

MINUTES of the May 27, 2021 Regular Meeting of the City Council of the City of Panama City Beach, Florida, and when permitted or required by the subject matter, the Panama City Beach Community Redevelopment Agency.

Mayor Sheldon called the meeting to order at 9:00 a.m.

ROLL CALL

MAYOR MARK SHELDON
VICE MAYOR GEOFF MCCONNELL
COUNCILMAN PAUL CASTO
COUNCILMAN PHIL CHESTER
COUNCILMAN MICHAEL JARMAN

Others present were City Manager Drew Whitman, Assistant City Manager Holly White, City Attorneys Amy Myers and Cole Davis, City Clerk Lynne Fasone, Directors, and members of the public and press.

Councilman Michael Jarman led the invocation and the Pledge of Allegiance.

Mayor Sheldon provided community announcements. Mayor Sheldon called for approval of the March 8, 2021, special meeting minutes. Councilman Jarman so moved. Councilman Chester seconded the motion. All were in favor by a roll call vote (5-0).

Councilman Jarman	Aye
Councilman Casto	Aye
Councilman Chester	Aye
Vice Mayor McConnell	Aye
Mayor Sheldon	Aye

Mayor Sheldon called for approval, additions and/or deletions to the agenda. Hearing and seeing none, Councilman Chester moved to approve the agenda. Councilman Casto seconded the motion. All were in favor of approval of the agenda by a roll call vote (5-0).

Councilman Jarman	Aye
Councilman Casto	Aye
Councilman Chester	Aye
Vice Mayor McConnell	Aye
Mayor Sheldon	Aye

PUBLIC COMMENTS - NON-AGENDA BUSINESS (LIMITED TO THREE MINUTES)

Mayor Sheldon opened the floor for consent agenda and/or non-agenda business public comments.

Larry Messinger, representative from Keep PCB Beautiful – Mr. Messinger thanked City Council members and Debbie Ward for support and new page on the City's website.

Mayor Sheldon called for further public comments. Hearing and seeing none, Mayor Sheldon closed public comments.

PRESENTATIONS

Mayor Sheldon called for presentations.

- Councilman Michael Jarman presented a 15 years of service award to Jeff Ortiz;
- Chief Lindsey administered the Oath of Office to new Police Chief JR Talamantez;
- Councilman Jarman presented Flotilla Commander Jeff Lindsay with a National Safe Boating Proclamation.

Lastly, Mayor Sheldon invited IT Manager Jason Pickle to the podium. Mr. Pickle introduced Scott Isler with Plant Moran to the podium for a presentation on the IT assessment and strategic plan. Mr. Isler reported that a number of staff members were joining him via Zoom. Mr. Isler presented the **attached** presentation. Mr. Isler noted he was available for questions. Mayor Sheldon noted this item was available for comments from Council.

Vice Mayor McConnell noted his appreciation and dedication of the IT staff. Vice Mayor McConnell discussed fragmented software, obsolete hardware, cloud services, training and certification of employees and cyber security. Councilman Jarman reported that the integration and upgrade of these services were essential to the City. Councilman Jarman echoed Vice Mayor McConnell's comments with respect to the need for increased cyber security. Mayor Sheldon concurred and commented that the City's IT staff was amazing, however, additional support was needed. Mayor Sheldon recommended Council look at budgeting for that additional support in the upcoming budget. Mayor Sheldon thanked Mr. Isler for his report.

CONSENT AGENDA

RESOLUTION 21-165, A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING AN AMOUNT OF \$6,949.56 TO BE LIENED ON PROPERTY LOCATED AT 112 BETH STREET COURT FOR COSTS INCURRED BY THE CITY TO ABATE NUISANCES LOCATED UPON SUCH PROPERTY; AUTHORIZING THE APPROPRIATE OFFICERS OF THE CITY TO RECORD THE LIEN AND NOTIFY INTERESTED PARTIES OF SUCH LIEN; AND PROVIDING AN IMMEDIATELY EFFECTIVE DATE.

*** RESOLUTION 21-166, A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING TASK ORDER GEO 2021-01-N TO THE MASTER SERVICES AGREEMENT WITH NOVA ENGINEERING AND ENVIRONMENTAL, LLC, FOR GEOTECHNICAL TESTING SERVICES FOR SR79 AND FRONT BEACH ROAD SEGMENT 3 IN AN AMOUNT NOT TO EXCEED \$37,625.**

RESOLUTION 21-167, A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING AN AGREEMENT BETWEEN THE CITY AND THE FLORIDA DEPARTMENT OF TRANSPORTATION RELATED TO STATE HIGHWAY LIGHTING, MAINTENANCE, AND COMPENSATION.

RESOLUTION 21-168, APPROVING A RESOLUTION OF A STATE OR LOCAL GOVERNMENT OPERATING UNDER AUTHORITY OF A BOARD, COUNCIL OR OTHER TYPE GOVERNING BODY.

RESOLUTION 21-171, A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING AN ASSIGNMENT OF A RESIDENTIAL SOLID WASTE COLLECTION FRANCHISE AGREEMENT TO COASTAL WASTE & RECYCLING, INC.

REVISION OF THE MASTER AUDIT LIST TO REMOVE OBSOLETE ITEMS. These items are to be removed from the Master Audit List. Staff recommends approval. By approval of this matter in the Consent Agenda, the City Council makes a finding of surplus for these items and approves their removal from the Master Audit List.

Mayor Sheldon asked Ms. Fasone to read the consent agenda. Mayor Sheldon announced that the consent agenda was available. **Councilman Chester moved to approve the consent agenda. Councilman Jarman seconded the motion. All were in favor of approval by a roll call vote (5-0).**

Councilman Jarman	Aye
Councilman Casto	Aye
Councilman Chester	Aye
Vice Mayor McConnell	Aye
Mayor Sheldon	Aye

REGULAR AGENDA- DISCUSSION/ACTION

ITEM 1. ORDINANCE NO. 1551, PLANNING BOARD ATTENDANCE POLICY, FIRST READING.

Mayor Sheldon introduced Mrs. Myers, City Attorney. Mrs. Myers read Ordinance 1551 by title only. Mayor Sheldon opened up Item 1 for public hearing/comments. Hearing and seeing no public comments, Mayor Sheldon closed public comments. Mayor Sheldon invited Director Leonard to the podium. Director Leonard reported that this was moved forward with a positive recommendation from the Planning Board on its attendance policy. Mayor Sheldon noted this item was available to Council. **Vice Mayor McConnell moved to approve Ordinance 1551. Councilman Casto seconded the motion. Hearing and seeing no further comments, all were in favor of approval by a roll call vote (5-0).**

Councilman Jarman	Aye
Councilman Casto	Aye
Councilman Chester	Aye
Vice Mayor McConnell	Aye
Mayor Sheldon	Aye

ITEM 2. RESOLUTION 21-170, APPROVING MIDYEAR BUDGET AMENDMENT.

Mayor Sheldon introduced Mrs. Myers, City Attorney. Mrs. Myers read Resolution 21-170 by title only. Mayor Sheldon opened up Item 2 for public hearing/comment. Hearing and seeing no public comments, Mayor Sheldon closed public comments. Mayor Sheldon called for comments for Assistant City Manager Holly White. Ms. White reported the resolution would authorize a midyear budget clean up to accomplish 1) truing up the budget; 2) recognizing additional revenue streams, such as grants and COVID Cares funds; and 3) appropriating additional expenditures, such as body cameras. Ms. White reported the overall impact was positive. Mayor Sheldon noted this item was available to Council. **Councilman Chester moved to approve Resolution 21-170. Councilman Casto seconded the motion. Hearing and seeing no further comments, all were in favor of approval by a roll call vote (5-0).**

Councilman Jarman	Aye
Councilman Casto	Aye
Councilman Chester	Aye
Vice Mayor McConnell	Aye
Mayor Sheldon	Aye

ITEM 3. RESOLUTION 21-169, LAW ENFORCEMENT TRUST FUND DONATION.

Mayor Sheldon introduced Mrs. Myers, City Attorney. Mrs. Myers read Resolution 21-169 by title only. Mayor Sheldon opened up Item 3 for public hearing/comment. Hearing and seeing no public comments, Mayor Sheldon closed public comments. Mayor Sheldon called for comments from Deputy Chief Lindsey. DC Lindsey reported the City had made similar donations to the Crimestroppers in the past. DC Lindsey discussed the benefits of the organization. Mayor Sheldon thanked DC Lindsey for filling the roll of Chief during the transition. Council members concurred. Mayor Sheldon noted this item was available to Council. **Councilman Chester moved to approve Resolution 21-169. Councilman Jarman seconded the motion. Hearing and seeing no further comments, all were in favor of approval by a roll call vote (5-0).**

Councilman Jarman	Aye
Councilman Casto	Aye
Councilman Chester	Aye
Vice Mayor McConnell	Aye
Mayor Sheldon	Aye

CITY MANAGER REPORT

City Manager Whitman reported on the Memorial Day weekend events. Manager Whitman thanked DC Lindsey for stepping up during the transition and welcomed new Police Chief Talamantez.

CITY ATTORNEY REPORT

Mrs. Myers, no report.

COUNCIL COMMENTS

Councilman Casto congratulated and welcomed JR Talamantez as the City's new Police Chief. Councilman Chester concurred and thanked JR. Councilman Jarman concurred and commented briefly on infrastructure improvements. Vice Mayor McConnell welcomed JR and asked the residents to take a moment to recognize the nation's fallen Veterans this Memorial Day. Mayor Sheldon welcomed JR, thanked Veterans for their service and commented on how busy the City would be during this Memorial Day weekend.


With nothing further, Mayor Sheldon adjourned the meeting by unanimous consent at 9:56 a.m.

READ AND APPROVED this 9th day of September, 2021.



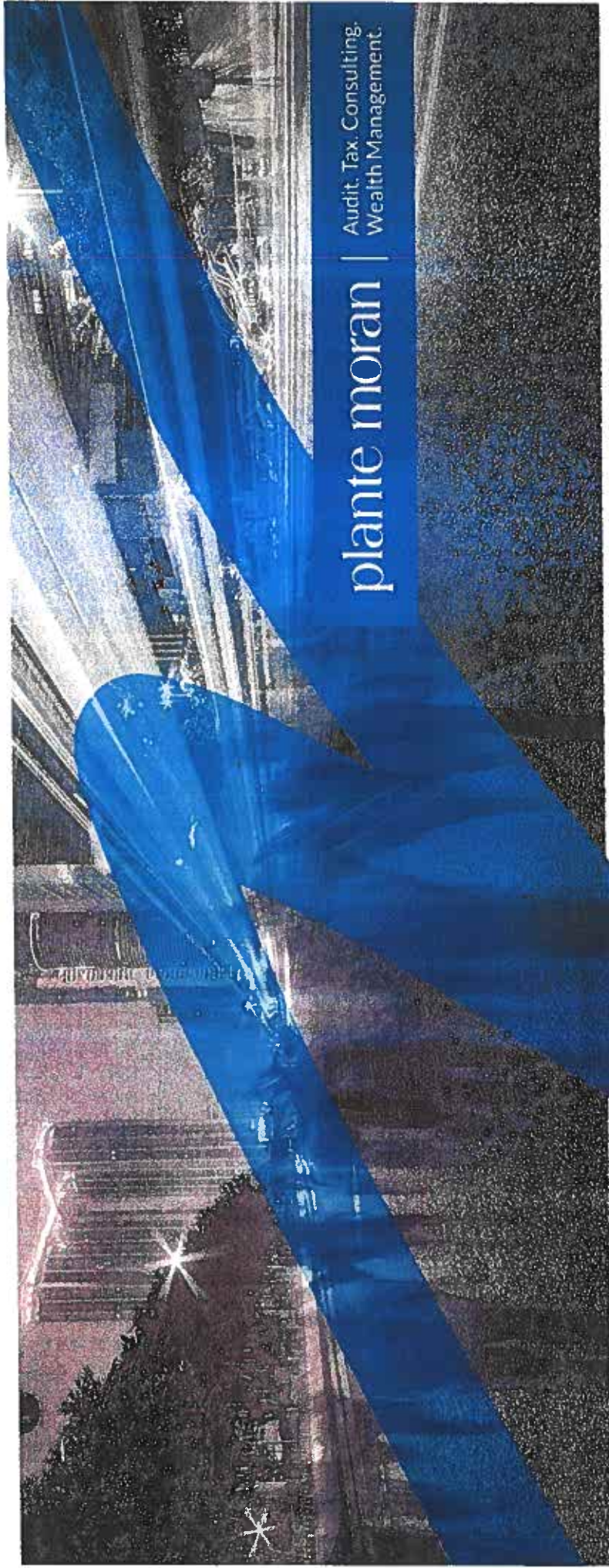
Mark Sheldon, Mayor
City of Panama City Beach, Florida

ATTEST:



Lynne Fasone, MMC
City Clerk

* ACTION ITEMS NOTED WITH AN ASTERISK ARE TAKEN BOTH BY THE CITY COUNCIL AND THE PANAMA CITY BEACH REDEVELOPMENT AGENCY JOINTLY AND CONCURRENTLY. IN THE EVENT OF A CONFLICT BETWEEN THE FOREGOING MINUTES AND A VERBATIM TRANSCRIPT OF THESE MINUTES, THE FOREGOING MINUTES SHALL CONTROL.



IT Assessment and Strategic Plan - Executive Summary Results

City of Panama City Beach, FL | May 27, 2021



Agenda

- Plante Moran Firm Overview
- Project Goals/Objectives
- Project Approach
- Assessment Overview
- Strategic Plan Overview



Firm Overview

50+
Years
Government
experience



1924
year founded

65+
Years
Public Sector
experience



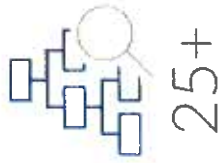
3,100+
staff

100+
Government
Technology
Consulting clients



50

states with clients



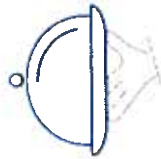
25+

industries served



26

offices worldwide



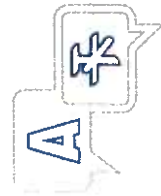
45+

services available



102

countries with clients



27

languages spoken
firmwide

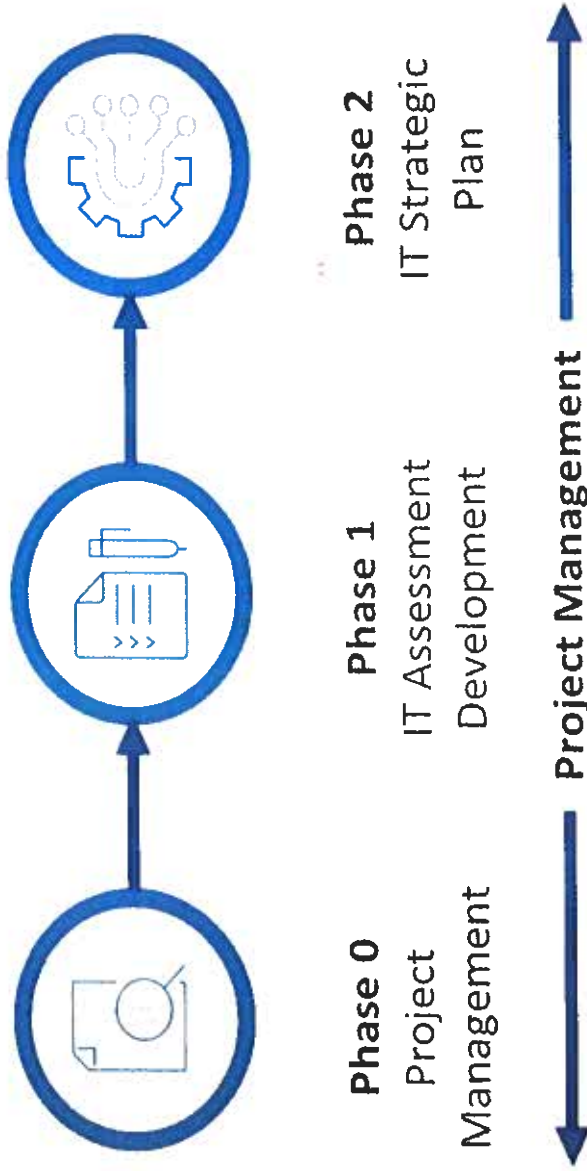


Project Goals and Objectives

- Identify high level strengths and opportunities for improvement
- Address current technology gaps
- Develop vision for effective use of technology
- Create comprehensive IT strategic plan
- Develop IT roadmap outlining projects by priority



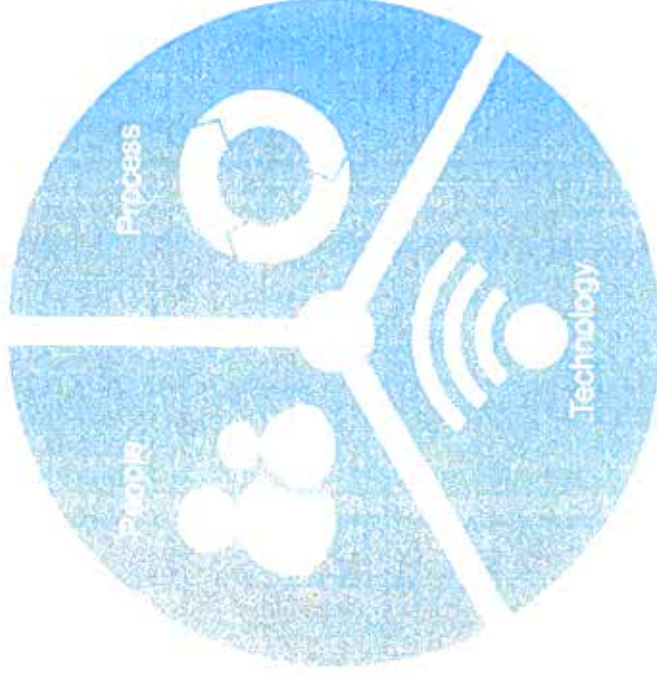
Project Approach





Project Areas of Focus

- Human capital and strategic sourcing
- Stakeholders – IT support
- Stakeholders – user satisfaction



- Strategy and governance
- Delivery and operations management
- Risk management

- Infrastructure technologies
- Workforce enablement – End user
- Workforce enablement – Applications
- Emerging technologies, BI and data



City Stakeholder Input

- Conducted end-user survey
- Interviewed departmental stakeholders
- Interviewed IT staff
- Conducted visioning session with City leadership



SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none">• Positive feedback on IT staff from City staff• Responsive, hard working IT staff• Strong working relationship between City IT and Police IT	<ul style="list-style-type: none">• IT org and staffing requires restructuring• Key best practices not in place• No formal approach to IT strategy and governance• Multiple cybersecurity gaps• Applications are not integrated
Opportunities	Threats
<ul style="list-style-type: none">• Elevate IT org to be department level• Define IT's strategy for the future• Create formal, documented procedures• Replace aging systems to improve efficiency	<ul style="list-style-type: none">• Competing priorities for City resources• IT resources not aligned with City goals• Disruption of business due to cyber events• Staff may not buy in to City's vision for IT



Maturity grid

Category	Maturity					Trend
	Ad-Hoc	Reactive	Stable	Proactive	Advanced	
People	Human capital and strategic sourcing		■	◆		↔
	Stakeholders – IT support		■	◆		↔
	Stakeholders – User satisfaction		■	◆		↔
Process	Strategy and governance	■		◆		→
	Delivery and operations management	■		◆		↔
	Risk management	■		◆		↔
Technology	Infrastructure technologies		■	◆		→
	Workforce enablement – End user		■	◆		↔
	Workforce enablement – Applications	■		◆		→
	Emerging technologies, BI and data	■		◆		↔

 Current Maturity
  Recommended Maturity



IT Mission and Vision

Vision: Provide secure, modern technology to promote efficiency and collaboration and allow the City to respond to and meet its residents' needs.

Mission: Leverage technology to increase transparency while increasing the ability to efficiently interact with residents.



IT Strategic Goals

1. Protect the City from cyber threats
2. Align the IT organizational structure and delivery to support the City's needs
3. Utilize a consistent process to govern, manage, and implement the project portfolio
4. Increase business process efficiency
5. Allow for data driven decision making
6. Facilitate cross-departmental collaboration
7. Implement modern ERP system



Key Recommendations

- Enhance IT organizational structure
- Formalize IT governance across City
- Augment IT staffing levels
- Initiate ERP procurement process



Project Roadmap - Year 1



2021 2022 2023 2024



Project Roadmap - Year 2

Oct 1 - Sep 30	Enforce management of personal devices
Oct 1 - Sep 30	Implement user access review procedures
Oct 1 - Sep 30	Establish a formal project portfolio management methodology
Oct 1 - Sep 30	Establish a password policy standard
Oct 1 - Sep 30	Implement IT asset and configuration management
Oct 1 - Sep 30	Optimize the existing phone system to improve audio quality
Oct 1 - Sep 30	Provide locations outside the main campus with a redundant connection
Oct 1 - Sep 30	Develop a comprehensive remote workforce strategy
Oct 1 - Sep 30	Provide training opportunities for City applications
Oct 1 - Sep 30	Implement software lifecycle assessment process
Oct 1 - Sep 30	Fully utilize the systems that the City already owns
Oct 1 - Sep 30	Digitize key records
Oct 1 - Sep 30	Make GIS an IT function
Oct 1 - Sep 30	Identify super users to support key applications
Oct 1 - Sep 30	Establish KPI's and periodically conduct user satisfaction surveys
Oct 1 - Sep 30	Develop individualized career development plans
Oct 1 - Sep 30	Enhance communication with end users
Oct 1 - Sep 30	Establish and enforce SLA's
Oct 1 - Sep 30	Document the network and systems architecture
Oct 1 - Sep 30	Leverage virtualization and cloud technologies

2022

2023

2024

2024



Project Roadmap - Year 3

Oct 1 - Sep 30	Implement identity and access management (IAM) best practices
Oct 1 - Sep 30	Establish comprehensive operating procedures
Oct 1 - Sep 30	Align smart city initiatives with the City's strategic goals
Oct 1 - Sep 30	Create Data Analytics Plan
Oct 1 - Sep 30	Limit access to third party cloud data storage usage
Oct 1 - Sep 30	Encrypt city owned laptop hard drives
Oct 1 - Sep 30	Develop a strategic sourcing strategy
Oct 1 - Sep 30	Implement help desk best practices
Oct 1 - Sep 30	Pursue standardization of email tenants
Oct 1 - Sep 30	Establish a procurement policy and standard over IT technology
Oct 1 - Sep 30	Standardize video surveillance NVR to single brand
Oct 1 - Sep 30	Standardize to single MDM solution
Oct 1 - Sep 30	Implement high availability configuration for police department firewall
Oct 1 - Sep 30	Pursue automation of imaging and deployment of workstations





Questions



Thank you!

Audit, Tax, Consulting,
Wealth Management.

lante moran |