



CITY OF DELRAY BEACH

CITY MANAGER'S OFFICE

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



City Commission Information Letter

September 17, 2021

Current Direction to Resolve Water Utility Billing Issues

In response to concerns surrounding the accuracy of water utility bills and related inquiries, please be advised that the Office of the City Manager has recently met with leadership in both the Department of Utilities and the Department of Finance to objectively review efforts to both minimize and mitigate any discrepancies. As referenced in the attached memorandum from both Hassam Hadjimiry and John Lege, outcomes to this effect include specific analysis and review of abnormal water consumption, as well as an audit to help ensure that all water utility meters are functioning properly and accurately.

Likewise, the City of Delray Beach will continue to take associated discrepancies seriously, to include the introduction of revised policies and procedures for resolving billing disputes that may arise respectively.

Delray Beach Clean City Initiative

With the recent selection of Mr. Sammie Walthour to the permanent position of Director of Neighborhood and Community Services, a priority focus for both he and his team involves collaborative efforts and direction to more effectively respond to areas of concern throughout the community. He has likewise shared with me his plans to engage with both Public Works and Parks and Recreation to strategically address visible problem areas as noted, including applicable identification of specific locations that require attention, as well as any necessary intergovernmental coordination to help achieve responsiveness.

As referenced in the attached memorandum from Mr. Walthour, action plans to this effect include alleyway cleaning, ancillary adopt-a-street efforts, community educational resource meetings, and a cadre of volunteers to help advance goals and objectives. Empowerment to proceed as outlined is therefore being offered effective October 1st, commensurate with the beginning of the new fiscal year.

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The Office of the City Manager therefore looks forward to substantive performance measurements and outcomes as a function of Mr. Walthour's leadership and involvement respectively.

Current Course of Direction Involving Ancillary Internal Audit Engagements

As I was able to host an individual orientation session a few weeks ago with City Auditor Julia Davidyan (to include detailed discussions and direction necessary to engage ancillary tasks that will ultimately yield process improvements throughout the organization), please be advised that the Office of the City Manager is asking department directors to fully support her efforts respectively. As referenced in the attached electronic mail message from Dr. Davidyan, a current priority involves initiation of a payroll audit, including an analysis of leave forms and resulting payment distributions.

Leadership from the Department of Finance will likewise be directly involved as noted, to include necessary interaction with payroll administrators from other departments. Additionally, I've asked Dr. Davidyan to continue participation and attendance in Executive Leadership Team meetings, as I consider her role with the City an integral function of daily operations. Additionally, her continuous input will contribute to successful and productive implementation of resulting process improvement initiatives.

Certificate of Recognition to Celebrate Delray Beach's 95th Anniversary as a Council-Manager Form of Government

As a part of my reintegration into Florida as a practicing city manager, I've recently resumed involvement with the Florida City/County Management Association (FCCMA – I served as an at-large board member during my tenure as Sebastian, Florida City Manager). My participation as noted has yielded the

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opportunity to help coordinate and celebrate the City of Delray Beach's 95th anniversary as a Council-Manager form of government.

Since 1925, the Council-Manager form of government has become the most popular structure for cities in both the United States and other industrialized countries around the world. With Delray Beach having adopted the Council-Manager model in 1926, the International City/County Management Association is currently working with representatives in this vicinity to present a formal certificate of recognition during your October 19th regular meeting. As referenced in the attached electronic mail message from Golf, Florida Village Manager Christine Thrower-Skinner, she will make the presentation to the City of Delray Beach in her capacity as an FCCMA board member. She will be accompanied by other area city managers as well.

Calendar of Activities, Meetings and Functions

As I continue to make efforts to engage with various stakeholders in the community (for both introduction purposes and to ascertain expectations and opportunities for responsiveness), this week's effort involved a presentation and discussion with the Delray Beach Downtown Development Authority (DDA - via its board of directors meeting this past Monday afternoon).

Although I've had several meetings with DDA Executive Director Laura Simon to discuss collaborative initiatives and matters of mutual concern since beginning my tenure, I was able to likewise outline additional pending considerations during this session. This included proposals concerning downtown parking, as well as future goals and objectives to help advance economic development synergy respectively. All involved are now therefore encouraged to jointly offer recommendations for review, as we continue to advance partnership opportunities as noted.

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Enclosures:

Memorandum from John Lege and Hassan Hadjimiry – Water Bills
Memorandum from Sammie Walthour – Collaborative Efforts and Direction to Respond to Visible Eyesore Environments
Electronic Mail Message for Julia Davidyan – Internal Audit Meeting Recap
Electronic Mail Message from Golf, Florida Village Manager Christine M. Thrower-Skinner – ICMA Recognition
Calendar for Business Week of September 13, 2021

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City of Delray Beach
M E M O R A N D U M

From: John Lege, CGFO, CPFO, Finance Director *JL*
Hassan Hadjimiry, P.E., Utilities Director *HH*

To: Terrence Moore, ICMA-CM, City Manager

Subject: Water Bills

The following measures have been put into place to mitigate billing discrepancies in Water Utility Bills:

1. Utility Billing Division reviews each bill in terms of amount and usage before it is sent.
2. Any large variance or anything that seems extraordinary is investigated and verified. This may include verifying the meter reading.
3. An attempt is made to contact the customer when water usage appears excessive including e-mails, phone calls and door hangers.
4. Any water bill complaint is investigated including verification of the water meter performance.
5. Payment plans are offered to customers.
6. New Administrative Policies and Procedures has been established for billing disputes.
7. Utility Billing Division and Utilities Department have been working together to resolve discrepancies identified in our self-assessment.
8. Because of turnover in personnel, discrepancies may surface. However, the City is committed to address any issues quickly and fairly and to work with all customers to the best of our ability under the parameters of applicable policies and procedures.



MEMORANDUM

TO: **Terrence R. Moore, ICMA-CM, City Manager**
THRU: Duncan Tavares, Assistant City Manager
FROM: Sammie L. Walthour, Director, Neighborhood and Community Services [SLW](#)
RE: **Collaborative Efforts and Direction to Respond to Visible Eyesores Environment**
DATE: September 7, 2021

As a follow up to the August 18, 2021 Executive Leadership Team (ELT) discussion regarding collaborative efforts and direction to respond to visible eyesore environments in the City of Delray Beach, a meeting was held on Wednesday, September 1, 2021, with Missie Barletto, Public Works Director, Samuel Metott, Parks and Recreation Director, Amy Hanson, Parks and Recreation Assistant Director, Anthony Guy, Streets/Storm Water Supervisor, Senovian Stephens, Parks Superintendent, and Sammie Walthour, Danise Cleckley and Enrique Fernandez representing the Neighborhood and Community Services Department (NCS).

The goal of the meeting was to discuss a plan that could be implemented to address eyesore areas in the city while maximizing interdepartmental resources. To establish a baseline understanding of current services and projects, the following was discussed by the departments represented:

Public Works

There are several ongoing construction projects in the city. The Public Works Department has been diligent to ensure that construction sites adhere to established protocols regarding cleanliness. Below is a description of one project in the city, and a collaborative effort between Public Works and NCS.

- **Osceola Park Project:** Consists of roadway and alleyway paving, landscape traffic calming, upgraded pedestrian ramps and sidewalks, decorative LED street lighting, signing and pavement marking, gravity sanitary sewer improvement, water main and stormwater improvements.
- **Streets/Storm Water:** The Street Maintenance unit ensures that streets are safe for public use. The street sweeper operator works closely with the general maintenance workers of NCS's Clean & Safe Division Monday through Friday between the hours of 4:30 am and 6:00am. Currently, the street sweeper assists in keeping city streets clean on Northwest & Southwest 4th Avenue, 5th Avenue, 8th Avenue, 10th Avenue and 12th Avenue. And, the cleaning of stormwater drainages, retention areas, parks, the City Attorney's Lot and the Pineapple Grove neighborhood.

Park and Recreation

The Parks and Recreation Department maintains more than fifty (50) park properties including athletic fields, aquatic centers, golf courses, tennis centers and the Delray Beach Memorial Gardens Municipal Cemetery and others. In addition to the park maintenance operation, there are more than 130 public rights-of-way and vacant lots being maintained throughout the city. With a staff of forty (40) employees, the Maintenance Division also oversees several City vendors contracted to assist in the overall maintenance plan. Within the division is a three-person tree trimming crew that serves as the primary point of contact for all of the City's tree trimming needs.

- One of Parks' primary focus points has been to replace and/or repair outdated and run-down physical park amenities such as pavilions, benches, trash cans, and playgrounds.
 - Current Projects Include:
 - Anchor Park: new playground installation underway
 - Barwick Park: new walking path installation underway
 - New playground installation beginning soon
 - Seacrest/Hilltopper: roof and bathroom repairs assisted by Public Works
 - Pompey Park: striping of parking lot by Public Works
 - Eagle, Macheck, Pompey Park: Pavilion refurbishment

Neighborhood and Community Services - Code Enforcement

Officers in NCS's Code Enforcement Division are tasked with proactively conducting daily tours (morning and afternoon) to identify violations to help preserve residential areas and monitor all major thoroughfares in the city to immediately remove signs, tires, shopping carts and other articles that are illegally in the public rights-of-way. Continued efforts to address high-profile code enforcement violations concentrated in the southwest and northwest areas, western communities and southeast neighborhoods. The division also conducts:

- Clean ups in targeted areas under its Clean City Initiative
- Community educational blitzes to engage residents and businesses to strengthen relationships and provide material on common violation types
- Identify enforcement hot spots that require ongoing attention to resolve
- Work with the department's neighborhood planner in working with homeowner associations

Below are a few action items that the group will research, plan and implement in the upcoming fiscal year.

Preliminary Collaborative Action Plan

- By October 31, 2021, organize a collaborative meeting with external partners, including Palm Beach County, Palm Tran, and the Department of Transportation to aid in this initiative
- Beginning first quarter of fiscal year 2021-2022, conduct quarterly interdepartmental sweeps in the city to identify eyesores and develop plans to appropriately address

- Explore, plan and execute as appropriate, alleyway cleanups and Adopt-A-Street efforts in the city
- Plan and conduct a minimum of two (2) community educational resources meetings as an opportunity to engage and provide residents and businesses with interdepartmental information

Please advise should you have questions or need additional information.

Cc: Missie Barletto, Director, Public Works Department
Samuel Metott, Director, Parks and Recreation Department
Amy Hanson, Assistant Director, Parks and Recreation Department
Danise Cleckley, Assistant Director, Neighborhood and Community Services Department
Enrique Fernandez, Interim Code Enforcement Administrator
Anthony Guy, Streets/Stormwater Supervisor, Public Works Department
Senovian Stephens, Parks Superintendent, Parks and Recreation Department

Moore, Terrence

From: Davidyan, Julia
Sent: Tuesday, August 24, 2021 1:27 PM
To: Terrence R. Moore
Subject: Internal Audit Meeting Recap

Good afternoon, Terrence,

As a follow-up to our productive meeting last week on the 19th, I am sending the below summary of what we discussed:

- As per the direction given by the commission, I will begin planning of the payroll audit (leave forms and payouts). This assignment will mainly involve the Finance department as well as payroll contacts from other departments.
- We discussed my participation and attendance during the ELT meetings following commission meetings.
- We also agreed on meeting on as-needed basis and to keep open lines of communications.

Please let me know if I missed anything. It was great connecting!

Thanks,
Julia Davidyan, DBA, CPA, CGAP
City Auditor
Phone: (561) 221-2432
Email: davidyanj@mydelraybeach.com



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 e-mail communications may therefore be subject to public disclosure.

Terrence R. Moore

From: Christine Thrower <ctthrower@villageofgolf.org>
Sent: Friday, September 10, 2021 9:01 AM
To: Terrence R. Moore
Cc: Lori LaVerriere; Carol Russell
Subject: ICMA Recognition

****Please be cautious****

This email originated from outside of The City of Delray Beach. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning,

It was nice speaking to you last night, thank you for calling.

This is to confirm attendance at the Oct. 19th 4pm City Commission meeting to present the ICMA certificate of recognition of Delray Beach's 95th anniversary as a Council Manager form of government. I will make the presentation as the District IV Director of FCCMA and will likely be accompanied by several other city managers.

I appreciate the time on your busy agenda and look forward to meeting you in person.

All the Best,

Christine

Christine M. Thrower-Skinner
Village Manager
Village of Golf
21 Country Rd
Village of Golf, FL 33436
561-732-0236 (ofc)
561-644-0623 (cell)
561-732-7024 (fax)



Please note: Florida has a very broad public records law. Most written communications to or from local officials regarding Village business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

September 13, 2021 - September 19, 2021

September 2021

Su	Mo	Tu	We	Th	Fr	Sa
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October 2021

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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Monday, September 13

- 12:00am Duncan ooo →
- 7:00am - 7:30am Call AT&T (CM Office)
- 7:30am - 8:30am Begin CIL (CM Office)
- 8:30am - 9:30am Text John Sullivan. Thread TV Cables? (CM Office)
- 9:00am - 10:00am Compile September 15th Executive Team Meeting Agenda (CM Office) - Moore, Terrence
- 10:00am - 11:30am Mayor mtg w/CM Moore Re: Agenda &
- 10:00am - 11:00am Mayor/CM Agenda Review for the 9/23
- 11:30am - 12:00pm Travel Time
- 12:00pm - 1:00pm DDA Board Meeting (350 SE 1st Street #100,
- 1:00pm - 1:30pm Travel Time
- 2:30pm - 3:30pm Follow-Up Direction and Considerations
- 4:00pm - 8:00pm September 13th 1st Budget Public

Tuesday, September 14

- < Duncan ooo →
- 8:30am - 9:00am Development of Paperless Processing and Transaction Programs Discussion (City Manager's Office) - Vega, Brenda
- 9:00am - 10:00am CM Meet & Greet = Development Services/Planning Administrative Staff (Commission Chambers for
- 10:30am - 11:30am Workers Comp Settlement Claim Discussion (Conference Room - City Manager) - Vega, Brenda
- 12:00pm - 1:00pm Compile Information Letter Report - Current Course of Direction Involving Ancillary Internal Audit
- 2:00pm - 3:00pm Chuck Ridley, SEIU (Delray Beach Office of the City Manager) - Terrence R. Moore
- 3:30pm - 6:30pm September 14th Commission Workshop Meeting - Viewing of Presentations (Microsoft Teams Meeting) - Harris, Patrice
- 6:30pm - 7:30pm John Sullivan (Townhome)

Wednesday, September 15

- < Duncan ooo →
- 8:30am - 10:30am Executive Leadership Team Meeting (Microsoft Teams Meeting) - Vega, Brenda
- 10:30am - 10:45am Meeting with Delores Rangel and City Manager Terrence Moore (City Manager's Office) - Vega, Brenda
- 11:00am - 12:00pm Compile Information Letter Report - Delray Beach's 95th Anniversary as a Council-Manager Form of Government City (CM Office)
- 1:30pm - 2:30pm Various (Various)
- 2:30pm - 3:30pm Stephanie Immelman, Chamber of Commerce and Nancy Stewart, Festival Management Group re: Introduction and Discussion on Delray Affair and Annual Breakfast (City
- 3:30pm - 4:30pm Delray Beach Golf Course Discussion (City Manager's Office) - Vega, Brenda
- 4:30pm - 7:00pm Various (Move) (CM Office)

Thursday, September 16

- < Duncan ooo →
- 12:00am Brenda ooo →
- 8:15am - 9:15am CM Meet & Greet = Development Services/Building (Commission Chambers for Social Distancing) - Rangel, Delores
- 9:30am - 10:30am Compile Information Letter Report - Clean Cities Initiative (Targeting Specific Areas of the Community, etc.)
- 11:00am - 12:00pm PD Meeting with Chief Sims and Command Staff (Conference Room - City Manager) - Vega, Brenda
- 12:00pm - 1:30pm Various (Various)
- 2:00pm - 3:30pm Various (Various) ↻
- 4:00pm - 5:00pm Compile Information Letter Report - Current Direction to Resolve Utility Billing Issues (CM Office) - Terrence R.
- 5:00pm - 8:00pm 100 Year Party (339 E. Atlantic Ave., Delray Beach, 33483, FL, USA)

Friday, September 17

- < 12:00am Duncan ooo
- < 12:00am Brenda ooo
- 7:30am - 9:00am Finish CIL (CM Office)
- 9:00am - 9:30am Comm. Boylston mtg w/CM Moore Re: Input Consideration to Help Support the OSS Proposal Solicitation
- 9:30am - 10:00am Impact Fees Discussion (City Manager's Office) - Vega, Brenda
- 10:30am - 11:30am CM Meet & Greet = P& R Staff (Community Center Gym) - Rangel, Delores
- 2:00pm - 3:30pm FW: City and County Manager Virtual Think Tank - VTT002
- 2:30pm - 3:30pm Official Unveiling of the "It Takes a Village" Mural at Catherine Strong Park (1500 SW 6th St, Delray Beach, FL
- 4:00pm - 5:00pm Biweekly City Attorney (CM Office) - Moore,
- 6:00pm - 8:00pm T Spears (Various)

Saturday, September 18

- 8:00am - 11:30am CF Delivery (Home)
- 12:00pm - 2:30pm Various, CIL Notes, etc. (CM Office)

Sunday, September 19

- 12:00pm - 5:00pm Real Men Wear Pink Palm Beach County Reveal (Barrel of Monks Brewing : 1141 S Rogers Cir #5, Boca Raton, FL 33487)