

2022 ANNUAL REPORT

OCTOBER 1, 2021 - SEPTEMBER 30, 2022



BAY COUNTY *Florida*
BAYCOUNTYFL.GOV

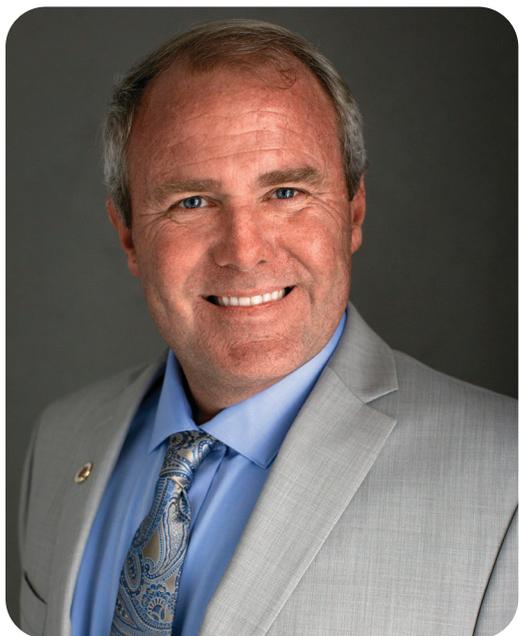




2022 ANNUAL REPORT

OCTOBER 1, 2021 – SEPTEMBER 30, 2022

A MESSAGE FROM THE COMMISSION CHAIRMAN



tommy hamm
district 1

Bay County offers our residents the very best of Florida: beautiful beaches and sunny skies. But our Southern hospitality, charm, and very low taxes also make our county among the very best places in our state to live. With Hurricane Michael more than four years behind us, we have made significant strides in our recovery from the third-strongest storm to ever hit our nation's shores. This book aims to highlight our accomplishments throughout Fiscal Year 2022, which ran from Oct. 1, 2021 to Sept 30, 2022. We intend to provide readers with a snapshot of how each department and division of county government works daily with the common goal of bettering our community. This board will continue to work together to ensure that we recover and rebuild in a thoughtful, expedient manner. We are proud of our staff and their hard work to make our home a wonderful place to live and visit. We expect our team to maintain focus on our customers – the citizens of Bay County – while also being good stewards of your taxpayer dollars. The Bay County Board of County Commissioners maintains a commitment to excellence and efficiency in government while also providing transparency and accountability to the citizens we serve, and we welcome input and feedback about ways we can do and be better for the people of Bay County.

A copy of this Annual Report for the Board of County Commissioners is available online at www.baycountyfl.gov.

BAY COUNTY STATISTICS PER FL LEGISLATIVE ECONOMIC AND DEMOGRAPHIC RESEARCH

POPULATION: 179,168
AREA (SQUARE MILES): 758
ESTABLISHED: 1913

COUNTY SEAT: PANAMA CITY
MEDIAN HOUSEHOLD INCOME: \$60,473
MEDIAN AGE: 39



ABOUT THE COMMISSION

The Bay County Board of County Commissioners is a five-member governing board elected at-large to represent the citizens of Bay County. The board defines the role and guides the actions of the organization in ensuring the future of Bay County. The commission hires a county manager to implement policies established by the board and to manage the operations of the county. The commission annually adopts the millage rate and approves the budget, which determines the revenue and expenditures necessary to operate all county departments. The powers and duties of the county commission are established by Florida Statutes, Chapter 125.

The majority of offices of the Bay County Commission are located at the Bay County Government Center at 840 W. 11th St., Panama City. The campus also houses the offices of the Bay County Supervisor of Elections, the Tax Collector and the Property Appraiser.

THE 5 COUNTY DISTRICTS



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www.baycountyfl.gov

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county manager



robert "bob" majka



MESSAGE FROM THE COUNTY MANAGER:

In Fiscal Year 2022, Bay County government continued to meet challenges raised by natural disasters and local and national emergencies with ingenuity and steadfast commitment to the citizens we serve. We continue our work recovering from 2018's Hurricane Michael, the pandemic that followed in 2020 and ensuing economic difficulties of both those events, as well other events, such as the wildfires that struck our county in early spring 2022. Throughout all of it, we have continued to work hard to meet the long-term, enduring goals we established and adopted in our strategic planning process. Ensuring safety; delivering needed and wanted services; maintaining a family friendly community that adheres to our values; effectively maintaining stewardship of our natural resources; and, building and maintaining a healthy business climate remains our focus in Bay County.

The purpose of this report is to provide an update to the citizens of Bay County about the many ways in which we are working to reach our goals each year.

We have again included an employee spotlight in the pages of the annual report. Bay County employees strive daily to serve their friends and neighbors with dignity and integrity, and we are grateful for their continued hard work despite the challenges of the last couple of years.

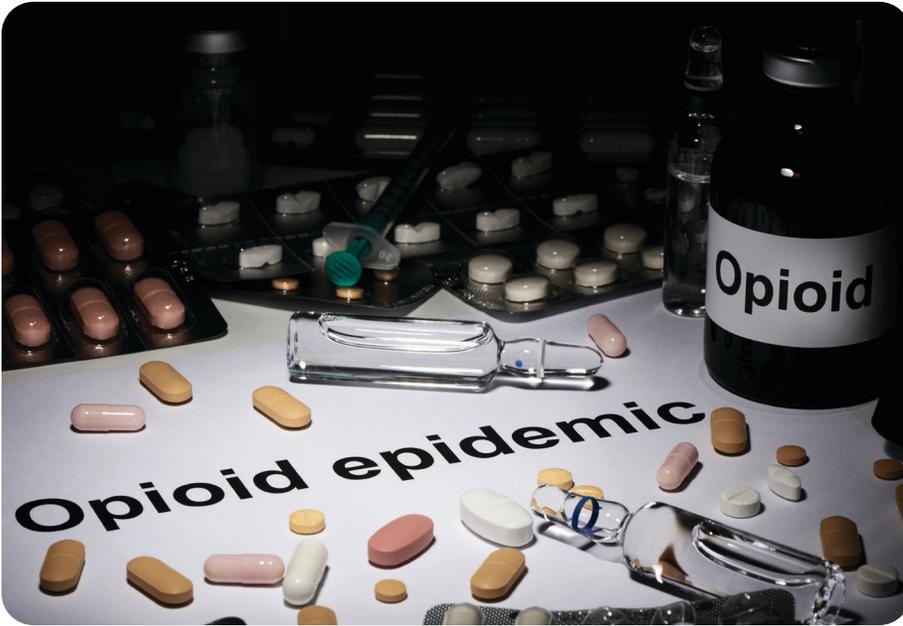
A FEW HIGHLIGHTS FROM 2022 INCLUDE:

- > Bay County's millage rate remained unchanged and among the lowest in the state at 4.43 mills. We are currently the 7th lowest taxing district in the state.
- > We completed several Half-Cent Surtax projects on our list, including:
 - > Titus Road extension
 - > Nehi Road stabilization
 - > FY21 Local Dirt Road stabilization projects
- > We repaid \$150 million in debt borrowed to cover Hurricane Michael recovery costs.
- > The federal government approved more than \$47.5 million in Hurricane Mitigation Grant Program Projects, including:
 - > Paving rural dirt roads.
 - > Hardening county buildings to ensure their durability during storms and bad weather events.
 - > The construction of new community centers and facilities that will also serve as public long-term emergency shelters in the northern part of the county, and much, much more.
- > We launched the county's new Housing Program, and within the first eight months we expended over \$18 million in state funding, providing purchase assistance to more than 200 families.
- > We spent almost two weeks straight battling forest fires that spanned three counties and tens of thousands of acres. Aid from across the state came to Bay County to assist in that effort.

ROBERT "BOB" MAJKA BAY COUNTY MANAGER

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don banks

WHO WE ARE

The County Attorney’s Office represents the Board of County Commissioners in all legal matters. The three attorneys on staff represent Bay County in lawsuits, administrative hearings, and at public meetings. In addition, legal staff prepares and reviews ordinances, contracts, and other legal instruments. The attorneys also render legal opinions and provide legal support to commissioners, boards, and departments.

WHAT HAPPENED IN 2022?

Legal staff worked on the following legal issues and projects this past year:

- > In 2022, the County Attorney’s Office continued to manage the county’s involvement in the opioid litigation project. Settlements this year exceeded \$600,000, payable to the county over time. First-year settlement payments will exceed \$100,000.
- > The County Attorney’s Office worked with Housing Services on negotiating and documenting the funding arrangements for three large housing developments throughout Bay County to assist citizens with affordable housing.
- > This year, the County Attorney’s Office drafted and processed a wide range of ordinance changes ranging from boat ramp regulations, Spring Break activities, surplus properties, economic development incentives, and procurement code amendments.
- > We completed a resolution of the Builders Services private provider litigation. Relatedly, we assisted Builder’s Services and Planning and Zoning in adjusting their processes and fee schedules to better reflect their respective roles in development reviews.
- > In addition to the County Attorney’s regular role in working with the Planning Commission, our office had the opportunity to successfully defend an appeal of a Planning Division staff decision before the Planning Commission.
- > The County Attorney’s Office continues to assist our Economic Development Alliance in promoting economic growth in Bay County through the use of innovative and creative methods to employ local and regional funding sources to compete for businesses seeking to relocate or grow in our county.



employee spotlight

MIKE HAUVERSBURK

Mike Hauversburk joined the County Attorney’s Office in August 2022. Mike has 32 years of law experience with practice in the private sector, as a Bay County judge, and most recently as a State of Florida hearing officer. Mike received his bachelor’s in 1983 and his law degree in 1990 with high honors from Florida State University in Tallahassee. Mike enjoys spending time with his two sons, Jacob, 26, and Jared 22, and has always considered their childhood as an excuse for him to enjoy a second one for himself. Mike loves golfing, kayaking, traveling, and other outside activities with his family.

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employee spotlight

TONYA WILLIAMS

Tonya Williams is the principal budget analyst in the county's Budget Office. Originally from Indiana, the love of sand and sunshine brought her to Panama City in 1987. Tonya earned her bachelor's degree in business from Indiana University, Bloomington IN. Before coming to the Budget Office, Tonya's career was in banking and other local governmental agencies. Tonya is married and has one daughter, two daughters by marriage, five grandchildren and a beloved rescue dog, Duke. In her leisure time she enjoys reading, walking, and crocheting.



WHO WE ARE

The Budget Division creates, modifies, and monitors the annual budget for the Board of County Commissioners. We work closely with the county departments to develop the expenditure budget for the board. The office also develops financial projections for the county's revenues. It serves as a hub for financial data for the various departments under the board and assists the departments with any financial matters.

WHAT HAPPENED IN 2022?

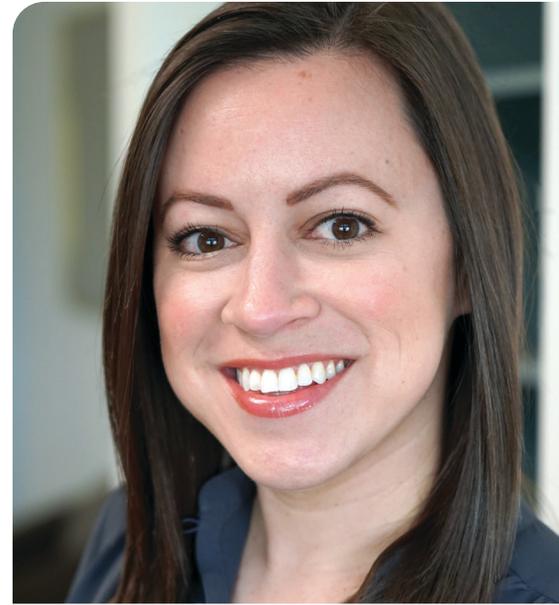
- > Bay County's Hurricane Michael burn rate as of September 30, 2022, including purchase orders, is as follows:

	PAYMENTS	P.O.s	REIMBURSEMENTS
FEMA A - DEBRIS REMOVAL OPER	\$ 215,233,993	-	\$ 177,522,312
FEMA A - DEBRIS REMOVAL CAP	\$ 727,995	-	-
FEMA B - EMPG PRTV MSRS OPER	\$ 24,075,133	-	\$ 14,466,539
FEMA B - EMPG PRTV MSRS CAP	\$ 3,364,322	-	-
FEMA C - ROADS & BRIDGES	\$ 6,423,567	\$ 10,509,620	\$ 7,643,697
FEMA D - WATER CNTRL FAC	\$ 2,491,982	\$ 389,914	\$ 521,142
FEMA E - BLDGS & EQUIP OP	\$ 779,226	-	\$ 474,409
FEMA E - BLDGS & EQUIP CAP	\$ 47,768,933	\$ 7,077,755	-
FEMA F - UTILITES	\$ 5,729,879	\$ 19,424	\$ 3,887,108
FEMA G - PARKS & REC, OTHER	\$ 6,409,515	\$ 378,046	\$ 4,933,750
FEMA Z - ADMIN COST	\$ 24,454,496	-	\$ 7,937,493
Disaster O/T	\$ 4,337,073	-	-
TOTAL	\$ 341,796,116	\$ 18,374,759	\$ 217,386,450

- > Bay County received the second half of American Rescue Plan Act (ARPA) funding, approximately \$16.9 million. In total, Bay County has received \$33.8 million from ARPA. These funds must be expended by December 2026, and have strict eligibility requirements. Over \$7 million has been expensed so far, and all remaining funds are earmarked for items such as: Fire and EMS fleet replacements, park improvements, stormwater retention, water and wastewater improvements, and facility repairs and maintenance.
- > The Budget Office follows a Florida law known as TRIM (Truth-in-Millage). The Truth-in-Millage Law was passed by the Florida Legislature and is designed to keep the public informed about taxes as proposed by local taxing authorities. Property owners receive their TRIM notices from the Bay County Property Appraiser once millage rates are established by a vote of each taxing authority. TRIM notices provide an estimate of each property, list all taxing authorities, and provide an overall total estimated property tax. Property taxes are based on \$1 per \$1,000 of assessed property value. For example, on a \$100,000 property, one mill would generate \$100. Taxable value for the General Fund in Fiscal Year 2022 was \$19.3 billion, resulting in ad valorem tax collections of \$83.3 million.
- > Budget is responsible for all Community Redevelopment Agency (CRA) calculations for county payment to the various established CRAs throughout the county. A CRA is established in counties and municipalities that have areas deemed to be in a state of slum or blight. Once established, the CRA area tax base, from which a taxing authority realizes tax revenues, is frozen for a period of 30 to 40 years. During that time, the taxing authority may only receive tax revenue equal to the revenue collected in the base year. Revenue collected in excess of that amount is returned to the CRA for redevelopment projects within the CRA. There are currently 13 CRAs within Bay County. Out of the \$83.3 million in ad valorem in the General Fund mentioned above, \$15.1 million was paid to CRAs in 2022.

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WHO WE ARE

The Bay County Communications Office is officially a staff of one person; however, with the increased workload since Hurricane Michael in 2018, storm recovery efforts in 2019, and the continuing COVID-19 pandemic that began in 2020, this office has relied heavily on assistance from other communication-oriented county staff members. Also, members of the Public Information Network (PIN), a group of communicators from various local governmental agencies and nonprofit organizations throughout the county often work together to respond to local emergencies and crisis situations.

The Bay County Communications Office aims to enhance the community's access to Bay County government both digitally via social media and the county's website and also through traditional media outlets. We are responsible for maintaining positive community and media relations through frequent contact and consistent availability; preparation and distribution of informational publications; television and print news stories; and through the use of digital outlets. Governmental transparency and integrity is critical, and the Communications Office strives to ensure openness and accountability to the media and public.

WHAT HAPPENED IN 2022?

In Fiscal Year 2022, the Bay County Communications Office:

- > Led the public information response to the Chipola Complex fires in early March in collaboration with communicators from governmental agencies throughout the county. Coordinated responses to media inquiries from across the globe, created multiple print and video updates for news and social media outlets.
- > Created and oversaw the highly successful marketing program for the launch of the county's new housing initiative.
- > Coordinated publicity for various county programs, projects, and events, including various holiday events, multiple press conferences on assorted topics, publicized various roadway projects, issued 54 news releases, coordinated responses to regular media inquiries on various topics.
- > Developed, coordinated, edited, and oversaw the production of the 2022 Annual Report, 2022 Budget Summary, and 2022-2026 Strategic Plan.

employee spotlight

CAITLIN LAWRENCE

City of Panama City Public Information Officer Caitlin Lawrence is not a Bay County employee; however, she is an integral member of the Public Information Network, a team of local communicators who come together to facilitate public information sharing during emergency situations. Caitlin was a critical part of the team's response to the Chipola Complex fires in March 2022, assisting with the tremendous effort to keep the public abreast of the latest information during rapidly evolving conditions. In Caitlin's role at Panama City, she is responsible for preparing timely information for distribution through traditional and social media outlets, arranging interviews, and responding to requests for information from media. Lawrence also works to enhance communication between the mayor, commissioners, city staff, and the community. Prior to her service with the city, she worked as an anchor and reporter for WMBB-TV, the ABC affiliate in Panama City. She holds a Bachelor of Science in Telecommunications (News) from the University of Florida.

Lawrence was born and raised in Panama City. She is also a member of the Communications Committee for the United Way of Northwest Florida and currently serves as the Public Affairs Committee Chair for the Junior League of Panama City.

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cooperative extension



employee spotlight

CHANTILLE WEBER

As a native Floridian and dive professional from the Tampa Bay area, Chantille Weber now serves as Bay County's coastal resource coordinator for the Cooperative Extension Office. She has held various roles in ecology and project management, and became a certified National Geographic Educator in Myanmar in 2020.

"A friend once joked that, 'Florida is the poor man's Hawai'i,' and as a native Floridian I couldn't agree more!" she said. "'The Land of Flowers' transcends all other continental states with its abundance of coastal outdoor recreation. We are fortunate to live in an area where the resounding presence of Old Florida still exists. Even more precious is the scenic Emerald Coast that breathes life into Bay County."

No matter the time of year, Chantille says, the allure of Bay County's sparkling emerald waters is irresistible, and she aims to work toward creating a vibrant and thriving artificial reef community in the Bay County area where locals can fish, snorkel, or dive. Our collective marine resource agents greatly look forward to creating more opportunities for the public to enjoy local marine life.

In her free time, Chantille enjoys more passive leisure such as drawing or painting, and family life with her husband, James, and their two dogs, Remington and Rocky.

"Pristine beaches, a nostalgic Old Florida feel, and a community that continues to stay 850 strong means Bay County is undoubtedly a special place that I love calling home!" Chantille said.

WHO WE ARE

UF/IFAS Extension Bay County provides educational information to Bay County citizens through the combined efforts of state and county faculty, staff, volunteers, industry stakeholders, and local partners. We apply research and university expertise to solve problems that relate to 4-H Youth Development, Horticulture, Family and Consumer Sciences (FCS) and Marine/Coastal issues.

WHAT HAPPENED IN 2022?

Contacts

- > Average number of unique volunteers per month - 64 average/768 total
- > Individual calls, office visits, and emails - 6,379
- > Group education participants - 3,156
- > Engaged social media users - 23,578

Horticulture

- > The agent and master gardener volunteers provide horticulture educational outreach through several methods. More than 1,000 participants attended gardening-related classes provided for community groups, 4-H youth, and individual community members. Help desk contacts (in-person, email, and phone) at the Extension Office and through outreach activities at community events totaled 2,310.
- > There are 28 active master gardener volunteers in Bay County who donated 2,047 hours of volunteer time supporting the Extension Office in 2022.
- > The agent held seven pesticide and fertilizer applicator training sessions for green industry professionals with a total of 89 attendees. These classes are required for applicators to obtain or renew state certifications.
- > Gardening in the Panhandle LIVE! is a collaborative effort among Northwest District Horticulture Agents (Jefferson to Escambia County) offering live webinars via Zoom and Facebook Live to interact with the public led by the Bay County Horticulture Agent. This program received a national award from the Association of Natural Resources Extension Professionals and a regional award from the National Association of Agriculture Agents.
- > The county's Horticulture Agent is an active member of the Bay County Chamber of Commerce and currently serves on the Leadership Bay Steering Committee and the First Responder Appreciation Task Force. Other leadership initiatives include her role on the UF Pesticide Extension Education Team (PEET), UF/IFAS Invasive Species Council, Florida State Agricultural Response Team, and ReTree PC Committee.

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4-H Youth Development

- > 4-H and FCS collaborated on summer learning opportunities for youth including a tailgate grilling camp and multiple cake decorating classes and food challenge programs for iLEAD and 4-H University. Introducing food safety, kitchen skills, kitchen safety, recipe preparation, and recipes for youth to prepare under supervision at home. This program reached 106 participants.
- > 4-H, Horticulture and Master Gardeners collaborated to offer youth science and arts camp programs, reaching 42 youth. They also conducted school enrichment programs, reaching more than 500 youth.
- > 4-H faculty collaborated with other regional faculty to provide both county and regional training for volunteers on how to incorporate 4-H Science into after school and community club programs.
- > As the State Military Liaison, the 4-H Military Partnership Programs continued to provide scholarships for youth to participate in state and county programs. The 4-H faculty and staff are continuing to support military programs by offering training and resources for sites.

Marine/Coastal

- > In 2022, UF/IFAS Extension hired additional staff dedicated to managing the county's coastal resources. The position was funded full-time through a cooperative agreement between the county and UF/IFAS in July 2022. The new coastal resource coordinator assists in the permitting and management of artificial reefs, boating and waterways, derelict vessel removal, and other marine science projects.
- > The National Fish and Wildlife Foundation Hurricane Michael Marine Debris Removal Project wrapped up Sept. 30, 2022. This \$3 million grant removed over 2.4 million pounds of vessels and structural marine debris from Bay and Franklin counties. Most removal targets were in St Andrew Bay.
- > The Hurricane Michael Marine Debris Project team worked alongside Florida Fish and Wildlife Conservation Commission (FWC) law enforcement and marine contractors to assist in the removal of 61 vessels displaced by Hurricane Michael in local waters.
- > Additionally, a \$110,200 FWC derelict vessel grant to the Bay County Coastal Resources Teams funded removal of 11 abandoned vessels from St Andrew Bay.
- > The Bay County Tourist Development Council's "Chasin' the Sun" filmed an episode documenting last year's Oceaneering

Reels to Reefs project. The show chronicled the success of the reels and highlighted the benefits of artificial reefs to Bay County. "Reel Collaboration" aired on Discovery and is also available on YouTube.

Family and Consumer Sciences

- > FCS taught 13 six-hour first-time home buyer classes that are required of citizens applying for State Housing Initiative Partnership program (SHIP) funds through the county's ReHouse Bay program. A total of 228 participated in the classes.
- > Outreach activities at community events totaled 252.
- > Living Well Wednesday webinars were designed and planned by the Northwest District Family and Consumer Science agents. Throughout 2022, these monthly webinars reached some 2,500 followers and offered program topics ranging from financial management, health and wellness, food and food safety, family relationships, and more. The webinars will continue into 2023.
- > Other leadership initiatives include membership and participation in the UF/IFAS Culinary, Food Safety, Heart Health, and Housing Teams.
- > FCS formed and maintained partnerships with local communities, agencies, and businesses for collaboration on programming for home ownership, budgeting, health and wellness, chronic disease prevention, and food preservation.

AWARDS AND RECOGNITION

National

- > 2022 ANREP Gold - Newsletter/Series of Articles: Panhandle Outdoors e-Newsletter, (Scott Jackson et al.)
- > 2022 ANREP Bronze - Long Publication for invasive species terminology: (Julie McConnell et al.)

Regional

- > 2022 Excellence in 4-H Volunteerism (Paula Davis et al.)

State

- > 2022 FAE4-HA Communicator Award: Social Media Package (Paula Davis et al.)
- > 2022 FANREP Newsletter/Series of Articles: 1st Place: e-Newsletter, (Scott Jackson et al.)
- > 2022 FANREP Long Publication 1st Place (Julie McConnell et al.)



employee spotlight

ABBIE BECK

Abbie Beck started at the Bay County Public Library as a local history archivist four years ago. Since working here, she has honed her research and genealogical skills and proven to be an asset to NWRLS. Due to her knowledge, regular patrons (including local businesses and attorneys) often seek her assistance with questions about the history of Bay County. With the goal of teaching residents local history and promoting her department, Abbie, through meticulous research and creative abilities, created "A Stroll Through Downtown," a series of videos explaining the history of some of the historic buildings in downtown Panama City. The videos showcase the buildings through the Local History Room's collection of photographs, artifacts, and research. Abbie challenges herself to undertake new tasks. This year she judged University Academy's history fair. Through her creativity and computer graphic skills, she designed and created four nostalgic bookmarks to generate funds for her department, featuring buildings in downtown Panama City and local high schools. Abbie is well suited for her position, continually looking for ways to improve her skill sets while promoting the library. Outside of work, Abbie enjoys crafting and spending time with her fiancée, dog, and two cats.



WHO WE ARE

The Northwest Regional Library System has seven locations in Bay, Gulf, and Liberty counties as well as a Mobile Library. Our headquarters are at the Bay County Public Library in Panama City. We served 242,185 visitors in 2022, providing access to more than 350,000 books, audiobooks, DVDs, ukuleles, e-books, downloadable audiobooks, plus additional online materials. Digital checkouts have increased by 38 percent over 2021. We offer public computers with internet access and wifi access in all locations. We also offer a variety of programming for all ages.

WHAT HAPPENED IN 2022?

- > NWRLS completed a Library Customer Satisfaction Survey, collecting 416 responses on the services, programs, and materials patrons currently use and what they hope will be offered in the future. The survey results also helped develop a revised NWRLS Long-Range Plan (October 2022 - September 2027).
- > All NWRLS locations have demonstrated a large increase in library usage from the previous year. Patron visits have increased by more than 41 percent. Total items borrowed from the library have increased 22 percent, at 475,453 items.
- > Khelsea Rantanen and Sarah Burris partnered with NASA for a Webb Telescope Program via Zoom on Dec. 7 before the launch, featuring subject-matter expert, Dr. Derek Buzasi, the Whitaker Eminent Scholar in Science at Florida Gulf Coast University. There were 129 Zoom attendees and an additional 53 views of the YouTube recording. Webb Telescope follow-up events included the First Images release and the documentary film screening "The Hunt for Planet B."
- > Since opening in March 2022, the Digital Media Co-Lab Space provided 107 scheduled room usages and 37 individual Book-a-Librarian sessions on the various media equipment and software.
- > The county's Citizens Information Center (CIC) was activated March 5 in response to the Chipola Complex wildfires. Several staff members answered more than 450 calls for information.

CONTACT US:

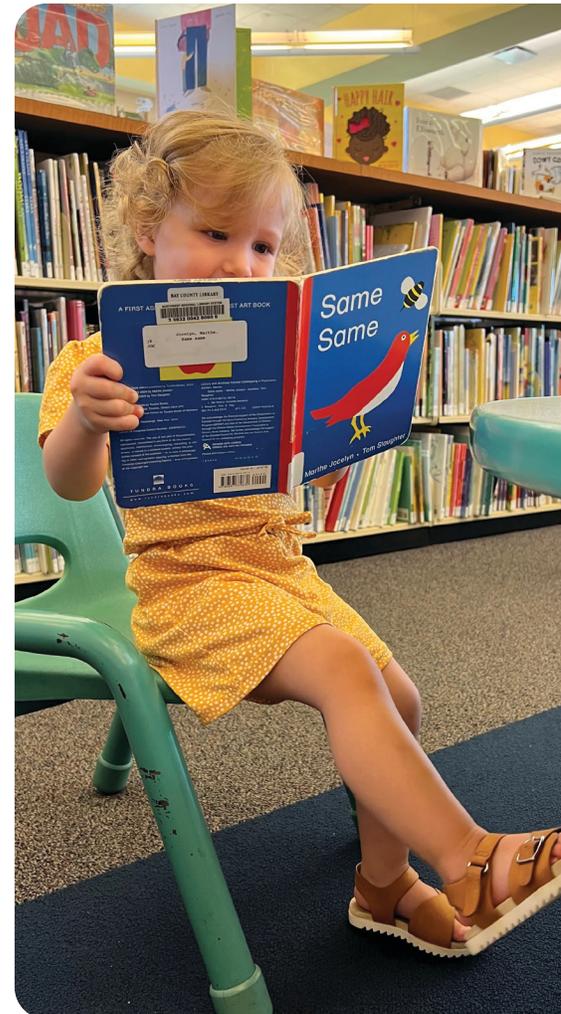
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- > Corrin Gabriel, BCPL Mobile Library coordinator, partnered with downtown businesses for three separate Summer StoryWalks Downtown to encourage both early literacy and walking outdoors as a family activity.
- > Bay County Public Library Outreach Librarian, Michael J. Harris, partnered with the Bay Regional Juvenile Detention Center to remove outdated or poor condition books and purchase new books with the help of the Bay County Public Library Foundation.
- > The Florida Real Florida Reader Park Pass Initiative, implemented by the Division of Library and Information Services and the Florida State Parks, provided State Park passes for patron checkout at all NWRLS locations from May 21 to Sept. 12 with 110 Park Pass checkouts, total.

AWARDS AND RECOGNITION

- > The Bay County Public Library received a Library Services and Technology Act Grant for \$9,988 to develop a Digital Media Co-Lab Space. The room can be scheduled for up to 4 hours at a time for members of the public to use the space and media equipment for podcasting, editing photo/video, scanning family photos, digital drawing tablet, and more.
- > The NRLS received a grant for \$48,465 towards outreach supplies and digital resources, including outdoor movie equipment, 10 StoryWalks with the Mobile Library, \$15,000 towards eBook and eAudiobook funds for Libby, and additional digital subscription content.
- > Gulf County libraries received a \$10,000 Battelle grant for STEM (Science, Technology, Engineering and Mathematics) library programming and in-house activities provided by the Junior Service League of Port St. Joe. The grant has benefited STEAM classes for school aged students, Chess Club, LEGO club, and preschool storytime.



housing



employee spotlight

LORI BISCH

In June 2022, Housing Services hired Lori Bisch as the Housing Program assistant. Lori has a wealth of knowledge in weatherization programs and case management by services to vulnerable and special needs populations. Prior to moving to Florida in 2021, Lori oversaw weatherization programs in Enfield, IL. Lori enjoys crafts, decorating her new home, and college football.



WHO WE ARE

The Housing Services Division oversees state and federally funded housing assistance programs for the county. The services include purchase assistance, including down payment and closing costs, home repairs and improvements, first-time home buying counseling, impact fees, foreclosure prevention, and rental and utility deposit assistance.

WHAT HAPPENED IN 2022?

The Housing Services Division was awarded \$36 million in Hurricane Housing Recovery Program (HHRP) funds to assist families that were impacted by Hurricane Michael find decent, safe, and affordable housing. The Purchase Assistance Program was launched in January 2022. During this time more than \$6 million was awarded to 104 families/first-time home buyers to purchase a home in the county. An additional \$5 million was awarded to families at the end of Fiscal Year 2022 to assist in the search for their forever homes. More than \$16,000 in impact fee assistance was awarded to first-time homebuyers who purchased new construction homes. First-time Homebuyer Education was provided to more than 200 families through a partnership with the Bay County UF/IFAS Extension Center.

More than \$20,000 was awarded to 11 families for foreclosure prevention, homelessness prevention, and rental assistance.

The Bay County Board of County Commissioners awarded \$6 million to three rental development projects that will break ground in 2023. Approximately, 308 multi-family units will be constructed and house low-income families at or below 80 percent of the area median income (AMI).

The Housing Division partnered with more than 150 realtors, 50 lending institutions, 35 home inspection companies and 30 title agencies. The division expended/encumbered more than \$16.6 million in HHRP funds.

AWARDS AND RECOGNITION

Housing Services received an award from the Florida Housing Coalition at the 35th Annual State Conference. The award for Excellence in Disaster Recovery Implementation was given for the submission of a video featuring success stories for the Rehouse Bay Purchase Assistance Program. The state recognized the program as a best practice for a record number of homebuyer closings during the year and for rapidly housing families still recovering from Hurricane Michael.

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WHO WE ARE

Bay County's Public Transportation System was created in 1983 to provide residents and visitors with convenient and affordable transportation services. As the demand for public transportation increased, the original service area was expanded to encompass other areas of the county including Callaway, Lynn Haven, Mexico Beach, Panama City, Panama City Beach, Parker, Springfield, and the unincorporated areas of Bay County.

Our vision is to be recognized as the best transit system in Florida by delivering a well-balanced, multi-modal transportation system that promotes community education, embraces economic development, community accessibility, environmental sensitivity, and customer demand.

WHAT HAPPENED IN 2022?

It's been an exciting year with a lot going on related to public transit. Bay County Public Transit System is an essential service, providing residents and visitors with safe, affordable transportation throughout the region. We remain committed to serving our community, and we are proud to serve both current and future riders. Below are some highlights that recap our team's efforts over the last year.

New Brand - We announced the launch of a new initiative to revitalize local transportation throughout the Bay County area. To kick off this project, we invited all community members to submit their name recommendations for consideration. Following the renaming process, we developed a new logo that best represents the community. This past spring, we officially started operating under the new name "Bayway."

New Website - As part of the rebranding, we completely revised our website to reflect our new brand and make it more user friendly.

New Route Changes - Following a lengthy comprehensive operations analysis, we implemented new route changes to improve the efficiency of the transit system.

New Bus Shelters - Federal funding and a generous donation from the Chapman family provided 14 new bus shelters, benches, trash receptacles, and bicycle bollards.

New Bus Shelter Lighting - We purchased 27 new solar lighting packages to install in our existing shelters throughout the county.

Unfortunately, our area experienced significant forest fires in March, and our team immediately assisted in evacuating 88 veterans from Clifford Chester Sims State Veterans Nursing Home to an evacuation shelter. Although our community has experienced much devastation over the last few years, Bayway remains unwavering in our mission to serve the community with vital transportation now and into the future.

FIXED ROUTE SYSTEM



TOTAL RIDERSHIP	# OF BUSES IN FLEET	# OF BUS ROUTES
302,829	15	7

DEMAND RESPONSE SYSTEM



TOTAL RIDERSHIP	# OF BUSES IN FLEET
45,452	23

AWARDS AND RECOGNITION

In September, Bayway was awarded the 2022 Special Marketing Award by the Florida Public Transportation Association for our Drive Out Hunger Initiative. We encouraged the community to join us in donating food or funds to support our Bay County residents struggling with food insecurity. At the end of the campaign, we were proud to unveil enough donations to provide approximately 25,000 meals to those in need.

CONTACT US:

Bay Town Trolley | (850) 769-0557 | info@baytownrolley.org
 Bay Area Transportation | (850) 785-0808
 Transit 8161 Administration | (850) 248-8161
www.baycountyfl.gov



employee spotlight

GENE KEEN

Gene Keen has been in the transit industry for 13 years and came to the Transit Division after working many years for one of the nation's largest bus operators. Gene was originally hired as a Transit finance assistant where he helped with budget coordination, preparation, and analysis of the division's accounting, purchasing, and special program functions. Soon, Gene's true value and gift for finance was evident and in July 2021, he was promoted to finance coordinator. He is now responsible for overseeing all of the Transit Division's financial operations. Despite his many responsibilities, Gene always makes time for others and is willing to offer helpful advice when requested. As if he wasn't busy enough, Gene also finds time to serve as an active member of Springfield Community Church where he leads worship and preaches at church events. His compassion for others is clear, he has a way of making everyone feel valued, and his work ethic is unsurpassed. It only takes a few minutes in Gene's presence to understand why we are pleased to have him as part of our team in the Transit Department.



employee spotlight

ANTHONY WORKMAN

Our newest Veterans counselor, Anthony Workman, has been with Veterans Services since February 2022. A veteran of the United States Air Force, Anthony is committed to providing excellent service to our local veterans in Bay County. In his free time Anthony enjoys reading, watching football or basketball, spending time with family, and playing with his two dogs who take up most of his time. Anthony passed all accreditation tests required in a very short amount of time and has quickly made himself an integral part of our team.



WHO WE ARE

Behind every veteran's benefits claim is a veteran in need. The Bay County Veterans Services Office remains ready and willing to assist in obtaining those benefits. We provide dedicated service to all qualified veterans and their dependents, ensuring that they are provided fair and just treatment in accordance with the published laws and regulations governing the Department of Veterans Affairs.

Our office assists veterans in applying for service-connected disabilities, obtaining non-service-connected pension benefits, healthcare eligibility, education benefits, life insurance, and VA home loan guaranty certificates of eligibility. Our office also helps veterans' family members with burial claims, widows' and widowers' benefits, and dependency claims.

Our office hours are 8 a.m. to 5 p.m. Monday through Friday. We average between 21 and 25 client visits daily. In between client visits, our staff will receive another 20 to 30 phone calls per day.

The Veterans Services staff consists of three counselors, one senior staff assistant, and one county veterans officer. Our county veterans services officer is also the area vice president for the North West Florida Region of the County Veterans Services Officers Association, which includes all Veterans Services offices from Franklin County to Escambia County.

Our primary objective is customer service that may include: adding a spouse or a new baby to a veteran's award, requesting a veteran's eligibility to education, healthcare, or home loan, filing a service-connected disability claim, a pension claim, a widow's benefit claim, or even notifying the VA of a veteran's passing and burial. We assist veterans and their families from the cradle to the grave.

WHAT HAPPENED IN 2022?

Organizations and Events:

- > Our office assisted the Bay County Board of County Commissioners and the Bay County Veterans Council with a Memorial Day Ceremony in May and the annual Veterans' Day Parade and Ceremony.
- > We represent the Bay County Board of County Commissioners at the monthly meeting of the Bay County Veterans Council on the second Thursday of each month.
- > We support the veterans at Sims Florida State Nursing Home through the 'Friends of Sims Nursing Home,' a nonprofit organization run by the County Veterans Services Officers of North West Florida. Funds are donated to this organization and distributed to the nursing home to purchase items that the State of Florida does not include in their budget.
- > We are on the executive committee with the board of directors for Career Source Gulf Coast.
- > We sit on the Disadvantaged Transportation Board to assist veterans in the local area.
- > We sit on the advisory committee for the Veterans Treatment Court of the 14th Judicial Circuit.
- > We have made two presentations to active duty personnel at the Coast Guard Station in Panama City Beach.
- > In August, our office held a town hall meeting at the Bay County Public Library. This was a presentation of what VA benefits were available followed by a question and answer session. We usually try to have at least two of these sessions per year.
- > We also in August supported and assisted at the Annual Veterans Homeless Stand Down.

As the community recovers from the devastation caused by the hurricane and the COVID-19 pandemic, we at the Bay County Veterans Services look to the future for bigger and better events spotlighting our veterans of Bay County.

CONTACT US:
 (850) 248-8280 | veteransservices@baycountyfl.gov
www.baycountyfl.gov

WHO WE ARE

The Builders Services Division consists of a diverse and well-rounded staff of International Code Council Certified plans examiners and inspectors, Florida-licensed building code officials, a professional engineer, licensed contractors, and administrative support staff. We collectively form a team of 'first preventers' charged with the responsibility of protecting the health, safety, and welfare of human life in the built environment. We accomplish this missional goal by assisting the general public, property owners, the design community, and contractors in meeting the minimum design and construction requirements outlined by the Florida Building Code and supporting standards.

WHAT HAPPENED IN 2022?

Last year's theme continued to be a challenging one for Bay County bringing another year of global pandemic and ongoing disaster recovery efforts associated with the devastation brought by Hurricane Michael in 2018. Builders Services continues to persevere and provide consistent service to the citizens of Bay County.

Builders Services remains steadfast in the commitment to aid the ongoing economic recovery and building reconstruction efforts throughout Bay County. Last year, 13,950 building permits were issued with 1,458 of those permits being for new single-family residential homes. Several nationally recognized developers have initiated new residential subdivisions that are under construction, including Latitude Margaritaville, Breakfast Point, and several others. Approximately 30,538 inspections were performed in the county, resulting in 1,313 certificates of occupancy issued for new residential and commercial structures.

In recognition of continued growing numbers of permits to process and buildings to inspect, in an effort to streamline the permitting process and ease the paperwork burden, we designed and implemented a new alternative process for sub-contractor permits. Known as the Letter of Intent (LOI) program, this program has resulted in a reduction in the number of permit applications by roughly 14 percent annually. Under this initiative, the permit applicant submits a list of expected sub-contractors to the master permit with no additional sub-permitting requirement. Concurrently, we have also implemented a parallel and simultaneous plan review process, replacing the former linear process and reducing the turn-around times as much as 50 percent.

In addition to new construction plan reviews and building inspections, Builders Services continues to work closely with the Department of Business and Professional Regulation and the Bay County Sheriff's Office to help combat unlicensed contractor activities. Contractor Licensing Coordinator Tina Moody works diligently to ensure that contractors working within Bay County are properly licensed and insured.

Leadership committed to advancing the functionality of the division by investing in new, modern software and hardware to increase functionality of both the plan review and inspection processes. The new software will provide interactive accessibility by the permit applicant while providing an increased in-house functionality for county staff. Functionality will include, among other things, permit application tracking, plan review comments, plan revision submittals, inspection requests, inspection results, and issuance of the final certificate of occupancy. The new software will also send out electronic notices for plan review items, a 30-day notice for expiring permits, expiring licenses, and insurances among other items that benefit applicants and contractors.

AWARDS AND RECOGNITION

We are pleased to currently have an Insurance Service Office (ISO), Building Code Effectiveness Grading Schedule (BCEGS) score of 4 for residential projects and 3 for commercial projects. This scoring is based on a scale of 1-10, with 1 being the highest rating possible and 10 being the lowest.

We have initiated the 12-month-long ICC/IAS accreditation process to bring our policies, procedures, and practices into alignment with industry recognized best practices.

CONTACT US:

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www.baycountyfl.gov



employee spotlight

ITAY (TY) DREYMAN

Building Code Officer Itay (Ty) Dreyman recently joined Builders Services bringing with him nearly two decades of electrical engineering design, installation, and troubleshooting experience. Ty is an honors graduate of Florida State University, holding a Bachelor's of Science degree in electrical engineering with a 4.0 GPA. His professional career includes new commercial and residential construction, diagnosing and repairing electrical system problems, team leadership, fiber optic installations, and design and drafting. Currently holding provisional licenses as an electrical plan reviewer and commercial electrical inspector and eligible for several examinations, Ty will quickly advance in his building code career. Ty is a valuable teammate and is already contributing greatly to the Builders Services team.

In his free time, Ty enjoys jogging, working out, dancing, surfing and good food.



COMMUNITY DEVELOPMENT
code enforcement



employee spotlight

**THEODORE "THEO"
HAMILTON, JR.**

On January 19, 2022, Bay County Code Enforcement lost one of our own, Theodore "Theo" Hamilton, Jr. Theo served our country as a sergeant in the U.S. Marine Corps. Theo was a code enforcement officer for Miami Gardens for 10 years before joining Bay County Code Enforcement in 2017.

For us, he will always be in our hearts and memories. What we will remember most is his love for movies, his hilarious quotes, one-liners and his obsession for Dunkin Donuts and Peanuts characters, and the sound of jazz music coming from his office and the aroma of freshly made coffee.

Those of us who had the honor and privilege of knowing Theo were extremely blessed. His smile and charisma could brighten the brightest of days. Theo's early departure from this world is sad for us all and he will forever be remembered dearly. We thank Theo for his service to Bay County, the State of Florida, and the United States.



WHO WE ARE

A Code Enforcement Officer is an agent of the county with the authority to enforce provisions of the Bay County Nuisance Ordinance and Land Development regulations. The division currently consists of seven code enforcement officers, four Hurricane Michael term-limited officers, one building inspector, one coordinator, one senior staff assistant, and one manager.

WHAT HAPPENED IN 2022?

For Code Enforcement, the two-pronged approach still applies. Team Code Enforcement and Team Hurricane Michael were both in full swing during 2022, and the doubled workload and doubled-up hearings continue.

Some 3,198 Code Enforcement/Hurricane Michael cases were opened in FY22. Staff brought 367 of those cases to hearings in front of a Magistrate or Code Board. Some 103 were brought into compliance by the property owner after the hearing. Another 172 were cleaned by the county, and 92 cases are pending.

A total of 294 Hurricane Michael cases were closed during FY22. Some 175 cases were closed with voluntary compliance, and 175 were closed with the county cleaning the property. There were eight cases that were deemed unfounded. And, 333 newly-identified Hurricane Michael cases were opened in FY22. There are still 455 hurricane-damaged properties that remain active.

AWARDS AND RECOGNITION

Code Enforcement is proud to announce our very own Cecilia "CC" James has obtained her Code Enforcement Professional (CEP) certification! The CEP is the highest level of certification that can be achieved through the Florida Association of Code Enforcement (FACE).

CONTACT US:

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WHO WE ARE

The Planning Division's mission is to affect an orderly and efficient growth pattern that promotes economic development and enhances the environment, aesthetics, and quality of life in Bay County.

The division is staffed by certified planners, a certified floodplain manager, a senior planner, and an administrative coordinator dedicated to providing quality examination and review of new development projects for the citizens of Bay County. We also manage requests for sign permits, conditional use permits, variances, and land-use and zoning changes.

WHAT HAPPENED IN 2022?

FY 2022 was one of the busiest years on record for the Planning Division. As Hurricane Michael recovery projects decreased, new development projects were on the rise. While new residential development continued at a rapid pace, we also began to see an increase in non-residential projects.

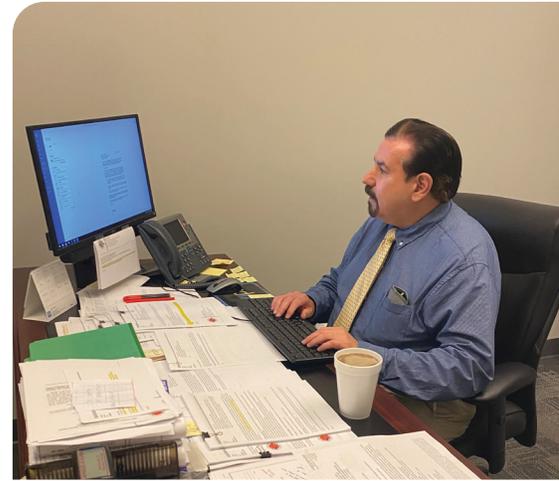
We received 93 development order applications in FY2022, compared to 69 the previous year. This was not the only area of development review that saw a substantial increase. The number of low-impact development reviews we reviewed in support of the Builders Services Division continued to increase to 3,524 total reviews received in FY2022, compared to 2,713 received in FY2021. We also issued 110 total land clearing, fill and grading, and excavation permits, up from 88 and received 86 sign permits applications, up from 70 in FY2021.

The Planning Division also reviews and oversees the process where applications to change the land use and zoning are considered by the Planning Commission and Board of County Commissioners. We received 44 total land use and zone change applications that were presented before both the Planning Commission and Board of County Commissioners (25 received in FY2021). Thirteen total planned unit development (PUD) applications were received, eight of which were presented to the Board of County Commissioners for approval. The other five PUD applications were reviewed by staff (nine were received in FY2021). Another 11 variance and conditional use permit requests were presented to the Planning Commission in FY2022 (11 were received in FY2021).

We fielded 11,699 phone calls in FY2022 (6,558 in FY2021) and served 1,819 walk-in customers (883 in FY2021).

Bay County's Community Rating System (CRS) program is coordinated by the Planning Division's certified floodplain manager. Bay County received its re-certification audit from the Federal Emergency Management Agency (FEMA) to evaluate the county's floodplain management program during FY2022. Bay County maintained its Class 5 CRS rating which ensures that all residents with flood insurance policies will continue to receive a 25-percent discount on their flood insurance premiums.

The development of the Bay-Walton Sector Plan area continues as the Planning Division received three more applications for Detailed Specific Area Plans (DSAP). The Lake Powell DSAP covers 2,100 acres and was approved for 1,500 residential units, an 18-hole golf course, and associated neighborhood commercial areas. The Teachee DSAP covers 1,081 acres and was approved for 1,750 residential units. The West Bay Creek DSAP is currently under review. It spans 4,328 acres and proposes 5,250 residential units with supporting neighborhood commercial areas. The West Bay Creek DSAP area is intended to provide future phases of the Latitude Margaritaville Watersound community.



employee spotlight

RANDY NEWTON

Randy Newton joined the Bay County Planning and Zoning Division in April 2000 after being employed with the City of Panama City for more than 11 years.

Randy's tenure with the division makes him a valuable asset, both to the community and his co-workers. As a planner, one must often reference previous development to effectively review new and future development. Having been with the division for over 22 years, he is an excellent resource for recalling past development. Randy has also established relationships with the public, developers, design professionals, and other county staff that strengthen the public's trust in government, and he is an admired and respected professional.

When Randy began with Bay County, actual zoning categories, which came into effect the latter part of 2004, had not yet been adopted, and the county's land use map information was still in paper form. Before zoning, as an example, a "Residential" designation on the map for any property could have hypothetically allowed any type of residential use, from a mobile home to a high-rise condominium.

Randy is a Bay County native and grew up in Panama City. He has a passion for antique and classic cars and trucks, especially in the General Motors brand. He is also a University of Florida fan – Go Gators!

CONTACT US:

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emergency management



employee spotlight

ERIC KUNZMAN

Emergency Management Planner Eric Kunzman was born in St. Petersburg, FL and lived in Clearwater, FL until he joined the Air Force in September 2000. Public service is in his blood; his mother was a sergeant for the Pinellas County Sheriff's Office, and his father worked in parking enforcement for the Clearwater Police Department.

One of Eric's hobbies is furniture making. He has built numerous pieces of furniture for his home. Other passions include hunting, fishing, hiking, and outdoor activities with his wife and teenage son.

Eric joined the Air Force in 2000. In 2006, he entered the Air Force Fire Academy where he graduated first in his class. Eric obtained a Bachelor of Science degree in fire administration and a master's in emergency management. He was a member of the Air Force Fire and Emergency Services where he rose through the ranks to become an assistant chief of Operations, assistant chief of Health and Safety, and Center for Public Safety Excellence Accreditation manager for his department.

During his 20 years of service, Eric deployed eight times across the globe. He has received multiple campaign and service medals including the Air Force Commendation Medal three times.

WHO WE ARE

Emergency Management is responsible for coordinating the emergency preparedness efforts of the county. We provide assistance to local jurisdictions and county agencies before, during, and after disaster strikes.

Our department manages the Emergency Operations Center, which facilitates planning and aid in the aftermath of a disaster. The center is made up of a staff of professionals and liaisons from area public safety agencies, non-governmental organizations, schools, military partners, and other key community stakeholders.

WHAT HAPPENED IN 2022?

- ▶ Supported the Chipola Complex wildfires that impacted three counties over 12 days.
- ▶ Oversaw approximately \$300,000 in mitigation funding regarding the impacts of hurricanes Michael and Sally, COVID-19, and the Hazard Mitigation Wildfire Grant.
- ▶ Created the Vulnerability Assessment Sub-Committee to begin a countywide vulnerability assessment.
- ▶ Added an additional WeatherSTEM solar-powered weather-monitoring system at the Bay County Econfina Pumping Station. Camera feeds for all units are available at <https://bay.weatherstem.com>.
- ▶ Started the Community Emergency Response Team (CERT), a program that trains residents to prepare and respond to disasters before emergency responders can arrive. In total, CERT added 32 members to the program and 12 instructors.
- ▶ CERT assisted with the Chipola Complex Fire in March, providing staging management, incident check-in, donations management, and more. In addition, Bay County CERT hosted the annual Florida CERT Association Conference held in Bay County.
- ▶ CERT deployed to DeSoto County for Hurricane Ian response operations. Bay County CERT, along with other Regional CERTs, provided traffic control, incident check-in, donations management, and provided POD assistance by handing out water, food, and tarps at two locations in DeSoto County.
- ▶ Emergency Management was awarded a \$5,000 Volunteer Florida 2022-2023 Community Emergency Response Team (CERT)/Citizens Corps (CC) grant.
- ▶ Continued to assist with emergency response operations at various Panama City Beach tourist-related events, including the IronMan 70.3 mile and the IronMan (full) 140.6 mile, the Gulf Coast Sea Breeze Jazz Festival, Gulf Coast Pepsi Jam, Thunder Beach, and the Fourth of July celebrations.
- ▶ Conducted All-Hazards Incident Command Structure (ICS) Training at the Emergency Operations Center, hosting 18 courses and 1,120 students.
- ▶ Staff deployed in support of Hurricane Ian to DeSoto County, working as the Planning Section chief for 14 days and to Lee County as the deputy incident commander for 22 days.

AWARDS AND RECOGNITION

Emergency Services Chief Administrative Officer and Public Information Officer for Bay County Emergency Services Brooke Powell was selected as a 2021 Notable Nole.

CONTACT US:

(850) 784-4000 | recovery@baycountyfl.gov
www.baycountyfl.gov

WHO WE ARE

The Bay County Communications Division oversees county operations of the 911 call center. We are co-located with the Bay County Sheriff's Office at the Emergency Operations Center. The call center is continuously staffed to field the emergency and non-emergency calls from our citizens and visitors.

Because an emergency can, and will, happen any time of day, our communications operators are always ready to take calls. We are responsible for all 911 medical and fire calls in Bay County. We also dispatch after-hours for Bay County Animal Control, Roads and Bridges, Traffic Engineering, Utilities, and the American Red Cross.

Our telecommunication operators are highly trained to handle extremely serious and stressful calls. Many callers who use 911 services are experiencing what they would consider the worst day of their life. It is the job of our communications operators to get them the help and resources they need.

WHAT HAPPENED IN 2022?

Citizens Information Center

It was a busy year with wildfires, tornadoes, and other weather-related events. We are very proud of the partnership we have fostered with our amazing librarians at the Bay County Public Library. We activated the Citizens Information Center (CIC) twice in the past year, once for the Chipola Complex wildfires and again for Hurricane Ian. Anyone with fire or storm-related questions were directed to the CIC rather than 911. This allowed our dispatchers to continue to focus on the emergency at hand by reducing non-emergency calls.

Public Safety 911 Upgrade

In April 2022, we replaced all of the 14 aging, failing hydraulic work desks.

The new work spaces also have "mood lighting" that can be changed by each person to suit their preference on any given day. Each station has a heater and fan. These amenities are controlled by an app on the desktop.

Public Safety Radio System Upgrade

In July 2021, Bay County's new emergency communication radio system went online. The system is an APCO Project 25 (P25) compliant 800MHz digital linear simulcast trunked reliable radio network. This network is capable of meeting current and future operational communication needs for the county's first responders. Additionally, the new communication network's infrastructure and design provides for greater reliability and hardening to better withstand natural and environmental hazards such as tropical storms, flooding, and hurricanes, as well as domestic or other threats.

AWARDS AND RECOGNITION

We are excited to report that our staff attained a 100 percent pass rate on their Public Safety Telecommunicator certification on the first try. Our telecommunicators are required to complete a rigorous training program consisting of a minimum of 610 hours in instruction, including classroom, on-the-job, scenario, and online training. Telecommunicators receive their 911 Public Safety Telecommunicator state certification upon successful completion of the program and state exam. A minimum of 20 hours of job-related training is required biennially to renew each telecommunicator's 911 Public Safety Telecommunicator certification.



employee spotlight

HAYDEN BELL

Telecommunications Operator Hayden Bell can make you beautiful or she can make you ugly. Hayden has a background in special effects makeup, wig making, and is a talented makeup artist. She attended a cosmetology program in Tennessee and is obtaining her license in Florida. A self-professed Harry Potter geek, her goal is to work at Universal Studios in their special effects or animatronics programs.

Hayden's positive and upbeat personality makes her the perfect telecommunications officer. She has empathy and sympathy for our callers. Hayden's favorite part of her job is helping people on their worst day. She is very close to her mom, even sharing matching tattoos from the Lord of the Rings trilogy.

CALL INFORMATION

INCIDENTS DISPATCHED	TYPE OF CALL	% OF CALLS
FIRE	9,928	15.8%
EMS	33,493	52.9%
EOC (R&B, ETC)	397	0.7%
OTHER AGENCIES WE PROVIDE FIRE DISPATCH FOR	19,398	30.6%
TOTAL	63,216	100.00%

PHONE CALLS (911/INCOMING & OUTGOING ADMIN)

Calls (911/Incoming)	47,750	45.6%
Admin (Incoming)	36,132	34.3%
Admin (Outgoing)	21,033	20.1%
TOTAL	104,602	100.00%

CONTACT US:

(850) 784-4000 | recovery@baycountyfl.gov
www.baycountyfl.gov

emergency medical services (ems)



employee spotlight

JACK FOX

This year, we posthumously honor EMT Jack Fox, born on April 22, 2002. He passed away on Sept. 23, 2022. Jack was a magnificent employee who had a desire to serve that was evident in everything he did.

After the successful completion of the EMT program at Gulf Coast State College, Jack began his career with Bay County EMS in October 2021. His personality, patience, and kind heart benefited him greatly while interacting with fellow employees, other first responders, hospital staff and with patients. Jack always had a smile and a kind word for everyone and a positive and optimistic nature..

On June 11, 2022, as Jack was transporting a patient to a local hospital, another vehicle caused a terrible accident, but Jack's heroic efforts to steer the ambulance away from danger resulted in only minor injuries for Jack and his passengers.

The Bay County Emergency Services Department was made profoundly better by Jack Fox's compassion, optimism, and dedication to service. We wish to express our sincere thanks to Jack, his mother, Dr. Linda Fox and the Fox family for their contributions to and continued support of Bay County Emergency Services. We hope to honor Jack's memory by always living by the example he set for us. May you forever live in our hearts, dear brother!

WHO WE ARE

Bay County Emergency Medical Services Division (EMS) is a state-licensed Advanced Life Support (paramedic level) service. We answer all 9-1-1 emergency calls for service throughout Bay County, including the municipalities of Callaway, Lynn Haven, Panama City, Panama City Beach, Parker, and Springfield, along with the unincorporated portions of Bay County such as Southport, West Bay, Bayou George, Youngstown, and Fountain.

Working in conjunction with our municipal and county first-responder fire department and law-enforcement partners, Bay County EMS answers nearly 31,000 calls for service each year.

We provide emergency care, treatment, and transport for incidents such as heart attacks, strokes, illness, traumatic injuries, vehicle accidents, water rescues, industrial incidents, and rescues and structure fires in support of our fire department partners. We have more than 70 Florida-licensed EMTs and paramedics.

EMS operates between seven and 10 mobile intensive-care ambulances along with field operations command staff 24 hours a day, seven days a week from eight strategically placed stations located throughout Bay County.

WHAT HAPPENED IN 2022?

Fiscal Year 2022 was phenomenal for Emergency Medical Services. Our paramedics and EMTs were excited to get back out into the community to assist with stand-by events and show-and-tells at local schools and venues throughout the community. Although the primary function of EMS is to answer emergency calls for medical assistance, being out in the community educating and assisting in non-emergency situations is extremely rewarding. Our crews do a fantastic job of providing quality medical care and education whenever an opportunity arises.

- > In March, Bay County EMS assisted with emergency medical response during the Chipola Complex fires. Additional EMS units were staffed each day dedicated to the Chipola Complex event. Due to the nearby fires threatening Clifford Chester Sims State VA Nursing Facility, a decision was made for the complete evacuation of all residents and staff of the facility. Bay County EMS partnered with Bay County's Transit Division to safely and efficiently evacuate residents and staff to a nearby shelter. Once the threat to their facility passed, EMS assisted with the logistics of safely transporting the residents back home. Within an hour, all residents were safely transported from the shelter back to Clifford Sims right on time for dinner.
- > Throughout the year, EMS Training Captain Bridgette Whately and her team of instructors provided first responders with over 220 hours of continuing education. Courses offered included Tactical Emergency Casualty Care (TECC), Pre-Hospital Trauma Life Support (PHTLS), Geriatric Emergency Medical Services (GEMS), Acute Coronary Syndromes (ACS), Advanced Stroke Life Support (ASLS) and many more.

CONTACT US:

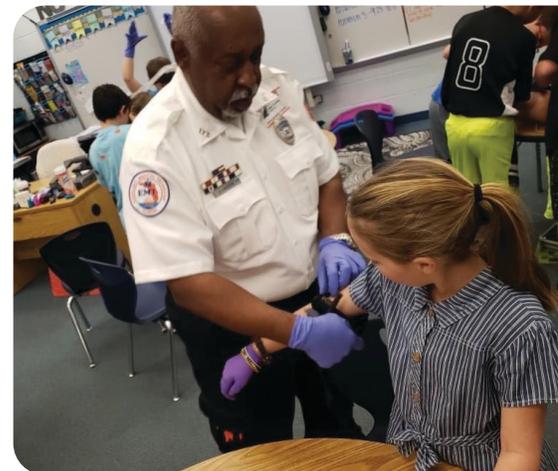
(850) 784-4000 | recovery@baycountyfl.gov
www.baycountyfl.gov

emergency medical services (ems)



Continued training and education is paramount for our first responders. Providing quality education using our own employees, who are also certified instructors, helps save taxpayers thousands of dollars annually.

- > This year EMS was involved in several high profile stand-by events including both the Gulf Coast Ironman 70.3 and Ironman Florida 140.6. In June, EMS also assisted with providing medical coverage for the 2022 Pepsi Gulf Coast Jam. This year was the 10th anniversary for Pepsi Gulf Coast Jam which drew more than 79,000 people over four days.
- > In August of 2022, Bay County EMS had five graduates of the Paramedic Program at Gulf Coast State College. This program is a strenuous three-semester program that is offered annually. The program involves clinical rotations on the ambulance, in the operating room, emergency room, cardiac catheterization lab, labor and delivery unit, pediatrics unit, a respiratory rotation, and in the District 14 Medical Examiner's Office. Congratulations to Madison Chesser, Angela Durden, Emiko Mooney, David Lee Morrison and Rick Roberts on their successful completion of the program.
- > In partnership with Bay District Schools, Bay County EMS provides ALS emergency medical coverage during all junior varsity and varsity high school football games. The #FridayNightLights campaign on the Bay County, FL Emergency Services Facebook page spotlights our hard working EMS crews as they stand-by to provide medical coverage for players and game attendees.
- > Refresher courses were provided for Advanced Cardiac Life Support (ACLS) as well as Basic Life Support (BLS). EMTs and paramedics are required to renew their respective certifications in each of these disciplines every two years. The ACLS course reviews the treatment of cardiac arrest, stroke, myocardial infarction and other life-threatening cardiovascular emergencies. The BLS course reviews the skills needed to provide cardiopulmonary resuscitation (CPR) for all patients from infants to senior adults



AWARDS AND RECOGNITION

- > In August, Capt. Shawn McCardle was promoted to EMS division chief. Chief McCardle is widely respected within all of our divisions in the first responder community. He has a wealth of experience in both fire and EMS, including many years as a fire captain.
- > Throughout the year we had several line officer promotions as well. Lieutenant Erik Lowe was promoted to EMS captain. Paramedics Kaitlyn Stevenson, Katie Hicks, and Jake Keeney were all promoted to EMS lieutenants.
- > Capt. Jessica Lundeen was honored as the recipient of the Bay County Chamber of Commerce EMS First Responder of the Year. Nominees were chosen based on going above and beyond their call of duty to better Bay County. Capt. Lundeen was instrumental in ensuring the safety of first responders throughout the pandemic. She coordinated vaccinations not only for Bay County Emergency Services employees, but also for all first responders within the community. Once that task was completed, Capt. Lundeen also coordinated vaccinations for homebound citizens that were in critical need of vaccination.





employee spotlight

CHEYENNE CECCHINI

Cheyenne Cecchini began her career with Bay County Fire Rescue in September, 2021. As a rookie firefighter, she has fast become one of our most popular firefighters for outreach events and school visits. After a social media post applauding her for changing a citizen's tire, she was requested to teach this essential skill to 200 students at Bozeman High School. She has a knack for connecting with the kiddos.

Cheyenne's story is bittersweet. She was born in Bogota, Columbia and taken from her birth parents against their wishes. She was adopted by a couple in Minnesota where she spent her childhood. Many years later, Cheyenne was able to find her birth mother and sister and flew to Columbia to meet them. She remains in contact with them today.

Cheyenne and her family moved to Florida where her dad coached soccer at Arnold High School. As a former collegiate soccer player, she assisted her dad in taking the team to the semi-finals of the state championship in 2021. She credits her athletic and coaching experience with helping her communicate with students.

Cheyenne has a bachelor's degree in athletic training but was unhappy with the 9-5 office pace. She needed a change of pace and signed up for the firefighter academy at Gulf Coast State College. She recently completed the EMT program, the hazardous materials technician program, and the pump operator course. She plans to pursue her paramedic certification and rope rescue training.

WHO WE ARE

Bay County Fire Rescue serves the rural and suburban unincorporated areas of Bay County responding to structure and wildland fires as well as first responder calls in assistance to Bay County Emergency Medical Services. Bay County Fire Rescue has Advanced Life Support (ALS) engines at three stations for quick response to the Sand Hills, West End, Youngstown and Fountain districts.

Bay County Fire Rescue responds to mutual aid and automatic aid calls with county municipal fire departments. The Bay County Hazardous Materials Team is operated by Fire Rescue and assists fire departments and law enforcement agencies throughout the region with hazardous materials issues. The Surf Rescue Team provides water rescue assets and personnel to the unincorporated beaches and waterways. With around 80 percent of calls being medical in nature, BCFR personnel are required to be dual-certified to at least the Emergency Medical Technician (EMT) level. All officer-level positions now require a paramedic certification for promotion.

BCFR consists of 65 career personnel and 35 volunteers. BCFR occupies 13 stations in unincorporated Bay County.

WHAT HAPPENED IN 2022?

Chipola Complex Fires

In 2018 Category 5 Hurricane Michael, with 160 mph winds left behind 72 million tons and 2.8 million acres of downed and destroyed trees. In March, a pattern of extreme fire weather resulted in multiple wildfires in a short period of time. Several were handled quickly; however, four of the fires required a multi-agency response from across the state, and ultimately the fires were dubbed the Chipola Fire Complex. Local, state, federal, and non-governmental agencies worked tirelessly to fight fires that threatened homes and businesses for days. County fire and emergency officials worked closely with our law enforcement partners to ensure safe evacuations of thousands of homes and businesses. This close coordination ensured that when an evacuation of a veteran's nursing home was necessary, all our veterans were moved safely to a comfortable setting.

The fires were eventually extinguished after reaching about 35,000 acres. Once again, we were astonished and grateful for the help we received from our state and federal partners. In total, over 200 responders deployed to aid in the effort. After an initial loss of two homes and damage to several others, no further damages occurred. No injuries were reported during the response. Media scrutiny was intense during the event due to the connection to the devastation of Hurricane Michael with daily press conferences and interviews. Bay County was featured in the New York Times, USA Today, the Washington Post, and on Fox News, CNN, CBS, NBC, and other major news networks.

In recognition of the work of local fire departments, special recognition was given at the March cabinet meeting in Tallahassee by Chief Financial Officer (CFO) and State Fire Marshal Jimmy Patronis.

Surf Rescue

Bay County Fire Rescue has fully implemented a Surf Rescue Team. The team is in close partnership with the Bay County Sheriff's Office and Panama City Beach Fire Department's Beach Safety Division. Operational costs are funded through bed taxes collected by the Tourist Development Council.

The team is made up of state certified firefighters, emergency medical technicians, and paramedics who are proficient in the latest lifesaving techniques. The surf rescue "season" begins March 1 and ends October 31. In our two seasons of operations we have performed more than 40 rescues and provided more than 2,500 preventative actions/assistance calls before rescue was needed in the water. Our surf rescue team achieved the designation as a USLA certified Aquatic Rescue Response Team (ARRT) this season. We are the first fire department in the Panhandle to hold the ARRT certification. This year we added many new pieces of equipment, including an ARRT Truck, two water rescue ATVs, and two jet skis for response and standby purposes.

CONTACT US:

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www.baycountyfl.gov



Deployments

It was our honor to deploy 10 BCFR personnel to our fellow Floridians affected by Hurricane Ian. Numerous first responders and assets were deployed to our aid after Hurricane Michael and for the Chipola Wildfire Complex. Being disaster survivors themselves, our responders were uniquely qualified to assist. The majority of our personnel deployed to Sanibel and Captiva Islands where resources including fire trucks and equipment had to be ferried in due to damage to bridges.

Hazardous Materials Responses

Our federally-funded HazMat Team responded to several complex incidents in our region, including an overturned tanker truck in Panama City, an overturned tanker truck in Calhoun County, a chlorine leak at the Gulf County Correctional facility, and numerous smaller events across the Panhandle.

All our firefighters are required to complete 160 hours of HazMat Technician training. They are also required to complete refresher training quarterly to maintain their certifications.

Several of our Bay County Emergency Service firefighter/paramedics attended the week-long Hazardous Materials Medical Protocols/Toxidromes Course in Ocala, Florida. Participants completed a 40-hour course to be trained to identify and treat victims exposed to dangerous chemicals and environmental conditions specific to hazardous materials response.

Multi-Agency Training and Responses

Active shooter training is high on our list of priorities, especially at our schools. BCFR Capt. Ike Smith trained Bay County Sheriff's Office personnel on door breaching tactics during their training in July. Capt. Smith serves as a medic for the BCSO SWAT team.

Local fire agencies coordinated to create a new countywide policy on Mayday (firefighter in distress) and RIT (Rapid Intervention Team) operations. BCFR joined firefighters from all municipal agencies at Everitt Middle School to train and learn how to respond as one in the event a firefighter needs to be rescued on a response.

Pet Saves

We are always excited when we get to save the pets. All of Bay County's apparatus have pet oxygen masks and this past year, we saved dogs, cats, and even a rabbit!

AWARDS AND RECOGNITION

- > Engineers Salem Imhof-Grier and Jared Sasnett
- > Lieutenants Paul Fowler, and Lucas Kisela, and Megan Lavery
- > Captain Matt Gothard and Isaac Smith
- > Fire Training Captain Gabriel Moschella
- > Henry Jackson Masonic Lodge Firefighter of the Year: Megan Lavery



alertbay - emergency notification system

stay prepared in an emergency.

When disaster strikes, how will you and your family be notified? Protect yourself and your loved ones in Bay County by signing up for **AlertBay Emergency Notifications**.



ALERTBAY: A MASS NOTIFICATION SYSTEM

In Bay County, we use AlertBay, a partnership with the State of Florida's Division of Emergency Management and the AlertFlorida mass notification system, to keep our citizens and visitors informed. The system is extremely valuable in keeping residents, visitors, government staff, and emergency personnel safe and in-the-know with quick and reliable emergency notifications and public safety announcements about a range of events, such as severe weather, fires, floods, active shooters, or other emergencies. Messages are sent to residents on their preferred contact paths—cell phone, SMS text messaging, home phone, email, and more—to ensure real-time access to potentially lifesaving information. The program is funded largely by the state, saving Bay County taxpayers more than \$100,000 annually.

AlertBay was especially useful last year during the Chipola Complex fires in March, when thousands of residents in neighborhoods throughout eastern and northern Bay County had to be quickly evacuated due to rapidly spreading wildfires threatening life and property. Our mass notification system, along with the valiant efforts of our first responders, helped ensure that no lives were lost during the event that lasted several days and caused hundreds of thousands in property damage and recovery costs. AlertBay was also used extensively throughout the year to alert our citizens to severe weather dangers, boil water notices, and much more. In FY22, AlertBay issued 1,218 notifications between the county, municipalities, law enforcement, and the school district. Users were also able to text keyword "PCBFlags" to 888-777 for daily updates about beach surf conditions. Some 383 keyword messages were issued.

To ensure notification when a specific location in Bay County is threatened by an event or severe weather, simply register an address and contact information into an AlertBay profile, available at www.alertbay.org. Users may set up a separate profile for each person in a household to ensure that each person gets the message. Once a message is confirmed, the system will not make any further contact about the event.

With multiple ways to subscribe, the free Everbridge app is the recommended way to receive alerts from AlertBay, as it allows alerts from throughout the state of Florida.

AlertBay is a partnership between the Bay County Board of County Commissioners, the Bay County Sheriff's Office, local municipalities, and the school district, enabling each entity to send out emergency calls specific to their audiences.

Visitors to Bay County can subscribe to AlertBay by texting the keyword **ALERTBAY** to **888777**, and opt in to receive important alerts during their stay.

**FIND US ON FACEBOOK
@ BAYCOUNTYFLEMERGENCYSERVICES**

**FOR MORE INFORMATION ABOUT ALERTBAY OR FOR
HELP REGISTERING, CONTACT BAY COUNTY EMERGENCY
SERVICES AT (850) 248-6040.**



WHO WE ARE

Bay County Animal Control is responsible for protecting the public's health and safety and enforcing Florida state statutes and Bay County ordinances related to animal issues and owners' responsibility for animals. Services are provided to all of the municipalities in Bay County, except the City of Lynn Haven, through interlocal agreements. Our goal is to protect the interests of animals, owners, and non-owners alike.

We are also responsible for the operations of Bay County's only open-admission animal shelter where all stray, unowned, and owned animals are accepted. We provide daily care for these animals while working to reunite them with their owners or find them a new home. Our shelter serves as the location for all Animal Control operations.

The Animal Control Division has 14 staff members, all of whom are trained to handle any of the tasks related to our operations.

WHAT HAPPENED IN 2022?

Animal Control focused on developing innovative ways to maintain services and build community relationships.

- > We held multiple vaccination clinics for the public, providing low-cost packages for citizens to vaccinate and microchip their animals.
- > We partnered with WMBB, News 13 for their Founder's Day in June for a Clear the Shelter event. In addition to adoptions, the staff from both entities were present to meet Bay County citizens.
- > Cedar Grove Elementary students decorated birdhouses for our birdhouse trees that are now planted on our grounds.
- > We continue to work with Pier Park PetSmart to find new homes for the many cats that come through our facility.
- > This year we had a 23-percent increase in the number of calls handled by Animal Control on a quarterly basis. Part of this increase can be attributed to the many new residents in our area.
- > With the increase in service calls, we have continued to try new approaches to handling situations concerning animals in our area. Since online training has become prevalent we were able to utilize training classes provided by the National and Florida Animal Care Associations.

Bay County Animal Control continues to adapt to any challenges we face. We welcome citizen input and feedback, and we strive to provide the best service possible to the citizens of Bay County.

employee spotlight

EVELYN TEMPLE

Bay County Animal Control Rescue/Adoption Coordinator Evelyn Temple was born in Kassel, Germany, and raised in Orlando, FL. As part of a military family, she has traveled the world. In 2015, Evelyn relocated from Texas and has been instrumental in building and maintaining relationships for the county with multiple community groups and media outlets.

Evelyn has worked with animals for more than 30 years as a professional groomer, with international dog club shows, volunteering with rescue agencies, and as a pet sitter. Evelyn joined Animal Control and has really demonstrated her excellent public relations skills, particularly when it comes to building repertoire with our agency and local rescue groups, the media, and the public. Evelyn is great with children and often provides educational and fun programs for kids both at schools and the shelter.

Evelyn has shown her dedication for the animals that come into our care, no matter how they get there, and she works diligently to find the best outcome for each and every animal. In Evelyn's own words, "I believe it's important to be the voice for the animals."

CONTACT US:

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employee spotlight

TED MYRON

Ted Myron started his position as a parks worker with the Bay County Parks Recreation Division in March 2013. For the past nine years, Ted's continued dedication and work ethic has been an inspiration to his coworkers and supervisory staff. Ted's skills and knowledge of athletic field preparation, carpentry, and irrigation are an asset to the Parks and Recreation Division. He can also be counted upon during special events to dress up like the Easter Bunny or whatever else that is required to ensure that the event is a success.

Ted strives daily to make Bay County parks the best he can through his work ethic, devotion to teamwork, and positive attitude. Ted has continued to develop his skills and remains a valued member of the Parks and Recreation Division and the Bay County team.



WHO WE ARE

The Bay County Parks and Recreation Division provides recreational services and facilities for use by Bay County citizens and visitors. The division is tasked with the maintenance and operations of 26 recreational and athletic parks, 21 boat ramps, 44 beach accesses, the M.B. Miller County Pier, and the Bay County Shooting Range. The Bay County Parks and Recreation Division works diligently to understand the recreational needs of the citizens of Bay County, through community outreach, and input, planning, and project development, ensures that these needs are fulfilled.

WHAT HAPPENED IN 2022?

During 2022, the Bay County Parks and Recreation Division has continued its valuable customer service through increased facility maintenance, quality athletic surface maintenance and preparation, and the use of technology to allow park patrons easier access to scheduling, reservations, and programming. Last year:

- > We increased scheduled events 52 percent between FY 2021 and FY 2022
 - > In 2021 - 1,600 events
 - > In 2022 - 3,082 scheduled events
- > Staff performed approximately 16,000 hours of athletic field preparation and park maintenance activities, accounting for approximately 80 percent of the division's maintenance staff work hours
- > The M.B Miller Pier had approximately 250,000 visitors
- > Beach Operations and Lifeguard staff performed 10,489 educational opportunities, including beach warning flag explanations, water safety, and marine life education
- > Lifeguard staff performed 88 water rescues with no fatalities



CONTACT US:

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www.baycountyfl.gov

WHO WE ARE

Bay County Facilities Management provides maintenance and support to the buildings and departments under the purview of the Bay County Board of County Commissioners. Facilities maintains/manages 110 buildings/structures totaling 1.2 million square feet. Services provided by Facilities Management include large and small building improvements, routine and preventive building maintenance, custodial services, project management, and grounds maintenance.

WHAT HAPPENED IN 2022?

In 2022, as we focused our efforts on routine maintenance repairs, preventive maintenance, and planned projects, we quickly realized there would be challenges due to the unavailability or long lead times on both materials and equipment. In response to these challenges, our staff searched for alternative sources, remedies, or temporary equipment until replacements could be acquired. We were able to maintain our facilities with minimal impact to our customers.

In 2022, Facilities Management executed and processed more than \$2.6 million in repair, maintenance, planned projects, and service contract management. Highlights accomplished over the past year include:

Building maintenance:

- > Responded to 282 high priority, 857 medium priority, and 181 low priority maintenance calls
- > Accomplished preventive maintenance on 1,208 pieces of HVAC equipment

Building improvements:

- > Bay County Library – replaced 125-ton chiller; initiated HVAC controls upgrade
- > Bay County Health Department – replaced air handling units 4, 5, 7, and 8; replaced variable frequency drives 4, 5, 7, and 8; sealed and restriped the parking lot; extended paver parking area for employees
- > Government Center – Made stone and grout repairs to the exterior of the building; initiated HVAC controls upgrade
- > Tourist Development Council – replaced two HVAC split systems
- > Traffic Engineering – replaced the emergency generator and transfer switch
- > Sheriff's Office – built out the unfinished second floor of the Sheriff's Office Training Building to provide offices and training rooms; replaced three HVAC split systems
- > Bay County Courthouse – Replaced six fan coil units; replaced rooftop condensing unit 4
- > Bay County Tax offices – sealed and restriped parking lots at the Panama City Beach and Callaway offices
- > Thomas Drive Fire Station – replaced 90-gallon and 50-gallon water heaters
- > Sand Hills Fire Station – replaced boiler
- > Bear Creek Fire Station – replaced boiler
- > Finance Department – repainted exterior of facility
- > Radio Communication – replaced four wall-pack HVAC units at various tower locations
- > State Attorney / Public Defender – initiated HVAC controls installation
- > Facilities Management shop – initiated emergency generator and transfer switch install

Contracted Services

- > Managed janitorial services at 19 county facilities, grounds maintenance at 48 locations
- > Initiated new janitorial services contract for State Attorney/Public Defender facilities
- > Initiated new janitorial services contract for seven county facilities

CONTACT US:

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**employee spotlight****ROBERT (RAY) WALKER**

Robert (Ray) Walker has worked for Bay County since 2018 and is one of two dedicated HVAC technicians at Facilities Management. He is highly knowledgeable in his field of expertise and takes pride in his ability to provide first-rate service to his customers. Ray is goal oriented and does an excellent job balancing a demanding workload. Whether he's accomplishing his daily work requests or completing the preventive maintenance on our equipment, Ray somehow manages to complete it all in a timely and professional manner. Through his hard work and "can do" attitude he has quickly become a crucial asset to both Facilities Management and Bay County. Prior to working for Bay County, Ray worked for Polk County, FL for 19 years. He also served in the Navy as well as the Army National Guard and Reserve, earning his military retirement after 22 years of dedicated service. Ray is married to his wife Laneka and has two daughters and two sons. He loves spending time with his family and enjoys going fishing every chance he gets.





employee spotlight

ALVIN EDWARDS

Alvin Edwards has been with Bay County since December 1991. He began his career as an entry-level maintenance worker with the Roads and Bridges Division. Alvin moved up through the ranks and was promoted to the position of equipment operator, and ultimately to the position of senior heavy equipment operator.

In November 2018, Alvin transferred to the Solid Waste Division and began working as a solid waste weighmaster, which is a position that requires daily interaction with many members of the public -- a position well suited for Alvin. He has a pleasant personality, knows his job well, and has a natural desire to assist our customers.

Outside of work, Alvin is actively involved with his community and his church. He attends Macedonia Baptist Church where he is a trustee and on the board of directors. He also is the audio and video ministry director.



WHO WE ARE

The Solid Waste Division provides solid waste disposal, household hazardous material disposal, and recycling services for all of the citizens of Bay County. Waste disposal services provided are the operation of the Bay County Steelfield Road Landfill, available to both commercial and residential customers, and the residential-only drop-off facility that is located at 6510 Bayline Drive. The Division is also responsible for the long-term care and environmental monitoring of the closed landfill located at Majette Park.

WHAT HAPPENED IN 2022?

- > Disaster Debris Management Site (DDMS) relocation – Hurricane Michael, which struck our area in 2018 is still making a huge impact on Solid Waste Division's disposal operations. Immediately after the storm, the operational lined disposal areas at the landfill lacked the capacity to accept the entire volume of storm material. The excess material, mainly construction and demolition debris, was temporarily stockpiled on site. A new, 34-acre lined disposal area was constructed in FY21, and this year we began the process of relocating this material into the lined cells. This is a significant undertaking. The DDMS encompasses an area of about 20 acres and contains about 320,000 cubic yards of material. At the end of FY22, approximately 60 percent of the material had been relocated to the landfill's lined disposal areas. The process will continue into FY23.



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- > **Waste-to-Energy Facility Demolition** – In 2021, after 34 years, the aging Bay County incinerator closed, enabling the Solid Waste Division to reduce waste disposal tipping fees charged to our customers by a little over \$20 per ton. The final step in the closure process was the demolition of the facility. Upon demolition, the property will be repurposed for use by various county departments.
- > **Tonnages and Customer Usage** – During FY 2022, some 89,369 vehicles crossed the scales at our facilities. In total, the Division processed and disposed of 255,955 tons of discarded material. This is an average of 716 tons per day.
- > **Waste Amnesty Days** - The Solid Waste Division hosts two waste amnesty events each year, allowing residents the opportunity to dispose of waste and debris from their properties at no charge. This provides Bay County residents with an economical way to clean up their residences and assist us in keeping potentially hazardous materials out of the waste stream. Bay County has hosted these events for more than 20 years. During 2022, we had 2,238 customers cross the scales and took in 902 tons of waste. We also collected 1,244 waste tires, 5,600 fluorescent lights, 1,100 gallons of used oil and 945 gallons of chemical solvents.



employee spotlight

PAM WHITFIELD

A lifelong public servant, Pam Whitfield has served Bay County employees as a subject-matter expert in benefit and payroll administration for more than 12 years. She is well known for her easy going demeanor, attention to detail, and the level of care she shows each employee. Her wealth of knowledge and experience make her an integral part of the Human Resources team and a valued asset as a go-to person for our employees.

Pam is primarily responsible for large endeavors such as Open Enrollment, the employee Wellness Program and oversight of Florida Retirement administration.

An avid sports fan, Pam enjoys watching and cheering for the Florida Gators, despite her Cajun heritage. Having retired from playing softball, she still goes to watch her granddaughter play in travel leagues, sometimes serving as scorekeeper.

She and her husband enjoy all things outdoors - fishing and hunting in particular - and spend much of their time outside with their two dogs.

Pam's work ethic and devotion to the employees of Bay County are evident in both her professional and personal life. We are grateful to Pam for her commitment to Bay County.



WHO WE ARE

The six Human Resources professionals in our department are committed to providing exemplary service to our employees and the external customers we serve. Our primary mission is to develop and administer value-added human resources policies, programs, and services that support the county's ability to provide opportunities to our employees. We are talent seekers, advocates, advisors, coaches, and more so we can recruit and retain outstanding employees and support management. It is also incumbent upon us to stay abreast of current employment law and share that knowledge with our employees to ensure legal compliance and minimize losses to the county by helping to avoid litigation. We strive for engagement with our employees, assisting and guiding them throughout their employment on matters related to benefits, promotional opportunities, policy understanding, educational opportunities, retirement, and more. Our focus is to foster a workplace that promotes mutual respect, personal and professional growth, fairness, and diversity. We concentrate our efforts every day to advance Bay County as a proven place to build a long and rewarding career.

WHAT HAPPENED IN 2022?

During this past year we worked diligently with our departments to recruit top notch candidates to fill our vacancies in the competitive job market we are faced with. We:

- > Received 1,888 online employment applications and 64 paper applications
- > Reviewed nearly 2,000 applications, of which 1,768 met the minimum qualifications and were referred to the respective departments
- > On-boarded 136 new hires
- > Processed 55 promotions, 90 resignations, 13 retirements, 6 probationary dismissals, 4 involuntary separations and 75 disciplinary actions
- > Processed 77 Family Medical Leave Act (FMLA) packets
- > Reviewed and processed 441 Employee Performance Evaluations with an above average score of 3.62 out of 5

Major Project

- > In 2022 the Human Resources Department launched a Six Sigma Training Program to ensure that a base knowledge of problem-solving tools and techniques is ingrained in our culture and to develop and maintain a cadre of Six Sigma Green and Black Belts on staff who will mentor and facilitate continual process improvement throughout the BOCC. The goal of this program is to prepare participants for Green Belt certification and pave the way for Black Belt certification. Six Sigma is a methodology used to improve business processes by utilizing proven problem-solving techniques and statistical analysis rather than guesswork. It employs an approach based on data and geared toward projects with quantifiable outcomes.

CONTACT US:

(850) 248-8201 | humanresources@baycountyfl.gov
www.baycountyfl.gov

Training and Development

- > Through the continued support of our county manager who understands the value of providing training initiatives to our employees, we continued to develop our training programs to give our employees the tools they will need to hone their skills and succeed in their endeavors.
- > During this past year we continued to conduct our Servant Leadership Program for our employees in management roles in order to practice this leadership philosophy throughout our organization. The goal of this program is to develop leaders whose main goal is to put the needs of their employees first by providing the means necessary to develop and succeed at their jobs.
- > We also expanded our Leadership Development Academy, adding five new classes. This curriculum expansion now allows us to offer 20 unique courses, including a Capstone Course that requires participants to present a project before attendees in order to be eligible to graduate. Employees voluntarily go through this program to enhance their leadership skills and will no doubt make our organization and the employees they serve stronger and more capable.
- > A total of 40 classes were offered in our New Employee Academy with 112 new hires in attendance. These classes provide education on important employment law topics, as well as workplace culture and relationships. New employees must attend all required classes before they are eligible to move out of probationary status employment.

Giving Back to the Community

- > Bay County employees continued to meet the needs of our citizens by participating in three blood drives that we hosted in 2022. As one of the biggest donors for OneBlood, they depend on our employees to provide the much needed blood donations for those in need in our local hospitals. Our employees donated 413 units of blood, potentially saving 1,289 lives.
- > The closing of Westrock Paper Mill came as a shock to both the mill's employees and our community as a whole. In order to support those affected, we hosted a job fair specifically for the mill's workers and invited other local government agencies to participate in order to offer Bay County employment opportunities to keep these families in our community.
- > The Human Resources Department also continued to serve the needs of our employees by offering free COVID testing in our office throughout the year.

Wellness Initiative

- > We held our 18th Annual Health Fair for employees and continued to see improvement in overall health trends among our employees. We can also attribute this trend to the wellness coaching services provided by Coach JT Thompson.
- > Since we began with the Evolve with JT Workplace Wellness Initiative on Oct. 1, 2018, JT has served almost 500 individuals. During the last year alone, he had 1,506 individual appointments with 100 new clients taking advantage of his one-on-one counseling services. As our employees progress under his guidance, their transformation to a healthier life has been nothing short of amazing.

AWARDS AND RECOGNITION

- > 21 employees were recognized for 15 years of service with Bay County
- > 2 employees were recognized for 20 years of service with Bay County
- > 1 employee was recognized for 25 years of service with Bay County
- > 1 employee was recognized for 30 years of service with Bay County
- > 2 employees were recognized for 35 years of service with Bay County



information technology / geographic information systems



employee spotlight

RAY ROBERTSON

Ray Robertson began his employment with Bay County in February 2019 as a network administrator. He manages and monitors Bay County's network infrastructure, active directory and voice systems. Additionally, he works with department leadership to align their goals and meet their IT needs. Ray retired from the U.S. Army in September 1993 and was awarded the Meritorious Service Medal. He has been certified as a Cisco Certified Network Associate (CCNA), Microsoft Certified IT Professional (MCITP), and Microsoft Certified Systems Engineer (MCSE). Ray has worked in Information Technology for the past 25 years. He has two children, a son Ryan and his daughter, Sierra.



INFORMATION TECHNOLOGY (IT)

WHO WE ARE

The Information Technology Division supports county operations by providing reliable and stable telecommunications and data management infrastructure and maintaining all computers, video security systems, access control, mobile devices, and other electronic-related systems. IT assists with the technical aspects of our various websites and assists others with reports and technical matters. IT is also responsible for network connectivity, software deployment, database creation and management, email services, and overall information security.

WHAT HAPPENED IN 2022?

Last year we:

- > Assisted with Chipola Complex Fire and Hurricane Ian response efforts.
- > Supported county operations by providing a reliable and stable network with 99 percent uptime, making county services available to citizens without delays.
- > Implemented and maintained patch management, keeping the county's data safe and secure. In addition to scheduled enhanced vulnerability, scanning is an essential component of the IT security program.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

WHO WE ARE

Geographical Information Systems (GIS) provides mapping services and products to internal county departments, the public, and other agencies. The GIS Division functions as a service-focused central resource of geographic information. We provide customer assistance, mapping, spatial analysis, data integration, application development, and deployment of content-specific web-mapping solutions to provide access to geographic data. Our web maps are available 24 hours a day for users to access the information they need.

WHAT HAPPENED IN 2022?

- > Worked with Esri Professional Services to migrate all of Bay County's web maps to Esri's new Experience Builder Platform.
- > Assisted Emergency Response efforts during the Chipola Complex Fire.
- > Updated Bay County Utilities and Public Works Asset Management System to work with dynamic ArcGIS Online Web Layers.
- > Continued collaboration with Emergency Services to facilitate a major GIS-centric upgrade to Next Generation 911.



CONTACT US:

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WHO WE ARE

The Capital Projects Division provides project oversight for the county's vertical capital projects to ensure feasible and cost-effective designs and construction. The capital projects team oversees each project during the planning, design, permitting, and construction phases, including coordination with other departments, architects, and engineering consultants until the completion of the project.

Capital Projects is dedicated to the construction and renovation of Bay County's vertical infrastructure; providing project management to ensure completion of projects on time, within budget and to the highest quality for its citizens.

WHAT HAPPENED IN 2022?

In 2022, Capital Projects managed approximately \$3million in vertical construction projects and design, including grant-funded projects, renovations, and construction of new buildings.

Projects include:

- > The demolition of the Waste-to-Energy Facility
- > Construction of the Community Center at Bay Dunes was 90-percent completed by the close of the fiscal year
- > The Juvenile Justice Courthouse construction was initiated and well under way by the close of the fiscal year
- > A project to harden the Bay County Library, including the installation of high-impact windows, was initiated
- > The Bay County Skate Park is under construction with completion set for Spring 2023



CONTACT US:

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employee spotlight

STEVEN KIEFFER

County Surveying Manager Steven Kieffer has worked for Bay County for the last seven years. He has lived in Bay County for 16 years and is originally from the Tampa area. Steven began his career with Bay County as a GIS analyst in the Utilities Services Department before transferring to Engineering to become a surveyor. Prior to his employment with the county, he owned and operated his own surveying firm.

Steven's history in the Utilities Department made him an ideal addition to the Engineering Division, and his steadfast attention to detail is a vital part of his success as an employee. He is a very thoughtful, thorough and competent employee, his superiors say, and his leadership is critical to the organization.

Steven lives with his wife, son, and daughter, and in his free time he enjoys woodworking, music, and cars. He began his educational career as a jazz and classical piano performance major at Berklee College of Music and the University of North Texas.



WHO WE ARE

The Engineering Division is staffed with professional engineers, a licensed professional surveyor, surveying parties, engineering technicians, FDOT-certified inspectors, and administrative staff dedicated to providing quality surveying, transportation and stormwater engineering, and construction management for the citizens of Bay County.

Engineering aims to provide the citizens of Bay County with quality best-value engineering services in support of the construction, maintenance, and repair of Bay County's roads and stormwater management systems and capital improvement projects.

The Engineering Division is responsible for providing program management, design, permitting, inspection, and construction management services necessary to implement Public Works' transportation and stormwater programs. Additional responsibilities include improving the safety and efficiency of the county's transportation and stormwater systems; assisting Roads and Bridges in road maintenance; handling citizen inquiries; managing the Participating Paving Program (PPP); and managing the Adopt-a-Highway Program.

Engineering's priorities include:

- > Assisting the Roads and Bridges Division and other county departments as needed.
- > Facilitating the Half-Cent Surtax Capital Improvement Program.
- > Completing design of projects generated by Roads and Bridges work requests.
- > Applying for and managing grants.

WHAT HAPPENED IN 2022?

- > Continued Hurricane Michael recovery, with various roadway repairs and rehabilitation and stormwater piping system repairs.
- > Continued implementation of the surtax projects.
- > Provided assistance to other departments in surveying, evaluating, repairing or demolishing many county facilities, including asbestos surveys for proposed building demolitions, preliminary site plans and finish floor elevations.

Engineering has been working on many grant opportunities such as dirt road paving, resurfacing CR 2297, stormwater improvement projects, sidewalk projects and East pass evaluation.

Engineering also completed or initiated the following Capital Improvement Plan projects:

- > Thomas Drive Resurfacing
- > Jenks Ave Widening
- > FY21 Local Dirt Road Stabilization
- > Titus Road Extension
- > Nehi Road Stabilization
- > FY21 CR 389 Resurfacing
- > FY21 Annual Resurfacing
- > CR 30 Sidewalks Phase I and II
- > Sherman Ave and 15th St turn lane
- > Joan Ave and North Lagoon turn lane
- > FY22 Resurfacing Phase I
- > Sweetwater Branch Rd Stabilization
- > W. Linger Longer Rd Stabilization
- > Redwood Ave Drainage Improvements
- > CR 2297 Resurfacing
- > East Pass Evaluation

CONTACT US:

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www.baycountyfl.gov

WHO WE ARE

Bay County Mosquito Control Division's priority is the protection of public health by the suppression of pestiferous mosquitoes capable of potentially spreading viruses. We are staffed by professional technicians certified in public health pest control and licensed through the Florida Department of Agriculture and Consumer Services, also known as FDACS. We provide professional mosquito control services for the citizens of our county. Our main areas of operation are: mosquito sample collection and identification, arbovirus surveillance and testing, larviciding, adulticiding, and source reduction. These operations cohesively work to service all 25 districts of Bay County.

WHAT HAPPENED IN 2022?

Significant rainfall from the previous year came with its challenges and setbacks, and each of our teams worked diligently throughout the year for a positive outcome. As we concluded the year we learned that the county's vegetation has changed tremendously and can no longer withstand long periods of heavy rainfall from the loss of trees since Hurricane Michael. We implemented a new Granular Larvacide Program that allows for greater disbursement of product over a large open area, greatly improving the efficacy of treatments.

As the mosquito season began early in the spring, we moved quickly in our efforts to treat all 25 districts with a special focus on known low areas that are susceptible to holding water. As we transitioned to summer, Hurricane Elsa, Tropical Storm Fred and Hurricane Ida brought an extraordinary 87.94 inches of rainfall. This led to greater challenges to our team as we struggled through constant rain to treat all areas and closely monitor the efficacy of treatments, especially since an abundance of water tends to diminish our proactive measures.

We strategically relocated some of our traps and added four new additional trap sites to obtain enhanced empirical data. The rise in precipitation greatly increased the number of trapped mosquitoes compared to previous years based on our logged data. To ensure public health and safety, we conducted more than 300 randomized, triple panel tests in search of mosquito-borne diseases. All concluded in negative results which is a welcomed victory for our team and the citizens of Bay County.

Identification Operations:

- > Deployed, set and retrieved traps 2,038 times
- > Counted and identified 41,241 mosquitoes

Larviciding Operations:

- > Answered 223 service requests
- > Inspected 5,201 mosquito breeding sites
- > Treated 6,652 sites
- > Stocked 109 pools with minnows
- > Manually back-pack sprayed 90 sites for a total coverage of 29.36 acres
- > Removed 532 abandoned waste tires
- > Performed 99 neighborhood sweeps
- > Treated 4,982 storm drains

Adulticiding Operations:

- > Traveled 17,835 miles
- > Sprayed 1,141 times
- > Treated 648,580 acres

**employee spotlight****VANESSA HAMSTRA**

Vanessa Hamstra started her career with Bay County in June of 2017, after working at the Career Source Center in Panama City. Vanessa grew up in the northeast, born in New Jersey but spent most of her childhood living in Boston. When Vanessa was in her early teens she and her family moved to Costa Rica to be with relatives. Vanessa loved living in Costa Rica but missed the cool Boston temperatures that came with the fall and winter seasons. Vanessa came back to the United States in her late teens and joined the Navy, serving five years as an aviation support technician. She was stationed near the Great Lakes, in Pensacola, Puerto Rico and finally in Jacksonville where she met her husband Joe, who was also in the Navy at the time. The two have been married for 12 years and have an 11-year-old daughter named Arianna.

We are glad that Vanessa joined the Bay County team. Working as a Mosquito Control administrative assistant, Vanessa handles everything that comes her way. She proves daily to be a tremendous asset. If you call the office, you will likely be greeted by her welcoming voice.

CONTACT US:

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employee spotlight

WALTER JORDAN

Walter Jordan is a husband, father, pastor, mentor, crew leader, and has been an asset to Bay County Roads and Bridges for almost 11 years. A 40-year resident of Panama City, Walter and his wife, Consuela, have been co-pastors of His Way Love and Worship Center for more than 10 years. They support the local community through their church and in their personal lives. Walter is very proud to have been the first person signed up through Big Brothers Big Sisters of America to be a Big Brother after Hurricane Michael swept through and briefly halted the program. He considers his Little Brother as his third son and is teaching and guiding him to be a future role model himself.

Walter is not known to brag or show off in any way, but when asked what he is the proudest of his answers are very telling. He is proud of his wife and their long and happy marriage, that his children are good people, and that his church is a good place to be. He is also very proud that he has been a good example to others in his personal life and in his work.

Walter is a crew leader at Roads and Bridges, and in that position he has tried to teach less experienced, younger employees how to be respectful of their co-workers and how to be good employees in general. He is always there to give a kind word or lend a hand to anyone who needs it. Walter Jordan has a huge heart and the people who work for Bay County Roads and Bridges are very lucky to have him in our lives.



WHO WE ARE

The Roads and Bridges Division is staffed by licensed construction operators and truck drivers, skilled craftsman, maintenance workers, customer service representatives, resource accountants, and program managers. Our mission is to provide efficient and high-quality operations and maintenance of county roads, bridges, and stormwater facilities.

The Roads and Bridges Division is responsible for the maintenance and repair work necessary to sustain the county transportation and stormwater infrastructure at an acceptable level of service. When possible, system improvements are made to enhance capacity, improve service, and protect the environment. Work is identified through route maintenance schedules, routine and special inspections, customer service work requests, state inspections, and regulatory requirements.

The division answers customer inquiries regarding the location and ownership of transportation right-of-ways and stormwater drainage easements, and it also responds to commissioner inquiries and assists other governmental agencies when possible. The division manages the Residential Driveway Permit Program which regulates the connection of residential properties to county roadways. The program provides the direction required providing for safe access connections to the county transportation network while maintaining roadside drainage systems.

WHAT HAPPENED IN 2022?

In Fiscal Year 2022, the Bay County Roads and Bridges Division staff conducted the following daily maintenance duties:

- > Roads and Bridges received approximately 18,600 requests for service.
- > Maintained approximately 180 miles of county-owned dirt roadways, with a 70-percent success rate of routine grading within a 21-day cycle.
- > Inspected and repaired more than 22,000 linear feet of stormwater pipe and 3,750 inlet boxes.
- > Maintained/repaired the Public Works equipment fleet. In FY 2022, Roads and Bridges service technicians completed over 1,000 repairs with a value of approximately \$615,000.

CONTACT US:

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WHO WE ARE

The Traffic Engineering Division is staffed by experienced transportation professionals, consisting of engineering, technical, and administrative staff with special expertise in the planning, design, construction, integration, operation, maintenance, project management, and overall support of transportation technology system deployment projects. Such projects include the countywide advanced traffic signal system, the associated intelligent transportation system, and the regional Traffic Management Center (TMC) facility.

The Traffic Engineering Division is responsible for the design, fabrication, installation, and maintenance of all road signs and pavement markings located on roadways within unincorporated Bay County. The division additionally maintains all traffic signals, school zone installations, and other traffic control devices within Bay County, including those located in the local municipalities. As part of this effort, engineering and technical staff remain responsible for the development, implementation, and fine-tuning of coordinated traffic signal timings throughout the region.

The Traffic Engineering Division also operates and maintains the regional Intelligent Transportation System (ITS), which not only encompasses the network of 180-plus traffic signals but also an array of roadside devices used to manage the overall transportation network from the central TMC facility. A primary component of the regional ITS is the administration of all ownership issues associated with 100-plus miles of underground fiber optic cable, including design and implementation of modifications, provision of underground location services required in response to nearly 10,000 locate tickets issued under the Florida Sunshine One Call Program, as well as emergency repairs to the underground cable/conduit facility and network switching equipment whenever necessary. Other components of the regional ITS deployment include 110-plus pan/tilt/zoom traffic monitoring cameras, over two dozen travel-time sensor devices, five dynamic messaging signs, several trailer-mounted portable variable message signs, as well as many other transportation-related roadside devices that comprise the overall ITS network.

The Traffic Engineering Division designs, fabricates, installs, and maintains all road signs and pavement markings located on roadways within unincorporated Bay County – amounting to more than 20,000 road signs.

The Traffic Engineering Division also administers many transportation-related grant programs financed by state and federal dollars. This effort includes identifying grant opportunities, drafting grant applications, managing projects financed by grants, and administration of reimbursement procedures within applicable program constraints.

WHAT HAPPENED IN 2022?

Traffic Engineering Division staff are essential employees with respect to natural disasters and emergency situations. Hurricanes, tropical storms, flash floods, lightning damage, traffic crashes, and special events are all examples of occasions when technicians and administrative personnel must be available to respond. Traffic Engineering Division staff completed extensive restoration efforts attributable to Hurricane Michael as well as more recent storm events, including Hurricane Sally, Tropical Storm Fred, and other flood conditions.

Throughout the year, TMC personnel and traffic signal technicians made incremental adjustments to traffic signal timings in response to fluctuating seasonal traffic, school schedules, commercial development, and overall growth of the regional economy.

Additionally, the Traffic Engineering Division:

- > Rebuilt three traffic signals, including entire overhead spanwire support system
- > Installed 10 solar-powered flasher assemblies at midblock pedestrian crossings
- > Installed six solar-powered speed feedback signs on neighborhood streets
- > Coordinated speed hump and sign installation projects on two local roadways
- > Produced and submitted five grant applications
- > Participated in the administration of four awarded grant projects
- > Assisted in the development of procurement documents for three projects

CONTACT US:

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employee spotlight

MIKE NELSON

Mike Nelson works in the Traffic Management Center (TMC) as a traffic signal timing specialist, where he combines a variety of skills to perform crash studies, traffic analysis, image utilization, GIS, as well as many other tasks. Born in Fort Worth, TX, Mike was raised in a military family and joined the Air Force 10 years after his father retired. Mike enlisted as a security police member and served his first enlistment at Eglin Air Force Base. Having enjoyed the security police career field, he then cross-trained and launched onto a military intelligence career path as an imagery analyst. In his second assignment at Kelly Air Force Base in San Antonio, TX, Mike became very involved with both operations Desert Shield and Desert Storm and then proceeded to his only overseas assignment in the Republic of Panama, working counter-narcotics and counter-insurgent activities. Mike was then transferred to the Joint Intelligence Center, at Offutt Air Force Base in Nebraska, for the next 12 years. During that time he twice deployed to both Saudi Arabia and Afghanistan. Upon his return from Afghanistan, Mike's final assignment was to the National Geospatial-Intelligence Agency in Bethesda, MD, where he merged his GIS experience with Imagery Analysis. Mike retired from the Air Force to live in Panama City with his wife Tabitha (who was born and raised in MD), and is also an employee of Bay County.

He is a Warrior Beach Retreat volunteer, and enjoys SCUBA diving, camping, biking, obstacle course racing, and cruising.

infrastructure surtax

Bay County has completed the following projects with funding from the surtax:

RESURFACING:

- > North Lagoon Road with multi-use path, Silver Lake Road, Center Drive, Camelia Street, County Road 2302, High Point Road, Indian Bluff Road, County Road 2300, East Avenue (State 77 to County 390), East Avenue (390 to Baldwin), Laird Street, Allison Avenue, Harvard Boulevard, Edwards Road, County Road 388, Frankford Avenue, Wildwood Road, Thomas Drive

DIRT ROAD STABILIZATION AND DRAINAGE PROJECTS:

- > Bertha Nelson Road
- > Wendy Road
- > Cowels Road
- > Veal Road
- > Nehi Road
- > Silver Lake Road and S. Silver Lake Road

INTERSECTION IMPROVEMENT PROJECTS:

- > County Road 389 and State Road 77
- > County Road 389 and U.S. 231
- > Moylan Road and Panama City Beach Parkway
- > County Road 389 and Dundee Lane

BRIDGE REPAIR AND REPLACEMENT PROJECTS:

- > Deer Point Dam repair/rehabilitation
- > East Avenue bridge replacement
- > County Road 2297

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION NOTICE OF VIOLATION PROJECTS:

- > Webber Road
- > Sorrel's Drive
- > Old Allentown Road

CAPACITY IMPROVEMENT PROJECTS:

- > Loop Road Phase 2
- > Jenks Avenue widening - Baldwin to State Road 390

ROADWAY SAFETY PROJECTS:

- > Laird Street sidewalks
- > Frankford Avenue sidewalks
- > Merritt Brown Road sidewalk
- > Front Beach Road sidewalks

STORMWATER CAPACITY PROJECTS:

- > Allison Avenue Regional Stormwater Facility
- > Laird Stormwater Basin Study



ABOUT THE INFRASTRUCTURE SURTAX

Voters approved the Bay County Half-Cent Infrastructure Surtax in 2016 by a margin of greater than 10 percent, with the funding aimed at improving area roadways and infrastructure. Collection of the sales tax began in early 2017. The county has collected an average of \$15.5 million annually and works to leverage that funding for grants and partnerships that often significantly augment the county's annual surtax revenues each year.

The tax is for use exclusively in Bay County to repair local roads, reduce neighborhood flooding, and reduce traffic congestion. The sales tax generates roughly \$21 million annually split between the county and its cities by a formula based on population. Bay County's Revenue must be spent on the estimated overall \$127 million in needed roadway and infrastructure improvements, as mandated by the ballot language. As an added layer of protection to ensure the money is spent wisely, a citizens' oversight committee was empaneled as part of the referendum and meets regularly to check the county's progress.

The passage of the tax allowed the Bay County Commission to make good on a promise they made to cut the millage rate in 2017 to offset deductions from the general fund that were being used to supplement road paving, bridge upkeep, and road maintenance. That reduction has continued each year since 2018.

Meanwhile, the increased revenues have allowed the county to address a more than \$57 million backlog in needed road resurfacing as well embark on other infrastructure improvements, including bridge replacements, intersection improvement projects, dirt road stabilization, capacity and stormwater improvements, roadway safety, and more. The dollars raised by the sales tax must be spent inside Bay County on local projects. Tallahassee and Washington, D.C. have no say on how or where the money is spent; however, the availability of funding may make grant applications that require matching funds more competitive.

The sales tax is levied on eligible goods with a value of up to the first \$5,000 of value – the tax is capped at \$25 per item.

CONTACT US:

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www.bayhalfcent.com



WHO WE ARE

The Purchasing Department is responsible for coordinating the county's central procurement system, promoting efficiency, economy, and fair and open competition in an effort to reduce the appearance and opportunity for favoritism or impropriety. We strive to inspire public confidence that purchase orders and contracts are awarded equitably and economically. It is essential for effective and ethical procurement that there is a consistent system of procedures that establishes basic guidelines to regulate procurement activities, contract management, and the resulting distribution of funds.

The Purchasing Department is staffed with five full-time employees charged with abiding by, upholding, and adhering to the county's procurement code and manual to guard against the misuse or misinterpretation of those rules and regulations.

WHAT HAPPENED IN 2022?

In Fiscal Year 2022, the Purchasing Department:

- > Provided management oversight of the county's purchasing card program with a purchase volume of more than \$2.8 million and realized an annual rebate of more than \$33,000.
- > Provided sales and support to county staff through ordering goods and services valued at more than \$90 million through 620 purchase orders.
- > Provided sales and support to county staff and vendors through 79 solicitations, resulting in contracts valued at more than \$108 million.
- > Utilized online and on-site auction services to dispose of surplus and obsolete equipment in order to maximize the county's investment. Purchasing conducted six auctions resulting in a return of more than \$103,000.
- > Represented Bay County at the Central Gulf Coast Chapter of the NIGP Reverse Trade Show, meeting with more than 50 new vendors interested in providing goods and services to Bay County.
- > Held a vendor open house to allow vendors the opportunity to discuss their goods and services with staff from multiple county departments and divisions.



employee spotlight

KAREN GRINDLE

Karen Grindle began her career with Bay County in 2003 as a staff assistant in the Utilities Services Department, transferred to the Purchasing Department as the contract coordinator in 2011, and became the chief procurement officer in 2021.

She is a certified professional public buyer (CPPB), a member of the NIGP, The Institute for Public Procurement, and currently serves on the board of directors and as the Education Committee chairperson for the Central Gulf Coast Chapter of NIGP. Karen enjoys fishing and camping with her husband, Jeff; spending time with her two beautiful granddaughters, Delilah and Caliyah; and playing with her two dogs, Zoey and Coco.



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WHO WE ARE

In July 2012, the federal RESTORE Act (Resources and Ecosystems Sustainability, Tourist Opportunities, and Revived Economies of the Gulf Coast States Act) established a trust fund from administrative and civil penalties related to the 2010 Deepwater Horizon oil spill. Five “pots” of funds were set up in the federal trust fund.

A portion of funds from Pot 1 and Pot 3 are reserved for Bay County. Settlement payments will be made into the trust fund over a number of years, and will gradually be available to the county. The county’s share of Pot 1 will be approximately \$42 million over 15 years.

Pot 3 will provide about \$11 million. The county will also pursue matching funds. The money can be used to restore and protect the natural resources and economy of the Gulf Coast region.

The Bay County Board of County Commissioners decides which eligible projects to fund. Based on recommendations from a citizens advisory committee, the board selected projects for the first funds available from Pot 1, the Direct Component, and for all funds that will be available from Pot 3, the Spill Impact Component. A grant application must be submitted to the U.S. Department of the Treasury for each Pot 1 project, and to the Gulf RESTORE Council for each Pot 3 project.

WHAT HAPPENED IN 2022?

The County’s draft Stormwater Master Plan and Capital Improvement Strategic Plan Update is almost complete. Public Works is reviewing the RESTORE-funded update, to be finished in early 2023. The updated plan will be used to prioritize stormwater management and treatment for the bay system.

- › Planning continues regarding the reopening of East Pass (Old Pass), and alternatives are being evaluated. Environmental review and permitting will follow, and public comments will be solicited during that phase.
- › The North Bay Wastewater Reuse grant will be used for pumps and infrastructure to provide reuse water to the new Southport Sports Complex, the Bay County Emergency Operations Center and the Gulf Coast Community College North Campus.
- › The RESTORE-funded Artificial Reefs Project is now in the U.S. Army Corps of Engineers permitting process. Bay County Extension Service staff are managing the project, and are drafting the bid documents for deployment of the variety of materials for the reef.

RESTORE Act Spill Impact Funds support St. Andrew Bay Watch’s water-quality monitoring and reporting for our bay system. The information from this effort helps guide water-quality improvement projects.

With funding provided by The Nature Conservancy and County RESTORE Act funds, Bay County and Florida State University launched the St. Andrew and St. Joseph Bays Estuary Program hosted by FSU Panama City. An Estuary Program is a locally-driven, non-regulatory effort to identify and solve issues facing a bay and watershed, based on objective, scientific information. Estuary Program staff are working with local governments on proposals to restore and enhance streams and wetlands, assess the success of ecosystem restoration efforts, use biological indicators to inform stormwater management priorities, and implement nature-based strategies to enhance St. Andrew Bay habitats.

The county is also engaged in the Triumph Gulf Coast process, a nonprofit corporation organized to oversee the expenditure of 75 percent of all funds recovered by the Florida Attorney General for economic damages to the state that resulted from the 2010 Deepwater Horizon Oil Spill. The Board of County Commissioners reviews all proposed projects within the county and provides letters of support for projects the board believes would be beneficial to the county. More information on RESTORE is available at baycountyfl.gov.

More information on RESTORE is available at baycountyfl.gov.



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WHO WE ARE

The Mission of Risk Management is to ensure the safety and well-being of all Bay County employees, its properties, and the citizens of Bay County. Our responsibility is to produce and implement safety programs that provide a safe work environment, provide essential training for employees, and maintain safe facilities for citizens to enjoy.

Risk Management also works to administer the Americans with Disabilities Act program for the county. Under this same umbrella, the department oversees a very successful and long-standing Self-Insured Workers' Compensation Program with three of the five constitutional offices participating in the program. The County Self-Insured Workers' Compensation Program includes a Drug Free Workplace Program and an active Safety Program. Additionally, Risk Management is responsible for the management of the county's insurance programs, hazardous chemical state reporting, incident/accident reporting and claim processing. Risk Management is dedicated to providing the best products, safest environment, and most diligent service to its employees and the citizens of Bay County.

WHAT HAPPENED IN 2022?

Risk Management has experienced growth within the department. For the first time in many years the department is fully staffed with individuals who bring an array of experience to each position. The new Risk Management staff brings a collection of experience in the legal field, local government and business operations, emergency services processes and training, and customer service. The experience that each employee brings to the team enhances the overall effectiveness and efficiency of the department.

- > Risk Management recovered more than \$263,632 in third-party claims (these are claims collected from the other party's insurance company for damages to county property).
- > Risk Management logged and investigated more than 240 reported incidents in the county for FY 22.
- > As a result of the 24/7 Healthiest You/ Teledoc Program, the county experienced a 77.8 percent utilization, a return of investment of 4.7 percent, and an estimated net savings of \$278,000. This program does not interact with the group health insurance; hence these virtual visits are not charged against the health insurance.
- > Risk Management successfully found light duty for 100 percent of employees with Workers' Compensation restrictions. Finding light duty assignments is one factor that helps reduce our Workers' Compensation premiums. This year our Workers' Compensation Experience Modification was reduced to .90, saving the county \$53,876.
- > Risk Management continues to expand its safety training program. These programs are clearly focused on the safety of both county employees and the citizens of Bay County. Classes include defensive driving, temporary traffic control, and CPR/First-Aid.
- > Risk Management has successfully met the state regulated Tier II completion deadline for the 12th consecutive year.
- > Risk Management, in coordination with several departments, has been working on a fact-finding project for a proposed CDL testing site.

AWARDS AND RECOGNITION

- > Donna Newell, Risk Management Specialist II, was approved as a proctor for MOT/TTC testing.
- > Alex Pearce, Risk Management Specialist I, received his designation as a Certified CPR instructor.



employee spotlight

JEN WARNER

Risk Management Coordinator, Jen Warner, began working for Bay County in February 2022. She spent the previous eight years working as a paralegal in a civil defense law firm whose primary focus was defending local governments and municipalities. She brings with her experience working through the claims process from slip and falls to wrongful termination. During her previous employment she worked directly with insurance companies regularly. This experience has helped her smoothly transition to her new role with the county.

While she was born in Panama City, Jen grew up about an hour north of New Orleans. She obtained her bachelor's degree from Southeastern Louisiana University in Hammond, LA. She moved back to the Panhandle 10 years ago. She resides with her 16-year-old daughter and three rescue dogs. She is very community oriented and enjoys being an active member of the Bay High Band Booster Club and is also a member of St. Dominic Catholic Church, where she assists with community outreach programs. She is also a huge New Orleans Saints fan.

CONTACT US:

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www.baycountyfl.gov



employee spotlight

BEN PHILLIPS

Mr. Phillips began his career with Bay County Utility Services in January 2008 as a distribution technician. During his tenure with Bay County, Mr. Phillips has remained in the Utilities department moving up to his current position of distribution foreman. During his tenure, Bay County's service area for water has expanded with the dissolution of the city of Cedar Grove and the county's continuous growth following Hurricane Michael.

Mr. Phillips has attended dozens of training courses over the years and currently maintains licenses as a backflow prevention tester, Class 1 distribution operator and maintains a CDL license. He has always taken pride in his work and with his staff.

When not at work, Mr. Phillips can be found spending time with his wife and two beautiful children. He truly is an asset to Bay County Utility Services!



WHO WE ARE

For more than 50 years, Bay County Utility Services has provided our community with reliable, economical, and high-quality water and wastewater services. We employ highly trained people and use state-of-the-art equipment while continuing to set industry standards as they relate to procedures, methods, and customer service. Bay County Utility Services is committed to high-level customer satisfaction and is always looking for ways to streamline processes to reduce redundancy and expense. Our customers receive the most cost-effective service to reduce water losses while conserving one of the world's most precious resources.

The Utility Services Department employs more than 80 employees who make up the Water, Wastewater, and Utility Permitting divisions, along with laboratory and administrative staff dedicated to providing quality water and wastewater services. The Water Division treats and distributes drinking water to the local municipalities, Tyndall Air Force Base, and the county's retail customers in the unincorporated area. The Water Division also provides untreated raw water for local industry use in their cooling processes. Utility Services owns and operates a 60 million gallons-per-day capacity water treatment plant, two raw water pumping stations, six water booster stations, approximately 391 miles of retail infrastructure and 194 miles of wholesale infrastructure.

The Wastewater Division provides wastewater treatment services to unincorporated Bay County and the cities of Callaway, Parker, Springfield, Mexico Beach, and Tyndall Air Force Base. Utility Services operates two wastewater treatment plants strategically located throughout the county to provide sewer services to residents. The Wastewater Division also manages the Bay County Environmental Laboratory, which provides short hold-time analysis for the department.

The Permitting Division facilitates the review and processing of plans and permits for the Utility Services Department, which includes water and wastewater construction contract assistance and bid preparation. The Permitting Division performs construction site inspections and project management and performs water and wastewater utility locates for public and private development and construction.



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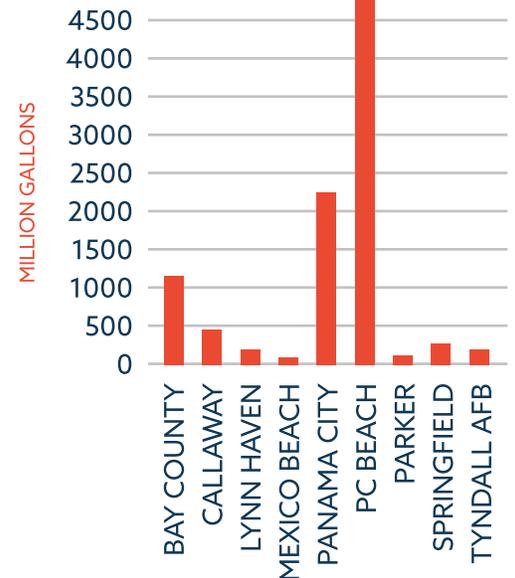
WHAT HAPPENED IN 2022?

Bay County Utility Services has consistently provided high quality service to our citizens. Our talented team of employees were able to accomplish the following:

- > Due to increased customer connections, the current drinking water sampling plan was updated to reflect the growth and meet Florida Department of Environmental Protection requirements. More than 80 locations are sampled multiple times to protect customers.
- > Replacement of sludge dewatering equipment – \$1.1 million. Two new centrifuges were purchased to replace the old belt presses that were outside of their life expectancy and experiencing performance deficiency.
- > Ferric Sulfate Tank Addition - \$217,500. A 10,000 gallon Ferric Sulfate storage tank was added to provide redundancy and resiliency. The new tank will improve the treatment plant's ability to meet increasing demands and maintain operations during emergency events.
- > Operations Building Reconstruction and Remodel - \$2.5 million. The operations building was significantly damaged during Hurricane Michael, rendering the building unsafe. The building was reconfigured providing a modern operational facility that included hardening and safety features that will allow staff to work in during emergency situations.
- > Gainer Bayou Booster Station - \$200,000. The Gainer Bayou Booster Station serves 65 percent of the Southport customers with water. The 16-inch PVC water main experienced multiple leaks over the past year. The line was upgraded using ductile iron that has a longer life span and will provide improved resiliency.
- > MPAWT Reject Pond Liner Replacement project - \$537,357. Removed and replaced the reject pond liner damaged by Hurricane Michael.
- > Due to increasing growth in northern and eastern Bay County, approximately 900 new retail accounts were added, bringing the total retail accounts serviced by Bay County Utilities to 8,425.
- > \$15.9 million in Hurricane Michael projects were awarded in 2022 with \$4.5 million in invoices processed.
- > Locate technicians performed 16,918 water and wastewater locates.
- > The Utility Permitting Division reviewed new residential neighborhood development permits resulting in more than 1,400 new residential and commercial connections.
- > Annual drawdown of Deer Point Reservoir – Every year the county draws down the Deer Point Reservoir from November through February at the request of the Florida Fish and Wildlife Conservation Commission (FWC). The annual drawdown decreases nuisance aquatic vegetation, consolidates and releases nutrients from the exposed shoreline sediments, improves fishing and boating access, and enhances fish spawning habitat.



2022 DRINKING WATER CONSUMPTION



AWARDS AND RECOGNITION

Bay County Utility employees have attended various training opportunities during the year to maintain their state licenses and expand their knowledge.

	FY2021	FY2022
PANAMA CITY	2,297	2,339
PANAMA CITY BEACH	4,680	5,031
SPRINGFIELD	279	258
PARKER	119	113
CALLAWAY	462	486
LYNN HAVEN	188	202
MEXICO BEACH	107	122
TAFB	170	189
BAY COUNTY	1,109	1,152
TOTAL	9,411	9,892



WHO WE ARE

The Economic Development Alliance of Bay County (Bay EDA) is a private, nonprofit organization dedicated to stimulating economic growth and improving the quality of life for the citizens of Bay County. Bay EDA operates as a 501(c)(6), public/ private partnership funded by Bay County, our cities, private businesses and community partners who share our mission and are committed and invested in growing and diversifying our local economy. Using an experienced and professional team of economic developers, Bay EDA presents the positive points of Bay County to businesses, industry, and professional leaders nationally and internationally who bring jobs to the community.

WHAT HAPPENED IN 2022?

Project Announcements:

- > **Central Moloney Inc.** is an electrical transformer manufacturing company planning to move its pole-type transformer production to Bay County. The company has moved into VentureCrossings Enterprise Centre, formerly the GKN building. This project is projected to create approximately 200 jobs and will spur a capital investment of \$25M. Working with the Bay County Commission, the Bay EDA successfully secured \$7 million in Triumph grant funding in support of the project.
- > **FedEx Ground**, a project projected to create approximately 200 jobs and spur a capital investment of \$55 million, will open its doors in March 2023. FedEx Ground is currently operating in an existing 60,000-square-foot facility in Port Panama City's Intermodal Distribution Center, which they will vacate to move into their new 251,000-square-foot facility also located in Port Panama City's Intermodal Distribution Center.
- > **Mocama Marine** is a marine manufacturing company that builds two brands of boats, Action Craft Boats and Southwind Deckboats. Mocama Marine's manufacturing operations will take place in two existing buildings, specifically designed for boat construction. Manufacturing operations will begin early 2023. Mocama Marine will employ 105 people and invest approximately \$10.5 million. With the support of the Bay County Commission and Triumph Gulf Coast, the Bay EDA was able to secure \$3.675 million in support of this project.
- > **Southern Sky Aviation** based in Birmingham Alabama, is a new Fixed Base Operator (FBO) that will invest approximately \$25 million to construct a new 8,800-square-foot FBO terminal and associated ramp space on a 15-acre site at Northwest Florida Beaches International Airport. Phase II of the project includes over 73,000 square feet of hangar space. This project is expected to create 25 jobs.
- > **Suzuki Marine**, announced 2020, has been operational in a temporary facility on site. Over the past year, the company has been hard at work with the design and construction of their new state-of-the-art research and development facility. The building shell is complete and the company is working diligently to complete construction early 2023. Suzuki is investing approximately \$25 million and will hire approximately 20 employees over the next five years. These employees will include engineers, research technicians, and marine powersport experts.
- > Bay EDA worked with Triumph Gulf Coast to secure \$12.6 million in grant funding and the University of West Florida to secure \$4.5 million in grant funding.
- > In fiscal year 2022, the Bay EDA successfully recruited four new companies, announcing 530-plus new jobs, \$115.5 million in new capital investment, and secured over \$17 million in grant funding to support new projects.

Marketing:

- > Bay EDA submitted 108 Request for Proposals (RFPs) in response to requests received from Enterprise Florida, the state's economic development organization, Florida's Great Northwest, the area's regional economic development organization, and through leads generated directly from Bay EDA marketing efforts.

Staff

- > The Bay EDA welcomed a new team member, Brittany Hendley (Director of Finance and Operations), who replaced Katie May.

CONTACT US:

(850) 215-9965 | 5230 West Highway 98, Panama City, Florida 32401
www.bayeda.com

mexico beach community development council

WHO WE ARE

The Mexico Beach Community Development Council (MBCDC) is responsible for marketing and promoting the Mexico Beach area, its accommodations, and attractions in a manner that will invite visitors to vacation on our beach. Funding stems from a 5-percent tourist development tax that is applied to short-term overnight accommodations in Mexico Beach. The MBCDC continuously develops the marketing operations as well as assists in beach nourishment, cleaning, park enhancements, and community event support.

As Bay County's smallest city, Mexico Beach is less than five miles long; however, there is an abundance of activity thanks to the tourism entities that are offered. An unconventional beach destination, Mexico Beach provides unique adventures tailored towards an easy-going vibe for visitors year-round.

WHAT HAPPENED IN 2022?

Development and growth continue to stretch across Mexico Beach. The MBCDC was delighted to welcome visitors and offer opportunities to learn about our wonderful destination while enjoying spectacular water views from the new Welcome Center. This area continues to mark itself as a forward point for Mexico Beach.

With the continued growth, Mexico Beach's Driftwood Inn, a staple for over 50 years reopened their doors. The Inn was destroyed in 2018 from Hurricane Michael, however the Wood family was determined to rebuild and they opened their doors in the Summer of 2022. Other vacation properties have been either restored or rebuilt, addressing the huge demand from vacationers.

The MBCDC continued its marketing efforts, this time self-funded, by emerging back into markets with the "Love My Beach" paid social media campaign. The campaign was relaunched with update imagery and video that highlighted the new growth of the destination. The campaign's deliverables performed well above benchmark average. With this great awareness and highlights to reflect the destination, the continued branding of the Unforgettable Coast has invited new and returning visitors to the destination.

The Return of Events

In addition to bringing back the beloved Music in the Park, a free concert series that spans all of September, the MBCDC diligently supported other local community groups that hosted events in Mexico Beach. The Thanksgiving Day 5k Turkey Trot returned with over 145 participants all eager to run, walk and waddle across the finish line. The annual Gumbo Cook-Off, a beloved classic, returned with over 20 chefs and over 500 attendees. The annual GollyWhopper Classic fishing tournament and Mexico Beach Artificial Reef Association's Kingfish Tournament both were held with overwhelming success. Collectively both tournaments had over 210 boats entered and paid out over \$29,000 in cash and prizes. The MBCDC supported all these events both with financial and marketing support.

The Welcome Center participated in National Travel and Tourism Week in May, by hosting "Punch on the Porch". The event featured industry updates, giveaways, area information and punch.

Beach Restoration

The MBCDC continues to partner in the "Stay it Forward" campaign, created by the Panama City Beach Convention and Visitors Bureau. Collectively, Bay County visitors, students and winter residents have planted more than 8,000 sea oats and other beach vegetation along the dunes in Mexico Beach. The MBCDC continues efforts to enact a \$14 million, grant-funded full beach restoration project that will place sand along the entire coastline in Mexico Beach.

2021 MEXICO BEACH STATS

- > 90.5k Facebook likes
- > 17.6k Instagram followers
- > 4.3k Twitter followers
- > 297k website visits

CONTACT US:

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www.mexicobeach.com



panama city community development council



WHO WE ARE

Nestled along beautiful St. Andrews Bay in Northwest Florida, Panama City offers an exciting balance of culinary experiences, outdoor activities, and cultural encounters, while radiating a laid-back feel. It's this unique combination that makes Panama City an irresistible destination for individuals, couples, and families. With multiple historic neighborhoods and its own oyster trail, there's always something to see or do in Panama City. As the largest city in Bay County, Panama City serves as the county seat. While other areas of the county have had tourist development taxing districts for many decades, the Panama City tourist development taxing district was established in 2014 with collections beginning in January of 2015. Destination Panama City (Panama City Community Development Council, Inc.) is the official tourism agency for the City of Panama City, Florida and is funded by the 5-percent tourist development tax applied to short term, overnight accommodation rentals in Panama City. From 2015-2018, the tourist development tax generated about \$1.5 million per year with an average year over year growth of 5 percent. Three years post hurricane, about 85 percent of the short-term rental units are back online. On the tails of Hurricane Michael, the unprecedented COVID-19 pandemic in fiscal years 2020 and 2021 created challenges for industries around the world, specifically the travel and tourism industries. Panama City, due to its diversified draw of ecotourism, history, culinary, and culture was uniquely positioned to not only rebound, but thrive during these challenging times.

WHAT HAPPENED IN 2022?

As the City of Panama City continues to rebuild from Hurricane Michael (2018) the city's tourism industry was extremely resilient and prosperous during 2022. With fewer travel accommodations than there were pre-hurricane, Destination Panama City still saw record tourism numbers. With some international travel restrictions still in place, most visitors were domestic travelers, specifically from the southeastern drive market. Marketing focused on placemaking and storytelling, ensuring the charm and character of the community were well represented.



Destination Panama City Visitor's Center - The new, bay front Visitor's Center located in Historic Downtown Panama City was officially completed. The facility offers a meeting space available to the public by rent or reservation, and has already hosted numerous meetings and special events. Through diligent fiscal management, the facility was funded with tourist development tax cash reserves without the need to finance the construction through loans. Since the opening in late 2021, the Visitor's Center has hosted numerous events including the Downtown After Dark series, FLLUXE Arts Festival, Roux Doux Cajun Food & Mood Experience, Salute to Freedom, and Oktoberfest celebrations.

Events - In addition to hosting in-house signature events, Destination Panama City works diligently to support other local community groups that bring positive attractions and events to the city. In 2022, Destination Panama City continued to financially support the Krewe of St. Andrews Mardi Gras and Seafood Festivals, the Public Eye Soar Digital Projection Festival, the Panama City Songwriters Festival, the Gulf Jazz Society's Jazz by the Bay Festival, Panama City Music Association Seasonal Concert Series, and Panama City Symphony Orchestra's Seasonal Concert Series, Second Chance of Northwest Florida's Blessing of the Fleet & Sock Burning, Florida Jeep Jam, Blues in the Draws, and many traveling sports tournaments.

Honors Best Documentary - In 2017, Destination Panama City in partnership with VISIT FLORIDA and Visit Panama City Beach started a documentary about Honor Allen and the Panama City Oyster Trail. At the time Honor was a three-time national oyster shucking champion and was preparing to compete in Galway, Ireland at the International Oyster Opening Competition. In 2022, after a major setback with Hurricane Michael, the documentary was completed and made its rounds on the independent film festival circuit with wide acclaim. Check out HonorsBest.com for more information.

Advocacy and Community Relations - In 2022, Destination Panama City worked in partnership with the St Andrews and St. Joseph Bays Estuary Program which is dedicated to promoting the enhancement and protection of the estuary through the development and implementation of a plan of action for these valuable resources. Destination Panama City, in partnership with Explore Northwest Florida, promoted and marketed the area to visitors seeking the unknown and off-the-beaten-path experiences.



CONTACT US:

(850) 215-1700 | 1000 Beck Avenue, Panama City, Florida 32401
www.destinationpanamacity.com

panama city beach tourist development council

WHO WE ARE

The Bay County Tourist Development Council (TDC) and Convention and Visitors Bureau (CVB) are responsible for marketing Panama City Beach as a year-round tourist destination, funded through a 5-percent tourist development tax applied to short-term, overnight accommodation rentals in Panama City Beach, which equals about 18 million visitor days/nights each year. The tax also pays for beach renourishment, cleaning, and maintenance efforts.

The TDC operates the 13-field Panama City Beach Sports Park and is working to develop an Indoor Sports Center to further expand and support the sports tourism market and serve as an asset to aid in the county's response and recovery efforts following an emergency event. The TDC funds the lifeguard programs for Bay County and the City of Panama City Beach, equipment for first responders, and overtime during times of peak visitation for the Sheriff's Office and Beach Police.

WHAT HAPPENED IN 2022?

With the brand of Real. FUN. Beach., the TDC promotes Panama City Beach as a tourist destination through cutting-edge marketing initiatives and creation of innovative events.

The TDC's goal last year was to reintroduce our Make It Yours creative campaign with fresh versions called "It's What You Make It," and "Make It Shareable." The TDC (Visit PCB) launched two additional initiatives focusing on Celebrations and Sports to provide new ways to experience the destination.

The Return of Special Events

UNwineD - March 2022 - UNwineD, the destination's two-day culinary festival, was held in Aaron Bessant Park and featured bites from the area's leading chefs and craft beer, wine, and spirits from around the world to a sold-out crowd.

Pirates of the High Seas Fest - This festival featured several online and in-person activities, including story-telling videos, downloadable themed crafts, a digital pirate costume contest and an in-person treasure hunt in Panama City Beach. The Renaissance Fair was also added to the event this year.

Beach Home for the Holidays - The seventh annual Beach Home for the Holidays over Thanksgiving weekend featured campfires with s'mores, Santa's village, carolers, kids activities, vendors, and performances by country music artist Cam as well as the Panama City Symphony Orchestra.

"Fun.For.All" - In May, which is National Mobility Awareness Month, Visit Panama City Beach launched the "Fun.For.All." initiative to promote accessible travel and to highlight the destination's commitment to welcoming all visitors.

Chasin' The Sun - "Chasin' The Sun" launched its seventh season. "Chasin' The Sun" has received several honors since its 2016 debut, including U.S. Travel Association's Destiny Awards for "Best Video, Film or Podcast Series" and "People's Choice," as well as Visit Florida's Flagler Award for niche marketing.

AWARDS AND RECOGNITION

Florida Festivals & Events Association (FFEA) Awards

- > Pirates of the High Seas Fest - 1st Place: Banners, billboards/signage, hybrid event, social Media Campaign; 2nd Place: Promotional Poster
- > 2nd Place for Event Recap/ Annual Report/Photo Opp Area/Selfie Station for UNwineD

Beacon Award

- > Dan Rowe, President & CEO of Visit Panama City Beach received the esteemed Beacon Award at Southeast Tourism Society's Shining Example Awards held in September.

CONTACT US:

(850) 233-5070 | info@visitpanamacitybeach.com
www.visitpanamacitybeach.com



2022 stats

- > 999k Facebook likes
- > 86.2k Instagram followers
- > 42.5k Twitter followers
- > 6.2 million website visits





WHO WE ARE

Rebuild Bay is Bay County's Long Term Recovery Organization/Group (LTRO/G) providing critical resources for the Bay County community. We were established to assist residents in their recovery following Hurricane Michael. With the subsequent disasters, including COVID, Hurricane Sally and torrential rains, and the wrap-around services required to assist residents, we have expanded our operations towards a community resilience focus.

WHAT HAPPENED IN 2022?

Hurricane Recovery

- > Partnered with other nonprofit organizations on 20 home repair projects
- > Facilitated three home repairs with volunteer and contracted labor; completed three projects

Emergency Support

- > Led emergency shelter operations during the Chipola Complex fires
 - > More than 155 residents sheltered, including 83 residents of Sims State Veterans Nursing Home
 - > Volunteers: 105
- > Stood-up Community Recovery Center to assist residents with long-term needs following the Chipola Complex fires and Callaway tornadoes; assisted 26 directly impacted households

Community Resilience

- > Partnered with House of Hope Outreach Ministry, Catalyst Church and Forest Park United Methodist on 15 food distributions
- > Partnered with Feeding the Gulf Coast, Southeast Grocers, Panama City Coca-Cola Bottling Company and Messiah Lutheran Church on healthy meal staples food distribution
- > Distributed more than 100,000 lbs of food; assisted over 4,500 households
- > Partnered with United Way of Northwest Florida on grant opportunity to purchase and provide volunteer management software to more than 25 affiliate organizations

AWARDS AND RECOGNITION

Rebuild Bay has been awarded more than \$125,000 in grants this year.

CONTACT US:

(850) 320-3211 | director@rebuildbaycounty.org

www.rebuildbaycounty.org

[Facebook.com/RebuildBayCountyInc](https://www.facebook.com/RebuildBayCountyInc)

Text-2-Donate : REBUILDBAY (to 41444)

BAY COUNTY COMMISSION

DEPARTMENT	PHONE NUMBER
ADMINISTRATION	248-8140
ADDRESSING	248-8374
ANIMAL CONTROL	767-3333
BUDGET OFFICE	248-8240
BUILDERS SERVICES	248-8350
CAFE	248-8196
CODE ENFORCEMENT	248-8290
COMMUNICATIONS	248-8170
CO-OP EXTENSION	784-6105
COUNTY ATTORNEY	248-8175
EMERGENCY SERVICES	248-6040
EMS	248-6070
ENGINEERING	248-8301
FACILITIES	248-8120
FIRE SERVICES	248-6040
GENERAL SERVICES	248-8732
GEOGRAPHIC INFORMATION SYSTEMS	248-8071
HUMAN RESOURCES	248-8201
HOUSING	248-2465
INFORMATION TECHNOLOGY	248-8004
LIBRARY	522-2100
MEDICAL EXAMINER	747-5740
MOSQUITO CONTROL	248-8720
PARKS & RECREATION	248-8730
PLANNING	248-8250
PUBLIC WORKS	248-8302
PURCHASING	248-8270
RECORDS MANAGEMENT	248-8278
RISK MANAGEMENT	248-8230
ROADS	248-8810
SECURITY	248-8195
SOLID WASTE	236-2212
TRANSIT	248-8161
TRAFFIC ENGINEERING	248-8740
UTILITY SERVICES	248-5010
VETERANS SERVICES	248-8280

CONSTITUTIONAL

DEPARTMENT	PHONE NUMBER
CLERK OF CIRCUIT COURT	747-5100
CLERK FINANCE	747-5219
PROPERTY APPRAISER	248-8401
SHERIFF	747-4700
SUPERVISOR OF ELECTIONS	784-6100
TAX COLLECTOR	248-8501

MUNICIPAL

DEPARTMENT	PHONE NUMBER
CALLAWAY	871-6000
LYNN HAVEN	265-2121
MEXICO BEACH	648-5700
PANAMA CITY BEACH	233-5100
PANAMA CITY	872-3010
PARKER	871-4104
SPRINGFIELD	872-7570

OTHER

DEPARTMENT	PHONE NUMBER
TOURIST DEVELOPMENT COUNCIL	233-5070
FLORIDA STATE INFO CENTER	1-866- 693-6748
ONLINE	http://411.myflorida.com
ECONOMIC DEVELOPMENT ALLIANCE	215-9965

EMERGENCY NUMBERS

DEPARTMENT	PHONE NUMBER
FIRE / POLICE / AMBULANCE	9-1-1
BAY COUNTY DISPATCH	784-4000
ANIMAL CONTROL DISPATCH	248-6034
POISON INFORMATION	1-800-222-1222



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