

# STRATEGIC MEETING

Jan 9, 2020

Mission Statement:

**Progressively enriching our community's quality of life by providing consistent and transparent customer service to our residents.**

# GOALS: 2020

## EXECUTIVE

- Add additional staff
- Present to the Commission and Public 30% plans for the rebuild of the City
- Implement the Customer Self Serve Module for bill payment
- Secure additional funding sources in the Enterprise Funds
- Get the CDL approved \$5million
- Received reimbursement quicker for buildings and grounds from FEMA
- Receive a at least \$14 million reimbursements from FEMA
- Close the insurance claim on Hurricane Michael
- Grand Opening for the Garden Club
- Update and remodel the Service Center upstairs for additional space
- Update and remodel the Senior Center
- Move the Seniors back in the Senior Center before the end of the calendar year 2020
- Secure additional legislative funding for road paving and lift station projects
- Complete cost estimates of all city buildings for FEMA
- Complete a cost estimate from each firm of what it will cost to rebuild
- Put the RFP back out for CONCESSIONS
- Design and ground breaking for all city facilities (city hall, police dept, fire dept, public works, animal shelter, sports complex)
- Move Commission Meetings and Planning Meetings to Senior Center when it is finish
- Facilitate all FEMA/Insurance Reimbursements

- Initiate Table Talk sessions for City Mgr to answer citizen concerns monthly
- Staff to attend community grand opening & re-opening events
- Department Heads to visit other Cities to inspire innovative means/methods for doing business

## **FIRE DEPT**

- New Aerial

## **PLANNING**

- City expansion/annexation
- Improve City Aesthetics
- Flood Plain Certification
- Add a fee for fast pass/expedited plan review
- Update fee schedules

## **POLICE DEPT**

- six man rapid response team (SWAT)
- Shooting range
- Narcotics Investigator (1)
- Narcotics Sergeant (1)
- Lieutenant for Criminal Investigations

## **INFORMATION TECHNOLOGY**

- Complete Munis Upgrades
- Update concession registers
- Implement Fleet Maintenance technology
- Vehicle for I.T.
- Electronic access/locking system for city facility doors

- Strategic Planning landing page
- 

## **COMMUNITY SERVICES**

- Fix Crematory (animal control)
- Regular adoption/shot clinics
- Retaining wall at the cemetery stabilized
- Additional Community Services staff for grounds, recreation
- Add a certified food manager to staff for concessions
- All staff to have spray tech license for the grounds

## **ECONOMIC DEVELOPMENT**

- Strategic Plan for new Commerce Park
- Lights on Hwy 77-finish 77
- Enhance Ohio & Florida Ave
- Full time Economic Development employee
- New Christmas Décor at City entrance
- Apply for at least two grants
- Develop Strategic Partnership with St. Joe Corp

## **CRA**

- Revitalization Grant for Florida Ave
- Rails to Trails

## **HUMAN RESOURCES**

- All Around employee development
- Continue to identify Moral builder events for employees
- Continuing Education all depts.

## **PUBLIC WORKS**

- Stay on top of legislative funding (HMGP) etc.
- Stormwater additional main crew
- Begin fee assessment
- Complete Road Paving
- 

## **FACILITIES MAINTENANCE**

- Completion of SR Center
- Completion of service center

## **PUBLIC UTILITIES**

- Implement Radio Meter Read Tower Hardware / Software
- Water & Sewer infrastructure
- Influent design complete
- SRF projects completion

## **CODE ENFORCEMENT**

- Remove dilapidated buildings
- Address signs on 77
- Update Fee's- charge for lien checks

## **ACCOUNTING/BUDGET**

- Transparency to dispel misinformation
- Update the financial software

## **CUSTOMER SERVICE**

- Open drive thru
- All CSRs to be trained on Utility Billing
- All CSRs sell over the counter permits

# **GOALS: 2021**

## **COMMUNITY SERVICES**

- Add an Amphitheater to Kinsaul Park

## **EXECUTIVE**

- Address potential use of alcohol in city parks
- Municode- updated- all ordinances and resolutions easily accessible
- Begin the rebuild of the City
- RFP out for Construction Contractors
- Groundbreaking of Cain Griffin Park
- Look at establishing a Boys and Girls Club in Lynn Haven
- Annual report that will be sent out to all residents
- Steakhouse in Lynn Haven

## **PLANNING**

- All homes that can be annexed into city
- Vehicle for the department to visits sites

## **ACCOUNTING/BUDGET**

- Annual Report – state of city update

## **POLICE DEPT**

- New 800 mhz radio

## **FIRE DEPT**

- New 800 mhz radio
- FD Addition staff fire prevention
- Life scan

## **PUBLIC UTILITIES**

- Vac con truck
- 30 percent Added radio read meters for the city

## **PUBLIC WORKS**

- Vac con truck
- Continue updating the ditch maintenance program

# **GOALS: 2022-2025**

## **FACILITIES MAINTENANCE**

- Completion of all city buildings

## **ALL DEPARTMENTS**

- Continue to replace diminishing vehicles

## **PUBLIC UTILITIES**

- Widening of Hwy 390 East
- Wastewater Treatment Plant expansion
- Phase II AMI Radio at sixty percent

- Continue water & Sewer infrastructure
- Lift station scata
- Reuse upgrades

## **PUBLIC WORKS**

- Continue Road Paving
- Implement a ditch maintenance program

## **PLANNING**

- Improve Housing Options
- Enhance mobility transportation
- P&D – Increase green space for citizens (Pocket Park different age groups)
- Walking Parks – Kinsaul Park, sports complex, sculpture garden.
- Fuel Depot- Repair relationship, uses of land, shops, restaurant, garden homes, large homes, identify out roles.
- 2023 update the comp plan to ensure it incorporated in state policies. reflects the goals of the city.
- Additional employee

## **ECONOMIC DEVELOPMENT**

- Small business incubator / accelerator
- Educate future business owners
- New commerce park
- Full time economic development director

## **CRA**

- extend CRA lifespan

## **COMMUNITY SERVICES**

- Redo dog runs
- Additional Kennel Worker
- More recreational staff

## **INFORMATION TECHNOLOGY**

- Camera Security System
- IT – single sign on
- Kiosk (Customer Services)
- Munis completely updated
- Network storage system
- Cyber Security
- 100% device/network management-remote in and update to all computers

## **HUMAN RESOURCES**

- Inhouse Training Center for Employees
- Develop a mentor program
- Develop Succession plan.

## **EXECUTIVE**

- Make customer service a complete Customer Service Center (move all other offices to different to the New City Hall)
- Records management designated area and employee

## **ACCOUNTING/BUDGET**

- Budget Enhancements

## **PUBLIC UTILITIES**

- infrastructure to extend water and sewer lines

## **FIRE DEPT**

- station 3 -950 new app and staff of 12

## **POLICE DEPT**

- station 3 -950 new app and staff of 12

# **GOALS: 2025-2027**

## **Public Works**

- Have completed all storm water projects
- Paving- ½ cents sales tax runs out
- 50 % of City with sidewalks

## **Information Technology**

- To communicate with residents on all technology platforms

## **Planning**

- Grow to the east and north
- Annexation of surrounding areas

## **Public Utilities**

- Water plant 3 at Sports Complex get off bay county water supply.
- Underground utilities
- Withdraw from Bay County Master Meter
- Sewer Plant upgrade

- Relocation of Sewer Plant (grant funded)
- Total radio read
- Well Rehab
- Certified EPA lab

### **Community Services**

- Updated playgrounds
- Summer Camps
- Van for Animal Control

### **Facilities Maintenance**

- Asst Director of facilities

### **Human Resources**

- Risk manager
- Thriving workforce
- Training employees
- Workout Gym for employees

### **Fire**

- Fire trucks

## **Top 10 issues identified**

- FUNDING
- TOO MUCH MISINFORMATION  
COMMUNICATED
- INFRASTRUCTURE -TRAFFIC/STORMWATER
- CITY CODE TOO RIGID/NOT RIGID ENOUGH  
NEEDS FLEXIBILITY
- QUALITY OF LIFE
  - Enhance entertainment/cultural destination
    - Fuel Depot -large potential
    - Sports- rebuild/enhance program
    - Add canoeing/kayak rentals at parks
- COMMERCIAL GROWTH INCENTIVES
- TECHNOLOGY
- AFFORDABLE HOUSING
- RESIDENTIAL EMERGENCY SERVICES (to  
include services to citizens)
- INCREASE RECRUITING & SALARIES
- ADDRESS INHERITED DECISIONS/PROBLEMS

