

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)

x *City Manager*
Name of Individual Nominated Joyce Shanahan
Nominated by City of Fort Walton Beach
(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]

INSTALLATION OF REUSE WATER INFRASTRUCTURE (CONT)

Dr. Pullen moved to award installation of reuse water infrastructure within Hurlburt Field Air Force Base and the City to the lowest responsive, responsible bidder, Hemphill Construction Company of Florence, Mississippi, in the amount of \$979,370.00, and authorize the City Manager to execute individual change orders in the amount of \$20,000 not to exceed the aggregate amount of \$65,000.00. Mr. Tucker seconded motion and it carried unanimously with Holmes, Patterson, Campbell, Tucker, Pullen, Hartwell, and Minich in favor.

FLC OF EXCELLENCE AWARDS PROGRAM

Consideration of nominating individuals for the annual Florida League of Cities - Florida Cities of Excellence Awards Program.

The City Manager mentioned last year six nominations were submitted for the Florida League of Cities - Florida Cities of Excellence Awards Program, and four of the nominations made it into the finals. She recommended this year that the City Employee of the Year, Charlotte Dunworth, be considered for nomination for the City Employee of the Year category. She asked if Council wished to make nominations in any of the other categories.

Mr. Minich moved to nominate Mayor Mike Anderson for Mayor of the Year. Mr. Holmes seconded motion and it carried unanimously with Holmes, Patterson, Campbell, Tucker, Pullen, Hartwell, and Minich in favor.

Mr. Minich moved to nominate the City Manager Joyce Shanahan for City Manager of the Year. Mr. Campbell seconded motion and it carried unanimously with Holmes, Patterson, Campbell, Tucker, Pullen, Hartwell, and Minich in favor.

Mr. Tucker moved to nominate the City Clerk Helen Spencer for City Clerk of the Year. Mr. Campbell seconded motion and it carried unanimously with Holmes, Patterson, Campbell, Tucker, Pullen, Hartwell, and Minich in favor.

Dr. Pullen recommended the PIO Carrie Wurdeman be submitted for recognition in a category.

Dr. Pullen moved to nominate Councilman Jim Tucker for Council Member of the Year. Mr. Holmes seconded motion and it carried by a vote of 6 to 1 with Holmes, Patterson, Campbell, Pullen, Hartwell, and Minich in favor and Tucker opposed.

Mr. Holmes moved to nominate the City Attorney Toni Craig for City Attorney of the Year. Mr. Patterson seconded motion and it carried unanimously with Holmes, Patterson, Campbell, Tucker, Pullen, Hartwell, and Minich in favor.

The City Manager will give some thought on a recommendation for a nomination in the Citizen of the Year category.

COUNCIL CONDUCT

Discussion regarding council conduct.

Mr. Minich referred to conduct by a Councilman who believed he has cart blanche to conduct business in the city in any manner he chooses. He referred to the City of Fort Walton Beach Council Rules of Conduct & Protocol which tells Council how to go about City Council business and expressed his belief that Councilman Dr. Pullen has violated the protocol on several occasions. He mentioned Council has in the past on many occasions told Dr. Pullen in Council meetings they were unhappy with it and he still continues to do so. He believed it is now necessary for Council to let Dr. Pullen know exactly what Council does not want him to do, then move forward. He offered examples of harassment of the City Manager and staff, the conducting of unauthorized investigations, and wasting of city money and staff time on excessive requests for information, as a violation of protocol on the part of Dr. Pullen.

**Florida League of Cities
Cities of Excellence
City Manager of the Year Award**

Name: Joyce Shanahan
Title: City Manager
Jurisdiction: City of Fort Walton Beach

Since being appointed Fort Walton Beach City Manager in November of 2003, Joyce Shanahan had guided the City of Fort Walton Beach through two Category 3 hurricanes. With skills suggesting years on the job, she opened the City's first ever Emergency Operations Center (EOC) prior to the arrival of Hurricane Ivan in September of 2004, and due to the effectiveness of the EOC, opened it again for Hurricane Dennis in July of 2005. Surrounded by her staff, Ms. Shanahan operated the EOC with sound judgment and amazing calm. The members of City Council have complimented and thanked Ms. Shanahan repeatedly for her outstanding leadership and communication skills in those critical times of crisis. It is her leadership qualities that make Joyce Shanahan the perfect choice for the Florida League of Cities City Manager of the Year Award.

Recognizing the importance of leadership within the organization, Ms. Shanahan introduced the Emerging Leadership Institute earlier this year. The Institute was established to provide professional development opportunities to staff members to better compete for higher level positions within the City when they become available. An initial seminar focused on developing personal leadership skills in a high performance organization. Phase II of the Institute is a five-week course taught by a college professor focusing on leadership and effective supervision. This phase of the program is conducted through an application process.

In January of 2004, just two months into her administration, Ms. Shanahan initiated the City's inaugural strategic planning process with the City Council and staff. From that strategic plan document was borne a work plan which identified the work product, major

associated tasks, and the target completion date. The process was a great success, with nearly all of the identified objectives completed. The process was conducted for the third time in 2006, and is now an integral part of the management of the City.

Last year, Ms. Shanahan initiated "City Manager Field Days." Each Friday during the summer months, she had a field day in a different department/division. In her first field day, she picked up her own garbage at her house and learned about solid waste issues from the driver's perspective. On another field day, starting at 5:30 a.m. on the golf course, she chose the pin placement on one of the City's golf courses and then dug and replaced the cups. Another field day allowed Ms. Shanahan to conduct sludge sampling at the Wastewater Treatment Plant. Field days allow the City Manager to see and hear a different perspective, and also give her an opportunity to interact with employees that she would not typically see at her City Hall office. These activities have also generated low dollar improvements such as a more efficient printer for the Code Enforcement Officers and new sludge judges at the Wastewater Treatment Plant that make the jobs of the City's employees better.

It is not only important for Ms. Shanahan to work side-by-side with employees, but also to recognize their outstanding contributions to the City. In 2004, she initiated the City's first Employee of the Year program, and starting in 2005, the award is given during the Florida League of Cities' City Government Week celebration in Fort Walton Beach to showcase the outstanding contributions of employees to the quality of life of Fort Walton Beach residents. In addition, she developed the "Above and Beyond Award," in which she recognizes employees who go the extra mile in providing services to benefit our citizens. Past recipients have been employees who did creative, cost-saving in-house repairs, a watchful Solid Waste driver that spotted a citizen in need of an ambulance and then waited with her until help arrived, and several employees who were instrumental in the Police Department's State Accreditation. The Fort Walton Beach Police Department was accredited by the Commission

for Florida Law Enforcement Accreditation in June of 2005. This important recognition of law enforcement professionalism was a high priority for the City Manager, along with her Police Department staff, and was received on the first attempt at accreditation.

Ms. Shanahan believes it is vitally important to reward those who rise to the call, but it doesn't stop with employees. Last year, working with the Mayor Mike Anderson, Ms. Shanahan developed the Student Award for Civic Excellence (Student A.C.E.) to honor local high school student leaders who are actively involved in government – especially in their schools and their community. During the 2005-06 school year, twelve students were recognized by Mayor Anderson for their civic leadership.

A member of the International City County Managers Association, the Florida City County Managers Association, the Government Finance Officers Association, and the Florida Government Finance Officers Association, Ms. Shanahan is committed to professional excellence and has the highest personal and professional integrity. In addition to her public service as the City Manager, Ms. Shanahan is actively involved in her community as a member of the Fort Walton Beach Rotary Club, and as a board member of the United Way of Okaloosa-Walton Counties, the Okaloosa Arts Alliance and Fort Walton Beach MainStreet. Ms. Shanahan is also an active and committed mentor in the Okaloosa County Schools, a Big Sister in Big Brothers/Big Sisters of Northwest Florida, and participated in building the Habitat for Humanity Women Build house earlier this year.

Ms. Shanahan was the City's Finance Director for six years prior to being appointed City Manager. At all times, Ms. Shanahan considers the financial impacts of an issue, and considers how it will affect the quality of life of citizens and whether or not a service/project provides a high quality service for the citizens' tax dollars. These questions were crucial while making plans to upgrade the City's water and wastewater facilities. Ms. Shanahan is now implementing the projects included in the \$11 million utility bond issue finalized in

2005. The bond issue received an underlying rating (the City's first ever) of A+ from Standard and Poor and AA- from Fitch; this was the first rating of a bond issue for the City which saved approximately \$23,000 in issuance costs.

Coming from a financial background provides Ms. Shanahan with a unique perspective of the City's needs and funding capabilities. Always seeking alternative funding sources, Ms. Shanahan was successful at having the U.S. Department of State designate the Indian Temple Mound Museum and the Fort Walton Beach Library as Passport Acceptance Facilities in November of 2004. The acceptance of passports, which has not required any additional staffing needs, brought in thousands of additional revenue dollars in the first year of service. At the time the Indian Temple Mound Museum was designated, an official at the Miami Passport Agency noted that she believed that the City of Fort Walton Beach's Indian Temple Mound Museum was the first museum in Florida to offer passport acceptance as a service to its customers.

A major initiative undertaken by Ms. Shanahan has been the acquisition of federally-owned parks land. The City's Softball Complex has been leased from the U.S. Department of Agriculture, Division of Forestry for many years. Ms. Shanahan urged the Division of Forestry to view the 40+ acres as distinct parcels representing existing usages for the appraisal, thereby making the purchase price more affordable than if it was appraised at "highest and best use." The City closed in 2005 on this property, which includes the Northwest Florida Fairgrounds and the Softball Complex.

Ms. Shanahan has taken on a variety of other tasks which have changed the way business is conducted at the City of Fort Walton Beach. She has moved the utilities functions from the Public Works Department, creating a Utilities Department in 2005 which includes the water, sewer and stormwater functions to tighten the span of control in these departments. This reorganization was accomplished without any increase in salary expenditures.

Understanding the vital importance of excellent service to our citizens and other customers, including internal customers, the City Manager instituted 100% Customer Service Training for the employees of the City of Fort Walton Beach, including the City Manager. The ½ day training was conducted by the Whitman Center for Public Service at the University of West Florida in 2005.

Ms. Shanahan is committed to the citizens of Fort Walton Beach and providing them with the highest quality of services for their tax dollars. She looks for new, improved and innovative ways to enhance the quality of life of the citizens of her City. She is responsive to the citizens, the City Council and her staff. Above all, she is committed to running the City of Fort Walton Beach with excellence and integrity, and is highly recommended for the "City Manager of the Year" award.