

SECTION 5

**PERFORMANCE REPORT 2018
FOR
CITY OF FORT PIERCE
[Updated: 1/26/19]**

Importance of the Performance Report

BOTTOM-LINE: Leaders being accountable for their decisions and actions

1. LEADERSHIP WITH INTENTIONS

- Acting with a sense of purpose and direction
- Defining a vision, setting goals, using them to guide decisions
- Establishing criteria to judge success
- Demonstrating an institutionalized strategic planning process
- Instilling confidence in financial institutions, customers

2. CONNECTION WITH CUSTOMER'S LIVES

- Providing services that add value to the customers' lives
- Linking decisions and actions to improved services
- Linking decisions and actions to lower cost of service delivery
- Demonstrating the personal relevance of decisions and actions

3. CAPTURE OTHERS' ATTENTION

- Telling a story with a message
- Painting a picture
- Getting others to see it, to feel it
- Distinctive separating from the barrage of information

4. CELEBRATE - CREATE A MEMORY

- Developing a celebration that is unique-a standout experience
- Giving others a memento representing the success
- Saying "Thank You" to contributors to the success
- Demonstrating the significance of the achievement

5. PERSONAL CONTACT WITH A TAILORED MESSAGE

- Developing a message based upon the audience
- Making a few relevant points
- Reaching out to a variety of groups
- Delivering the message personally by you as a leader

City of Fort Pierce Vision 2033

Fort Pierce 2033 is a Unique Coastal Florida City

Our WATERFRONTS,

STRONG LOCAL ECONOMY,

HISTORY, ARTS AND CULTURE,

CHOICE OF DESIRABLE NEIGHBORHOODS,

OPPORTUNITIES for FUN,

COMMUNITY UNITY AND PRIDE

Makes Us Unique

Fort Pierce Goals 2023

DEVELOP OUR COMMUNITY



ENGAGE OUR COMMUNITY



SERVE OUR COMMUNITY



BEAUTIFY OUR COMMUNITY



ENJOY OUR COMMUNITY

City of Fort Pierce Policy Agenda 2018 Targets for Action

TOP PRIORITY

- √→**Annexation: Interlocal Service Boundary Agreement (ISBA)**
- ★→**Port Development: Next Steps (St. Lucie County)**
- √→**Stormwater Management Utility Fee: Comparative Analysis and Increase**
- √→**Dumpster Solutions for Downtown**
- ★→**Street Resurfacing: Service Level and Funding**
- √→**Seaplane Base and Service: Direction and City Action**
- ★→**City – FPUA Strategy: Key Issues and Direction**
- √→**Sunrise Theatre: Comprehensive Evaluation, Report with Options and Direction**

★ Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

HIGH PRIORITY

★Small Public Transit Vehicle/Tram:
Evaluation Report with Options, Direction and Funding

√→Emergency Operations Center: Direction

★Homeless Resource Center: Concept, Partners/County
and Locations

√→Force FPUA: Wastewater Treatment Plant Relocation

★Orange Avenue Corridor Beautification Plan

★→Community Policing: Definition, Best Practices, Report
with Options, Direction

√→City Employee Compensation: Restructure and Funding

√→Entrances/Gateways Beautification: Plan and Funding

★ = Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

City of Fort Pierce Management Agenda 2018 Targets for Action

TOP PRIORITY

√→Downtown Hotel/Mixed Development: RFP, Agreement

★Dredging Marina and Channel

★→EAR/Comprehensive Plan

√→ “Permitting Hub” for Development/Permitting

★Expanded Bahamas Relations Strategy

★Tiki Bar: Direction and City Actions

★Citizen Advisory Board for Police: Direction, Resolution

★Clean and Safe Community Initiative

√→Code of Ordinances: Update

★ Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

HIGH PRIORITY

★→Peacock Arts District Revitalization Plan

★Recreation Division: Direction

√→Shuffle Board Court: Direction

√→Development Review Task Force: Report and Implementation

√→CRA Plan: Update

★Civil Service Appeal Process

√→Information Technology Master Plan and Implementation

★ = Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

Fort Pierce Management in Progress 2018

- ★ 1. Little Jim's Lease: Commission Direction, Commission Decision
- ★ 2. Community Rating System (CRS): Coordinator
- ★ 3. FEMA Regulations for Flood Insurance: Public Education
- ★ 4. Small Business Assistance Program and Services
- √→ 5. Business Retention and Expansion Program (BRE)
- ★ 6. Purchasing Policy: Revision
- ★→ 7. Labor Contracts (3)
- ★ 8. GolfTrac Cloud: IHGC Funding
- ★ 9. Financial Policies and Procedures Manual
- ★ 10. Police Promotion Examinations
- 11. Legal Secretary/Paralegal: Hiring
- ★→ 12. Sunrise Theatre Succession Plan
- √→ 13. ProjectDox: Building Department
- √→ 14. T2 Parking Enforcement Software for Mobile Parking Enforcement
- √→ 15. Paperless Purchase Order System
- √→ 16. Click-2-Gov
- √→ 17. Citywide Payment Card Policy (Online)
- √→ 18. Wide Area Network (WAN)/Local Area Network (LAN) Infrastructure Maintenance and Upgrade
- ★ 19. Paperless Payroll Process: Electronic Stubs and Forms
- √→ 20. Online Searchable Portal: Development
- √→ 21. Comprehensive Employee Wellness Policy and Program

★ Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

- ★ 23. Police Minority Recruitment Program/Advancement: Revision
- ★→ 24. Vehicle Equipment Replacement Plan: Implementation
- √→ 25. Main Streets Annual/Activity Report
- ★ 26. New Animal Control Comcate Program
- ★ 27. Long Term Contract for Golf Course Maintenance
- √→ 28. Field Training Officer (FTO) Program: Revamp
- √→ 29. Zora Neale Huston Trail Festival Day
- √→ 30. SHIP Home Rehabs (30)
- √→ 31. SHIP 1st Time Homebuyers

★ Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

Fort Pierce Major Projects 2018

- ★ 1. North 2nd Street Road Improvements
- ★ 2. Avalon Avenue Drainage Improvements
- √→ 3. City Parking Garage: Sealing
- ★ 4. Day Docks
- ★ 5. Canal Armoring: Virginia Avenue Outfall Canal, Mayflower
- √→ 6. Fisherman's Wharf Projects
- √→ 7. Citrus Bridge Overpass: Major Maintenance
- √→ 8. Surfside Park Residential Street Drainage Improvements
- √→ 9. Melody Lane Seawall
- √→ 10. Street Striping Project
- √→ 11. Ohio Avenue and U.S. 1 Signalization: Upgrade
- √→ 12. Pumpout System – Northside
- √→ 13. Georgia Avenue Outfall: Nutrient Removal
- ★ 14. Downtown Restroom
- √→ 15. 7th Street Roadway Reconstruction (Wendell Road to 10th Street)
- √→ 16. 17th Street Reconstruction (Avenue "D" to Orange Avenue)
- √→ 17. City Facilities Access Control and Security Upgrade
- ★ 18. Gasoline and Diesel Fuel Tank Replacement
- √→ 19. City Hall: Waterproofing
- √→ 20. City Hall: Possible Covered Walkway for Pedestrian Connection Between Parking Garage and City Hall

★ Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

- √→ 21. Banner Replacement (Citywide)
- ★ 23. Public Day/"Dingy" Dock
- √→ 24. Indian Hills Golf Course Improvements Projects
- √→ 25. Sunrise Theatre: Maintenance Project
- √→ 26. MLK Dreamland Park: Construction (Memorial/Improvement)
- √→ 27. Moore's Creek Boat Ramp Area Repairs
- √→ 28. Fenn Park: Play Set
- √→ 29. Fisherman's Wharf Boat Ramp: Rebuild

★ = Completed or Achieved Milestones √ = Significant Progress → = Continue to 2019

City of Fort Pierce

Other City Successes 2018

1. Youth Council
2. City Electronic Communications Policy
3. Backus Museum: Expansion
4. Infrastructure Investment Surtax
5. Historic Preservation Report
6. Vesting Period: Direction
7. Capital Outlay 5 year Plan
8. Vehicle Equipment Replacement Plan
9. Gang Action Plan: Report

City of Fort Pierce

City Successes for 2018

Mayor and City Commission Perspective

1. Sales Surtax Initiative for Street Resurfacing: Passage, Resources to Improve Infrastructure, Priority of Residents, Visible Results, Community Confidence, Message to Community
2. Okeechobee/Jenkins Corner Development: WaWa, Camper World, Gander Mountain, Chick-fil-A, Starbucks – High Profile Corner, Business Investment, Business Friendly Processes, Traveler Choices
3. Celebration Point Residential Development: Permit Approval, Direction and Commitment – Housing Rebounding, Mixed Housing – Townhomes, Mixed Use; Inspections Getting Done
4. Port Development: New Director, County Land Ownership, Mega-Yacht Businesses (2)
5. Crabby's Dockside Waterfront Restaurant: Lease Finalize, Submitting Permits, Addressing Flood Issues, RFP Process, Commission Decision, Improved Appearance, Open 3/20
6. Peacock Arts District: Creation, Pots Painted, Neighborhood Meeting, Community Embraced Concept
7. Orange Avenue Revitalization: Anytime Fitness Business Development, First Investment, Community Use, Active Membership, Owner Purchased Building, Better Parking, Community Destination
8. King Power Plant: Turned Down Proposal, Issued New RFQ

9. Brightline Station: At the Table, One of Two Finalists
10. Development Review Task Force: Creation, Interviewed Department, Quality Report, Implementing to Streamline Processes
11. Body Cameras for All Police Officers: Implementation, Assisted in Investigation, Use by County Attorney; 1st to have Automatic Camera when Gun is Drawn
12. Indian Hills Golf Course: New Director, Improved Course Condition and Positive Experience for Golfers, Visibly Improved, Playing 4 Hours
13. CSI Operations 1st Year: Implementation, Addressed Issues
14. Mural Program: Continuation, 3 Completed, Working with Businesses and Artists
15. Arts and Culture Board: Creation
16. City Recreation Department: Creation, 500 Youths Involved, Football Championship (2), Cheerleader Awards, 60 – 70 Volunteers Involved, Partnering with County for Teens – Kickoff February and March, Community Organization Offering “Free” Programs, 1st Tee Program
17. City Marina: Full Occupancy, Increased Rates and Revenues, Covering Costs, Additional Private Marinas (2)
18. Police Advisory Board: Implementation, In Training Current – Understanding for Police Operations and Management, Community Engagement, Addressing Rumors
19. Anastasia School: RFP for Rehabilitation, Potential for Corridor Development
20. Annexation: Identification of Areas and Process Initiated, Cooperative Approach
21. Blighted Buildings/Homes: Foreclosure (1); Identifying Potential Foreclosures

22. Lincoln Park: Allegheny Franciscan Missionary Partnership, Business Start Ups, Youth Outreach, Summer Camp, Funding of City Employees
23. Boards/Commissions Procedural Clean Up, Use of Special Magistrate, Redefining Roles and Responsibilities, Greater Accountability
24. Cleaner Community Efforts – Community Engagement and Ownership, Sense of Community Pride, 2400 Hours of Volunteer – South Beach Association, Citizens Supporting by Reporting
25. Stronger Working Partnership with the Schools: Higher Graduation Rate, City Involved in Schools
26. Stronger Working Partnership and Communications with St. Lucie County: Shared Services, Regular Joint Meetings among Staff
27. See-Click-Fix Program: Implementation, More Reporting
28. New City Attorney: Selection
29. Community Policing: Moving Forward, Expanding Community Engagement, Changing the Police Culture, Halloween Activities, Parents Coming Out, Open the Rich House – Safe Place, Senior Program
30. State Amendment 1 Defeat: Mayor Leadership in Community
31. U. S. 1 Redevelopment: Building Improvements, WaWa Commitment, Dairy Queen Commitment, Enterprise Relocation, Future Volkswagen Dealer
32. Police Department Stabilization
33. FPUA District 1 Representative
34. Police-Community relations and communications

GOAL 1 DEVELOP OUR COMMUNITY

ACHIEVEMENTS 2018

VALUE TO RESIDENTS

1.

+

GOAL 2 ENGAGE OUR COMMUNITY

ACHIEVEMENTS 2018	VALUE TO RESIDENTS
1.	+

GOAL 3 SERVE OUR COMMUNITY

ACHIEVEMENTS 2018

VALUE TO RESIDENTS

1.

+

GOAL 4 BEAUTIFY OUR COMMUNITY

ACHIEVEMENTS 2018

VALUE TO RESIDENTS

1.

+

GOAL 5 ENJOY OUR COMMUNITY

ACHIEVEMENTS 2018

VALUE TO RESIDENTS

1.

+

**Departmental Successes
City of Ft Pierce
2018**

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Building

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Updated staffing, job descriptions and training

Impacts: Efficiency and morale improved.

Success: Update Contractor Ordinances

Impacts: Updated fee schedules, rules and regulations and Board member rules.

Success: Interlocal Agreement with St. Lucie County

Impacts: Provides access to inspection services to provide better service to public.

Success: Internship/Cross Training Program

Impacts: Education ensuring more inspection capabilities in the future, and potential advancement of current City employees. Application to State – Approval

Success: Implementation of Temporary Use Agreements

Impacts: Enables businesses within the City to use facilities while complying with requirements.

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: City Clerk

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: BTR Renewals and Contractor Licensing Renewals successful with minimal backlog.

Impacts: Means businesses and contractors received their updated information very timely.

Success: Public record requests were answered in a timely fashion with the assistance and commitment of all departments.

Impacts: Requestors able to receive their information without delay; thus avoiding lawsuits or challenges.

Success: Fully staffed with qualified individuals committed to providing the best possible customer service.

Impacts: Customers are provided timely, competent service to meet all of their needs.

Success: Scanning of all documents in the City Clerk's Office and that which is approved by the City Commission.

Impacts: Information is easy to locate, searchable, and saves valuable filing space.

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: City Manager's Office

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Website Redesign

Impacts: The site, www.cityoffortpierce.com, was built with the user in mind and features improved navigation that will help visitors surf Fort Pierce with greater ease. The new design was created using analytics that place the top-visited pages prominently on the home page. Major upgrades include: a revamped navigation structure allowing users to quickly and easily access the information they're seeking; a responsive design, optimized for viewing on any device to fit a growing mobile audience; a cleaner design to make it easier to read and find information quickly; embedded social media widgets to stay up-to-date on the latest posts without signing in; and a heavy focus on photos that showcase beautiful points of interest in Fort Pierce.

Success: Consistent Branding and Identity

Impacts: The City of Fort Pierce unveiled an updated brand identity that has united the City and all its departments into one consistent look and feel. The new visual identity promotes a uniform identity to the general public, our citizens, and supports the City of Fort Pierce reputation as the Sunrise City, a city on the rise.

Success: Social Media Presence

Impacts: Reached goal of exceeding 25,000 Facebook likes in 2018. The City's page currently has 26,404 followers and growing every day. Digital citizens are all over social media, we must be there to connect with them. Not only are people getting their news from social media, but social media is the news. The City uses social media to combat the negative perception of Fort Pierce and share information with our residents and visitors. The city's social media policy was also updated in 2018.

Success: Community Engagement Events/Campaigns

Impacts: The City Manager’s Office hosted several community engagement events in 2018 including: Photo contest, City Government Week Scavenger Hunt, Citizens Academy, City of Lights, Half Cent Sales Tax Education, FortMade and Blessing of the Fleet. Many of our community engagement events received recognition from local and state media.

Success: Community Input Meetings and Surveys

Impacts: The City Manager’s Office hosted several community input meetings and pop-ups to garner input from our citizens on a variety of issues including: 13th Street Renaming, Peacock Arts District Vision, King Plant Redevelopment, Half Cent Sales Tax Community Meetings, and future of the Sunrise Theatre. Understanding our community’s desires is of the utmost importance to our office. The City Manager’s Office also conducting the following online surveys: King Plant, PAD, Dog-Friendly Beaches, Sunrise Theatre, and Website Redesign.

Success: Sunrise Spotlight Talk Show

Impacts: In partnership with the St. Lucie County Chamber of Commerce, the City of Fort Pierce launched it’s first-ever monthly TV talk show called Sunrise Spotlight. Hosted by the City Manager, the Sunrise City Spotlight is an informational public access talk show highlighting current happenings, special events and news in the City of Fort Pierce. This show is another way to spread all of the positive news to our community.

Success: Enhanced Digital and Print Publications

Impacts: The City Manager’s Office successfully created, designed and distributed the following publications in 2018 in an effort to expand communication with our community: City of Fort Pierce Annual Report & Calendar, Economic Development Community Snapshot, Sunrise Spectrum (monthly City Manager’s Report), Legislative Priorities and Strategic Plan Updates.

Success: Improved Business Engagement & Retention

Impacts: The establishment and participation in the Downtown Business Alliance, South Beach Business Group and Lincoln Park Business Expo has yielded positive results and has enhanced the communication between the City of Fort Pierce and our business community. Additionally, Business Climate Visits and profiling local businesses through the “FortMade” campaign has greatly improved our business engagement.

Success: OptiView Electronic Filing System

Impacts: Utilizing an electronic filing system has greatly increased our productivity, efficiency and organization.

Success: Collaboration with City and County Partners

Impacts: Amplified collaboration and coordination with our City and County partners on various projects (including: Half Cent Sales Tax Education, Port of Fort Pierce, Tourism, SLCTV, Economic Development, and more) has proven to be extremely beneficial to our organization. We are truly stronger together.

Success: Non-Bargaining Employee Incentive Program

Impacts: The purpose of the Employee Incentive Program is to encourage and motivate employees to achieve personal and professional goals that maximize city services and programs and reward them for their efforts.

Success: National Accolades

Impacts: In 2018, City of Fort Pierce was named:
Top 20 Most Beautiful Main Streets by Reader's Digest
No. 9 Most Affordable Beach Town by Smart Asset
Most Charming Small Town by Touropia
National accolades like these are a direct result of hard work by our employees and are reflection of our changing perception.

Success: Employee Volunteer Program

Impacts: The City of Fort Pierce recognizes the value of volunteerism and encourages employees to become involved in volunteering and offering their support to programs that positively impact the quality of life within our community. For this reason, this volunteer program allows employees to give back by volunteering and are compensated with administrative time off.

Success: First Annual Employee Conference

Impacts: The first annual employee conference provided an opportunity to educate employees on their benefits and ensured that all employees were updated on the strategic vision of the City of Fort Pierce.

Success: Quarterly Management Team Meetings (Strategic Plan)

Impacts: Hosting quarterly management team meetings has been crucial to keeping the Strategic Plan tasks updated and department heads aligned.

Success: Economic Development Outreach

Impacts: The City Manager's Office has represented our community professionally, positively and vibrantly at various ED events. We've made connections with many property managers, realtors and site selectors that we will remain in contact with throughout our economic development recruitment initiatives.

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Community Response

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Promoted employee to Code Compliance Supervisor/Hire Code Officer

Impacts: Adds an additional level of management for overseeing the department. Staff has an additional person to go to for guidance and assistance. The Department Manager will be freed up from overseeing the daily activities to address more department wide issues. Increases efficiency and productivity

Success: Initiated the CSI (Clean & Safe Initiative)

Impacts: The program was developed to begin addressing nuisance and blighted conditions through securing vacant structures and demolition of unsafe buildings.

Success: Completed (settled) our initial foreclosure action.

Impacts: While the foreclosure did not finalize, the owner was required to pay a substantial fine and restarted their activities to finish the redevelopment of a commercial property.

* Success: TMDR Program: Implementation, Community Involvement

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Engineering

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: 2018 Street Resurfacing Program

Impacts: Successful resurfacing of 1.84 miles of city streets at a project cost of \$388,849. Providing structural integrity and a safe, comfortable riding surface at an economical price was the successful impact of this project.

Success: Virginia Avenue Outfall Canal Restoration

Impacts: This canal was damaged as a result of Hurricane Irma. Engineering applied for a restoration grant through the Natural Resources Conservation Service (NRCS) and received \$1.44 million towards the total project cost of \$1.86 million. Restoration of the canal bottom and banks was accomplished by regrading and lining with natural rock rubble.

Success: Mayflower Canal Restoration

Impacts: This canal was damaged as a result of Hurricane Irma. Engineering applied for a restoration grant through the Natural Resources Conservation Service (NRCS) and received \$2.40 million towards the total project cost of \$3.08 million. Restoration of the canal bottom and banks was accomplished by regrading and lining with natural rock rubble.

Success: Successful approval of ½ cent Surtax

Impacts: The Engineering Department assisted with the public education element of this successful campaign. The approval of the ½ Surtax is expected to provide the City of Fort Pierce with approximately \$1.8 million annually to be used for better roads, more sidewalks and cleaner rivers.

Success: 17th Street Drainage Improvements

Impacts: The Engineering Department was successful in obtaining a FEMA grant funding 75% of the project costs. Drainage improvements along with revitalization of this corridor which connects numerous businesses, public school facilities, churches and residential homes is supported by residents, business leaders and local government.

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Finance Department; Finance, Purchasing, & Grant Administration

Please list your department's most important achievements that were completed during FY 2017 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Received GFOA Award of Excellence for Financial Reporting for 29th Year

Impacts: Pride and sense of accomplishment for the department, City staff and citizens.

Success: Streamlined the distribution of formal solicitations documents/information via the City Website.

Impacts: An additional option for the public /interested bidders to receive bid notifications, retrieve solicitation documents and learn the status of solicitations. Which also, decrease number of phones calls while increasing the satisfaction level with the ease of retrieving the information.

Success: State Housing Initiatives Partnership (SHIP) Program:

Impacts: Provided new income qualified home buyers down payment and closing cost assistance
Completed home rehabilitations for income qualified homeowners

Success: Weatherization Program - Collaboration with Fort Pierce Utilities Authority

Impacts: Completed home rehabilitations to income-qualified homeowners

Success: Small Business Development

Impacts: Held Small Business Educational Workshops
Provided grants to small businesses participating in educational workshops for advertising, signage, equipment purchases, etc.

Success: 4th Annual Summer Jam Summer Camp

Impacts: Collaborated with Treasure Coast Food Bank and utilized grant award from Children's Services Commission of St. Lucie County to provide free 8-week Summer Jam Summer Camp for 50 youth from very low income neighborhood. Created summer jobs through this program.

Success: Collaborated with Indian River State College and Career Source Research Coast

Impacts: Promote free job training opportunities to families of Summer Jam camp attendees

Success: 2nd Minority Business Expo

Impacts: Utilized Visit Florida grant to provide Minority Business Expo for minority businesses across the Treasure Coast

Success: Held 3rd Annual City of Fort Pierce Job Fair

Impacts: More than 100 employers participated with 800+ Job Seekers

Success: Provided the 3rd Annual Highwaymen Heritage Trail Art Show and Festival

Impacts: A creative place making and economic development project to spur cultural heritage tourism, investment and the creation of jobs in lower income neighborhood.

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Indian Hills Golf Course

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Cleaned up Clubhouse, Golf Carts, Cart Staging Area, Golf Shop and Patio

Impacts: Changed the first impression of the whole facility

Success: Regained much of the customer base that had left for various reasons

Impacts: Huge increase in rounds over the previous year

Success: Work on an early Lease renewal of new Golf Cart Fleet

Impacts: Saved between \$5,000-\$10,000 in repairs

Success: Signed a 3 year extension with IGM for Golf Course Maintenance

Impacts: Continue the momentum we have gained in improving the course.

Success: Changed Advertising structure for better coverage

Impacts: Saved the course in excess of \$11,000

Success: Increased sales across the board in all categories.

Impacts: Increase of revenue for bottom line

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Human Resources

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Effectively administrated collective bargaining agreement between the city and the International Union of Police Associations (IUPA).

Impacts: The police union contract was ratified and the rank and file received their negotiated raise, with a step plan.

Success: Effectively administrated collective bargaining agreement between the city and the Police Benevolent Association (PBA) .

Impacts: The sergeants' and lieutenants' contract was ratified and they received their negotiated raise, with a step plan.

Success: Effectively administrated collective bargaining agreement between the city and the Teamsters Union.

Impacts: Better contract, and Raises implemented.

Success: Revised the city of Fort Pierce Rules and Regulations

Impacts: Updated rules and regs and all employees were given a copy.

Success: Revised the Civil Service Appeals Board Rules

Impacts: Streamlines and simplifies the appeals process.

Success: Recognized Employees with the 2018 Employee Service Awards Breakfast

Impacts: 5, 10, 15, 20, 25 Year employees were honored.

Success: Two Employee Orientation sessions

Impacts: Approximately 35 new employees in the City.

Success: Started a Quarterly Newsletter

Impacts: Employees accomplishments were featured.

Success: Initiated the Indian River State college – COFP Internship Program

Impacts: Introduces students to the work force and introduces potential employees.

Success: Department Head Training

Impacts: Managers and Supervisors gain knowledge about other departments.

Success: Initiated the Non-Bargaining Certification Program

Impacts: Non –bargaining employees are eligible to receive up to 10% increase for certifications.

Success: Drafted a City Pet, Animal and Service Animal Policy

Impacts: Will allow service animals to be on City Property, while protecting employees with allergies or zoophobia.

Success: Police Promotional Exam - Oversaw and instituted the Sergeants and Lieutenants Promotional Exam Process.

Impacts: Four officers were promoted to Sergeant and one Sergeant was promoted to Lieutenant in accordance with the Collective Bargaining Agreement.

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Information Technology

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: IHGC upgrades.

Impacts: Significantly reduced admin overhead and maximized uptime of services. New services are also now available to clients/citizens.

Success: MyFloridaNet (MFN) migration

Impacts: Improved connectivity, throughput and reliability of network. Also builds the foundation for advanced services to become again key to the public.

Success: Mobile carrier migration

Impacts: Significantly improved mobile voice reliability, reduced cost placed all calls on higher priority spectrum.

Success: River Walk upgrades/Golf Course Upgrades

Impacts: Provides service for online reservation of Parks and Facilitates

Success: Sunrise electronic transaction implementation.

Impacts: Provided ability to accept credit cards for concessions.

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Fort Pierce City Marina

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Marina popularity from boaters utilizing the facility for overnight, weekly, monthly, and annual dockage. Continuing public use of the facility for local events around the City Marina.

Impacts: Positive Economic impact infusion to downtown, City of Ft Pierce, local boatyards and marine business

Success: Completion of the dingy day docks

Impacts: Allow access to the downtown by smaller boat, free of charge for the day to transients and local residents

Success: Completion of dredging of the floating docks and City Marina channel.

Impacts: Allowing for deeper draft vessels to safely navigate to and from the City Marina

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Planning

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Completed two tax credit sales

Impacts: Allowed City to pay balance on the revolving loan fund

Success: Solicited for and awarded a continuing services contract for Planning Consultants

Impacts: Assist staff with projects

Success: Issued RFP for St. Anastasia

Impacts: Due back in FY 2019

Success: Worked with Growth Management Task Force to develop review of planning processes and recommendations

Impacts: Implementing changes to streamline development

Success: Reviewed a record number of development applications

Impacts: Positive fiscal growth

Success: Assisted in several public meetings – like the Gateways/Beautification, HD King Pop Up events, Peacock Arts District

Impacts: Type Here

Success: Conducted several board trainings on Short Term Rentals

Impacts: Better informed boards

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Police

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts," please explain what the benefits to the city and a resident were as a result of each achievement.

Success: In 2018, the Fort Pierce Police Department (FPPD) continued our focus on service to our community. FPPD responded to 37,988 calls for service and actively self-initiated or investigated an additional 33,144 calls.

Impacts: This proactive approach has continued the decline in overall crime reported in Fort Pierce.

Success: The police department has committed to accountability and transparency. This year we successfully deployed the "body worn camera system." We are the first law enforcement agency, in the Treasure Coast, to successfully deploy and actively use the "body worn cameras system."

Impacts: The body worn camera system (BWC) has ensured that our officers continue to represent this agency with a sense of professionalism and responsibility. The added benefits of the BWC has been it being instrumental as a crime-fighting tool.

Success: Our Crime Suppression Unit continues to set the bar for long and short term strategical criminal and gang investigations. They have been instrumental in our success in disrupting and dismantling violent gangs and habitual felony offenders

Impacts: This year the FPPD has seized 145 firearms, apprehended 1,810 criminal violators, executed 19 search warrants and seized large quantities of narcotics.

Success: During this year’s weather-related threats, FPPD activated all police and some civilian personnel to prepare and respond to specialized assignments. This also called for our agency to collaborate with other city and county entities to ensure the safety and protection of our citizens.

Impacts: During and after the storms, the city of Fort Pierce remained safe and quickly recovered from the aftermath of the storm.

Success: The “Courageous Kids” program, school interaction/mentoring and Unity in the Community play important roles in bringing the community and police department together.

Impacts: As we continue to expand these programs, with the assistance of our community partners and volunteers; we continue to fortify a relationship with our youth and adult community.

- * Community Engagement/Community Unity Event
- * Federal Government Programs
- * Crime Reduction/Detectives Teamwork – Homicide with Arrests (in Miami)
- * Efficiency – Cross Training/Backup Capacity

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Public Works

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Implementation of in house recreation activities, over 400 kids participated first year

Impacts: Community Unity and Pride

Success: Creation of a resource hub for community outreach organizations

Impacts: Community Unity and Pride

Success: Purchased 15 passenger electric tram to enhance connectivity downtown and the PAD

Impacts: Financially Sound City Providing Excellent Services

Success: Additional boat trailer parking at Jaycee Park

Impacts: Safer and More Beautiful City

Success: Phase I Fenn Park Reconstruction Design – Installed split rail fence around the perimeter

Impacts: Community Unity and Pride, 1st Special Event Permit Issued

Success: Completion of Public Restroom Downtown

Impacts: Safer and More Beautiful City

Success: Fuel Tank Replacements at the Public Works Compound

Impacts: Financially Sound City Providing Excellent Services

Success: Installation of swings along Moore's Creek and the River Walk

Impacts: Community Unity and Pride

DEPARTMENTAL SUCCESSES FY 2018

Fort Pierce, Florida

January 2019

DEPARTMENT: Sunrise Theatre

Please list your department's most important achievements that were completed during FY 2018 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Successful Implementation of a new ticketing system.

Impacts: With the existing ticketing system becoming obsolete the theatre was forced to purchase a new browser based, CRM, ticketing system. The previous system used basic processes to sell tickets, while the new system allows for better customer relations management (CRM). This allows us to interact with our customers better, and also allows us to get better information with regards to marketing.

Success: Accelerated the Season Announcement and On Sale to Members

Impacts: By announcing the coming season two months earlier than normal and putting tickets on sale to members one month earlier it generated positive feedback in the community and spurred ticket sales and memberships.

Success: Increased Our Social Media Advertising Efforts i.e, FB, Instagram, TCPalm, iHeart Radio

Impacts: As technology continues to evolve and with media formats changing it is important to find a balance between social media and standard advertising practices. By increasing our social media campaigns, not only are we stretching our advertising dollars, we are reaching a new audience and expanding our base.

Success: Implementation of Weekly Staff Meetings – Teamwork

Impacts: The weekly meetings have given staff a sense of ownership that has been missing in the past several years. Staff is accountable for their departments and are more aware of other departments struggles, successes and needs, creating more of a team environment and raising morale and productivity.

SUCSESSES FY 2018

Fort Pierce, Florida

January 2019

NAME: Fort Pierce Utilities Authority

Please list the most important achievements that were completed during FY 2018 under "Success."
Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Completed 2017 reorganization and staffing

Impacts: Full staffing required for growth initiatives

Success: Improved relationship with the City including joint strategic planning session

Impacts: Critical for identifying and prioritizing key projects

Success: Improved relationship with the EDC

Impacts: Critical for economic growth and development

Success: Held successful strategic planning session for the first time in 5 years

Impacts: Critical for prioritizing growth projects

Success: Started meaningful dialogue with the County on Water/Wastewater issues

Impacts: Critical for regionalization issues including relocation of WRF

Success: Increased funding for WEOP

Impacts: Grass roots program for helping customers reduce their energy consumption

Success: Voted one of the best places to work in St. Lucie County

Impacts: Good recruiting tool to bring best people to work at FPUA

Success: Instituted merit pay system for employees

Impacts: Good for employee morale and incentivizing employees

Success: Electrical Reliability Improvements at Lawnwood Hospital

Impacts: Critical for Trauma Room rating at the hospital

Success: Electrical System Reliability

Impacts: Replacement of 200 poles, installation of automated field devices, increased tree trimming. Increased reliability and improved customer service

Success: Gravity main line funding increase with subsequent increase in feet of gravity main lined

Impacts: Less deterioration of City/county roadways and reduction in amount of groundwater needed to be processed by the WRF

Success: Creation of a water/wastewater expansion project

Impacts: Expansion of water/wastewater service territory and opportunity for annexation by the City

Success: Increase the potable water system's firm capacity to 23 million gallons per day

Impacts: Additional firm capacity needed to support future growth

Success: Completed asset purchase agreement with FPL for \$2.4M

Impacts: This money serves as "seed" money to start AMI