



TOWN OF PALM BEACH

Town Manager's Office

TENTATIVE -
SUBJECT TO
REVISION

STRATEGIC PLANNING BOARD MEETING

AGENDA

VIA ZOOM ONLY

<https://us06web.zoom.us/j/83597620821>

Thursday, January 20, 2022
9:30 a.m.

I. CALL TO ORDER AND ROLL CALL

Mayor Danielle Moore, Chair
Alfred "Skip" Aldridge
Elizabeth Dowdle
Kristen Kelly Fisher
Nicki McDonald
Peter McKelvy
Katherine Ostberg
Michael Pucillo
Michael Reiter

II. PLEDGE OF ALLEGIANCE

III. APPROVAL OF AGENDA

IV. OATH OF OFFICE

V. COMMUNICATIONS FROM CITIZENS

VI. REGULAR AGENDA

- A. Welcome, Introductions, and Opening Comments from the Mayor
Danielle Moore, Mayor
- B. Review of Materials Provided in the Strategic Planning Board Binders
Jay Boodheshwar, Deputy Town Manager
- C. Review of Roles and Responsibilities of Board Members and Support Staff
Jay Boodheshwar, Deputy Town Manager

- D. Review of Strategic Planning Process, Timeline and Deliverables
Carolyn Stone, Assistant Town Manager
- E. “Roundtable” Discussion Regarding Top Concerns/Opportunities to Address and Include in the Strategic Plan
Danielle Moore, Mayor

VII. ANY OTHER MATTERS

VIII. ADJOURNMENT

PLEASE TAKE NOTE:

The progress of this meeting may be monitored by visiting the Town’s website (www.townofpalmbeach.com) and clicking on “Meeting Audio”. If you have questions regarding that feature, please contact the Office of Information Technology (561) 227-6315. The audio recording of the meeting will appear within 24 hours after the conclusion of the meeting.

Disabled persons who need an accommodation in order to participate in the meeting are requested to contact the Town Manager’s Office at 838-5410 or through the Florida Relay Service by dialing 1-800-955-8770 for voice callers or 1-800-955-8771 for TDD callers, at least two (2) working days before this meeting.

TOWN OF PALM BEACH

Information for Strategic Planning Board Meeting on: January 20, 2022

To: Strategic Planning Board

From: Jay Boodheshwar, Deputy Town Manager

Re: Materials Provided in Strategic Planning Board Binders

Date: January 14, 2022

STAFF RECOMMENDATION

Staff recommends the Strategic Planning Board review the information outlined below in preparation for the January 20, 2022, meeting. Staff will be on hand to answer any related questions.

GENERAL INFORMATION

Each of you have received an informational binder inclusive of the following items, which staff will briefly review at the January 20 meeting.

- A copy of the Florida Commission on Ethics Guide to the Sunshine Amendment and Code of Ethics for Public Officers and Employees.
- A copy of Town Administrative Procedure No. 1-15-6 Email Records Retention Procedure for Boards, Commissions, and Committees. Please note that a general email account for your board has been created. For public records retention purposes, emails related to the Strategic Planning Board and its work should copy the following email address: strategicplanning@townofpalmbeach.com.
- An official parking placard and a memorandum outlining the use of a parking placard.
- Oath of Office. Please note that the Oath will be administered to you at the first meeting on **January 20, at 9:30 a.m.** Signed copies for each member should be forwarded to Antonette Fabrizi at your convenience.
- A copy of the Boards and Commissions Informational Handbook & General Guidelines
- The memorandum to Council dated October 4, 2021 regarding the Long-Range Strategic Plan and associated Resolution No. 141-2021, which created the Strategic Planning Board.
- A copy of the 2003 Strategic Plan.

- A copy of the 2012 Revision to the 2003 Strategic Plan.
- A copy of the current Town of Palm Beach Comprehensive Plan.
- A copy of the 1929 Plan of Palm Beach, prepared by the Garden Club.

An Information Acknowledgement form was also included in your binder, which must be returned to your Board Clerk, Antonette Fabrizi, if you haven't already done so. Please also be advised that you will need to complete the Palm Beach County on-line training titled "Code of Ethics Advisory Board Members Training Video." if you haven't already done so. The training video can be accessed at <http://www.palmbeachcountyethics.com/training.htm>.

cc: Kirk Blouin, Town Manager
Carolyn Stone, Assistant Town Manager

TOWN OF PALM BEACH

Information for Strategic Planning Board Meeting on: January 20, 2022

To: Strategic Planning Board

From: Jay Boodheshwar, Deputy Town Manager

Re: Roles and Responsibilities of Board Members and Support Staff

Date: January 17, 2022

STAFF RECOMMENDATION

Staff recommends the Strategic Planning Board review the information outlined below in preparation for discussion at the January 20, 2022, meeting.

GENERAL INFORMATION

As outlined in Resolution No. 141-2021, which created the Strategic Planning Board, the Board shall serve in an advisory capacity in the development of the 2023 Strategic Plan. Mayor Danielle H. Moore will serve as the Board's Chair for the duration of its work and appointed board members will actively participate throughout the process to provide input, guidance, and support in the development of the Plan. The Deputy Town Manager, Assistant Town Manager, Department Heads, and other key members of the Town staff will assist in the facilitation of the Board's work and participate in the planning process.

One of the many documents included in the informational binder prepared for each board member is a copy of the Boards and Commissions Informational Handbook & General Guidelines. This handbook provides a variety of information we hope will be helpful to the Board, including sections that outline the roles and responsibilities for board members and the support staff. Below are some important highlights of said roles and responsibilities.

Role and Responsibilities of the Board Chair

The chair is the key to the proper functioning of a board meeting. The chair has the important responsibility of ensuring that the meetings operate efficiently and for maintaining the unity of the board. There are some general rules for an effective chair:

1. The Chair will ensure that meetings follow Robert's Rules of Order and that meetings move along in an efficient manner to respect the value of everyone's time involved.
2. The chair should see that the Board considers the major issues and does not become sidetracked by insignificant concerns.

4. The chair should attempt to bridge the differences that may exist among the opinions of the board members in order to reach a consensus.

Responsibilities of Board Members

Although the duties of each advisory board varies, there are certain responsibilities that are common to all board members. The following is a summary of the important responsibilities of board members:

1. Learn the board's scope of responsibilities and operating procedures, and be active participants in meetings.
2. Individual members should refrain from representing their views or recommendations outside of public meeting, as those of the board unless the board has officially voted to approve the recommendation. Board members making recommendations or expressing views not approved by the majority of the board should indicate that they are representing only themselves as individuals. Although board members have been selected, in part, because they represent clearly defined groups, each board member should represent the entire public interest of the Town and not just his/her respective group or interest. The question, "What is best for the entire community?" takes precedence over "What is best for me or my interest group?"
3. As an influential member of the community, a board member is in the unique position of serving as a liaison between the Town and the public in helping to reconcile contradictory viewpoints and building a consensus around common goals and objectives.

Responsibilities of Support Staff

Deputy Town Manager, Jay Boodheshwar, and Assistant Town Manager, Carolyn Stone, will primarily facilitate the Strategic Planning Board as its liaisons, but the Town Manager, Kirk Blouin and all department heads will be involved in the planning process to varying degrees. Administrative Assistant, Antonette Fabrizi, will serve as the Board's clerk.

Staff will work with the Mayor each month to prepare meeting agendas and back-up. Summary minutes will be prepared for approval at the next meeting and all meetings will be recorded for records retention and public transparency purposes. The planning process, community engagement efforts, and development of the final plan will be facilitated by the assigned staff liaisons, whom both have significant strategic planning experience. Staff will be supported by an external consulting firm, which is local and has a proven record of accomplishment in strategic planning for local governments.

Strategic Planning Consultant

As stated above, staff will require assistance from an external consulting firm to ensure milestones are met, the process is smooth, and the final Plan document is thorough, easy to read, and befitting of the great work we expect this Board to complete. Palm Beach County based, Trainnovations,

was retained by the Town to provide support and leadership in the completion of the 2023 Strategic Plan. Attached is a brief “About Us’ document that highlights the vision/mission of this firm, as well as their core values/approach to “moving organizations from better to brilliant.” You can also learn more about this firm by clicking on this link: <https://trainnovations.com/>.

The qualifications and experience of this firm was reviewed by staff, endorsed by the Mayor, and approved by the Town Manager to comply with procurement requirements.

cc: Kirk Blouin, Town Manager
Carolyn Stone, Assistant Town Manager

About Us

Trainnovations – Vision, Mission and Values

We help guide organizations on their journey from **Better to Brilliant** by enhancing culture to align with strategic goals, implementing performance excellence with metrics and improving the health and wellbeing of employees and their organizations.

Vision:

It is Trainnovations aspiration to provide extraordinary quality consulting and training for local government to achieve, sustain and thrive.

Mission:

We are a contemporary consulting firm that provides services and training programs to build healthy organizations on their journey to excellence. Our combination of services helps build the capability and capacity of people toward long term sustainable results.

Core Values:

We live and embrace our core values by responsibly and enthusiastically advancing the **STAIRWAY** to Excellence.

- **Systems focus** – We believe an organization's overall performance requires systematic Approaches, Deployment, Learning and Integration.
- **Team and Personal Learning** – We are committed to continuous improvement and learning is practiced daily. We focus on being the example and sharing the knowledge.
- **Agility** – We believe in the capacity to rapidly change and be flexible in the complex work environment: ours and our client's!
- **Innovation** – We believe in making meaningful changes that positively impact the results of the work product. We present innovative solutions and build a case for innovation.
- **Responsiveness** – We are sensitive to external and internal customer and workforce needs. We recognize that customer and employee driven excellence is a strategic concept. This demands awareness and openness of key success factors.
- **World Class Business Strategies** – We are committed to keeping our finger on the pulse of current and relevant business models and assisting organizations to implement them.
- **Accountability** – We own our behaviors, help each other be accountable, and model this for our clients.
- **You** – We value each individual customer as an integral part in the path to brilliance. We are a customer centric organization.

The Town of Palm Beach Project Team Specializing in Organizational Excellence

Trina Pulliam, President, BS Economics (UF)

Knowledge, Skills and Abilities

- Project Development and Management
- Executive Team Development and Improvement
- Facilitation for small and large teams
- Program Development
- Six Sigma

Associations and Certifications

Malcolm Baldrige Board of Examiners, Florida Excellence Award, Examiner and Developer, Florida Sterling Senior Examiner, FCCMA, Leader to Leader Institute, Member, Wiley/Pfeiffer Corporate Partner, True Colors Certified, Leadership Practices Inventory© (LPI), MBTI Qualified (Otto Kroeger Associates), Achieve Global, Zenger Miller Certified Trainer, DDI, Development Dimensions International, Certified Facilitator, ASTD, American Society for Training and Development, Member

Myra Quinn, M.Ed., MPEC, Director, Lead Facilitator and Executive Coach

Knowledge, Skills and Abilities

- Team and Individual Coaching
- Human Resources Training
- Executive Coach
- Staff Level Human Development
- Counseling and Case Management

Associations and Certifications

Association for Talent Development, Florida Sterling Examiner, Certified Work Readiness Trainer, Master Personal & Executive Coach, WorkEssentials©-Life Skills Counselor, Myers-Briggs Assessment Facilitator, Certified Experiential ROPES Facilitator, Certified Sales Trainer

Melinda Miller, MS CIS, CMBM, CGCIO, CISSP, Director, PM, Government Specialist

Knowledge, Skills and Abilities

- Strategic Planning
- Project Management for large scale development and implementations
- Data Analysis
- Process Improvement
- Six Sigma

Associations and Certifications

Malcolm Baldrige Board of Examiners, Florida Sterling Examiner, Certified Mind-Body Skills Coach, Florida Government Information Systems Association Offices Held: President, Past President, Vice President, Secretary and District Director, Florida Local Government Coalition – charter member, Florida League of Cities Resolutions Committee – Voting Delegate, (ISC)2 – International Information Systems Security Certification Consortium, South Florida Information Systems Security Association

TOWN OF PALM BEACH

Information for Strategic Planning Board Meeting on: January 20, 2022

To: Strategic Planning Board

From: Carolyn Stone, Assistant Town Manager

Re: Strategic Planning Timeline and Process

Date: January 15, 2022

STAFF RECOMMENDATION

Staff recommends the Strategic Planning Board review the information outlined below in preparation for the January 20, 2022, meeting. Staff will be on hand to answer any related questions.

GENERAL INFORMATION

The Mayor and staff anticipate the strategic planning process to commence at the January 20, 2022, board meeting and conclude in April 2023. The plan itself is targeted for a five-year lifecycle serving as a roadmap through FY 2028. The Strategic Planning Board's focus will be on the first two phases of the planning process including preparation of the plan which entails identifying key issues, evaluating research, and analyzing data and trends. This phase will include the development and administration of a community survey and two focus groups. The second phase includes formulating strategy including articulating a preliminary end state, review of strategic options and developing the actual strategic plan that will be presented to the Town Council for adoption in spring 2023. The execution and monitoring of the plan will occur in years 2023-2028 including elements of strategy refinement and mid – cycle reviews.

The proposed board meeting dates (after the initial meeting) for 2022 are as follows: January 20 (via Zoom), February 18, March 18, April 21, May 26, September 16, October 20, November 17, and December 15. The 2023 meeting dates will be determined later this year, but the final plan is expected to be presented for adoption by Town Council in April 2023, at which time the board will also sunset. Regular board meetings are anticipated to be about 2.5 hours and will be held in the Council Chambers unless otherwise indicated.

Staff looks forward to presenting additional details regarding the process and timeline at the January 20 meeting.

cc: Kirk Blouin, Town Manager
Jay Boodheshwar, Deputy Town Manager

TOWN OF PALM BEACH

Information for Strategic Planning Board Meeting on: January 20, 2022

To: Strategic Planning Board

From: Danielle H. Moore, Mayor

Re: Concerns/Opportunities to Address and Include in the Strategic Plan

Date: January 18, 2022

GENERAL INFORMATION

In preparation for our discussion regarding Town concerns/opportunities at the January 20, 2022, Strategic Planning Board meeting please review the information below and be prepared to share your thoughts with the team. If you would like, please email your input to Antonette Fabrizi prior to the meeting. We will also accept written comments after the meeting for inclusion in the meeting records.

As outlined in Resolution No. 141-2021, which created the Strategic Planning Board, Town Council has authorized the Board to consider and/or include the following in the final version of the 2023 Strategic Plan:

- (1) The Town's Comprehensive Plan;
- (2) A Town mission statement;
- (3) Broad strategic long-term goals, which express the preferred future state of the Town;
- (4) An assessment of the Town's internal and external environment, including key demographic, economic, social, and cultural factors, that could significantly affect the Town's vision of itself and its values;
- (5) An evaluation of the Town's long-term assets and current resources, and the resources needed to achieve its strategic goals;
- (6) An appraisal of intergovernmental issues, technological and other opportunities that may be available, and long range problems and issues that need to be addressed; and
- (7) One or more action plans, which incorporate the foregoing and discuss the Town's strengths that should be maximized, its weakness that should be minimized or eliminated, opportunities that should be explored, threats facing the Town that should be addressed, and activities and programs that should be eliminated, created, or restructured to achieve the Town's strategic goals.

In preparation for this discussion, please think about the items above and consider the vision statement and strategic initiatives that are included in the 2003 Plan. Many of these issues are still very relevant today but the issues may be more complex and/or of differing priorities. And of course, there may be new issues facing our Town that were not contemplated in the 2003 Plan that we are hopeful to flesh out through this planning process.

cc: Kirk Blouin, Town Manager
Jay Boodheshwar, Deputy Town Manager
Carolyn Stone, Assistant Town Manager