor under review	Equipment needs to be properly maintained by the Contractor.
5/31/2017	Eye Injury and potential exposure	Not following best practices.	Always follow SOPs and wear proper PPE. PPE training and the evaluation of the eye goggle including a face shield will have to be donned and worn by all individuals that are involved with this task.

Progress Report



City of PALM COAST

Safety Team

6/05/2017	Sprains and Strains	Faulty Grates.	Inspected all facilities for any faults in gratings. Installed additional bracing for the areas that have minimal beam structure.
6/15/2017	Possible Exposure	N/A	Employee was helping injured people involved in a serious auto accident.
6/23/2017	Sprains & Strains	Not following best practices.	Training for a three point contact underway when entering and exiting a vehicle. Review of the JHA and modify/revise if necessary.
7/17/2017	Plant/wildlife exposure	Not following best practices.	Modifications to the Wildlife exposure practices and procedures explaining the different types of indigenous plants and precautions involving the potential hazards associated with handling the plants. Advice was also given to employee to use Dawn soap to minimize exposure by continuously cleaning off poison.
7/26/2017	Plant/wildlife exposure	Not following best practices.	Modifications to the Wildlife exposure practices and procedures explaining the different types of indigenous plants and precautions involving the potential hazards associated with handling the plants. Advice was also given to employee to use Dawn soap to minimize exposure by continuously cleaning off poison.
8/11/2017	Sprains and Strains	Not following best practices.	It was advised to the employee to perform ergonomics frequently and if something falls on the floor of the vehicle to get out and walk around the vehicle and open the door. Do not reach downward to pick something up that has fallen from the seat to the floor abruptly.
8/28/2017	Sprains and Strains	Not following best practices.	It was told to the employee to work on being more careful when landscaping. A JHA is currently being developed regarding pulling weeds. The JHA is 95% complete but safety staff and PW workers are trying to decide the best possible method for moving around from a landscape bed to another landscape bed.
8/30/2017	Possible Exposure	N/A	Employee was a first responder helping an injured person involved in a serious incident.
8/30/2017	Possible Exposure	N/A	Employee was a first responder helping an injured person involved in a serious incident.



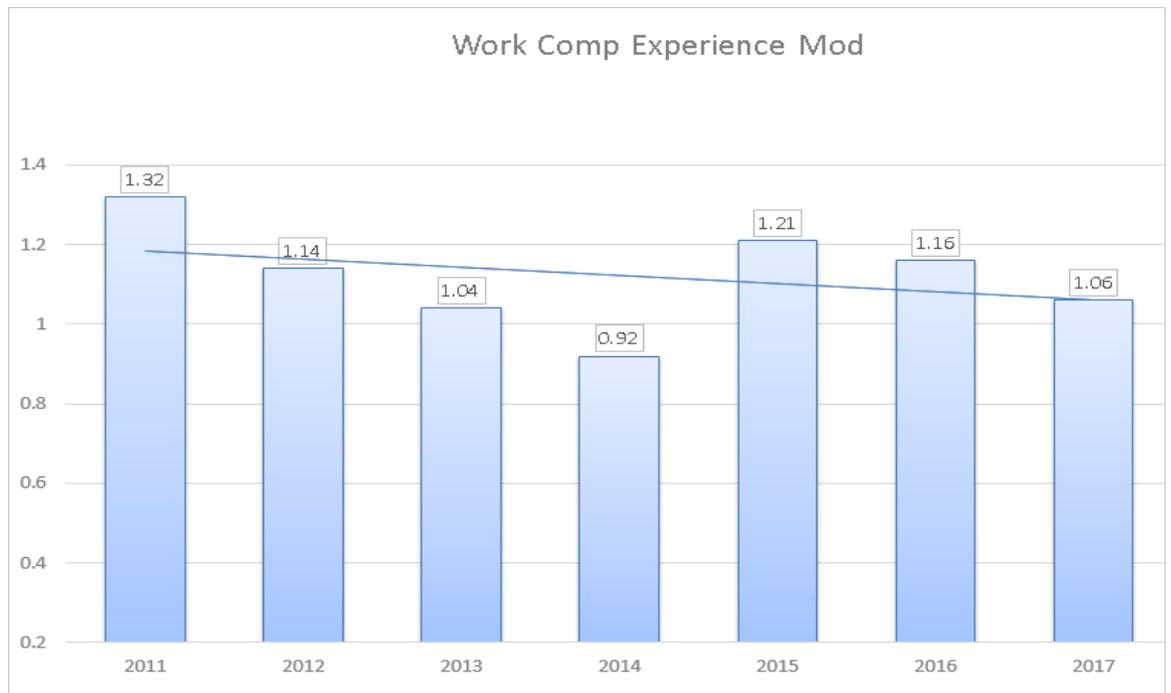
City of PALM COAST

Safety Team

Table 2. Workplace injury related workers compensation claims compared from year-to-year: FY 2015, FY 2016 and FY 2017.

WORKERS COMPENSATION CLAIMS THREE YEAR COMPARISON			
	10/1/14 thru 9/30/15	10/1/15 thru 9/30/16	10/1/16 thru 9/30/17
Public Works	23	15	10
Fire	12	7	3
Utility	13	10	13
Community Development	3	3	2
Administration / Central Services	1	0	0
Rec & Parks	2	1	0
Information Technology	0	0	0
Human Resources	0	0	0
Finance	0	0	0
TOTAL	54	36	28

Table 3. Experience modification number comparisons. (2011 to 2017)





City of PALM COAST

Safety Team

The Safety Team participated in the City's Wellness Fair by explaining to the employees our perspective on safety. Prizes were awarded to individuals that achieved a perfect score on several quizzes offered and administered by the team during the 3-day event. Four quizzes were handed out that included questions related to Fire Safety, Hearing Conservation, Active Shooter and Tool Safety. A drawing was selected from all perfect scores in each category and four gifts were given to the four winners. Discussions about ways to improve the safety were also disseminated to employees during the event such as the creation of the Job Safety Hazard Analysis program and how to begin a workplace assessment. The interaction between the Safety Team and employees, valuable feedback received from the employees and educational information provided during discussions resulted in the identification of areas that could use improvement or development. Below are some photos of the event.



Public Works and Utility employees have implemented a workplace stretching program which involves performing minor exercising at the beginning of the workday. The overall objective of the program is to improve wellness, prevent injury, and reduce the number of muscle strains and subsequent back injuries.



Performance Measures Overview for SAFETY TEAM - 99003

This report gives an overview of the progress made in the Strategic Action Plan for SAFETY TEAM - 99003. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 90.83%

		Completed
GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses		87.78%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements		87.78%
Strategy 3.2.1 Review existing operational procedures and policies		87.78%
Approach 3.2.1.24 Complete/Update All Safety Manuals		96.67%
Measurement 3.2.1.24.b Review City-Wide, Public Works and Utility and Fire Safety Manuals at a minimum of semi-annually and update as necessary		100.00%
Comments		
1/9/2017	The Fire Department is in progress of reviewing their departmental safety manual; the updating process will continue.	
4/14/2017	Safety Team members as well as employees of Public Works and Utility has engaged in activities related to reviewing the sections in the Safety Manual to improve the quality of each standard.	
7/11/2017	The Fire Department has reviewed their SOPs by Fire personnel. The Public Works and Utility Department has been steadily reviewing the individual procedures and updates are being processed.	
10/27/2017	The safety manuals are living documents and are reviewed by separate divisions on a constant basis. Changes and updates are made as hazards are being identified and risk assessments performed. The overall strategy is to promote and formulate a clear and concise safety policy.	
Measurement 3.2.1.24.c Review PPE policy on a quarterly basis		100.00%
Comments		
1/9/2017	Each division was assigned to have all staff inspect their personal protective equipment.	
4/14/2017	A request to update the Personal Protective Equipment for each Department was sent on March 17th. Each divisional representative reached out to their respective areas and inspected their equipment. No unusual discrepancies noted and Departments responded back.	
7/11/2017	All Departments are complying with the PPE inventory review process.	
10/27/2017	Progress has been made to set up a program in Target Solutions to ensure that defective or damaged PPE is immediately disposed of and replaced. There were two reports of employees who have disregarded and not followed PPE policies and rules. Both incidents were eye injuries and both reprimanded for not wearing eye protection. The incidents were examined and hazards identified, engineering controls determined and a modification developed in the SOPs and a JHA created.	
Measurement 3.2.1.24.e Monitor program to ensure PPE is being used by all departments and provide quarterly reports		90.00%
Comments		

1/9/2017	Safety Team Representatives requested that each supervisor update the PPE checklist and determine if each employee has identified that the PPE provided has been maintained and inventoried.
4/14/2017	During the second quarter there were no changes to the PPE list however Code Enforcement distributed a list of employees who received gloves and had each person sign it.
7/14/2017	Supervisors ensure employees are trained in the proper use of PPE. Two incidents occurred where eye injuries were reported as a result of not using proper eye goggles. The standard operating procedures and job safety hazard analysis were reviewed and modified to preclude this from happening again.
10/27/2017	The Safety Team has secured the active participation of all divisions by appointing a representative for each division to perform an inspection for it's area of responsibility. This was accomplished in September and PPE meet the safety requirements of the City along with ANSI and NIOSH standards.

Approach 3.2.1.25 Develop Best Practices for Workers Compensation Loss Ratios and Experience Mod.	100.00%
Measurement 3.2.1.25.a SAFETY - Hold meetings (2) between league, HR and Risk Management in order to resolve any open claims.	100.00%

Comments	
1/17/2017	The team will be contacting the Florida League of Cities to schedule our first semi-annual conference call to occur at some point in February to discuss claims activity.
4/14/2017	The 2nd quarter meeting with the Florida League of Cities was held on February 17, 2017.
7/14/2017	The Team will be contacting the Florida League of Cities to schedule our second conference call to occur at some point in time in August to discuss claims activity.
10/27/2017	The 4th quarter meeting with the Florida League of Cities was held on August 31, 2017.

Approach 3.2.1.26 Develop post accident procedures	100.00%
Measurement 3.2.1.26.d SAFETY - Identify and report on the workers comp claim trends to focus safety programs on, in order to reduce negative trends.	100.00%

Comments	
1/9/2017	Trending of the incidents is an ongoing process and for the 1st Quarter there were three Worker's Compensation incidents as follows: 1 - Sprain and strain, 1 - potential exposure, and 1 - animal bite.
4/14/2017	Trending of the incidents continues to be an ongoing process and for the 2nd Quarter there were five Worker's Compensation incidents as follows: 2 - Cuts and abrasions , 1 - Sprain, 1) Neck Injury and 1 - Head Injury.
7/11/2017	Trending of the incidents continues to be an ongoing process and for the 3rd Quarter there were 14 Worker's Compensation incidents as follows: Cuts & abrasions - 5, Sprains and strains - 3, potential exposures - 2, Bug/animal bite - 1, Back Injury - 2, Eye injury - 1.
10/27/2017	The Safety Team continues to identify unhealthy behaviors and hazardous conditions by tracking work-related injuries. The final quarter of FY-2017 resulted in (6) Worker's Compensation reported injuries as follows: (2) Plant/wildlife exposure, (2) sprains and strains, and (2) potential exposures.

Measurement 3.2.1.26.h SAFETY - Accommodate a minimum of 90% of workers comp incidents with light duty assignments	100.00%
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Comments	
1/18/2017	No light duty accommodations were required for the three worker's compensation that occurred during the first quarter of 2017. However, we are currently accommodating three employees from injuries which occurred in previous quarters.

4/17/2017	Two out of five employees who sustained worker's compensation injuries had light duty restrictions. The City accommodated both employees.
7/14/2017	We continue to accommodate all light duty requests. This quarter we have accommodated three injured employees as per the instructions from their doctor
10/27/2017	We have had one incident that needed light duty accommodations and we accommodated it.
10/30/2017	We have had one incident that needed light duty accommodations and we accommodated it.
Approach 3.2.1.27 Maintain policies and procedures to encourage good safety practices	
50.00%	
Measurement 3.2.1.27.c Implement a rewards program that focuses on reducing injuries and lost time.	
0.00%	
Comments	
1/9/2017	We are tracking the experience modification number and if the number continues to decrease, the Safety Team will recommend some type of reward system. An outline has been developed that identifies behaviors to be rewarded that will reinforce the City's goals. The outline is attached.
4/17/2017	The Safety Team continues to track the experience modification number and any previous loss experiences. The outcome of this number has a strong impact upon the eligibility of a reward program for employees.
7/11/2017	Implementing an awards program that focuses on the reduction of lost time and injuries is based on the outcome of the Experience Modification Number supplied by the Florida League of Cities. The latest MOD # was 1.06, which is a reduction from the last year's number of 1.16 however the target number was 1.0.
10/30/2017	Implementing an awards program that focuses on the reduction of lost time and injuries is based on the outcome of the Experience Modification Number supplied by the Florida League of Cities. The latest MOD # was 1.06, which is a reduction from the last year's number of 1.16 however the target number was 1.0. The Team will continue to produce programs that will encourage workers to work safely. This process will eventually lead to a reduction of the bottom-line numbers involving accidents and injuries.
Measurement 3.2.1.27.e Monitor procedures for job hazard analysis and provide quarterly updates	
100.00%	
Comments	
1/9/2017	Two JHA's were developed this quarter. One was for handling deliveries and another was for general yard work involving the movement of pipes, digging and unloading materials from vehicles. Both can be used for employee orientation.
4/17/2017	The procedures to monitor the Job Safety Hazard Analysis and the creation of new JHA forms are ongoing.
7/14/2017	The Job Hazard Assessment/Analysis (JHA) project development is underway. A JHA was developed for chain saw use and one developed for servicing a lime slaking machine.
10/27/2017	The Job Hazard Assessment/Analysis (JHA) project development is underway. A JHA was developed for pulling weeds and one developed for transferring fuel for a vehicle.
Approach 3.2.1.28 Maintain Emergency Procedures	
100.00%	
Measurement 3.2.1.28.d SAFETY - Maintain and report on emergency communication procedures including "code red reverse 911" notification system for employee notification	
100.00%	
Comments	
1/9/2017	The focus of this goal is to test the employee code red notification system on a quarterly basis. The testing included broadcasting several alerts to different departments within COPC. All notifications completed successfully and in a timely manner. Also tested the mapping to verify we could load areas, specific addresses, and select the radius around particular locations.

4/17/2017	On March 17, 2017, a test of the Code Red was conducted. A test notification was launched to a few employees on the list that can receive the test messages.
7/14/2017	A test was performed during the third quarter of this year. System performed as expected with no problems.
10/30/2017	Testing is still in progress and Code Red is active and updated regularly.

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	100.00%
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Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
Strategy 6.2.1 Create a comprehensive training program	100.00%
Approach 6.2.1.9 Standardize City-Wide Safety Training	100.00%
Measurement 6.2.1.9.d Provide annual safety training to employees at two employee functions	100.00%

Comments	
2/14/2017	The Safety Team participated in the State of the City Address and provided a safety presentation to all attendees on each day. The Team will provide safety tips, safety quizzes, etc. at the employee Wellness Fair scheduled in March of 2017.
4/17/2017	The Safety Team set up a table and participated in this year's Wellness Fair in early March and provided safety information to staff as well as conducting a safety quiz.

Measurement 6.2.1.9.e Maintain an employee safety training program that identifies training needs and also confirms employee participation	100.00%
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Comments	
1/9/2017	Defensive Driving is tentatively scheduled for the summer of 2017 for all employees. Wildlife exposure training will be scheduled in the upcoming months.
4/17/2017	The Safety Team has considered our requirements and immediate needs toward safety training. The plan for safety training is designed to anticipate, identify and eliminate conditions or practices that could result in an injury. This quarter the Safety Team organized three safety training sessions as follows: Wildlife Exposure Training - February and March 2017 (All Field employees) TECO Natural Gas - March 2017 (Public Works and Utility) Aerial Boom Lift Training (Public Works and Utility)
7/14/2017	The Safety Team has been successful in identifying training programs based upon the requirements of the City. A mandatory training for "Defensive Driving" for all City employees that operate city owned vehicles is scheduled for the fourth quarter.
10/30/2017	The Safety Team scheduled Defensive Training for all employees that drive a City vehicle on July 31st , August 7th 21st and 28th from 7:30 am to 11:30 and 1:00pm to 5:00pm. This class has proven to be an effective solution to control liability costs associated with work-related vehicle crashes, reduce motor vehicle incident rates, decrease workers' compensation claims, and to improve public perception of our driving practices.

Measurement 6.2.1.9.g Maintain warm-up program for employees	100.00%
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Comments	
1/9/2017	Public Works and the Utility Divisions are performing warm up activities every day before starting the work.
4/17/2017	Public Works and the Utility Divisions continue to perform warm up activities every day before starting the work.
7/14/2017	This program has been successful and the field employees working for Public Works and Utility are still active and participating in morning stretches before starting work.

10/30/2017

This program has been successful and the field employees working for Public Works and Utility are still active and participating in morning stretches before starting work.

SAP Team





City of PALM COAST

Strategic Action Plan “SAP” Team

To: Jim Landon, City Manager
Date: 12/7/2017
Department/Team: Strategic Action Plan Team
Director/Team Leader: Denise Bevan
Reporting Period: End of Year FY 2017

Mission: To ensure a steadfast pursuit of the City’s Vision through the Strategic Action Plan process while regularly reporting to City Council and citizens of Palm Coast.

Executive Summary: Since 2012, the Team has overseen the Strategic Action Plan (SAP) process which includes numerous deliverables and tasks coinciding with the budget process. The assigned performance measures focus on civic engagement options for the current and future fiscal years. In the same vein, the team continues to evaluate process enhancement opportunities to better serve the Mayor and City Council. For example, a one-on-one interview was not conducted with each member to accelerate the SAP review. Pursuit to Council’s direction, Special Workshops were elected in lieu of interviews. The overall timeline was improved to better align with the budget process which begins in early May.

Budget: A portion of the Team’s budget of \$6,000 is focused on reporting and process enhancement which included SAP placemats, posters and additional poster frames where needed. The remaining \$10,000 is committed to surveying the citizens of Palm Coast. Planning and vendor coordination of the National Citizen Survey (NCS) commenced in this fiscal year. A deposit has been applied for \$9,800; the remaining portion of \$4,465 will be paid in the 2nd Quarter of the next fiscal year once report deliverables are finalized.

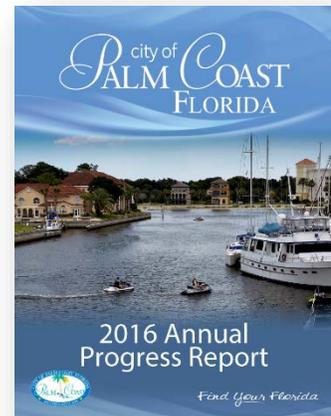
Progress Report: As the Team reflects on the accomplishments of Fiscal Year 2017 (FY17), members begin preparation for the SAP – Budget process for FY18.

Annual Progress Report and SAP-Budget Timeline:

Both were delivered to City Council on January 10, 2017. Through City Council direction, the proposed timeline was adjusted to accelerate the consideration and adoption of annual Priorities. Special Workshops were added to ensure that members have ample time and to better align with the budget calendar.

To view the 2016 APR and other past reports, visit the following web page.

<https://www.palmcoastgov.com/progress-report>



Progress Report



City of PALM COAST

Strategic Action Plan “SAP” Team

Progress Report:

Citizen Survey:

As directed by City Council in February 2016, the National Citizen Survey (NCS) is staggered with a staff generated survey. The survey was a success based on the participating number of participants when compared to the previous NCS.

2015-2016 NCS (direct mailing): 445 respondents of 1,336

2015-2016 NCS (web-based opt-in): 718 respondents

2016-17 City Survey (survey monkey & paper): 3,923 completed survey

2016-17 Email Blast promoting survey: 13,598 (6,444 opened; 2,432 clicked)

City staff started the preparation of the 2016-2017 NCS survey in the 4th Quarter with expected mailings commencing in 1st Quarter FY18. An opt-in web based option will open on November 24, 2017.

All survey results are available online. <http://www.palmcoastgov.com/about/citizen-survey>

City Council Priorities and Action Agenda:

On March 21, 2017, City Council adopted additional Priorities and amended the Strategic Action Plan (SAP). The Team finalized the SAP Action Agenda on May 31, 2017. The Action Agenda provides a comprehensive inventory of actions to update SAP elements and ensure that Approaches and Performance Measures (PMs) are implemented according to City Council’s direction. Concurrently, a comprehensive audit was conducted for all Approaches and PMs to ensure that all elements are aligned with Council’s direction. 486 PMs audited with 50 reassigned.

Public Engagement Platforms:

The Team has been evaluating options to enhance civic engagement with a dashboard concept and transparency in mind. [iDashboard](#) representatives provided numerous links to other government portals that use data for similar purposes. During the evaluation of numerous platforms, team members focus on cost, dashboard development and launch staff obligations, and most importantly, will the public use this tool.

While demo presentations were being conducted with vendors, staff also approached the idea of using in-house talent to develop a platform for similar purposes. A similar tool was created by staff that syncs existing PM data into a meaningful graphic. The following link will open the referenced graphic which is interactive and only active to internal users.

<http://centrality/pm/graphs>

With additional time and development, a public facing version is possible through internal staff talent. See the following sections for snap-shot examples.



City of PALM COAST

Strategic Action Plan "SAP" Team

Other:

Example of in-house Dashboard with overall percentage complete for all years (below)



Example of 2015-2016 Goal breakdown with percentage complete (below)





City of PALM COAST

Strategic Action Plan "SAP" Team

Other:

CORE BELIEFS

our vision

A multigenerational community recognized as one of Florida's premier cities that values...

- Building a diverse, sustainable economic base to support innovation while providing necessary infrastructure and services
- Providing exceptional amenities and standards that support a high quality lifestyle
- Protecting the environment and beauty of Palm Coast while conserving natural resources

our mission

To provide our residents, visitors, and business community with exceptional government services in order to improve the quality of life, grow the local economy, and protect the natural environment through a planned, integrative approach using available technology

our values

Pride - Passion in working together for a better tomorrow
Accountability - Accept responsibility for our actions and decisions
Leadership - Courage to shape our City today and into the future in a transparent manner
Motivated - Seek continuous improvement in all services
Collaborative - Dedicated to building partnerships that address community concerns and needs
Ownership - Responsible for our actions and inactions
Achievement - Seek excellence in all that we do
Stewardship - Protectors of our natural environment
Trust - Mindful of our responsibility, we pledge to use taxpayer resources (time, talent, money) efficiently

Find Your Florida

LONG TERM GOALS

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Find Your Florida

LONG TERM GOALS

City Wide at a Glance

Budget by Fund Type

FUND	FY 18
Total General Fund	\$ 34,992,438
Total Special Revenue Funds	20,407,530
Utility Fund	41,267,034
Utility Capital Projects Fund	26,968,346
Solid Waste Fund	8,367,960
Stormwater Fund	8,751,546
Building Permits Fund	2,333,000
IT Fund	2,743,647
Total Enterprise Funds	90,431,533
Total Internal Services Funds	10,611,138
Subtotal Budget All Funds	156,442,639
Less Interfund Transfers	23,053,119
Total	\$ 133,389,520

Expenditures by Type

Property Taxes

Services provided through property taxes

Taxable Value and Millage by Fiscal Year

Fiscal Year	Taxable Value	Change from Previous Year	% Change	Millage
2018	\$4,614,500,630	\$ 268,364,707	6.17%	4.5937
2017	4,346,135,923	216,516,808	5.24%	4.2450
2016	4,129,619,115	237,260,474	6.10%	4.2450
2015	3,892,358,641	202,045,784	5.48%	4.2450

Property Tax History by Fiscal Year

Find Your Florida

Progress Report

452

Performance Measures Overview for SAP TEAM - 99017

This report gives an overview of the progress made in the Strategic Action Plan for SAP TEAM - 99017. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 100.00%

	Completed
GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	100.00%
Objective 5.3 Seek partnerships with educational institutions and community groups to expand educational, social and cultural opportunities	100.00%
Strategy 5.3.2 Expand outreach opportunities to identify and network resources	100.00%
Approach 5.3.2.3 Participate in the University of Central Florida's, Office of Research and Commercialization study	100.00%
Measurement 5.3.2.3.a Report on the City's participation in the University of Central Florida Office of Research and Commercialization study, "Testing a Multi-Phase Contingency Model of Public Strategic Implementation."	100.00%

Comments

11/2/2017	The study is being coordinated by Dr. David Mitchell, Assistant Professor School of Public Administration at the University of Central Florida. For the City of Palm Coast, survey entries were completed in August 2017. The overall data collection is ongoing but nearing completion. After collection, the study will enter the data analyzing stage. Final results are expected in the next fiscal year.
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GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	100.00%
Objective 6.3 To enhance awareness of customer service and relationships with our citizens	100.00%
Strategy 6.3.1 Establish a Customer Experience Program to solicit customer feedback and ensure follow-up consultation	100.00%
Approach 6.3.1.4 Improve efforts to solicit customer feedback and civic engagement	100.00%
Measurement 6.3.1.4.a Develop a multi-medium survey that focuses on public perception of City services vs. fiscal investment.	100.00%

Comments

1/24/2017	On January 31st, a survey proposal will be presented to City Council for consideration.
4/18/2017	On January 31st, a survey proposal was presented to City Council for consideration. Council's guidance was applied and presented on February 14th. Survey campaign ran February 18th - March 5th. An email blast was released to 13,598 citizens (6,444 opened; 2,432 clicked on the email). 4,312 participants started the web option survey and 3,910 completed it. 13 participants did choose the paper option. These results were presented to City Council on March 14, 2017.
7/11/2017	Completed in 2nd Quarter.
11/1/2017	Completed in 2nd Quarter.

Measurement 6.3.1.4.b Create a survey schedule to target a meaningful cross-section of Palm Coast residents and stakeholders.	100.00%
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Comments

1/24/2017	On January 31st, a survey proposal will be presented to City Council for consideration.
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4/18/2017	The Team conducted a non-scientific survey from February 18th - March 5th as the 2016 survey. Council member(s) requested a demographic comparison to assess if the survey captured a fair cross-section. These results are provided in the attached report. In August 2017, the planning steps will commence for the next National Citizen Survey.
7/11/2017	Completed in 2nd Quarter.
11/1/2017	Completed in 2nd Quarter.

Measurement 6.3.1.4.c Evaluate options to enhance civic engagement and report findings to City Manager	100.00%
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Comments	
1/24/2017	The Team has evaluated two options to capture citizen input and pursuing other concepts as well. The Team will develop activity options for consideration during the budget process for implementation in FY18.
4/18/2017	The Team put this measure on hold until the Strategic Action Plan process drew to an end. The Team will focus on this measure for the 3rd Quarter and identify possible costs with available options.
7/11/2017	The Team has identified an additional vendor that provides an interactive dashboard for use by staff and the public. A demo has been scheduled for July 17th to get Team feedback.
11/1/2017	The Team has participated in numerous demonstrations with various vendors. In this quarter, staff also pursued internal resources that could possibly provide like deliverables (i.e. dashboards, drill-down and/or expansion of performance measures browsing, etc.). The team established that the use of staff expertise and resources is a feasible option for an internal application. However, the capabilities would have to be further evaluated to determine if a companion application would be of interest to the public and ultimately made available on the City website.

Utility Department





City of PALM COAST

Utility Department

To: Jim Landon, City Manager
Date: 12/11/2017
Department/Team: Utility Department
Director/Team Leader: Richard Adams 
Reporting Period: End of Year FY 2017

***Executive
Summary:***

Fiscal Year 2017 began and ended with hurricanes, Matthew and Irma respectively. While the utility infrastructure sustained no major damage, the storms taxed utility resources and reserves. Extensive flooding caused excessive inflow into the sewer systems overloading pump stations which resulted in the need for contracted tank trucking, several reportable spills and clean-up efforts. The plants, however, performed well through the storms; the utility never lost water service and the wastewater treatment plant handled the extra flows while remaining in full compliance.

Revenues for the year were slightly better than budget and normal operating expenses were below budget. Growth in customers continued to climb with the installation of 758 new water meters during the year, a 26% increase over last year. Customer Service answered an unprecedented 133,833 phone calls, voicemails and emails, a 6.5% increase over last year and 18.2% more than FY 2015. The average wait time did creep up slightly from an average of 2 minutes, 24 seconds to 2 minutes, 32 seconds.

Once again, the Palm Coast Water Buoys won the American Waterworks Association's Top-Ops contests at both the State and National levels. The college-bowl style competition tests water plant operators' knowledge of a variety of water treatment topics including math, chemistry, physics and hydraulics. This was the 11th year winning the State competition and 8th time for Nationals. Also, Wastewater Treatment Plant #1 received the Florida Department of Environmental Protection (FDEP) Operators Excellence Award and the plant staff received the Florida Water Environment Association's safety award.

Most performance measures were met; there were a few, however, that were not. The goal to install residential double check valve assemblies (retrofits) was at 89%, installation of meter transmitters (conversion to radio read) was at 80% and PEP system inspections finished the year at 61% of the goal. These measures were not accomplished due in part to resources dedicated to the increased number of new service (water meters and PEP tanks) installs.

Another measurement, *monitor and ensure customer complaints from solid waste customers does not exceed 0.5% of customer bills*, was not met. During the year, the contractor, WastePro, had a number of issues with equipment and labor and complaints

Progress Report



City of PALM COAST

Utility Department

were under 0.5% for only two months out of twelve. Customer Service staff has been working closely with the contractor to try to improve the level of service but has had to impose multiple fines for failure to meet contract requirements.

At the end of the year the department had two vacancies, three employees on short term disability, one out on workers comp and two workers on light duty.

Excluding the extraordinary expenses resulting from the hurricanes the Utility Department completed the year with operating expenses about 5.5% below budget.

Budget:

The capital expenditures for new water meters and reuse meters exceeded budget because of higher than projected growth in new homes, particularly in the communities of Hidden Lakes, Toscana, Grand Landings, and the Conservatory.

A number of overtime accounts were over budget. Overtime in Wastewater Treatment was slightly over budget mainly due to near-capacity flows for the year. Water Quality exceeded its overtime budget due to helping the Water Distribution division with the stuck meter project. Water Distribution overtime finished the year at 138% of budget due to an increase in call volume for the on-call technician primarily on the weekends and work on the stuck meter project. Crews also worked some Saturdays to keep up with the higher volume of new meter installations.

Water Treatment Plant #3 was 5.5% over budget for electricity from an increase in Ozone production that was initiated to improve the overall water quality in the concentrate being blended with Water Treatment Plant #1.

Repair and Maintenance at the wastewater treatment plant was slightly over budget due to several major repairs to main process equipment such as brush aerators, sludge cake pump, and variable frequency drive replacements. Repair and Maintenance Service at Water Treatment Plant #3 was over budget by 30%. The majority of the cost overrun was for unanticipated repairs to the Ozone system, variable frequency drive replacements and repairs to high service pump #2.

Contractual Services at Water Treatment Plant #1 was 5% over budget due to the higher price than previous contracts for hauling of lime sludge and the fact that the not all of the sludge was removed the previous year because of poor performance by the contractor.

At Water Treatment Plant #2, Miscellaneous Operating Supplies were about 5% over budget because the facility treated about 25% more water than original projections. Water Treatment Plant #3 was also 47% over budget for Miscellaneous Operating Supplies mostly due to fouling of the cartridge filters.



City of PALM COAST

Utility Department

Progress Report:

By the end of the fiscal year, the 12-month running average flow at the wastewater treatment plant was at 93% of its full capacity which put considerable stress on the various components. Construction of the new Wastewater Treatment Plant#2 is on schedule and, assuming growth remains steady, should be completed before Plant #1 is out of capacity. When complete, the new plant will add 2 million gallons per day (MGD) of wastewater treatment capacity to the system.

Optimization work on the Zero Liquid Discharge (ZLD) facility at Water Treatment Plant #2 was finally completed and the system is now fully functional, treating concentrate from the membrane process with the new lime softening system and thereby eliminating discharge to Royal Palms Waterway.

Other major accomplishments include:

- The installation of the new auxiliary power generator at Water Treatment Plant #1 was completed.
- As part of the storm recovery effort crews rebuilt a washed out section of Hargrove Grade so fuel trucks could make delivery to well sites.
- The Aquifer Performance Test and first round of groundwater modeling was completed. This information will be used for long range water supply planning and ultimately to an increased allocation allowed by our Consumptive Use Permit.
- The Capital Projects group completed the reuse main down Seminole Woods Parkway to the Grand Landings subdivision. Water Distribution devised and implemented a plan to convert residential irrigation from potable water to reclaim water which included coordination with the Homeowners Association and conducting a hydraulic cross connection control inspection of every home and reclaim service line.
- Crews replaced the 16" raw water meter and 40 feet of 16" raw water line at Water Plant #2.
- The roof membrane replacement project on the east filter building at Water Treatment Plant #1 was completed by Garland Roofing.
- The Public Works special project crew worked with staff and removed 2,400 square feet of failed concrete drive at the front of Wastewater Treatment Plant #1 and replaced it with new fiber-mesh concrete.
- The existing meter/backflow assembly at Lake Forrest East was retrofitted with a new meter/backflow assembly and brought above ground to meet current utility standards.
- Working with the Finance Department and Customer Service, Water Distribution implemented a new process to improve the detection and replacement of meters that are under-registering or stuck.
- A number of energy savings projects were completed during the year converting conventional lighting to LED fixtures including inside and outside lighting at Water



City of PALM COAST

Utility Department

Treatment Plant #2 and Water Treatment Plant #3, the Wastewater Treatment Plant, the utility office, well sites and pump stations.

- The wastewater treatment plant staff painted all buildings and structures behind the office and headworks building and prepped and painted all yard piping at the headworks, high service pumps at both chlorine contact chambers, and reuse pumps.
 - The wastewater treatment plant staff rehabbed brush aerator #5 and aerator #3D installing new gear boxes, bearings and belts.
 - Completed a review of all residential water meter pits and along with the technicians from the maintenance section identified over a 190 meter pits deficiencies that were resolved by either repair, replacement or adjustment.
 - Customer Service took over management of the Waste Pro contract. Part of this responsibility is following up on customer complaints, coordinating with Waste Pro representatives, verifying and imposing fines for non-compliance in accordance with the contract.
 - A number of pump stations were improved during the year. One new generator was installed and one old generator was replaced. Pump station 34-1 (Belle Terre) received a major rehabilitation with installation of stainless steel piping, new valves, and hatch with safety grating. Eighteen power disconnects were installed and one control panel was replaced. Staff installed a new ultraviolet odor control system as a pilot project and large scale odor control systems were installed at Old Kings Road master station and at pump station 32-2 (Ravenwood). Site improvements were also completed at 5 pump stations including new concrete around the wetwells and installation of ground cloth and stone inside the fences. Staff also installed additional cedar trees with irrigation system modifications at the Old Kings Road master pump station to provide additional screening between and the station and the Hidden Lakes community and installed landscaping around a receiving manhole adjacent to the retention pond at the intersection of Palm Coast Parkway and Palm Harbor Parkway to respond to complaints from the community nearby.
 - Completed lining of 58 gravity sewer manholes and 8,023 feet of gravity sewer mains in Section 20 (Pine Lakes) and Section 25 (Parkview).
 - Both Water and Wastewater Capacity Reports were completed.
 - Completed the process to amend Section 49 of the City Code of Ordinances which now includes a Cross Connection Control policy as mandated by a change to the Florida Administrative Code.
 - The IT Department and Utility Customer Service staff successfully implemented a switch over to a new automated call-out system.
 - Customer Service, Wastewater Collection and Water Quality divisions implemented the first phase of a conversion to paperless work orders.
 - The Utility Department was able to employ one summer intern. Staff and the intern began work on an update to the Utility's *Reuse Master Plan* and began working on a
-

Progress Report



City of PALM COAST

Utility Department

new SCADA (*Supervisory Control and Data Acquisition*) Master Plan. The intern also worked on creating new display boards for the Citizens and Employee Academy.

- Two water treatment plant operators continued as adjunct instructors at the Flagler Technical Institute teaching classes to students seeking to become licensed water treatment plant operators.

Employee Development:

The Department continued its commitment to developing workforce talent by completing over 6,300 hours of training, 94% of all employees completed more than 20 hours.

Several employees obtained their State licenses after attending school, passing the State exams and accumulating required hours of experience in water and wastewater treatment and water distribution system operations. Employees also completed work to earn certifications in Florida Water Star, Reclaimed Water Distribution, Backflow Testing, and Nuclear Density gauges. One employee completed his Radiation Safety Officer course and passed the exam to become the City's third radiation Safety officer. All of the customer service representatives have received CPR and First Aid Certifications and received training on counterfeit money conducted by a Secret Service agent.

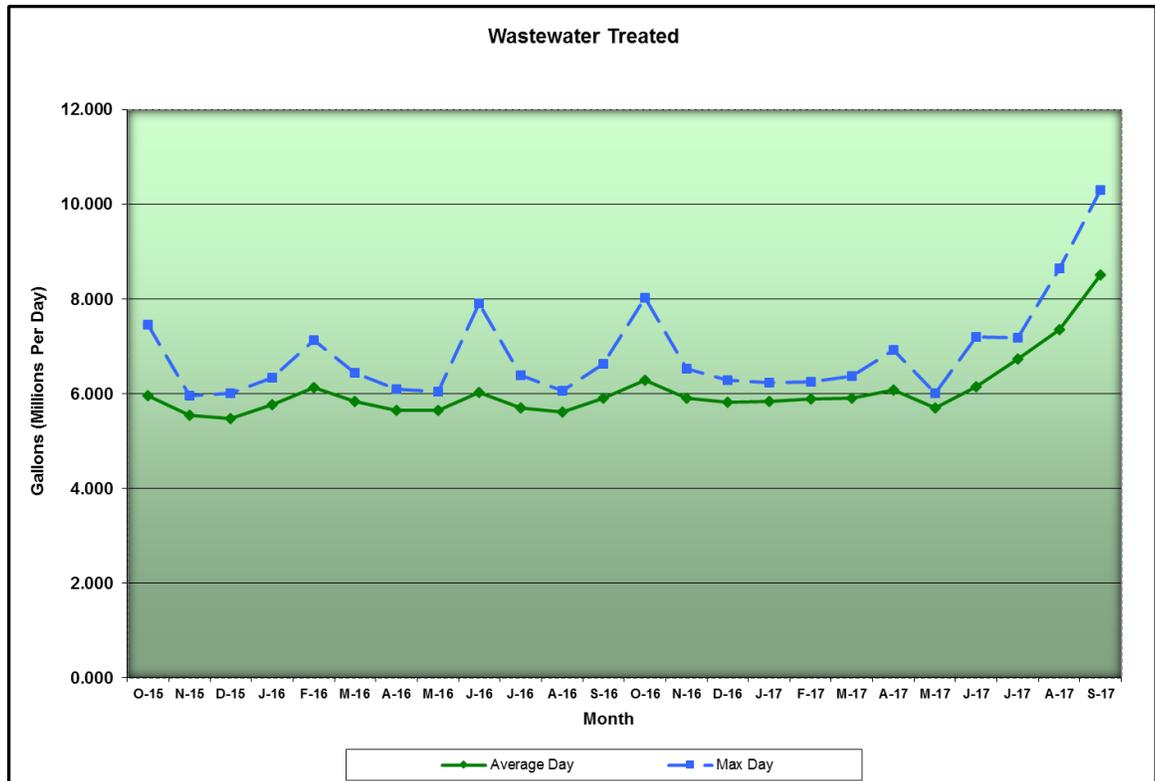
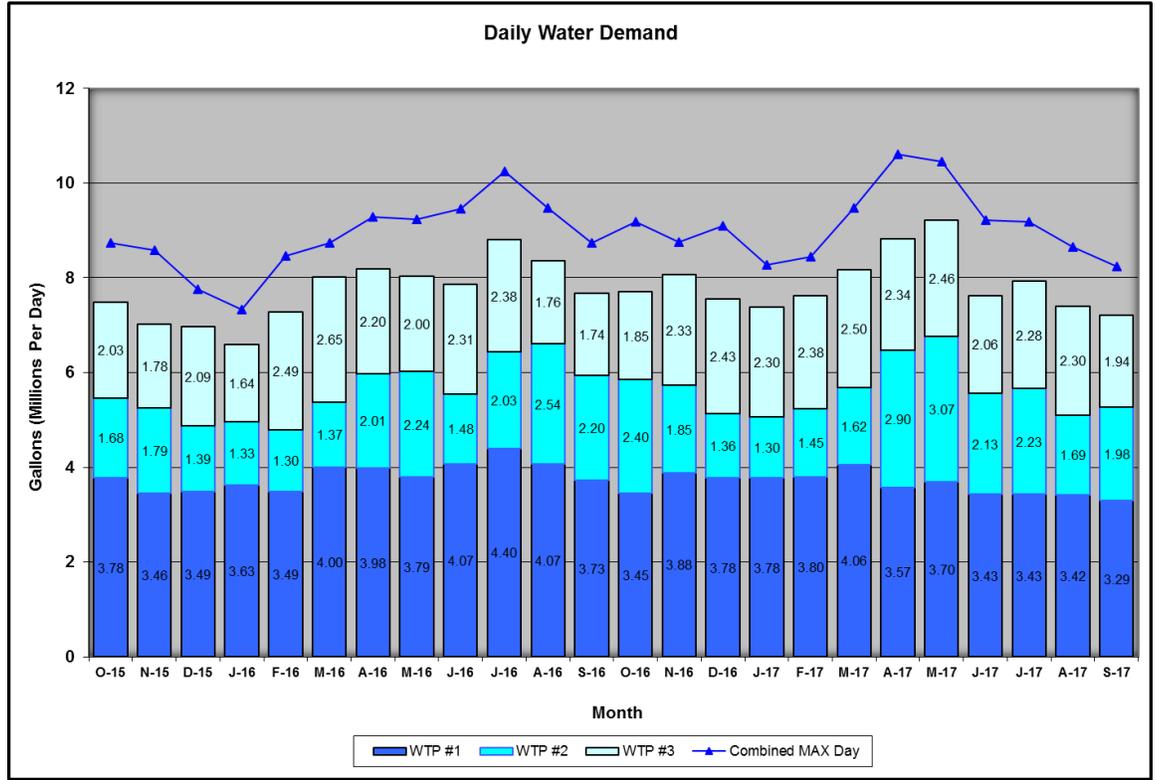
Other:

- During the fourth quarter, Customer Service answered 34,206 telephone calls (149,561 for the year) and 998 voice messages (4,154 for the year). In addition, 396 requests through the Issue Tracking System were responded to (1,820 for the year) and 3,518 emails (12,215 for the year). The average customer wait time was 2:30 minutes this quarter (2:32 average for the previous 12 months).
- Crews installed 206 new water meters (758 for the year), 14 irrigation meters (31 for the year), 7 reuse meters (107 for the year) and 73 new PEP tanks (267 for the year). In addition, during the fourth quarter, 24 PEP tanks (54 for the year) and 10 pep panels (116 for the year) were replaced.
- Wastewater Collection has continued to be aggressive in eliminating Inflow and Infiltration (I&I). Crews replaced 76 clean out caps (616 for the year) and repaired 21 sewer laterals (85 for the year). In addition 378,764 feet of gravity sewer mains were smoke tested during the year.
- During the fourth quarter Water Distribution experienced 49 water service line failures (216 for the year), 9 water main breaks (21 for the year), 83 manifold breaks (422 for the year) and repaired 4 fire hydrants (15 for the year).
- Technicians tested and repaired 1,671 backflow preventers (8,519 for the year).
- The pretreatment compliance technician completed 55 annual industrial waste inspections (181 for the year)



City of PALM COAST

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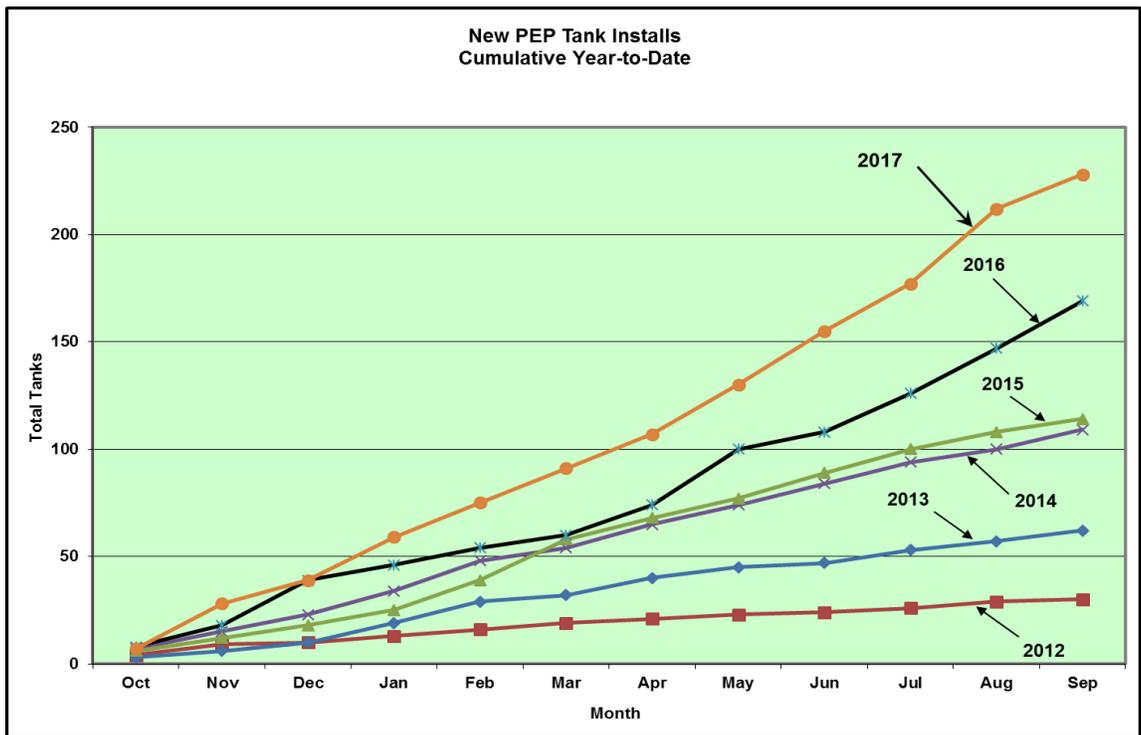
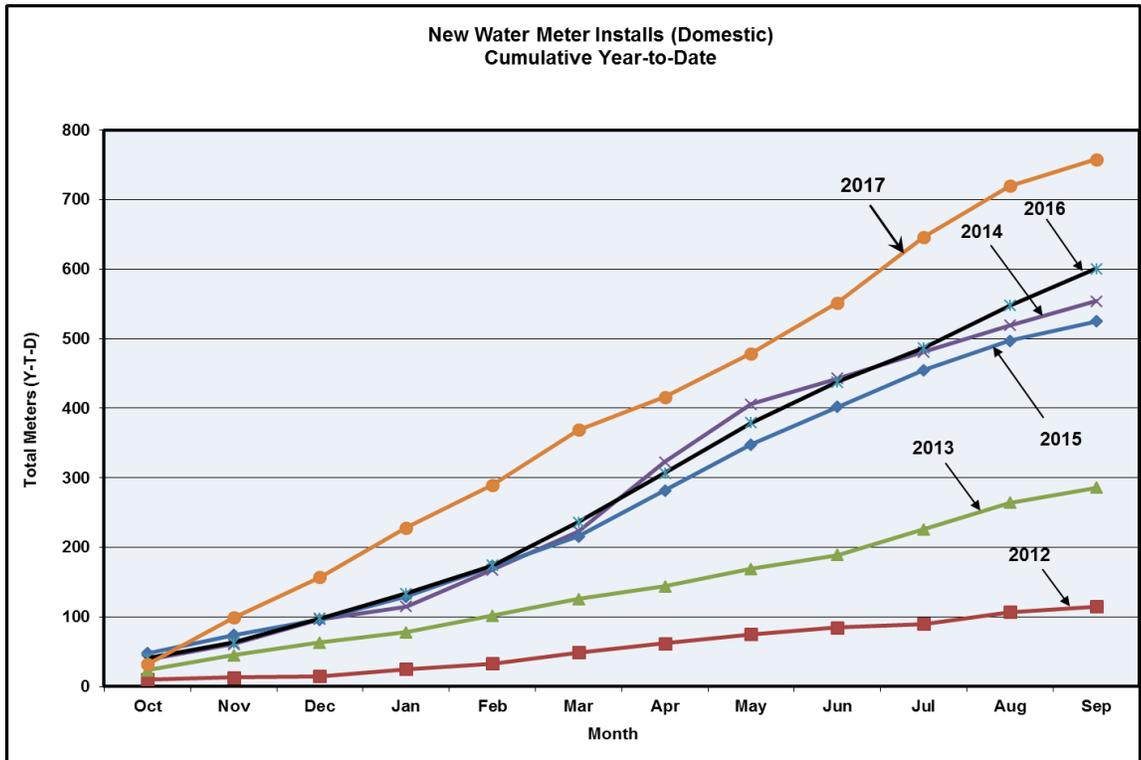


Progress Report



City of PALM COAST

Utility Department

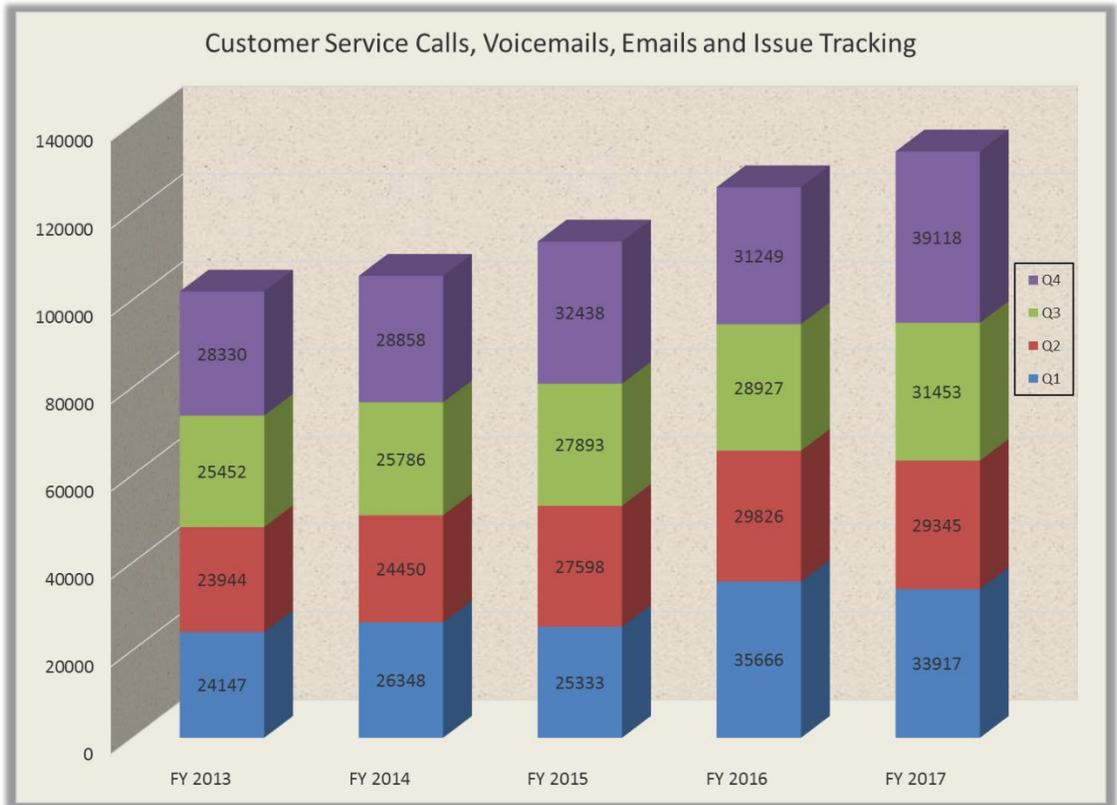


Progress Report



City of PALM COAST

Utility Department



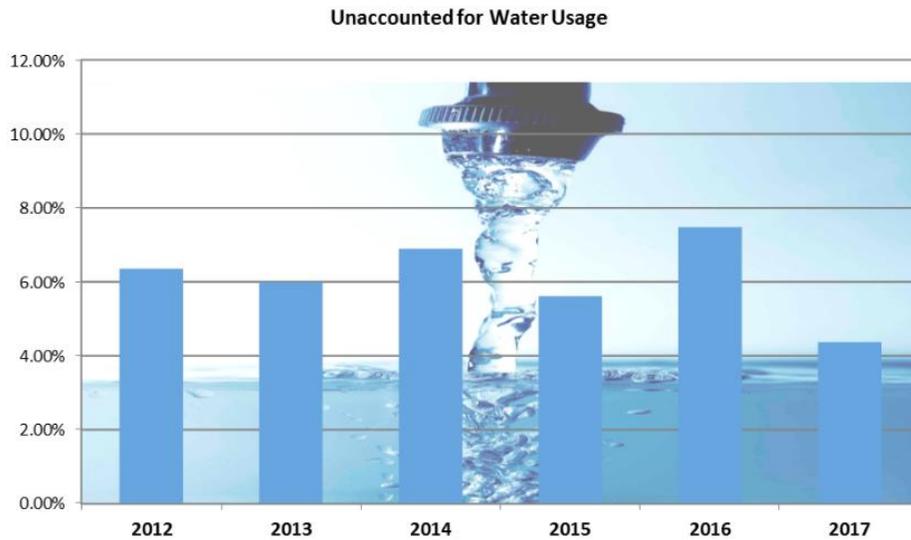


City of PALM COAST

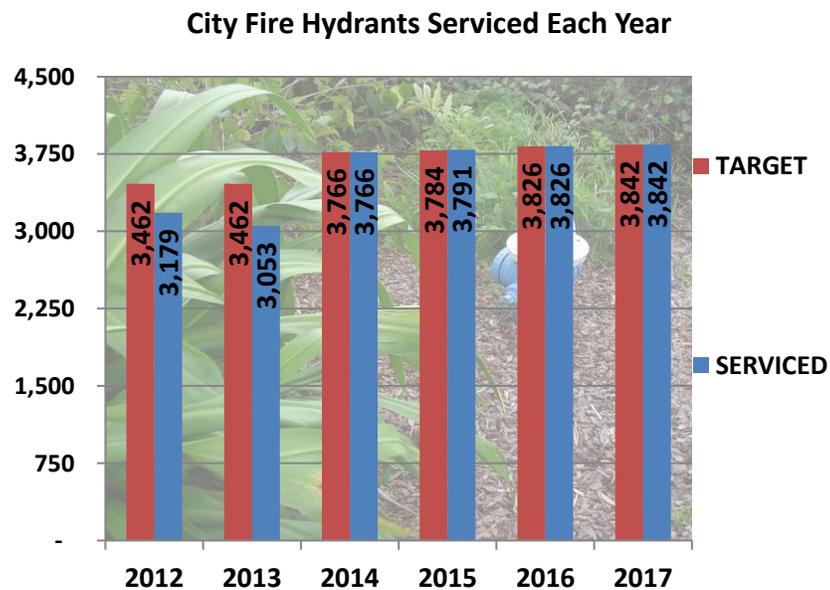
Utility Department

Multi-Year Goal Tracking

Performance Measure 4.1.1.9.15000.a - Maintain "Unaccounted for Water" below 10% each year



Performance Measure 1.2.3.9.15000.b- Service 100% of all City fire hydrants each year.



Progress Report

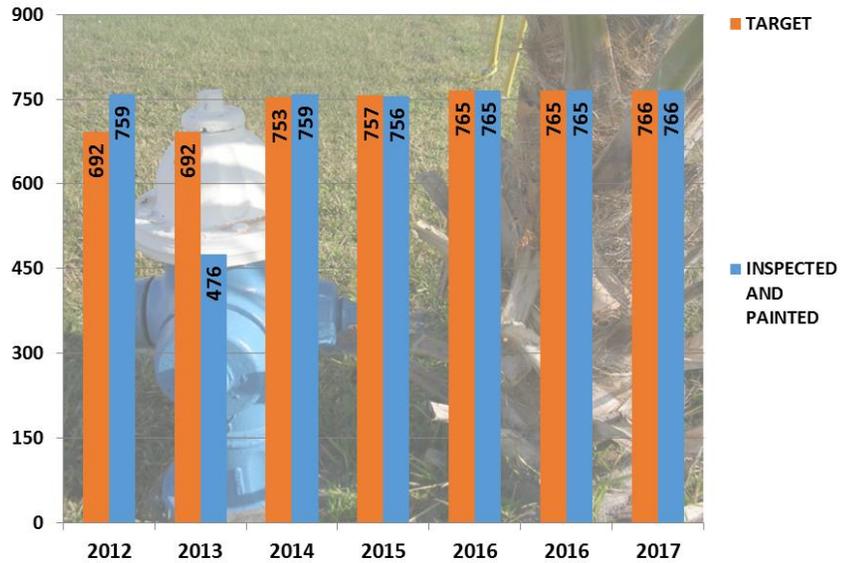


City of PALM COAST

Utility Department

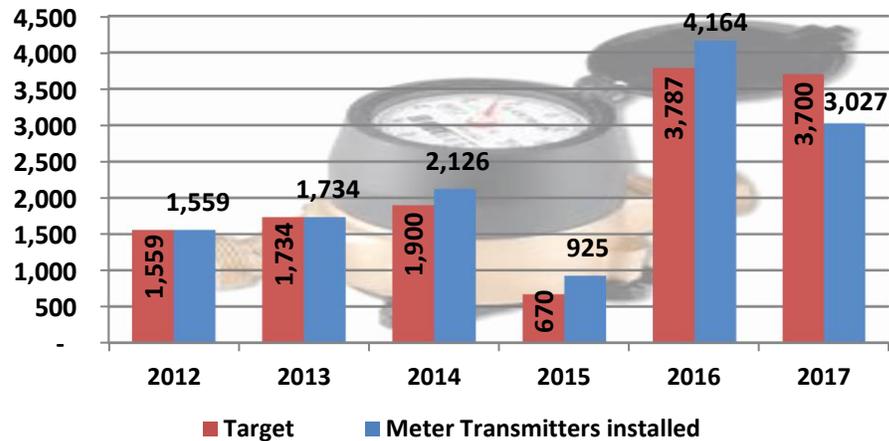
Performance Measure 1.2.3.9.15000.a- Inspect and paint 20% of all City fire hydrants each year.

City Fire Hydrants Inspected and Painted Each Year



Performance Measure 3.2.1.14.15000.a - Install meter Transmitters to Reduce meter reading time, improve efficiencies and record daily water consumption history for Customer Service

Meter Transmitters Installed



Progress Report



City of PALM COAST

Utility Department



Top-Ops State and
National Champions
Tom Martens, Fred
Greiner, Peter Roussell
and
Coach Jim Hogan



Out with the old, in with the
new. The 35 year old
generator gets replaced at
Water Treatment Plant No. 1

Progress Report



City of PALM COAST

Utility Department



Public Works crew pours replacement driveway at Wastewater Treatment Plant #1



The contractor, PBM Constructors, and City employees working on the rehab of Pump Station 34-1

Progress Report



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Utility Department



Installation of new raw water main and influent meter at Water Treatment Plant #2

Installing new filter media in the odor control unit at a wastewater pump station.



Progress Report



City of PALM COAST

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A new meter/backflow assembly being unloaded for installation at Lake Forrest



New LED lighting at Wastewater Treatment Plant #1

Progress Report



city of PALM COAST

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Customer Service makes themselves at home at fire Station 25, the City's Emergency Operations Center while they staff the temporary call center around the clock during the hurricanes.

Progress Report

Performance Measures Overview for CUSTOMER SERVICE - 12420, UTILITY ADMINISTRATION - 19000

This report gives an overview of the progress made in the Strategic Action Plan for CUSTOMER SERVICE - 12420, UTILITY ADMINISTRATION - 19000. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 95.30%

	Completed
GOAL 1 : To anticipate the need for additional services and infrastructure to provide opportunities for mixed use development with goods, services, and employment.	97.02%
Objective 1.1 To enhance infrastructure in order to maintain quality neighborhoods and business districts	100.00%
Strategy 1.1.1 Projects targeted as highest priority shall be evaluated for potential upgrade or enhancement	100.00%
Approach 1.1.1.14 Evaluate pep tank replacement factors and future demand needs.	100.00%
Measurement 1.1.1.14.d Complete new pep tank requests within 10 days of site ready notification. (per standard)	100.00%

Comments

12/22/2016	Oct - Completed 7 out of 7 new pep tank request within 10 days.
12/27/2016	Nov - Completed 21 out of 21 new pep tank request within 10 days.
1/18/2017	Dec - Completed 11 out of 11 new pep tank request within 10 days.
3/14/2017	Jan - Completed 20 out of 20 new pep tank request within 10 days.
3/14/2017	Feb - Completed 16 out of 16 new pep tank request within 10 days.
4/25/2017	March - Completed 14 out of 14 new pep tank request within 10 days.
6/12/2017	April - Completed 16 out of 16 new pep tank request within 10 days.
7/18/2017	May - Completed 25 out of 25 new pep tank request within 10 days.
7/18/2017	May - Completed 22 out of 22 new pep tank request within 10 days.
7/19/2017	June - Completed 25 out of 25 new pep tank request within 10 days.
9/26/2017	July - Completed 22 out of 22 new pep tank request within 10 days.
9/29/2017	August - Completed 35 out of 35 new pep tank request within 10 days.
11/1/2017	September - Completed 16 out of 16 new pep tank request within 10 days.

Objective 1.2 To assess the need to expand infrastructure for sustainable growth	96.77%
Strategy 1.2.1 Maintain an inventory of the condition and priority rating of infrastructure projects	94.47%
Approach 1.2.1.8 Ensure proper inspection and repair of City infrastructure	94.47%
Measurement 1.2.1.8.a Customer Service - Resolve 90% of all "Non-emergency Utility Customer Service" work orders within 7 days of the time it was received.	100.00%

Comments

11/29/2016	Oct - Resolved 3130 out of 3220 non-emergency work orders within 7 days, 97.2%. This number is high because of Hurricane Matthew.
12/27/2016	Nov - Resolved 1652 out of 1659 non-emergency work orders within 7 days, 99.5%.

1/18/2017	Dec. - Resolved 1665 out of 1668 non-emergency work orders within 7 days, 99.8%.
3/14/2017	Jan. - Resolved 1580 out of 1586 non-emergency work orders within 7 days, 99.8%.
3/14/2017	Feb. - Resolved 1160 out of 1165 non-emergency work orders within 7 days, 99.5%.
4/25/2017	March. - Resolved 1419 out of 1423 non-emergency work orders within 7 days, 100%.
6/12/2017	April. - Resolved 1418 out of 1422 non-emergency work orders within 7 days, 100%.
7/18/2017	May. - Resolved 1793 out of 1801 non-emergency work orders within 7 days, 100%.
7/19/2017	June. - Resolved 1555 out of 1594 non-emergency work orders within 7 days, 98%.
9/26/2017	July. - Resolved 1265 out of 1274 non-emergency work orders within 7 days, 98%.
9/29/2017	August. - Resolved 1508 out of 1517 non-emergency work orders within 7 days, 99%.
11/1/2017	September - Resolved 3426 out of 3432 non-emergency work orders within 7 days, 99%.

Measurement 1.2.1.8.b Water Distribution - Perform inspection and service on 20% of all 6629 isolation valves under 16 inches (1,325)

100.00%

Comments

11/29/2016	Oct - 124 valves were maintained and operated.
12/27/2016	Nov - 246 valves were maintained and operated.
1/18/2017	Dec - 214 valves were maintained and operated, 584 Y-T-D.
3/14/2017	Jan - 167 valves were maintained and operated.
3/14/2017	Feb - 58 valves were maintained and operated.
4/25/2017	March - 116 valves were maintained and operated, 925 Y-T-D.
6/12/2017	April - 111 valves were maintained and operated.
7/18/2017	May - 134 valves were maintained and operated.
7/19/2017	June - 166 valves were maintained and operated, 1,336 Y-T-D.
9/26/2017	July - 44 valves were maintained and operated.
9/29/2017	August - 97 valves were maintained and operated.
11/1/2017	September - 205 valves were maintained and operated, 1,682 for the year, 127% of the goal.

Measurement 1.2.1.8.c Water Distribution - Perform inspection and service on 100% of 516 isolation valves 16 inches and larger

100.00%

Comments

12/22/2016	This work will be performed in July Aug and Sept 2017.
7/18/2017	May - 46 valves were maintained and operated.
7/19/2017	June - 55 valves were maintained and operated, 101 Y-T-D.
9/26/2017	July - 223 valves were maintained and operated.
9/29/2017	August - 229 valves were maintained and operated.
11/1/2017	September - 1 valve was maintained and operated, for the year 107% of the goal.

Measurement 1.2.1.8.d Wastewater - Inspect 20% of 12,900 PEP tanks annually. (2,580)

61.28%

Comments

12/22/2016	Oct - There was no inspections completed for the month.
12/27/2016	Nov - There was 54 inspections completed for the month.
1/18/2017	Dec - There was 54 inspections completed for the month, 108 Y-T-D.
3/14/2017	Jan - There was 28 inspections completed for the month.
3/14/2017	Feb - There was 156 inspections completed for the month.
4/25/2017	March - There was 107 inspections completed for the month, 399 Y-T-D.

6/12/2017	April - There was 204 inspections completed for the month.
7/18/2017	May - There was 342 inspections completed for the month.
7/19/2017	June - There was 126 inspections completed for the month, 1,071 Y-T-D.
9/26/2017	July - There was 300 inspections completed for the month.
9/29/2017	August - There was 210 inspections completed for the month.
11/2/2017	September - There was no inspections completed for the month, 1,581 for the year, 61% of the goal.
11/6/2017	Pep Maintenance Performance Measure goal fell short in 2017 mainly due to two reasons. Lost time during October and November due to recovery from Hurricane Matthew and man hours required to install pep assembly's in new tanks due to growth. Also there was a staffing shortage due to medical leave and resignations.

Measurement 1.2.1.8.e Wastewater - Inspect 10% of the 1,595,523 linear feet of gravity sewer systems annually (CCTV Inspection) (159,552)

100.00%

Comments

11/30/2016	Oct - Inspected 3,212' of gravity sewer for the month.
12/27/2016	Nov - Inspected 14,636' of gravity sewer for the month.
1/18/2017	Dec - Inspected 13,273' of gravity sewer for the month, 31,121' Y-T-D.
3/14/2017	Jan - Inspected 37312' of gravity sewer for the month.
3/14/2017	Feb - Inspected 30916' of gravity sewer for the month.
4/25/2017	March - Inspected 33,572' of gravity sewer for the month, 132,921' Y-T-D.
6/12/2017	April - Inspected 29701' of gravity sewer for the month.
7/18/2017	May - Inspected 8,833' of gravity sewer for the month.
7/19/2017	June - Inspected 755' of gravity sewer for the month, 176,943' Y-T-D.
9/26/2017	July - Inspected 7,655' of gravity sewer for the month.
9/29/2017	August - There was 13,225 inspections completed for the month.
11/2/2017	September - Inspected 2,778' of gravity sewer for the month, 188,213' for the year 118% of the goal.

Measurement 1.2.1.8.k Wastewater Collections - Rehab 50 gravity sewer manholes with liner system each year

100.00%

Comments

1/18/2017	There were no rehab of gravity sewer manholes completed for this quarter.
3/14/2017	Jan - 18 manholes was completed this month.
3/14/2017	Feb - 40 manholes was completed this month.
4/26/2017	March - A total of 58 manholes have been lined Y-T-D, 116% of the goal.
6/12/2017	April - None for this month.
7/18/2017	May - None for this month.
7/19/2017	June - Y-T-D, 116% of the goal.
9/26/2017	July - None for this month.
9/29/2017	August - None for this month.
11/2/2017	September - None for the September, 58 for the year, 116% of the goal.

Measurement 1.2.1.8.l Wastewater Collections - Complete repair of at least 90% of gravity sewer system problems identified during CCTV inspections

100.00%

Comments

11/30/2016	Oct - Identified 79 repairs , 74 have been completed.
12/27/2016	Nov - Identified 7 repairs , 7 have been completed.
1/18/2017	Dec - Identified 11 repairs , 11 have been completed.
3/14/2017	Jan - Identified 17 repairs , 14 have been completed.
3/14/2017	Feb - Identified 25 repairs , 23 have been completed.
4/25/2017	March - Identified 35 repairs , 33 have been completed.
6/12/2017	April - Identified 42 repairs , 41 have been completed.
7/18/2017	May- Identified 51 repairs , 46 have been completed.
7/19/2017	June- Identified 56 repairs , 54 have been completed.
11/2/2017	July- Identified 64 repairs , 59 have been completed.
11/2/2017	August- Identified 83 repairs , 75 have been completed.
11/2/2017	September- Identified 96 repairs , 88 have been completed.

Strategy 1.2.2 Coordinate facility capacity upgrades to meet the City's growth needs appropriately	100.00%
Approach 1.2.2.7 Continue to ensure capacity is consistent with growth needs	100.00%
Measurement 1.2.2.7.a Complete annual capacity analysis for water and wastewater.	100.00%

Comments

12/22/2016	This will be completed later in the year 2017.
9/29/2017	Aug-Sept - Water and Wastewater Capacity Analysis Report is completed.

Measurement 1.2.2.7.b Evaluate brackish water for Consumptive Use Permit (CUP) assignment (Water Supply & Treatment)	100.00%
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Comments

12/22/2016	Oct - Complete running the aquifer performance test (APT).
12/22/2016	Nov - Analyze water chemistry and physical data.
3/16/2017	Feb - Met with the Hydrogeologist and Water Management District staff to discuss next steps.
7/18/2017	April - Received proposal to develop and run the Palm Coast Model from Connect Consulting.
9/29/2017	Dec - Complete the final APT report.
9/29/2017	July - Received a tech memo defining which SJRWMD model to use for the modeling of the Brackish Upper Floridan Aquifer.
9/29/2017	August - Issued a purchase order to Connect Consulting to complete the modeling of the APT data for the Brackish Upper Floridan Aquifer.
9/29/2017	Sept - Completed first round of modeling.

Strategy 1.2.3 Keeping older neighborhoods attractive and relevant	100.00%
Approach 1.2.3.9 Maintain fire hydrants	100.00%
Measurement 1.2.3.9.a Water Operations - Inspect and paint 20% of all City fire hydrants each year.	100.00%

Comments

11/30/2016	Oct - 64 Hydrants painted.
12/27/2016	Nov - 84 Hydrants painted.
1/18/2017	Dec - 65 Hydrants painted, 213 Y-T-D.
3/14/2017	Jan - 73 Hydrants painted.
3/15/2017	Feb - 67 Hydrants painted.

4/25/2017	March - 76 Hydrants painted, 429 Y-T-D.
6/12/2017	April - 48 Hydrants painted.
7/18/2017	May - 106 Hydrants painted.
7/19/2017	June - 25 Hydrants painted, 608 Y-T-D.
9/26/2017	July - 88 Hydrants painted.
9/29/2017	August - 45 Hydrants painted.
11/2/2017	September - 25 Hydrants painted, for the year out of 3842 total, 100% of the goal.

Measurement 1.2.3.9.b Water Operations – Service 100% of all City fire hydrants each year.	100.00%
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Comments	
11/30/2016	Oct - 212 Hydrants maintained.
12/27/2016	Nov - 460 Hydrants maintained.
1/18/2017	Dec - 344 Hydrants maintained, 1016 Y-T-D.
3/14/2017	Jan - 382 Hydrants maintained.
3/15/2017	Feb - 382 Hydrants maintained.
4/25/2017	March - 403 Hydrants maintained 2,183 Y-T-D.
6/12/2017	April - 333 Hydrants maintained.
7/18/2017	May - 279 Hydrants maintained.
7/19/2017	June - 380 Hydrants maintained 3,175 Y-T-D.
9/26/2017	July - 171 Hydrants maintained.
9/29/2017	August - 333 Hydrants maintained.
11/2/2017	September - 163 Hydrants maintained, for the year, 100% of the goal.

Approach 1.2.3.17 Maintain lift station sites	100.00%
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Measurement 1.2.3.17.a Improve 5 lift stations sites per year	100.00%
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Comments	
1/18/2017	No lift station sites were improved in this quarter.
3/15/2017	Feb - Nothing to report for the month.
4/25/2017	Installed new LED lighting at 3 stations, poured new concrete pads at 3 stations, and installed ground cloth and stone at one station. This goal has been met.
6/12/2017	April - Nothing to report for the month.
9/26/2017	May - Nothing to report for the month.
9/26/2017	June - Installed additional trees and irrigation at Old Kings Road Master Pump station.
9/26/2017	July - Nothing to report for the month.
9/29/2017	August - Nothing to report for the month.
11/2/2017	September - Nothing to report for the month, 8 pump stations improved upon for the year, 160% of the goal.

GOAL 3 : To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses	75.59%
Objective 3.2 Increase efficiency through enhanced operations and technological advancements	75.59%
Strategy 3.2.1 Review existing operational procedures and policies	75.59%
Approach 3.2.1.14 Installation of meter Transmitters - Reduce meter reading time, improve efficiencies and record daily water consumption	79.93%
Measurement 3.2.1.14.a Water Distribution - Install 3,787 transmitters to reduce meter reading time and improve efficiency	79.93%

Comments	
11/30/2016	Oct - This month 51 transmitters were installed.
12/27/2016	Nov - This month 195 transmitters were installed.
1/18/2017	Dec - This month 426 transmitters were installed, 572 Y-T-D.
3/14/2017	Jan - This month 113 transmitters were installed.
3/15/2017	Feb - This month 143 transmitters were installed.
4/25/2017	March - This month 106 transmitters were installed, 1,034 Y-T-D.
6/12/2017	April - This month 207 transmitters were installed.
7/18/2017	May - This month 314 transmitters were installed.
7/19/2017	June - This month 362 transmitters were installed, 1,917 Y-T-D.
9/26/2017	July - This month 191 transmitters were installed.
9/29/2017	August - This month 546 transmitters were installed.
11/2/2017	September- This month 373 transmitters were installed, 3,027 for the year, 80% of the goal.
11/7/2017	GOAL – 3,700 Meter Transmitters Year to Date – 3,027 Transmitters DID NOT MEET GOAL The implementation of the Possible Stuck Meter program diverted resources away from the Meter Section which caused the Division not to meet this goal.

Approach 3.2.1.15 Reduce Inflow/Infiltration into the wastewater collection system	100.00%
Measurement 3.2.1.15.a Wastewater - Line a minimum of 5,000 feet (budget based) of gravity sewer with cured in place lining system. Locations of liner to be determined by CCTV as part of the annual I&I program.	100.00%

Comments	
1/18/2017	None were lined for the quarter.
3/14/2017	Jan - 5695' Completed for the month. This goal has been met.
7/18/2017	May - 2,076' Completed for the month.
7/19/2017	June - 7771' Completed for the year. This goal has been met.

Approach 3.2.1.16 Installation of residential backflow devices	89.09%
Measurement 3.2.1.16.a Water Distribution - Install residential backflow units (220)	89.09%

Comments	
11/30/2016	Oct - Installed 9 double check valve backflow assemblies this month.
12/27/2016	Nov - Installed 14 double check valve backflow assemblies this month.
1/18/2017	Dec - Installed 16 double check valve backflow assemblies this month, 39 Y-T-D.
3/14/2017	Jan - Installed 13 double check valve backflow assemblies this month.
3/16/2017	Feb - Installed 16 double check valve backflow assemblies this month.
4/25/2017	March - Installed 21 double check valve backflow assemblies this month, 89 Y-T-D.
6/12/2017	April - Installed 12 double check valve backflow assemblies this month.
7/18/2017	May - Installed 32 double check valve backflow assemblies this month.
7/19/2017	June - Installed 22 double check valve backflow assemblies this month, 155 Y-T-D.
9/26/2017	July - Installed 18 double check valve backflow assemblies this month.
9/29/2017	August - Installed 16 double check valve backflow assemblies this month.

11/2/2017	September - Installed 7 double check valve backflow assemblies this month, 196 for the year, 89% of the goal.
11/7/2017	GOAL – 220 Double Check Valve Assemblies, Year to Date – 196 installations DID NOT MEET GOAL This year we had an increase in new meter installations (157) over last year, this caused the Division to divert resources away from this goal.

Approach 3.2.1.17 Deliver Purchasing and Contract services in an efficient, cost - effective manner	33.33%
Measurement 3.2.1.17.a Customer Service will monitor and ensure customer complaints from solid waste customers will not exceed .5% of total solid waste customers that are billed Monthly.	33.33%

Comments	
7/26/2017	Oct - Out of the 33,699 customers billed for the month there were 173 complaints or 0.51.
7/26/2017	Nov - Out of the 33,724 customers billed for the month there were 139 complaints or 0.41.
7/26/2017	Dec - Out of the 33,743 customers billed for the month there were 104 complaints or 0.30.
7/26/2017	Jan - Out of the 33,798 customers billed for the month there were 202 complaints or 0.59.
7/26/2017	Feb - Out of the 33,822 customers billed for the month there were 193 complaints or 0.57.
7/26/2017	March - Out of the 33,860 customers billed for the month there were 319 complaints or 0.94. Total Y-T-D is 0.56%.
7/26/2017	April - Out of the 33,891 customers billed for the month there were 223 complaints or 0.65.
7/26/2017	May - Out of the 33,947 customers billed for the month there were 259 complaints or 0.76.
7/26/2017	June - Out of the 33,009 customers billed for the month there were 300 complaints or 0.90%. Total Y-T-D is 0.78%.
9/26/2017	July - Out of the 34,050 customers billed for the month there were 322 complaints or 0.95%.
9/29/2017	August - Out of the 34,089 customers billed for the month there were 332 complaints or 0.97%.
11/2/2017	September - Out of the 34,111 customers billed for the month there were 422 complaints or 0.13%. Total Y-T-D is 0.78%.
11/6/2017	Customer Service has been closely monitoring Waste Pro to improve monthly service to the residents. They have not met goal and have been charged liquidated charges monthly for not meeting the goal.

GOAL 4 : To blend our residential and commercial properties with our "City of Parks and Trails" image to create a sustainable framework of visual appeal while caring for our land, water, air, and wildlife	100.00%
Objective 4.1 To develop programs to enhance our water conservation strategies	100.00%
Strategy 4.1.1 Utilize nature's water supply resources effectively for water supply	100.00%
Approach 4.1.1.9 Monitor water loss	100.00%
Measurement 4.1.1.9.a Water Operations - Maintain "Unaccounted for Water" below 10% each year	100.00%

Comments	
12/22/2016	Oct - Total of "unaccounted for water" loss for the month is 12.28%.
1/18/2017	Nov - Total of "unaccounted for water" loss for the month is .69%.
1/26/2017	Dec - Total of "unaccounted for water" loss for the month is 5.55%. The prior 12 month running annual average is 6.65%.
3/16/2017	Jan - Total of "unaccounted for water" loss for the month is 5.75%.
4/25/2017	Feb - Total of "unaccounted for water" loss for the month is -2.83%. The prior 12 month running annual average is 5.54%.

5/5/2017	March - Total of "unaccounted for water" loss for the month is 7.48%. The prior 12 month running annual average is 5.00%.
7/19/2017	April - Total of "unaccounted for water" loss for the month is 1.32%. The prior 12 month running annual average is 4.43%.
7/19/2017	May - Total of "unaccounted for water" loss for the month is 7.35%. The prior 12 month running annual average is 4.35%.
7/31/2017	June - Total of "unaccounted for water" loss for the month is -4.26%. The prior 12 month running annual average is 3.41%.
9/26/2017	July - Total of "unaccounted for water" loss for the month is 8.81%. The prior 12 month running annual average is 3.51%.
11/2/2017	August - Total of "unaccounted for water" loss for the month is 6.50%. The prior 12 month running annual average is 3.38%.
11/2/2017	September - Total of "unaccounted for water" loss for the month is 4.07%. The prior 12 month running annual average is 3.79%.

Strategy 4.1.2 Target expansion opportunities to utilize reclaimed water through established City processes	100.00%
Approach 4.1.2.5 Install one (1) Alternative Odor Control Unit	100.00%
Measurement 4.1.2.5.a Wastewater - Install one (1) odor control unit	100.00%

Comments	
1/18/2017	None were installed for the quarter.
4/25/2017	None were installed for the 2nd quarter. A project to install two odor control units has been designed, bid and a contract has been awarded.
7/18/2017	June- Installed odor control unit at Old Kings Road pump station. Performance Measure is 100% complete.

Objective 4.3 Evaluate current "Green" initiatives and target projects that are sustainable	100.00%
Strategy 4.3.1 Reduce waste through sustainable practices	100.00%
Approach 4.3.1.3 Target non-City seminars / workshops to distribute City regulations and Water Wise educational materials.	100.00%
Measurement 4.3.1.3.a Conduct two (2) events per year to target non-City seminars / workshops to distribute City regulations and Water Wise educational materials.	100.00%

Comments	
12/27/2016	Nov - Water Presentation for the Master Gardeners Annual Meeting at Flagler County Agricultural Center including the general Public.
4/26/2017	Feb - Water Conservation and Stormwater table with presentation boards and handouts setup for the "Bird of a Feather Fest at City Hall. This goal has been met.
7/18/2017	April - Water conservation and stormwater table with presentation boards and handouts setup for the Palm Coast Garden Club Annual Sale, and set up for earth day at Washington Oaks State Park .
9/29/2017	May - Participated in the CHIRP program held at WTP#3 on May 19th explaining to school children about the Water Cycle and conservation.

Measurement 4.3.1.3.b Integrate customer savings element to existing educational outreach initiatives for water conservation.	100.00%
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Comments	
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12/22/2016	Oct - Facebook post on October 19th. "When washing dishes by hand use a spray device instead of running the water to rinse. This can save you 6,000 gallon on water and sewer cost per year which totals out to \$49.50".
12/27/2016	Nov - Facebook post on checking for leaks. "Make sure your toilets and sinks are not leaking. Check for leaks at least once a year to save on water. To check the toilets, put food coloring in tank; if it seeps into the bowl without flushing, there is a leak. you can save up to 2,700 gallons per year by fixing a leaking faucet-that's about 150 shower worth of water.
1/26/2017	Dec - No posting for this month.
3/14/2017	Jan - Facebook post - Tip of the Day: If you turn off the water while brushing your teeth, a family of four can have a savings of 10,320 gallons per year/ That's \$85.14.
3/16/2017	Feb - Water Conservation and Stormwater Table with presentation boards and handouts set up for the Bird of a Feather Fest. Facebook post - Newer clothes washers use an average of 18 gallons of water per load. Older and non-water efficient washing machines can use as much as 40 gallons of water per load, that's a waste of 12 gallons per load and \$26 per year.
3/16/2017	Nov - Water Presentation for the Master Gardeners Annual Meeting at Flagler County Agricultural Center including the general public.
4/25/2017	March - Facebook posting - Tip of the Day: Want to save on your water bill? Run the dishwasher instead of washing by hand. It uses less hot water and could save you \$40.00 year.
6/13/2017	April - Facebook posting - when washing dishes by hand use a spray device instead of running the water to rinse. This can save you 6,000 gallons per year which totals out to \$49.50.
7/18/2017	May - Facebook posting - Covering your spa or pool can prevent it from losing water to evaporation. You can save as much as 12,000 gallons of water per year, that's \$99.00. 2nd Facebook posting - Tip of the week - By fixing a leaky faucet you can save 7,300 gallons of water per year which total \$60.23!
7/19/2017	June - Facebook posting - When rinsing vegetables use a filled pan instead of letting the water run. By doing this you can save 2,400 gallons of water per year. That's \$19.90.
9/29/2017	July - Want to Save? Installing a low flow toilet can save you as much as 9,855 gallons of water per year, that's \$81.30.
9/29/2017	August - Tip of the Day: Want to save on your water bill? Run the dishwasher instead of washing by hand. It uses less hot water and could save you \$40,00 a year.
9/29/2017	September - If you plug the sink instad of running the water to rinse your razor while shaving you can save up to 3,600 gallons of water per year! That's a savings of \$29.70!
9/29/2017	Oct - Fun Tip of the Day: Time your shower to keep it under 5 minutes. You'll save up to 1,000 gallons per month and that totals to \$8.50 monthly.

Approach 4.3.1.4 Encourage the public to utilize paperless options	100.00%
Measurement 4.3.1.4.a Customer Service - Develop and deliver 6 promotions each year to promote "paperless billing"	100.00%

Comments	
1/18/2017	No promotional material was developed this quarter.
3/14/2017	1: Newsletter in February will have a paperless article in it. 2: Paperless insert will go into the April Utility Bills. 3: Monthly utility envelope as a paperless promotion on it.
3/16/2017	We have added a new signature to all customer service emails to promote paperless, so any emails going in and out of the customer service division will have the new signature.
3/16/2017	We added a logo to the middle of the Utility bill that states the on line service.
7/20/2017	Two Staff members went to Washington Oaks Earth Day event to promote paperless bill and other conservation tips.

Measurement 4.3.1.4.b Customer Service - 50% of all new customers will be signed up for paperless billing	100.00%
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Comments	
12/19/2016	Oct - Customer Service - 49.8% of all new customers signed up this month 148 customers out of 297.
12/27/2016	Nov - Customer Service - 54.1% of all new customers signed up this month 182 customers out of 336.
1/18/2017	Dec - Customer Service - 58.1% of all new customers signed up this month 146 customers out of 251.
3/16/2017	Feb - Customer Service - 53.% of all new customers signed up this month 158 customers out of 296.
4/25/2017	March- Customer Service - 55.% of all new customers signed up this month 225 customers out of 408.
4/26/2017	859 Customers signed up for paperless bill out of 1588 (54.1%) Y-T-D.
6/13/2017	April - Customer Service - 59% of all new customers signed up this month 210 customers out of 354.
7/18/2017	May - Customer Service - 58% of all new customers signed up this month 229 customers out of 391.
7/19/2017	June - Customer Service - 70% of all new customers signed up this month 267 customers out of 381.
7/19/2017	1565 Customers signed up for paperless bill out of 2714 (57.66%) Y-T-D.
9/26/2017	July - Customer Service - 77% of all new customers signed up this month 250 customers out of 324.
9/29/2017	August - Customer Service - 56% of all new customers signed up this month 213 customers out of 383.
11/2/2017	September - Customer Service - 66% of all new customers signed up this month 175 customers out of 263.
11/2/2017	2203 Customers signed up for paperless bill out of 3684 (59.80%) for the year.

GOAL 5 : To enhance the quality of life for our citizens by providing safe, affordable, and enjoyable options for cultural, educational, recreational, and leisure-time events	100.00%
Objective 5.2 Enhance safety measures throughout the community	100.00%
Strategy 5.2.2 Continue to enhance safety improvements at intersections and along roadways	100.00%
Approach 5.2.2.8 Implement hazard prevention measures throughout City	100.00%
Measurement 5.2.2.8.a Customer Service - Acknowledge and communicate a response to 100% of all emergency calls within 2 hours of being reported	100.00%

Comments	
1/18/2017	Oct - Due to Hurricane Matthew this PM was not measurable for the month.
1/18/2017	Nov - 157 out of 157 emergency calls was responded to within 2 hours.
1/30/2017	Dec - 94 out of 94 emergency calls was responded to within 2 hours.
3/14/2017	Jan - 89 out of 89 emergency calls was responded to within 2 hours.
3/16/2017	Feb - 190 out of 190 emergency calls was responded to within 2 hours.
4/25/2017	March - 95 out of 95 emergency calls was responded to within 2 hours.
6/13/2017	April - 114 out of 114 emergency calls was responded to within 2 hours.
7/18/2017	May - 87 out of 87 emergency calls was responded to within 2 hours
7/19/2017	June - 107 out of 107 emergency calls was responded to within 2 hours
9/26/2017	July - 143 out of 143 emergency calls was responded to within 2 hours

9/29/2017	August - 171 out of 171 emergency calls was responded to within 2 hours
11/17/2017	Due to Hurricane Irma this PM was not measurable for the month.

Measurement 5.2.2.8.b Wastewater - Smoke test 15% of all 1,595,523 linear feet of gravity sewers within the City each year. (239,328)	100.00%
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Comments	
12/21/2016	Oct - There was no smoke testing for this month.
12/27/2016	Nov - There was no smoke testing for this month.
1/18/2017	Dec - Completed smoke testing 128,382' of gravity sewer.
3/14/2017	Jan - There was no smoke testing for this month.
3/16/2017	FEB - Completed smoke testing 73,112' of gravity sewer.
4/25/2017	March - There was no smoke testing for this month.
6/13/2017	April - Completed smoke testing 27,379' of gravity sewer.
7/18/2017	May - There was no smoke testing for this month.
7/19/2017	June - Completed smoke testing 12,000' of gravity sewer, 240,873' Y-T-D.
9/26/2017	July - This measure is 100% complete

GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	100.00%
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Objective 6.2 To develop in-house and identify external training opportunities for employees	100.00%
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Strategy 6.2.1 Create a comprehensive training program	100.00%
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Approach 6.2.1.2 Integrate training element for each Division into training program	100.00%
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Measurement 6.2.1.2.a Customer Service - Customer Service Representatives will receive 12 hours of training from the Utility department and other City departments each year	100.00%
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Comments	
12/21/2016	Oct - No cross training was completed during the month.
1/18/2017	Nov - 2 hours of safety training on "FEMA training" and 2 hours of other training on "Interviewing Techniques Seminar" and "Stormwater Review Training."
1/18/2017	Dec - Two hours training on "Commercial Accounts with Community Development" and "Leadership training on Supervisor Daily Tasks."
3/14/2017	Jan - 1 hour Safty training with Pete on Office Awareness. 1 hour Cross training with Water Quality.
3/16/2017	Feb - 1 hour of safety training through FEMA. 1 hour (other). cross training on swales, canals and ditches.
4/25/2017	March - Cross training: Meeting on Public Records Requests, Training on Leak Credits and Pool Credits, Part of the staff did ride alongs with water division cross training
6/13/2017	April - 9 hours of training was performed 1 hour cashiering training, part of the staff did ride alongs with water division cross training 8 hours.
7/18/2017	May - 7 hours of training was performed 6 hours of safety for CPR training and pedestrian safety, 1 hour on other for team building.
7/19/2017	June - 4 hours of training was performed 1 hour of safety training on "Slips and Falls", 3 hours on other for Counterfeit training with Secret Service and training on setting up new services (Reminder Tips).
9/26/2017	July - 5 hours of training was performed 4 hours of safety in Defensive Driver's Course and 1 hour of other on Meeting on Cashiering.
9/29/2017	August - 6 hours of training was performed 4 hours of safety in Defensive Driver's only half the department went last month. In addition 2 hours training done in excell and word at DBCC.

11/2/2017	September - No training during the month due to hurriacan Irma and rain event.	
Measurement 6.2.1.2.b 20 hours of training will be provided to at least 90% of all full-time Utility Division field employees		100.00%
Comments		
1/30/2017	Over 900 hours of training provided in first quarter.	
5/5/2017	2nd Qtr. - Over 2,400 hours of training have been completed YTD.	
7/28/2017	3rd Qtr. - Over 4847 hours of training have been completed Y-T-D 89% of the employees have completed 20 hours or more.	
11/6/2017	4th Qtr. - Over 6352 hours of training were completed durning the year. 94% of employees completed more than 20 hours.	

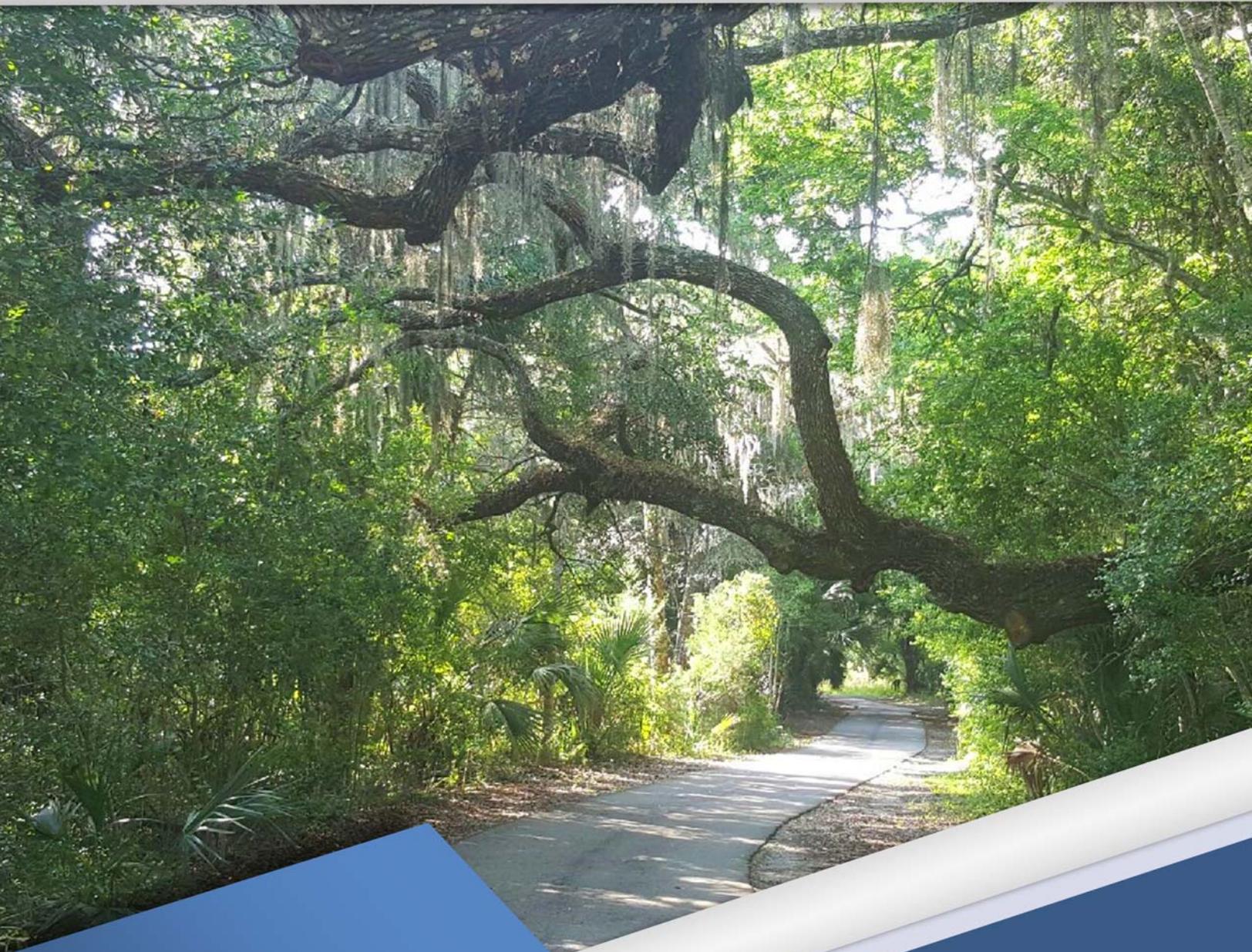
Approach 6.2.1.7 Develop a Comprehensive Training Program		100.00%
Measurement 6.2.1.7.m Track all departmental employee training & certifications for the Utility Department through target solutions (PCU)		100.00%

Comments		
1/30/2017	All formal training and certifications have been logged in Palm Coast U.	
5/5/2017	2nd Qtr. All formal training and certifications have been logged in Palm Coast U.	
7/25/2017	7/24/17 - Due to staff issues, 3rd Qtr. training has not yet been entered in Palm Coast U.	
11/6/2017	4th Qtr. All formal training and certifications have been logged in Palm Coast U.	

Objective 6.3 To enhance awareness of customer service and relationships with our citizens		100.00%
Strategy 6.3.1 Establish a Customer Experience Program to solicit customer feedback and ensure follow-up consultation		100.00%
Approach 6.3.1.3 Ensure appropriate customer service call times		100.00%
Measurement 6.3.1.3.a Customer Service - Maintain an average wait time of no more than 3 minute on 100% of all customer service inquiries		100.00%

Comments		
12/21/2016	Oct - The average wait time for the month 2:05.	
12/28/2016	Nov - The average wait time for the month 2:49.	
1/18/2017	Dec - The average wait time for the month 2:46, 12 month running average is 2 minutes, 8 seconds.	
3/14/2017	Jan - The average wait time for the month 3:08, was over the 3 minutes due to shortage in staff with 2 vacancies and 1 out on FMLA.	
3/17/2017	Feb - The average wait time for the month 2:33.	
4/25/2017	March - The average wait time for the month 2:26, 2:25 for the last 12 months.	
6/13/2017	April - The average wait time for the month 2:51.	
7/18/2017	May - The average wait time for the month 2:15.	
7/19/2017	June - The average wait time for the month 2:05, 2:26 for the last 12 months.	
9/26/2017	July - The average wait time for the month 2:01.	
9/29/2017	August - The average wait time for the month 2.31	
11/2/2017	September - The average wait time for the month 1:59, 2:38 for the last 12 months.	

Wellness Team





city of PALM COAST

To: Jim Landon, City Manager
 Date: 11/29/2017
 Department/Team: Wellness Team
 Director/Team Leader: Carol Mini *Carol J. Mini*
 Reporting Period: 4th quarter FY 2017

Executive Summary:

During the past three years the Wellness Team dedicated its efforts on developing a healthy work force through educational programs, fitness challenges, participation incentives, and supporting employees to take control of their health. This year the Benefits Team has talked about premium holidays due to the reduction in claims.

The Wellness Team views the reduction in claims and the premium holidays as indicators the wellness initiatives and programs are having a positive impact on staff and the City. These holidays will be realized in the next fiscal year.

The team will continue our efforts to expand educational opportunities and fitness challenges, as well as address areas not yet visited by the team such a mental health, time management, raising healthy eaters and healthy grocery shopping on a budget. The team is interested in combining forces with Mayor Holland’s Healthy City Challenge.

Budget:

The Wellness Team has utilized 97.3% of the budget on equipment for the Wellness room and program incentives during the fiscal year.

Progress Report:

Health and Safety Calendar

The Safety Team joined the Wellness Team in presenting awards to the Health and Safety Calendar winners during the February evening City Council meeting. Employees received copies of the calendars on January 3rd, 2017. The winners were delighted to be recognized by City Council. This year’s cover winner was Nicole Nabico, daughter of Lucy Nabico from Customer Service



Fitness Challenges

Holiday Hustle 30/30 - The team asked staff to complete 30 miles in 30 days choosing any exercise they wished starting December 1st, 2017 – January 1st, 2017.

The challenge had 32 staff members participate and 17 out of the 32 completing the 30/30 challenge. Members of the Wellness team handed out prizes to all participants and the top winners below:

- 1st Place- Grant Newlin – 228 miles
- 2nd Place – Conrad Troha – 199 miles
- 3rd Place- Charles McCullar – 160 miles

Wellness Room Opening – The Team unveiled the Wellness Room to staff during the second quarter. The “Summer’s Coming Get Fit” campaign generated interest for the employees to attend the Wellness Room Opening and keep them motivated with their weight loss goals. The opening consisted of wellness room tours, nutritious smoothie seminars, cardio equipment demos, time saving workout strategies, BCBS Pick- a- Time sign ups, healthy snack and City swag giveaways.



Employee Wellness Fair 2017

The Wellness Team collaborated with Human Resources to organize the Wellness Fair. There was a 95% overall participation with twenty-two vendors present. The biometric screening was very successful with 69 employees participating, which is 19 more than last year! Only one participant having critical values, compared to last year's values of 3 participants.

The team contributes the increase in participation to the incentive of vacation time offered during the Wellness Room Grand Opening.



Blue Cross and Blue Shield Blood Pressure Program

High blood pressure is one of the City's top three health issues. As a result, the Wellness Team partnered with BCBS to offer the first Blood Pressure Program to all City employees. The program was held over a three week period educating members on self – management of blood pressure.

The course featured the following topics:

- The structure and function of the heart
- How to self-monitor BP using an automated cuff
- Pharmacology
- Lifestyle (physical activity, DASH nutrition plans, stress relief, sleep)
- Goal setting for behavior change

Employees that participated received a blood pressure kit to keep after the program was complete. The program received several positive comments and request for future courses was mentioned.



Family Fun and Fit Day

In collaboration with the Bam team, the second Family Fun and Fit Day was held at Ralph Carter Park. Employees and their families came out to spend time getting to know each other outside of the workplace. Employees and their families enjoyed the activities and spending quality time outside the office. The team looks forward to working with the BAM Team on next year's event.



Mini' Mini Healthy Breakfast

In April, Public Works staff attended the Tree Trimming Class held by the Community Development Department. The course is designed for commercial landscape and tree trimming companies to meet Chapter 11 requirements of the Unified Land Development Code. The Wellness Team served the second Mini Healthy Breakfast for employees to enjoy before their day of training.



Wellness Needs Survey

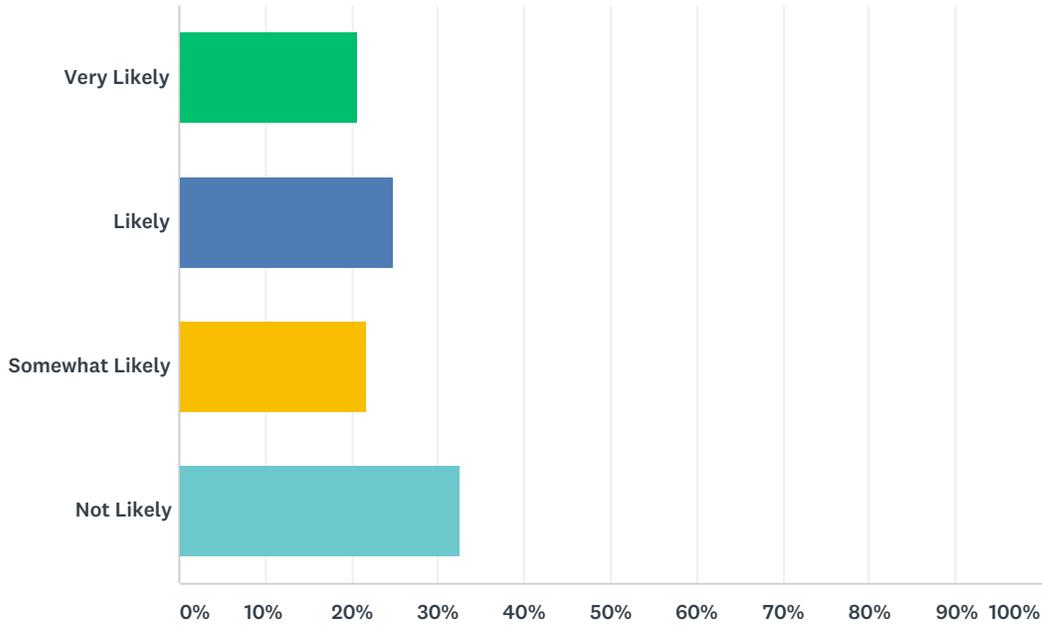
The team analyzed the wellness needs survey data during the 4th quarter. According to the data, staff prefer onsite programs offered before or after lunch, fitness challenges are the most popular programs, and the preferred after work program days are Wednesday and Thursday.

The team discussed offer wellness programs via monthly webinars as an alternative to onsite meetings through BCBS and Share Better You site. The topics being considered are nutrition, blood pressure, diabetes prevention and heart health since these topics are directly related to our top four risk factors.

Another option offered by BCBS is individual coaching with a dedicated registered nurse health coach for assistance in making lasting behavior change in virtually any area of health offered through Next Steps at Florida Blue. Florida Blue also offers, Health Dialog which features health coaches, registered nurses, dieticians and respiratory therapists 24/7. These options would be featured at the Employee Wellness Fair scheduled for February 28th thru March, 2nd, 2018.

Q1 How likely would you be to attend a nutrition program that would help you to understand how to prevent the onset of pre-diabetes/diabetes and provide some simple tools on how to keep your blood sugar at a healthy number?

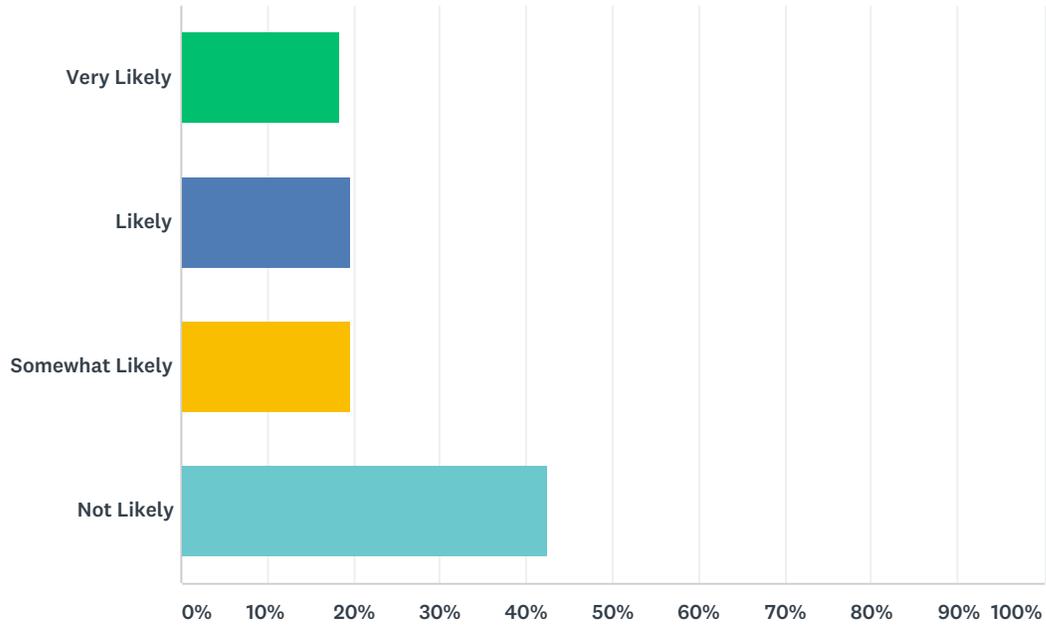
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Likely	20.65%	19
Likely	25.00%	23
Somewhat Likely	21.74%	20
Not Likely	32.61%	30
TOTAL		92

Q2 How likely would you be to attend a blood pressure program that will help you to prevent the onset of high blood pressure and/or help you take control of your blood pressure through some simple tools that can work in your everyday life?

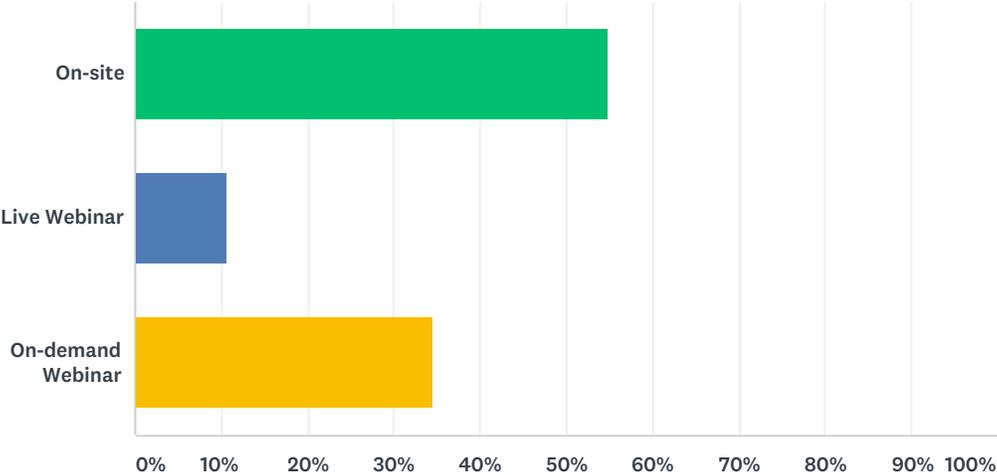
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Likely	18.48%	17
Likely	19.57%	18
Somewhat Likely	19.57%	18
Not Likely	42.39%	39
TOTAL		92

Q3 If these two programs were available, how would you be most likely to attend?

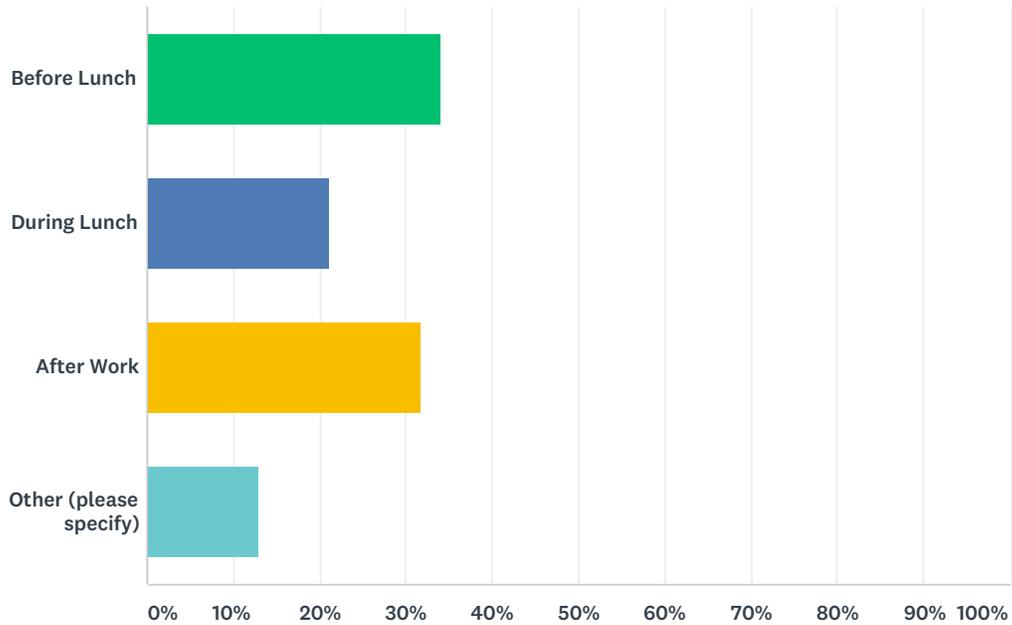
Answered: 84 Skipped: 8



ANSWER CHOICES	RESPONSES
On-site	54.76% 46
Live Webinar	10.71% 9
On-demand Webinar	34.52% 29
TOTAL	84

Q4 What time of day would be best for you to participate:

Answered: 85 Skipped: 7

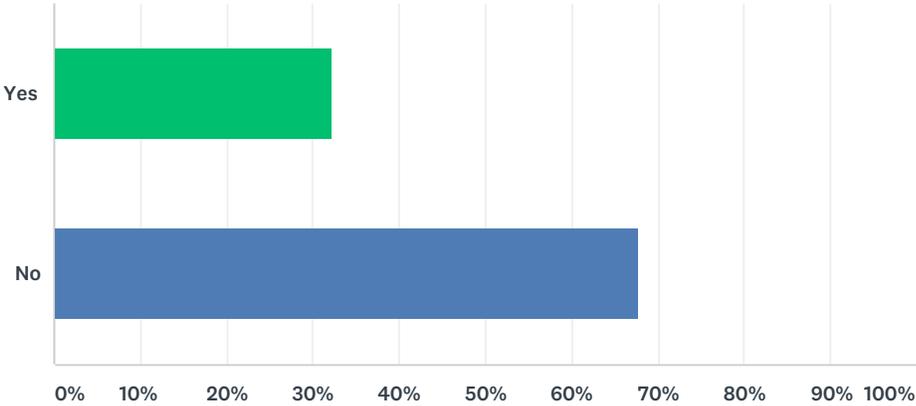


ANSWER CHOICES	RESPONSES	
Before Lunch	34.12%	29
During Lunch	21.18%	18
After Work	31.76%	27
Other (please specify)	12.94%	11
TOTAL		85

#	OTHER (PLEASE SPECIFY)	DATE
1	during work hours	7/21/2017 9:21 AM
2	after lunch time	7/18/2017 4:38 AM
3	after lunch	7/17/2017 10:14 AM
4	during work after lunch	7/13/2017 10:27 AM
5	after lunch	7/13/2017 7:45 AM
6	none	7/13/2017 7:08 AM
7	Depends upon schedule	7/13/2017 6:42 AM
8	After lunch before end of shift	7/12/2017 4:53 PM
9	webinar that could be accessed later	7/12/2017 4:27 PM
10	varies	7/12/2017 4:26 PM
11	Depends on schedule	7/12/2017 3:54 PM

Q5 Did you Participate in the Health Risk Assessment that was conducted during the Health Fair last year, including the blood draw and the Personal Health Assessment questionnaire?

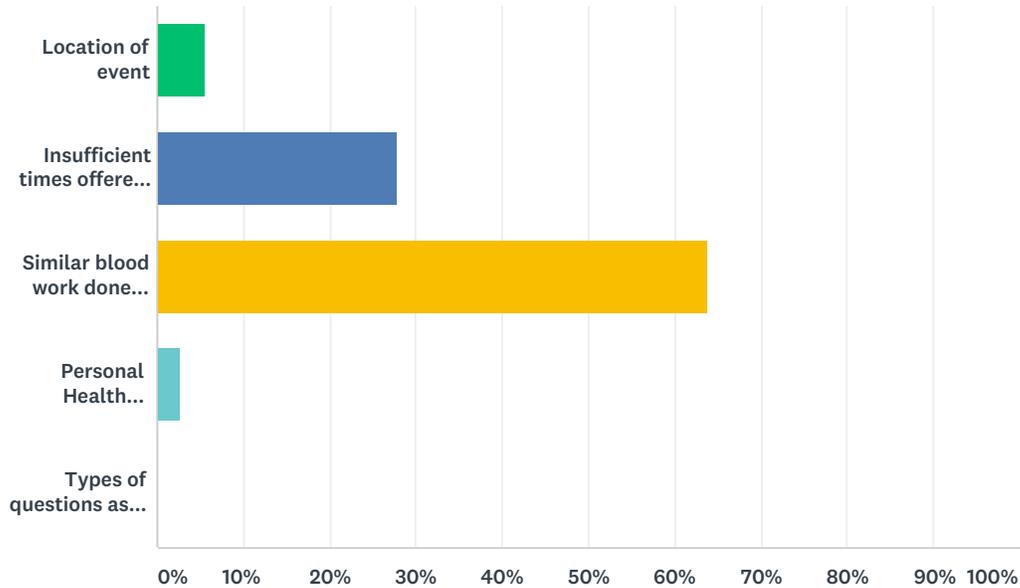
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	32.22%	29
No	67.78%	61
TOTAL		90

Q6 If you did not participate, please identify the top reason for not participating

Answered: 36 Skipped: 56



ANSWER CHOICES	RESPONSES
Location of event	5.56% 2
Insufficient times offered to participate in the event	27.78% 10
Similar blood work done annually with my physician	63.89% 23
Personal Health Assessment questionnaire too lengthy	2.78% 1
Types of questions asked on the Personal Health Assessment questionnaire	0.00% 0
TOTAL	36

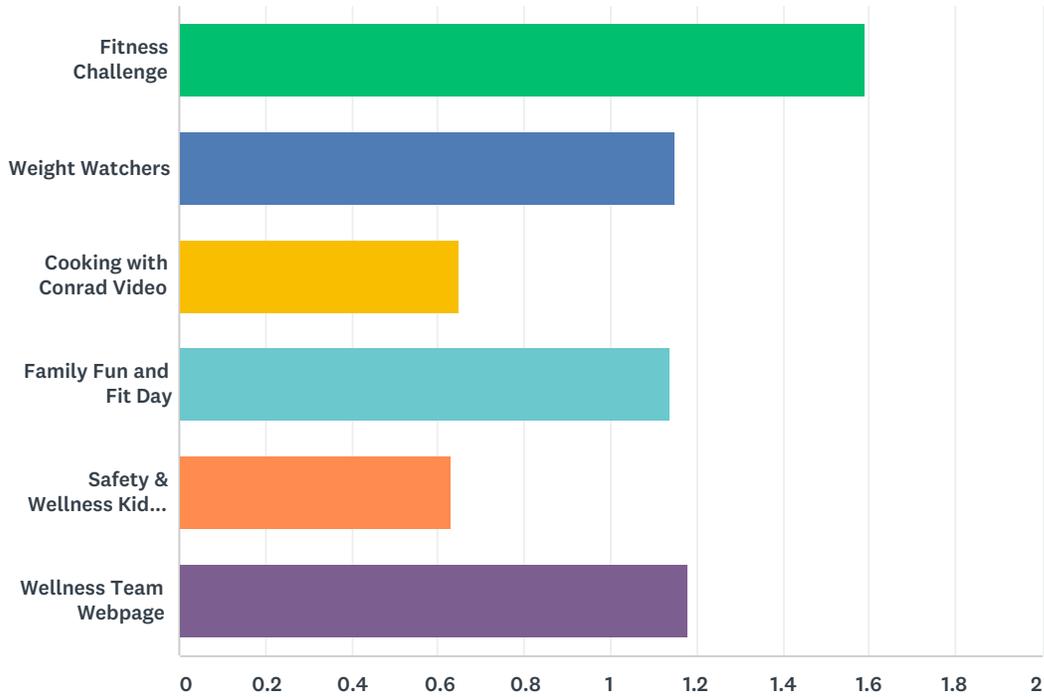
#	OTHER (PLEASE SPECIFY)	DATE
1	did not want too	7/21/2017 9:21 AM
2	Had just had my yearly checkup with my family doctor	7/17/2017 10:14 AM
3	I am a new employee	7/14/2017 2:27 PM
4	I was not aware of the event at the time of the event	7/14/2017 9:53 AM
5	Already had a screening with doctor. Not sure what the value to the city is if there is one, the county offers \$100 on an FSA to do the screening as an incentive. (if there is a value to the city)	7/13/2017 11:57 AM
6	Not on the City of Palm Coast insurance plan	7/13/2017 11:39 AM
7	I am not covered under city insurance.	7/13/2017 10:27 AM
8	Was of on medical emergency	7/13/2017 9:43 AM
9	I do not use our Health Care benefit. I am not eligible to participate.	7/13/2017 8:20 AM
10	Was on vacation	7/13/2017 8:01 AM
11	was not aware of it, I am a newer employee	7/13/2017 7:45 AM

Wellness Survey 2017

12	have blood work performed by primary care physician every 3 month	7/13/2017 7:08 AM
13	they were not set up at the time i attended the fair.	7/13/2017 7:02 AM
14	Not under City insurance so was not on the list to participate. I was told I could if I wanted to.	7/12/2017 4:53 PM
15	I hate getting blood drawn.	7/12/2017 4:27 PM
16	we have annual LifeScan physicals in the fire department.	7/12/2017 4:26 PM
17	I wasn't a city employee at that time	7/12/2017 4:12 PM
18	I didn't think it was necessary	7/12/2017 4:03 PM
19	Got distracted.	7/12/2017 4:02 PM
20	I have extensive risk assessment and monitoring provided annually through another means	7/12/2017 4:02 PM
21	Do not use City Health Plan so could not partake	7/12/2017 3:56 PM
22	I'm a summer intern and was not working here last year.	7/12/2017 3:55 PM
23	Not employed at that time.	7/12/2017 3:54 PM
24	I wasn't a city employee (intern) at the initiation of this assessment.	7/12/2017 3:54 PM
25	Not on the City Health Insurance so was not eligible	7/12/2017 3:53 PM

Q7 Have you taken advantage of any wellness team programs such as the 30/30 Challenge?

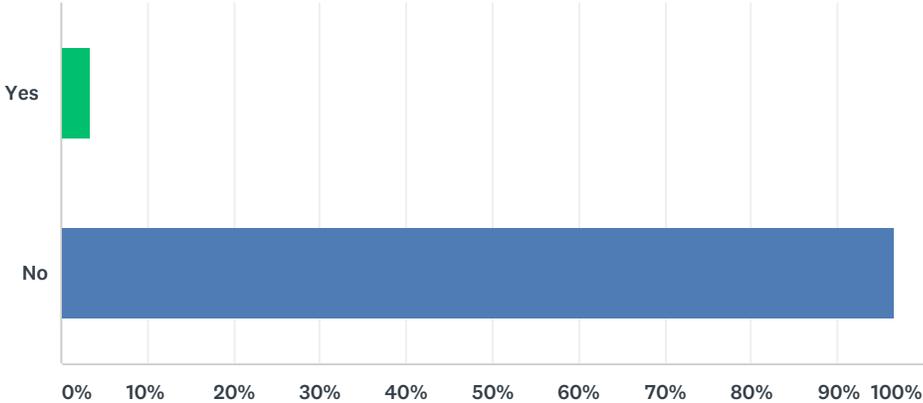
Answered: 88 Skipped: 4



	HELPFUL	NOT HELPFUL	DID NOT PARTICIPATE	TOTAL	WEIGHTED AVERAGE
Fitness Challenge	31.40% 27	2.33% 2	66.28% 57	86	1.59
Weight Watchers	22.62% 19	2.38% 2	75.00% 63	84	1.15
Cooking with Conrad Video	13.10% 11	0.00% 0	86.90% 73	84	0.65
Family Fun and Fit Day	22.62% 19	1.19% 1	76.19% 64	84	1.14
Safety & Wellness Kids Calendar Contest	12.66% 10	0.00% 0	87.34% 69	79	0.63
Wellness Team Webpage	23.38% 18	1.30% 1	75.32% 58	77	1.18

Q8 Would you like to join the wellness team?

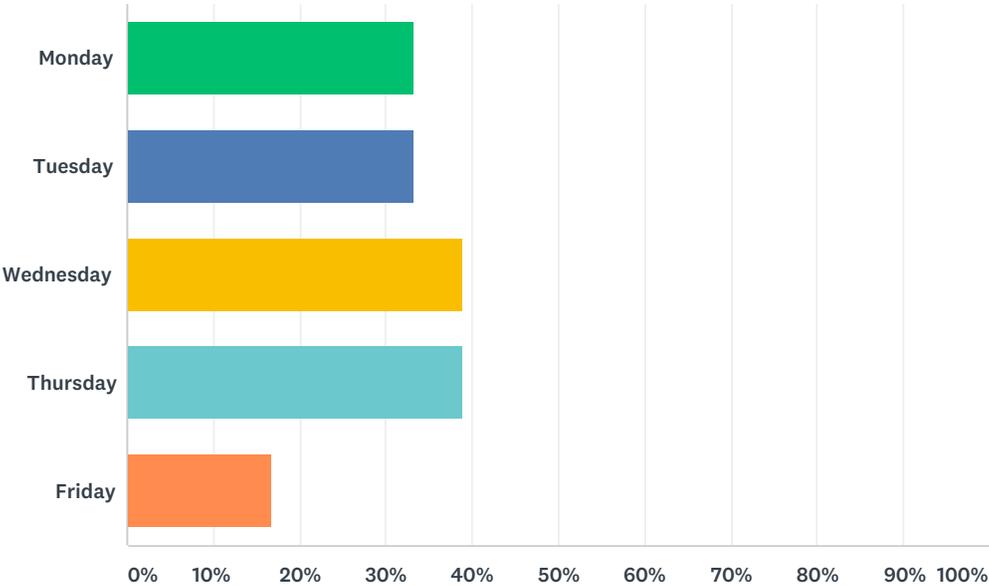
Answered: 87 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	3.45%	3
No	96.55%	84
TOTAL		87

Q9 Would you participate in an after work Weight Watchers Program? If yes, what days would work best for you?

Answered: 18 Skipped: 74



ANSWER CHOICES	RESPONSES
Monday	33.33% 6
Tuesday	33.33% 6
Wednesday	38.89% 7
Thursday	38.89% 7
Friday	16.67% 3
Total Respondents: 18	

Q10 Please enter your contact information to find out more about the team.

Answered: 4 Skipped: 88

#	RESPONSES	DATE
1	Susan Ziegler Facility Clerk FZ Pool Sziegler@Palmcoastgov.com	7/14/2017 2:29 PM
2	SHELLEY BURTON SBURTON@PALMCOASTGOV.COM 406-871-1181	7/14/2017 7:18 AM
3	slewis@palmcoastgov.com	7/13/2017 7:46 AM
4	Already in team	7/12/2017 3:59 PM

Performance Measures Overview for WELLNESS TEAM - 99013

This report gives an overview of the progress made in the Strategic Action Plan for WELLNESS TEAM - 99013. **The percentages given in the completed column only reflect the percentages completed for your measures. They do not reflect the overall percentages for the Goal, Objective, Strategy or Approach.** So a Goal with a 100% completion means you have completed all of your measures for that goal. It **does not** mean that goal is 100% completed across the organization. Use the "Performance Overview" report to get the actual percentage across the organization.

Average Percentage : 100.00%

	Completed
GOAL 6 : To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities	100.00%
Objective 6.1 To develop a program to improve staff retention and recognize individual skill and talents	100.00%
Strategy 6.1.3 Develop an Employee Motivation and Reward Program	100.00%
Approach 6.1.3.6 Create a culture of health and wellness to empower employees with the knowledge, support and incentives to take control of their health through awareness, assessment and ongoing education	100.00%
Measurement 6.1.3.6.a Complete the development of the Operating Plan	100.00%
Comments	
1/18/2017	No change in Operating Plan.
5/11/2017	This measure is complete.
Measurement 6.1.3.6.d Develop a diverse plan to improve employee participation and incentivize employees to participate in the annual Health Risk Assessment/biometric screening	100.00%
Comments	
1/18/2017	The Wellness Team and HR had two conference calls with BCBS discussing this year's employee wellness fair. We're going to streamline the screening process by offering on-line pick-a-time sign up and offer incentives for employees to participate. The on-line, pick-a-time screening option will eliminate the paper forms thus reducing the time employees stand in line for testing. The team and BCBS like the idea of offering vacation time as an employee participation incentive.
5/11/2017	The team utilized the Wellness Room Grand Opening to incentivize employees to participate in the BCBS Biometric Screening during the Wellness Fair. Two staff members were given the opportunity to win 4 hours of vacation time if they completed 5 tasks to be entered into the vacation time raffle. The tasks to be completed were to attend two wellness room opening activities, attend employee wellness fair, participate in the BCBS Biometric Screening and complete the on-line PHA. The team had 69 participates this year which is 19 more than last year. The team concluded the best incentive yet, is to offer vacation time.
Measurement 6.1.3.6.e Meet with BCBS annually to review the data collected during the wellness fair health assessment screening and on an as-needed basis for program support	100.00%
Comments	
5/11/2017	The team will meet with BCBS on June 14th to go over the Executive Summary from this year's Wellness Fair.
7/17/2017	The Team met with BCBS representatives and discussed the data collected in the Executive Summary report. The team made program recommendations based on the data to BCBS representatives for next fiscal year. Some of the programs mentioned by the Team was blood pressure, weight loss and diabetes prevention.

Measurement 6.1.3.6.i Maintain an Employee Wellness website/page to disseminate wellness information	100.00%
Comments	
1/18/2017	Currently, the page is the same as last quarter. The team needs to find a new webpage administrator.
5/15/2017	A team member offered to maintain the webpage. In the next quarter, he'll start working updating the information.
7/17/2017	Two members of the team committed to maintaining the site. They removed outdated program information and revised Mediquick employee hours. The Team will continue to add new material as it becomes available.
11/28/2017	Team has updated Share Point site with current information and will continue to update site as programs become available.
Measurement 6.1.3.6.j Coordinate two programs in conjunction with other teams	100.00%
Comments	
1/18/2017	The Wellness and Safety Teams implemented the 2017 Health and Safety Calendar.
5/11/2017	The team coordinated with BAM to sponsor the Family Fun and Fit day.
Measurement 6.1.3.6.k Develop a survey to measure the effectiveness of current programs and ways to improve them	100.00%
Comments	
1/18/2017	The team worked with Jason Giraulo to develop a new survey monkey. The survey will be sent out to employees in the second quarter.
5/11/2017	The team developed a survey that will be disseminated to staff in the next quarter.
7/17/2017	On July 12th, a wellness survey was disseminated to employees. The Team will report on the results in the 4th quarter.

Preliminary FY 2019 Budget Calendar

January	1 st Quarter Review
January 30 (workshop)	2017 End of Year Progress Report Letter & SAP Timeline to City Council
February 13 (workshop)	National Citizen Survey Presentation
February 14 - March 2	City Council Interviews
March 13 (workshop)	Annual Progress Report
March 27 (workshop)	SAP Evaluation Workshop #1
April	2 nd Quarter Review
April 9	Mandatory budget preparation meeting for support staff
April 10 (workshop)	10 Year Capital Improvement Forecast presented to City Council
April 23	<u>MUNIS budget system opened for department line-item entries for FY 2019</u>
April 24 (workshop)	SAP Evaluation Workshop #2
May 1 (bus. mtg.)	SAP Proposed Updates and Additional Priorities Adoption
May 8 (workshop)	Presentation to City Council - Year to Date Budget Results
May 11	Deadline to submit requests for new programs, personnel, & fleet to Finance Department and technology requests to Information Technology Department for FY 2019
May 18	SAP Action Agenda finalized by staff for budget incorporation
May 18	FY 2019 Fleet replacement list finalized
May 25	<u>MUNIS budget system closed for department line-item entries</u>
May 29 (workshop)	Presentation to City Council - Fund Accounting & Long Term Planning
May 29 - June 9	Finance reviews budget
June 1	Estimate of taxable value received from the Property Appraiser
June 12 (workshop)	Presentation to City Council - Property Taxes & Other Revenue Overview
June 11-18	City Manager budget meetings with departments
July	3 rd Quarter Review and next year performance measure finalization
July 1	Property Appraiser certifies taxable value on form DR-420
July 10 (workshop)	Budget workshop – General Fund & TRIM Rate discussion
July 17 (bus. mtg.)	Adopt Proposed Millage Rate (TRIM Rate). <i>(MUST BE DONE PRIOR TO AUGUST 4)</i>
July 31 (workshop)	Budget Workshop – Finalize 5 year CIP
August 4	Deadline to certify DR-420 & DR-420MMP (TRIM Rate/Public Hearing)
August 14 (workshop)	Budget Workshop – Proprietary and Special Revenue Funds
August 24	Property Appraiser distributes "Trim Notices" with date and time of first Public Hearing on Millage Rate
August 28 (workshop)	Budget Workshop – Final Proposed Budget
September 5 ** (bus. mtg., Wed. 5:05pm)	Public Hearing to tentatively adopt Millage Rate Resolution and Budget Resolution <i>(FINAL ADOPTION MUST BE ADVERTISED WITHIN 15 DAYS)</i>
September 15 **	Place meeting notice and budget summary advertisements <i>(PUBLIC HEARING MUST BE NO LESS THAN 2 DAYS OR MORE THAN 5 DAYS AFTER ADVERTISEMENT OR MORE THAN 20 DAYS AFTER FIRST HEARING)</i>
September 19 ** (bus. mtg., Wed. 5:05pm)	Public Hearing to adopt final Millage Rate Resolution and Budget Resolution
September 20**	Forward a copy of the Millage Rate Resolution to the Property Appraiser and the Tax Collector. <i>(MUST BE WITHIN 3 DAYS OF FINAL HEARING)</i>
Before the extension of the rolls	Property Appraiser to send form DR-422 Certification of Final Taxable Value
by October 19**	Certificate of Conformance sent to State <i>(MUST BE DONE WITHIN 30 DAYS OF FINAL ADOPTION)</i>
November	Budget document submitted to GFOA Budget Presentation award program
December	End of Year Review

**THESE DATES ARE ESTIMATES AT THIS TIME



City of PALM COAST

Administration Department
Office of the City Manager

160 Lake Avenue
Palm Coast, FL 32164
386-986-3710

To: Mayor and City Council
From: Jim Landon, City Manager
Date: January 22, 2018

The City of Palm Coast's innovative Strategic Action Plan (SAP) uses a team approach to implement a Vision for the City through long-term Goals and short-term Objectives and Strategies. Through performance management, the SAP Process is a comprehensive and systematic approach to improving results through evidence-based decision making, continuous organizational learning, and a focus on accountability. Each year the Palm Coast City Council evaluates the organization's progress within a multitude of service areas. City Council aligns action areas into budget commitments and, ultimately, adopts a budget that supports the City's Vision.

Our Vision is to be a multigenerational community recognized as one of Florida's premier cities that values...

- *Building a diverse, sustainable economic base to support innovation while providing necessary infrastructure and services*
- *Providing exceptional amenities and standards that support a high quality lifestyle*
- *Protecting the environment and beauty of Palm Coast while conserving natural resources*

The Strategic Action Plan is comprised of six long-term Goals – Expansion, Economic, Finance, Environmental, Quality of Life and Workforce Talent.

Each of the Goals has dozens of objectives and strategies that serve as a roadmap for City staff. To ensure we stay on-course toward success, City departments, divisions and teams have "performance measures" that are tracked throughout the year. Some performance measures continue from year-to-year, while others are added or updated as City Council sets new priorities.

As one of many steps in the SAP process, a report is compiled at the end of each fiscal year, and I am pleased to present the Fiscal Year 2017 End of Year Progress Report to you now. This document details all of the great accomplishments, achievements and progress we made as a City this past year, and as you review the report, I believe you will agree this was an extraordinary year. Our staff met the challenge of delivering quality programs and services to our residents while experiencing not one, but two hurricanes in Fiscal 2017. Especially in light of those challenges, I believe we had a very successful year!

While we tend focus on the present and the future, reflecting on past success is a good place to start as you embark on a new year of Strategic Action Planning. For those who are already looking ahead to 2018, City staff have already made significant strides in completing performance measures, especially those driven by City Council and focused on safety, technology, innovation, and economic growth. I look forward to reporting on those performance measures in the future and building upon them in this year's SAP process with City Council.



These are some highlights of our greatest accomplishments for Fiscal 2017, by Goal. In our summary, we have noted where in the full report you can get more information.

Goal 1: Expansion – To anticipate the need for additional services and infrastructure to provide opportunities for mixed use development with goods, services and employment.

A major highlight for expansion this year was the Grand Reopening of James F. Holland Memorial Park. The park reopened in June after a massive renovation and has quickly become a favorite Palm Coast park, with a sugar mill-themed playground, picnic pavilions, twin dog parks, and athletic courts and fields. Other projects supporting Goal 1: Expansion include:

- Intersection improvements including a new traffic signal and crosswalk at the intersection of Old Kings Road and Town Center Boulevard. (See page 315.)
- Reconstruction of the BS-2 water control structure in the B Section. (See page 297.)
- Addition of shade sails at the playgrounds at Waterfront Park, Seminole Woods Neighborhood Park, Belle Terre Park and Ralph Carter Park. (See page 276.)
- New lighting for three sports fields at Indian Trails Sports Complex. (See pages 109, 313.)
- Construction of the Southern Wellfield raw water main, Phase 2, and addition of five wells in the Southern Wellfield. (See page 285.)
- Construction of a reclaimed water main along U.S. 1 for aquifer recharge. (See page 284.)
- Development of a master plan for future improvements to the Palm Coast Public Works facility. (See page 411.)
- Completion of two phases in the Seminole Woods Boulevard Multi-Use Pathway, from Citation Boulevard to Sesame Boulevard and Sesame Boulevard to U.S. 1, and completion of the new Forest Branch Multi-Use Pathway in the F Section. (See pages 280, 411.)
- Rehabilitation of the Colorado Bridge at College Waterway. (See page 279.)
- Addition of a second phase to the City's Signal Optimization program, covering various locations throughout the City. (See page 305.)
- Ongoing renovation and expansion of the Palm Coast Community Center, to reopen spring 2018. (See page 281.)
- Odor-control improvements for the Old Kings Road and Ravenwood Master Pump Stations. (See page 455.)
- Reconstruction of Pine Lakes Pathway pedestrian bridge, including pipe replacement. (See pages 107.)
- Reconstruction of the St. Joe Walkway Pathway from Palm Coast Parkway to the Intracoastal Waterway. (See page 411.)
- Ongoing construction of Wastewater Treatment Plant 2 off U.S. 1 in northwestern Palm Coast, to open in early 2018. (See page 282.)
- Beautification of the medians on Belle Terre Parkway, from S.R. 100 to Royal Palms Parkway. (See page 309.)
- Addition of electronic monitoring systems to four water control structures that are part of the stormwater drainage system. A feature displaying canal levels was added to the City website: www.palmcoastgov.com/canals. (See page 108.)

Goal 2: Economic – To develop and maintain a strong economy by supporting the growth and development of new and existing businesses while creating an environment to attract new companies that align with our values.

New home construction in Palm Coast is booming again, bringing an increase in City reviews and approvals that go with it. There were 633 new homes built in fiscal 2017, a 31-percent over the year before, with the value of single-family construction (\$175.2 million) up at the same rate. The number of permits issued (13,149) went up 33 percent, and building inspections (33,576) increased 30 percent. On the Utility side, 758 new water meters were added – a 26-percent increase over last year. Other factors supporting Goal 2: Economic were:

- Consultants in the Palm Coast Business Assistance Center, a City partnership with the Florida Small Business Development Center hosted by the University of Central Florida, met with 462 individual clients, providing 1,416 hours of consulting services and helping 21 businesses start and grow. (See page 5.)
- In fiscal 2017, just over \$3 million was invested by BAC clients in the form of capital investment and added wages. (See page 5.)
- The Parks & Recreation Department took over management of the municipal Palm Harbor Golf Club and the Palm Coast Tennis Center. A new general manager was hired for the golf course, and a new tennis pro for the Tennis Center. (See pages 212, 347-348.)
- City staff completed the solicitation for public/private partnerships for new commercial development along Bulldog Drive in the Community Redevelopment Area. City Council approved a contract with Unicorp for redevelopment of CRA and private property, and City staff continues to work with Unicorp with the goal to bring new businesses to Town Center. (See page 5.)
- Record growth was realized in recreation programs, attendance at Frieda Zamba Swimming Pool, participation in summer camp and sports tournaments at Indian Trails Sports Complex. Thirty-four sporting events were held at the sports complex in Fiscal 2017, having an economic impact of \$8.68 million. (See page 345-348.)
- City Council approved an economic incentive agreement with Gioia Sails to expand its business in Palm Coast. (See page 5.)

Goal 3: Finance – To leverage our financial strengths while ensuring the City remains committed to fiscal responsibility in delivering value-added services to residents and businesses.

A major initiative within the Finance goal this year was implementation of an innovative and more efficient Electronic Permitting Process so that all building permits can now be accepted electronically. As of the end of the year the City had 640 registered users (most are contractors, but 55 are homeowners who pulled their own permit), and 3,768 permits had been created online. Top online permits are: 1,338 HVAC change-outs, 823 roofing, 461 fences and 180 single-family homes. Other accomplishments supporting Goal 3: Finance include:

- City Council authorized the refinancing of Utility State Revolving Fund loans and the S.R.100 Corridor CRA Note resulting in lower interest rates and loan modifications estimated to save the City \$500,000. (See page 213.)
- Palm Coast hosted its first MUNIS User Conference, bringing together fellow users of MUNIS's budget, human resources and payroll functions for training and updates. (See page 214.)
- The City implemented an array of digital processes related to purchasing, bid management and contracts, bringing great efficiency and saving staff time. One side benefit: 43,014 pages of paper were saved. (See page 3.)
- Completion of the fiscal year 2016 audit results with no audit comments received. (See page 213.)
- For the 14th consecutive year, the Finance Department earned the Government Finance Officers Association Distinguished Budget Presentation Award. (See page 213.)

- The City was recognized for the fourth straight year by the ICMA Center for Performance Analytics for the City’s performance management efforts. (See page 213.)
- Finance also earned the GFOA Certificate of Achievement for Excellence in Financial Reporting for the FY2016 Comprehensive Annual Financial Report; the City has received this award for 16 straight years. (See page 213.)
- For the fourth year in a row, the Finance Department received the GFOA Award for Outstanding Achievement for Popular Annual Financial Reporting for the FY2016 Popular Annual Financial Report. (See page 213.)
- A special agent from the U.S. Secret Service trained City staff on how to recognize and handle counterfeit currency. The training included identify theft and other types of personal fraud. (See page 214.)
- The St. Johns River Water Management District awarded a \$700,000 grant for reconstruction of two aging flood control structures to be built in fiscal 2018. (See page 42.)

Goal 4: Environmental – To blend our residential and commercial properties with our “City of Parks and Trails” image to create a sustainable framework of visual appeal while caring for our land, water, air and wildlife.

We are “Rooted in Nature!” This year, the Green Team and the Brand Plus Team partnered to launch a new green brand that spreads the word on Palm Coast’s commitment to environmental sustainability and the “natural” attributes that make us so special. Learn more about the campaign at www.palmcoastgov.com/discover. Other initiatives supporting Goal 4:

Environmental include:

- Installation of the first public Electric Vehicle Charging Station in Flagler County – right in front of Palm Coast City Hall. (See page 251.)
- Two major environmental accomplishments related to construction of City Hall were celebrated at our Green City Hall Day – a Silver-level certification in Leadership in Energy and Environmental Design (LEED) and certification as a Florida Water Star building. Palm Coast was the first City Hall in Florida and the first commercial building in Flagler County to achieve Florida Water Star certification. (See page 252.)
- Wastewater Treatment Plant 1 received the Florida Department of Environmental Protection Operators Excellence Award, and the plant staff received the Florida Water Environment Association’s Safety Award. (See page 452.)
- Four special events were offered focusing on the environment: Arbor Day, the Intracoastal Waterway Cleanup, the Christmas Tree Recycling Event and Birds of a Feather Fest. (See pages 203-205, 254-255.)
- For the 12th straight year, the City of Palm Coast was named a Tree City USA by the National Arbor Day Foundation in recognition of the urban forestry program. The City also received the Tree City USA Growth Award. (See page 252.)
- 1,351 area schoolchildren were served through the CHIRP (Children Helping in Resource Protection) program. The children learn about nature and the importance of protecting natural resources through the field trip program at City parks. (See page 253.)
- An aquifer performance test and first round of groundwater modeling was completed as part of long-range water supply planning. (See page 454.)
- Building on a successful pilot project in Palm Coast a few years back, Florida Power & Light has begun offering energy-saving LED streetlights to local governments. FPL has started to convert our approximately 2,700 street lights to LED and expects to finish in 2018. All new streetlights installed will be LED. (See page 107.)
- For the fourth time, the City hosted Youth Leadership Flagler’s Natural Resources Day. (See page 253.)

- Conversion to LED lighting at Water Treatment Plants 2 and 3, Wastewater Treatment Plant 1, the Utility Department office, well sites and pump stations. (See page 249.)

Goal 5: Quality of Life – To ensure a safe community for our citizens and visitors while providing affordable and enjoyable options for cultural, educational and leisure-time events.

Vibrant lifestyle and the natural environment combine to provide a high quality of life to Palm Coasters! In addition to our dozen parks and 125+ miles of connecting trails and paths, the City provides a full schedule of special events all year long. The City also is very proactive in its floodplain management efforts, with the goal of reducing the risk of flooding during hurricanes and other rain events. Some accomplishments this year for Goal 5: Quality of Life include:

- Increasing Palm Coast’s floodplain management rating to among the best in the nation – a measure that shows how well a City is prepared for flooding and a rating that provides residents deeper discounts on flood insurance. The National Flood Insurance Program increased Palm Coast’s rating in the Community Rating System (CRS) to a Class 4. Extensive public outreach was provided for Flood Awareness Week and throughout the year. (See page 242.)
- Recognition as a StormReady Community, another part of the City’s floodplain management activities. (See page 244.)
- Special events for recreation were plentiful – from 5Ks and patriotic ceremonies to Movies in the Park and Food Truck Tuesdays. Adults 50+ enjoy friendly competition at the Palm Coast & the Flagler Beaches Senior Games, and the Tour de Palm Coast is an annual guided bicycle ride for all ages. Celebrate Independence Day with Fireworks in the Park. Halloween is a special time with Boo Bash and Hall of Terror. Little ones enjoy the annual Egg’Stravaganza, and there’s a Flashlight Egg Hunt for older children. The winter holidays are a special time with the Tree Lighting Ceremony and the Starlight Event & Parade. Frieda Zamba Pool hosts events all summer long. Nature takes center stage at environmental events including Arbor Day, the Birds of a Feather Fest and the Intracoastal Waterway Cleanup. Palm Coasters enjoy life! (See pages 200-207.)
- Introduction of a new logo and branding for the Palm Coast Tennis Center and a digital, seasonal Recreation Guide. (See page 346,349.)
- Creation of the Discover Palm Coast radio show, which covers a wide range of topics and is distributed as a podcast after initial airing. (See page 4.)
- With assistance from St. Johns River Water Management District, LiDAR (Light Detection & Ranging) was collected for the entire City in March 2017 to provide elevation data resources for flood control, restoration projects, water storage and water supply planning. The data will be available in spring 2018. (See page 244.)
- Successfully completed the fifth annual Find Your Florida Photo Contest, which brought in hundreds of photos for marketing materials such as advertising, the website and brochures. (See pages 80, 90.)
- Expanded the City’s social media outreach during hurricanes Matthew and Irma to include Facebook Live videos. The busiest month ever for the City’s social media accounts was September 2017, with more than double the average Facebook posts and tweets. The Facebook posts with the largest reach and engagement were two live video updates during Irma, each with over 16,000 viewers and over 1,000 combined comments. (See page 28.)

Goal 6: Workforce Talent – To develop and implement a comprehensive plan to improve City employee skills and performance through education and training; performance management; and personal development opportunities.

Ongoing training and performance management to develop our workforce talent is a key focus to help the City achieve all of its other Goals. With comprehensive training, our employees have the knowledge and skills to complete many projects in-house, and having highly trained crews has the added bonus of providing greater coverage during hurricanes and other weather emergencies. Some of this year's accomplishments for Goal 6: Workforce Talent include:

- Expansion of the college internship program, with 14 paid interns working on special projects designed to meet current needs within City departments while also gaining experience in their fields of study. (See page 268.)
- Some of the intern projects completed this year: update to the Utility's Reuse Master Plan and start of new SCADA (Supervisory Control and Data Acquisition) Master Plan; a white paper on a strategy for the new downtown high-tech innovation district concept; a new online Virtual Citizen's Academy (www.palmcoastgov.com/vca); and Standard Operating Procedures (manuals) for Athletic Field Turf Management and Landscape Management. (See pages 27, 46, 411, 455-456.)
- A restructuring of the Palm Coast Fire Department's rank system, with two new ranks added, led to a special Pinning Ceremony for 25 firefighters. (See page 36.)
- Development of Palm Coast Fire Department's innovative internship program for volunteer firefighters, which allows participants to train to become full-time career firefighters. The new program received the Regional Award for Excellence in Public Safety from the Northeast Florida Regional Council. (See page 234.)
- Palm Coast Fire also supports the Flagler Palm Coast High School Fire Academy by providing job-shadowing opportunities, equipment and apparatus with the goal of bringing graduates into the fire service as volunteers and/or career firefighter. (See page 234.)
- A variety of morale-building activities were offered for employees including the Winter Wonderland Dinner/Dance, Employee Family Fun N Fit Day, Employee Appreciation Week, the Employee Photo Contest and the Annual Wellness Fair. There was a Health and Safety Calendar Contest, Fitness Challenges, Wellness Room opening, Blue Cross and Blue Shield Blood Pressure Program and new certification/education pay was implemented. (See page 74-79.)
- Winning both the State and the National Top-Ops competitions for water operators by Palm Coast Utility's Water Buoys team. (See page 452.)
- Wastewater Treatment Plant 1 received the 1st Place 2017 FWEA Safety Award for Class B facilities. (See page 452.)
- Two Water Treatment Plant operators served as adjunct instructors at the Flagler Technical Institute teaching classes to students seeking to become licensed water treatment plant operators. (See page 456.)
- Water Treatment Plant 3 was awarded the 2017 "Outstanding Membrane Plant Award" by the Southeast Desalting Association. (See page 452.)
- The Communications & Marketing Division earned seven national and state awards for video during 2017, for the "Find Your Future – Internships with the City of Palm Coast," the "Zombie Survival Guide to Bicycle Safety" and the "Holiday Fire Safety Trips – Meet Joey Christmas" videos. (See page 29.)
- The SAP Team completed the annual citizen survey through in-house resources. It was the first time the survey was created and administered directly by City staff. Participation was strong, with about 4,000 residents completing the survey. (See page 446.)

As you can see from these highlights, FY2017 was a year of growth, expansion and new initiatives and projects. We're attracting more and more residents and businesses, and we're seeing a surge in development, and I am proud of how our City staff has kept up our high level of service up during this time of growth.

Palm Coast has long been recognized as a premier place to live, across generations and many cultural backgrounds. We work hard on economic progress while also preserving the natural beauty we treasure. Providing a high-quality lifestyle for our residents guides everything we do, and we're committed to doing that while also maintaining the lowest taxes for cities our size (population between 70,000 and 100,000) in Florida.

Now it's time to build on our progress. Significant efforts are already being made toward many of the priorities set by City Council for 2018, including those that focus on safety, technology, innovation, and economic growth. Through the Strategic Action Planning process, we will revisit these efforts and look toward the future on keeping the City of Palm Coast on a strong course as the best place in Florida to live, work and play. I look forward to working with you through the SAP process and would be happy to answer any questions you might have.

City of Palm Coast, Florida Agenda Item

Agenda Date: 01/30/2017

Department Item Key	PARKS & RECREATION	Amount Account #
Subject	RESOLUTION 2018-XXAPPROVING AN UPDATED PARKS AND RECREATION FEE STRUCTURE.	
Background :		
<u>Update for January 30, 2018 Workshop:</u>		
<p>City Council received a presentation on the proposed new parks and recreation fees at the November 28, 2017 Workshop. At that time, Parks and Recreation staff was asked to make modifications and speak to the various user groups about the proposed fee structure. City staff will present the proposed updated fee structure, obtain any additional feedback, and prepare a resolution for consideration at the next City Council business meeting.</p>		
<u>Original Background from November 28, 2017 Workshop:</u>		
<p>City Council approved amending the fee structure for Parks and Recreation in 2011. As part of the City Council goals and objectives, the Parks and Recreation Fee Structure should be reviewed every five years. Staff will provide Council with an analysis and recommendation of changes to the fee structure.</p>		
Recommended Action:		
For discussion and direction.		

City of Palm Coast, Florida Agenda Item

Agenda Date: 01/30/2018

<p>Department IT Item Key</p>	<p>Amount \$76,000.00 Account 54702525-034000-23001 #</p>										
<p>Subject RESOLUTION 2018-XX APPROVING A CONTRACT WITH MAGELLAN ADVISORS FOR MUNICIPAL BROADBAND NETWORK BUSINESS PLAN</p>											
<p>Background : In 2005, the City of Palm Coast, approved and funded the creation of a Municipal fiber optic network. The original intent of this network was to connect all city buildings to reduce ongoing communication expenses related to the operation of the City's Wide Area Network (WAN). Construction began in June of 2006. Subsequently, in 2007, the decision was made to open the network for use by other public agencies as well as local businesses. Fibernet, as we know it today, has been operational since 2010. Aside from the 21 City buildings connected via the fiber optic network, an additional 40+ facilities are using FiberNet including 14 schools. Today, FiberNet spans 50+ miles throughout Palm Coast and neighboring cities.</p> <p>Prior to launching our fiber network program over 10 years ago, the City contracted with a private firm to develop a business plan. That business plan is out-of-date, and there have been many changes with this technology over the years. One of the priorities of City Council this year is to update the business plan and evaluate options to possibly expand the benefit of the fiber network throughout the entire community.</p> <p>To that end, City staff developed a draft Request for Proposals (RFP), which was presented to City Council at the September 26, 2017 City Council workshop. Subsequently, the City released the RFP and received three (3) responses. The Evaluation Team requested formal presentations and determined that Magellan Advisors was the top-ranked firm. The notice of intent to award and project bid overview are attached.</p> <p>City staff recommend that City Council approve a contract with Magellan Advisors for a Municipal Broadband Network Business in an amount not to exceed \$76,000. This is within the budgeted amount of \$85,000 for this project.</p> <p>SOURCE OF FUNDS WORKSHEET FY 2018 INFORMATION TECHNOLOGY 54702525-034000-23001</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Approved Budget</td> <td style="text-align: right;">\$ 126,700.00</td> </tr> <tr> <td>Total Expenses/Encumbered to date</td> <td style="text-align: right;">\$ 249.14</td> </tr> <tr> <td>Pending Work Orders/Contracts</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>Current Work Order</td> <td style="text-align: right;">\$ 76,000.00</td> </tr> <tr> <td>Remaining</td> <td style="text-align: right;">\$ 50,450.86</td> </tr> </table>		Approved Budget	\$ 126,700.00	Total Expenses/Encumbered to date	\$ 249.14	Pending Work Orders/Contracts	\$ 0.00	Current Work Order	\$ 76,000.00	Remaining	\$ 50,450.86
Approved Budget	\$ 126,700.00										
Total Expenses/Encumbered to date	\$ 249.14										
Pending Work Orders/Contracts	\$ 0.00										
Current Work Order	\$ 76,000.00										
Remaining	\$ 50,450.86										
<p>Recommended Action: Approve Resolution 2018-XX approving a contract with Magellan Advisors for a Municipal Broadband Network Business Plan.</p>											

RESOLUTION 2018-____

**CONTRACT WITH MAGELLAN ADVISORS
FOR MUNICIPAL BROADBAND NET WORK BUSINESS PLAN**

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING A CONTRACT WITH MAGELLAN ADVISORS FOR MUNICIPAL BROADBAND NETWORK BUSINESS PLAN; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, Magellan Advisors desires to provide a Municipal Broadband Network Business Plan to the City of Palm Coast; and

WHEREAS, the City of Palm Coast desires to approve a contract with Magellan Advisors for the above referenced services.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, AS FOLLOWS:

SECTION 1. APPROVAL OF CONTRACT. The City Council of the City of Palm Coast hereby approves the terms and conditions of the contract with Magellan Advisors to provide a municipal broadband network business plan, as referenced herein and attached hereto as Exhibit “A.”

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the Contract as depicted in Exhibit “A.”

SECTION 3. SEVERABILITY. It is hereby declared to be the intention of the City Council that the sections, paragraphs, sentences, clauses and phrases of this Resolution are severable, and if any phrase, clause, sentence, paragraph or section of this Resolution shall be declared unconstitutional by the valid judgment or decree of a court of competent jurisdiction, such unconstitutionality shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this ___ day of February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Exhibit "A" – Contract with Magellan Advisors

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



RFP-IT-18-05 - Municipal Broadband Network Business Plan

Project Overview

Project Details	
Reference ID	RFP-IT-18-05
Project Name	Municipal Broadband Network Business Plan
Project Owner	Kelly Downey
Project Type	RFP
Department	Procurement
Budget	\$0.00 - \$0.00
Project Description	The City of Palm Coast desires to solicit qualified proposals for a consultant team to create a Municipal Broadband Network Business Plan to guide the operation, expansion, implementation, maintenance, regulation, and funding of its municipal broadband assets and related technologies in accordance with this Request for Proposals (RFP). The preferred consultant must demonstrate prior experience working with government agencies development business plans for Municipal Broadband Networks.
Open Date	Oct 04, 2017 8:00 AM EDT
Close Date	Nov 02, 2017 2:00 PM EDT

Awarded Suppliers	Reason	Score
Magellan Advisors		1,014.60 pts



Seal status

Requested Information	Unsealed on	Unsealed by
Proposal	Nov 02, 2017 2:00 PM EDT	Kelly Downey
Required Forms	Nov 02, 2017 2:00 PM EDT	Kelly Downey

Conflict of Interest

Declaration of Conflict of Interest You have been chosen as a Committee member for this Evaluation. Please read the following information on conflict of interest to see if you have any problem or potential problem in serving on this committee. ## Code of Conduct All information related to submissions received from Suppliers or Service Providers must be kept confidential by Committee members. ## Conflict of Interest No member of a Committee shall participate in the evaluation if that Committee member or any member of his or her immediate family: * has direct or indirect financial interest in the award of the contract to any proponent; * is currently employed by, or is a consultant to or under contract to a proponent; * is negotiating or has an arrangement concerning future employment or contracting with any proponent; or, * has an ownership interest in, or is an officer or director of, any proponent. Please sign below acknowledging that you have received and read this information. If you have a conflict or potential conflict, please indicate your conflict on this acknowledgment form with information regarding the conflict. I have read and understood the provisions related to the conflict of interest when serving on the Evaluation Committee. If any such conflict of interest arises during the Committee's review of this project, I will immediately report it to the Purchasing Director.

Name	Date Signed	Has a Conflict of Interest?
Kelly Downey	Nov 02, 2017 2:01 PM EDT	No
Sean Castello	Nov 06, 2017 9:07 PM EST	No
Donald Schrager	Nov 06, 2017 10:16 AM EST	No
Helena Alves	Nov 07, 2017 1:08 PM EST	No
steve viscardi	Nov 02, 2017 4:23 PM EDT	No



Debbie Streichsbier	Nov 08, 2017 1:23 PM EST	No
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Project Criteria

Criteria	Points	Description
Project Understanding and Proposal	25 pts	Below Average 5 Points Average 10 Points Above Average 15 Points Well Above Average 20 Points Outstanding 25 Points
Project Innovation	15 pts	Below Average 3 Points Average 6 Points Above Average 9 Points Well Above Average 12 Points Outstanding 15 Points
Experience with Similar Projects	20 pts	Below Average 4 Points Average 8 Points Above Average 12 Points Well Above Average 16 Points Outstanding 20 Points
Project Team	25 pts	Below Average 5 Points Average 10 Points Above Average 15 Points Well Above Average 20 Points Outstanding 25 Points
Proposal Cost	15 pts	Below Average 3 Points Average 6 Points Above Average 9 Points Well Above Average 12 Points Outstanding 15 Points
Location of Responding Firm Office	5 pts	Outside of the state of Florida 0 Points Within the state of Florida 2 Points Within Flagler County 3 Points Within Palm Coast FL 5 Points
Required Forms	Pass/Fail	Forms A, B, 1 - 10



Presentation	1000 pts	Rate your # 1 firm 10 Rate your # 2 firm 5 Rate your # 3 firm 0
Total	1105 pts	



Scoring Summary

Active Submissions

	Total	Project Understanding and Proposal	Project Innovation	Experience with Similar Projects	Project Team
Supplier	/ 1105 pts	/ 25 pts	/ 15 pts	/ 20 pts	/ 25 pts
Magellan Advisors	1,014.60 pts	21 pts	7.6 pts	17.4 pts	18.8 pts
CCG Consulting	706.6 pts	15.6 pts	9.2 pts	14.2 pts	17 pts
Foresite Group, Inc.	418.2 pts	16.6 pts	8.4 pts	10.4 pts	16.4 pts

	Proposal Cost	Location of Responding Firm Office	Required Forms	Presentation
Supplier	/ 15 pts	/ 5 pts	Pass/Fail	/ 1000 pts



	Proposal Cost	Location of Responding Firm Office	Required Forms	Presentation
Supplier	/ 15 pts	/ 5 pts	Pass/Fail	/ 1000 pts
Magellan Advisors	9 pts	0.8 pts	Pass	940 pts
CCG Consulting	9.2 pts	1.4 pts	Pass	640 pts
Foresite Group, Inc.	4.4 pts	2 pts	Pass	360 pts

PROJECT OVERVIEW AND OBJECTIVES

While the City has been successful in developing and using its Municipal Broadband Network as outlined in the Background Section below, the City is looking for additional ways to maximize its municipal broadband assets both financial and for the purposes of economic development. Some key objectives are listed below.

- Better utilize existing fiber optic capacity
- Expand the number of ISPs offering service on the fiber optic network
- Evaluate whether the City should become a ISP
- Maximize the return on investment
- Use the Municipal Broadband Network to encourage economic development
- Use the municipal broadband to undertake “Smart City” projects

SCOPE OF SERVICES

The consultant team will create a Municipal Broadband Network Business Plan to guide the operation, expansion, implementation, maintenance, regulation, and funding of its fiber optics assets and related technologies in accordance with this Request for Proposals (RFP). This scope of services outlines the tasks to achieve the above stated objectives.

Task 1 – Current Condition Assessment

Task 1A: Infrastructure Assessment – Inventory and assess the current infrastructure of the City’s existing fiber-optic network.

Task 1B: Inventory Of Services – Provide detailed information of the services that are currently available to the City of Palm Coast. This should include available providers, service offerings, pricing data and competitive rate comparisons, bandwidth and analysis on the necessary level of bandwidth to adequately serve the community. Analyze existing City conduit (traffic signal, fire alarm, abandoned water/sewer lines, etc.), existing private sector conduits (gas, electrical, telecom), and existing private sector fiber to local and regional connections.

Deliverable: Current Condition Assessment Summary – Provide a summary on the current conditions and opportunity for City staff feedback.

Task 2 – Feasibility Analysis

Task 2A: Feasibility Analysis – Conduct an analysis of expanding our municipal broadband network based upon asset inventory, industry trends, local market demand and competition. Assess the feasibility of using existing right of way, existing and new conduit pole lines and other assets to reduce the cost of deployments throughout the City. Availability and cost to connect to third party fiber providers for obtaining ISP services at internet Points of Presence. The analysis should address the following key components at a minimum, and include a summary comparing the different business models. Include any items that your company’s expertise tells you should be part of a Feasibility Analysis that isn’t specifically included below. Services provided may include (not limited to):

- A. Internet Based Live Television (IPTV)
- B. Traditional Broadcast Live Television (RF Video)
- C. Video on Demand (VOD)
- D. Telephone services (VoIP)
- E. Internet services (ISP, email, web hosting, etc.)
- F. Security and authentication requirements for business
- G. Bandwidth on Demand (BOD)
- H. High speed bandwidth (in excess of symmetrical 100 megabits)
- I. Supervisory Control and Data Acquisition (SCADA)/smart grid.
- J. Customers Served (Residential, Business, City Government, University, Wholesale...)
- K. Integration and fiber optic service to existing wireless tower sites and potential sites outlined in the Wireless Master Plan by Diamond Communications
- L. Funding Required (Financing options to include, but not limited to: general obligation bonds, revenue bonds, utility taxes, public/private partnerships and grants).
- M. Competing with Incumbent Providers (expected competitive response).

- N. Operational Requirements/Costs (including ongoing maintenance costs for both Central Office and Customer Premise Equipment).
- O. Customer Premise (End-user) equipment lifetime costs for hardware refreshes
- P. Pre-engineering study(s) at sufficient depth to estimate costs and approximate implementation timeframes for the network
- Q. Regulatory/Legal Requirements (Note any potential legal obstacles or risks that may be encountered in the creation of the network and the provisioning of the services)
- R. Revenue Generation
- S. Financial Risk
- T. Execution Risk
- U. Completion Options (implementation schedule and phasing, if necessary).
- V. Take Rate - one, three and five year projections.
- W. Projected profit and loss statements, balance sheets – expected and worst case models.
- X. Key milestones with periodic status meetings (minimum three) identified through work plan
- Y. Provide draft dig once policy (based on best practices from other cities)
- Z. Coordinate communication with existing providers and interest in Palm Coast project
- AA. Leverage existing City assets, specifically existing sewer lines which extend throughout the City.

Task 2B: Smart City Assessment and Inventory – Conduct stakeholder outreach meetings with each City department, division, and component (public safety, policing), to explore and document opportunities to deploy/utilize Smart City/IoT technologies to positively impact the Palm Coast community.

Brief documentation and correlation of the opportunity/initiative to departmental/City goals and objectives, as well as case study/white paper supporting documentation should be provided. Brief analysis on the understanding of benefits, financial/non-financial return objectives, community benefits and service improvements will be explored. The applications can include, but are not limited to utility (water, wastewater, stormwater) automation, WiFi, security/surveillance, traffic/parking, environmental sensors, automated/controlled lighting, to name a few.

Deliverable: Feasibility Analysis Summary – Provide a summary on the current conditions and opportunity for City staff feedback. The summary should include at least three (3) feasible recommendations to help guide the direction of the business plan.

Task 3 – Network Design Alternatives

Task 3A: Network Design Alternatives – Provide an assessment of network design options, common vendor and technology alternatives, and related high-level prices estimates. Findings should include data summarizing technical capabilities of design alternatives.

- A. Research and present alternative fiber network design options, including recommended equipment solutions (cable head-end, junction cabinets, ONT, etc.) as well as fiber plant construction, specifically underground vs aerial installation. Underground installation assessment should include conduit and direct burial fiber construction.
- B. The analysis should include an assessment of what services the options are able to deliver, and the bandwidth and technical capabilities of the presented options.
- C. Provide guidance with regard to the best approach for a phased –in build out of the envisioned network facilities.
- D. Presented alternatives should be accompanied by high-level cost estimates.

Deliverable: Network Design Alternatives Summary – Provide a summary on the network design alternatives and opportunity for City staff feedback. The summary should include at least three (3) network design alternative recommendations.

Task 4 – Business Model Alternatives and Considerations

Task 4A: Business Model Alternatives – Using the results of the entire analysis, develop a comprehensive written report that presents alternatives for deploying broadband services throughout the community, assuming the use of the City’s existing and planned economic development dark fiber infrastructure and other available telecommunications assets. The analysis must consider a wide continuum of business models and highlight associated costs for expansion, maintenance and operations.

- A. Propose a maintenance strategy and action plan which includes best management practices and procedures to protect assets. It must propose a pricing, marketing and management strategy and action plan for the City’s dark fiber network. The proposed model, strategy and action plan should be financially sustainable, providing for long term solvency and security.

- B. The analysis shall consider at least, but not limited to, the following classes of business model alternatives and appropriate variations within each model. Each model should include, at a minimum, actionable steps involved for implementation as well as the economic, service and growth potential of each option.
 - a. INFRASTRUCTURE PROVIDER – the City provides conduit and dark fiber services for lease to community organizations, businesses and broadband providers, which use the fiber to connect to one another and to data centers to reach the internet, cloud services and other content networks. Feasibility of economic incentives and potential growth.
 - b. OPEN-ACCESS PROVIDER – the City owns the Municipal Broadband Network and equipment needed to create a broadband network and may operate said network itself or in contract with others on its behalf. Content is typically resold from other providers;
 - c. PRIVATIZATION – Current city assets are managed and operated by private entity.
 - d. PUBLIC- PRIVATE PARTNERSHIPS – the City and one or more private organizations enter into a partnership to plan, fund, build, operate and maintain a broadband network within the municipality’s jurisdiction.
- C. Research and present analysis on the need for additional systems necessary to handle billing and customer service needs and estimates of additional staffing and equipment that will be necessary to implement these services, including but not limited to technicians, billing, customer services, trucks, buildings, tools, etc.
- D. Review operational cost drivers and provide information regarding the implications of those items on the business model.
- E. Research and provide a marketing strategy or marketing recommendations for each of the business model alternatives.

Deliverable: Business Model Alternatives Report – Provide a written report on the business model alternatives and opportunity to include justification for selected and non-selected business models for City staff feedback.

Task 5 – Financial Model, Alternatives, and Regulatory Assessment

Task 5A: Financial Model and Alternatives – Provide guidance on common financings alternatives likely to be available to the City. Based upon a reasonable set of assumptions, prepare and present forecasted financial results for the envisioned network operations. Inventory and assess the current infrastructure of the City’s existing fiber-optic network. Provide multi-year financial projections, including operational and maintenance costs, capital costs, etc. The final report shall include supporting documentation and any worksheets that support the final assessments. Special consideration shall be given to financial sensitivities in the market such as incumbent pricing strategies or customer based take rates.

Task 5B: Regulatory Assessment – Based on the City staff feedback. Provide an overview of regulatory matters that will be relevant to the operation of the envisioned network. In addition, an overview of regulatory trends and current regulatory issues should be provided.

Deliverable: Financial Model, Alternatives, and Regulatory Assessment Summary – Provide a summary on the financial model, alternatives, and regulatory assessment and opportunity for City staff feedback.

Deliverable: Draft Presentation – Provide a draft presentation covering Tasks 1 – 5 in preparation for the public meeting and opportunity for City staff feedback.

Public Meeting: City Council Workshop – Provide presentation covering Tasks 1 – 5 to City Council at a workshop for discussion and input.

Task 6 – Recommendations

Task 6A: Recommendations – Provide recommendations based on the information and analysis. These recommendations should address the objectives in this RFP.

Deliverable: Recommendations – Provide written recommendations and opportunity for City staff feedback.

Task 7 – Municipal Broadband Network Business Plan

Task 7A: Draft Municipal Broadband Network Business Plan – Complete draft of Municipal Broadband Network business plan encompassing the information completed in Tasks 1 – 6.

Deliverable: Draft Municipal Broadband Network Business Plan – Provide draft of Municipal Broadband Network business plan encompassing the information completed in Tasks 1 – 6 and opportunity for City staff feedback.

Deliverable: Draft Presentation – Provide a draft presentation covering complete draft of Municipal Broadband Network Business Plan, with a focus on recommendations, and opportunity for City staff feedback.

Public Meeting: City Council Workshop – Provide presentation covering complete draft of Municipal Broadband Network Business Plan, with a focus on recommendations.

Task 7B: Municipal Broadband Network Business Plan – Complete final Municipal Broadband Network business plan based on any comments and input.

Deliverable: Municipal Broadband Network Business – Provide final Municipal Broadband Network business plan.

Revised Proposal Costs Sheet and Rates

The total cost to the City of Palm Coast as outlined in the chart below is \$76,500 and includes all work to be completed by Magellan for the City as stated in this Proposal. Our hourly rate for the proposal is \$175 per hour exclusive of overhead and travel, which is to be billed separately, and as incurred with a not-to-exceed estimate of \$2,500. We estimate completion of this project will require 420 billable hours of work.

Magellan will invoice the City monthly, using fixed billing over a 5-month project period.

Task	Description	Hours	Hourly Rate	Total
1	Current Condition Assessment	60	\$175	\$10,500
2	Feasibility Analysis	100	\$175	\$17,500
3	Network Design Alternatives	60	\$175	\$10,500
4	Business Model Alternatives & Considerations	50	\$175	\$8,750
5	Financial Model, Alternatives, and Regulatory Assessment	60	\$175	\$10,500
6	Recommendations	30	\$175	\$5,250
7	Municipal Broadband Network Business Plan	60	\$175	\$10,500
	Travel and Incidentals (Not-to-Exceed)			\$2,500
	Total Pricing (Not-to-Exceed)	420		\$76,000



city of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
Palm Coast, FL 32164
386-986-3730

NOTICE OF INTENT TO AWARD

Project: RFP-IT-18-05 Municipal Broadband Network Business Plan

Date: December 13, 2017

Appeal Deadline: Appeals must be Filed by 5:00 PM on December 15, 2017

Firm	Ranking Order
Magellan Advisors Denver, CO	1
CCG Consulting Asheville, NC	2
Foresite Group, Inc. Birmingham, AL	3

The intent of the City of Palm Coast is to award RFP-IT-18-05 to Magellan Advisors.

Bid protests arising under City Bidding Documents or Procedures shall be resolved under the City of Palm Coast Central Service Division's Bid Protest procedures.

A proposer may protest matters involving the award of this Bid within three (3) business days from the posting of this recommendation to award. Failure to protest to the City's Acting Purchasing Manager, Beau Falgout (bfaigout@palmcoastgov.com) shall constitute a waiver of the protest proceedings.

Any decision of the Acting Purchasing Manager may be appealed to the City Manager by filing a written appeal to the City Manager within seven (7) days of the Acting Purchasing Manager's decision. Any decision of the City Manager may be appealed to the City Council by filing a written appeal to the City Clerk within seven (7) days of the City Manager's decision. The same procedures as above shall apply to contest the award of the contract.

City of Palm Coast, Florida Agenda Item

Agenda Date: 1/30/2018

Department Item Key	ADMINISTRATIVE SERVICES	Amount Account #
Subject	RESOLUTION 2018-XX APPROVING RELEASE OF REQUEST FOR SOLUTIONS FOR EXECUTIVE SEARCH FIRM SERVICES	
Background :	During the January 9 th City Council workshop, City staff presented a summary of the points of consideration raised during 1-on-1 meetings with City Council. At the workshop, City Council provided feedback and direction to City staff regarding a Request for Solutions (RFS) to engage an executive search firm. Based on that input and direction, City staff have drafted the attached Request for Solutions for consideration.	
Recommended Action :	Approve Resolution 2018-XX approving release of Request for Solutions (RFS) for Executive Search Firm Services.	

RESOLUTION 2018 - ____
REQUEST FOR SOLUTIONS
FOR EXECUTIVE SEARCH FIRM SERVICES

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING RELEASE OF REQUEST FOR SOLUTIONS FOR EXECUTIVE SEARCH FIRM SERVICES; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS, AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City of Palm Coast desires to seek executive search firms services to hire the next City Manager; and

WHEREAS, the City Council of the City of Palm Coast desires to approve and authorize the release of the Request for Solutions for Executive Search Firm Services consistent with the City's Purchasing Policy and Procedures.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, AS FOLLOWS:

SECTION 1. APPROVAL OF RELEASE OF REQUEST FOR SOLUTIONS. The City Council of the City of Palm Coast hereby approves and authorizes the release of the Request for Solutions for Executive Search Firm Services, as referenced herein and attached hereto as Exhibit "A."

SECTION 2. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other section or part of this Resolution.

SECTION 3. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 4. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 5. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Exhibit "A" – Request for Solutions for Executive Search Firm Services

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



city of
PALM COAST

RFS-ADM-18-25

SOLUTIONS MANUAL

Request for Solutions (RFS) for Executive Search Firm



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Overview

CITY OF PALM COAST REQUEST FOR SOLUTIONS (RFS)	
TITLE EXECUTIVE SEARCH FIRM	REFERENCE RFS-ADM-18-25
ISSUED February 14, 2018	DUE March 15, 2018 at 2 p.m.
PURCHASING COORDINATOR JESSE SCOTT (386) 986-2337 JKScott@palmcoastgov.com	PROJECT MANAGER BEAU FALGOUT (386) 986-3796 bfalgout@palmcoastgov.com
BRIEF DESCRIPTION This Request for Solutions is issued for the purpose of identifying and selecting an Executive Search Firm to assist the City of Palm Coast with selection of the next City Manager.	
OTHER KEY DATES AND MEETINGS Question Deadline: March 8, 2018 at 2 p.m. Proposal Deadline: March 15, 2018 at 2 p.m.	
DOCUMENT AVAILABILITY, SUBMISSION, OTHER INFORMATION Proposal documents are available through the City's Procurement Portal at (https://palmcoastgov.bonfirehub.com/portal). Proposal submittals shall be received electronically through the City's Procurement Portal by the specified time and date. No other method of submission will be allowed or considered (i.e. Mailed, emailed, or hand delivered).	

ABOUT PALM COAST, FLORIDA

The City of Palm Coast is a local government in Flagler County on the northeast coast of Florida. The City has approximately 85,000 residents and is a full-service City government offering a comprehensive list of services. City departments include Utility, Public Works, Administrative Services and Economic Development, Finance, Information Technology, Parks & Recreation, Fire and Human Resources. The City of Palm Coast contracts with the Flagler County Sheriff's Office for law enforcement services.

Facilities owned and operated by the City of Palm Coast include City Hall, the Utility Office, three water treatment plants, a wastewater treatment plant (with a second under construction), the Public Works yard, the Palm Coast Community Center (currently closed for renovation and expansion), five fire stations, a dozen City parks, a tennis center, a golf course, a swimming pool, and more than 125 miles of multiuse pathways for walking, running and bicycling. City Hall and the Utility Office are the two main facilities where citizens do business with the City, and they are open 8 a.m. to 5 p.m. weekdays. The Community Center is normally open daily from 8 a.m. to approximately 9 p.m., depending on the evening's programming. Parks and other recreational amenities are open seven days a week, usually from morning to night.

Palm Coasters are known for their active lifestyle and commitment to the environment. The City is situated on 70 miles of saltwater and freshwater canals and the Intracoastal Waterway and is just minutes from pristine Atlantic Ocean beaches. In addition to the parks and trails, the City offers abundant fishing and boating, world-class tennis and golf, and recreational programming for residents and visitors of all ages. The Indian Trails Sports Complex hosts soccer, lacrosse, baseball and other athletic tournaments for teams throughout the Southeast. Special events include the Arbor Day celebration, the Birds of a Feather Fest, the Intracoastal Waterway Cleanup, Movies in the Park, Food Truck Tuesdays, the Palm Coast & the Flagler Beaches Senior Games, the Starlight Event & Parade and more.

On the environmental side, Palm Coast goes beyond traditional recycling programs with a doorstep hazardous waste pickup and an annual Christmas tree recycling event. The City offers green building incentives to encourage residents to include energy-saving fixtures when they build new homes. There are opportunities to make a difference through Palm Coast's Adopt-A-Park/Road/Trail/Shoreline programs, by embracing paperless billing and by taking intentional steps to save water and conserve natural resources every day.

General Description

INTRODUCTION

The City of Palm Coast desires to solicit qualified solution proposals for an Executive Search Firm to collaborate with the City and guide it through the recruitment process for placement of the next City Manager. The City desires to select an Executive Search Firm that demonstrates ability to place successful candidates, but also a firm that can provide a solutions approach in a creative, innovative and progressive manner. The ideal firm would be able to demonstrate how they would best assist the City in providing a solution to the need of placing a new City Manager that meets the current and future needs of the City and how they would execute for the best solution. The firm would clearly outline in a convincing manner how and why they would be the best firm to provide the deliverable services.

The general purpose of the Request for Solutions (RFS) is to identify Consultants with the requisite qualifications and resources best suited to provide a seamless and successful recruitment process resulting in the placement of a City Manager for the City of Palm Coast. It is the intent of the City, through the Request for Solutions (RFS), to maximize innovation, letting the marketplace offer solutions instead of issuing a prescriptive RFP.

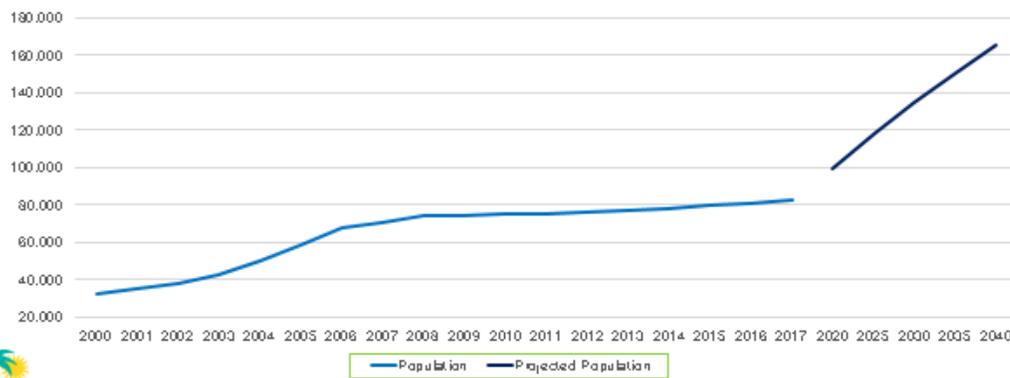
OPPORTUNITY OVERVIEW AND OBJECTIVES

The City Council is looking for new and different approaches to selecting the next City Manager. The Council prefers a Solution Plan to be presented, versus the traditional RFP process. The Council also recognizes that the selected firm will need to understand not only the current dynamics of Council but also the Vision for Palm Coast over the next five to ten years. It is the objective of the Council to find the right “fit” with the Executive Search Firm that will mesh well with the needs and culture of the City. The City also wants to clearly break away from the traditional approach and selection of Executive Search Firms and the recruitment processes.

The City sees strong growth on the horizon and needs dynamic, innovative and visionary leadership to manage the growth and infrastructure challenges that lie ahead. Over the next three years, population is expected to increase by roughly 16,857 or 20%. From 2020 to 2025, an additional increase of 18,141 is projected (18%). Please refer to the chart below for population and growth through 2040.

Additional information about the City of Palm Coast, Florida is available www.palmcoastgov.com.

Population and Growth Projections



Find Your Florida

BACKGROUND

Incorporated in 1999, the City of Palm Coast is a general law city and operates under a Council/City Manager form of government with a Mayor and four Councilmembers elected at large. The City has 399 full time employees. The City's current population is 82,760.

The current City Manager has stated his intention to retire in the fall of 2019 (approximately August of 2019) with an appropriate transition period with the next City Manager. The City Manager is supported by a nine member Executive Management Team. The appropriations set in the FY 18 budget is \$156.4 Million which includes \$98 Million for operating budgets, \$44 Million for Capital Projects and the balance appropriated for grants, internal transfers and debt service payments.

There will be Primary elections held in August 2018 for two of the four Councilmember seats. The candidate(s) with the majority vote would win the election. If no majority is evident, there will be a runoff election in November. The incoming Councilmembers will start their term in November 2018. The other two Councilmember seats and Mayor will be up for election during the 2020 election cycle.

Since incorporation in 1999, the City of Palm Coast has had 3 Mayors and 2 City Managers.

For informational purposes, the City's Strategic Action Plan and Adopted Budget can be found at:

<http://www.palmcoastgov.com/government/finance/sapa> and

<http://www.palmcoastgov.com/government/finance/budget>

Responding firms should familiarize themselves with these important documents.

Potential Scope of Services

The selected consultant shall be an expert in executive recruitment who provides professional recruiting services. The Scope of Services includes collaborating with the City to clarify expected qualifications, skills, experience and leadership. The selected consultant will need to work with City Council to develop a reasonable and acceptable timeline for recruitment, selection, and transition.

On site consultation is anticipated in Palm Coast, Florida at various stages of the process. Below is a suggestion of **potential** process steps to consider when developing the Solutions Proposal:

I. Develop recruitment strategy and timeline with City Council

- Acts as primary contact to City Council, guiding and advising them throughout the recruitment, selection and negotiation process.
- Work with Council to stress the importance of discretion throughout the process, upholding the highest standard of ethics, professionalism and confidentiality.
- Work with Council to reach consensus in all process steps.
- Work with current City Manager on acceptable timeline and transition to retirement.
- Provide realistic timeline for recruitment process and job placement.

II. Prepare candidate profile and job description

- Advise Council on all phases of recruitment.
- Interview Councilmembers to obtain feedback for ideal qualifications, characteristics and priorities of a City Manager. This includes consensus development.
- Work with Council to identify priorities for new City Manager based on input obtained and develop overall candidate profile to include job description refinement.
- Review City Manager compensation package with Council and, if warranted, recommend changes based upon competitive market conditions.

III. Outreach and Advertising Campaign

- Develop recruitment materials representing the opportunity and the City of Palm Coast community in an accurate and professional manner.
- Initiate comprehensive marketing strategy to reach as many potential qualified candidates nationwide.

IV. Candidate Screening

- Manage all incoming applications including the review and screening of potential candidates as well as answering candidates' questions accurately and in a timely manner.
- Conduct preliminary interviews (either in person or virtual) with qualified candidates including initial reference checks.

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- Present a report to the City Council recommending the final candidates (Short List) including summaries of each finalist – their qualifications, resumes, accomplishments, summary of reference checks as well as an assessment of each candidate and their potential “fit” for the position. Report should include a list of all qualified applicants, their cover letters, resumes and any other documentation provided by candidates.
 - Notify all candidates of screening status.

V. Candidate selection, background and job offer

- Coordinate interviews with top finalists.
- Provide on-site advice and facilitation for all aspects of the interview process including interview strategies, assessment tests, community meet and greet and candidate questions.
- Advise Council on the final selection, as desired, including any additional meetings. Social interactions or other orientation activities to assess the “fit” between the candidate, position, the staff and overall community.
- Assist Council with contract negotiation with selected candidate.
- Describe any guarantees of job placement (i.e., one year)

Evaluation and Award

The City shall negotiate the award to the responsive and responsible Consultant who submits a Solutions Response package that is most advantageous to the City. The City Council will serve as the Evaluation Committee to evaluate submittals. In determining the most advantageous submittal, the City reserves the right to consider criteria such as, but not limited to, innovative approach, facilitation skills of the team, flexibility, creativity in approach, understanding and grasp of the objective, collaboration skills, customer service, past experience, past performance and reputation. The City may opt to establish alternate selection criteria to protect its best interest or meet performance or operational standards.

Each Evaluation Committee member will evaluate the below factors. Each member will assign a criterion score ranging from the minimum points scale allowed to the maximum points scale allowed for each rating factor.

After accumulating the members' scores, the firm with the highest average score shall be ranked first, the next highest average score shall be ranked second, and so on. The initial ranking may be revised by City Council after City Council discussion and formal oral presentations/interviews (if required).

The City reserves the right to contact references provided by the Consultant or visit locations (prior placements) listed in the RFS. Information supplied by client references or obtained upon site visits may be used in determining the relative merits of the Consultant under any and all of the Evaluation Criteria.

EVALUATION CRITERIA:

The following criteria will be used for evaluating proposals for the City of Palm Coast and will be based on criteria noted above:

<u>Evaluation Criteria</u>	<u>Maximum Points</u>
A. Experience and Past Performance	35
Ability to develop and deliver Executive Placement Solutions, addressing the question, <i>“What have you done to demonstrate you can find and place these kind of people?”</i> demonstrated by past experience with previous clients and firms comparable to the City of Palm Coast, including client references. References may be contacted during the evaluation process.	
B. Ability to Collaborate and Facilitate	25
Specific information on the Consultant's ability to collaborate and facilitate with a divergent team reaching consensus decisions.	
C. Ability to Reach a Broad Target Market	10
The Consultant's ability to reach a broad target market, approach to marketing the City as well as the Position, Market Networking, Use of Technology and Industry ranking.	

D. Projected Cost 10

Costs will not be the sole deciding factor in the selection process, but will be considered in the case of this RFS.

E. Innovation and Creativity 20

Consultant demonstrates innovative techniques used to recruit, screen and select candidates. Consultant demonstrates how they differ from the “Pack” in terms of Innovation and Creativity and how their approach would be the best option for the City of Palm Coast.

TOTAL SCORE (100 possible points)

FORMAL ORAL PRESENTATIONS/INTERVIEWS (If Required)

The City may choose to conduct oral interviews with, or receive oral presentations from, one or more of the proposers. If the City chooses to allow oral interviews and/or presentations, such interviews or oral presentations will open to the public. If oral presentations or interviews are held, the following guidelines will be used. The City’s Central Services Division shall establish the schedule and Proposers will be notified at least seven (7) calendar days in advance of the date, time and place of the presentations. The specific format of each presentation will be provided to Proposers with the notifications.

The City shall allot equal time for each Proposer divided into three sequential parts: formal presentations, questions/answers, and discussion. Oral presentations will provide an opportunity for the Proposers to demonstrate their ability to use time efficiently, effectively and economically. The times allotted are maximums and no firm will be penalized for using less than the allotted time.

NEGOTIATION AND FEE SCHEDULE

A “Fee Schedule” will be negotiated and agreed upon at the time of execution of a contract and will be part of the contract. All payments, fees, reimbursements, and costs will be based on the fee schedule established for the successful Proposer(s).

The City may award a contract on the basis of initial offers received, without discussion, or may require Proposers to give oral presentations based on their Proposals. The City reserves the right to enter into negotiations, including price, with the top-ranked proposer, and if the City and the top-ranked Proposer cannot negotiate a mutually acceptable contract, the City may terminate the negotiations and begin negotiations with the second-ranked Proposer. This process may continue until a contract has been executed or all Proposals have been rejected. No Proposer shall have any rights in the subject project against the City arising from such negotiations.

Instructions to Consultants for Solution Response

GENERAL

The Consultant(s) warrants its response to this Request for Solutions (RFS) to be fully disclosed and correct. The firm must submit a Solution Response complying with this RFS, and the information, documents and material submitted in the Solution Response must be complete and accurate in all material aspects. All Solution Responses must contain direct responses to the following questions or requests for information and be organized so that specific questions being responded to are readily identifiable and in the same sequence as outlined below.

Proposers are advised to carefully follow the instructions listed below in order to be considered fully responsive to this RFP. Proposers are further advised that lengthy or overly verbose or redundant submissions are not necessary. Compliance with all requirements will be solely the responsibility of the Proposer. Failure to provide requested information may result in disqualification of response.

The Solution Response shall cover in as much detail as possible the requirements of the solicitation, subject to modification and enhancements as a result of information gained during the consultant selection process.

The Solution Response must be submitted electronically.

Proposers must provide the required information listed below and in the specified order and format. Each Firm shall provide information, documentation and other necessary materials that best demonstrates and informs City of Palm Coast of the firm's abilities, professional competence, and expertise to provide the services desired. The submittal response should be focused with concise descriptions of the firm's solution approach. Each Firm is expected to examine all specifications, terms, conditions, and instructions in the Request for Solutions. Failure to do so will be at the Firm's Risk.

The Proposal must be divided into six (6) sections with references to parts of this RFS done on a section number/paragraph number basis. The six (6) sections shall be named:

1. Solutions Request Executive Summary
2. Table of Contents
3. Solutions Request Understanding and Proposal
4. Experience and Past Performance
5. Projected Cost
6. Innovation and Creativity

1. **SOLUTIONS REQUEST EXECUTIVE SUMMARY:** Discuss the highlights, key features and distinguishing points of the proposal. The executive summary should be in the form of a letter that at a minimum includes: name of individual, partnership, company, or corporation submitting proposal; city's RFS number; statement that all terms and conditions of the RFP are understood and acknowledged by the undersigned; and signature(s) of representative(s) legally authorized to bind the proposer. A separate sheet shall include a list of individuals and contract for this Proposal and how to communicate with them. Limit this section to five (5) pages.
2. **TABLE OF CONTENTS:** There shall be a Table of Contents for material included in the proposal.
3. **SOLUTIONS REQUEST UNDERSTANDING AND PROPOSAL:** This section of the proposal shall establish that the Proposer understands the City's objectives requirements and Proposer's ability to satisfy those objectives and requirements. Succinctly describe the proposed approach for addressing the required services and the firm's ability to meet the City's schedule, outlining the approach that would be undertaken in providing the requested services. Limit this section to twenty (20) pages.
4. **EXPERIENCE AND PAST PERFORMANCE:** This section of the proposal should outline the firms experience and ability to successfully complete executive level recruitment and selection with a governing board (public and/or private sector). This section of the proposal should include information and details about at least three (3) executive level placements. Details that highlight the proposer's ability to collaborate and facilitate a divergent team reaching consensus decisions and the ability of the firm to reach a broad target market should be included. Limit this section to twenty (20) pages.
5. **PROJECTED COST:** This section of the proposal shall outline the proposed costs for each step of the Proposers proposed scope of services. Typically, this is best demonstrated in a table format with the step identified and associated costs. Any anticipated travel expenses by the consultant's team should be included in the overall cost. Limit this section to two (2) pages.
6. **INNOVATION AND CREATIVITY:** This section of the proposal shall demonstrate innovative techniques used by the Proposer to recruit, screen and select candidates. Consultant should demonstrate how they differ from the "Pack" in terms of Innovation and creativity and how their approach would be the best option for the City of Palm Coast. Limit this section to eight (8) pages.

PROPOSER RESPONSE

Proposer(s) shall submit complete and upload required forms through the process outlined below. Proposal prices must be submitted on the required forms.

REQUIRED FORMS

The following forms are required to be submitted through the City's Procurement Portal. The forms are available at the end of this Proposal Manual.

Form A –Proposer Acknowledgement

Form B –Proposer’s Certification

Form C - References

Form 1 – Conflict of Interest Statement

Form 2 – Compliance with the Public Records Law

Form 3 – Drug-Free Workplace

Form 4 – American with Disabilities Act Affidavit

Form 5 – Vendor Registration Form

Form 6 – Summary of Litigation and License Sanctions

Form 7 – Certification Regarding Debarment, Suspension Ineligibility and Voluntary Exclusion

Form 8 – Certificate of Corporation

Form 9 – Public Entity Crime Form

Form 10 – Vendor Certification Regarding Scrutinized Companies List

PREPARING AND UPLOADING SUBMISSION

Please follow these instructions to submit via our Public Portal.

1. Prepare your submission materials:

Requested Information

Name	Type	# Files	Requirement
RFP Proposal	File Type: PDF (.pdf)	Multiple	Required
Required Forms (A,B,C,1-10)	File Type: PDF (.pdf)	Multiple	Required

Requested Documents:

- Please note the type and number of files allowed. The maximum upload file size is 100 MB.
- Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated.

2. Upload your submission at: <https://palmcoastgov.bonfirehub.com/opportunities/XXXX>

The Q&A period for this opportunity is **Date 2:00 PM EST to Date 2:00 PM EST**. You will not be able to send messages after this time.

Your submission must be uploaded, submitted, and finalized prior to the Closing Time of **Date 2:00 PM EST**. We strongly recommend that you give yourself sufficient time and **at least ONE (1) day** before Closing Time to begin the uploading process and to finalize your submission.

Important Notes:

- Each item of Requested Information will only be visible after the Closing Time.
- Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed.
- You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission.
- Minimum system requirements: Internet Explorer 8/9/10+, Google Chrome, or Mozilla Firefox. JavaScript must be enabled.

Need Help?

Palm Coast uses a Bonfire portal for accepting and evaluating proposals digitally. Please contact Bonfire at Support@GoBonfire.com for technical questions related to your submission. You can also visit their help forum at <https://bonfirehub.zendesk.com/hc>

General Conditions

- **CONTACT:** All prospective Proposers are hereby instructed not to contact any member of the City of Palm Coast City Council, City Manager, or City of Palm Coast staff members other than the noted contact person(s) regarding this request at any time prior to the request having been formally presented to, and voted on by, the City Council. Any such contact shall be cause for rejection of your request submittal.
- **PUBLIC OPENING:** The Solutions Request submittals shall be opened publically and the names of the proposers shall be read aloud at that time. Persons with disabilities needing assistance to participate in the public opening should contact the City Personnel Office ADA Coordinator at 386-986-3718 at least forty-eight (48) hours in advance of the public opening.

DELAYS: The City, at its sole discretion, may delay the scheduled due dates indicated if it is to the advantage of the City to do so. The City will notify Proposers of all changes in scheduled due dates by posting the notification in the form of addenda on the City's Procurement Portal Web Page (<https://palmcoastgov.bonfirehub.com/portal>).

PROPOSAL SUBMISSION: Solutions Request submittals shall be received electronically through the City's Procurement Portal Web Page (<https://palmcoastgov.bonfirehub.com/portal>) by the specified time and date. **No other method of submission will be allowed or considered (i.e. mailed, emailed, or hand delivered).** Any emailed, mailed, or hand delivered submittals will be returned to the sender and not be considered. Your submission must be uploaded, submitted, and finalized through the City's Procurement Portal Web Page prior to the specified time and date. We strongly recommend that you give yourself sufficient time and at least ONE (1) hour before Closing Time to begin the uploading process and to finalize your submission. No submissions through the City's Procurement Portal Web Page will be allowed or considered after the specified time and date. If you need general assistance, please contact Central Services Division staff at least one business day in advance. For technical questions related to your submission, please contact Bonfire at Support@GoBonfire.com

- **CONFIDENTIAL MATERIALS:** Any materials that qualify as "trade secrets" shall be segregated, clearly labeled and accompanied by an executed Non-Disclosure Agreement for Confidential Materials shall be submitted in this section.
- **SOLUTIONS REQUEST WITHDRAWAL:** Proposers may withdraw their Solutions Request submittals through the City's Procurement Portal up to the time prior to the time and date set for the proposal deadline. Solutions Request submittals, once opened, become the property of the City and will not be returned to the Proposers.

- **BID SECURITY:** A Bid Security is required, or not required for this proposal. If a bid security is required, a certified check, cashier's check or bid bond shall accompany each proposal if the bid amount is one-hundred thousand dollars (\$100,000) or greater. The certified check, cashier's check or bid bond shall be for an amount not less than five percent (5%) of the bid price and shall be made payable to the City as a guarantee that the proposer will not withdraw his/her proposal for a period of ninety (90) days after proposal closing time.
- **SOLUTIONS REQUEST ADDITIONAL INFORMATION:** No additional information may be submitted, or follow-up made, by any Proposer after the stated due date, outside of a formal presentation to the Evaluation Committee, unless requested by the City. At the time of opening and upon review of the proposal submittals, the City reserves the right to request all required forms/attachments (other than the pricing form and issued addenda) that may have not been submitted at the time of submittal. The respondent shall have twenty-four (24) hours from the City's request to supply this information to the City for their proposal submittal to be considered valid.
- **INQUIRIES/INTERPRETATIONS:** All Proposers shall carefully examine the proposal documents. Any ambiguities or inconsistencies shall be brought to the attention of the City Central Services Division prior to the due date in writing through the City's Procurement Portal Web Page (<https://palmcoastgov.bonfirehub.com/portal>); failure to do so, on the part of the Proposer, will constitute an acceptance by the Proposer of any subsequent decision. Any questions concerning the intent, meaning and interpretations of the proposal documents including the attached draft agreement, shall be requested in writing through the City's Procurement Portal Web Page (<https://palmcoastgov.bonfirehub.com/portal>) at least seven (7) calendar days prior to the due date. The City shall not be responsible for any oral statement or instructions made by any employee(s) of the City in regard to this proposal. Any oral statements or instructions given before the proposal due date will not be binding.
- **ADDENDA:** Should revisions to the proposal documents become necessary; the City shall post addenda information on the City's Procurement Portal Web Page (<https://palmcoastgov.bonfirehub.com/portal>). All Proposers should check the City's Procurement Portal Web Page at least three (3) calendar days before the date fixed to verify information regarding Addenda. Failure to do so could result in rejection of the proposal submittal as unresponsive. Proposer shall sign, date, and return all addenda with their proposal submittal. Addenda information will be posted on the City's Procurement Portal Web Page. It is the sole responsibility of the Proposer to ensure he/she obtains information related to Addenda.

- **SELECTION PROCESS AND AWARD:** The award will be made to a responsive, responsible Proposer consistent with the process and award criteria herein. The City reserves the right to accept any Proposal or combination of Proposal alternates which, in the City's judgment, will best serve the City's interest. Discrepancies in the multiplication of units of work and unit prices will be resolved in favor of the unit price. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum. The Proposer(s) understands that this Proposal does not constitute an agreement or a contract with the Proposal. The City reserves the right to reject all proposal, to waive any formalities, to solicit and re-advertise for new proposal or to abandon the project in its entirety. The right is reserved to make a separate award of each item, group of items or all items, and to make an award, in whole or in part, whichever is deemed in the best interest of the City.

- **GROUND FOR DISQUALIFICATION:** Any of the following causes may be considered as sufficient grounds for disqualification of a Proposer or the rejection of a Proposal:
 - a) Submission of more than one (1) Proposal for the same Work by any entity under the same or different names.
 - b) Evidence of collusion among proposers.
 - c) Lack of responsibility as shown by past Work from the standpoint of life safety including, but not limited to, strict adherence to all maintenance of traffic requirements of the City, workmanship, progress and financial irresponsibility.
 - d) Uncompleted Work for which the proposer is committed by contract which might hinder or prevent the prompt completion of Work under this proposal if an Agreement would have been awarded to the proposer.
 - e) Falsification of any entry made on the Proposal Documents shall be deemed a material irregularity and will be grounds, at the City's option, for disqualification of the proposer or rejection of the Proposal.
 - f) Non-compliance with the submittal requirements of these Instructions to Proposers
 - g) This section shall be construed liberally to benefit the public and not the Proposer; however, any other evidence which may hinder or otherwise delay completion of the Project may be grounds for disqualification.

- **AWARD CRITERIA:** The recommendation of award will be based on, but not limited to, the following criteria:
 - a) **Experience and Past Performance**
 - b) **Ability to Collaborate and Facilitate**
 - c) **Ability to Reach a Broad Target Market**
 - d) **Projected Cost**

e) Innovation and Creativity

- **PREPARATION COSTS:** Neither the City nor its representatives shall be liable for any expenses incurred in connection with preparation of a proposal. Proposers should prepare their proposals simply and economically, providing a straightforward and concise description of the Proposer's ability to meet the requirements of the proposal documents.
- **LOCAL PREFERENCE IN SELECTION AND AWARD:** The City has a Local Bid Preference Policy designed to aid local vendors. The Policy allows Local Vendors to be awarded a solicitation if their cost to the City is within 3% - 5% (depending on amount) up to total of \$20,000. Preference is given first to a vendor/contractor with a business address located within the City of Palm Coast. If no vendors/contractors with a local business address respond to a solicitation, preference is then given to vendors/contractors with a business address located within Flagler County.
- **ACCURACY OF SUBMITTAL INFORMATION:** Any Proposer that submits in their proposal to the City any information which is determined to be substantially inaccurate, misleading, exaggerated, or incorrect, shall be disqualified from consideration.
- **INSURANCE:** Misrepresentation of any material fact, whether intentional or not, regarding the Proposer's insurance coverage, policies or capabilities may be grounds for rejection of the response and rescission of any ensuing contract. Copy of the insurance certificate shall be furnished to the City prior to final execution of the contract.
- **LICENSES:** Proposers, both corporate and individual, must be fully licensed and certified in the State of Florida at the time of submittal of the proposal for the type of goods/services to be provided. Should the Proposer not be fully licensed and certified, their proposal submittal shall be rejected. If applicable, any permits, licenses, or fees required shall be the responsibility of the Proposer. No separate or additional payment will be made for these costs. Adherence to all applicable code regulations, Federal, State, City, City, etc., are the responsibility of the Proposer.
- **POSTING OF PROPOSAL AWARD:** Notice of Intent to Award will be posted for review by interested parties on the City's Procurement Portal Web Page (<https://palmcoastgov.bonfirehub.com/portal>) prior to submission through the appropriate approval process.
- **PROTEST:** Protests arising under the City Proposal Documents or Procedures shall be resolved under the City of Palm Coast Central Services Protest Procedures. A Proposer may protest matters involving the award of this contract within three (3) business days from the posting of the Notice of Intent to Award. Failure to protest to the City's Administrative Services and Economic Development (ASED)

Director shall constitute a waiver of protest proceedings. Any decision of the ASED Director may be appealed to the City Manager by filing a written appeal to the City Manager within seven (7) calendar days of the ASED Director's decision. Any decision of the City Manager may be appealed to the City Council by filing a written appeal to the City Clerk within seven (7) calendar days of the City Manager's decision. The same procedures as above shall apply to contest the award of the contract.

- **PUBLIC RECORDS:** Upon Notice of Intent to Award or thirty (30) days after receiving, proposal submittals become "public records" and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes. Proposers must invoke the exemptions to disclosure provided by law in the response to the proposal documents, and must identify the data or other materials to be protected, and must state the reasons why such exclusion from public disclosure is necessary.
- **PROHIBITION AGAINST CONTINGENT FEES:** The Proposer warrants that he/she has not employed or retained any company or person, other than a bonafide employee working solely for the Proposer, to solicit or secure this Agreement and that the Proposer has not paid, or agreed to pay, any person, company, corporation, individual or firm, other than a bona fide employee working solely for the Proposer, any fee, commission, percentage, gift, or other consideration contingent upon, or resulting from, award or making of this Agreement. For the breach or violation of this provision, the City shall have the right to terminate this Agreement at its sole discretion, without liability, and to deduct from the Agreement price, or otherwise recover, the full amount of such fee, commission, percentage, gift or consideration.
- **ACCEPTANCE / REJECTION:** The City reserves the right to accept or reject any or all proposal submittals and to make the award to those Proposers, who in the opinion of the City will be in the best interest of and/or the most advantageous to the City. The City also reserves the right to reject the proposal submittal of any proposer who has previously failed in the proper performance of an award or to deliver on time contracts of a similar nature or who, in the City's opinion, is not in a position to perform properly under this award. The City reserves the right to inspect all facilities of Proposers in order to make a determination as to the foregoing. The City reserves the right to waive any irregularities, informalities, and technicalities and may at its discretion, request a re-procurement.
- **PROPOSALS TO REMAIN FIRM:** All Proposals shall remain firm for a minimum of one-hundred and twenty (120) days after the day of the opening to allow for the evaluation, selection process and proper execution of the Agreement. If need be, that time may be extended up to an additional ninety (90) days. Extensions of time when Proposals shall remain opened beyond the additional ninety-day period may be made only by mutual agreement between the City and the apparent winning Proposer. The successful Proposer must maintain the proposal prices firm for a minimum of one (1) year after the contract is executed. No cost increase will be authorized during the first year of the agreement.

- **ADDITIONAL TERMS AND CONDITIONS:** Unless expressly accepted by the City, only the terms and conditions in this proposal document shall apply. No additional terms and conditions included with the proposal submittal shall be considered. Any and all such additional terms and conditions shall have no force and effect, and are inapplicable to this proposal if submitted either purposely through intent or design, or inadvertently appearing separately in transmittal letters, specifications, literature, price lists or warranties. It is understood and agreed that the general and/or any special conditions in these proposal documents are the only conditions applicable to this proposal submittal and the Proposer's authorized signature on the Response Form attests to this statement. Exceptions to the terms and conditions will not be accepted.
- **PURCHASING PROCEDURES:** The Central Services Division Procedures apply in its entirety with respect to this proposal.
- **AFFIRMATION:** By submission of a proposal submittal, Proposer affirms that their proposal submittal is made without prior understanding, agreement or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment or services, and is in all respects fair and without collusion or fraud. Proposer agrees to abide by all conditions of this proposal documents and the resulting contract.
- **MISTAKES IN PROPOSAL:** Proposers are expected to examine the terms and conditions, specifications, delivery schedule, prices, extensions and all instructions pertaining to supplies and services. Failure to do so will be at Proposer's risk. In the event of extension error(s), the unit price will prevail and the Proposer's total offer will be corrected accordingly. Written amounts shall take precedence over numerical amounts. In the event of addition errors(s), the unit price, and extension thereof, will prevail and the Proposer's total offer will be corrected accordingly. Proposal submittals having erasures or corrections must be initialed in ink by the Proposer.
- **MULTIPLE PROPOSAL SUBMISSIONS:** More ore than one proposal submittal from an individual, firm, partnership, corporation, or association under the same or different names will not be considered. Reasonable grounds for believing that a Proposer is involved in more than one proposal submittal will be cause for rejection of all proposal submittals in which such Proposers are believed to be involved. Any or all proposal submittals will be rejected if there is reason to believe that collusion exists between Proposers. Proposal submittals in which the prices obviously are unbalanced will be subject to rejection.
- **GOVERNMENTAL RESTRICTIONS:** In the event that any governmental restrictions are imposed which would necessitate alteration of the material quality, workmanship or performance of the items



offered on this proposal prior to their delivery, it shall be the responsibility of the Proposer to notify the Central Services Division at once, indicating in his/her letter the specific regulation which required an alteration, including any price adjustments occasioned thereby. The City reserves the right to accept such alteration or to cancel the contract or purchase order at no further expense to the City.

- **PATENTS AND COPYRIGHTS:** The Proposer, without exemption, shall indemnify and save harmless, the City, its employees and/or any of its Board Members from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or item manufactured by the Proposer. Further, if such a claim is made, or is pending, the Proposer may, at its option and expense, procure for the City the right to use, replace or modify the item to render it non-infringing. If none of the alternatives are reasonably available, the City agrees to return the article on request to the Proposer and receive reimbursement. If the Proposer used any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood, without exception, that the proposal submittal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.
- **PURCHASING AGREEMENTS WITH OTHER GOVERNMENTAL AGENCIES:** In the event that any governmental restrictions are imposed which would necessitate alteration of the material quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the Proposer to notify the Central Services Division at once, indicating in his/her letter the specific regulation which required an alteration, including any price adjustments occasioned thereby. The City reserves the right to accept such alteration or to cancel the contract or purchase order at no further expense to the City.
- **ADVERTISING:** In submitting a proposal submittal, Proposer agrees not to use the results there from as a part of any commercial advertising, without the express written approval, by the appropriate level of authority within the City.
- **NON-APPROPRIATION OF FUNDS:** In the event that insufficient funds are appropriated and budgeted or funding is otherwise unavailable in any fiscal period for this proposal, the City shall have the unqualified right to terminate the Purchase or Work Order(s) or Agreement upon written notice to the Proposer, without any penalty or expense to the City. No guarantee, warranty or representation is made that any particular work or any project(s) will be assigned to any proposer(s).
- **CITY LOGO:** Proposers are approved to use the City logo in your submission materials and/or presentations.



Contract Document

The draft contract is attached to this proposal manual. Proposers should review the draft contract template prior to submitting a proposal. If Proposer requires modifications or additional terms and conditions to the contract, then Proposer shall clearly identify those requested modifications or additional terms and conditions in its submittal.

City of Palm Coast, Florida Agenda Item

Agenda Date: 1/30/2018

Department Item Key	Information Technology	Amount Account #
Subject	RESOLUTION 2018-XX APPROVING AN OPTION AND GROUND LEASE AGREEMENT WITH DIAMOND TOWERS V LLC FOR CONSTRUCTION OF A TELECOMMUNICATIONS TOWER AT 4 CORPORATE DRIVE	
Background:	<p>On May 1, 2017, City Council approved a contract with Diamond Towers for telecommunications consulting to improve wireless coverage throughout the City of Palm Coast. The scope of services included developing a wireless master plan and attracting additional carriers to existing towers and developing new towers on potential sites identified in the wireless master plan. In exchange for these services, the City shares increased revenue generated from leases of existing towers and new towers, as outlined in the approved contract.</p> <p>Diamond Towers V LLC has requested to lease City property located at 4 Corporate Drive (Water Treatment Plant 1), for the purpose of constructing a 150-foot high, telecommunications facility (structure). The tower will be a monopole style tower with a full antennae array. This facility will have the capacity to accommodate at least four (4) carriers. This site is part of the approved Wireless Master Plan, which was approved by City Council on January 16, 2018.</p> <p>The site was also previously approved for a telecommunication facility with another tower builder. The previous builder decided not to proceed with construction and the previous lease option agreement has been terminated due to the failure of the tower builder to proceed with construction.</p> <p>The terms of the lease agreement are consistent with the City Council approved contract with Diamond Towers. Some of the highlights are as follows:</p> <ol style="list-style-type: none"> 1. Initial term will be five years with the option to extend for nine, five-year periods. 2. A Site Development Fee of \$25,000 shall be paid to the City upon the commencement of construction of the tower. 3. City shall receive 40% of any new recurring revenue generated by the tower. 4. Diamond Towers V LLC will have access to the land to build a 150-foot structure and house ground equipment on the site. 	
Recommended Action:	Approve Resolution 2018-XX approving an option and ground lease agreement with Diamond Towers V LLC for construction of a telecommunications tower at 4 Corporate Drive.	

RESOLUTION 2018 - ____
OPTION AND GROUND LEASE AGREEMENT
WITH DIAMOND TOWERS V LLC

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING AN OPTION AND GROUND LEASE AGREEMENT WITH DIAMOND TOWERS V LLC FOR CONSTRUCTION OF A TELECOMMUNICATIONS TOWER AT 4 CORPORATE DRIVE; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE SAID AGREEMENT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City of Palm Coast contracted with Diamond Towers V, LLC to improve wireless services in the City of Palm Coast; and

WHEREAS, Diamond Towers V, LLC desires to construct a monopole style tower facility at the 4 Corporate Drive, which will have the potential to accommodate at least four carriers; and

WHEREAS, Diamond Towers V, LLC has expressed a desire to lease said property; and

WHEREAS, the City of Palm Coast desires to lease said land to Diamond Towers V, LLC for the construction of a wireless communication facility.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA AS FOLLOWS:

SECTION 1. APPROVAL OF OPTION AND GROUND LEASE AGREEMENT. The City Council of the City of Palm Coast hereby approves the terms and conditions of the Option and Ground Lease Agreement with Diamond Towers V, LLC as attached hereto and incorporated herein by reference as Exhibit "A".

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the Option and Ground Lease Agreement as depicted in Exhibit "A".

SECTION 3. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other section or part of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED and approved by the City Council of the City of Palm Coast, Florida, on this 6th day of February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachments:
Option and Ground Lease Agreement – Exhibit “A”

Approved as to form and legality

William E. Reischmann, Jr., Esquire
City Attorney

OPTION AND GROUND LEASE AGREEMENT

THIS OPTION AND GROUND LEASE AGREEMENT (“Agreement”) is made this ____ day of _____, 2018 (“Option Date”), between the **CITY OF PALM COAST** (“Optionor” or “Lessor”), at 160 Lake Avenue, Palm Coast, Florida, 32164, and **DIAMOND TOWERS V LLC** (“Optionee” or “Lessee”), a Delaware limited liability company, at 820 Morris Turnpike, Suite 104, Short Hills, NJ 07078. Collectively, the Optionor/Lessor and the Optionee/Lessee may be the “Parties.”

1. **Grant of Option.** For good and valuable consideration and mutual promises, Optionor grants unto Optionee and its assigns, an exclusive and irrevocable option to lease (“Option”) a certain parcel of real property, at the City of Palm Coast Water Treatment Plant #1 (“Site”) as more particularly described in Exhibit “A,” attached and incorporated by reference.

2. **Option Initial Term.** The initial term of the Option is for six (6) months from the Option Date (“Option Initial Term”).

3. **Consideration for Option.** Consideration for the Option Initial Term is One Thousand and 00/100 Dollars (\$1,000.00) plus applicable taxes (“Option Consideration”) to be paid by the Optionee to the Optionor within fourteen (14) days of execution of this Agreement.

4. **Extension of Option.** This Option will be automatically extended by Optionee for each of two (2) additional six (6) month periods (“Option Renewal Term(s)”) unless Optionee notifies Optionor of its intent not to extend the Option. Additional consideration of One Thousand and 00/100 Dollars (\$1,000.00) is due within fourteen (14) days of the commencement of any Option Renewal Term.

5. **Exercise of Option.** Optionee may, at its sole discretion, exercise its option and commence the Ground Lease by delivery of written notice to Optionor at any time during the Option Initial Term or any Option Renewal Term (the “Commencement Date”). The exercise of the Option may not be later than eighteen (18) months following the date of execution of this Agreement. Optionee must notify Optionor in writing, following the requirements of Section 19 of the Ground Lease, of the recordation of the Memorandum of Lease. Upon Optionor’s receipt of Optionee’s notice of exercise of option and recording of the Memorandum, the terms of the Ground Lease (“Lease”), beginning on page 3, will govern the relationship of the Parties.

6. **Optionor’s Representations and Warranties.** As an inducement for Optionee to enter into and be bound by the terms of this Option, Optionor represents and warrants to Optionee and Optionee’s successors and assigns that:

- (a) Optionor has good and marketable title to the Site, free and clear of all liens and encumbrances;
- (b) Optionor has the authority to enter into and be bound by the terms of this Option;
- (c) Optionor is not aware of any pending or threatened administrative actions, including bankruptcy or insolvency proceedings under state or federal law, suits, claims or causes of action against Optionor which may otherwise affect Optionor’s rights to the Site; and

(d) The Site is not subject to an option, lease, or other contract which may adversely affect Optionor's ability to fulfill its obligations under this Option, and Optionor covenants it will not enter into any contract which will affect the Site until this Option expires or is terminated by Optionee.

These representations and warranties will survive the exercise of the Option and the term of the Lease.

7. **Inspections and Investigations.** Optionor grants to Optionee, its officers, agents, employees, and independent contractors, the right and privilege to enter upon the Site at any reasonable time after the Option Date and after obtaining written approval from Optionor (not to be unreasonably withheld, conditioned, or delayed), to perform site inspections, which may include test borings of the soil, environmental audits, engineering studies and to conduct a survey of the Site. Optionor will provide Optionee with keys and access codes to the Site, if needed, for ingress and egress. The right to access the Site is for the limited purpose of evaluating the feasibility of the Site. Optionee is not an owner or operator of the land and will have no ownership or control of any portion of the Site prior to the execution of this Option. Optionee may not unreasonably interfere with Optionor's use of the Site in conducting these activities. Optionee has the right, at its cost and expense, and with written approval from Optionor (not to be unreasonably withheld, conditioned, or delayed), to have the Site surveyed and to obtain, from a title company of its choice, a title report of commitment for a leasehold and title policy covering the Site. Optionor will remove any survey or title defects that may adversely affect Optionee's leasehold title or its ability to mortgage the leasehold interest. In the event Optionor fails to cure any such defects, Optionee's sole remedy will be to declare this Option to be void and of no further effect, in which case there will be no further liability by Optionee to Optionor. Optionee will indemnify Optionor against all liability, damage, claim, cost and expense resulting from Optionee's exercise of this right of entry. Optionee agrees to restore the Site to substantially the same condition it was in prior to investigating.

8. **Further Acts.** Optionor will cooperate with Optionee in executing or filing of any documents necessary to protect Optionee's rights under this Option, to allow Optionee's use of the Site, and to affect the intent of this Option.

9. **Successors and Assigns.** This Option is binding upon and inures to the benefit of the Parties, their respective heirs, successors, personal representatives and assigns.

10. **Third-Party Beneficiaries.** This Option benefits Optionor and Optionee only. It is not intended for the benefit of any other party.

11. **Assignability.** This Option shall not be assigned by any party except as follows: 1) Optionee may assign this Option or any portion thereof to an affiliate or subsidiary of Optionee in which subsidiary or affiliate of Optionee or Optionee's direct or indirect parent retains at least a 50% ownership, and shall provide prior written notice of such assignment to Optionor, 2) to a party who acquires a majority of the assets of Optionee, or 3) Optionee may grant a security interest in this Option and the Tower Facilities, and may assign this Option and the Tower Facilities to any such holders of security interests, including their successors and assigns (hereinafter, collectively referred to as "Secured Parties"). In such event, Optionor shall execute such consent as may reasonably be required by Secured Parties. Optionee shall have the right, without Optionor's consent, to sublease or assign its rights under this Option and to permit any of its sublessees to in

turn sublicense or sublease its interests, but any such sublease or assignment shall be subject to all terms and conditions of this Option. Upon assignment of all of its rights pursuant to this Option, and the execution of a written assumption of all of the terms and conditions of the Option by the assignee, Optionee shall be released from any further liability under this Option. Optionee shall have the right, without Optionor's consent, to sublease its rights under leases of Tower Facilities if allowed in the lease, but any such sublease shall be subject to all terms and conditions of this Option and the lease.

12. **Waiver of Claim.** Except as specifically provided in this Agreement, in no event will Optionor or Optionee be liable to the other for, and Optionee and Optionor each hereby waive the right to recover, incidental, consequential (including, but not limited to, lost profits, loss of use or loss of business opportunity), punitive, exemplary and similar damages.

13. Paragraph No. 33, Miscellaneous, of the Ground Lease, applies to this Option Agreement.

14. **Applicability of the Ground Lease.** The terms of the Ground Lease, beginning on Page 3, will be effective upon Optionee's exercise of this Option.

GROUND LEASE GOVERNING THE RELATIONSHIP OF THE PARTIES UPON THE EXECUTION OF THE OPTION

1. **Leased Premises.** Lessor will lease the property and grant a non-exclusive easement for ingress, egress and utilities for the duration of the Lease.

(a) The leased area is depicted in and attached as Exhibit "A" (the "Leased Premises"),

(b) The Leased Premises will be utilized to construct, support and operate a wireless communications facility. The facility will include a communication tower, antennas, cables, and related structures and improvements. The Tower Facilities (defined below) will be in the location shown in Exhibit "A". Lessee's utilization of the Leased Space must be consistent with Sections 5 and 8 of this Lease; and for other purposes which are ancillary and appurtenant, with Lessor's prior-written consent, which will not be unreasonably withheld or delayed.

2. **Initial Term.** The term of this Lease is five (5) years commencing on the Commencement Date, and terminating on the fifth (5th) anniversary of the Commencement Date ("Initial Term"). The Parties agree that a Memorandum of Lease, attached as Exhibit "C," will be executed and recorded in the public records, setting forth the Lease Commencement Date and other matters. The Parties agree that Lessee will record the Memorandum of Lease in the public records. Lessee will notify Lessor in writing of the recordation of the Memorandum and Exercise of Option as noted in Section 19.

3. **Renewal Terms.** This Lease may be renewed for nine (9) additional five (5) year terms, ("Renewal Terms"). Each Renewal Term will be on the same terms and conditions as noted in this Lease. The Lease will automatically renew for each successive Renewal Terms unless Lessee notifies Lessor, one hundred twenty (120) days prior to the expiration of the Initial Term or the Renewal Term then in effect, of its intention not to renew the Lease.

4. **Rent.** Commencing on the first day of the calendar month following the Commencement Date, Lessee will pay to Lessor the rent (“Rent”) provided in the Rent Schedule attached as Exhibit “D,” which will include applicable State, County and local sales, rent or use tax.

(a) Rent must be paid by the tenth (10th) day of each calendar month, and must be remitted to the address shown for Lessor in the Lease, or such other address as Lessor may direct by written notice to Lessee.

(b) If the Commencement Date, or the date of termination (the “Termination Date”), of this Lease is other than the first (1st) day of the month, rent will be prorated. If termination of this Lease occurs for any reason, other than for nonpayment of Rent, all Rent paid before the Termination Date for a period after the Termination Date, will be refunded to Lessee.

(c) Lessee shall pay Lessor a Site Development Fee of Twenty-Five Thousand and 00/100 Dollars (\$25,000.00) upon the commencement of construction of the Tower, as defined herein.

5. **Use.**

(a) The Leased Premises may be used by Lessee for the transmission and receipt of wireless communication signals in all lawfully authorized frequencies and other uses as permitted under applicable zoning regulations to accommodate four (4) broadband wireless cellular carriers.

(b) Lessee may construct and maintain a one hundred and fifty (150’) monopole telecommunications tower (the “Tower”), structural tower base(s), communications equipment, one or more buildings or equipment cabinets, radio transmitting and receiving antennas, personal property and related improvements and facilities (the “Tower Facilities”). Lessee’s Tower Facilities will be subject to applicable permitting, laws, regulations and ordinances.

(c) Lessee agrees that the Tower will comply with FAA rules and regulations regarding lighting of the Tower.

(d) Lessee may construct additional improvements, demolish and reconstruct improvements, or restore, replace and reconfigure improvements during the term of this Lease, provided it complies with all applicable regulations.

(e) Lessor agrees to cooperate with Lessee in obtaining, at Lessee’s expense, licenses and permits required for Lessee’s use of the Leased Premises, and will provide those to Lessor (the “Governmental Approval”).

6. **Lessor’s Representation and Warranties.** Lessor represents and warrants that:

(a) To the best of its knowledge, Lessee’s intended use as noted in Section 5 is not prohibited by covenants, restrictions, reciprocal easements, servitudes, subdivision rules or

regulations;

(b) It will not use, nor permit its lessees, licensees, invitees or agents to use, any portion of adjacent real property owned by Lessor which interferes with the wireless communications operation of Lessee;

(c) To the best of its knowledge, no Hazardous Materials, as defined below, have been generated, stored, disposed of or are present on or under the Leased Premises and the Easement(s) prior to the Commencement Date of this Lease;

(d) It has the full right, power, and authority to execute this Lease;

(e) It has good and marketable fee simple title to the Leased Premises and the Easement(s); and

(f) The Leased Premises constitutes a legal lot that may be leased without the need for any subdivision or platting approval.

7. **Lessee's Representations and Warranties.** Lessee represents and warrants that:

(a) It will not operate, or allow its tenants to operate any frequencies that would interfere with any governmental or Federal Aviation Administration (FAA) frequencies or equipment, or emergency services frequencies or equipment;

(b) All licensed contractors and subcontractors used by Lessee are authorized to work in the City of Palm Coast, Florida;

(c) It will keep current all licenses, permits, or certificates required for the operation and maintenance of the Leased Premises; and

(d) It is duly authorized to conduct business within the state of Florida.

(e) **Mechanic's Liens.** Lessee shall keep the Tower and the Site free and clear of all mechanic's and materialmen's liens arising from or relating to the installation, repair, maintenance, or removal of the Lessee's Tower Facilities on or from the Tower or the Site and Lessee's structural enhancement of the Tower, if any, and for a one hundred twenty (120) day period after completion of the installation, repair, maintenance, or removal of the Lessee's Tower Facilities on or from the Tower or the Site or any structural enhancements to the Tower. If an installation, repair, maintenance, or removal of the Lessee's Tower Facilities on or from the Tower or the Site or structural enhancement of the Tower, Lessee shall cause any such lien to be bonded or discharged of record within sixty (60) days of being notified of the lien. If Lessee fails to bond or discharge the lien within such sixty (60) day period, Lessor, in addition to any other rights or remedies available at law or equity, shall have the right to discharge the lien by paying the amount claimed to be due or to bond the lien. Any amount paid by Lessor in discharging or bonding any lien together with all reasonable costs and expenses, including, without limitation, reasonable attorney's fees and costs, shall be immediately

due and payable to Lessor upon demand from Lessor, and Lessee agrees to indemnify and hold harmless Lessor from all such amounts.

8. **Improvements, Utilities, Access, Maintenance.**

(a) Lessee may, at Lessee's expense, erect and maintain on the Leased Premises the Tower Facilities and other structures as noted in Section 5. The Tower Facilities are the exclusive property of the Lessee.

(b) Lessor grants Lessee an easement in other real property owned by Lessor in form to be approved by the Parties as reasonably required to construct the Tower Facilities. Said easement will be for the duration of construction of the Tower Facilities, and will be in a location selected by Lessor.

(c) Lessee may install utilities and improve present utilities on the Leased Premises (including but not limited to the installation of emergency power generators), at Lessee's expense. Lessee has the right to permanently place utilities on the Easement(s) to service the Leased Premises and Tower Facilities, except that emergency power generators may not be placed on the Easement(s) (but may be placed in the Lease Premises). If utilities necessary to serve the equipment of Lessee or the equipment of Lessee's licensee(s) or sublessee(s) cannot be located within the Easement(s), Lessor agrees to cooperate with Lessee and to act reasonably in allowing the location of utilities (other than emergency power generators) on other real property owned by Lessor without requiring additional compensation from Lessee or Lessee's licensee(s) or sublessee(s), provided that such alternative locations are reasonably available, and acceptable to Lessor. In which case, Lessor will, upon Lessee's request, execute a separate written easement to be recorded by Lessee evidencing this right.

(i) Lessee must pay for the electricity it consumes in its operations at the rate charged by the servicing utility company. Lessee may draw electricity and other utilities from the existing utilities on the Site through a separate meter or obtain separate utility service from any utility company that will provide service to the Site (including a standby power generator for Lessee's exclusive use). Lessor agrees to sign such documents or easements as required by the utility company to provide service to the Leased Premises.

(d) Lessee will, during this Lease, enjoy ingress, egress, and access from the Leased Premises to an open and improved public road which presently exists under the easement form attached as Exhibit "B" to this Agreement. If the public road ceases to exist, Lessor will grant, if reasonably available, an easement to Lessee in a form acceptable to the Parties, and Lessee's sublessees and assigns, so they may, at their own expense, construct a suitable private access drive to the Leased Premises. To the degree such access is across other property owned by Lessor, Lessor will execute a non-exclusive easement in a form to be approved by the Parties evidencing this right. Lessor will not engage in activities on the Easement(s) that will interfere with Lessee, its licensees, invitees, sublessees or agents' utilization of the Easement(s), and Lessee will not interfere with Lessor's use of the Easement(s). Such access will be provided twenty-four (24) hours per day, seven (7) days per week.

(e) Lessor grants Lessee the right to clear all trees, undergrowth, or other obstructions and to trim, cut, and keep trimmed all tree limbs which may interfere with or fall upon Lessee's Tower Facilities and Easement(s) rights, with notice to Lessor, and subject to Lessee obtaining all required permits.

(f) Lessee must maintain, at its own expense and in a manner consistent with good business practice, the Leased Premises in good overall appearance, repair and safe condition.

(i) Lessee must repair all damages to the Leased Premises or Easement(s) caused by Lessee's employees, or agents. The quality of the repairs, replacements, and maintenance must be equivalent to the original in material and workmanship.

(ii) All paint color and exterior signage, except for any paint color or signage required by applicable laws, regulations or permit conditions, must be submitted to and approved in writing by Lessor prior to application.

(iii) Lessee must maintain the tower in good working order and appearance and must maintain the structural integrity of the Tower, in accordance with all industry standards.

(iv) In accordance with industry standards, Lessee shall perform all Electronic Industries Alliance/Telecommunications Industry Association inspections ("EIA/TIA Inspection") on the Tower Facilities. Lessee will provide copies of same reports to Lessor upon request. If Lessor determines (in Lessor's reasonable judgment) that there are safety or maintenance concerns on the Tower, at Lessor's full cost and expenses (and at no expense to Lessee) and upon written notice by Lessor, Lessee shall perform an EIA/TIA Inspection of the Tower. In the event that such inspection shall detect a safety or maintenance deficiency on the Tower the Lessee shall (using commercially reasonable efforts) have thirty (30) days to cure all such deficiencies or the Lessor shall have the right to cure same. Any expenses (except the cost of an EIA/TIA Inspection) incurred by the Lessor in remedying such deficiencies on the Tower required to be performed by the Lessee may be recovered by Lessor.

(v) Lessee must, at its own expense, keep the Leased Premises mowed and groomed and not allow the accumulation of trash or debris. The landscaping must be maintained in a manner consistent with good horticultural practices, and free of unsightly conditions.

(vi) Interruptions. Lessor and Lessee agree that (subject to Lessor's negligence, gross negligence, or willful misconduct), Lessor shall have no responsibility or liability whatsoever for interruptions, disruptions, or failures in the Lessee's Tower Facilities or the operation of the Lessee's Tower Facilities including, without limitation, equipment failures, utility failures, structural failures, or otherwise. Lessor shall not give any unauthorized access to Lessee's Equipment; however, Lessor shall not be responsible to Lessee for any unauthorized access by non-related third parties. In all maintenance, repair, or replacement work performed by

Lessor on Lessor's equipment located on the Tower or Leased Premises, Lessor shall take all reasonable steps to not interrupt or interfere with the operation of Lessee or Lessee's sublessees', Tower Facilities, communications system or equipment without Lessee's written agreement.

9. **Termination.** Except as otherwise provided, this Lease may be terminated with no penalty or further liability upon written notice as follows:

(a) Upon thirty (30) days written notice by Lessee to Lessor, if Lessee cannot obtain or maintain, despite commercially reasonable efforts, any license, permit or other Governmental Approval for the construction and operation of the Tower Facilities or Lessee's business;

(b) By Lessee, for any reason, upon one (1) year's advance written notice;

(c) By either Party upon default of any covenant or term, which default is not cured within forty five (45) days of receipt of written notice of default (without however, limiting any other rights available to the Parties under any other provisions). However, if the defaulting party commences efforts to cure the default within such period and diligently pursues curing of the default to completion within a reasonable time period, the non-defaulting Party may not declare a default;

(d) So long as Lessee is not diligently pursuing a cure of the below defaults (within a reasonable time period), Lessor may terminate this Lease, upon 30 days written notice to Lessee, if:

(i) Lessee defaults in the payment of Rent, other charges or expenses, or any installment which has not been paid within thirty (30) days after Lessor's written notice to Lessee that payment is due;

(ii) Lessee files a voluntary petition in bankruptcy; or proceedings in bankruptcy are instituted against Lessee and Lessee is adjudicated bankrupt under such proceedings;

(iii) A receiver or trustee is appointed over the property of Lessee; or

(iv) A levy is issued or entered against leasehold interests of Lessee. or

(e) Three years from the date that Lessee's last sublessee vacates (terminates the sublease and removes all equipment from Tower Facilities) or three years from the date of Lessee's most recent rent payment to Lessor, whichever is later, if Lessor desires to terminate this agreement, Lessor shall provide Lessee with one hundred and twenty (120) days ("Notice Period") prior written notice ("Notice"). If during the Notice Period a new sublessee signs a sublease, or Lessee is actively engaged in acquiring a new sublessee, Lessor's Notice shall be invalidated and this Agreement shall continue in full force and effect.

10. **Surrender.**

- (a) Upon termination or expiration of this Lease, Lessee will:
- (i) Within one hundred twenty (120) days, remove the Tower Facilities and all other personal property and improvements which Lessee has installed on the Leased Premises and Easement(s) (except for portions of foundations eighteen inches (18”) below ground level);
 - (ii) Peaceably and quietly deliver possession of the Leased Premises to Lessor; and
 - (iii) Repair, at its sole cost, damage to the Leased Premises or adjacent land owned by Lessor due to Lessee’s removal of its equipment or personal property to Lessor’s reasonable satisfaction.
- (b) Upon a termination by Lessor pursuant to Section 9(d), Lessor will have the right at its option and with thirty (30) days prior-written notice to Lessee of the termination to:
- (i) Remove Lessee and anyone claiming rights to the Leased Premises by summary proceedings or by any other lawful manner;
 - (ii) Repossess and enjoy the Leased Premises; and
 - (iii) Recover immediately from Lessee:
 - 1. Unpaid rent;
 - 2. Rent for the remainder of the then current Lease term, reduced to present value; and
 - 3. Any other damages caused by or resulting from the termination of the Lease.

NOTE: The rights of Lessor are cumulative. The exercise of rights under this Section will not exclude other rights and remedies authorized by law. No waiver by Lessor will operate as a waiver of any future default. Lessee expressly waives any right of redemption under any laws if Lessee is evicted or dispossessed for any cause.

11. **Removal Bond.** Lessee will provide Lessor with a copy of a construction or removal bond procured by Lessee in the amount of Thirty Thousand and 00/100 Dollars (\$30,000.00), naming Lessor as obligee thereunder, which bond may be used by Lessor toward the reasonable cost of removing and storing any Tower Facilities not removed by Lessee upon the expiration or termination of this Agreement and restoring the Lease Premises. Lessee will be obligated to timely pay required bond premiums in order to ensure that the bond remains in full force and effect during the Term and any Renewal Term of this Agreement, until such time as Lessee’s obligations to remove the Tower Facilities and make any repairs to the extent required under this Agreement are

satisfied.

12. **Sublessee's Improvements.** Lessee's assignee(s) and sublessee(s) may modify and erect additional improvements on the Leased Premises, including antennas, dishes, cabling, additional storage buildings or equipment shelters as are reasonably required for the operation and maintenance of the communications equipment. The Lessee's assignee(s) and sublessee(s) have rights of ingress and egress to the Leased Premises and to install utilities to and on the Leased Premises and Easement(s) as if they were the Lessee under this Lease. Said assignee(s) and sublessee(s) are subject to all terms and conditions of this Lease. All assignees and sublessees must sign the agreement, attached as Exhibit "E," agreeing to be bound by the terms of the lease.

13. **Permits.** Lessee must acquire and keep current all licenses, permits, and certificates (City, County, State and Federal) required for the conduct of its activities at the Leased Premises. Lessee agrees not to allow any of the licenses, permits, or certificates to become delinquent.

14. **Compliance with Laws.** Lessee must, at its own expense, and at no expense to Lessor, materially comply with all laws, regulations, rules, ordinances, and requirements (enacted or may be enacted during this Lease) of the City, County, State and Federal authorities and agencies, which affect this Lease, the land granted by this Lease, and any improvements or operations on the Leased Premises. These include all lawful rules and regulations relating to Stormwater Pollution, Spill Prevention Control, and Countermeasure Program which may be promulgated by Lessor. Nothing in this Lease may be deemed to create an affirmative duty of Lessor to abrogate its sovereign right to exercise its police powers which includes the power to act under its zoning and land use codes.

15. **Destruction of Premises.** If the Leased Premises or the Tower Facilities are destroyed or damaged, to the extent that they hinder the effective use of the Tower Facilities in Lessee's judgment, based on reasonable standards used by similar types of businesses, Lessee may elect to terminate this Lease in full as of the date of the damage or destruction by notifying the Lessor in writing. All rights and obligations of Lessee to Lessor and vice versa will cease as of the date of the damage or destruction, except for Lessee's obligation to remove Lessee's improvements; pay any Rent due up to that date; and any other provisions of this Lease that may survive the termination of this Lease. Lessee will be entitled to the reimbursement of any Rent prepaid by Lessee.

16. **Condemnation.** If a condemning authority takes all of the Leased Premises or Easement(s), or a portion sufficient to render the Leased Premises or Easement(s), in the opinion of the Lessee, using reasonably acceptable standards for the profession, unsuitable for uses consistent with Section 5, this Lease will terminate as of the date the title vests in the condemning authority. Lessee may file its own claims against the condemning authority for the value of its Tower Facilities, moving expenses, prepaid rent and business dislocation expenses. A sale of all or part of the Leased Premises or Easement(s) to a purchaser with the power of eminent domain, in the face of the exercise of eminent domain power, will be treated as a taking by condemnation.

17. **Insurance.** Lessee must purchase and maintain in full force and effect throughout the term of this Lease insurance pursuant to Exhibit "F" attached hereto.

18. **Lessee's Environmental Covenants and Indemnity.** As used in this Lease, the term "Hazardous Materials" means any hazardous or toxic substance, material or waste which is, or

becomes designated as such, including those designated as a hazardous substance under the Comprehensive Environmental Response, Compensation and Liability Act, the Resource Conservation and Recovery Act and the Clean Water Act.

(a) During the term of this Lease, Lessee must ensure the presence, use, storage, and disposal of any Hazardous Material, on or under the Leased Premises by Lessee, its agents, employees, business invitees, contractors or sublessees, comply with all laws, rules, regulations and orders. Lessee may not install or permit the installation of any underground storage tanks on the Leased Premises.

(b) Lessee, its grantees, successors, and assigns will indemnify, defend, reimburse and hold harmless Lessor from and against environmental damages caused by the presence of Hazardous Materials on the Leased Premises in violation of any applicable environmental laws and arising as the result of Lessee's activities after the execution of this Agreement. The warranty and indemnity of Lessor described in this Section will survive the termination of this Lease.

19. **Notices.** All notices required or permitted under this Lease must be in writing and are deemed effective upon personal delivery to a Party's employee, or upon certified U.S. Mail with return receipt signed by a Party's employee, or via overnight delivery upon signature receipt of a Party's employee. Such notices must be addressed to the Party at the addresses shown below, or at such other address or addresses as either Party designates to the other in writing under this Section:

As to Lessor: City of Palm Coast
Attn: IT Department
160 Lake Avenue
Palm Coast, Florida 32164
(386) 986-3735
(386) 986-4775 fax

As to Lessee: Diamond Towers V LLC
Attn: Lease Administration
820 Morris Turnpike, Suite 104
Short Hills, NJ 07078

20. **Warranties, Covenants, and Guarantees.** Lessor makes no warranty, guarantee, or covenant of any nature, including covenants of quiet enjoyment, title or averment, or any warranty or representation concerning the condition of the Leased Premises. Lessor will not be responsible for any loss, damage, or costs which may be incurred by Lessee by any such condition. Lessee must take the Site and Leased Premises in as-is condition.

21. (RESERVED)

22. **Assignments and Subleases.**

This Agreement shall not be assigned by any party except as follows: 1) Lessee may assign

this Agreement or any portion thereof to an affiliate or subsidiary of Lessee in which subsidiary or affiliate Lessee or Lessee's direct or indirect parent retains at least a 50% ownership, and shall provide prior written notice of such assignment to Lessor, 2) to a party who acquires a majority of the assets of Lessee, or 3) Lessee may grant a security interest in this Agreement and the Tower Facilities, and may assign this Agreement and the Tower Facilities to any such holders of security interests, including their successors and assigns (hereinafter, collectively referred to as "Secured Parties"). In such event, Lessor shall execute such consent as may reasonably be required by Secured Parties. Lessee shall have the right, without Lessor's consent, to sublease or assign its rights under this Agreement and to permit any of its sublessees to in turn sublicense or sublease its interests, but any such sublease or assignment shall be subject to all terms and conditions of this Agreement. Upon assignment of all of its rights pursuant to this Agreement, and the execution of a written assumption of all of the terms and conditions of the Agreement by the assignee, Lessee shall be released from any further liability under this Agreement. Lessee shall have the right, without Lessor's consent, to sublease its rights under leases of Tower Facilities if allowed in the lease, but any such sublease shall be subject to all terms and conditions of this Agreement and the lease.

23. **Successors and Assigns.** This Lease runs with the Leased Premises described on Exhibit "A" and is binding upon and inure to the benefit of the Parties, their respective heirs, successors, personal representatives, and assigns.

24. **Waiver of Incidental and Consequential Damages.** Except as specifically provided in this Agreement, in no event will Lessor or Lessee be liable to the other for, and Lessee and Lessor each hereby waive the right to recover incidental, consequential (including, but not limited to, lost profits, loss of use or loss of business opportunity), punitive, exemplary and similar damages.

25. **Certifications.** Either Party may request, in writing, that the other Party certify information to a prospective mortgagee or purchaser. Such certification:

- (a) Must be transmitted within ten (10) days after receipt of a written request;
- (b) May be relied upon by the Party requesting it;
- (c) Is binding on the Party executing it; and
- (d) May include:
 - (i) the validity, force and effect of this Lease;
 - (ii) the extent to which this Lease has been supplemented or amended;
 - (iii) the existence of any default;
 - (iv) the existence of any offsets, counter-claims or defenses by the other Party;
 - (v) the commencement and expiration dates of the term;
 - (vi) any prepaid rent; and

(vii) any other matter as may reasonably be requested.

26. **Site Requirements.** Lessee agrees that:

(a) It will conduct its operation on the Leased Premises in strict compliance with this Lease and with the rules and regulations of the City of Palm Coast and all other governmental agencies.

(b) It will transact its business in such a manner as to develop and maintain the good will and active interest of those enjoying the use of the Site and who have or may have occasion to use its facilities or to come into relations with the Site.

(c) It will not use nor permit the use of the Leased Premises for any unlawful or immoral purpose.

(d) It will not permit a nuisance to be created on the Leased Premises.

(e) It will prevent any use of the Leased Premises that would interfere with or adversely affect the operation or maintenance of the Site, or otherwise constitute a hazard.

(f) It will design the Structures so that the City's Emergency Services, including fire, police, rescue, emergency management, 911 and related personnel, will have space on the tower and within the Leased Space, to support and facilitate:

(i) Up to three (3) DB-810 or equivalent antennas;

(ii) Up to three (3) one and five eights inch (1 5/8") transmission lines for an 800 MHz radio repeater system, a P-25 system standard or any other emergency services equipment the Lessor may deem necessary for public safety; and

(iii) The City of Palm Coast's installation of equipment relating to tourism/marketing such as cameras or other observational or data gathering equipment. The exact height on the tower and location within the Leased Space will be determined at a later date. The Parties agree to enter into an Antenna Sublease Agreement prior to the Lessee installing any equipment on the Structures.

(iv) NOTE: The space allocated to the City for the installation of their equipment is subject to the following conditions:

1. The city's emergency services equipment may not exceed three (3) DB-810 or equivalent antennas and three (3) one and five eights inch (1 5/8") transmission lines.
2. The space must be greater than one hundred (100) feet AGL and the antennas cannot be more than fifteen (15) vertical feet.
3. The ground space required for such equipment must be in a location that does not impede existing and reasonably anticipated future additional licensees.

4. There is no monthly rent.
5. The cost of installing the equipment is at the sole cost of the Lessor.

27. **Right of Lessor to Inspect Leased Premises.** Lessor or its representative may, upon twenty-four (24) hours' notice to, and accompanied by a representative of Lessee, enter the Leased Premises to examine it and for any other lawful purpose.

28. **Taxes.**

(a) If ad valorem taxes are assessed following any adjustment or reversal to the Sales and Use Tax Section 212.031 Florida Statutes whereby Lessee, as a renter of real property on which the following are placed: towers, antennas, cables, accessory structures, or equipment used in the provision of mobile communications services; is exempt from sales and use taxes, Lessee must pay the portion of taxes directly attributable to the Leased Premises.

(i) Lessor will provide to Lessee a copy of any notice, assessment, billing, pro-rata allocation calculation, if necessary, and any other documentation reasonably requested by Lessee to allow Lessee to evaluate the payment relating to ad valorem taxes for which Lessee is responsible under this Agreement within thirty (30) days of receipt of the same by Lessor.

(ii) Lessee will have no obligation to pay any ad valorem taxes until Lessee has received the notice, assessment or billing relating to such payment.

(iii) Lessee has the right, at its option and cost, to appeal, challenge or seek modification of any ad valorem tax assessment or billing for which Lessee is wholly or partly responsible for payment.

(iv) Lessor will reasonably cooperate with Lessee in filing, prosecuting and perfecting any appeal or challenge to ad valorem taxes including executing any consent to appeal or other similar document.

(b) Lessee must pay all personal property taxes assessed on, or any portion of such taxes attributable to, the Tower Facilities. Lessee must pay any increase in real property taxes levied against the Leased Premises directly attributable to Lessee's use of the Leased Premises. Lessor agrees to furnish proof and calculation, if necessary, of such increase to Lessee. Should Lessee fail to pay, when due, any personal property taxes affecting the Leased Premises or the Easement(s), Lessor may, but is not obligated to, pay the taxes and increase future installments of rent by the amount of taxes paid by Lessor on Lessee's behalf.

(c) NOTE: Lessor is a Florida Municipality and therefore, is a tax-exempt entity.

29. **Other Rights Reserved by Lessor.** Besides all other rights reserved by Lessor in the Leased Premises, Lessor expressly reserves the right of ingress and egress for Lessor and its

designees over the Easement(s) and the Site, but excluding the exclusive Leased Premises (except in the event of emergencies or with prior written consent of Lessee).

30. **Lien for Lessee Improvements.** Under Section 713.10, Florida Statutes, no interest of the Lessor will be subject to liens for improvements made by Lessee. Lessee must notify the contractor or subcontractor making improvements to the Leased Premises of this provision. The knowing or willful failure of Lessee to provide such notice to the contractor will render the contract between the Lessee and contractor voidable at the option of the contractor. No party, including materialmen, contractors, and subcontractors, may file a mechanic's or materialmen's lien, for performing labor or furnishing materials for the benefit of Lessee, to the Leased Premises. If a lien is filed, Lessee is obligated to:

- (a) Within thirty (30) days of receipt of notice from Lessor of such lien, discharge, bond or otherwise remove the lien. Without obviating its obligation in the preceding sentence, Lessee may contest such lien by instituting appropriate legal proceedings;
- (b) Indemnify, defend, and hold harmless Lessor, at Lessee's cost and expense, any action, suit, or proceeding which may be brought to enforce any such lien; and
- (c) Pay any damages and attorney's fees incurred by Lessor and satisfactorily discharge any judgment entered.

Lessor will give Lessee notice of any such action, suit, or proceeding and Lessee may assert all defenses, counterclaims, offsets or any other claim of any nature. The terms and provisions of this Section will survive the termination of this Lease.

31. **Responsibility of Lessee/Lessor.**

- (a) Lessee is in control or possession only of portions of the Site as noted in Exhibit "A." Lessee does not assume responsibility for the conduct, operation, or condition of portions of the Site not included within the terms of this Lease.
- (b) Lessor is not responsible for the actions of Lessee, its employees, agents, contractors, or subcontractors. Lessee will indemnify and hold harmless Lessor against all liabilities, claims, demands, damages, expenses, fees, fines, penalties, suits, proceedings, actions, appeals and causes of action, including reasonable attorney's fees and costs arising out of Lessee's negligent acts or omissions with respect to the Leased Premises (except for injuries, damages or claims which result from the negligence of the Lessor). Lessee must promptly reimburse Lessor for any proration of insurance as required.

32. **Further Acts.** Lessor will cooperate with Lessee in executing any documents to protect Lessee's use of the Leased Premises and Easement(s) and to take such action as may be reasonably required to implement this Lease. Lessor will cooperate with and join in filing any applications on behalf of Lessee with Federal, State and local governmental authorities to enable Lessee to perpetuate the intended use of the Leased Premises.

33. **Miscellaneous.**

- (a) The substantially prevailing party in any litigation arising under this Lease will be entitled to its reasonable attorney's fees and court costs, including appeals, if any.
- (b) Each Party agrees to furnish to the other, within ten (10) days after request, such truthful estoppel information as the other may reasonably request.
- (c) This Lease constitutes the entire agreement and understanding of Lessor and Lessee regarding the subject of this Option and Ground Lease, and supersedes all offers, negotiations and other agreements. There are no other representations or understandings of any kind. Any amendments to the Lease must be in writing and executed by Lessor and Lessee.
- (d) If either Lessor or Lessee is represented by a broker in this transaction, that Party is responsible for any fees due such broker and must hold the other Party harmless from any claims for commission.
- (e) This Lease is construed under the laws of the state of Florida. Venue will be in the courts of Flagler County, Florida, and for federal actions, in Orlando, Florida. In the event of any dispute, the parties agree to waive all rights to demand a jury trial.
- (f) If any term of this Lease is void or invalid, such invalidity will not affect the remaining terms of this Lease, which will continue in full force and effect.
- (g) This Lease may be executed in two or more counterparts, all of which will be one and the same agreement and will become effective when one or more counterparts have been signed by each of the Parties.
- (h) Each of the Parties represent and warrant they have the right, power, legal capacity and authority to enter into and perform their respective obligations under this Agreement.
- (i) Waiver of Compliance. Any failure of Lessee to comply with any obligation, covenant, agreement or condition herein may be expressly waived by Lessor, but such waiver or failure to insist upon strict compliance with such obligation, covenant, agreement or condition shall not operate as a waiver of, or estoppel with respect to, any subsequent or other failure.

34. **Indemnification.** Lessee agrees to protect, defend, reimburse, indemnify and hold harmless Lessor, its agents, employees and officers (the "Indemnified Parties"), against all claims, causes of actions, liabilities, expenses, losses, costs, fines and damages, including reasonable attorneys' fees at trial and on appeal, to the extent allowed by law, arising out of Lessee's negligent or intentional acts or omissions with respect to the Leased Premises, Site, or Easement(s), excluding injuries caused by the negligent or willful misconduct of the Indemnified Parties. This Section also applies to claims arising out of contamination caused to the Site after the Commencement Date by the negligent or intentional acts or omissions of Lessee, its agents, or employees, including contamination of the soil or storm water by fuel, gas, chemicals, or other substances deemed by the Environmental Protection Agency to be environmental contaminants. Nothing in this Lease

may be construed as a waiver of Lessor's limitation of liability as noted in Section 768.28(5), Florida Statutes.

35. **Headings.** Descriptive headings are for convenience only and shall not control or affect the meaning or construction of any provision of this Agreement.

[remainder of page intentionally left blank]

IN WITNESS WHEREOF, this Agreement is entered into the date first written above.

OPTIONOR/LESSOR:

Witness:

Witness:

CITY OF PALM COAST, FLORIDA

By: _____

Name: _____

Title: _____

Date: _____

OPTIONEE/LESSEE:

Witness:

Witness:

DIAMOND TOWERS V LLC

By: _____

Name: _____

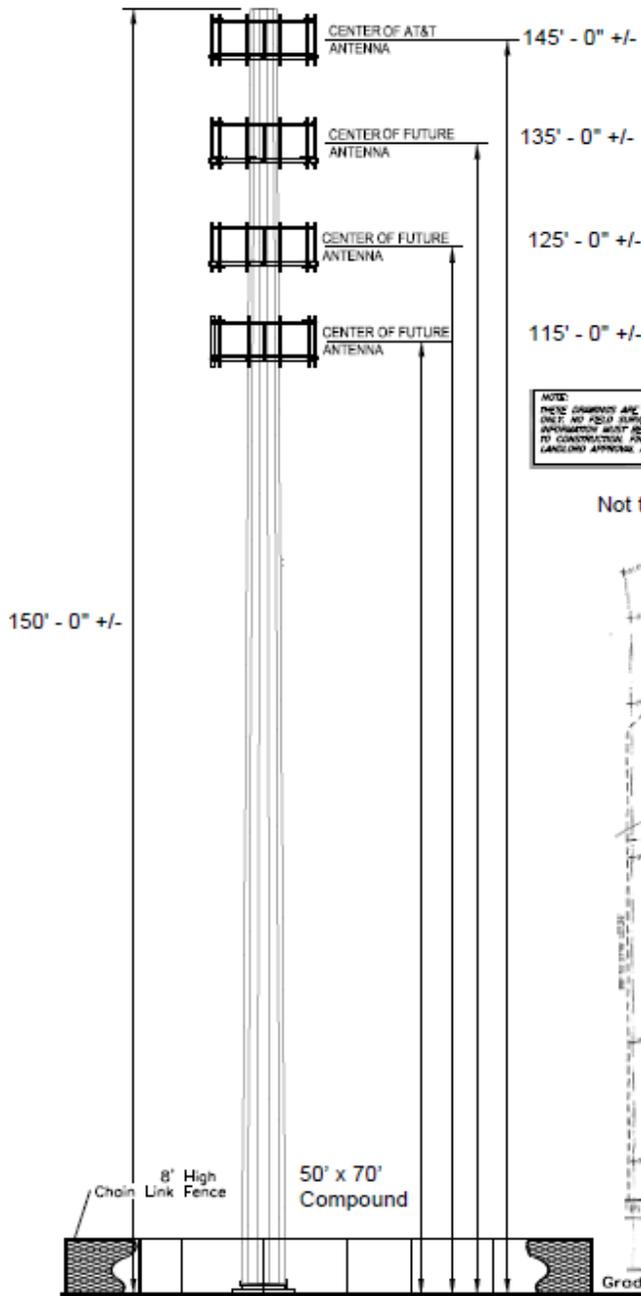
Title: _____

Date: _____

EXHIBIT "A"

Description of Real Property

Multi-User wireless communication tower



NOTE: THESE DIMENSIONS ARE FOR INFORMATIONAL PURPOSES ONLY. NO FIELD SURVEY WAS PERFORMED AND ALL INFORMATION MUST BE FIELD VERIFIED PRIOR TO CONSTRUCTION. FINAL LOCATIONS SUBJECT TO LANDLORD APPROVAL AND ZONING APPROVAL.

Not to Scale

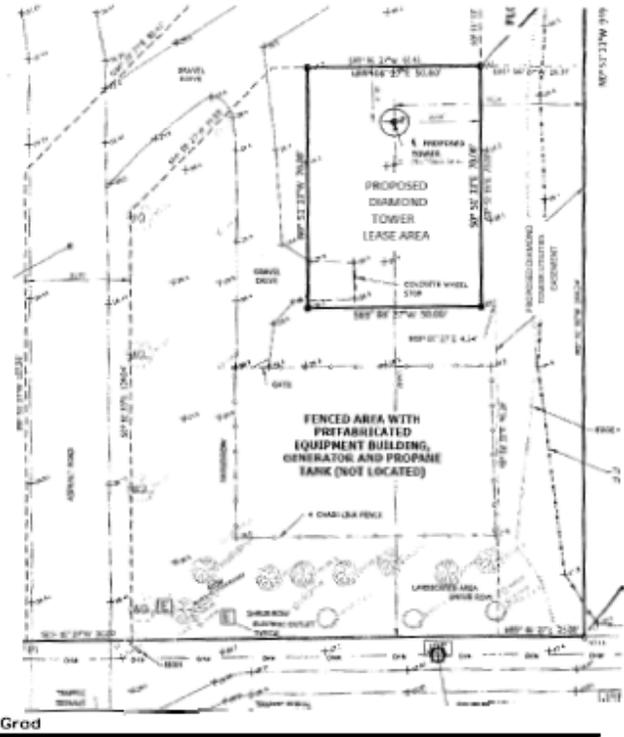


EXHIBIT "A"

Description of Real Property

PROPOSED TOWER LEASE AREA

A PARCEL OF LAND BEING A PORTION OF RESERVED PARCEL "C", BELLE TERRE, SECTION 13, MAP BOOK 1, PAGE 7 OF THE PUBLIC RECORDS OF FLAGLER COUNTY FLORIDA, SAID PARCEL OF LAND BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS:

COMMENCE AT THE SOUTHEAST CORNER OF RESERVED PARCEL "C", BELLE TERRE, SECTION 13, MAP BOOK 1, PAGE 7 OF THE PUBLIC RECORDS OF FLAGLER COUNTY FLORIDA, SAID POINT ALSO LYING ON THE NORTH RIGHT OF WAY LINE OF PALM COAST PARKWAY; THENCE N 0°51'33" W ALONG THE EAST LINE OF SAID PARCEL "C" FOR 166.24 FEET; THENCE S 89°08'27" W FOR 29.34 FEET TO A SET 5/8" REBAR & CAP "LS 6053" AND THE POINT OF BEGINNING OF THE HEREIN DESCRIBED PARCEL OF LAND; THENCE S 0°51'33" E FOR 70.00 FEET TO A SET 5/8" REBAR & CAP "LS 6053"; THENCE S 89°08'27" W FOR 50.00 FEET TO A SET 5/8" REBAR & CAP "LS 6053"; THENCE N 0°51'33" W FOR 70.00 FEET TO A SET 5/8" REBAR & CAP "LS 6053"; THENCE N 89°08'27" E FOR 50.00 FEET TO THE POINT OF BEGINNING.

SAID PARCEL OF LAND LYING AND BEING IN SECTION 14, TOWNSHIP 11 SOUTH, RANGE 30 EAST, FLAGLER COUNTY, FLORIDA AND CONTAINING 3,500 SQUARE FEET, MORE OR LESS.

EXHIBIT “B”

Easement Agreement

EXHIBIT "C"

Site:

MEMORANDUM OF LEASE

This Memorandum of Lease is made on _____, 201_, by and between the CITY OF PALM COAST, as Lessor, at 160 Lake Avenue, Palm Coast, Florida, 32164, and DIAMOND TOWERS V LLC, as Lessee, at 820 Morris Turnpike, Suite 104, Short Hills, NJ 07078.

1. Lessor and Lessee are parties to an Option and Ground Lease Agreement dated _____, 201_ (the "Lease Agreement"); the terms and provisions of which are incorporated by this reference. The premises covered by the Lease Agreement are in the _____, as described in the legal description attached as **Exhibit "A"** ("Leased Premises").
2. Under the Lease Agreement, Lessor has granted to Lessee an easement for ingress, egress and utilities for the duration of the Lease Agreement over those lands more particularly described on **Exhibit "B,"** as attached. The easement rights include the right and authority of Lessee to grant or assign to third parties all or some of the easement rights granted to Lessee, subject to the written consent of Lessor.
3. The Lease Agreement provides for an initial term of five (5) years which commenced on _____. The Lease provides for nine (9) additional five (5) year renewal terms, which will occur automatically, unless Lessee delivers written notice of intent not to renew to Lessor thirty (30) days prior to the expiration of the initial term, or the renewal term then in effect.
4. Under Section 713.10, Florida Statutes, the Lease Agreement provides that the interest of the Lessor is not subject to liens for improvements made by Lessee, and that Lessee must notify any contractor making such improvements of this provision of the Lease Agreement.

IN WITNESS WHEREOF, the Parties hereto have executed this Memorandum of Lease as of the date first written above.

LESSOR:

Witness:

Witness:

CITY OF PALM COAST

By: Exhibit Only – Not for Signature

Name:

Title:

Date:

STATE OF FLORIDA
COUNTY OF _____

I, the undersigned Notary Public for the County and State, do certify that _____, as _____, appeared before me this day, and acknowledged the due execution of the foregoing instrument on behalf of the company.

WITNESS my hand and notarial seal, this ___ day of _____ 201_.

Notary Public: _____

Print Name: _____

{affix notary stamp/seal}

My Commission Expires: _____

LESSEE:

Witness:

Witness:

DIAMOND TOWERS V LLC

By: Exhibit Only – Not for Signature

Name:

Title:

Date:

STATE OF NEW JERSEY
COUNTY OF ESSEX

I, the undersigned Notary Public for the County and State, do certify that _____,
as _____, appeared before me this day, and acknowledged the due
execution of the foregoing instrument on behalf of the company.

WITNESS my hand and notarial seal, this ___ day of _____ 201_.

Notary Public: _____

Print Name: _____

{affix notary stamp/seal}

My Commission Expires: _____

EXHIBIT “D”

Rent Schedule

Rent: -Rent shall be as set forth in Section 2 Pricing Terms of the Wireless Facilities Contract dated May 12, 2017 which section is hereby attached hereto Exhibit “G”.

Rent is payable to the City of Palm Coast, Florida. Lessor must provide Lessee with an accurate and executed W-9 Form to facilitate payment.

“Sublease Fees” shall mean all rents, licenses and other fees (but excluding utilities, taxes and similar expense reimbursements to Lessee which are specifically identified in a sublease as being charged in addition to rent or license fees) actually received by the Lessee pursuant to a particular Sublease during the applicable month. In no event, shall Lessee have the right to deduct expenses from Sublease Fees.

“Broadband Tenant” shall mean as Cellular/PCS providers such as Alltel, AT&T, Cingular, Sprint, Nextel, T-Mobile, MetroPCS and Verizon.

“Non-Broadband Tenant” shall mean 2-way, paging, and internet providers.

EXHIBIT "E"

FORM OF TRANSFER AGREEMENT

AGREEMENT OF ASSIGNEE/SUBLESSEE

Under this Agreement of Assignee/Sublessee, made this ____ day of _____, 20____, _____ ("Assignee/Sublessee") acknowledges and agrees as follows:

1. Assignee/Sublessee acknowledges that Diamond Towers V LLC is transferring a portion of its interest in the Leased Premises to Assignee/Sublessee as reflected in Exhibit _____.

2. Assignee/Sublessee acknowledges that Diamond Towers V LLC and the City of Palm Coast, have entered into an Option and Ground Lease Agreement dated as of _____, 20__, (copy attached) which governs the Leased Premises and Easement(s). The Memorandum of Lease (not the Option and Ground Lease Agreement) is recorded in O.R. Book _____, Page _____, Public Records of Flagler County, Florida. Assignee/Sublessee acknowledges having received a copy of said Option and Ground Lease Agreement and understands all of the terms, provisions, conditions, and limitations of that Agreement.

3. In consideration for receiving the benefits of the transfer of a portion of the Leased Premises and the accompanying Easement(s) and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Assignee/Sublessee agrees to be bound by all of the terms, provisions, conditions, and limitations of that Agreement as the same may apply to the Leased Premises and the accompanying Easement(s) owned by Diamond Towers V LLC or in which Diamond Towers V LLC may have an interest, including the condition that the undersigned Assignee/Sublessee obtained this same agreement from any subsequent Assignee/Sublessee.

Exhibit Only – Not for Signature

(print name)

Exhibit "F"
INSURANCE

(a) The Lessee shall obtain or possess and continuously maintain the following insurance coverage, from a company or companies, with a Best Rating of A- or better, authorized to do business in the State of Florida and in a form acceptable to the Lessor and with only such terms and conditions as may be acceptable to the Lessor:

(1) Workers Compensation/Employer Liability: The Lessee shall provide Worker Compensation insurance for all employees engaged in the work under this Agreement in accordance with the laws of the State of Florida. Employers' Liability Insurance at limits not less than the following:

\$500,000 Each Accident
\$500,000 Disease Each Employee
\$500,000 Disease (Policy Limit)

(2) Comprehensive General Liability: The Lessee shall provide coverage for all operations including, but not limited to, contractual, independent contractor, products and complete operations and personal injury with limits not less than the following:

\$1,000,000 Bodily Injury & Property Damage - each occurrence
\$2,000,000 General Aggregate

(3) Comprehensive Business Automobile Liability: The Lessee shall provide complete coverage with a combined single limit of not less than \$1,000,000 Bodily Injury and Property Damage in accordance with the laws of the State of Florida, as to the ownership, maintenance, and use of all owned, non-owned, leased or hired vehicles.

(4) Professional Liability: The Lessee shall provide professional liability insurance as well as errors and omission insurance in a minimum amount of \$1,000,000 CSL or its equivalent, with a combined single limit of not less than \$1,000,000, protecting the Lessee against claims of the City for negligence, errors, or omissions in the performance of services to be performed and furnished by the Lessee.

(5) Other Required Insurance Coverage: Where unusual operations are necessary to complete the work, such as use of aircraft or watercraft, use of explosives, and any high-risk circumstances. No aircraft, watercraft or explosives shall be used without the express advance written approval of the Lessor which may, thereupon, required additional insurance coverage's.

(b) All insurance other than Workers Compensation and Professional Liability that must be maintained by the Lessee shall specifically include the Lessor as an additional insured. All insurance minimum coverages extend to any subcontractor, and the Lessee shall be responsible for all subcontractors.

(c) The Lessee shall provide Certificates of Insurance to the Lessor evidencing that all such insurance is in effect prior to the issuance of the first Work Order under this Agreement. These

Certificates of Insurance shall become part of this Agreement. Neither approval by the Lessor nor failure to disapprove the insurance furnished by a Lessee shall relieve the Lessee of the Lessee's full responsibility for performance of any obligation including the Lessee's indemnification of the Lessor under this Agreement. If, during the period which an insurance company is providing the insurance coverage required by this Agreement, an insurance company shall: (1) lose its Certificate of Authority, (2) no longer comply with Section 440.57, Florida Statutes, or (3) fail to maintain the requisite Best's Rating and Financial Size Category, the Lessee shall, as soon as the Lessee has knowledge of any such circumstance, immediately notify the Lessor and immediately replace the insurance coverage provided by the insurance company with a different insurance company meeting the requirements of this Agreement. Until such time as the Lessee has replaced the unacceptable insurer with an insurer acceptable to the Lessor, the Lessee shall be deemed to be in default of this Agreement.

(d) Intentionally Deleted.

(e) The Lessee shall provide Certificate of Insurance directly to the City's Designated Representative. The certificates shall clearly indicate that the Lessee has obtained insurance of the type, amount, and classification required by this Agreement.

(f) Nothing in this Agreement or any action relating to this Agreement shall be construed as the Lessor waiver of sovereign immunity beyond the limits set forth in Section 768.28, Florida Statutes.

(g) The Lessor shall not be obligated or liable under the terms of this Agreement to any party other than the Lessee. There are no third-party beneficiaries to this Agreement.

(h) The Lessee is an independent Agreement or and not an agent, representative, or employee of the Lessor. The Lessor shall have no liability except as specifically provided in this Agreement.

(i) All insurance shall be primary to, and not contribute with, any insurance or self-insurance maintained by the Lessor.

EXHIBIT G

WIRELESS FACILITIES CONTRACT

THIS WIRELESS FACILITIES CONTRACT (“CONTRACT”) is made as of the 12th day of May, 2017, (“Effective Date”) by and between the CITY OF PALM COAST, FLORIDA, a municipal corporation of the State of Florida, whose mailing address is 160 Lake Avenue, Palm Coast, Florida 32164, hereinafter referred to as “CITY”, and DIAMOND TOWERS IV LLC, a Delaware limited liability company authorized to do business in the State of Florida and with a mailing address at 820 Morris Turnpike, Suite 104, Short Hills, New Jersey 07078, hereinafter DIAMOND TOWERS IV LLC shall be referred to collectively as the “CONSULTANT”, whose Federal I.D. numbers is 36-4751274.

In consideration of the mutual promises contained herein, the CITY and the CONSULTANT agree as follows:

Section 1. Consultant’s Responsibilities

This CONTRACT involves all property owned or controlled by the CITY and the Flagler County School District (the “Property”) excluding Old King’s Elementary and Palm Coast High School (“School District Property”).

I. Phase I – MARKETING AND DEVELOPMENT

The CONSULTANT shall:

- a. Perform all tasks outlined in CONSULTANT’S Response to RFP IT-16-01 under “Phase I”, which is attached hereto as Exhibit “A” and made a part hereof. In the event of a conflict between the terms of the RFP or Response to RFP and this CONTRACT, the terms of this CONTRACT shall control.
- b. Perform an inventory of all potential CITY and Flagler County School District Wireless Communication Facility sites and submit a report on the contemplated marketability of the inventoried sites.
- c. Develop a CITY-wide long-term Wireless Master Plan for wireless communications operators or wireless service providers (“Operators”). “*Wireless Master Plan*” means a Plan to be developed by CONSULTANT to facilitate marketing of CITY’s Property, whose purpose is to maximize CITY’s income, to identify key areas of multiple wireless broadband service provider coverage needs, and to prepare those proposed sites for the installation of Wireless Communication Facilities after a mutually acceptable agreement for the use thereof has been executed between CONSULTANT (or the CITY as applicable) and an Operator. (For example, if there is a colocation on a CITY Tower (as defined below), the agreement may be between CITY and Operator.) As used herein, “Wireless Communication Facilities” shall refer to a tower, structure, light pole, rooftop, or other attachment situated or installed on the Property identified by the CITY as suitable for use by an Operator to provide wireless telecommunications services.

d. At no cost to CITY, Diamond will perform a radio frequency propagation analysis on all existing CITY sites (as reflected on Exhibit "B") with wireless infrastructure and identify suitable and available CITY (and potentially other) sites for wireless development which CITY could consider for inclusion into the Wireless Master Plan.

For all CITY existing co-location sites, CONSULTANT will review available documentation including existing leases between CITY and Operators, structural analyses and engineering drawings. CONSULTANT will conduct a field visit and perform an equipment and rent audit at each existing co-location site on CITY property to ensure all Operators with leases on CITY property are in compliance with the terms and conditions of their respective lease agreements. In the event an Operator is not in compliance with the relevant documentation, CONSULTANT will make recommendations to CITY as to the appropriate steps in order to correct any issues of non-compliance and implement the agreed plan to resolve such issues. CONSULTANT recommendations shall be made with the following considerations in mind:

- (1) Public Safety Radio towers are an important part of the CITY's long range wireless support goals and shall be carefully reviewed.
- (2) Development of new tower locations on the Property shall include coordination with the CITY's Public Safety communications in order to help provide a more comprehensive radio and cellular coverage pattern to support the CITY, its residents and visitors.

e. Market targeted Property identified in the Wireless Master Plan as existing Wireless Communication Facilities ("City Facilities"), and Property identified by the CITY as potential sites for wireless development, at no cost to CITY. CONSULTANT will use commercially reasonable efforts to market the City Facilities and other Property to Operators to obtain their feedback and interest in collocating on any existing and proposed site(s) included in the Wireless Master Plan, and CONSULTANT will provide any feedback to CITY for possible modification/evolution of the Wireless Master Plan. CITY grants to CONSULTANT the exclusive right to market, lease, and construct wireless facilities, at CONSULTANT's sole cost and expense, upon all Property included in the Wireless Master Plan but only to the extent CITY desires to make any specific property available for wireless development and subject to section 5.h. CONSULTANT must market the Wireless Master Plan to all Operators and without any discrimination or favoritism between Operators, in order to ensure that CITY's residents receive the maximum benefit of all available services from all existing Operators.

f. Propose options to include marketing the identified sites for co-location on City Facilities, if technically and structurally feasible, or for the installation of replacement towers on these sites for migration of public safety equipment over to the new tower and/or to have more than one tower on a site; provided, however, that CONSULTANT shall not be responsible for third party costs and expenses associated with the obligations of CONSULTANT under this clause (f).

g. Review existing CITY ordinances and recommend revisions to reflect best management practices that are compliant with current federal, state and local laws.

h. Own any Wireless Communication Facilities that it constructs on the Property, including any facility that replaces an existing City Facility, (collectively, "Consultant Facilities"); though the City will retain ownership of all City Facilities and all Property. (However, CITY will grant to CONSULTANT appropriate easements for space, access, and utilities.) Consultant will have the exclusive right to sublease to Operators on all City Facilities and on the Property associated with the City Facilities, whether or not a Consultant Facility is constructed or operated thereon.

II. Phase II- IMPLEMENTATION

A. The Consultant shall:

- (1) Perform all tasks outlined in CONSULTANT'S Response to RFP IT-16-01 under "Phase II", Exhibit "A". In the event of a conflict between the terms of the Response to RFP and this CONTRACT, the terms of this CONTRACT shall control.
- (2) Provide wireless communication consulting services to structure license agreements on Property for the construction and operation of Consultant Facilities for co-location of Operators and their respective equipment and co-location of Operators' and their respective equipment on City Facilities. Upon Consultant's receipt of an Operator's expression of interest (by executing a letter of intent or any other manner acceptable to the parties) in co-locating on a City Facility or on a contemplated Consultant Facility, Consultant shall so notify City in a manner that they may agree from time-to-time (which may include electronic mail). (i) If the Operator is interested in co-locating on a City Facility, Consultant will negotiate, on City's behalf, the terms and conditions of the agreement for Operator's use and co-location on the City Facility ("City Facility Agreement"). The City Facility Agreement shall contain customary terms for a similar transaction, be reasonably acceptable to City, be executed thereby but will, among other things, provide that all fees to be paid by Operator thereunder be remitted to Consultant. (ii) If the Operator is interested in co-locating on a potential Consultant Facility, City and Consultant will execute an Option and Ground Lease Agreement (which shall have an initial term of five (5) years with nine (9) five (5) year renewal terms) or Rooftop Lease Agreement (hereafter collectively "Option Agreement"), as applicable, in a form reasonably acceptable to the City and CONSULTANT. In addition, Consultant will negotiate, on its behalf, the terms and conditions of the agreement for Operator's use and co-location on the Consultant Facility ("Consultant Facility Agreement"), which will be executed by Consultant and Operator. In the event of any conflict between the terms of this CONTRACT and the terms of an Option Agreement, the terms of the Option Agreement shall control, as long as the Option Agreement was executed by the CITY.
- (3) Coordinate the preparation of and revisions to site construction packages for Consultant Facilities to include site drawings and specifications.
- (4) Coordinate the preparation of architectural/engineering design drawings and provide the CITY with as-built drawings of the City Facilities and Consultant Facilities.

(5) Coordinate with the CITY's Planning Division and prepare applications, zoning variances and all permits, including special use permits, and attend all necessary hearings relating to the construction and operation of Consultant Facilities, including the installation and operation of Operators' equipment thereon and for the installation and operation of Operators' equipment on City Facilities.

(6) Coordinate and manage construction of Consultant Facilities in cooperation with the CITY.

(7) Verify construction of Consultant Facilities is completed pursuant to applicable CITY requirements and regulations.

(8) Assess radio frequency interference and health and safety engineering in accordance with applicable law prior to each Operator installation.

(9) Arrange and coordinate access for Operators (and other necessary parties) to perform alignment, inspection, survey and other architectural/engineering work on Wireless Communication Facilities in cooperation with the CITY. Further, CITY agrees to reasonably cooperate with providing access to the extent necessary for CONSULTANT to perform its duties under this CONTRACT.

(10) Work to resolve Operator issues that arise during the course of the license agreement. The types of issues which may be encountered could include, but are not limited to: interference issues, payment issues, insurance issues, maintenance issues, or unauthorized changes made by the Operator.

(11) Assist with lease or license agreement renewals and any requests for lease or license agreement amendments.

(12) Take ultimate responsibility for maintaining all CONSULTANT Facilities and the four (4) towers owned by CITY (as reflected on Exhibit "C" and hereafter "City Towers"). This maintenance obligation includes ensuring the equipment and surrounding areas are kept neat and clean, and performing periodic inspections of all Wireless Communications Facilities in accordance with standard industry practice. CONSULTANT will not charge the CITY for periodic visual and non-engineering inspections. CONSULTANT will coordinate required EIA/TIA inspections, road maintenance, basic ground maintenance including landscaping, and other maintenance to be agreed. Regarding maintenance of City Towers, CONSULTANT will provide a quarterly budget outlining future maintenance schedule and costs for CITY approval. Such initial budget is attached as Exhibit E. Should equipment require repair, CONSULTANT will submit the estimated repair cost (and CONSULTANT out of pocket costs, if any) to the CITY for approval prior to undertaking the repair. Any work required that is not specifically listed on Exhibit E shall be preapproved by CITY in writing.

B. The City shall promptly review and execute Option Agreements, Option and Lease Agreements, Rooftop Lease and City Facility Agreements, once reasonably approved by the CITY.

Section 2. Pricing Terms

- a. The CITY shall receive a Site Development Fee of Twenty-five Thousand and 00/100 Dollars (\$25,000.00) upon the commencement of construction for each new tower built and owned by the CONSULTANT.
- b. Subject to subsection (e), for amendments or extensions (after the date of this CONTRACT) to existing City Facility Agreements with wireless carriers where CONSULTANT increases recurring revenue, CONSULTANT shall pay to the CITY seventy-five percent (75%), with CONSULTANT retaining twenty-five percent (25%) of the increased recurring revenue. Unless as otherwise specified herein, CONSULTANT will not share in revenue from existing CITY Facility leases.
- c. Subject to subsection (e), the CITY shall receive sixty five percent (65%) of new recurring revenue by new tenants which locate or collocate on the City Facilities and Property and CONSULTANT shall retain thirty five percent (35%) of new recurring revenue on City Facilities and Property. This clause does not relate to revenue for Consultant Facilities, which is addressed in 2d.
- d. The CITY shall receive forty percent (40%) of new recurring revenue on Consultant Facilities constructed and CONSULTANT shall retain sixty percent (60%).
- e. Solely as to CITY Facilities (and not applicable to any Consultant Facilities which shall be governed by the terms of an Option Agreement, nor existing City Facility Leases), the CITY shall be entitled to receive 100% of gross rental payments with respect to each individual site upon the occurrence of the following:
 1. As to subsection "b" of this Section 2 and with respect to each separate agreement at a site, the earlier of; i) termination of the underlying agreement with Operator (including all renewal terms); or ii) twenty-five (25) years from the effective date of the amendment or extension, as the case may be.
 2. As to subsection "c" of this Section 2 and with respect to each separate agreement at a site, the earlier of; i) termination of the underlying agreement with Operator (including all renewal terms); or ii) twenty-five (25) years from the commencement date of the underlying agreement with the new Operator.
- f. Subject to the twenty-five (25) year limitations in subsection "e", subsections "b", "c", "d" and "e", shall survive termination of this CONTRACT. The parties will include the relevant provisions in this Section 2 in all tower leases.

Section 3. Term

- a. Term. This CONTRACT shall be effective on the date it is executed by both parties, and shall extend for a period of five (5) years from the date set forth above, and will automatically renew for three (3) successive five (5) year terms for a total of 20 years, unless either party provides notice of non-renewal at least one hundred eighty (180) days prior to the expiration of the then current term. Upon expiration of this Contract, CONSULTANT's ability to market the Property and City Facilities shall terminate.
- b. Termination for Convenience. The CITY, by written notice, may terminate this CONTRACT, in whole or in part, when it is in the CITY's interest any time after the initial five (5) year term. The CITY's Notice of Termination shall provide the CONSULTANT thirty days prior notice before it becomes effective. The CITY's termination will have no effect on Consultant Facilities, leases, subleases, or licenses authorized by the City under this CONTRACT.
- c. Default. In the event that there is a default by either party to this CONTRACT, the party claiming a default of any term or condition of this CONTRACT shall provide the defaulting party with written notice of the default. After receipt of such notice, the non-defaulting party shall have thirty days in which to cure any monetary default and sixty days in which to cure a non-monetary default (or such longer period as is appropriate if such default cannot reasonably be cured within 60 days).

Section 4. Indemnity and Insurance

a. Indemnification.

- (1) The CONSULTANT shall indemnify, defend, and hold harmless CITY, its officers and employees, from and against a liability, or an expense asserted by a third party, including reasonable attorney's fees, or both, that arise out of, pertain to, or relate to a negligent act, error, or omission of CONSULTANT, but only to the extent that such liability, expense or claim is not caused by or occasioned by or the result of the negligence or willful misconduct of the CITY. CONSULTANT acknowledges the receipt of such good and valuable consideration provided by City in support of these indemnification, legal defense and hold harmless contractual obligations in accordance with the laws of the State of Florida. This clause shall survive the termination of this Agreement. Compliance with any insurance requirements required elsewhere within this Agreement shall not relieve CONSULTANT of its liability and obligation to defend, hold harmless and indemnify City as set forth in this article of the Agreement. CONSULTANT shall require each of its AGENTS/SUBCONTRACTORS to agree to indemnity obligations substantially similar to those set forth herein.
- (2) To the extent of the monetary limits of Fla. Stat. 768.28, CITY shall indemnify, defend, and hold harmless CONSULTANT its officers and employees, from and against a liability, or an expense asserted by a third party, including reasonable attorney's fees, or both, that arise out of, pertain to, or relate to a negligent act,

error, or omission of CITY, but only to the extent that such liability, expense or claim is not caused by or occasioned by or the result of the negligence or willful misconduct of the CONSULTANT. CITY acknowledges the receipt of such good and valuable consideration provided by CONSULTANT in support of these indemnification, legal defense and hold harmless contractual obligations in accordance with the laws of the State of Florida. This clause shall survive the termination of this Agreement. Nothing herein shall be construed to extend CITY's liability beyond that provided in section 768.28, Florida Statutes.

- (3) If CONSULTANT subcontracts or assigns all or any portion of the Consulting Services or Management Services under this CONTRACT, each such subcontractor or assign must indemnify, defend, and hold harmless CITY under the terms of this Section.
- (4) This indemnification will survive termination of this CONTRACT.

b. Insurance. At the time CONSULTANT signs and delivers this CONTRACT to CITY, as well as at all times during the term of this CONTRACT, CONSULTANT shall maintain, at a minimum, the required insurance as set forth in the attached Exhibit "D" to this CONTRACT. CITY shall be entitled to coverage at the maximum policy limits for the required insurance maintained by CONSULTANT, which shall at no time be less than the required amounts set forth in the attached Exhibit "D" to this CONTRACT. This CONTRACT's insurance provisions shall be separate and independent from the indemnification and defense provisions of Section 4.a of the CONTRACT and shall not in any way limit the applicability, scope or obligations of the indemnification defense provisions in Section 4.a.

Section 5. Miscellaneous

a. Financing Provisions. CITY owned real or personal property must not be encumbered, lien or pledged.

b. Right to Audit. During the term of this CONTRACT, and for a period of five (5) years after the CONTRACT expires or is terminated, the parties shall maintain originals of all records, books, papers and documents relating to this CONTRACT and all accompanying agreements. At all reasonable times, the parties will allow the other to have access to, examine, copy, and audit such records no more frequently than once per twelve (12) month period. Additionally, CONSULTANT will allow CITY, at any time within the audit period, to have access to and examine and audit (but not copy) records, books, papers and documents relating to or evidencing the payments required to be made hereunder no more frequently than once per twelve (12) month period. This section shall survive the termination of this CONTRACT.

c. Independent Contractor Relationship. The CONSULTANT is, and shall be, in the performance of all work services and activities under this CONTRACT, an Independent Contractor, and not an employee, agent, or servant of the CITY. All persons engaged in any of the work or services to be performed by CONSULTANT pursuant to this CONTRACT shall at all times, and in all places, be subject to the CONSULTANT's sole discretion, supervision, and control. The CONSULTANT shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the CONSULTANT's relationship and the

relationship of its employees to the CITY shall be that of an Independent Contractor and not as employees or agents of the CITY. The CONSULTANT does not have the power or authority to bind the CITY in any promise, agreement or representation other than as specifically provided for in this CONTRACT.

d. Public Safety Communications. CONSULTANT shall use commercially reasonable efforts to accommodate requests for Public Safety communication systems equipment and other CITY-owned equipment, subject to space availability, capacity, and the rights of existing sublicensees to use the facilities. CITY shall pay for all costs and expenses associated with any installation, maintenance and operation under this Public Safety Communications sub-section.

e. Compliance with Local Ordinances. CONSULTANT shall comply with all CITY's ordinances including but not limited to CITY's ordinance pertaining to wireless facilities.

f. Governing Law. This CONTRACT shall be governed by the laws of the State of Florida. In the event of any dispute the parties agree to waive all rights to demand a jury trial.

g. The CITY is exempt from payment of Florida State Sales and Use Taxes. The CITY will sign an exemption certificate submitted by the CONSULTANT. The CONSULTANT shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the CITY, nor is the CONSULTANT authorized to use the CITY's Tax Exemption Number in securing such materials.

h. CITY's Use of the Facilities.

The CITY has the right to install wireless communications equipment, exclusively for CITY use, on all Property, all CITY Towers, properties and buildings, and Consultant Facilities. Further, CITY may construct its own Wireless Communications Facilities (separate and apart from Consultant Facilities) and may use same for CITY use ("CITY Wireless Communications Facility").

If a third party approaches CITY to collocate on any CITY Wireless Communications Facility or lease CITY Property for the purpose of constructing and owning a tower, CITY will refer such third party to CONSULTANT. Any resulting license or lease will be subject to the terms of this CONTRACT. During the term of this CONTRACT, CITY or CONSULTANT may receive a proposal ("Proposal") from a third party seeking to (i) purchase any or all of CITY's interest in a City Wireless Communications Facility license or CITY Tower or (ii) lease CITY Property for the purpose of constructing and owning a tower. With respect to (i) above, CONSULTANT will have the right of first refusal to purchase such interest on the terms provided in the Proposal. With respect to (ii) above, CONSULTANT will have the right of first refusal to construct and own such tower on the terms and conditions of Section 2 and the balance of this CONTRACT. If CONSULTANT does not exercise its right of first refusal by written notice to CITY within thirty (30) days of its receipt of the Proposal, CITY may proceed with the Proposal on the terms provided therein. Even if CONSULTANT declines to exercise its right of first refusal, this CONTRACT will continue in effect and CONSULTANT's right of first refusal will survive. Notwithstanding CONSULTANT's decision not to exercise any right of first refusal, CONSULTANT shall manage any resulting Operator location and/or collocation in accordance with this CONTRACT.

i. Assignment. This CONTRACT shall not be assigned by any party except as follows: 1) CONSULTANT may assign this CONTRACT or any portion thereof to an affiliate or subsidiary of CONSULTANT in which subsidiary or affiliate CONSULTANT retains at least a 50% ownership, and shall provide prior written notice of such assignment to CITY, 2) to a party who acquires a majority of the assets of CONSULTANT, or 3) CONSULTANT may grant a security interest in this CONTRACT and the Consultant Facilities, and may assign this CONTRACT and the Consultant Facilities to any such holders of security interests, including their successors and assigns (hereinafter, collectively referred to as "Secured Parties"). In such event, CITY shall execute such consent as may reasonably be required by Secured Parties. CONSULTANT shall have the right, without CITY's consent, to sublease or assign its rights under this CONTRACT and to permit any of its Licensees to in turn sublicense or sublease its interests, but any such sublease or assignment shall be subject to all terms and conditions of this CONTRACT. Upon assignment of all of its rights pursuant to this CONTRACT, and the execution of a written assumption of all of the terms and conditions of the CONTRACT by the assignee, CONSULTANT shall be released from any further liability under this CONTRACT. CONSULTANT shall have the right, without CITY's consent, to sublease its rights under leases of Consultant Facilities if allowed in the lease, but any such sublease shall be subject to all terms and conditions of this CONTRACT and the lease.

j. **Public Record.** The parties hereto specifically acknowledge that this CONTRACT is subject to the laws of the state of Florida, including without limitation, Chapter 119, Florida Statutes, which generally make public all records or other writings made or received by the parties. If CONSULTANT is either a "contractor" as defined in Section 119.0701(a)(a), Florida Statutes, or an "agency" as defined in Section 119.011(2), Florida Statutes, then, pursuant to Section 119.0701, Florida Statutes and other applicable public records laws, CONSULTANT agrees that any of City's documents, papers, letters, maps, books, tapes, films, photographs, sound recordings, data processing software, or other material(s), regardless of the physical form, characteristics, or means of transmission, made or received by CONSULTANT in its performance of its duties and obligations under this CONTRACT and pursuant to law or ordinance or in connection with the transaction of official business by the CITY (such documents, the "Public Records"), may be deemed to be a public record, whether in the possession or control of the CITY or the CONSULTANT. Said documents, papers, letters, maps, books, tapes, films, photographs, sound recordings, data processing software or other material(s), regardless of the physical form, characteristics, or means of transmission of CONSULTANT are subject to the provisions of Chapter 119, Florida Statutes, and may not be destroyed without the specific written approval of the CITY's designated custodian of public records or according to and pursuant to Chapter 119, Florida Statutes. Notwithstanding anything contained herein, in the event that the CITY has an original of a Public Record, then any other additional originals or copies of such Public Record in the possession of CONSULTANT shall not be considered a Public Record and CONSULTANT shall have no duties or obligations under this CONTRACT and shall not be subject to the provisions of Chapter 119, Florida Statutes with respect to such Public Record.

IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS, the CITY clerk, AT (386)986-3709, ysmith@palmcoastgov.com; 160 Lake Avenue, Palm Coast, FL, 32164.

Subject to the last sentence of the first paragraph of this Section, CONSULTANT is required to and agrees to comply with public records laws. CONSULTANT shall keep and maintain all public records required by the CITY to perform the services as agreed to herein. CONSULTANT shall provide the CITY, upon request from the CITY Clerk, copies of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided by law. CONSULTANT shall ensure that Public Records that are exempt or confidential under Chapter 119, Florida Statutes, and exempt from Public Records disclosure requirements are not disclosed except as authorized by law for the duration of the CONTRACT term. Upon completion of the CONTRACT, CONSULTANT shall transfer to the CITY, at no cost, all Public Records in possession of the CONSULTANT, provided the transfer is requested in writing by the CITY Clerk. Upon such transfer, CONSULTANT shall destroy any duplicate Public Records that are exempt or confidential and exempt from Public Records disclosure requirements. However, if the CITY Clerk does not request that the Public Records be transferred, the CONSULTANT shall continue to keep and maintain the Public Records upon completion of the CONTRACT and shall meet all applicable requirements for retaining Public Records. All Public Records stored electronically must be provided to the CITY, upon request from the CITY Clerk, in a format that is compatible with the information technology systems of the CITY. Should the CITY not possess Public Records relating to this CONTRACT which are requested to be inspected or copied by the CITY or any other person, the CITY shall immediately notify CONSULTANT of the request and the CONSULTANT shall then provide such Public Records to the CITY or allow the Public Records to be inspected or copied within a reasonable time. If the CONSULTANT does not comply with a Public Records request, the CITY may enforce this Section to the extent permitted by law. CONSULTANT acknowledges that if the CONSULTANT does not provide the Public Records to the CITY within a reasonable time, the CONSULTANT may be subject to penalties under Section 119.10, Florida Statutes. The CONSULTANT acknowledges that if a civil action is filed against the CONSULTANT to compel production of Public Records relating to this CONTRACT, the court may assess and award against CONSULTANT the costs of enforcement, including attorney fees. All public records in connection with this CONTRACT shall, at any and all reasonable times during the normal business hours of the CONSULTANT, and with prior written notice, be open and freely exhibited to the CITY for the purpose of examination, audit, or otherwise. Failure by CONSULTANT to grant such access to the City and comply with Public Records laws and/or requests shall be grounds for immediate unilateral cancellation of this CONTRACT by the CITY upon delivery of a written notice of cancellation. If the CONSULTANT fails to comply with this Section, and the CITY must enforce this Section, or the CITY suffers a third party award of attorney's fees and/or damages for violating Chapter 119, Florida Statutes, due to CONSULTANT's failure to comply with this Section, the CITY shall collect from CONSULTANT prevailing party reasonable attorney's fees and costs, and any damages incurred by the CITY, for enforcing this Section against CONSULTANT. And, if applicable, the CITY shall also be entitled to reimbursement of all attorneys' fees and damages which the CITY had to pay a third party because of the CONSULTANT's failure to comply with this Section. The terms and conditions set forth in this Section shall survive the termination of this CONTRACT.

k. Attorney's Fees. Each party has been represented by legal counsel in the course of the negotiation of this CONTRACT. Should legal action be instituted by any party to this CONTRACT to enforce or interpret any provision of this CONTRACT, the prevailing party shall recover its reasonable costs and reasonable attorney's fees.

l. Notices. All notices, approvals, acceptances, demands and other communication required or permitted under this CONTRACT, to be effective, shall be in writing and, unless otherwise provided herein, shall be deemed validly given on the date either: (1) personally delivered to the address indicated below; or (2) on the third business day following deposit, postage prepaid, using certified mail, return receipt requested, in any U.S. Postal mailbox or at any U.S. Post Office; or (3) one business day after the dispatch date by overnight delivery service. All notices, demands, or requests shall be addressed to the following:

CITY : City Manager
City of Palm Coast
160 Lake Avenue
Palm Coast, FL 32164
Telephone: 386-986-3700
Fax: 386-986-3737

CONSULTANT: Diamond Towers IV LLC
Attn: Legal Dept.
820 Morris Turnpike, Suite 104
Short Hills, NJ 07078
Telephone: 973-544-6811

m. Waiver. No waiver of any provision of this CONTRACT, or consent to any action, shall constitute a waiver of any other provision of this CONTRACT, or consent to any other action.

n. Authority. Each party represents and warrants to the other party that it has the full right, power, and authority to enter into this CONTRACT and all persons signing on behalf of a party were authorized to do so by the appropriate corporate, partnership or other action.

o. Entire Agreement. No oral agreements, promises or understandings shall be binding upon either CITY or CONSULTANT in any dispute, controversy or proceeding at law. Any addition, variation or modification to this CONTRACT shall be void and ineffective unless made in writing and signed by the parties hereto.

p. Multiple Counterparts. This CONTRACT may be executed in multiple counterparts, all of which together shall constitute one and the same instrument.

[remainder of page intentionally left blank]

IN WITNESS WHEREOF, parties have executed this CONTRACT as of the date written above.

ATTEST:

Virginia A. Smith
Virginia A. Smith, MMC, CP

CITY OF PALM COAST, FLORIDA

By: Jim Landon
Jim Landon, City Manager 5/12/17

STATE OF FLORIDA
COUNTY OF FLAGLER

The foregoing instrument was acknowledged before me this 12th day of May, 2017, by JIM LANDON, City Manager, of the City of Palm Coast, who is personally known to me.



Barbara Redline
Notary Public, State of Florida
Print name: BARBARA REDLINE
My Commission Expires: March 11, 2019

WITNESSES:

Jessica Weimberg
Jessica Weimberg

DIAMOND TOWERS IV LLC, a Delaware
limited liability company

Michael G. Brett
By: Michael G. Brett
Title: Chief Financial Officer

STATE OF NEW JERSEY
COUNTY OF ESSEX

The foregoing instrument was acknowledged before me on this 5th day of May
2017, by MICHAEL G. BRETT, as Chief Financial Officer of the DIAMOND TOWERS IV LLC,
who is personally known to me.

Michelle Zakalik
Notary Public – State of New Jersey

Print name: _____

My commission expires: _____

MICHELLE ZAKALIK
NOTARY PUBLIC
STATE OF NEW JERSEY
MY COMMISSION EXPIRES JUNE 12, 2018



City of Palm Coast, Florida Agenda Item

Agenda Date: 1/30/2018

Department Item Key	Community Development	Amount Account	362,390.80 #21097011-063000-54412
Subject	RESOLUTION 2018-XX APPROVING A CONTRACT WITH HALIFAX PAVING, INC., FOR INTERSECTION IMPROVEMENTS TO BELLE TERRE BLVD AT SR 100 AND US 1 AT WELLFIELD GRADE (PUBLIC WORKS)		
Background :			
<p>The City of Palm Coast intends to construct turn lanes at the intersection of SR 100 and Belle Terre Blvd and at the intersection of US 1 and Wellfield Grade (Public Works). In addition to the turn lanes, pedestrian features such as crosswalks and pedestrian signals will be upgraded. These improvements will greatly improve traffic operations and safety for the areas and increase roadway capacity.</p> <p>City staff advertised and solicited bids for the Intersection Improvements Construction Project in accordance with the City's Purchasing Policy. Three (3) bids were received that were deemed to be pre-qualified, responsive, and responsible. The low bidder was Halifax Paving, Inc. with a bid of \$329,390.80. The project bid overview and notice of intent to award are attached.</p> <p>City staff recommend that City Council approve a contract with Halifax Paving, Inc. in an amount of \$329,390.80. City Staff is also requesting 10% contingency of \$33,000.00 to allow for issues with unknown site conditions or unforeseen circumstances. The total amount of \$362,390.80 is within the approved Capital Improvement Plan project budget.</p>			
SOURCE OF FUNDS WORKSHEET FY 2018			
(Belle Terre SR100 Turn Lanes, GL 21097011-063000-54412)		\$ 395,000.00	
Total Expenses/Encumbered to date		\$ 8,432.94	
Halifax Paving Inc. Contracts		\$ 329,390.80	
10% Contingency		\$ <u>33,000.00</u>	
Balance		\$ 24,176.26	
Recommended Action :			
Adopt Resolution 2018-XX approving a contract with Halifax Paving, Inc., for intersection improvements to Belle Terre Blvd at SR 100 and US 1 at Wellfield Grade (Public Works).			

RESOLUTION 2018 - _____
CONTRACT WITH HALIFAX PAVING, INC., FOR INTERSECTION IMPROVEMENTS TO BELLE TERRE BLVD AT SR 100 AND US 1 AT WELLFIELD GRADE (PUBLIC WORKS)

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING A CONTRACT WITH HALIFAX PAVING, INC., FOR INTERSECTION IMPROVEMENTS TO BELLE TERRE BLVD AT SR 100 AND US 1 AT WELLFIELD GRADE (PUBLIC WORKS); AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE THE CONTRACT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Halifax Paving, Inc. desires to construct the improvements to Belle Terre Blvd at SR 100 and US 1 at Wellfield Grade (Public Works), the City of Palm Coast; and

WHEREAS, the City Council of the City of Palm Coast desires to contract with Halifax Paving, Inc., for intersection improvements to Belle Terre Blvd at SR 100 and US 1 at Wellfield Grade (Public Works).

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, AS FOLLOWS:

SECTION 1. APPROVAL OF CONTRACT. The City Council of the City of Palm Coast hereby approves the terms and conditions of a contract with Halifax Paving, Inc., as referenced herein and attached hereto as Exhibit “A.”

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the Contract as depicted in Exhibit “A.”

SECTION 3. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other section or part of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day February 2018

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Exhibit "A" – Contract with Halifax Paving, Inc.

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



City of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
Palm Coast, FL 32164
386-986-3730

NOTICE OF INTENT TO AWARD

Project: ITB-CD-CME-18-16 Intersection Improvements Construction Project

Date: January 4, 2018

Appeal Deadline: Appeals must be Filed by 5:00 PM on January 8, 2018

Firm	Bid
Halifax Paving, Inc. Ormond Beach, FL	\$329,390.80
S.E. Cline Construction, Inc. Palm Coast, FL	\$392,505.39
MASCI Port Orange, FL	\$595,860.63
Petticoat-Schmitt Civil Contractors, Inc. Jacksonville, FL	No Bid

The intent of the City of Palm Coast is to award ITB-CD-CME-18-06 Intersection Improvements Construction Project to Halifax Paving, Inc.

Bid protests arising under City Bidding Documents or Procedures shall be resolved under the City of Palm Coast Central Service Division's Bid Protest procedures.

A proposer may protest matters involving the award of this Bid within three (3) business days from the posting of this recommendation to award. Failure to protest to the City's Administrative Services and Economic Development Director, Beau Falgout (bfaulgout@palmcoastgov.com) shall constitute a waiver of the protest proceedings.

Any decision of the Administrative Services and Economic Development Director may be appealed to the City Manager by filing a written appeal to the City Manager within seven (7) days of the Administrative Services and Economic Development Director's decision. Any decision of the City Manager may be appealed to the City Council by filing a written appeal to the City Clerk within seven (7) days of the City Manager's decision. The same procedures as above shall apply to contest the award of the contract.



ITB-CD-CME-18-06 - Intersection Improvements Construction Project

Project Overview

Project Details	
Reference ID	ITB-CD-CME-18-06
Project Name	Intersection Improvements Construction Project
Project Owner	Jesse Scott
Project Type	ITB
Department	Procurement
Budget	\$0.00 - \$0.00
Project Description	This Invitation to Bid is issued for the purpose of constructing turn lanes and pedestrian features at the following intersections: • SR 100 at Belle Terre Blvd • US 1 at Wellfield Drive
Open Date	Oct 25, 2017 8:00 AM EDT
Close Date	Nov 16, 2017 2:00 PM EST

Awarded Suppliers	Reason	Score
Halifax Paving, Inc.		100 pts

Seal status



Requested Information	Unsealed on	Unsealed by
Pre-Qualification Forms A-M	Nov 16, 2017 2:09 PM EST	Jesse Scott
Financial Statements Form N	Nov 16, 2017 2:10 PM EST	Jesse Scott
All Bid Forms (Section 00200)	Dec 19, 2017 2:14 PM EST	Jesse Scott
Addenda signed and dated	Dec 19, 2017 2:15 PM EST	Jesse Scott

Conflict of Interest

Declaration of Conflict of Interest You have been chosen as a Committee member for this Evaluation. Please read the following information on conflict of interest to see if you have any problem or potential problem in serving on this committee. ## Code of Conduct All information related to submissions received from Suppliers or Service Providers must be kept confidential by Committee members. ## Conflict of Interest No member of a Committee shall participate in the evaluation if that Committee member or any member of his or her immediate family: * has direct or indirect financial interest in the award of the contract to any proponent; * is currently employed by, or is a consultant to or under contract to a proponent; * is negotiating or has an arrangement concerning future employment or contracting with any proponent; or, * has an ownership interest in, or is an officer or director of, any proponent. Please sign below acknowledging that you have received and read this information. If you have a conflict or potential conflict, please indicate your conflict on this acknowledgment form with information regarding the conflict. I have read and understood the provisions related to the conflict of interest when serving on the Evaluation Committee. If any such conflict of interest arises during the Committee's review of this project, I will immediately report it to the Purchasing Director.

Name	Date Signed	Has a Conflict of Interest?
Alex Blake	Nov 16, 2017 5:08 PM EST	No
Sean Castello	Nov 16, 2017 10:58 PM EST	No
Mike Peel	Nov 20, 2017 8:14 AM EST	No
Helena Alves	Nov 21, 2017 7:57 AM EST	No
Jesse Scott	Nov 16, 2017 2:11 PM EST	No



Project Criteria

Criteria	Points	Description
Pre-Qualification Forms	Pass/Fail	All Pre-Qualification Forms completed and received.
Pre-Qualification Review	Pass/Fail	Pre-Qualification Review
Financial	Pass/Fail	Financial Review
Addenda	Pass/Fail	Signed and Dated
Bid Forms - Section 00200	Pass/Fail	Bid Forms Review
Bid Forms - Section 00200	100 pts	Pricing Review
Total	100 pts	



Scoring Summary

Active Submissions

	Total	Pre-Qualification Forms	Pre-Qualification Review	Financial	Addenda
Supplier	/ 100 pts	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail
Halifax Paving, Inc.	100 pts	Pass	Pass	Pass	Pass
S.E. Cline Construction, Inc.	83.92 pts	Pass	Mixed	Pass	Pass
MASCI	55.28 pts	Pass	Pass	Pass	Pass

	Bid Forms - Section 00200	Bid Forms - Section 00200
Supplier	Pass/Fail	/ 100 pts



	Bid Forms - Section 00200	Bid Forms - Section 00200
Supplier	Pass/Fail	/ 100 pts
Halifax Paving, Inc.	Pass	100 pts (\$329,390.80)
S.E. Cline Construction, Inc.	Mixed	83.92 pts (\$392,505.39)
MASCI	Mixed	55.28 pts (\$595,860.63)

Eliminated Submissions

	Pre-Qualification Forms	Pre-Qualification Review	Financial	Addenda	Bid Forms - Section 00200
Supplier	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail
Petticoat-Schmitt Civil Contractors, Inc.	Pass	Pass	Pass	Fail	Fail



	Pre-Qualification Forms	Pre-Qualification Review	Financial	Addenda	Bid Forms - Section 00200
Supplier	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail
P&S Paving Inc.	Pass	Mixed	-	-	-

	Bid Forms - Section 00200
Supplier	/ 100 pts
Petticoat-Schmitt Civil Contractors, Inc.	100 pts (\$500,000.00)
P&S Paving Inc.	-



Reason

Supplier	Disqualified by	Reason
P&S Paving Inc.	Jesse Scott	P&S original submission on 11/8 did not include completed forms A-M and did not include signed copies of the Addendums. Post closing documentation is not valid. As a result of original submission being unresponsive, submission will not meet qualification requirements.
Petticoat-Schmitt Civil Contractors, Inc.	Jesse Scott	No submission for bid portion on this project.

City of Palm Coast, Florida Agenda Item

Agenda Date: January 30, 2018

Department UTILITY	Amount \$145,000.00										
Item Key	Account # 54029086-063000-84002										
Subject RESOLUTION 2018-XX APPROVE A CONTRACT WITH INTEGRITY MUNICIPAL SYSTEMS, LLC FOR THE REPLACEMENT OF THE LIME SLAKING SYSTEM AT WATER TREATMENT PLANT #1											
<p>Background : The City of Palm Coast Utility Department owns and operates a 6.0 million gallon per day water treatment facility (Water Treatment Plant 1) located at 4 Corporate Drive North in Palm Coast. Water Treatment Plant 1 has a 1000 lb. per hour lime slaker that is in need of replacement due to its age. The 1000 lb. per hour lime slaker is used in the treatment process to soften water.</p> <p>City staff advertised and solicited bids for replacement of a paste-type lime slaking system. The City received one (1) bids which were responsive and responsible. The low bidder was Integrity Municipal Systems, LLC of Poway, CA with a bid of \$145,000.00. The project bid overview and notice of intent to award are attached.</p> <p>Staff recommends City Council approve a contract with Integrity Municipal Systems for the replacement of the lime slaking system at Water Treatment Plant #1 at a cost not-to-exceed \$145,000.00. The replacement of this equipment is budgeted under the Utility Capital Improvement Fund, Renewals and Replacements.</p>											
<p>SOURCE OF FUNDS WORKSHEET FY 2018</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">(CAPITAL R&R-54029086-063000-84002)</td> <td style="width: 40%; text-align: right;">\$ 280,000.00</td> </tr> <tr> <td>Total Expended/Encumbered to Date</td> <td style="text-align: right;">\$ 113,570.43</td> </tr> <tr> <td>Pending Work Orders/Contracts</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Current Work Order</td> <td style="text-align: right;">\$ 145,000.00</td> </tr> <tr> <td>Balance</td> <td style="text-align: right;">\$ 21,249.57</td> </tr> </table>		(CAPITAL R&R-54029086-063000-84002)	\$ 280,000.00	Total Expended/Encumbered to Date	\$ 113,570.43	Pending Work Orders/Contracts	\$	Current Work Order	\$ 145,000.00	Balance	\$ 21,249.57
(CAPITAL R&R-54029086-063000-84002)	\$ 280,000.00										
Total Expended/Encumbered to Date	\$ 113,570.43										
Pending Work Orders/Contracts	\$										
Current Work Order	\$ 145,000.00										
Balance	\$ 21,249.57										
<p>Recommended Action : Adopt Resolution 2018-XX approving a contract with Integrity Municipal Systems, LLC for the replacement of the lime slaking system at Water Treatment Plant #1.</p>											

RESOLUTION 2018-____
CONTRACT WITH INTEGRITY MUNICIPAL SYSTEMS, LLC FOR THE
REPLACEMENT OF THE LIME SLAKING SYSTEM AT WTP#1

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING A CONTRACT WITH INTEGRITY MUNICIPAL SYSTEMS, LLC FOR THE REPLACEMENT OF THE LIME SLAKING SYSTEM AT WATER TREATMENT PLANT #1; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE THE NECESSARY DOCUMENTS; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City of Palm Coast’s Utility Department desires to purchase a 1000 lb. per hour lime slaker; and

WHEREAS, Integrity Municipal Systems desires to furnish the aforementioned 1000 lb. per hour lime slaker for the City of Palm Coast; and

WHEREAS, the City of Palm Coast desires to contract for the above referenced for the purchase of the 1000 lb. per hour lime slaker

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, AS FOLLOWS:

SECTION 1. APPROVAL OF CONTRACT. The City Council of the City of Palm Coast hereby approves the terms and conditions of a contract with Integrity Municipal Systems, as attached hereto and incorporated herein by reference as Exhibit “A.”

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the necessary documents.

SECTION 3. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force or effect of any other section or part of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day of February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Notice of Intent to award

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



city of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
Palm Coast, FL 32164
386-986-3730

NOTICE OF INTENT TO AWARD

Project: ITB-UT-WD-18-18 Replacement of a paste-type lime slaking system in Water Treatment Plant #1.

Date: January 17, 2018

Appeal Deadline: Appeals must be Filed by 5:00 PM on January 20, 2018

Firm	Bid
Integrity Municipal Systems, LLC Poway, CA	\$145,000

The intent of the City of Palm Coast is to award ITB-UT-WD-18-18 Replacement of a Paste-Type Lime Slaking System in Water Treatment Plant #1 to Integrity Municipal Systems, LLC.

Bid protests arising under City Bidding Documents or Procedures shall be resolved under the City of Palm Coast Central Service Division's Bid Protest procedures.

A proposer may protest matters involving the award of this Bid within three (3) business days from the posting of this recommendation to award. Failure to protest to the City's Administrative Services and Economic Development Director, Beau Falgout (bfaulgout@palmcoastgov.com) shall constitute a waiver of the protest proceedings.

Any decision of the Administrative Services and Economic Development Director may be appealed to the City Manager by filing a written appeal to the City Manager within seven (7) days of the Administrative Services and Economic Development Director's decision. Any decision of the City Manager may be appealed to the City Council by filing a written appeal to the City Clerk within seven (7) days of the City Manager's decision. The same procedures as above shall apply to contest the award of the contract.



ITB-UT-WD-18-18 - Invitation to Bid for Replacement of a Paste-Type Lime Slaking System in Water Treatment Plant #1.

Project Overview

Project Details	
Reference ID	ITB-UT-WD-18-18
Project Name	Invitation to Bid for Replacement of a Paste-Type Lime Slaking System in Water Treatment Plant #1.
Project Owner	Jesse Scott
Project Type	ITB
Department	Procurement
Budget	\$0.00 - \$0.00
Project Description	<p>The City of Palm Coast intends to purchase a Paste-Type, non-PLC based Lime Slaking System to replace one of the three existing slaking systems in operation at Water Treatment Plant #1 (WTP1). Demonstrated experience in design, fabrication and testing of paste-type lime slaking equipment of the size, materials and scope outlined herein, is one key point critical to supplier selection.</p>
Open Date	Nov 29, 2017 8:00 AM EST
Close Date	Jan 11, 2018 2:00 PM EST

Awarded Suppliers	Reason	Score
Integrity Municipal Systems, LLC		100 pts



Seal status

Requested Information	Unsealed on	Unsealed by
Required Forms (A, B, D, 1-10)	Jan 11, 2018 2:01 PM EST	Jesse Scott
Required Form "C" Pricing	Jan 11, 2018 2:02 PM EST	Jesse Scott
Required Letter/Documentation of Vendor Experience	Jan 11, 2018 2:02 PM EST	Jesse Scott

Conflict of Interest

Declaration of Conflict of Interest You have been chosen as a Committee member for this Evaluation. Please read the following information on conflict of interest to see if you have any problem or potential problem in serving on this committee. ## Code of Conduct All information related to submissions received from Suppliers or Service Providers must be kept confidential by Committee members. ## Conflict of Interest No member of a Committee shall participate in the evaluation if that Committee member or any member of his or her immediate family: * has direct or indirect financial interest in the award of the contract to any proponent; * is currently employed by, or is a consultant to or under contract to a proponent; * is negotiating or has an arrangement concerning future employment or contracting with any proponent; or, * has an ownership interest in, or is an officer or director of, any proponent. Please sign below acknowledging that you have received and read this information. If you have a conflict or potential conflict, please indicate your conflict on this acknowledgment form with information regarding the conflict. I have read and understood the provisions related to the conflict of interest when serving on the Evaluation Committee. If any such conflict of interest arises during the Committee's review of this project, I will immediately report it to the Purchasing Director.

Name	Date Signed	Has a Conflict of Interest?
Donald Holcomb	Jan 11, 2018 2:02 PM EST	No
Jim Hogan	Jan 13, 2018 9:54 AM EST	No
Rose Conceicao	Jan 23, 2018 9:38 AM EST	No
Jesse Scott	Jan 11, 2018 2:03 PM EST	No
Carrie Hyde	Jan 16, 2018 8:27 AM EST	No



Project Criteria

Criteria	Points	Description
Required Forms	Pass/Fail	All required forms were submitted
Pricing	100 pts	Pricing Evaluation
Letter/Documentation of Vendor Experience	Pass/Fail	Letter submitted to provide documentation and examples to demonstrate the vendor has a minimum of five (5) years of experience in the design, fabrication and testing of paste-type lime slaking equipment of the size, materials and scope herein, showing evidence of at least ten (10) identical design installations (paste slaker, mechanical torque valve, conveyor type grit remover) in satisfactory operation for at least three (3) years.
Total	100 pts	



Scoring Summary

Active Submissions

	Total	Required Forms	Pricing	Letter/Documentation of Vendor Experience
Supplier	/ 100 pts	Pass/Fail	/ 100 pts	Pass/Fail
Integrity Municipal Systems, LLC	100 pts	Pass	100 pts (\$145,000.00)	Pass

City of Palm Coast, Florida Agenda Item

Agenda Date: 01/30/2018

Department UTILITY	Amount \$ 118,000.00
Item Key	Account # 54019086-034000
Subject RESOLUTION 2018-XX APPROVING A CONTRACT WITH PRO LIME CORPORATION FOR LIME SLUDGE REMOVAL, HAULING AND DISPOSAL	
<p>Background : The City of Palm Coast Utility Department owns and operates a 6.0 million gallon per day water treatment facility (Water Treatment Plant 1) located at 4 Corporate Drive in Palm Coast. Water Treatment Plant 1 has approximately 7,000 cubic yards of lime sludge that needs to be removed, hauled and disposed of from the sludge drying bed.</p> <p>City staff advertised and solicited bids for lime sludge removal, hauling and disposal services on an as-needed basis. The City received one (1) bid which were responsive and responsible. Pro Lime Corporation is the low bidder with a price of \$16.85 per cubic yard. The project bid overview and notice of intent to award are attached.</p> <p>City staff recommend City Council approve a contract with Pro Lime Corporation, for the lime sludge removal, hauling and disposal of sludge from Water Treatment Plant 1. Since the underlying contract is a price agreement, City staff will purchase items on an as –needed basis using budgeted funds appropriated by City Council. The Fiscal Year 2018 Budget includes available funding in the Utility Department – Operations and Maintenance Fund to purchase lime sludge removal, hauling and disposal services. City staff estimates that we will expend a total of \$118,000 annually under this contract.</p>	
<p>Recommended Action: Adopt Resolution 2018-xx approving a contract with Pro Lime Corporation for lime sludge removal, hauling and disposal.</p>	



city of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
Palm Coast, FL 32164
386-986-3730

NOTICE OF INTENT TO AWARD

Project: ITB-UT-18-21 Lime Sludge Removal, Hauling and Disposal

Date: December 19, 2017

Appeal Deadline: Appeals must be Filed by 5:00 PM on December 21, 2017

Firm	Price
ProLime Corporation Washington, MI	\$16.85 per cubic yard

The intent of the City of Palm Coast is to award ITB-UT-18-21 to ProLime Corporation.

Bid protests arising under City Bidding Documents or Procedures shall be resolved under the City of Palm Coast Central Service Division's Bid Protest procedures.

A proposer may protest matters involving the award of this Bid within three (3) business days from the posting of this recommendation to award. Failure to protest to the City's Acting Purchasing Manager, Beau Falgout (bfaulgout@palmcoastgov.com) shall constitute a waiver of the protest proceedings.

Any decision of the Acting Purchasing Manager may be appealed to the City Manager by filing a written appeal to the City Manager within seven (7) days of the Acting Purchasing Manager's decision. Any decision of the City Manager may be appealed to the City Council by filing a written appeal to the City Clerk within seven (7) days of the City Manager's decision. The same procedures as above shall apply to contest the award of the contract.

RESOLUTION 2018 - _____
LIME SLUDGE REMOVAL, HAULING AND DISPOSAL

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA APPROVING A CONTRACT WITH PRO LIME CORPORATION FOR LIME SLUDGE REMOVAL, HAULING AND DISPOSAL; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE THE CONTRACT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Pro Lime Corporation, has expressed a desire to provide the Lime Sludge Removal, Hauling and Disposal services for Water Treatment Plant # 1; and

WHEREAS, the City Council of the City of Palm Coast desires to issue a contract to Pro Lime Corporation, for the above mentioned services.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA AS FOLLOWS:

SECTION 1. APPROVAL OF CONTACT. The City Council of the City of Palm Coast hereby approves the terms and conditions of the contract with Pro Lime Corporation, as attached hereto and incorporated herein by reference as Exhibit "A."

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the necessary documents.

SECTION 3. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other section or part of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day of February, 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA SMITH, CITY CLERK

Attachments: Exhibit "A" – Contract with Pro Lime Corporation

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



ITB-UT-18-21 - Lime Sludge Removal, Hauling and Disposal

Project Overview

Project Details	
Reference ID	ITB-UT-18-21
Project Name	Lime Sludge Removal, Hauling and Disposal
Project Owner	Kelly Downey
Project Type	ITB
Department	Procurement
Budget	\$0.00 - \$0.00
Project Description	The City of Palm Coast Utility Department is soliciting proposals from qualified companies to provide lime sludge removal, hauling and disposal from Water Treatment Plant # 1.
Open Date	Nov 15, 2017 8:00 AM EST
Close Date	Dec 14, 2017 2:00 PM EST

Awarded Suppliers	Reason	Score
Prolime Corporation		100 pts



Seal status

Requested Information	Unsealed on	Unsealed by
Required Forms (A, B, D, 1-10)	Dec 14, 2017 2:18 PM EST	Kelly Downey
Pricing - Form C	Dec 14, 2017 2:18 PM EST	Kelly Downey

Conflict of Interest

Declaration of Conflict of Interest You have been chosen as a Committee member for this Evaluation. Please read the following information on conflict of interest to see if you have any problem or potential problem in serving on this committee. ## Code of Conduct All information related to submissions received from Suppliers or Service Providers must be kept confidential by Committee members. ## Conflict of Interest No member of a Committee shall participate in the evaluation if that Committee member or any member of his or her immediate family: * has direct or indirect financial interest in the award of the contract to any proponent; * is currently employed by, or is a consultant to or under contract to a proponent; * is negotiating or has an arrangement concerning future employment or contracting with any proponent; or, * has an ownership interest in, or is an officer or director of, any proponent. Please sign below acknowledging that you have received and read this information. If you have a conflict or potential conflict, please indicate your conflict on this acknowledgment form with information regarding the conflict. I have read and understood the provisions related to the conflict of interest when serving on the Evaluation Committee. If any such conflict of interest arises during the Committee's review of this project, I will immediately report it to the Purchasing Director.

Name	Date Signed	Has a Conflict of Interest?
Kelly Downey	Dec 14, 2017 2:19 PM EST	No
Donald Holcomb	Dec 15, 2017 7:16 AM EST	No
Fred Greiner	Dec 19, 2017 2:35 PM EST	No



Project Criteria

Criteria	Points	Description
Required Forms	Pass/Fail	All required forms were submitted
Pricing	100 pts	Pricing Evaluation
Total	100 pts	



Scoring Summary

Active Submissions

	Total	Required Forms	Pricing
Supplier	/ 100 pts	Pass/Fail	/ 100 pts
Prolime Corporation	100 pts	Pass	100 pts (\$16.85)

City of Palm Coast, Florida Agenda Item

Agenda Date : 1/30/2018

Department Item Key	COMMUNITY DEVELOPMENT	Amount Account
Subject	RESOLUTION 2018 XX APPROVING MASTER SERVICES AGREEMENTS WITH MULTIPLE FIRMS FOR ARCHITECTURAL SERVICES ON AN AS-NEEDED BASIS	
<p>Background :</p> <p>From time to time, the City needs the following architectural services: information gathering, conceptual design, cost estimates, final design, contract documents preparation, construction drawings, technical specifications, coordination of special services, bid recommendations, construction inspections, permitting services, drafting services and other related services.</p> <p>In accordance with the City's Purchasing Policy and Florida Statutes, City staff advertised and solicited qualifications for architectural services on an as-needed basis. The City received nine (9) qualification packages, eight (8) of which were deemed to be responsive and responsible. The Evaluation Committee ranked the qualification packages and recommended the top four (4) firms based on the evaluation criteria. The notice of intent to award and project bid overview are attached.</p> <p>The top four (4) firms are as follows:</p> <ul style="list-style-type: none"> • Mead & Hunt, Inc., Port Orange, FL • Joseph Pozzuoli Architect, Flagler Beach, FL • Bentley Architects & Engineers, Inc., Longwood, FL • Pond & Company, Jacksonville, FL <p>City staff recommend that City Council approve Master Service Agreements with Mead & Hunt, Inc., Joseph Pozzuoli Architect, Bentley Architects & Engineers, and Pond & Company for architectural services on an as-needed basis. There is no expenditure associated with the current action.</p>		
<p>Recommended Action :</p> <p>Adopt Resolution 2018-XX approving master services agreements with multiple firms for architectural services on an as-needed basis.</p>		

RESOLUTION 2018- _____

**CONTINUING SERVICE CONTRACTS
FOR ARCHITECTURAL SERVICES**

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA APPROVING THE CONTINUING SERVICES CONTRACTS FOR ARCHITECTURAL SERVICES; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE SAID AGREEMENT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, numerous firms have expressed a desire to provide architectural services throughout the City of Palm Coast; and

WHEREAS, staff has ranked the firms that have responded to the City's Request for Qualifications (RFQ); and

WHEREAS, Mead & Hunt, Inc, Port Orange, FL, Joseph Pozzuoli Architect, Flagler Beach, FL, Bentley Architects & Engineers, Inc., Longwood FL., and Pond & Company, Jacksonville, FL, have been ranked, in accordance with the controlling requirements of State law, as the four (4) top ranked firms; and

WHEREAS, the City Council of the City of Palm Coast desires to negotiate contracts with the top four (4) ranked firms for architectural services throughout the City of Palm Coast.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA AS FOLLOWS:

SECTION 1. APPROVAL OF AGREEMENTS. The City Council of the City of Palm Coast hereby authorizes the City Manager to negotiate contracts with Mead & Hunt, Inc., Port Orange, FL, Joseph Pozzuoli Architect, Flagler Beach, FL, Bentley Architects & Engineers, Inc., Longwood FL., and Pond & Company, Jacksonville, FL, for architectural services. If terms cannot be reached with these firms, the City Manager is authorized to negotiate with the next ranked firm.

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the agreements as depicted in Exhibit “A”.

SECTION 3. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other section or part of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the actions taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED and approved by the City Council of the City of Palm Coast, Florida, on this 1st day of February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

Milissa Holland, Mayor

Virginia A. Smith, City Clerk

Attachments:

Exhibit “A” – Agreements Mead & Hunt, Inc., Port Orange, FL, Joseph Pozzuoli Architect, Flagler Beach, FL, Bentley Architects & Engineers, Inc., Longwood FL., and Pond & Company, Jacksonville, FL

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



City of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
Palm Coast, FL 32164
386-986-3730

NOTICE OF INTENT TO AWARD

Project: RFSQ-CD-CME-18-12 Architectural Services

Date: December 8, 2017

Appeal Deadline: Appeals must be Filed by 5:00 PM on December 13, 2017

Firm	Ranking Order
Mead & Hunt, Inc. Port Orange, FL	1
Joseph Pozzuoli Architect Flagler Beach, FL	2
Bentley Architects & Engineers, Inc. Longwood, FL	3
Pond & Company Jacksonville, FL	4
CPH, Inc. Palm Coast, FL	5
Bhide & Hall Architects, P.A. Orange Park, FL	6
PQH Group Jacksonville, FL	7
Architecture Studio, Inc. Ocala, FL	8
Bergmann Associates Jacksonville, FL	Non Responsive

The intent of the City of Palm Coast is to award RFSQ-CD-CME-18-12 to Mead & Hunt, Inc., Joseph Pozzuoli Architect, Bentley Architects & Engineers, Inc. and Pond & Company.



city of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
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386-986-3730

Bid protests arising under City Bidding Documents or Procedures shall be resolved under the City of Palm Coast Central Service Division's Bid Protest procedures.

A proposer may protest matters involving the award of this bid within three (3) business days from the posting of this recommendation to award. Failure to protest to the City's Administrative Services and Economic Development Director, Beau Falgout (bfaigout@palmcoastgov.com) shall constitute a waiver of the protest proceedings.

Any decision of the Administrative Services and Economic Development Director may be appealed to the City Manager by filing a written appeal to the City Manager within seven (7) days of the Administrative Services and Economic Development Director's decision. Any decision of the City Manager may be appealed to the City Council by filing a written appeal to the City Clerk within seven (7) days of the City Manager's decision. The same procedures as above shall apply to contest the award of the contract.





RFSQ-CD-CME-18-12 - Architectural Services

Project Overview

Project Details	
Reference ID	RFSQ-CD-CME-18-12
Project Name	Architectural Services
Project Owner	Kelly Downey
Project Type	RFSQ
Department	Procurement
Budget	\$0.00 - \$0.00
Project Description	<p>The purpose of this Request for Supplier Qualifications (RFSQ) is for The City of Palm Coast to receive responses from qualified firms capable of providing Architect/Engineering (A/E) Services for minor projects for the City. Firms should have demonstrated competence in the following areas:</p> <ul style="list-style-type: none">• Planning, studies and evaluation of existing facilities.• Computer-aided construction documents, including all supporting documents in conformance with building and related codes, rules and regulation of agencies having jurisdiction• As-built ACAD drawings• Construction administration for the duration of the project and/or contract• Presentation documents utilizing BIM, REVIT or other 3-D presentation software
Open Date	Oct 25, 2017 8:00 AM EDT
Close Date	Nov 30, 2017 2:00 PM EST



Awarded Suppliers	Reason	Score
Mead & Hunt, Inc.		93.17 pts
Joseph Pozzuoli Architect		88.33 pts
Pond & Company		85.33 pts
Bentley Architects + Engineers, Inc.		87.67 pts

Seal status

Requested Information	Unsealed on	Unsealed by
RFSQ Proposal	Nov 30, 2017 2:16 PM EST	Kelly Downey
Required Forms	Nov 30, 2017 2:16 PM EST	Kelly Downey

Conflict of Interest

Declaration of Conflict of Interest You have been chosen as a Committee member for this Evaluation. Please read the following information on conflict of interest to see if you have any problem or potential problem in serving on this committee. ## Code of Conduct All information related to submissions received from Suppliers or Service Providers must be kept confidential by Committee members. ## Conflict of Interest No member of a Committee shall participate in the evaluation if that Committee member or any member of his or her immediate family: * has direct or indirect financial interest in the award of the contract to any proponent; * is currently employed by, or is a consultant to or under contract to a proponent; * is negotiating or has an arrangement concerning future employment or contracting with any proponent; or, * has an ownership interest in, or is an officer or director of, any proponent. Please sign below acknowledging that you have received and read this information. If you have a conflict or potential conflict, please indicate your conflict on this acknowledgment form with information regarding the conflict. I have read and understood the provisions related to the conflict of interest when serving on the Evaluation



Committee. If any such conflict of interest arises during the Committee's review of this project, I will immediately report it to the Purchasing Director.

Name	Date Signed	Has a Conflict of Interest?
Kelly Downey	Nov 30, 2017 2:17 PM EST	No
Carl Cote	Dec 05, 2017 1:42 PM EST	No
Mary Kronenberg	Nov 30, 2017 4:12 PM EST	No
Susan Knopf	Dec 01, 2017 9:15 AM EST	No



Project Criteria

Criteria	Points	Description
Required Forms	Pass/Fail	Forms A, B, 1 - 10
Required Submittal / Table of Contents	Pass/Fail	Letter of Introduction/Table of Contents submitted
Architectural Team	50 pts	Architectural Team
Previous Experience	15 pts	Previous Architectural Experience
Project Understanding	25 pts	Project Understanding
Location	10 pts	Location
Total	100 pts	



Scoring Summary

Active Submissions

	Total	Required Forms	Required Submittal / Table of Contents	Architectural Team	Previous Experience
Supplier	/ 100 pts	Pass/Fail	Pass/Fail	/ 50 pts	/ 15 pts
Mead & Hunt, Inc.	93.17 pts	Pass	Pass	46.33 pts	14.33 pts
Joseph Pozzuoli Architect	88.33 pts	Pass	Pass	41.67 pts	14.67 pts
Bentley Architects + Engineers, Inc.	87.67 pts	Pass	Pass	44.33 pts	14 pts
Bergmann Associates	86.33 pts	Fail	Pass	44.33 pts	13 pts



	Total	Required Forms	Required Submittal / Table of Contents	Architectural Team	Previous Experience
Supplier	/ 100 pts	Pass/Fail	Pass/Fail	/ 50 pts	/ 15 pts
Pond & Company	85.33 pts	Pass	Pass	41.33 pts	14 pts
CPH, Inc.	83 pts	Pass	Pass	38.33 pts	12.33 pts
Bhide & Hall Architects, P.A.	79.67 pts	Pass	Pass	38.33 pts	14 pts
PQH Group	78.33 pts	Pass	Pass	39.33 pts	13.33 pts
Architecture Studio, Inc.	70.17 pts	Pass	Pass	33.33 pts	14 pts

	Project Understanding	Location
Supplier	/ 25 pts	/ 10 pts



	Project Understanding	Location
Supplier	/ 25 pts	/ 10 pts
Mead & Hunt, Inc.	25 pts	7.5 pts
Joseph Pozzuoli Architect	22 pts	10 pts
Bentley Architects + Engineers, Inc.	24.33 pts	5 pts
Bergmann Associates	24 pts	5 pts
Pond & Company	25 pts	5 pts
CPH, Inc.	22.33 pts	10 pts
Bhide & Hall Architects, P.A.	22.33 pts	5 pts



	Project Understanding	Location
Supplier	/ 25 pts	/ 10 pts
PQH Group	20.67 pts	5 pts
Architecture Studio, Inc.	20.33 pts	2.5 pts

City of Palm Coast, Florida Agenda Item

Agenda Date: 1/30/2018

Department	UTILITY	Amount	\$ 250,000.00
Item Key		Account	# 54029083-063000-85005
Subject	RESOLUTION 2018-XX APPROVING PIGGYBACKING THE LEE COUNTY CONTRACT WITH MILLER PIPELINE, INC. FOR MATERIALS AND INSTALLATION OF GRAVITY SEWER MAIN LINERS		
Background :	<p>As part of the ongoing program of the Utility Wastewater Collection Division to identify and eliminate sources of infiltration and inflow (I&I) into the central sewer system, it is necessary to install a liner system at various locations. This liner system will rehabilitate VCP (Vetrified Clay Pipe) in the gravity sewer system identified to be in need of repair from (CCTV) closed circuit television reports. This co-rehabilitation process consists of installing EX PVC Fold and Form Liner inside the existing pipe to eliminate infiltration of groundwater into the system. This process also includes reinstating and grouting of all connected sewer services.</p> <p>City staff is recommending that City Council approve piggybacking the Lee County Contract (RFP #170241DLK) with Miller Pipeline, Inc. through December 1, 2020 for materials and installation of gravity sewer main liners. Piggybacking existing competitively bid contracts is advantageous since the pricing is generally better than what the City could obtain on its own, and the City does not incur the expense and delay of soliciting a bid.</p> <p>Since the underlying contract is an agreement on a per unit price basis, City staff will make purchases on an as needed basis using budgeted funds appropriated by City Council. The Fiscal Year 2018 Budget includes available funding in the City's Utility budgets to purchase wastewater liner systems. City staff estimate that the City will expend approximately \$250,000 annually under this piggyback contract.</p>		
Recommended Action :	Adopt Resolution 2018-Xx approving piggybacking the Lee County Contract with Miller Pipeline, Inc. for materials and installation of gravity sewer main liners.		

RESOLUTION 2018 - _____
PIGGYBACKING LEE COUNTY CONTRACT WITH
MILLER PIPELINE INC.

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING PIGGYBACKING THE LEE COUNTY CONTRACT WITH MILLER PIPELINE, INC. FOR THE LINING OF GRAVITY SEWER MAIN UTILIZING EX LINER SYSTEM; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE SAID CONTRACT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Miller Pipeline Inc. has expressed a desire to provide contractual services for the installation of EX Liner System in Gravity Sewer Mains to the City of Palm Coast; and

WHEREAS, the City Council of the City of Palm Coast desires to approve a piggyback contract with Miller Pipeline Inc. on Lee County Contract #RFP172041DLK for installing EX Liner System in Gravity Sewer Mains.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA AS FOLLOWS:

SECTION 1. APPROVAL OF PIGGYBACK CONTRACT. The City Council of the City of Palm Coast hereby approves the terms and conditions of the piggyback contract between Miller Pipeline Inc. and Lee County Contract #RFP172041DLK for installation of EX Liner System in Gravity Sewer Mains.

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the necessary documents.

SECTION 3. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other section or part of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day, February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MELISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Engagement Letter

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



City of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
Palm Coast, FL 32164
386-986-3730

January 10, 2018

Jeff Newman chris schuler
Project Manager
Miller Pipeline LLC
8850 Crawfordsville Road
Indianapolis, IN 46234

**RE: Engagement Letter Authorizing Piggyback
Wastewater Collection System**

Contract Name
RFP170241DL
Contract Reference

Dear Jeff Newman chris schuler,

The City of Palm Coast, Florida requests permission to utilize your company's above referenced contract in accordance with the approved pricing, terms and conditions. If agreed, please indicate approval by electronically signing below.

All invoices should be sent to the Accounts Payable Department, City of Palm Coast, 160 Lake Avenue, Palm Coast, Florida 32164, or to ap@palmcoastgov.com. Likewise, legal notices should be sent to the attention of the City Manager at the same address.

If you should have any questions, please don't hesitate to contact me the email address below.

Sincerely,

DocuSigned by:
Rose Conceicao
9C4ED497E51242A...

Rose Conceicao
Risk Management & Contract Coordinator
rconceicao@palmcoastgov.com





CONTRACT EXECUTIVE OVERVIEW (Non-Construction)

Vendor Name Miller Pipeline LLC
Project Name: Wastewater Collection System
Bid/Reference # RFP170241DL
Contract Type: Piggyback

Contract Value \$ 250000.00

Resolution # _____ City Council Approval Date: _____

Standard Contract Template (Y/N): N/A - Piggyback If No, then Reviewed by City Attorney: N/A - Piggyback
Length of Contract: 12/01/2020
Renewable (Y/N): Y If Yes, # and length of renewals: 3 - 1 year
City's Project Manager Ralph Hand

Brief Description/Purpose:

To utilize the pricing on the Lee County contract with Miller Pipeline for the purchase of construction services related to Wastewater collection systems.

Approvals:

Responsible Dept. Director _____ Date: _____
City Finance _____ Date: _____
City Attorney _____ Date: _____
ASED Director _____ Date: _____
City Manager _____ Date: _____

of Procurement Management and is deemed incorporated into this Agreement.

II. TERM AND DELIVERY

- A. This Agreement shall commence immediately upon execution by both the County and the Contractor, and shall continue for a period of two (2) years. The Agreement may be renewed for up to three (3) additional one (1) year periods upon mutual written agreement of the County and the Contractor.
- B. A Supplemental Task Authorization shall be issued by the County before commencement of any work or purchase of any goods related to this Agreement.
- C. Products and services shall be delivered in accordance with Supplemental Task Authorizations and Change Orders.

III. COMPENSATION AND PAYMENT

- A. The County shall pay the Contractor in accordance with the terms and conditions of this Agreement, and any Supplemental Task Authorizations issued hereunder, for providing all products and services as set forth in Exhibit A, and further described in Exhibit B, Fee Schedule, attached hereto and incorporated herein. Said total amount to be all inclusive of costs necessary to provide all products and services as outlined in this Agreement, and as supported by the Contractor's submittal in response to the Solicitation, a copy of which is on file with the County's Department of Procurement Management and is deemed incorporated into this Agreement.
- B. Notwithstanding the preceding, Contractor shall not make any deliveries or perform any work under this Agreement until receipt of a Notice to Proceed from the County. Contractor acknowledges and agrees that no minimum order or amount of product or work is guaranteed under this Agreement and County may elect to issue no Supplemental Task Authorizations. If a Supplemental Task Authorization is issued, the County reserves the right to amend, reduce, or cancel the work authorization in its sole discretion.
- C. All funds for payment by the County under this Agreement are subject to the availability of an annual appropriation for this purpose by the County. In the event of nonappropriation of funds by the County for the services provided under this Agreement, the County will terminate the contract, without termination charge or other liability, on the last day of the then current fiscal year or when the appropriation made for the then-current year for the services covered by this Agreement is spent, whichever event occurs first. If at any time funds are not appropriated for the continuance of this Agreement, cancellation shall be accepted by the Contractor on fifteen (15) days' prior written notice, but failure to give such notice will be

VIII. PERFORMANCE AND PAYMENT BOND(S)

- A. The Contractor shall procure performance and payment bond(s) in accordance with Exhibit D.

IX. RESPONSIBILITIES OF THE CONTRACTOR

- A. The Contractor shall be responsible for the quality and functionality of all products supplied and services performed by or at the behest of the Contractor under this Agreement. The Contractor shall, without additional compensation, correct any errors or deficiencies in its products, or if directed by County, supply a comparable replacement product or service.
- B. The Contractor warrants that it has not employed or retained any company or person (other than a bona fide employee working solely for the Contractor), to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual, or firm other than a bona fide employee working solely for the Contractor, any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award of this Agreement.
- C. The Contractor shall comply with all federal, state, and local laws, regulations and ordinances applicable to the work or payment for work thereof, and shall not discriminate on the grounds of race, color, religion, sex, or national origin in the performance of work under this Agreement.
- D. Contractor specifically acknowledges its obligations to comply with §119.0701, F.S., as amended from time to time, with regard to public records, and shall:
 - 1) keep and maintain public records that ordinarily and necessarily would be required by the County in order to perform the services required under this Agreement;
 - 2) upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 Florida Statutes or as otherwise provided by law;
 - 3) ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed, except as authorized by law; and
 - 4) meet all requirements for retaining public records and transfer, at no cost to the County, all public records in possession of Contractor upon termination of this Agreement and destroy any duplicate public records that are exempt or confidential and exempt from public

XII. COMPLIANCE WITH APPLICABLE LAW

This Agreement will be governed by the laws of the State of Florida. Contractor shall promptly comply with all applicable federal, state, county and municipal laws, ordinances, regulations, and rules relating to the services to be performed hereunder and in effect at the time of performance. Contractor shall conduct no activity or provide any service that is unlawful or offensive.

XIII. TERMINATION

- A. The County shall have the right at any time upon fifteen (15) days' written notice to the Contractor to terminate this Agreement in whole or in part for any reason whatsoever. In the event of such termination, the County will be responsible to Contractor only for fees and compensation earned by the Contractor, in accordance with Section III, prior to the effective date of said termination. In no event shall the County be responsible for lost profits of Contractor or any other elements of breach of contract.
- B. After receipt of a notice of termination, except as otherwise directed, the Contractor shall stop work on the date of receipt of the notice of termination or other date specified in the notice; place no further orders or subcontracts for materials, services, or facilities except as necessary for completion of such portion of the work not terminated; terminate all Contractors and subcontracts; and settle all outstanding liabilities and claims.
- C. The County's rights under this Agreement shall survive the termination or expiration of this Agreement and are not waived by final payment or acceptance and are in addition to the Contractor's obligations under this Agreement.

XIV. DISPUTE RESOLUTION

- A. In the event of a dispute or claim arising out of this Agreement, the parties agree first to try in good faith to settle the dispute by direct discussion. If this is unsuccessful, the parties may enter into mediation in Lee County, Florida, with the parties sharing equally in the cost of such mediation.
- B. In the event mediation, if attempted, is unsuccessful in resolving a dispute, the parties may proceed to litigation as set forth below.
- C. Any dispute, action or proceeding arising out of or related to this Agreement will be exclusively commenced in the state courts of Lee County, Florida, or where proper subject matter jurisdiction exists in the United States District Court for the Middle District of Florida. Each party irrevocably submits and

expense to the County. The County reserves the right to reject any or all materials if, in its judgment, the item reflects unsatisfactory workmanship or manufacturing or shipping damage. In such case, the Contractor shall refund to the County any money which has been paid for same.

- C. Contractor shall secure from the applicable third party manufacturers, and assign and pass through to the County, at no additional cost to the County, such warranties as may be available with respect to the equipment, parts and systems provided through the Purchase.

XVII. MISCELLANEOUS

- A. This Agreement constitutes the sole and complete understanding between the parties and supersedes all other contracts between them, whether oral or written, with respect to the subject matter. No amendment, change or addendum to this Agreement is enforceable unless agreed to in writing by both parties and incorporated into this Agreement.
- B. The Contractor shall not assign any interest in this Agreement and shall not transfer any interest in same (whether by assignment or novation) without the prior written consent of the County, except that claims for the money due or to become due to the Contractor from the County under this Agreement may be assigned to a financial institution or to a trustee in bankruptcy without such approval from the County. Notice of any such transfer or assignment due to bankruptcy shall be promptly given to the County.
- C. The exercise by either party of any rights or remedies provided herein shall not constitute a waiver of any other rights or remedies available under this Agreement or any applicable law.
- D. The failure of the County to enforce one or more of the provisions of the Agreement may not be construed to be and is not a waiver of any such provision or provisions or of its right thereafter to enforce each and every such provision.
- E. The parties covenant and agree that each is duly authorized to enter into and perform this Agreement and those executing this Agreement have all requisite power and authority to bind the parties.
- F. Neither the County's review, approval or acceptance of, nor payment for, the products and services required under this Agreement shall be construed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement.
- G. If the Contractor is comprised of more than one legal entity, each entity shall be jointly and severally liable hereunder.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date last below written.

WITNESS:

Signed By: Emy L. Belich

Print Name: Emy L. Belich

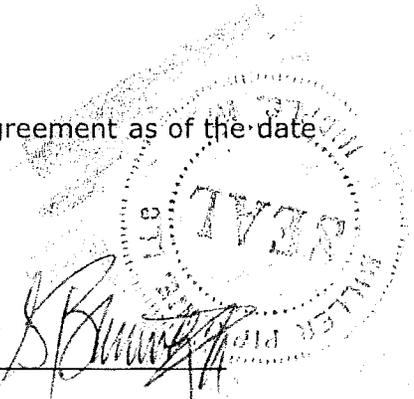
Miller Pipeline, LLC

Signed By: Douglas S. Banning, Jr.

Print Name: Douglas S. Banning, Jr.

Title: C.E.O.

Date: 12/1/17



LEE COUNTY

BOARD OF COUNTY COMMISSIONERS
OF LEE COUNTY, FLORIDA

BY: Cecil L. Pendergrass
CHAIR

DATE: 1-5-18

Commissioner Cecil L. Pendergrass
Lee County Board of County Commissioners
District 2

ATTEST:
CLERK OF THE CIRCUIT COURT
Linda Doggett, Clerk

BY: Shirley King
DEPUTY CLERK



APPROVED AS TO FORM FOR THE
RELIANCE OF LEE COUNTY ONLY:

BY: L.C. Lira
OFFICE OF THE COUNTY ATTORNEY

EXHIBIT B FEE SCHEDULE

Payment for actual work completed shall be made in accordance with the terms of this Agreement and any Supplemental Task Authorizations issued hereunder. All project pricing shall be determined by the rates established by the Contractor's Response to the Solicitation, attached hereto and incorporated herein as Attachment 1 to this Exhibit B. All quotes received by the County from the Contractor shall reflect pricing at or below the rates listed in this Exhibit B.

**EXHIBIT B – ATTACHMENT 1
FEE SCHEDULE**

ITEM NO.	DESCRIPTION	UNIT PRICE BID
F1 ✕	Install Fold and Form liner, 8-inch diameter gravity mains (all depths)	\$30.00
F2 ✕	Install Fold and Form liner, 10-inch diameter gravity mains (all depths)	\$32.00
F3 ✕	Install Fold and Form liner, 12-inch diameter gravity mains (all depths)	\$34.00
F4 ✕	Install Fold and Form liner, 15-inch diameter gravity mains (all depths)	\$57.00
F5 ✕	Reinstate Laterals and Grout annular space	\$475.00
F6	Work in Rear-Yard Easement (items F1 & F4)	\$605.00
F7	Protruding service connection removed by internal means	\$264.00
F8	Sewer main cleaning and TV inspection (8-inch through 12-inch)	\$2.00
F9	Sewer main cleaning and TV inspection (15-inch through 21-inch)	\$2.50
F10	Sewer main cleaning and TV inspection (21-inch through 24-inch)	\$2.75
F11	Mechanical Root or Grease Removal (12-inch or smaller)	\$3.75
F12	Mechanical Tuberculation Removal (12-inch or smaller)	\$16.50
F13	Bypass Pumping (6-inch through 10-inch sewer)	\$550.00
F14	Bypass Pumping (12-inch and 15-inch sewer)	\$3,850.00

City of Palm Coast, Florida Agenda Item

Agenda Date: 1/30/18

Department UTILITY Item Key	Amount \$ 31,000.00 Account # 54019084-052030
Subject RESOLUTION 2018-XX APPROVING PIGGYBACKING ST. JOHNS COUNTY CONTRACT WITH CHEMTRADE INC. FOR THE PURCHASE OF LIQUID ALUMINUM SULFATE	
<p>Background : The Wastewater Treatment Division uses liquid aluminum sulfate to control phosphorous limits to comply with (FDEP) Florida Department of Environmental Protection permit at Wastewater Treatment Plant #2.</p> <p>City staff is recommending that City Council approve piggybacking the St. Johns County Contract (#17-MCC-CHE-07813) with Chemtrade Inc. through February 1, 2019 to purchase liquid aluminum sulfate. Piggybacking existing competitively bid contracts is advantageous since the pricing is generally better than what the City could obtain on its own, and the City does not incur the expense and delay of soliciting a bid.</p> <p>Since the underlying contract is an agreement on a per unit price basis, City staff will make purchases on an as needed basis using budgeted funds appropriated by City Council. The Fiscal Year 2018 Budget includes available funding in the City's Utility operating budgets to purchase aluminum sulfate. City staff estimate that the City will expend approximately \$31,000 annually under this piggyback contract.</p>	
<p>Recommended Action : Adopt Resolution 2018-XX approving piggybacking St. Johns County Contract with Chemtrade Inc. for the purchase of liquid aluminum sulfate.</p>	

RESOLUTION 2018 - _____
PIGGYBACK ST. JOHNS COUNTY CONTRACT WITH
CHEMTRADE INC. FOR LIQUID ALUMINUM SULFATE

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, AUTHORIZING A PIGGYBACK CONTRACT WITH CHEMTRADE INC. ON ST. JOHNS COUNTY CONTRACT #17-MCC-CHE-07813 FOR LIQUID ALUMINUM SULFATE; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE SAID CONTRACT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, Chemtrade Inc. has expressed a desire to provide contractual services for Liquid Aluminum Sulfate to the City of Palm Coast; and

WHEREAS, the City Council of the City of Palm Coast desires to approve a piggyback contract with Chemtrade Inc. on St. Johns County Contract #17-MCC-CHE-07813 for Liquid Aluminum Sulfate.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA AS FOLLOWS:

SECTION 1. APPROVAL OF PIGGYBACK. The City Council of the City of Palm Coast hereby approves piggybacking a contract with Chemtrade Inc. on St. Johns County Contract #17-MCC-CHE-07813 for Liquid Aluminum Sulfate.

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the necessary documents.

SECTION 3. SEVERABILITY. If any section or portion of a section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other section or part of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day, February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MELISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Engagement Letter

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



City of PALM COAST

Administrative Services & Economic Development
Central Services Division

160 Lake Avenue
Palm Coast, FL 32164
386-986-3730

January 10, 2018

Parul Kachhia-Patel
Marketing Specialist
Chemtrade Chemicals US, LLC
90 East Halsey Road
Parsippany, NJ 07054

**RE: Engagement Letter Authorizing Piggyback
Water & Wastewater Treatment Chemicals Bulk Aluminum Sulfate**

Contract Name

Bid # 16-54 Contract # 17-MCC-CHE-07813

Contract Reference

Dear Parul Kachhia-Patel,

The City of Palm Coast, Florida requests permission to utilize your company's above referenced contract in accordance with the approved pricing, terms and conditions. If agreed, please indicate approval by electronically signing below.

All invoices should be sent to the Accounts Payable Department, City of Palm Coast, 160 Lake Avenue, Palm Coast, Florida 32164, or to ap@palmcoastgov.com. Likewise, legal notices should be sent to the attention of the City Manager at the same address.

If you should have any questions, please don't hesitate to contact me the email address below.

Sincerely,

DocuSigned by:

Rose Conceicao

9C4ED497E51242A...

Rose Conceicao

Risk Management & Contract Coordinator
rconceicao@palmcoastgov.com





CONTRACT AGREEMENT
Bid No: 16-54; Purchase of Water & Wastewater Treatment Chemicals
Bulk Aluminum Sulfate
Master Contract No: 17-MCC-CHE-07813

This Contract Agreement ("Agreement") is made as of this 29th day of December, 2016, by and between St. Johns County, FL, ("County") or ("St. Johns County") a political subdivision of the State of Florida, with principle offices located at 500 San Sebastian View, St. Augustine, FL 32084, and Chemtrade Chemicals US, LLC, ("Contractor") authorized to do business in the State of Florida, with mailing address: 90 East Halsey Road, Parsippany, NJ 07054; Phone: (800) 858-7665; Fax: (832) 436-4709; and Email: bids@poolsure.com.

WITNESSETH: That for and in consideration of the payment and agreements hereinafter mentioned;

ARTICLE 1 – DURATION AND RENEWAL

This Agreement shall become effective on February 1, 2017, shall be in effect for an initial contract term of one (1) calendar year, and may be renewed for up to a maximum of four (4) one (1) year renewal periods, upon satisfactory performance by the Contractor, mutual agreement by both parties, and the availability of funds. While this Agreement may be renewed as stated in this Section, it is expressly noted that the County is under no obligation to extend this Agreement. It is further expressly understood that the option of extension is exercisable only by the County, and only upon the County's determination that the Contractor has satisfactorily performed the Scope of Services noted elsewhere in this Agreement.

ARTICLE 2 – ENUMERATION OF CONTRACT DOCUMENTS

The term "Contract Documents" shall consist of all Bid Documents and any addenda/exhibits thereto; all Specifications; this Agreement, any duly executed amendments, addenda, and/or exhibits hereto; and any and all duly executed Task Orders, and Change Orders, if applicable. Any representations, whether verbal or written, that are not included in the Contract Documents do not form part of this Contract Agreement.

ARTICLE 3 – SERVICES

The Contractor's responsibility under this Agreement shall be to provide all labor, materials, and equipment necessary to supply **bulk aluminum sulfate** to the St. Johns County Utility Department, ("SJCUD"), as needed, in accordance with Bid No: 16-54, and as otherwise provided in the Contract Documents.

ARTICLE 4 – SCHEDULE

The Contractor shall perform the required services as specified in the Contract Documents. The Contractor shall be required to comply with the schedule set forth in the specifications, and as coordinated with the authorized designee(s) in SJCUD, throughout the duration of this Agreement. No changes to said schedule shall be made without prior written authorization by the County.

ARTICLE 5 – COMPENSATION/BILLING/INVOICES

- A. St. Johns County shall compensate the Contractor based upon the unit price per pound of **point five two eight one cents (\$0.5281) per gallon for bulk aluminum sulfate**, as submitted in the bid proposal, accepted by the County, and provided herein. The maximum amount available as compensation to the Contractor under this Agreement shall not exceed the annual amount budgeted by SJCUD, unless additional funds become available, or are properly transferred, for services satisfactorily performed in accordance with the Contract Documents.
- B. It is strictly understood that the Contractor is not entitled to the above referenced amount of compensation. Rather, the Contractor's compensation shall be based upon the Contractor's adhering to the Scope of Services, detailed in the Contract Documents. As such, the Contractor's compensation is dependent upon satisfactory completion of services stated in the Specifications, and included by reference in this Agreement.

- C. The Contractor shall bill the County at the end of each month, for Services satisfactorily performed. The County reserves the right to pro-rate or refuse payment of any submitted invoice where services were not satisfactorily performed. The County shall pay the Contractor, for Services satisfactorily performed, in accordance with the Prompt Payment Act, Chapter 218.74(2), Florida Statutes.
- D. Though there is no billing form or format pre-approved by either the County, or the Contractor, bills/invoices submitted by the Contractor shall include the following information at a minimum:
 - Vendor Information (Full Legal Name, Address, Phone, Fax, Email)
 - Date of Invoice, Invoice Number
 - SJC Purchase Order Number, Master Contract Number, Bid Number
 - Unit Price of Product, Total Price of Invoice
 - Quantities Provided, Date(s) of Service, Location(s) Delivered To
- E. Final Invoice: In order for the County and the Contractor to reconcile/close their books and records, the Contractor shall clearly state "Final Invoice" on the Contractor's final/last billing to the County.
- F. Unless otherwise notified, bills/invoices shall be delivered to:
St. Johns County Utility Department
ATTN: Kathy Kelshaw
1205 State Road 16
St. Augustine, FL 32084

ARTICLE 6 – TRUTH-IN-NEGOTIATING CERTIFICATE

The signing of this Agreement by the Contractor shall act as the execution of a truth-in-negotiation certificate, certifying that the wage rates and cost used to determine the compensation provided for this Agreement are accurate, complete and current as of the date of this Agreement.

The said rates and costs shall be reduced to exclude any significant sums should the county determine that the rates and costs were increased due to inaccurate, incomplete or non-current wage rate, or due to inaccurate representations of fees paid to outside subcontractors. The County may exercise its rights under this Article 6 within eighteen (18) months following final payment.

ARTICLE 7 – TERMINATION

- A. This Agreement may be terminated by the County without cause upon at least thirty (30) consecutive calendar days advance written notice to the Contractor of such termination without cause.
- B. This Contract may be terminated by the County with cause upon at least fourteen (14) consecutive calendar days advance written notice of such termination with cause. Such written notice shall indicate the exact cause for termination.

ARTICLE 8 – NOTICE OF DEFAULT/RIGHT TO CURE

- A. Should the Contractor fail to perform (default) under the terms of this Agreement, then the County shall provide written notice to the Contractor; such notice shall include a timeframe of no fewer than five (5) consecutive calendar days in which to cure the default. Failure by the Contractor to cure the default, or take acceptable corrective action within the timeframe provided in the Notice of Default (or any such amount of time as mutually agreed to by the parties in writing), shall constitute cause for termination of this Agreement.
- B. It is expressly noted that, should the County issue three (3) Notices of Default to the Contractor, during the term of this Agreement, such action shall constitute cause for termination of this Agreement.
- C. Consistent with other provisions in this Contract, the Contractor shall be paid for deliveries authorized and satisfactorily performed under this Agreement until the effective date of the termination.
- D. Upon receipt of a Notice of Default, except as otherwise directed by the County in writing, the Contractor shall:
 - 1. Stop work on the date to the extent specified.
 - 2. Terminate and settle all orders and subcontracts relating to this Agreement.

shall specifically include the County as Additional Insured for all lines of coverages except Workers' Compensation and Professional Liability. A copy of the endorsement must accompany the certificate. Compliance with the foregoing requirements shall not relieve the Contractor of its liability and obligations under this Agreement.

Certificate Holder Address: St. Johns County, a political subdivision of the State of Florida
500 San Sebastian View
St. Augustine, FL 32084

The Contractor shall maintain during the life of this Agreement, Comprehensive General Liability Insurance with minimum limits of \$1,000,000 per occurrence, \$2,000,000 aggregate, to protect the Contractor from claims of damages for bodily injury, including wrongful death, as well as from claims of property damages which may arise from any operations under this Agreement, whether such operations be by the Contractor or by anyone directly employed by or contracting with the Contractor.

The Contractor shall maintain during the life of this Agreement, Comprehensive Automobile Liability Insurance with minimum limits of \$300,000 combined single limit for bodily injury and property damage liability to protect the Contractor from claims for damages for bodily injury, including the ownership, use, or maintenance of owned and non-owned automobiles, including rented/hired automobiles whether such operations be by the Contractor or by anyone directly or indirectly employed by the Contractor.

The Contractor shall maintain during the life of this Agreement, adequate Workers' Compensation Insurance in at least such amounts as is required by the law for all of its employees per Florida Statute 440.02.

In the event of unusual circumstances, the County Administrator or his designee may adjust these insurance requirements.

ARTICLE 14 – INDEMNIFICATION

The Contractor shall indemnify and hold harmless the County, its officers, and employees, from all liabilities, damages, losses, and costs arising under this Agreement, including, but not limited to, reasonable attorneys' fees, to the extent caused by the negligence, recklessness, act, or omission of the Contractor or any other person employed or utilized by the Contractor, whether intentional or unintentional.

ARTICLE 15 – SUCCESSORS & ASSIGNS

The County and the Contractor each binds itself and its partners, successors, executors, administrators and assigns to the other party of this Contract Agreement and to the partners, successors, executors, administrators and assigns of such other party, in respect to all covenants of this Agreement. Except as above, neither the County nor the Contractor shall assign, sublet, convey or transfer its interest in this Agreement without the written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of the County, which may be a party hereto, nor shall it be construed as giving any rights or benefits hereunder to anyone other than the County and the Contractor.

ARTICLE 16 – REMEDIES

No remedy herein conferred upon any party is intended to be exclusive, or any other remedy, and each and every such remedy shall be cumulative and shall be in addition to every other remedy given hereunder or nor hereafter existing at law or in equity or by statute or otherwise. No single or partial exercise by any party or any right, power, or remedy hereunder shall preclude any other or further exercise thereof.

In any action brought by either party for the enforcement of the obligations of the other party, the prevailing party shall be entitled to recover reasonable attorneys' fees.

ARTICLE 17 – CONFLICT OF INTEREST

The Contractor represents that it presently has no interest and shall acquire no interest, either directly or indirectly, which would conflict in any manner with the performance of the obligations required hereunder. The Contractor further represents that no person having any interest shall be employed for said performance.

ARTICLE 23 – NONDISCRIMINATION

The Contractor warrants and represents that all of its employees are treated equally during employment without regard to race, color, religion, physical handicap, sex, age, or national origin.

ARTICLE 24 – ENTIRETY OF CONTRACTUAL AGREEMENT

The County and the Contractor agree that this Agreement, signed by both parties sets forth the entire agreement between the parties, and that there are no promises or understandings other than those stated herein, or are incorporated by reference into this Agreement. None of the provisions, terms, conditions, requirements, or responsibilities noted in this Agreement may be amended, revised, deleted, altered, or otherwise changed, modified, or superseded, except by written instrument, duly executed by authorized representatives of both the County, and the Contractor.

ARTICLE 25 – ENFORCEMENT COSTS

If any legal action or other proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default, or misrepresentation in connection with any provisions of this Agreement, the successful or prevailing party or parties shall be entitled to recover reasonable attorneys' fees, court costs and expenses incident to appeals, incurred in that action or proceedings, in addition to any other relief to which such party or parties may be entitled.

ARTICLE 26 – AUTHORITY TO PRACTICE

The Contractor hereby represents and warrants that it has and shall continue to maintain all license and approvals required to conduct its business, and that it shall at all times, conduct its business activities in a reputable manner.

ARTICLE 27 – SEVERABILITY

If any term or provision of this Agreement, or the application thereof to any person or circumstances shall, to any extent, be held invalid or unenforceable, the remainder of this Agreement, or the application of such items or provision, to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected and every other term and provision of this Agreement shall be deemed valid and enforceable to the extent permitted by law.

ARTICLE 28 – AMENDMENTS & MODIFICATIONS

No amendments or modifications of this Agreement shall be valid unless in writing and signed by each of the parties.

St. Johns County reserves the right to make changes in the work, including alterations, reductions therein or additions thereto. Upon Contractor's receipt of notification from the County of a contemplated change, the Contractor shall: (1) if requested by the County, provide an estimate for the increase or decrease in cost due to the contemplated change; (2) notify the County of any estimated change in the completion date; and (3) advise the County in writing if the contemplated change shall effect the Contractor's ability to meet the completion dates or schedules of this Agreement. If the County instructs in writing, the Contractor shall suspend work on that portion of the project, pending the County's decision to proceed with the change. If the County elects to make the change, the County shall issue a Change Order for changes, or a contract change order, if the original contract is to be changed or amended the Contractor shall not commence work on any such change until such written change order has been issued and signed by each of the parties.

ARTICLE 29 – FLORIDA LAW AND VENUE

This Agreement shall be governed by the laws of the State of Florida. Any and all legal action necessary to enforce this Agreement shall be held in St. Johns County, FL.

ARTICLE 30 – ARBITRATION

The County shall not be obligated to arbitrate or permit any arbitration binding on the County under any of the Contract Documents or in connection with the project in any manner whatsoever.

termination of this Agreement by the County.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO ITS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: OCA, ATTN: Public Records Manager, 500 San Sebastian View, St. Augustine, FL 32084, PH: (904) 209-0805, EMAIL: publicrecords@sjcfl.us.

ARTICLE 34 – NO THIRD PARTY BENEFICIARIES

Both the County and the Contractor explicitly agree, and this Agreement explicitly states that no third party beneficiary status or interest is conferred to, or inferred to, any other person or entity.

ARTICLE 35 – USE OF COUNTY LOGO

Pursuant to, and consist with, County Ordinance 92-2 and County Administrative Policy 101.3, the Contractor may not manufacture, use, display, or otherwise use any facsimile or reproduction of the County Seal/Logo without express written approval of the Board of County Commissioners of St. Johns County, FL.

ARTICLE 36 – SURVIVAL

It is explicitly noted that the following provisions of this Agreement, to the extent necessary, shall survive any suspension, termination, cancellation, revocation, and/or non-renewal of this Agreement, and therefore shall be both applicable and enforceable beyond any suspension, termination, cancellations, revocation, and/or non-renewal: (1) Truth-in-Negotiation; (2) Federal and State Taxes; (3) Insurance; (4) Indemnification; (5) Access and Audits; (6) Enforcement Costs; and (7) Public Records.

IN WITNESS WHEREOF, the parties hereto have executed or caused to be executed by their duly authorized officials, this Agreement, three (3) copies of which shall be deemed an original on the date first above written.

ST. JOHNS COUNTY, FL:

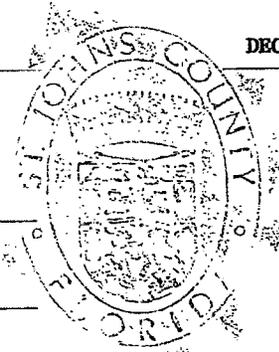
Jaimie Hochleas
County Representative Signature
12/29/16
Date

**ATTEST: ST. JOHNS COUNTY, FL
CLERK OF COURT**
Pam Halten
Deputy Clerk

12/29/16
Date of Execution

LEGALLY SUFFICIENT:

[Signature]
Sr. Asst. County Attorney
11/28/16
Date of Execution



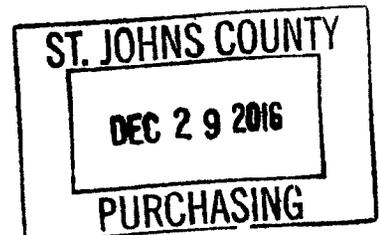
CONTRACTOR:

Chemtrade Chemicals US, LLC
Company Name

ELIZABETH RYNO
Name (Type or Print)
Elizabeth Ryno
Signature

MARKETING SPECIALIST
Title

DECEMBER 28, 2016
Date of Execution



**BID NO: 16-54; PURCHASE OF WATER & WASTEWATER TREATMENT CHEMICALS
BULK ALUMINUM SULFATE**

**EXHIBIT "B"
CONTRACT SCHEDULE**

The Contract Period for the required services shall be as follows:

Initial Contract Term: Shall become effective on February 1, 2017, and shall remain in effect for a period of one (1) calendar year, or until funds may become exhausted.

Contract Renewal/s: This Agreement may be renewed for up to four (4), one (1) year renewal periods upon satisfactory performance by the Contractor, mutual agreement by all parties, availability of funds and the continued need of the County for the required services.



St. Johns County Board of County Commissioners

Purchasing Division

November 20, 2017

Mr. Parul Kachhia-Patel
Chemtrade Chemicals US, LLC
90 East Halsey Road
Parsippany, NJ 07054

RE: Bid No: 16-54 – Purchase of Water & Wastewater Treatment Chemicals
Master Contract No. 17-MCC-CHE-07813

Dear Mr. Patel:

Enclosed, please find a fully executed original copy of the above referenced contract amendment #1 for your files.

Should you have any questions, please call me at 904-209-0154.

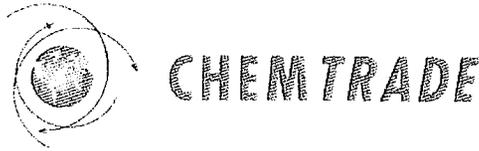
Thank you for doing business with St. Johns County.

Sincerely,
St. Johns County, FL
Purchasing Department



Leigh A. Daniels, CPPB
Senior Buyer
(904) 209-0154 – Direct
(904) 209-0155 – Fax
ldaniels@sjcfl.us

CC: SJC Minutes & Records
SJC Purchasing Bid No: 16-54 Master File



90 East Halsey Road
Parsippany, NJ 07054
Phone: 1-800-441-2659
Fax: 973-515-4461

January 9, 2018

Pat Henderson
City of Palm Coast
160 Lake Avenue
Palm Coast, FL 32164

**SUBJECT: LIQUID ALUMINUM SULFATE (Bid #16-54)
Contract #17-MCC-CHE-07813**

As per your conversation with Paul Peters our Business Manager, Chemtrade Chemicals US LLC is pleased to respond to your request for Liquid Aluminum Sulfate and to piggyback off of St. Johns County bid. We offer the following pricing for your consideration:

LIQUID ALUMINUM SULFATE
In Tank Trucks
\$205.60/Dry Ton

Price equates to \$0.5551 per gallon invoiced to St. Johns.

F.O.B destination.

The above price is firm for the period of February 1, 2018 through January 31, 2019.

All other terms and conditions of the original bid will remain the same.

If this is acceptable to you, please sign below and fax or email back to 973-515-4461 bids@chemtradelogistics.com or send us your necessary paperwork.

Thank you for the business and we look forward to supplying your Liquid Aluminum Sulfate requirements.

Best regards,

Parul Kachhia-Patel
Marketing Specialist

ACCEPTED: City of Palm Coast, FL

BY: _____

TITLE: _____

Date: _____

City of Palm Coast, Florida Agenda Item

Agenda Date : 1/30/2018

Department	CENTRAL SERVICES	Amount	UNIFORMS \$76,000.00 FIRE PROTECTION \$36,000.00
Item Key		Account	MULITIPLE
Subject	RESOLUTION 2018-XX APPROVING PIGGYBACKING THE US COMMUNITIES CONTRACT WITH CINTAS CORORATION TO PURCHASE UNIFORM RENTAL SERVICES AND FIRE PROTECTION SERVICES		
Background :			
<p>The current contract for uniform rental services is set to expire this year. Based on feedback from City employees, the City does not desire to continue contracting with the current vendor because of various quality and service issues. Based on this information, Central Services Division staff with representatives from affected departments, researched various uniform rental companies and determined what options were available. In researching the various vendors, City staff determined that Cintas Corporation would be a good fit for the City's uniform rental services. Cintas's uniform rental options, superior customer service, and utilizing the pricing on the U.S. Communities Contract met all of our criteria. Through the U.S. Communities Contract, Cintas also provides fire protection services. Currently, the city utilizes multiple vendors to provide fire protection services (inspections, testing, etc). Utilizing the U.S. Communities contract allows the City to use one vendor for all of our fire protection needs and services, which provides lower pricing, consistent service, and better vendor support.</p> <p>City staff is recommending that City Council approve piggybacking the U.S. Communities Contract (12-JLH-011) with Cintas Corporation through March 31, 2019 for uniform rentals and fire protection services. Piggybacking existing competitively bid contracts is advantageous since the pricing is generally better than what the City could obtain on its own, and the City does not incur the expense and delay of soliciting a bid.</p> <p>Since the underlying contract is a price agreement, City staff is using budgeted funds appropriated by City Council. The Fiscal Year 2018 Budget includes available funding in the City's various department budgets to purchase uniform rental services and fire protection services. City staff estimate that the City will expend approximately\$76,000.00 on uniform rentals and \$36,000.00 on fire protection services annually under this piggyback contract.</p>			
Recommended Action :			
Adopt Resolution 2018-XX approving piggybacking the U.S. Communities Contract with Cintas Corporation to purchase uniform rental services and fire protection services.			

RESOLUTION 2018-____
CINTAS CORPORATION
UNIFORM RENTAL SERVICES AND FIRE PROTECTION SERVICES

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING PIGGYBACKING THE U.S. COMMUNITIES CONTRACT WITH CINTAS CORPORATION TO PURCHASE UNIFORM RENTAL SERVICES AND FIRE PROTECTION SERVICES; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE THE NECESSARY DOCUMENTS; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City of Palm Coast desires to purchase uniform rental services and fire protection services for various department city wide; and

WHEREAS, Cintas Corporation desires to sell the aforementioned uniform rental services and fire protection services to the City of Palm Coast.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, AS FOLLOWS:

SECTION 1. APPROVAL OF PIGGYBACK CONTRACT. The City Council of the City of Palm Coast hereby approves the terms and conditions of the piggyback contract with Cintas Corporation., as attached hereto and incorporated herein by reference as Exhibit “A.”

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the necessary documents.

SECTION 3. SEVERABILITY. It is hereby declared to be the intention of the City Council that the sections, paragraphs, sentences, clauses and phrases of this Resolution are severable, and if any phrase, clause, sentence, paragraph or section of this Resolution shall be declared unconstitutional by the valid judgment or decree of a court of competent jurisdiction, such unconstitutionality shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day of February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Exhibit A-Piggyback Contract with Medora Corporation

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney

**US COMMUNITIES PRICING
AMENDMENT #6
4.1.2017**

Lease Rental Item	Item Description	Item #	Pricing Per Week (no cleaning)	Pricing Per Week (w/cleaning)	Lost - Replacement Charge (EA)
Men's Long Sleeve Shirt	Blend	935	\$ 0.140	\$ 0.186	\$ 15.545
Men's Short Sleeve Shirt	Blend	935	\$ 0.140	\$ 0.186	\$ 15.545
Men's Long Sleeve Shirt	100% Cotton	330	\$ 0.186	\$ 0.249	\$ 17.617
Men's Short Sleeve Shirt	100% Cotton	330	\$ 0.186	\$ 0.249	\$ 17.617
Oxford	100% Cotton	374	\$ 0.194	\$ 0.259	\$ 21.763
Oxford	100% Cotton	374	\$ 0.194	\$ 0.259	\$ 21.763
Men's Polo Shirt	Blend	259/262	\$ 0.206	\$ 0.276	\$ 20.467
Men's Pants	Blend	945	\$ 0.160	\$ 0.213	\$ 18.394
Men's Pants	100% Cotton	340	\$ 0.262	\$ 0.350	\$ 24.612
Men's Pants-Jeans	100% Cotton	394	\$ 0.226	\$ 0.301	\$ 20.209
Men's Cargo Pants		270	\$ 0.249	\$ 0.332	\$ 27.463
Women's Long Sleeve Shirt	Blend	205	\$ 0.132	\$ 0.176	\$ 16.996
Women's Short Sleeve Shirt	Blend	205	\$ 0.132	\$ 0.176	\$ 16.996
(Oxford)		86528	\$ 0.179	\$ 0.238	\$ 22.074
(Oxford)		86528	\$ 0.179	\$ 0.238	\$ 22.074
Women's Polo Shirt		298	\$ 0.206	\$ 0.276	\$ 21.763
Women's Pants	Blend	395/390	\$ 0.210	\$ 0.280	\$ 21.763
Women's Pants-Jeans	100% Cotton	394	\$ 0.226	\$ 0.301	\$ 27.591
Chef Coats		82670	\$ 0.179	\$ 0.238	\$ 23.576
Chef Pants		71125	\$ 0.249	\$ 0.332	\$ 26.944
*Aprons		67627	\$ 0.102	\$ 0.147	\$ 13.211
T-Shirt		268	\$ 0.147	\$ 0.197	\$ 16.064
Jacket	Lightweight	677	\$ 0.333	\$ 0.443	\$ 32.126
Jacket	Heavyweight	970	\$ 0.318	\$ 0.425	\$ 30.572
Coveralls	Blend	912	\$ 0.233	\$ 0.311	\$ 30.572
Coveralls	100% Cotton	910	\$ 0.318	\$ 0.425	\$ 41.972
Coveralls	Insulated	914	\$ 0.583	\$ 0.777	\$ 75.641
Coveralls	Fire Retardant	82302	\$ 0.598	\$ 0.798	\$ 81.870
Fire Retardant Shirts		60894	\$ 0.295	\$ 0.394	\$ 43.526
Fire Retardant Pants		70644	\$ 0.295	\$ 0.394	\$ 40.417
Lab Coats	Blend	925	\$ 0.186	\$ 0.249	\$ 30.572
Smocks	Blend	833	\$ 0.124	\$ 0.166	\$ 13.472
Emblem			Cost	Cost	-
30 days service			\$ 1.555	\$ 1.555	-
Name Tag			\$ 1.555	\$ 1.555	
Size Premium	Price Per Garment		\$ 0.156	\$ 0.156	
Lockers			\$ 3.628	\$ 3.628	

* this item is for direct purchase only

SECTION B				
Item	Description	Item #	Rental Pricing Per Week	Lost - Replacement Charge (EA)
Cotton Towels	Shop	2160	\$ 0.062	\$ 0.467
Microfiber Towels		7432	\$ 0.156	\$ 1.348
3x5 Carpet Mat	Carpet	843XX	\$ 2.073	\$ 46.635
4x6 Carpet Mat	Carpet	844XX	\$ 2.560	\$ 72.543
3x10 Carpet Mat	Carpet	840XX	\$ 3.047	\$ 93.269
3x5 Scraper Mat	Scraper	2477	\$ 2.218	\$ 46.635
2x3 Spring Step		1801	\$ 1.575	\$ 51.816
3x5 Duralite Mat		1810	\$ 2.412	\$ 51.816
3x5 Logo Mat		84301	\$ 2.404	\$ 82.906
24" Dust Mop		2570	\$ 0.829	\$ 10.363
24" Dust Mop Frame		1948	\$ -	\$ 8.291
38" Dust Mop		2590	\$ 0.984	\$ 10.363
38" Dust Mop Frame		1947	\$ -	\$ 10.363
48" Dust Mop		2604	\$ 1.296	\$ 10.363
48" Dust Mop Frame		1948	\$ -	\$ 12.436
Wet Mop		2650	\$ 1.430	\$ 10.363
11" Microfiber Mop		6998	\$ 0.280	\$ 12.436
11" Microfiber Mop Handle		6999	\$ -	\$ 5.182
20" Microfiber Mop		7000	\$ 0.467	\$ 7.254
20" Microfiber Mop Handle		7002	\$ -	\$ 10.363
Automotive Parts Washer			\$ 30.500	\$ -

SECTION C			
Item	Description	Pricing Cost \$	Pricing Detail
Deep Restroom Cleaning	floors & fixtures	\$ 0.186 sq/ft	Minimum Charge \$31.090
Clean	Truck Mounted System	\$ 0.134 sq/ft	Minimum Charge \$414.529
Clean	2 Step Maintaining Clean	\$ 0.114 sq/ft	Minimum Charge \$414.529
Ceramic Tile Cleaning	Truck Mounted System	\$0.673 sq/ft	Minimum Charge \$414.529
Floor Cleaner	Concentrated Cleaning Chemicals	\$1.295 per unit	Pricing is based on units of Concentrated Chemicals delivered. Monthly Dispenser fee \$3.109. One time installation fee \$51.816
Glass Cleaner	Concentrated Cleaning Chemicals	\$1.865 per unit	Pricing is based on units of Concentrated Chemicals delivered. Monthly Dispenser fee \$3.109. One time installation fee \$51.816
Multi-Purpose Cleaner	Concentrated Cleaning Chemicals	\$2.850 per unit	Pricing is based on units of Concentrated Chemicals delivered. Monthly Dispenser fee \$3.109. One time installation fee \$51.816

DIRECT SALE ITEMS			
SECTION D			
Item	Description	Item #	Purchase Price
Work Boots	Steel Toe	83815	\$ 124.99
Work Boots	Non Steel Toe	83719	\$ 119.99
Hard Hats		220	\$ 9.99
Protective Eye-Wear		22	\$ 1.31
Comfort Hat	Wool	131	\$ 5.99
Baseball Cap		85369	\$ 11.49
Belts	Black/Brown	122	\$ 16.99
Gloves	Leather	86939	\$ 25.00

Additional Contract Language for Sections A-D:

Prices: Customer agrees to rent from Company, and Company agrees to provide to Customer, the Merchandise, Inventory and services described on Section A, B & C, "Merchandise & Pricing" at the prices set forth in Section A, B & C. There will be a minimum charge of thirty-five dollars (\$35.00) per week for each Customer location required to purchase its rental services from Company as set forth in Agreement.

Buyback of Non-Standard Garments: Customer has ordered from Company a garment rental service requiring embroidered garments that may not be standard to Company's normal rental product line. Those non-standard products will be designated as such under Garment Description in Section A & B. In the event Customer deletes a non-standard product, alters the design of the non-standard product, fails to renew the Agreement, or terminates the Agreement for any reason other than documented quality of service reasons which are not cured, Customer agrees to buy back all remaining non-standard products allocated to Customer that the Company has in service and out of service at the then current Loss/Damage Replacement Values.

Garments' Lack of Flame Retardant or Acid Resistant Features: Unless specified otherwise in writing by the Company, the garments supplied under this Agreement are not flame retardant or acid resistant and contain no special flame retardant or acid resistant features. They are not designed for use in areas of flammability risk or where contact with hazardous materials is possible. Flame resistant and acid resistant garments are available from Company upon request. Customer warrants that none of the employees for whom garments are supplied pursuant to this Agreement require flame retardant or acid resistant clothing.

Logo Mats: In the event that Customer decides to delete any mat bearing the Customer's logo (Logo Mat) from the rental program, changes the design of the Logo Mats, terminates this agreement for any reason or fails to renew this Agreement, the Customer will purchase at the time of deletion, design change or termination, all remaining Logo mats that the Company has in service and out of service held in inventory at the then current Loss/Damage Replacement Value.

Adding Employees: Additional employees and Merchandise may be added to this Agreement at any time upon written or oral request by the Customer to the Company. Any such additional employees or Merchandise shall automatically become a part of and subject to the terms of this Agreement. If such employees are employed at a Customer location that is then participating under this Agreement, the Customer shall pay Company the one-time preparation fee indicated on Section A.

Customer shall not pay Company any one-time preparation fee of \$1.50 for garments for employees included in the initial installation of a Customer location. There will be a one-time charge for name and/or company emblems when employees are added to the program in garments requiring emblems.

Emblem Guarantee: Customer has requested that Company supply emblems designed exclusively for Customer featuring Customer's logo or other specific identification (hereinafter "Customer Emblems"). Company will maintain a sufficient quantity of Customer Emblems in inventory to provide for Customer's needs and maintain a low cost per emblem through quantity purchases.

In the event Customer decides to discontinue the use of Customer Emblems, changes the design of the Customer Emblems, terminates this Agreement for any reason or fails to renew this Agreement, the Customer will purchase at the time of deletion, design change, termination or expiration, all remaining Customer Emblems that the Company allocated to Customer at the price indicated on Section A & B of this Agreement. In no event shall the number of Customer Emblems allocated to Customer exceed the greater of (a) three (3) months' volume for each unique Customer Emblem or (b) a quantity agreed to by Company and Customer and noted on Section A & B.

Terminating Employees: Subject to the provisions of this Agreement, the weekly rental charge attributable to any individual leaving the employ of the Customer, or on a temporary leave of absence of the three (3) weeks or more, shall be terminated upon oral or written notice by the customer to the Company but only after all garments issued to that individual, or value of same at the then current Loss/Damage Replacement Values, are returned to Company.

Replacement: In the event any Merchandise is lost, stolen or is not returned to Company, or is destroyed or damaged by fire, welding damage, acid, paint, ink, chemicals, neglect or otherwise, the Customer agrees to pay for said Merchandise at the then current Loss/Damage Replacement Values.

Additional Offerings included in Contract		
Cintas Direct Sale Catalog	Entire Catalog	List Price less 10%
Facilities Source Book	Entire Catalog	List Price

Dry Chemical Extinguishers and Emergency Lights

Item	Description	Quantity	Price	Comment
Annual Maintenance and Service Charge:				
SC	Service Charge	ea	\$45.765	Per Stop
IN	Portable Extinguisher Annual Maintenance Inspection	ea	\$5.339	Hand Portable Stored Pressure and CO2 Fire Extinguishers - up to 20#
INPTT	Push to test only	ea	\$4.424	
INEL	Emergency Exit Light Inspection	ea	\$12.204	Parts not included
INEX	Emergency Exit Light Inspection (AC)	ea	\$18.306	Parts not included; fixture with no battery
Internal Maintenance and Test:				
NADC5	5# Stored pressure Dry Chemical	ea	\$33.561	Includes O-Ring, V-Stem and Service Collar; 5# Year Internal Maintenance or Hydrostatic Test labor included as applicable; Plus Parts not specifically listed and applicable Inspection (IN) Price
NADC10	10# Stored pressure Dry Chemical	ea	\$35.595	
NADC20	20# Stored pressure Dry Chemical	ea	\$37.629	
Dry Chemical Extinguisher Recharge				
NRDC5	5# Stored pressure Dry Chemical	ea	\$31.527	Includes 5# Labor only, Agent and Service Collar; Plus Parts not specifically listed and applicable Inspection (IN) Price
NRDC10	10# Stored pressure Dry Chemical	ea	\$43.731	
NRDC20	20# Stored pressure Dry Chemical	ea	\$69.156	
New Equipment:				
Various	5# ABC Dry Chemical Fire Extinguisher	ea	\$60.003	
Various	10# ABC Dry Chemical Fire Extinguisher	ea	\$84.411	

Kitchen Systems

INKS	Kitchen System Inspection - single tank	ea	\$106.785	
INKST	Kitchen System Inspection - remote tank	ea	\$86.445	
EELINK	Fusible Link	ea	\$9.967	

Sprinkler

INSPW	Annual Sprinkler Inspection Wet - Initial Riser	ea	\$269.505	
INSPR	Annual Sprinkler Inspection Wet - Additional Riser	ea	\$106.785	
INSPWQ	Quarterly Sprinkler Inspection - Per Riser	ea	\$106.785	
INSPBF	Fire line backflow test per valve	ea	\$188.145	
INSPD	Sprinkler Inspection (Dry)	ea	\$279.675	
INSPAFI	Anti-Freeze loops Inspection & Test	ea	\$188.145	

Alarm

INFA	Annual Fire Alarm System Inspection		\$238.995	
INFAID	Additional Devices Per Device (smoke det. bell, horn, strobe, pull station)		\$8.645	

Back Flow

INSPBF	Inspection Back Flow - Domestic or Irrigation (per valve)	ea	\$117.97	Plus Permit at cost
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Hourly Labor Rates - Emergency Calls, Repairs -All Services

LABOR - R	Labor Regular Hours, per hour	ea	\$106.785	
LABOR - O	Labor Overtime Hours, per hour	ea	\$160.178	
LABOR - W	Labor Weekend/Holiday Hours, per hour	ea	\$213.570	
ESC	Emergency Call - Minimum, plus LABOR Charge	ea	\$279.675	

Additional Contract Language for Fire:

Price Adjustments: Company may adjust prices if Customer requests significant changes to the product fill list, service requirements, sales requirements, billing requirements, or report generation. Should Company experience any extraordinary cost increases that necessitate price changes during this contract, Company will present Customer with the proposed new prices and explanation. Should Customer deny these changes, Company may choose to exclude those affected items from the program or terminate the Agreement.

Description of Services: Company shall provide Customer with service and maintenance of Portable Fire Extinguishers (Exhibit A), Emergency Exit Lighting (Exhibit B), Fire Alarm (Exhibit C), Fire Sprinklers (Exhibit D), Clean Agent Suppression Systems (Exhibit E), and Kitchen Suppression (Exhibit F) to each location listed above, and to additional locations which may be added by Customer. All merchandise delivered to Customer's locations shall become the property of Customer. Service area and prices only apply to 48 contiguous US unless otherwise specified.

Pricing: Company agrees to provide to Customer the prices set forth above, Fees and Pricing. Prices will be in effect at Customer locations currently serviced by Company within thirty (30) days of the date of execution of this Agreement.

Term: This Agreement shall be effective as of the date listed above and shall continue until the expiration of the Agreement or thirty-six (36) months whichever is longer. This Agreement will renew with the Agreement unless one of the parties indicates in writing, within 30 days of the anniversary dates, their desire to terminate the Agreement. Either party may terminate the Agreement if, 30 days after sending the other party a written notice of all concerns via certified mail, the issues are not resolved to the originating party's satisfaction.

Price Adjustments: Upon each anniversary date of the execution of this Agreement, the prices then in effect shall be automatically adjusted by the amount of the percentage change in the Consumer Price Index (CPI) for the most recently available previous twelve months. In no case will the price increase exceed (five percent) 5%. The CPI used to calculate the adjustment would be the U.S. All City CPI-U, as published by U.S. Department of Labor. Company may adjust prices if Customer requests significant changes to the product fill list, service requirements, sales requirements, billing requirements, or report generation. Should Company experience any extraordinary cost increases that necessitate price changes during this contract, Company will present Customer with proposed new prices and explanation. Should Customer deny these changes, Company may choose to exclude those affected items from the program or terminate the Agreement.

Equipment Exchange: Customer hereby understands and agrees that in servicing Customer's fire equipment Company intends to exchange Customer's fire equipment for Company's fire equipment of similar kind and quality. Customer further acknowledges and agrees that upon completion of such exchange that all right, title and interest in the Customer's fire equipment so exchanged will belong to Company and all right, title and interest in Company's fire equipment so exchanged will belong to Customer.

Inspection: Company strongly recommends that Customer conduct an on-site inspection of the goods and services sold hereunder after delivery, installation or other service call. Company shall not be responsible for the consequences of Customer's failure to inspect the goods or services or for any defects, malfunctions, inaccuracies, insufficiencies or omissions.

Insurance: Customer agrees that neither Cintas nor its subcontractors or assignees, including, without limitation, those providing monitoring services, (collectively, "Subcontractors") are insurers and no insurance coverage is provided by this Agreement. CUSTOMER ACKNOWLEDGES AND AGREES THAT CINTAS AND ITS SUBCONTRACTORS DO NOT ASSUME ANY RESPONSIBILITY NOR SHALL THEY HAVE ANY LIABILITY FOR CLAIMS MADE AGAINST THEM CLAIMING THAT THEY ARE INSURER OR CUSTOMER'S SYSTEMS, THE FAILURE OF SUCH SYSTEMS TO OPERATE EFFECTIVELY, OR ANY OTHER TYPE OF INSURANCE COVERAGE AS AN INSURER. Customer acknowledges that during the term of the Agreement, it will maintain a policy of insurance covering public liability bodily injury, sickness or death, and losses for property damage, fire, water damage, and loss of property in amounts that are sufficient to cover all claims of Customer for any losses sustained.

Limited Warranty: Because of the great number and variety of applications for which Company's goods and services are purchased, Company does not recommend specific applications or assume any responsibility for use, results obtained or suitability for specific applications. Customer is cautioned to determine the appropriateness of Company's good and services for Customer's specific application before ordering and to test and evaluate thoroughly all goods before use. Company warrants that title to all goods sold by Company shall be good and marketable. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED IN CONNECTION WITH THE SALE OF GOODS AND SERVICES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO DISCLAIMER, EXCLUSION, LIMITATION OR MODIFICATION OF ANY OF THE AFORESAID WARRANTIES SHALL BE DEEMED EFFECTIVE UNLESS IN WRITING SIGNED BY COMPANY.

Limited Liability: THE LIABILITY OF CINTAS AND ITS SUBCONTRACTORS FOR ANY CLAIM WHICH CUSTOMER, ITS AGENTS, OFFICERS, DIRECTORS, EMPLOYEES OR INVITEES MAY HAVE AGAINST CINTAS PURSUANT TO THIS AGREEMENT, IN THE EVENT IT IS DETERMINED THAT CINTAS HAS ANY LIABILITY, SHALL BE LIMITED TO \$1,000.00

AS LIQUIDATED DAMAGES. If Customer wishes to increase the limitation of liability, Customer may, as of right, enter into a supplemental agreement with Cintas and obtain a higher limit by paying an additional amount consistent with the increase in liability. Company's service fees are based on the value of the services provided and the limited liability provided under this contract, and not on the value of Customer's premises or its contents, or the likelihood or potential extent or severity of injury (including death) to Customer or others. Company cannot predict the potential amount, extent, or severity of any damages or injuries that Customer or others may incur which could be due to the failure of the system or services to work as intended. As such Customer hereby agrees that the limits on the liability of Cintas and Subcontractors, and the waivers and indemnities set forth in this contract are a fair allocation of risks and liabilities between Cintas, Customer, Subcontractors and any other affected third parties.

Fire Alarm Monitoring: Company hereby notifies Customer that any alarm monitoring services offered or provided hereunder are subject the local codes, rules and regulations and that specific licensing, individual to a particular jurisdiction may be required to offer such services. Company may not possess the necessary licensing for some or all of these jurisdictions and as such may not offer alarm monitoring services in such jurisdictions. Company will endeavor to notify Customer of any such jurisdictions and to obtain any necessary licensing on a best efforts basis. CERTAIN CUSTOMER LOCATIONS MAY BE EXCLUDED FROM ANY ALARM MONITORING SERVICE PROVIDED OR CONTEMPLATED TO BE PROVIDED HEREUNDER. COMPANY STRONGLY RECOMMENDS THAT CUSTOMER INVESTIGATE THE REQUIREMENTS OF ALL JURISDICTIONS IN WHICH IT DESIRES ALARM MONITORING SERVICE AND TO MAKE ALL NECESSARY ACCOMMODATIONS TO SECURE SUCH SERVICE.

Other Contracts: The Customer certifies to Company that this Agreement in no way infringes upon any other existing agreement between Customer and another service provider. Company will begin servicing Customer locations that currently are being serviced under existing agreement with other fire service companies upon the expiration of such location's existing agreement. Customer will make a reasonable effort to provide Company with the expiration dates of all competitors' agreements within sixty (60) days of the Execution date of this Agreement.

Terms of Payment: Net 20 days from date of invoice. Payment shall be made within twenty (20) days of receipt of the billing.

Notices: All notices or other communications that may be given in connection with this Agreement shall be in writing, sent certified mail or by a reputable national delivery service, signed receipt requested. Notices given by Company shall be addressed to <insert name>, at <insert customer street address, city, state, zip>, Attention: <insert appropriate title to direct notices to and any internal department number>, or at such other address as Customer specifies by notice to Company.

Notice given by Customer shall be addressed to CINTAS CORPORATIONS at 6800 Cintas Blvd., P.O. Box 625737, Cincinnati, OH 45262-5737 Attention: Sr. Director Business Strategy & Development - Global Accounts, or at such address as Company specifies by notice to Customer. Notices are effective upon receipt.

Entire Agreement: This Agreement sets forth the entire agreement and understanding between the parties as to the subject matter hereof, and merges and supersedes all prior discussions, agreements and understandings of every and any nature between the parties. This Agreement may not be changed or modified, except by agreement in writing, signed by each of the parties.

Miscellaneous: If any provision of the Agreement shall be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired. This Agreement shall inure to the benefit of and be binding upon the successors and assigns of the parties hereto.

Exhibit A - Service & Maintenance of Portable Fire Extinguishers

General Requirements: Per NFPA 10, portable fire extinguishers shall be conspicuously located where they are readily accessible and immediately available in the event of fire. Preferably they shall be located along normal paths of travel, including exits from areas. All rechargeable-type fire extinguishers shall be recharged after any use, as indicated by an inspection or when performing maintenance.

Inspection Procedures: Periodic inspection of fire extinguishers shall include a check to verify at least the following items:

- Extinguisher is in its designated location
- There are no obstructions to access or visibility
- Pressure gauge reading or indicator is in the operable range or position
- Operating instructions on nameplate are legible and face outward
- Safety seals and tamper indicators are not broken or missing
- Fullness is determined by weighing or "hefting"
- There is no obvious physical damage, corrosion, leakage, or clogging of the nozzle
- Condition of tires, wheels, carriage, hose, and nozzle are checked (wheeled extinguishers only). When an inspection of any fire extinguisher reveals a deficiency in any of the conditions listed above, immediate corrective action shall be taken.

Inspection Recordkeeping: Personnel making inspections shall keep records of all fire extinguishers inspected, including those found to require corrective action. At least monthly, the date the inspection was performed and the initials of the person performing the inspection shall be recorded. Records shall be kept on a tag or label attached to the fire extinguisher, on an inspection checklist maintained on file, or in an electronic system (e.g., bar coding) that provides a permanent record.

Annual Maintenance Requirements: Maintenance, as defined by NFPA10, is a "thorough examination" of the fire extinguisher. It is intended to give maximum assurance that a fire extinguisher will operate effectively and safely. It includes a thorough examination for physical damage or condition to prevent its operation and and necessary repair or replacement. It will normally reveal if hydrostatic testing or internal maintenance is required. Fire extinguishers shall be subjected to maintenance at intervals not more than one year, at the time of hydrostatic test, or when indicated by an inspection.

Maintenance Procedures: Maintenance of portable fire extinguishers, as performed by Cintas Fire Protection, includes the following Cintas 10-Step Quality Assurance Procedures:

1. Visually inspect the extinguisher - The extinguisher is removed from its bracket. The extinguisher label is checked to ensure that the instructions are legible and unobstructed. The cylinder is inspected for corrosion, abrasion, or dents (including under removable bands). The extinguisher is inspected for missing, substitute, or broken parts.
2. Check the hydrostatic and maintenance dates - The date of manufacture is checked on the unit. The most recent hydrostatic test and six-year maintenance dates are noted and the applicable service procedure (hydrostatic test or six-year maintenance) is performed.
3. Verify extinguisher is full - Hand portable extinguishers are weighed or "hefted" to assure that they are fully charged with chemical (cartridge-operated extinguishers are visually inspected for fullness). If necessary, the extinguisher is recharged.
4. Visually inspect the pressure gauge - For stored pressure extinguishers, the gauge is checked for damage. The operating pressure is checked to assure that the extinguisher is properly charged.

5. Remove the tamper seal and safety pull pin - The plastic tamper seal is removed and the safety pull pin is removed to assure that it is not bent and operates freely. A new listed, color-coded Cintas tamper seal is installed.
6. Check the discharge hose for continuity - A continuity test is conducted on all carbon dioxide hose assemblies to assure that they are properly grounded. A continuity test label is attached to CO2 discharge hoses that pass the continuity test.
7. Inspect all instruction labels - Verify that the operating instructions are present, legible, and facing outward and the appropriate HMIS (Hazardous Material Identification System) information is present and legible.
8. Clean and re-hang the extinguisher - The extinguisher is wiped down to remove dust and debris. The hanging bracket is checked to assure that the correct bracket is being used and that the bracket is securely installed. The extinguisher is re-hung on the bracket or in its cabinet.
9. Review the extinguisher placement, size, and type - The size, type and placement of the extinguisher are checked to assure it is appropriate for the hazard area. Additional record keeping is completed as required.
10. Attach a new certification tag - For those extinguishers that pass the applicable maintenance procedures, a color-coded Cintas Certification Tag is attached to the extinguisher. The Certification Tag includes the month and year maintenance was performed, and the name of the Cintas Partner performing the work. The Certification Tag is valid for one year from the month punched, and documents that the equipment is in compliance with State, Local and National Fire Codes.

Hydrostatic Test/6-Yr Maintenance: Hydrostatic testing, as defined by NFPA 10, is pressure testing of an extinguisher to verify its strength against unwanted rupture. Hydrostatic test intervals for portable fire extinguishers are generally at 5 and 12-year intervals. (Refer to NFPA 10 for more specific details.)

Hydrostatic Test Intervals: Extinguisher Type Interval: Water-Based-5, Carbon Dioxide-5, Dry Chemical-12, Halogenated Agents-12, Dry Powder (Class D)-12. Every six years, stored pressure fire extinguisher.

Maintenance Recordkeeping: Location Surveys in addition to the required Certification Tag, Cintas documents the location, type, size and service condition of all fire extinguishers inspected or maintained. These Location Surveys are available to our customers. The Location Surveys can serve as proof of service for insurance underwriting purposes, for local Fire Code compliance, and can be used as a budgeting tool to forecast future service requirements. Each extinguisher that has undergone maintenance that includes internal examination or has been recharged shall have a "Verification of Service" collar around the neck of the container. Cartridge- operated and cylinder operated fire extinguishers do not require a "Verification of Service" collar.

Exhibit B - Emergency and Exit Lighting

Inspection of Emergency and Exit Lighting: Cintas Fire Protection uses the National Fire Protection Association (NFPA) Standards NFPA 101 - *Life Safety Code* and NFPA 70 - *National Electric Code* as a guide for establishing its Scope of Services for inspection and maintaining emergency lighting equipment.

General Requirements: The equipment owner is responsible for assuring that illuminated Emergency Exit Signs and Emergency Lights ("E-Lights") are properly maintained. Occupants can be in peril if critical routine maintenance is neglected, or is not performed by properly trained individuals with the correct tools, equipment and replacement parts.

Annual Test: E-Lights are required to be tested at least annually. The annual test Cintas performs includes the following:

- Check for physical damage to the exterior of the unit (test switch, pilot lamp, broken heads, etc.)
- Check the operation of the unit by exercising the test button
- Open the unit and checking the tightness and cleanliness of battery terminals
- Measure the battery "Float Voltage" with a DC Voltmeter to assure that the battery charger is functioning properly
- Use a Battery Analyzer to perform a Battery Load Test (or Battery Burn Test as may be required by Local authority) to assure that the battery is functioning properly
- Verify that all lamps are working properly
- Replace defective parts as needed (batteries and bulbs)

Annual Test Recordkeeping: Cintas affixes a label to all E-Lights that have been tested, indicating the date the test was conducted, the type of test conducted, and the name of the Cintas Partner performing the work. In addition to the required Certification Label, Cintas documents the location and type of all E-Lights tested. These Location Surveys are available to our customers. The Location Surveys can serve as proof of service for insurance underwriting purposes, for local Fire Code compliance, and can be used as a budgeting tool to forecast future service requirements.

Exhibit C - Fire Alarm and Detection Systems

Introduction: Fire detection and alarm systems are designed to detect fires and fire conditions, and to initiate audible and/or visual signals that warn building occupants and supervisory personnel of fire and other unsafe conditions. Cintas Fire Protection uses the National Fire Protection Association (NFPA) Standard 72 - *National Fire Alarm Code* as a guide for establishing its Scope of Service for installing, inspecting, and maintaining fire detection and alarm systems.

Inspection Requirements: The facility owner is required to have the detection and alarm system components visually inspected annually, semi-annually, quarterly, or monthly, with Table 10.3.1 of NFPA 72. More frequent inspections may be required by the local authority having jurisdiction.

Semi-Annual Testing Requirements: The facility owner is required to have the detection and alarm system components tested in accordance with Table 10.4.3 of NFPA 72. More frequently testing may be required by the local authority having jurisdiction. Cintas recommends that the customer have the detection and alarm system tested at least semi-annually (every six months). Semi-annual and annual inspection and testing procedures may vary slightly according to NFPA and Local requirements.

System Detail: The Testing and Inspection Service shall be completed on the listed Fire Alarm System along with its components at the frequency as indicated below. The fire alarm interface to auxiliary systems (fans, dampers, generators, pumps, specialty detection or suppression, etc.) will be tested only through the fire alarm control or monitoring module. Functional testing of auxiliary systems, as required by respective code or manufacturer, is excluded unless specifically mentioned in this proposal. A Detailed Cintas Scope of Services including Testing Procedures is available upon request. Refer also to NFPA 72 and other applicable documents for more detailed information.

Exhibit D - Automatic Fire Sprinkler Systems

Introduction: Automatic sprinkler systems are designed to detect fires, release water, and suppress fires. Well-maintained sprinkler systems are highly reliable and provide protection of both people and property. Cintas Fire Protection uses the National Fire Protection Association (NFPA) Standard 25 - *Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems* as guide for establishing its Scope of Service for inspecting, testing and maintaining automatic sprinkler systems.

Inspection Requirements: The facility owner is required to have the automatic sprinkler system components visually inspected in accordance with NFPA 25. More frequent inspections may be required by the local Authority Having Jurisdiction (AHJ).

Testing/Inspection Requirements: The facility owner is required to have the automatic sprinkler system components tested annually, semiannually, quarterly, or monthly, in accordance with NFPA 25. More frequent testing may be required by the local Authority Having Jurisdiction.

System Detail: The Testing and Inspection Service shall be completed on the listed Automatic Fire Sprinkler along with its components at the frequency as indicated below. Functional testing of auxiliary systems, as required by respective code or manufacturer, is excluded unless specifically mentioned in this proposal. A Detailed Cintas Scope of Services including Testing Procedures is available upon request. Refer also to NFPA 25 and other applicable documents for more detailed information.

Exhibit E - Clean Agent Suppression Systems

Introduction: Clean agent fire suppression systems are widely used in today's high-tech environments to help limit the damage that can occur from a fire - both costly business interruption and damage to expensive and electronically sensitive equipment. Cintas Fire Protection uses the National Fire Protection Association (NFPA) Standard 2001 - *Standard on Clean Agent Extinguishing Systems* and (NFPA) Standard 72 - *National Fire Alarm Code* as a guide for establishing its Scope of Service for inspecting and maintaining clean agent fire suppression systems.

Monthly Inspection Requirements: The facility owner is required to have the clean agent fire suppression system components visually inspected on a monthly basis to assess the suppression system's operational condition.

Semi-Annual Testing Requirements: The facility owner is required to have the clean agent suppression system tested semi-annually (every six months) in accordance with the manufacturer's instructions. More frequent testing may be required by the local authority having jurisdiction.

Clean Agent Fire Suppression System Detail: The Testing and Inspection Service shall be completed on the listed Clean Agent Fire Suppression System at the frequency as indicated below. A Detailed Cintas Scope of Services including Testing Procedures is available upon request. Refer also to NFPA 2001, NFPA 72 and other applicable documents for more detailed information. Inspection will be performed in accordance with the requirement of NFPA 2001 and NFPA 72. Any exceptions will be noted.

Exhibit F - Kitchen Hood Fire Suppression Systems

Introduction: Wet chemical fire suppression systems used in commercial cooking operations have an excellent record of helping suppress cooking fires when the systems are properly installed and maintained. Cintas Fire Protection uses the National Fire Protection Association (NFPA) Standards 17A - *Wet Chemical Extinguishing Systems* and NFPA 96 - *Ventilation Control and Fire Protection of Commercial Cooking Operations* as a guide for establishing its Scope of Service for inspecting, maintaining, recharging, and hydrostatically testing kitchen fire suppression systems.

General Requirements: Cooking equipment that produces grease-laden vapors and that might be a source of ignition of grease in the hood, grease removal device, or duct of commercial cooking operations shall be protected by fire extinguishing equipment. Examples of cooking equipment that produce grease-laden vapors include, but are not limited to, appliances such as deep-fat fryers, ranges, griddles, broilers, woks, tilting skillets, and braising pans. Fire-extinguishing equipment shall include both automatic fire-extinguishing systems as primary protection and portable fire extinguishers as secondary backup. Newly installed kitchen suppression systems shall comply with the UL 300 fire test standard. In existing systems, when changes are made in the cooking media, positioning, or replacement of the cooking equipment occur, the system owner shall be responsible for assuring that the fire extinguishing system complies with UL 300. The system owner shall also assure that changes or modifications to the hazard after installation of the fire extinguishing systems shall result in the re-evaluation of the system design by a properly trained and qualified person or company. Portable fire extinguishers shall be installed in kitchen cooking areas in accordance with NFPA 10 and shall be specifically listed for such use (i.e., they require a K Class wet chemical extinguisher).

MASTER AGREEMENT:
By and between:
HARFORD COUNTY PUBLIC SCHOOLS, MARYLAND
102 S. Hickory Avenue
Bel Air, MD 21014
AND
Cintas Corporation
6800 Cintas Blvd.
Mason, OH 45040

Contract #12-JLH-011C

THIS MASTER AGREEMENT made and entered into this 1st day of April, 2012, by and between Harford County Public Schools, Maryland (hereinafter referred to as "School District", "HCPS", or "District"), and Cintas Corporation, a corporation authorized to conduct business in the State of Maryland (hereinafter referred to as "Supplier").

This agreement is made on behalf of Harford County Public Schools, Maryland and other participating governmental agencies, through the U.S. Communities Government Purchasing Alliance.

WITNESSETH:

WHEREAS, pursuant to a request by the District, Supplier has submitted a proposal to provide a master agreement for a National Award covering the following: furnish, supply and deliver facilities solutions including the rental and service of uniforms, mats, mops and towels, and other related products and services in accordance with the scope, terms and conditions of Request for Proposal, RFP #12-JLH-011, addenda, amendments, appendices and related correspondence. The Request for Proposal is incorporated in its entirety and included as part of this agreement.

WHEREAS, HCPS desires to engage Supplier to perform said services; and

WHEREAS, HCPS and Supplier desire to state the terms and conditions under which Supplier will provide said services to Harford County Public Schools (Lead Agency) and participating public agencies who have registered with U.S. Communities.

NOW, THEREFORE, in consideration of the mutual covenants, condition and promises contained herein, the parties hereto agree as follows:

- A. Services:** Supplier will provide Facilities Solutions as detailed in the referenced RFP and related services for HCPS in its response to the heretofore referenced RFP to HCPS, which is attached hereto and incorporated herein as a part of this Master Agreement.
- B. Term:** The initial term of this Master Agreement shall be three (3) years from on or about April 1, 2012. This Master Agreement may then be renewed by mutual written agreement of the parties for two (2) additional, two (2) year periods.
- C. Compensation:** HCPS agrees to pay and Supplier agrees to accept as compensation for the

products provided pursuant to this Master Agreement, the following:

1. The price proposal set forth in the best and final RFP Response, dated March 15, 2012 and marked Amendment 1.

- D. **Invoicing:** Supplier agrees to invoice HCPS as deliveries are completed or charge purchases to an authorized HCPS Visa credit card. Invoices shall be delivered to HCPS accounts payable. Each invoice shall include – as applicable – the following data: Item Number, Purchase Order Number, Item Description, Quantity purchased, Unit Price, Extended price and Delivery location. All purchase orders will be invoiced separately. Each invoice submitted by Supplier shall be paid by HCPS within thirty (30) days after approval. The Supplier has agreed to accept payment via a procurement credit card (i.e. Visa, MasterCard, etc.) which is the preferred method of payment.
- E. **Insurance:** Supplier shall maintain at its own cost and expense (and shall cause any Subcontractor to maintain) insurance policies in form and substance acceptable to HCPS as detailed in the Request for Proposal.
- F. **Termination of Contract:** This contract may be terminated as per the General Information of the RFP, Section 1, K (page 5) and General Requirements, Attachment G, VIII (page 85-86).
- G. **Notification:** Notices under this Master Agreement shall be addressed as follows:

Jeffrey LaPorta, Supervisor of Purchasing
Harford County Public Schools
102 S. Hickory Avenue
Bel Air, MD 21014

Supplier: Cintas Corporation
Attn: Craig Jackson, Senior Global Account Manager
Address: 6800 Cintas Blvd
Mason, OH 45040
Phone: 513-459-1200

The effective date of any notice under this Master Agreement shall be the date of receipt by the addressee. The failure of either party to give notice of default, or to strictly enforce or insist upon compliance with any of the terms or conditions of this Master Agreement, the waiver of any term or condition of this Master Agreement, or the granting of an extension of time for performance shall not constitute the permanent waiver of any term or condition of this Master Agreement. This Master Agreement and each of its provisions shall remain at all times in full force and effect until modified by the parties in writing.

- H. **Governing Law:** This contract shall be interpreted under and governed by the laws of the State of Maryland. Disputes will be settled as per the stipulations contained within the Request for Proposal.
- I. **Incorporation of Appendices:** All provisions of Appendices and Amendments are hereby incorporated herein and made a part of this Master Agreement. In the event of any

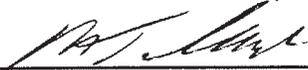
apparent conflict between any provisions set forth in the main body of the Master Agreement and any provision set forth in the Appendices and Amendments the provisions shall be interpreted, to the extent possible, as if they do not conflict. In the event that such an interpretation is not possible, the provisions set forth in the main body of this Master Agreement shall control.

- J. **Entire Master Agreement:** This Master Agreement including the entire RFP solicitation and the Appendices attached hereto contain all the terms and conditions agreed upon by both parties. No other understandings, oral or otherwise, regarding the subject matter of this Master Agreement shall be deemed to exist or to bind any of the parties hereto. Any agreement not contained herein shall not be binding on either party, nor of any force or effect. The revised Best and Final Offer contained within Amendment 1 is also included and becomes part of the Master Agreement.

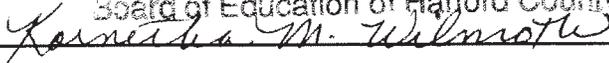
- K. **Participating Public Agencies:** Supplier agrees to extend the same terms, covenants and conditions available to HCPS under this Master Agreement to other government agencies ("Participating Public Agencies") that, in their discretion, desire to access this Master Agreement in accordance with all terms and conditions contained herein or attached hereto. Each participating Public Agency will be exclusively responsible and deal directly with Supplier on matters relating to ordering, delivery, inspection, acceptance, invoicing, and payment for products and services in accordance with the terms and conditions of this Master Agreement. Any disputes between a Participating Public Agency and Supplier will be resolved directly between them in accordance with and governed by the laws of the State in which the Participating Public Agency exists.

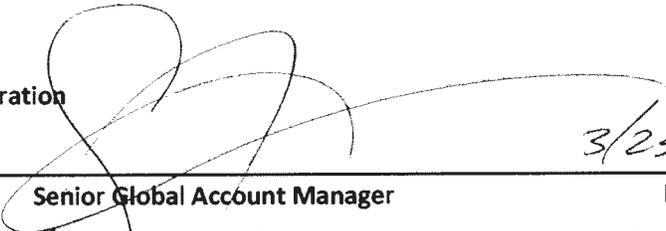
IN WITNESS WHEREOF, THE PARTIES HAVE EXECUTED THIS AGREEMENT IN THE YEAR AND DAY AS NOTED:

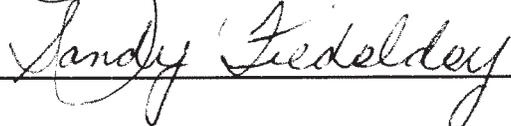
HARFORD COUNTY PUBLIC SCHOOLS, MARYLAND

by  4/12/12
Superintendent of Schools Date

by  4/10/12
Date

(Signature) President (Date)
Board of Education of Harford County
Attest: 

Cintas Corporation
by  3/23/12
Senior Global Account Manager Date

Attest:  3/23/12

To access pricing information, please use your login at www.uscommunities.org.

City of Palm Coast, Florida Agenda Item

Agenda Date: 1/09/2018

Department	Construction Management & Engineering	Amount	\$100,744.00
Item Key		Account	54029083-063000-82004
Subject	RESOLUTION 2018-XX APPROVING PIGGYBACKING THE GOVERNMENT SERVICES ADMINISTRATION CONTRACT WITH MEDORA CORPORATION TO PURCHASE SOLARBEE UNITS FOR CIGAR LAKE WATER QUALITY IMPROVEMENTS		

Background :

Cigar Lake is a large man-made retention pond located off of Royal Palms Parkway in Town Center. Cigar Lake is utilized for reclaimed water storage by Wastewater Treatment Plant No. 1 (WWTP) and provides reclaimed water to the southern portion of the City. The water quality at Cigar Lake is deteriorating due to the lack of natural mixing and aeration. The lack of natural mixing and aeration increases nitrogen and phosphorus levels, which causes algae blooms. Algae blooms use what little oxygen remains and increase nitrogen and phosphorous levels. The process continues to cascade into further water quality deterioration. At times, the algae can bypass filtration and clog fine sprinkler heads. In addition, nitrogen and phosphorus are regulated as part of the WWTP's operating permit.

The Construction Management & Engineering Division recommends purchasing two (2) SolarBee mixers for aeration of Cigar Lake. The SolarBee units provide continuous circulation of water and aeration to improve water quality. Higher oxygen reduces nitrogen and phosphorous levels, and further reduces algae blooms. Utilizing the SolarBee mixers ensures the lake water is maintained within permitted limits, reduces algae and eliminates potential problems with irrigation systems.

City staff is recommending that City Council approve piggybacking the Government Services Administration contract with Medora Corporation to purchase two (2) SolarBee mixers for aeration of Cigar Lake. Piggybacking existing competitively bid contracts is advantageous since the pricing is generally more competitive than the price we would obtain on our own. Furthermore, the City does not have to incur the expense and delay of soliciting our own bid.

The total cost of the units with installation under the piggyback contract pricing is \$100,744.00. This project is in the Utility 5-year Capital Improvement Plan and is budgeted for Fiscal Year 2018.

SOURCE OF FUNDS WORKSHEET FY 2018

Wastewater UT: reclaimed water improvement

54029083-063000-82004

\$1,700,000.00

Total Expenses/Encumbered to date

\$0

Pending Work Orders/Contracts

\$100,744.00

Balance

\$1,599,256.00

Recommended Action : Adopt Resolution 2018-XX approving piggybacking a Government Services Administration contract with Medora Corporation to purchase SolarBee mixers for Cigar Lake water quality improvements.

RESOLUTION 2018-____
PIGGYBACKING THE GOVERNMENT SERVICES ADMINISTRATION
CONTRACT WITH MEDORA CORPORATION, FOR SOLARBEE MIXERS

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, APPROVING PIGGYBACKING THE GOVERNMENT SERVICES ADMINISTRATION CONTRACT WITH MEDORA CORPORATION TO PURCHASE SOLARBEE MIXERS; AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE THE NECESSARY DOCUMENTS; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICTS; PROVIDING FOR IMPLEMENTING ACTIONS AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City of Palm Coast desires to purchase SolarBee mixers for the Cigar Lake retention pond; and

WHEREAS, Medora Corporation desires to sell the aforementioned SolarBee mixers to the City of Palm Coast.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PALM COAST, FLORIDA, AS FOLLOWS:

SECTION 1. APPROVAL OF PIGGYBACK CONTRACT. The City Council of the City of Palm Coast hereby approves the terms and conditions of the piggyback contract with Medora Corporation., as attached hereto and incorporated herein by reference as Exhibit "A."

SECTION 2. AUTHORIZATION TO EXECUTE. The City Manager, or designee, is hereby authorized to execute the necessary documents.

SECTION 3. SEVERABILITY. It is hereby declared to be the intention of the City Council that the sections, paragraphs, sentences, clauses and phrases of this Resolution are severable, and if any phrase, clause, sentence, paragraph or section of this Resolution shall be declared unconstitutional by the valid judgment or decree of a court of competent jurisdiction, such unconstitutionality shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Resolution.

SECTION 4. CONFLICTS. All resolutions or parts of resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 5. IMPLEMENTING ACTIONS. The City Manager is hereby authorized to take any actions necessary to implement the action taken in this Resolution.

SECTION 6. EFFECTIVE DATE. This Resolution shall take effect immediately upon adoption by the City Council.

DULY PASSED AND ADOPTED by the City Council of the City of Palm Coast, Florida, on this 6th day of February 2018.

CITY OF PALM COAST, FLORIDA

ATTEST:

MILISSA HOLLAND, MAYOR

VIRGINIA A. SMITH, CITY CLERK

Attachment: Exhibit A-Piggyback Contract with Medora Corporation

Approved as to form and legality

William E. Reischmann, Jr., Esq.
City Attorney



Meeting Calendar for 1/30/2018 through 4/30/2018

1/30/2018 9:00 AM

City Council Workshop
City Hall

2/6/2018 10:00 AM

Animal Control Hearing
City Hall

2/6/2018 6:00 PM

City Council
City Hall

2/7/2018 10:00 AM

Code Enforcement Board
City Hall

2/13/2018 9:00 AM

City Council Workshop
City Hall

2/16/2018 8:30 AM

Volunteer Firefighters' Pension Board
Fire Station #25

2/20/2018 9:00 AM

City Council
City Hall

2/21/2018 5:30 PM

Planning & Land Development Regulation Board
City Hall



Meeting Calendar for 1/30/2018 through 4/30/2018

2/22/2018 5:00 PM

Beautification and Environmental Advisory Committee
City Hall

2/27/2018 9:00 AM

City Council Workshop
City Hall

3/6/2018 6:00 PM

City Council
City Hall

3/7/2018 10:00 AM

Code Enforcement Board
City Hall

3/13/2018 9:00 AM

City Council Workshop
City Hall

3/14/2018 6:30 PM

Leisure Services Advisory Committee
City Hall

3/20/2018 9:00 AM

City Council
City Hall

3/21/2018 5:30 PM

Planning & Land Development Regulation Board
City Hall



Meeting Calendar for 1/30/2018 through 4/30/2018

3/22/2018 5:00 PM

Beautification and Environmental Advisory Committee
City Hall

3/27/2018 9:00 AM

City Council Workshop
City Hall

4/3/2018 10:00 AM

Animal Control Hearing
City Hall

4/3/2018 6:00 PM

City Council
City Hall

4/10/2018 9:00 AM

City Council Workshop
City Hall

4/11/2018 10:00 AM

Code Enforcement Board
City Hall

4/17/2018 9:00 AM

City Council
City Hall

4/18/2018 5:30 PM

Planning & Land Development Regulation Board
City Hall



Meeting Calendar for 1/30/2018 through 4/30/2018

4/24/2018 9:00 AM

City Council Workshop

City Hall

4/26/2018 5:00 PM

Beautification and Environmental Advisory Committee

City Hall

			Business 2/6/2018	
1	Resolution	Piggyback St. John's County contract with Chemtrade Inc. for Liquid Aluminum Sulfate		Adams/Ashburn
2	Resolution	Piggy back Lee County Contract with Miller Pipeline for installation of Ex Liner Systems		Adams/Ashburn
3	Resolution	Water Treatment Plant #1 Lime Slaking System Replacement		Adams/Hogan
4	Resolution	Water Treatment Plant #1 Lime Sludge Removal, Haul and Disposal		Adams/Hogan
5	Resolution	Fee Structure Park N Rec Facilities		Boyer
6	Resolution	Belle Terre/SR 100 and Wellfield/US 1 Intersection Improvements		Castello/Cote
7	Resolution	Architectural Services Continuing Services Contracts		Cote
8	Resolution	RFS Search Firms		Falgout
9	Resolution	Uniforms		Falgout
10	Ordinance 2nd	Rezoning 40 Colechester		Meehan
11	Ordinance 2nd	Wireless Telecommunications		Meehan/Streichsbier
11	Resolution	Approving Piggybacking the Government Services Administraton Contract with Medor Corporation to Purchase Solarbee Units for Cigar Lake Water Quality Improvements		Kronenberg
12	Ordinance 2nd	Wireless Telecommunications ROW Utilization		Meehan/Streichsbier
13	Presentation	Calendar awards		Mini
15	Resolution	FiberNet		Streichsbier
			Workshop 2/13/2018	
1	Resolution	FEMA Hazard Mitigation Grant for Pump Station Generators		Adams/Matthews
2	Presentation	National Citizens Survey		Bevan
3	Resolution	Change Order Old Kings Road		Cote
4	Resolution	Change Order Old Kings Road Widening		Cote
5	Resolution	Holland Park		Cote
6	Resolution	Holland Prk Engineering Services		Cote
7	Resolution	Holland Park Architectural Services		Cote
8	Ordinance	Comp Plan Amendment WSFWP		Papa
			Business 2/20/2018	
1	Resolution	FEMA Hazard Mitigation Grant for Pump Station Generators		Adams/Matthews
2	Resolution	Holland Park		Cote

3	Resolution	Holland Prk Engineering Services	Cote
4	Resolution	Holland Park Architectural Services	Cote
5	Resolution	Change Order Old Kings Road	Cote
6	Resolution	Change Order Old Kings Road Widening	Cote
7	Presentation	Utility awards	Lane
8	Ordinance	Comp Plan Amendment WSFWP	Papa
		Workshop 2/27/2018	
		Business 4/3/2018	
		Citizen's Academy Graduation	Lane
		Business 6/5/2018	
		Citizen's Academy Graduation	Lane
		Business 10/16/2018	
		Citizen's Academy Graduation	Lane
		Future	
1	Resolution	Master Plan SCADA Telemetry Standardization	Adams/Hogan
2	Resolution	Annual Fire Inspection Fees	Alves
3	Presentation	SAP Proposed Updates and Additional Priorities Adoption 5/1	Alves/Williams
4	Resolution	Presentation to City Council - Year to Date Budget Results 5/8	Alves/Williams
5	Presentation	Fund Accounting and Long Term Planning 5/29	Alves/Williams
6	Presentation	Property Tax and Other Revenue 6/12	Alves/Williams
7	Presentation	General Fund and TRIM Rate 7/10	Alves/Williams
8	Resolution	Proposed Millage Rate 7/17	Alves/Williams
9	Presentation	Proprietary and Special Revenue Funds 8/14	Alves/Williams
10	Resolution	Budget Workshop - Final Proposed Budget 8/28	Alves/Williams
11	Resolution	Permit compliance with NECGA (MOU and Conservation easement)	Bevan
12	Presentation	Annual Progress Report 3/13	Bevan
13	Presentation	SAP Evaluation #1 3/27	Bevan
14	Presentation	SAP Evaluation #2 4/24	Bevan
15	Presentation	SAP Proposed Updates and Additional Priorities 5/8	Bevan
16	Resolution	Purchase/Installation Ozone Odor Control Unit WWTP #1	Blake
17	Resolution	Purchase/Installation Primary Clarifier Process Equipment WWTP #1	Blake
18	Resolution	Interlocal Mala Compra Storm Drain Project	Blake/Kronenberg
19	Presentation	Finalize 5 Year CIP 7/31	Cote

8	Resolution	Stormwater and Environmental Engineering Services WO	Cote/Peel
21	Resolution	Property Exchange NECGA	Falgout
22	Resolution	Purchase Fire Truck	Forte
23	Presentation	Health and Safety Calendar Contest	Mini
24	Ordinance 1st	Coastal Trace FLUM	Papa
25	Ordinance 1st	Coastal Trace Rezoning	Papa
26	Ordinance	Rezoning Roberts Rd - FL Landmark Communities Properties	Papa
27	Ordinance	Rezoning Roberts Rd - Tuesday Corporation Property	Papa
28	Ordinance	Rezoning Roberts Road - Smith Properties	Papa
29	Ordinance 2nd	Comp Plan Amendment WSFWP	Papa