

# 2006 Florida Cities of Excellence Awards Program ▶

Category (Please check one) See Award Criteria for more information. Please print or type. One nomination per page.

Name of Municipality Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

Name of Municipality Nominated \_\_\_\_\_  
Nominated Project \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

Name of Individual Nominated \_\_\_\_\_  
Title \_\_\_\_\_ Department \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

*City Manager*  
Name of Individual Nominated Thomas A. Harmer, City Manager, City of Titusville  
Nominated by Titusville Mayor and City Council  
(Name of City/Town/Village)

Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

Name of Individual Nominated \_\_\_\_\_  
Nominated by \_\_\_\_\_  
(Name of City/Town/Village)

[ OVER ]

Please print or type.

Name Mark Ryan  
Title Economic Development Director  
Government City of Titusville  
Address P.O. Box 2806, Titusville, Florida 32781-2806  
Telephone Number 321-269-3221 Fax 321-567-0051  
E-mail Address Mark.Ryan@Titusville.com

This nomination has been voted on and approved by a majority of the city council/commission.

Signed Wanda Y Wells  
City Clerk

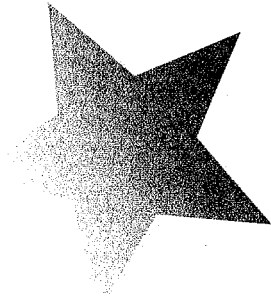
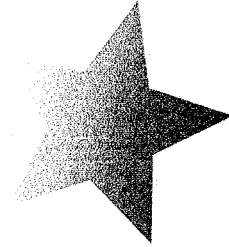
The judges will use the narrative and supportive information to select the award winners. Nominators/nominees are asked not to contact the judges directly.

In the narrative, please be clear and concise, using the Award Criteria to support the selection of your nominee. Please type (or print in black ink), up to 1,200 words, double-spaced on white 8-1/2" x 11" paper.

Up to 10 pages of supportive information (newspaper clippings, photographs, letters from constituents, etc.), on 8-1/2" x 11" paper (single-sided) may be provided. Please do not include videotapes, DVDs, CDs or Power-Point presentations.

Submit nominations by **August 18, 2006:**

Florida League of Cities, Inc.  
Attn: Florida Cities of Excellence  
301 S. Bronough Street, Suite 300 (32301)  
P.O. Box 1757  
Tallahassee, FL 32302-1757



Mr. Thomas A. Harmer has served as the City Manager for the City of Titusville since September 1999, and prior to his appointment served as the community's Fire Chief for five years. Mr. Harmer is truly an innovated leader for the City of Titusville. During the past year Tom has started and maintained a program utilizing the Space Coast Economic Development Commission, which brings the largest employers of the community together twice a year to discuss common issues and solutions. This initiative is not geared toward resolving complaints or problems with the municipal government, but is focused on issues faced by both public and private employers. These common issues include, but are not limited to workers' compensation, workforce housing, or rising employee health insurance rates.

One local employer, Mr. Ron Norris (Ron Norris Buick Pontiac GMC & Honda) has expressed a sense of excitement and civic pride that the City Manager has initiated a program that creates a bond between the community and the local businesses. Mr. Norris told one new member of the management team, "he couldn't wait for the next meeting" and is encouraged that this dialogue is another example of the City's motto, "A City of Service."

In the area of innovation, you don't have to look farther than the tremendous growth of the community to see Tom's fingerprint on community activities. Quality of growth is an asset desired by every community; Mr. Harmer initiated the US 1 Corridor Study to develop a master plan and redevelopment plan for this significant corridor. This visioning process, along with the Riverfront Acquisition Project, has fostered partnerships with citizens, businesses, the Economic Development Commission, the City Staff and landowners in order to preserve the natural beauty of the Indian River and nurture redevelopment of this route. The participants of this study have provided rave reviews of this process that will lead the community into redevelopment of the corridor. His initiative, energy and enthusiasm were also evident with the creation of the

Titusville 2020 Growth and Development Process that incorporated a wide range of expertise, including public safety, planning, engineering, development, environmental activism and economic development. Team members included residents, business owners, and city staff members, all charged with discussing and developing long-range plans and solutions to the land use and growth issues within our city. Concrete results of such innovation and initiative in spurring quality growth and planning for the future were recognized by the Milken Institute's Best Performing Cities Index, which named Titusville as "America's Best Performing City-2006" along with the adjacent corridor cities of Melbourne and Palm Bay.

Capturing today's technology is a focus of every community in order to provide exceptional service to our customers, the citizens. Mr. Harmer has spearhead the implementation of a paperless agenda process, a remote water meter reading program, improved communications with the community through an enhanced municipal website, which is geared to providing dynamic and timely electronic information and processes and initiated a pilot automated trash collection program to improve efficiency and reduce workers' compensation claims in solid waste collection.

Another innovation of Mr. Harmer is his monthly City Manager's Workday. Each month Tom spends an entire day in a different department working shoulder to shoulder with municipal employees, experiencing life "in the trenches." Mr. Harmer recognizes that the greatest asset of a community is not our facilities or equipment, it is our employees. This program fosters a relationship with the employee that shows our leader cares about the jobs we perform, wants to learn more about our daily routines, and allows him to understand the needs of the employees. Tom doesn't stop there. Following this workday, Mr. Harmer showcases the department at the next regular City Council meeting, which allows individual employees to make a presentation to

the Mayor and City Council and the audience present, and on television, about their programs and accomplishments. This generates tremendous civic pride within the department. Tom is committed to the development and advancement of his employees and supports their growth and mentors their advancement, energetically and publicly praising their accomplishments. He displays his commitment by consistently promoting employees from within the organization whenever possible and identifying key employees with official designations of MVP (Most Valuable Person).

Building citizen relations is a trademark for Mr. Harmer. He fosters these relations through his civic involvement ranging from membership of the Board of Directors of the United Way, the Titusville YMCA, and the Civilian Military Council, along with participation in the Titusville Chamber of Commerce and organizations such as the Rotary Club. Tom believes that communication is paramount in any organization and he is seen throughout the community speaking to organizations and even homeowners associations. He promotes a highly successful City Citizens' Academy, acquainting citizens over an eight-week period with all facets of city department operations. He furthers this communication process and displays integrity by brokering and directing "town meetings" between large-scale developers and citizens that may be affected by development projects in an effort to foster positive and open communications and offer methods for advancing conflict resolutions.

Tom is an active member of the Brevard County Public Management Association, the Florida City County Managers Association and the International City County Management Association (ICMA). In the past year Mr. Harmer has received the "Credentialed Manager" designation from ICMA. Also, the ICMA has recognized Tom's vast knowledge of Fire

Department issues and has appointed him to the Board of Directors of the Commission on Fire Accreditation International, Inc.

Tom also supports the development of future public managers by serving as an Adjunct Instructor in the University of Central Florida's Public Administration degree program. Not only has Mr. Harmer supported the profession of a public manager, but also he mentors aspiring professionals and has encouraged students to work for our community.

Our City Manager displays sound judgment in every aspect of his job performance. His capacity to assess situations and circumstances and draw sound conclusions has led our city into a period of sustained growth. He uses a focused and logical approach, introducing cutting edge performance measurements through the introduction of a balanced scorecard and strategic focus intertwined throughout all the layers of city government. He fosters esprit de corps, developing by example continuity among his senior staff that is unparalleled.

Mayor Ron Swank describes Tom as "probably the most honest, straightforward and hardworking individual he has ever met and brings an extremely high level of personal integrity to the City of Titusville." The City of Titusville is very fortunate to have a City Manager the caliber of Mr. Harmer.