

CITY OF DELRAY BEACH

OFFICE OF THE CITY MANAGER

100 N.W. 1ST AVENUE • DELRAY BEACH • FLORIDA 33444 • (561) 243-7015



City Commission Information Letter

December 1, 2023

<u>Direction to Improve Effectiveness of the City's Water Utility</u> <u>Advanced Metering Infrastructure and Functionality</u>

In response to issues and observations recently experienced by the Customer Service Division relative to City's utility metering infrastructure system (specifically issues and challenges with externally contracted communications devices), please be advised that several functional realignments are being implemented to expand effectiveness.

As referenced in the attached electronic mail message from Chief Financial Officer Hugh Dunkley, guidance to this effect primarily involves follow-up collaboration with the City's advanced metering infrastructure service provider Badger Meter, Inc. to replace existing non-operational encoders.

As encoders are communication devices that relay water usage information, functionality to this effect is paramount in terms of daily operations.

With the Office of the City Manager having hosted a meeting with leadership of Badger Meter, Inc. last week to facilitate solutions as noted, applicable process improvements are anticipated to be achieved in the coming weeks.

Initiation of Phase II of Disparity Study

Pursuant to consensus offered during the November 7th regular meeting to initiate Phase II of the Delray Beach Disparity Study, please be advised that scope details are currently being developed to enable work to begin next month.

As referenced in the attached electronic mail message from Assistant City Manager Jeff Oris, guidance to this effect includes information gathering necessary to statistically substantiate challenges experienced by both women and minority owned businesses relative to securing municipal contracts. This

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involves a review of procurement outcomes administered during the last few years to ascertain the level of respective participation.

The resulting analytics will serve as a basis of presentation via public engagement meetings to be hosted by the City of Delray Beach in the coming months. Meanwhile, given the consensus offered on November 7th, applicable transaction processes with the City's consultant, Kean Independent Research, have been directed by the Office of the City Manager as of last week.

Selection of New Special Events Manager

The Office of the City Manager is pleased to report that the selection process necessary to hire a professional for the newly created Special Events Manager position was finalized earlier this week.

Ms. Allison Behrman brings nearly 11 years of related background and experience. She currently serves as Event Specialist for the City of Tamarac where her function specifically involves planning and implementing multiple city events annually, including facilitating applicable collaborations with both internal operations and external partnerships.

Previous professional experience included service as Special Events Supervisor for the City of Tallahassee, this role very much mirrors the functions and responsibilities for which she is being hired for our organization and community.

A native of South Florida, Ms. Behrman's notable educational background includes a Bachelor of Science in Recreation, Parks and Tourism from the University of Florida.

As Ms. Behrman will begin service with the city during the next few weeks, she will be introduced publicly via the January 4th regular City Commission meeting.

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KnowBe4 Completion and Compliance Requirements

Above and beyond internal goals relative to cybersecurity protocols and functions for our organization, the KnowBe4 training requirement for City of Delray Beach employees supports the spirit of the Local Government Cybersecurity Act as governed via Florida Statutes.

As noted in the attached excerpt from Florida Statue 282.3185, applicability to this effect includes requirements for mandatory annual cybersecurity awareness training, as well as confirmation regarding the use of nationally recognized cybersecurity frameworks.

With the City of Delray Beach having administered the KnowBe4 platform on a mandatory basis since early 2022, our organization is currently a leader relative to applicable training requirements and other activities. Interestingly, the requirement for new employees to engage in cybersecurity training also represents a provision of Florida Statute 282.3185, as the State of Florida will now require (effective January 1, 2024) local government employees to satisfy this directive within thirty days of beginning service accordingly.

Meanwhile, as leadership of the Department of Information Technology continues to engage with staff interdepartmentally regarding expectations to this effect, the Office of the City Manager remains pleased to report consistent compliance rates that exceed 92%.

Calendar of Meetings, Activities, and Functions

Compliments and other joyful expressions have been the experience for the past three days relative to Tuesday's annual holiday tree lighting event, and all other activities.

Implementation of various organizational adjustments resulting from lessons and observations experienced during last year's event were likewise featured

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this week. Notable to this effect included positioning of guard rails, temporary signage, and other infrastructure necessary to alleviate illegal swale parking in the vicinity of City Hall and other surrounding areas.

Efforts to this effect have therefore been regarded as productive and effective, considering the estimated greater level of attendance above and beyond those of both 2021 and 2022.

Enclosures:

Electronic Mail Message Exchange Between Hugh Dunkley and Andrea Guerrera – Badger Meters Electronic Mail Message from Jeff Oris – Update on Phase II of Ongoing Disparity Study Resume for Allison M. Behrman Excerpts from Florida Statutes 282.3185 – Local Government Cybersecurity Calendar for Business Week of November 27, 2023

CM/Documents/City Commission Information Letter 89

Terrence R. Moore

From: Dunkley, Hugh

Sent: Thursday, November 30, 2023 4:00 PM

To: Terrence R. Moore
Cc: Hadjimiry, Hassan
Subject: FW: Badger Meters

Terrence -

Please find below e-mail communication from the City's Utilities Financial Manager regarding some inefficiencies in the Badger meter communication devices (encoders) which serve a critical role in our operations. Finance and Utilities will keep you abreast as we address this most critical issue. Thank you.



Hugh B. Dunkley, CPA, CPFO, CGFO
Chief Financial Officer
City of Delray Beach
100 N.W. 1st Avenue
Delray Beach, FL 33444
(561) 243-6204
DunkleyH@mydelraybeach.com

PLEASE NOTE: Pursuant to Florida's Government in the Sunshine Act (a.k.a. "Sunshine Law"), e-mails containing city business should be directed to either: all City Commissioners or only 1 City Commissioner at a time and should not include prior responses from other Commissioners in order to avoid the perception that a third party is acting as a liaison between Commissioners. "

From: Guerrera, Andrea <guerreraa@mydelraybeach.com>

Sent: Wednesday, November 29, 2023 2:23 PM
To: Dunkley, Hugh < Dunkley + @mydelraybeach.com >

Subject: Badger Meters

Good Afternoon Mr. Hugh,

As discussed, the inefficiencies of the Badger meter communication devices (encoders) and gateway towers are causing an increase in estimate readings produced on a monthly basis. There have been an increased number of non-operational encoders which are no longer transmitting a signal to the gateway towers within the city. In addition, several of the gateway towers have been non-operational for days at a time, during critical meter reading cycle periods. The Utility Billing Division staff have been working with Badger Meter Inc. staff to rectify this issue and are trying to mitigate the increase in meter reading estimations by obtaining manual readings from the meters in the field. As you can imagine this is causing an undue strain on staff and delays the billing process. The Utility Billing Division and the Utilities Department are working in collaboration with the current City vendor Badger Meter Inc. to improve the advanced metering infrastructure system and restore meter reading transmission via radio signal.

Respectfully,

[&]quot; PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your email communications may therefore be subject to public disclosure.

Andrea Guerrera Utilities Financial Manager

City of Delray Beach 100 NW 1st Ave Delray Beach, FL 33444 (561)243-7000 ext. 7480 guerreraa@mydelraybeach.com

Terrence R. Moore

From: Oris, Jeff

Sent: Thursday, November 30, 2023 5:47 PM

To: Terrence R. Moore

Subject: Update on Phase II of the Ongoing Disparity Study

Mr. Moore,

The Phase I Report of the City of Delray Beach Disparity Study, was presented by the City's Consultant, Keen Independent Research, to the City Commission at the October 10, 2023 City Commission meeting. The Phase I findings showed some disparity in the City's utilization of certain woman-owned and minority-owned vendors versus utilization of majority-owned vendors. Having seen this utilization disparity and other facts and figures from the Phase I Report, there was a consensus of the City Commission to move forward with Phase II of the Disparity Study.

Phase II will include additional review of City procurements (including a review of unsuccessful bidders on projects in the study period) and the conducting of a full Disparity Analysis (which will includes such activities as a review of all respondents to City purchasing requests not just those awarded work), as well as both a qualitative and quantitative analysis of the local marketplace to further determine if there are obstacles to the success of women and minority-owned vendors in the marketplace and what conditions may be interfering with fair and equal opportunities in the marketplace from which the City draws its vendors. Phase II will also have a community engagement component as well in which the City and Keen Independent Research will host public meetings to both explain the purpose of the Disparity Study and gather input from residents and local business owners.

The purchase order for Phase II, which serves as the Notice to Proceed, has been issued and Keen has begun to work on Phase II. It is anticipated that the background research will take place during the next few months and public meetings will be held after the holidays. As soon as we have dates for the public meetings, they will be conveyed to you, the Mayor and Commissioners, and the public, so as to inform and maximize participation.

Please let me know if you require any additional information regarding this matter.

Jeff Oris, CEcD Assistant City Manager City of Delray Beach 100 NW 1st Avenue Delray Beach, Florida 33444 561-243-7144 – office 561-696-4114 - mobil





<u>www.DelrayBeachFL.gov</u> - Facebook: @<u>CityofDelrayBeach</u> - Instagram: <u>@CityofDelrayBeachFL</u> - Twitter: <u>@CityDelrayBeach</u> - YouTube: <u>@CityofDelrayBeach</u>

Seasoned individual with significant managerial experience in parks and recreation, including, but not limited to special events, staffing, programming, and budgeting.

Professional Experience

4/2022 - Present

Event Specialist

City of Tamarac PRA

Tamarac, FL

Responsible for all city planned events (50 per year) from conception to execution. Including but not limited to budgeting, band selection (if necessary) bidding process (if needed), acquiring vendors, kids' entertainment, food vendors, staff and more. For events like 4th of July All American Celebration, Turkey Trot Annual 5K, One Tamarac Multicultural Festival and Holiday Tree Lighting and more. Responsible for entering purchase requisitions and receiving PO's. Responsible for all city commission initiative events. Responsible for working with other city departments to plan operations and safety for all events. Work with law enforcement and fire to ensure a safe environment for all events. Collect vendor fees. Reconcile budget items. In possession of city purchasing card and reconcile every month. Handle all food truck approvals for the city. All other tasks asked.

7/2021 - 3/2022

Special Events Manager Mothers Against Drunk Driving Weston, FL Planned and executed fundraising events in the South East Region of FL for MADD. Created budgets for each event. For each 5K walk created route and worked with the timing company to create medals and shirts. Worked to obtain sponsors and vendors. Worked with local law enforcement and government agencies to obtain proper permits for events. Created race day signage. Created social media and marketing posts and fliers to boost participation. Kept track of registration numbers and fundraising goals. Worked with a board and team to reach these goals.

1/2013 - 7/2021

Supervisor, Special Events City of Tallahassee PRNA Tallahassee, FL Responsible for management for all events held in the City of Tallahassee, including permitting (over 200 events/year). Supervise and schedule work time for part time staff, Responsible for managing city services required for all events including, but not limited to, solid waste, electric, police, regional transit, fire department, risk management, etc. Develop cost estimates/budgets for events; responsible for billing and collection of fees on the back side of the events, as well as for scheduling and collection of fees for the City's showmobile stage. Responsible for the permitting of Food Trucks on city property, maintaining current permits/insurance requirements. Responsible for the rental of the clubhouse at Optimist Park and collecting the fees associated with its use. Responsible for the City's 3 major events scheduled each year, including WinterFest (attracting over 100,000 people), Celebrate America, 4th of July celebration (attracting over 15,000 and includes concert, fireworks, vendors and a kids area of arts and crafts, children's stage), and the City's Annual 25,000 egg Easter Egg Hunt. This event (for children 0-10) includes a special activity that I've created called the Eggstraordinary Easter Egg Hunt, which is for Children with Special Needs. Designed, built and decorated the City's major float entries for 2 parades per year, since January 2013. Certifier for the Parks and Recreation Department, as well as other city departments in CPR, First Aid and AED. Served as Interim Recreation Program Director at Trousdell Gymnastics. Duties included hiring staff, making schedules for staff and all classes for gymnastics, dance and cheer, for children and adults ages 12 months and up. Responsibilities also included maintaining the overall safety in the gym at all times, teach recreation classes and coach gymnastics when needed to fill in. Responsible for staff input and application collection and guidance for citizen committee for Special Event Co-Sponsorships. Extensive budget experience in each of these areas.

7/2011 - 12/2012

Office Manager Park Avenue Gymnastics Weston, FL Management of all office operations for Weston location of Gymnastics facility. Handled all class registrations, money transactions and deposits. Ran reports, daily. Booked all events, performances, and fundraisers.

7/2006 – 10/2010 Park Manager II Broward County Parks and Recreation Broward County, FL Managed general park operations for a variety of Broward County Regional Parks. Was responsible for supervising park front office operations, campground operations, small and large special events, all accounting procedures, which included daily revenue reports and monthly reports. Supervised all personnel procedures, which included time sheets and leave slips. Supervised concession operations including ordering, receiving and maintaining food and beverage inventory, and scheduling up to 20 concession attendants. Responsible for performing daily and monthly facility and safety checklists, gathering and printing monthly reports, and writing and administering evaluations of up to 30 full and part-time staff.

2/2004 – 7/2006 Park Manager I Broward County Parks and Recreation Broward County, FL Managed general park operations for a variety of Broward County Regional Parks. Was responsible for supervising park front office operations, campground operations, and concession operations. Organized and ran Broward County's Summer Adventure camp for 200 children. Performed daily facility and safety checklists and gathered information and organized monthly reports. Wrote and administered evaluations for up to 10 full time staff. Supervised and scheduled 16-20 part-time student workers.

3/2003 – 2/2004 **Recreation Center Supervisor** City of Boca Raton Boca Raton, FL Supervised general recreation center operations. Was responsible for all contracted classes and the instructors. Supervised part-time maintenance personnel and six part time staff members. Handled payments for classes and compiled daily revenue logs and deposits.

2/2001 – 12/2002 Intern to Camp/Afterschool Director O2B Kids Gainesville, FL Assisted the afterschool/camp director in scheduling field trips both in and out of town. Made daily schedules for all camp groups. Kept track of camper's information and attendance. Handled camp payments.

Youth Group Advisor Temple Beth Ahm Israel Cooper City, FL Planned and chaperoned programs for middle and high school aged children. Planned and chaperoned conventions for high school aged children. Maintained membership records. Planned programs and events with other youth group chapters in the area. Handled payments for events and programs. Maintained parent communication. Worked with budget guidelines.

Education

8/1996 - 8/2000

2002 Bachelor of Science in Recreation, Parks and Tourism University of Florida

2000 AA in Liberal Arts and Sciences Broward Community College

Certifications

2015 - Present
 2014 - 2022
 Certified Fork Lift Operator
 2013 - 2021
 Red Cross Certified CPR/AED/First Aid Instructor
 2011
 Certified as Substitute Teacher by the State of Florida
 2004 - 2010
 Food Manager Certified

Associations and Organizations

2014 – 2021 Pets Ad Litem – Board Member – Media and Public Relations Chair
 2014, 2020 Served as Department Chair for United Way
 2002 – Present University of Florida Alumni Association Member

References Available upon request.

Select Year: 2023 ✔

The 2023 Florida Statutes

Title XIX

Chapter 282

View Entire Chapter

PUBLIC BUSINESS

COMMUNICATIONS AND DATA PROCESSING

282.3185 Local government cybersecurity.—

- (1) SHORT TITLE.—This section may be cited as the "Local Government Cybersecurity Act."
- (2) DEFINITION.—As used in this section, the term "local government" means any county or municipality.
- (3) CYBERSECURITY TRAINING. -
- (a) The Florida Digital Service shall:
- 1. Develop a basic cybersecurity training curriculum for local government employees. All local government employees with access to the local government's network must complete the basic cybersecurity training within 30 days after commencing employment and annually thereafter.
- 2. Develop an advanced cybersecurity training curriculum for local governments which is consistent with the cybersecurity training required under s. <u>282.318(3)(g)</u>. All local government technology professionals and employees with access to highly sensitive information must complete the advanced cybersecurity training within 30 days after commencing employment and annually thereafter.
- (b) The Florida Digital Service may provide the cybersecurity training required by this subsection in collaboration with the Cybercrime Office of the Department of Law Enforcement, a private sector entity, or an institution of the State University System.
 - (4) CYBERSECURITY STANDARDS.—
- (a) Each local government shall adopt cybersecurity standards that safeguard its data, information technology, and information technology resources to ensure availability, confidentiality, and integrity. The cybersecurity standards must be consistent with generally accepted best practices for cybersecurity, including the National Institute of Standards and Technology Cybersecurity Framework.
- (b) Each county with a population of 75,000 or more must adopt the cybersecurity standards required by this subsection by January 1, 2024. Each county with a population of less than 75,000 must adopt the cybersecurity standards required by this subsection by January 1, 2025.
- (c) Each municipality with a population of 25,000 or more must adopt the cybersecurity standards required by this subsection by January 1, 2024. Each municipality with a population of less than 25,000 must adopt the cybersecurity standards required by this subsection by January 1, 2025.
- (d) Each local government shall notify the Florida Digital Service of its compliance with this subsection as soon as possible.
 - (5) INCIDENT NOTIFICATION. —
- (a) A local government shall provide notification of a cybersecurity incident or ransomware incident to the Cybersecurity Operations Center, Cybercrime Office of the Department of Law Enforcement, and sheriff who has jurisdiction over the local government in accordance with paragraph (b). The notification must include, at a minimum, the following information:
 - 1. A summary of the facts surrounding the cybersecurity incident or ransomware incident.
- 2. The date on which the local government most recently backed up its data; the physical location of the backup, if the backup was affected; and if the backup was created using cloud computing.
 - 3. The types of data compromised by the cybersecurity incident or ransomware incident.
 - 4. The estimated fiscal impact of the cybersecurity incident or ransomware incident.

- 5. In the case of a ransomware incident, the details of the ransom demanded.
- 6. A statement requesting or declining assistance from the Cybersecurity Operations Center, the Cybercrime Office of the Department of Law Enforcement, or the sheriff who has jurisdiction over the local government.
- (b)1. A local government shall report all ransomware incidents and any cybersecurity incident determined by the local government to be of severity level 3, 4, or 5 as provided in s. 282.318(3)(c) to the Cybersecurity Operations Center, the Cybercrime Office of the Department of Law Enforcement, and the sheriff who has jurisdiction over the local government as soon as possible but no later than 48 hours after discovery of the cybersecurity incident and no later than 12 hours after discovery of the ransomware incident. The report must contain the information required in paragraph (a).
- 2. The Cybersecurity Operations Center shall notify the President of the Senate and the Speaker of the House of Representatives of any severity level 3, 4, or 5 incident as soon as possible but no later than 12 hours after receiving a local government's incident report. The notification must include a high-level description of the incident and the likely effects.
- (c) A local government may report a cybersecurity incident determined by the local government to be of severity level 1 or 2 as provided in s. <u>282.318(3)(c)</u> to the Cybersecurity Operations Center, the Cybercrime Office of the Department of Law Enforcement, and the sheriff who has jurisdiction over the local government. The report shall contain the information required in paragraph (a).
- (d) The Cybersecurity Operations Center shall provide a consolidated incident report on a quarterly basis to the President of the Senate, the Speaker of the House of Representatives, and the Florida Cybersecurity Advisory Council. The report provided to the Florida Cybersecurity Advisory Council may not contain the name of any local government, network information, or system identifying information but must contain sufficient relevant information to allow the Florida Cybersecurity Advisory Council to fulfill its responsibilities as required in s. 282.319(9).
- (6) AFTER-ACTION REPORT.—A local government must submit to the Florida Digital Service, within 1 week after the remediation of a cybersecurity incident or ransomware incident, an after-action report that summarizes the incident, the incident's resolution, and any insights gained as a result of the incident. By December 1, 2022, the Florida Digital Service shall establish guidelines and processes for submitting an after-action report. History.—s. 3, ch. 2022-220.

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November 27, 2023 - December 3, 2023

November 2023

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December 2023

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Monday, November 27	Tuesday, November 28
☐ H. Hadjimiry - Out	8:30am - 9:00am Various (Various)
K. Edwards - Out	9:00am - 9:30am Hassan Hadjimiry Bi-Weekly Meeting (CM's
7:30am - 8:30am Begin CIL (CM Office) ↔	Office) - Vega, Brenda ↔
9:00am - 9:30am Missie Barletto Bi-Weekly Meeting (Office of the City Manager) - Vega, Brenda ↔	10:00am - 10:30am Introduction to NY Life Insurance (CM Office) - Terrence R. Moore
10:00am - 11:00am Mayor mtg w/CM Moore Re: Agenda & Updates (City Manager's Office) - Rangel, Delores ↔	11:00am - 12:00pm Compile Information Letter Report - Initiation of Phase II of Disparity Study (CM Office) - Terrence R. Moore
11:00am - 11:30am Discussion Regarding Chess Tables (CM Office) - Terrence R. Moore	2:00pm - 3:00pm Roxanne Tilghman Retirement Celebration (Fire Station 111 (501 West Atlantic Avenue))
11:30am - 12:30pm MetLife/Brighthouse Life (CM Office)	3:30pm - 4:30pm Compile Information Letter Report -
2:00pm - 2:30pm Duane D'Andrea Bi-Weekly Meeting (CM's Office)	Continuation of KnowBe4 Completion and Compliance Requirements (CM Office) - Terrence R. Moore
3:00pm - 4:00pm Follow-Up Direction, Expectations, and Observations Regarding SETAC Process (CM Office) - Terrence R.	6:00pm - 9:00pm Tree Lighting Event
4:00pm - 4:30pm Follow-Up Interview Special Events Manager	
Wednesday, November 29	Thursday, November 30
7:30am - 8:30am Kiwanis Club of Delray Beach (Delray Beach Golf	☐ 12:00am K. Johnson - Out
Club (2200 Highland Ave, Delray Beach, FL 33445)) ↔ 9:00am - 10:00am Agenda Review Meeting (December 12 CC	9:00am - 9:30am Follow-Up Direction Regarding Golf Course Solicitation (CM Office) - Terrence R. Moore
Meeting) - Conference Room - City Hall 1st Floor	9:30am - 10:30am Compile Information Letter Report - Selection
10:00am - 11:00am Compile Information Letter Report -	of New Special Events Manager (CM Office) - Terrence R. Moore
Reorganization to Enhance Water Utility Billing Operations (CM Office) - Terrence R. Moore	10:30am - 11:30am HOUSING BOND MEETING WITH DELRAY
11:00am - 11:30am Kent Edwards Bi-Weekly Meeting (CM's Office) - Vega, Brenda ↔	BEACH (WEBEX) - Jonathan Brown 1:30pm - 2:00pm Follow-Up Discussion with the O.G. Concerning Noise Ordinance and Zoning (CM Office) - Terrence R. Moore
2:00pm - 2:30pm Concept Regarding Activation of Old Plumosa School Site (CM Office) - Terrence R. Moore	2:00pm - 3:00pm Commissioner Long mtg w/CM Moore Re: Updates & Agenda (City Manager's Office) - Rangel, Delores ↔
3:00pm - 3:30pm Hugh Dunkley Bi-Weekly Meeting (CM's Office) - Vega, Brenda ↔	2:00pm - 3:00pm Follow-Up Results Regarding ESG Feasibility Study (CM Conference) - Terrence R. Moore
4:00pm - 5:00pm Introductory Meeting with Florida Power and Light External Affairs Manager (CM Office) - Terrence R. Moore	3:00pm - 4:30pm Various (Various) ⊕
	5:00pm - 5:30pm Parker Zelle (CM Office)
Friday, December 1	Saturday, December 2
☐ ← 12:00am K. Johnson - Out	10:00am - 11:00am Delray Beach Tennis Center (Hard Court #1) ↔
7:30am - 9:00am Finalize CIL (CM Office) ↔	11:30am - 1:30pm Various, CIL Notes, etc. (CM Office) ↔
9:00am - 9:30am Anthea Gianniotes Bi-Weekly Meeting (City Manager's Office) - Vega, Brenda ↔	
10:00am - 11:00am Discussion Regarding Purchasing Policies (CM Office) - Terrence R. Moore	
11:30am - 1:30pm Employee Holiday Lunch (Field House Old School	
Square)	Sunday, December 3
11:30am - 1:30pm Holiday Luncheon at OSS Fieldhouse (OSS) -	7,
King, LeShay 2:30pm - 3:00pm CGI Digital: Cost-Free Banner Program with	
Nikki	
(https://zoom.us/j/94207863600?pwd=T21uakVTTXBXc1Z5Y0d0TEgwM WcxQT09) - Deven Kovell	