



MINUTES OF THE SPECIAL SESSION OF THE CITY COMMISSION HELD TUESDAY, AUGUST 18, 2020, AT 5:00 PM VIA COMMUNICATIONS MEDIA TECHNOLOGY (CMT) FOR PUBLIC ACCESS

MEETING CALLED TO ORDER

ROLL CALL: Commissioner Gonzalez (Present), Commissioner Ortiz (Present), Commissioner Eady (Present), Commissioner Fisher (Present), Mayor Alvarez (Present)

Staff Present: City Manager Steigerwald, City Attorney Sanchez de Fuentes, Assistant City Manager Blake, City Clerk Hansell

Mayor Alvarez called the meeting to order 5:10 p.m.

1. TOHO WATER AUTHORITY INTERVIEWS

5:10 p.m. John McAleenan

The Mayor and Commissioners each asked the candidates a series of questions as listed in (Exhibit "A").

Mr. McAleenan responded with the following answers to the questions:

- 1) He reviewed his extensive background including working for Toho Water for a one-year period and activities including his service in the military and working in several states in water services.
- 2) Fifteen (15) years of experience in Water Utility Services.
- 3) Founder of homeowner's association in his neighborhood and responsive to the residents as a leader in the community.
- 4) Water conservation is important because we do not have an endless source of fresh water. Looking for alternate supplies should be a priority in Osceola County.
- 5) Feels he would encourage growth and new partnerships. He has worked on budgets and understands processes. He is a regular guy and does not have a large group of friends and could dedicate time to Toho's Mission. He believes the customers should get the service they pay for.

Mayor Alvarez thanked Mr. McAleenan for his time.

5:20 p.m. Henry Thacker

The Mayor and Commissioners each asked the candidates a series of questions as listed in (Exhibit "A").

Mayor Alvarez asked Mr. Thacker to review his background.

Mr. Thacker responded with the following answers to the questions:

- 1) Born and raised in Kissimmee and attended college at the University of Florida for Construction Management. He feels he understands the hardship of dealing with many different types of people and understanding their roles. Works with a budget every day and understands the importance of the budget process.
- 2) Wants to give back to the community and make sure everyone is being served. Water is one of our most precious resources and the quality of water we have is second to none.
- 3) He realizes it is not personal and he listens closely, so he can provide the answers that are accurate. When he makes a decision, he stands by it but listens to all sides first.
- 4) An Alternative water supplies may not run out, but it could get expensive if we don't make the right decisions when it comes before the Board. We need a good quality water. Conservation does not mean that water cannot be used, but we should be responsible, and conserving is important.
- 5) As a member of the Board, actions speak louder than words. Need to listen to the people and serve all, especially during this COVID Pandemic we need to offer assistance to those in need. The Board will need to make tough decisions.

Mayor Alvarez thanked Mr. Thacker for his time.

Commission consensus was that both candidates provided good interviews.

Commissioner Fisher made a motion to select Henry Thacker. Commissioner Eady seconded the motion for discussion.

Commissioner Ortiz felt Mr. Thacker was a good candidate but he felt Mr. McAleenan had more experience in the water field with fifteen (15) years of experience and that is what he feels is important.

Commissioner Gonzalez stated she agrees with Commissioner Ortiz, she was ready to vote for Mr. McAleenan.

Commissioner Jim Fisher moved to appoint Henry Thacker to the Toho Water Authority Board of Directors Commissioner Angela Eady seconded the motion

Upon roll call, the vote was as follows:

Commissioner Ortiz	NAY
Commissioner Eady	AYE
Commissioner Fisher	AYE
Commissioner Gonzalez	NAY
Mayor Alvarez	AYE

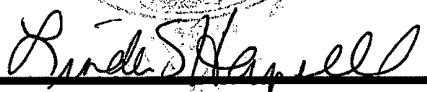
Motion carried 3 - 2

ADJOURNMENT

There being no further business to come before the Commission, Mayor Alvarez adjourned the meeting at 5:42 PM

ATTEST




CITY CLERK


MAYOR-COMMISSIONER



CITY OF KISSIMMEE

Office of the City Clerk

101 Church Street Kissimmee, Florida 34741-5054 . Phone 407-518-2308 . FAX 407-518-2260

REQUEST FOR SPECIAL MEETING

Pursuant to Title II, Chapter 2-2, Section 2-2-16, Special Meeting Call, Kissimmee City Charter, the City Manager calls a Special Session of the City Commission of the City of Kissimmee, Florida to be held **Tuesday, August 18, 2020 at 5:00 P.M.** via communications media technology (CMT)*. The City Commission to interview potential candidates to fill a vacancy on the Toho Water Authority Board of Directors as scheduled.

1. INTERVIEW TOHO WATER AUTHORITY (TWA) BOARD CANDIDATES:

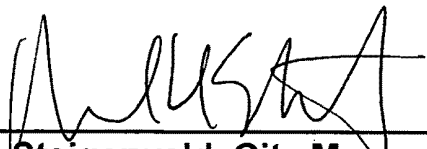
5:10 P.M. John McAleenan

5:20 P.M. Henry Thacker

*** Participation Options** - You may listen, view, or virtually attend the Commission Interviews by.

Listening via telephone by dialing 312.626.6799 and entering Meeting ID 827 7437 7861

View the Commission interviews live via your smartphone or desktop computer with by visiting [https //us02web zoom.us/j/82774377861](https://us02web.zoom.us/j/82774377861)


Mike Steigerwald, City Manager

IN ACCORDANCE WITH FLORIDA STATUTES 286.0105 ANY PERSON WISHING TO APPEAL ANY DECISION MADE BY THE CITY COMMISSION WITH RESPECT TO ANY MATTER CONSIDERED AT SUCH MEETING OR HEARING WILL NEED TO ENSURE THAT VERBATIM RECORD OF THE PROCEEDINGS IS MADE, WHICH RECORD INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL IS MADE

IN ACCORDANCE WITH FLORIDA STATUTE 286.26, PERSONS NEEDING ASSISTANCE TO PARTICIPATE IN ANY OF THESE PROCEEDINGS SHOULD CONTACT THE OFFICE OF THE CITY CLERK AT 407-518-2308 OR VIA EMAIL AT CITYCLERKEMAIL@KISSIMMEE.ORG, PRIOR TO THE MEETING (FS 286.26).

Toho Water Authority (TWA)
Board of Directors Interview Questions
Tuesday, August 18, 2020
5:10 p.m.
Commission Chambers – Kissimmee City Hall

Candidates for Interview:

John McAleenan, Jr. at 5:10 p.m.

Henry Thacker at 5:20 p.m.

**Toho Water Authority (TOHO)
Board of Directors Interview**

Tuesday, August 18, 2020

Tally Sheet

<u>Candidate Name</u>	1	2
John McAleenan		
Henry Thacker		

Exhibit "A"
Toho Water Authority Board Interview Questions
& Applications for John McAleenan and Henry Thacker
Item 1.A and 1.B

John J. McAleenan, Jr.

4473 Biscayne Breeze Way
mcaleenanjohn@gmail.com

Kissimmee, FL 34744
(907) 317-2192

OBJECTIVE

Be a key member of your management team working with a customer-oriented staff exercising my leadership and organizational skills.

SUMMARY

A leading expert in customer service, information systems, call centers, and project management with over 31 years of proven leadership ability. Over 27 years developing/directing multi-million dollar budgets, personnel management and employee relations. Member of several national customer service conference planning committees.

EXPERIENCE

Remote – Call Center Supervisor
Plexos Group, LLC, Baton Rouge, LA

2020

Worked as contractor to the Florida Department of Economic Opportunity (DEO). Participated as a member of the supervisory team. Lead a team of 30-60 agents fielding calls in support of the government Reemployment Assistance program. Supervised staff, monitored, coached, and motivated staff toward providing excellent customer service. Prepared and approved timesheets, monitored staff/customer calls, and ensured attendance records were completed in a timely manner. Briefed staff daily on new DEO bulletins. Encouraged continuous improvements.

Director, Customer Service Division
Toho Water Authority, Kissimmee, FL

2011 – 2012

Implemented, directed and organized the activities and operations of the first Authority's customer service staff. Developed strategic plan for the Division, established goals and performance metrics, lead a staff of 20 employees, and ensured customer billings were correct for 75,000 customers. Participated as a member of the senior executive team for the Authority. Project manager and a member of the selection committee for the Authority's first billing system. Managed customer complaints by researching and solving all escalated customer issues. Worked directly with the Executive Director and the Board of Directors.

Director, Customer Service Division
Anchorage Water & Wastewater Utility, Anchorage, AK

1998 – 2011

Participated as a member of the senior management team for the Utility. Planned, budgeted, organized, and directed a staff of 44 employees responsible for two call centers, timely billing and collection of 55,000 Utility accounts. Implemented new radio frequency automated meter reading system that increased meter reading efficiency and reduced manning by 75%. Established metrics and training that reduced customer call waiting time to less than 22 seconds per telephone call and reduced accounts receivables to less than 3% outstanding after 60 days.

John J. McAleenan, Jr.

4473 Biscayne Breeze Way
mcaleenanjohn@gmail.com

Kissimmee, FL 34744
(907) 317-2192

EXPERIENCE **(cont.)**

Manager, Information Technology Division 1995 – 1998
Anchorage Water & Wastewater Utility, Anchorage, AK

Planned, budgeted, organized and directed all Utility information systems to include financial, operational, and geographical information systems, and the Customer Information and Billing System. Participated as a member of the senior management team. Managed the Utility's \$3.5 million IT budget. Developed five year IT Master Plan.

Senior Systems Engineer 1993 – 1995
Lockheed-Martin, Inc., Anchorage, AK

As Program Manager, directed the implementation of the Federal Aviation Administration's \$280 million satellite communications system in Alaska. Driving force in installing the first 10 sites in Alaska on time and within budget. Supervised 14 contractor personnel from five different companies.

Commander, Computer Operations Flight 1985 - 1993
Executive Officer, 1931 Communications-Computer Wing
United States Air Force, Elmendorf AFB, AK

Directed daily operation of all base computer and communication systems. Supervised 203 people in 18 different work centers performing management and control of four information system centers, telephone and office computer systems supporting an operation equivalent to a small city.

EDUCATION

Formal

Wayland Baptist College, Plainview, TX
Computer Science/Business Administration

BS 1980

Community College of the Air Force
Communications Technology

AAS 1980

Professional

Senior-level and Mid-level Management, Professional Military Schools

Technical

Strategic Planning and Competitive Assessment Courses, Customer Service Management Skills, Personnel Management, Counseling, and Effective Writing

Toho Water Authority Board Member Application

Name *

First

Last

Address *

Street Address

City

State/Region/Province

Postal / Zip Code

Country

Phone ***Alternate Phone****Email *****Are you a resident of Osceola County? ***

- ☒ Yes, I am a resident.
- ☐ No, I am not a resident.

Are you a registered voter in Osceola County? *

- ☒ Yes
- ☐ No

Do you live within the City limits of Kissimmee? *

- ☒ Yes
- ☐ No

How long have you lived in the City of Kissimmee water and sewer area? *

Toho Water Authority Board Member Application

Does your permanent residence or business receive water, sewer or reclaimed water service from the Tohopekaliga Water Authority? *

☒ Yes

☐ No

Do you hold an elected, governmental position? *

☐ Yes

☒ No

Are you presently serving on a governmental advisory board? *

☐ Yes

☒ No

Are you employed by the City of Kissimmee? *

☐ Yes

☒ No

Are you employed by Osceola County? *

☐ Yes

☒ No

Are you employed by the Tohopekaliga Water Authority? *

☐ Yes

☒ No

Do you or your employer have contracts with the Tohopekaliga Water Authority? *

☐ Yes

☒ No

Are you currently willing and do you have the time necessary to serve as an Authority Member? *

☒ Yes

☐ No

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Please select your level of education.

-Select-



Business & Work Experience

Toho Water Authority Board Member Application

Business & Work Experience

Business & Work Experience

Business & Work Experience

Civic Activities: (Service Club, Church Activities, Government Advisory Boards, other experiences relevant to service to Tohopekaliga Water Authority.)

Founding father for North Point Advisory Board of Directors
Served as Vice President of the North Point Advisory Board of Directors for four years
Served on North Point Advisory Committee for three years.

The above information is true and accurate:

Signature

**Toho Water Authority Board
Interview Questions
August 18, 2020**

Candidate Name: John McAleenan

1. Briefly introduce yourself and tell us about your background and experience.
2. Why do you want to serve on the TWA board and what contributions do you feel a person with your skills, experience, and background would make?
3. As a TWA board member you are a public official, tell us how you would handle public scrutiny or criticism of your actions or decisions?
4. What role should Toho Water Authority have or play in the development of Alternative Water Supplies and/or promotion of water conservation?
5. What do you feel your role as a board member should be in emphasizing the TWA's mission to provide water services to the community?

HENRY THACKER



TOHOPEKALIGA WATER AUTHORITY

Brief Biographical Information for
Potential Authority Board Member

1. Are you a resident of Osceola County? Yes X No
2. Are you a registered voter in Osceola County? Yes X No
3. Do you live within the City limits of Kissimmee? Yes X No
4. How long have you lived in the City of Kissimmee water and sewer area? 27 years
5. Does your permanent residence or business receive water, sewer or reclaimed water service from the Tohopekaliga Water Authority? Yes X No
6. Do you hold an elected, governmental position? Yes No X
7. Are you presently serving on a governmental advisory board? Yes X No
8. Are you employed by the City of Kissimmee? Yes No X
9. Are you employed by Osceola County? Yes No X
10. Are you employed by the Tohopekaliga Water Authority? Yes No X
11. Do you or your employer have contracts with the Tohopekaliga Water Authority? Yes No X
12. Are you currently willing and do you have the time necessary to serve as an Authority Member? Yes X No

13. **Formal Education:**

Institution Name & Location	Dates Attended	Degree Received	Date Received
University of Florida, Gainesville, FL	8/2010-12/2014	Bach of Sci, Construction Management	12/2014

14. **Business & Work Experience:**

1. Business Name & Location (City & State): Balfour Beatty, Orlando, FL
Dates: 6/2018 - Present Position Held: Project Manager
Responsibilities/Duties: Deliver construction projects on time and under budget. Full control of budgeting, forecasting, and procurement of contracts. Coordinating with Owners, design professionals, and subcontractors. Managing high safety standards. Running large executive meetings. Have managed attraction projects at both SeaWorld and Walt Disney World
No. of Employees Supervised: 12 direct employees, up to 40 different subcontractors
Budget/Purchase Responsibility: \$50 million

2. Business Name & Location (City & State): Moss Construction, Orlando, FL
Dates: 1/2015 – 6/2018 Position Held: Assistant Project Manager
Responsibilities/Duties: Preconstruction / procurement of work, procurement of material, coordination with owner's, design professionals, and subcontractors, managing of costs / change management, quality control, site logistics safety, scheduling, and coordination with utility companies. Worked on office buildings, resorts, and public education projects.
No. of Employees Supervised: 3 direct employees, up to 20 subcontractors.
Budget/Purchase Responsibility: \$20 million

13. **Civic Activities:** (Service Club, Church Activities, Government Advisory Boards, other experiences relevant to service to Tohopekaliga Water Authority.)

Osceola Arts, Board of Directors, Chairman
Young Professionals of the Kissimmee/Osceola Chamber, Treasurer
City of Kissimmee, Board of Adjustment
Osceola County, Library Advisory Board
Silver Spurs, Financial Committee
ACE Mentoring, Co-Lead Mentor, Osceola

The above information is true and accurate:

Name: Henry Thacker
(Please Print or Type)


Signature

Address: 704 Canterbury Lane
Kissimmee, FL 34741

08/04/2020
Date

Telephone: (W) N/A (see cell)
(H) N/A (see cell)

(Cell phone no.) (407) 908-0307
(Fax) N/A

E-Mail hthacker@balfourbeattyus.com

**Toho Water Authority Board
Interview Questions
August 18, 2020**

Candidate Name: Henry Thacker

1. Briefly introduce yourself and tell us about your background and experience.

2. Why do you want to serve on the TWA board and what contributions do you feel a person with your skills, experience, and background would make?

3. As a TWA board member you are a public official, tell us how you would handle public scrutiny or criticism of your actions or decisions?

4. What role should Toho Water Authority have or play in the development of Alternative Water Supplies and/or promotion of water conservation?

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