

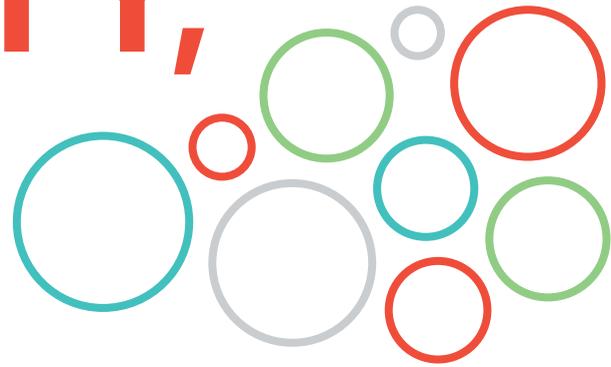
2018 ANNUAL REPORT
OCTOBER 1, 2017 - SEPTEMBER 30, 2018



BAYCOUNTY, **FLORIDA**



BAYCOUNTY, FLORIDA



2018 ANNUAL REPORT

OCTOBER 1, 2017 - SEPTEMBER 30, 2018

COUNTY COMMISSIONERS



TOMMY HAMM
DISTRICT 1



ROBERT CARROLL
DISTRICT 2



WILLIAM T. DOZIER
DISTRICT 3



GUY M. TUNNELL
DISTRICT 4



PHILIP "GRIFF" GRIFFITTS
DISTRICT 5

A MESSAGE FROM THE COMMISSION

Fiscal Year 2018 was one of many triumphs and accomplishments, and it ran from Oct. 1, 2017 to Sept. 30, 2018. This book aims to highlight those successes over that time period and provide readers with a thorough understanding how their government works daily to better all of Bay County. We also recognize that, for many Bay County residents, 2018 can and will only be remembered for the unspeakable tragedy brought forth by Hurricane Michael and the extensive damage it caused to life, property, and the overall well being of this community. As we continue to recover and rebuild, it is this board's responsibility to ensure to the best of our ability that we do so in a thoughtful, yet expedient, manner. The Bay County Board of County Commissioners is proud of the job our staff does every day to make our home a wonderful place to live and visit. We strive to ensure that our team is focused on being as customer and results oriented as possible while also being good stewards of taxpayers' dollars. Every member of this organization is committed to excellence and efficiency in government, and we are working every day to make sure that we are transparent and accountable to the citizens we serve. Our doors are always open to the public and we welcome input and feedback about how we can do and be better for the people of Bay County.



KEITH BAKER
ELECTED
NOVEMBER 2018
DISTRICT 4

COMMISSIONER CONTACTS

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DISTRICT 4	kbaker@baycountyfl.gov
DISTRICT 5	pgriffitts@baycountyfl.gov
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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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BAY COUNTY GOVERNMENT CENTER
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This publication can be viewed online in PDF format at the Bay County website: www.baycountyfl.gov

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INTRO

county manager



BOB MAJKA

EMPLOYEE SPOTLIGHT



GABRIELA SANTIAGO

Since 2014, Gabriela Santiago has worked as the executive assistant for the county manager and assistant county manager in the Bay County Administration Office. Born and raised in Puerto Rico, Gaby and her family moved to Orlando in 2003. After graduating from Valencia Community College with two associates degrees, Gaby joined the U.S. Navy Reserves in 2009. She worked as a member of the Seabees -- skilled construction workers capable of doing any type of construction, anywhere needed, under any conditions and trained to drop their tools and take up weapons at a moment's notice and fight, if necessary. Still in the U.S. Navy Reserves, Gaby works as a construction electrician and was deployed to Africa in 2016 in support of the U.S. Army, where she earned the coveted Seabee Combat warfare pin while deployed. Additionally, Gaby enjoys spending time with her husband and two dogs, being active, traveling (she has visited 14 countries), spending time at the beach, and helping others.

MESSAGE FROM THE COUNTY MANAGER:

On Oct. 10, 2018, the landscape and future of Bay County was permanently altered with the midday arrival of Category 5 Hurricane Michael, destroying everything in its path for miles. In the days and hours leading up to the storm, Bay County Emergency Management and officials from agencies throughout the county, state, and federal government worked at an increasingly feverish pace to warn the community of the strengthening storm.

After the storm, aid from across the country rushed to Bay County from both the public and private sectors to help with response and recovery. Within 36 hours, the county's water treatment plant was operational and treating water for distribution, and within eight days the boil water notice was rescinded for wholesale distribution. Debris pickup began within two weeks of the storm and, upon completion, is estimated to exceed 17 million cubic yards, countywide. All Bay County roads were open, including private roads, by Oct. 18. In less than two weeks, power was restored to most of the county. And in the weeks and months that followed, Bay County began to move closer and closer to some semblance of normalcy.

We have made great strides toward recovery, but our work continues. The Bay County Long-Term Recovery Task Force, comprised of representatives from each of the municipalities as well as the Bay County School Board, aims to create a comprehensive recovery blueprint for the county for use by the state and federal government in funding decisions. The plan is intended to bring transformative change, capitalizing on the opportunities brought forth by this tragedy. But while our focus remains on recovery, this document is intended to present a snapshot of accomplishments and milestones reached during the 2018 fiscal year, which ran from Oct. 1, 2017 through Sept. 30, 2018.

In 2018, Bay County employees continued to work hard to serve our neighbors to the best of our abilities. Our number-one priority is customer service, and we strive to ensure that the needs of our residents and visitors are met while also offering assistance that exceeds our customers' expectations.

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, established through our strategic planning process.

This year we have added an employee spotlight to the pages of the annual report, highlighting examples of the fine employees who work hard every day on behalf of our citizens. Bay County employees strive to serve their neighbors with dignity and integrity, but you'll find that many of them also serve their community, family, and faith in unique ways showcased here.

Fiscal Year 2018 was replete with accomplishments and challenges, and we are excited to offer this snapshot of our departments and divisions and an overview of their work last year.

A FEW HIGHLIGHTS FROM 2018 INCLUDE:

- We kept your taxes among the very lowest in the state. After the passage of the Half-Cent Surtax at the beginning of Fiscal Year 2017, the Bay County Board of County Commissioners made good on a promise to cut the millage rate for 2018, reducing the rate to 4.43 mills from 4.65. We held to that lowered rate for Fiscal Year 2019, despite growing demands on the budget.
- Bay County worked on many major surtax-funded infrastructure projects, including 14 projects totaling more than \$12 million and acquired \$1.7 million in grant funding to supplement three projects.
- We continued working to improve Emergency Medical Services, eliminating local residents' responsibility to pay for emergency transport, regardless of whether they have insurance and adding several brand new ambulances to the EMS fleet.
- With the support of the Bay County Commission and other community partners, the Bay County Economic Development Alliance continued to draw new industry to the local economy. Notable announcements in 2018 included Revint (150 new jobs, \$3 million investment), ACMT, Inc. (105 advanced manufacturing jobs, \$20 million investment), and Air Temp (50 advanced manufacturing jobs, \$6 million investment).
- The Panama City Beach Tourist Development Council continued to increase visitors to the area over the previous year.
- The federal government indicated its intent to keep the Federal Courthouse local, thanks to an innovative plan to reallocate the Bay County Juvenile Justice Courthouse to the feds and construct a new Juvenile Justice facility at the site of the current Bay County Courthouse.

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INTRO county attorney



WHO WE ARE

The Office of the County Attorney was created in 2006 after decades of contracting with outside counsel for legal services. The county attorney represents the Board of County Commissioners in all civil legal matters. The three attorneys on staff are responsible for overseeing the prosecution and defense of all civil lawsuits brought by or against the county, representing the county at administrative hearings, and drafting or reviewing ordinances and resolutions as well as approving contracts and other legal instruments. The attorneys also render legal opinions of the commission and the county manager. In addition, the County Attorney's Office provides legal support to the various commissions, boards, authorities, departments, and divisions of county government.

This office is comprised of a team of skilled professionals who provide high-quality, timely, and cost-effective legal representation to the board and other officials of Bay County.

WHAT HAPPENED IN 2018?

- Bay County joined as a plaintiff in the nationwide opioid litigation. Along with hundreds of other cities and counties, Bay County is suing opioid manufacturers and distributors in an effort to recover taxpayer dollars lost to the opioid epidemic. In particular, our law enforcement and first responders have been on the front lines in addressing the damages caused by substance abuse and overdoses. This multi-district federal lawsuit is pending before Judge Polster, a federal judge in the Northern District of Ohio.
- The County Attorney's Office prepared target industry resolutions, ordinances granting ad valorem tax exemptions, and economic incentive agreements to facilitate hundreds of new jobs in Bay County. This past year, Bay County has attracted ACMT Inc., an aerospace manufacturing and assembly business and Air Temp of America Inc., an automotive equipment manufacturer.
- The County Attorney's Office was actively involved in the effort to keep the federal courthouse in Bay County. Among other tasks, legal staff reviewed bid submissions, lease agreements, and design and construction contracts.

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www.baycountyfl.gov/county-attorney.php



DON BANKS

EMPLOYEE SPOTLIGHT



CHERYL COCKRELL

Before joining the County Attorney's Office as a legal assistant, Cheryl Cockrell worked as a fingerprint technician for the Federal Bureau of Investigation, was a Callaway police officer, and worked as a deputy county clerk. Cheryl enjoys reading, spending time with her grandkids, and is passionate about nature. Cheryl is affectionately called the "turtle whisperer" because every morning at dawn, she hand feeds the wild turtles behind her house who come to her back door. In 2017, Cheryl was diagnosed with a brain tumor and, after shaving her long locks, her skilled doctors successfully removed the tumor during a complicated surgery. If you call the County Attorney's Office, you will likely hear Cheryl's welcoming voice on the other end of the phone.

EMPLOYEE SPOTLIGHT



SHARON COOK

Sharon Cook began her career with the Bay County Budget Office in October 2008, after moving to Panama City Beach to fulfill a lifelong dream of living the beach life. A native of Georgia, Sharon spent her formative years visiting St. Simon's Island, which spurred her love of the ocean. Her second passion was tennis, and she played throughout high school, lettering each year and twice competing in the Georgia State Championship Tournament and ultimately playing for Valdosta State University, where she graduated with two degrees. After working several years in Tallahassee, she longed for the sea and salt air, and after researching the potential of all the surrounding beachside communities, the choice was simple, Panama City. She and her husband Brad live near the Gulf and enjoy spending time with their Multi-Poo, Gracie, as well as fishing, kayaking, surfing, swimming, and snorkeling.

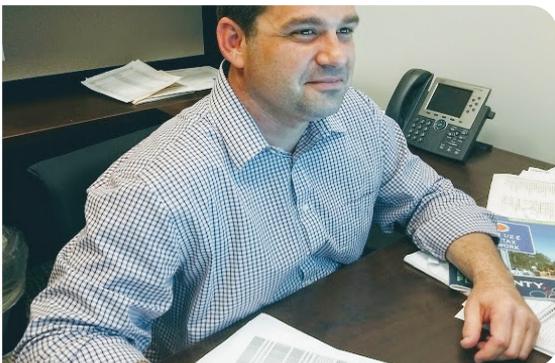


WHO WE ARE

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 2018?

- On April 17, 2018 the Bay County Board of County Commissioners voted to form an Outside Agency Funding Committee. This committee is comprised of community members that review, evaluate, and score applications submitted from agencies requesting financial aid from Bay County. Once the scoring process has been completed, agencies are ranked. The ranking information is given to the Board of County Commissioners for use to determine which agencies will be funded in the coming fiscal year.
- In the fall of 2017 the Budget Office prepared a 2018 Budget Summary. This document was intended as an easily understandable resource outlining Bay County's revenues and expenditures for Bay County citizens. The summary is available to the public in electronic form on Bay County's website and via hard copy at the Bay County Government Center, public libraries, and local Chambers of Commerce.
- The Budget Office now has a page on the Bay County website where citizens can find current and prior-year detailed information about the Bay County budget, presentations, and important financial links.
- In fiscal year 2018 the Budget Office developed a financial review process to help departments compare their actual expenses against the amount budgeted. This process was semi-annual for the first year, with quarterly financial reviews planned for future years.
- Annually, the Budget Office follows a Florida law and process known as TRIM (Truth in Millage). The Truth-in-Millage Law was passed by the Florida Legislature and designed to keep the public informed about taxes as proposed by local taxing authorities. The TRIM notice is the Notice of Proposed Property Taxes required by this law. Property owners receive their TRIM notice from the property appraiser once millage rates are established by a vote of each of the taxing authorities. TRIM notices provide an estimate of each property, listing all taxing authorities, and provides an overall total estimated property tax. Property taxes are based on \$1 per \$1,000 of taxable value (assessed value less exemptions). For example, on a \$100,000 property, one mill would generate \$100. For Fiscal Year 2018 the county collected a total of \$76.2 million in property taxes.
- The Budget Office is responsible for all Community Redevelopment Agency (CRA) calculations and payment to the various 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 years, or 40 years if extended. During the 30 years, 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 inside its boundaries. A CRA is responsible for administering the activities and programs within the redevelopment area/district. A redevelopment district enables local governments to attract new business, make improvements and rebuild under-utilized areas. There are currently 11 CRAs within Bay County. Out of the \$76 million in property taxes collected, more than \$11.3 million was paid to CRAs in 2018.

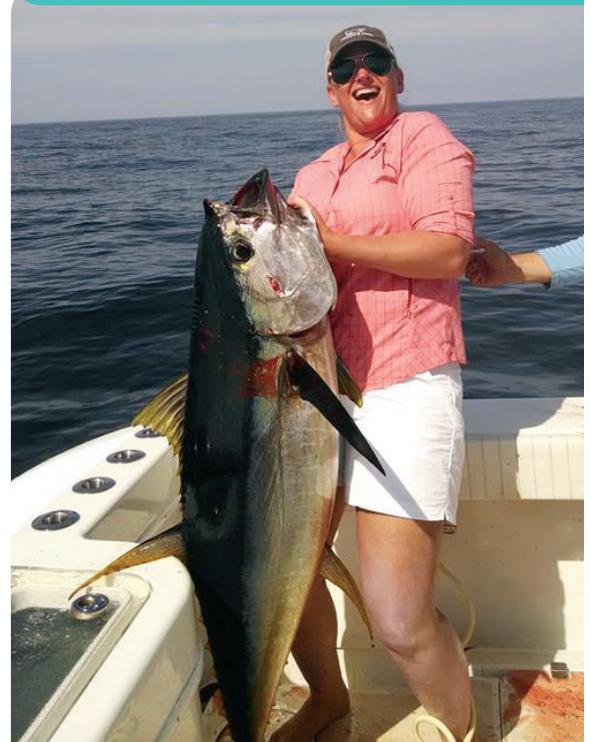


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EMPLOYEE SPOTLIGHT



VALERIE SALE

Bay County Communications Director Valerie Sale's favorite way to spend her time outside of the office is on the water bottom fishing in the Gulf of Mexico. Valerie's largest haul to date includes a 39-pound gag grouper and a big yellowfin tuna, and she loves living in Bay County and enjoying the many outdoor activities it offers. A county employee since 2007, Valerie has a background in journalism and worked as a newspaper reporter for more than seven years before beginning her position with Bay County. She is a graduate of the University of Florida with a Bachelor's in English and graduated summa cum laude with a Master's Degree in Strategic Communications from Troy University. Valerie enjoys spending time with family and friends, fishing, writing, and reading.

WHO WE ARE

The Bay County Communications Office aims to enhance the community's access to Bay County government both directly through social media and the county's website and also via traditional media outlets. This one-person office is responsible for maintaining positive community and media relations through frequent contact and continuous availability; preparation and distribution of informational publications; television and print news stories; and through the use of social media outlets. The communications director also acts as lead in dissemination of information to the public, news media, and other governmental entities during disaster events. Governmental transparency and integrity is of the utmost importance, and the Communications Office strives to ensure openness and accountability to the media and public.

WHAT HAPPENED IN 2018?

- Created collateral regarding the relocation of the Bay County Federal Courthouse.
- Participated in the selection process for the county's website redesign and publicized its launch.
- Worked with local media outlets to promote annual community events such as the Bay County Easter Egg Hunt, Haunted Hayride, Waste Amnesty Days, Veterans Day Parade, and Christmas Tree Lighting.
- Implemented social media campaigns to promote annual events.
- Coordinated the annual Christmas Tree Lighting ceremony at the Bay County Government Center.
- Served as the lead public information officer during Subtropical Storm Alberto, increasing AlertBay emergency notification sign ups by almost 10,000, total, in the week before each event through Facebook ads and earned media.
- Developed, coordinated, edited, and oversaw the production of three publications: the 2017 Annual Report, Budget Summary, and Strategic Plan.

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COMMUNITY DEVELOPMENT *builders services*

EMPLOYEE SPOTLIGHT



PAUL BEAUCHENE

Paul Beauchene began employment with Bay County Builders Services in 2005 as a building inspector, quickly obtaining Florida inspector licenses for one- and two- family dwellings, coastal construction, commercial building, electrical, plumbing, and mechanical. He later received his Florida plans examiner licenses for one- and two- family dwellings, commercial building, electrical, plumbing, and mechanical plan review.

In 2016, Paul accepted the position of plans examiner and, along with his duties as a residential and commercial plans reviewer, continues to assist with job-site inspections. He is highly respected by his peers as a true professional in his dealings with the public, homeowners, contractors, and his co-workers, and he strives to assist anyone with building code and permitting questions. During a recent co-worker's extended medical leave, Paul, without hesitation, accepted the extra workload and diligently labored to complete plan review responsibilities in a timely manner.



WHO WE ARE

The Builders Services Division is staffed by certified building officials, certified plans examiners, certified building inspectors, International Code Council-certified permit technicians and staff dedicated to providing quality plan reviews and issuance of building permits. Our mission is to administer and enforce building and licensing-related laws, along with local codes and regulations intended to protect the health, safety, and welfare of the public.

WHAT HAPPENED IN 2018?

- Coordinated the expansion of Building Safety Month for May 2018 to increase public awareness about the importance of the Florida Building Code.
- Published public service advertisements in the Panama City News Herald on topics including Hurricane Preparedness and Swimming Pool Safety.
- The Panhandle Chapter of the Building Officials Association of Florida offered monthly training to contractors and Builders Services staff regarding the code process and new codes, in addition to offering continuing education classes.
- Supported the Bay Building Industries Association's annual Parade of Homes, along with the Florida Department of Building and Professional Regulation.
- Processed and issued addresses for citizens to comply with the 911 emergency system.
- Assisted local contractors with testing and obtaining their licenses. Maintained an active list of registered and certified contractors licensed to work in Bay County.
- Prepare for and help in recovery from declared natural disasters. Perform post-disaster duties and damage assessments immediately following any event.
- During FY18, seven new subdivisions and three additional phases to existing subdivisions began development, creating 621 new home sites in Bay County. While providing the highest level of service, Builders Services issued a total of 8,731 permits for 701 new homes and 41 new commercial buildings.



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COMMUNITY DEVELOPMENT *code enforcement*

WHO WE ARE

A Code Enforcement Officer is an agent of the county with the authority to enforce any provision of the Bay County Nuisance Ordinance and Land Development regulations. The division currently consists of seven code enforcement officers, one coordinator, one staff assistant, and one manager.

WHAT HAPPENED IN 2018?

Because code and land development violations can range in severity, our cases are categorized into three priority types:

- Priority 1 cases include any condition that presents an immediate threat to public health and safety.
- Priority 2 cases include any condition that is detrimental to the property of others or that causes substantial reduction in the value of other properties.
- Priority 3 cases include all other violations.
- During FY18, Bay County Code Enforcement investigated 204 Priority 1 cases; 2,016 Priority 2 cases; and 1,613 Priority 3 cases, totaling 3,833 cases. More than 70 percent of these cases were staff initiated.
- In FY18 3,771 cases were successfully brought into compliance. Of these cases, 46 percent were brought into compliance by the property owners and 2 percent were brought into compliance by the county, and 52 percent were either a community service project, Mosquito Control, Roads and Bridges, or unfounded.
- Code Enforcement also coordinated with Bay County Parks and Recreation and Roads and Bridges to complete community service projects. During this fiscal year, more than 165,000 pounds of trash, appliances, furniture, junk, and yard debris was removed from illegal dump sites during community service days.



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EMPLOYEE SPOTLIGHT



SCOT THORPE

A 1970s television show about motorcycle-riding policemen – CHIPS – and two years' worth of automotive classes in high school sparked a passion for motorcycles for Bay County Code Enforcement Inspector Scot Thorpe. Nowadays, Scot spends much of his free time riding and working on his three Harley Davidson motorbikes, one of which – a 2005 Redneck Engineering Chopper – he built single-handedly from the ground up, an endeavor he says took only about four months. Scot was 16 years old when he got his first motorcycle, and he's been riding ever since, but not without consequence. He said he was fortunate to survive an accident that occurred during his time serving in the U.S. Air Force, and he credits his safety to being properly outfitted for the ride with a helmet and leathers. In addition to being a motorcycle enthusiast, Scot enjoys construction and woodworking. He has worked for Bay County since 2015 and, in addition to his myriad other duties, conducts all the building inspections for Code Enforcement to determine if a structure is unsafe or unfit for human habitation.



COMMUNITY DEVELOPMENT *planning & zoning*

EMPLOYEE SPOTLIGHT



ALLEN GOLDEN

Allen Golden, P.E., is the development review engineer for the Planning and Zoning Division of the Community Development Department. While often out in the field reviewing drainage plans and helping manage stormwater runoff, he also helps manage the county's Artificial Reef Program.

A certified diver, Allen recently finished surveying new reef deployment areas with a magnetometer to help fulfill state permitting requirements. The new reef permit areas are located within Florida state waters approximately seven to nine nautical miles south of the Panama City Beach Pier and 11 to 16 nautical miles southwest of the St. Andrew Bay Pass. Decommissioned steel-hulled ships, barges, and durable "materials of opportunity" are still used as approved artificial reef materials. Today, engineered concrete artificial reef modules that support specific species and various life stages of fish have been developed. Allen's diving experience has helped the county permit and monitor the growing artificial reef program.



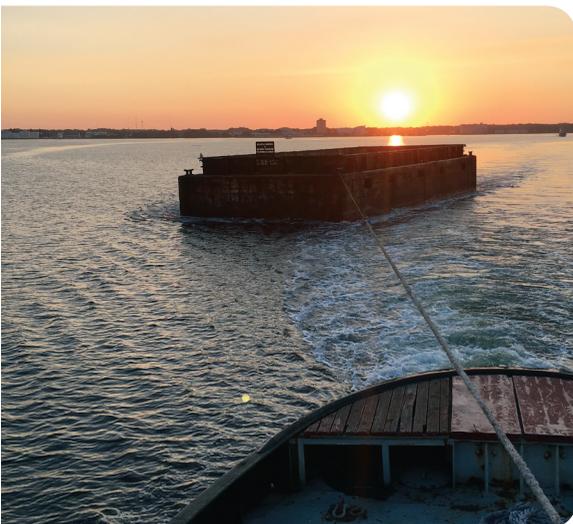
WHO WE ARE

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 Florida-registered professional civil engineer, a certified floodplain manager, a senior planner, and administrative staff dedicated to providing quality examination and review of new development projects for the citizens of Bay County. We also manage requests for artificial reefs, sign permits, conditional use permits, variances, and land-use and zoning changes.

WHAT HAPPENED IN 2018?

- Amended rules and regulations in the Bay County Land-Development Regulations addressing drainage, stormwater management, utilities, subdivisions, and roadways and driveways.
- Updated the Bay County Comprehensive Plan in conjunction with representatives from Bay County Public Works, Traffic Engineering, Utilities, and Emergency Management to revise objectives and policies, address outdated or redundant language, and update references to state statutes and codes.
- In June 2018, the first Detailed Area Specific Plan (DSAP #1), for the Bay-Walton Sector Plan was submitted by The St. Joe Company.
- Conducted monthly Planning Commission meetings, processing large- and small-scale map and text amendments to the Comprehensive Plan and the Future Land Use Map, zone changes, variances, and conditional-use permits.
- Coordinated with Naval Support Activity - Panama City and Tyndall Air Force Base in reviewing development near the bases to promote compatible community growth while supporting military training and operational missions.
- Met regularly with the general public and development community for pre-application conferences to advise and discuss opportunities for potential future development.
- Coordinated with the University of Florida Extension Bay County Office on the management, monitoring, and deployment for the Bay County Artificial Reef Program.
- Administered and maintained the Community Rating System (CRS) to encourage floodplain management activities that exceed the minimum National Flood Insurance Program's requirements.
- Bay County serves as the community sponsor for the Tyndall Air Force Base Joint Land Use Study (JLUS). The JLUS will focus on promoting compatible community growth around the installation to preserve military capabilities. A primary goal of this JLUS is to mitigate existing and to prevent future incompatibility issues between base operations and local communities.



CONTACT US:

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EMERGENCY SERVICES
alert bay - 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.**

Your safety is our first priority. We want to make sure you know about emergencies and other critical information quickly and easily!

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 you 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. The program is funded entirely by the state, saving Bay County taxpayers more than \$100,000 annually.

The AlertBay notification system is used for messaging about a range of events, such as severe weather, fires, floods, active shooters, or other emergencies. Some entities have also used it as a tool for more routine announcements like road closures or utility maintenance. 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.

Remember, if we can't reach you, we can't alert you! To ensure notification when a specific location in Bay County is threatened by an event or severe weather, simply register the 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.

AlertBay was used extensively during Tropical Storm Alberto in May 2018 and Hurricane Michael in October 2018. As Hurricane Michael barreled towards Bay County, residents and visitors depended on the Emergency Operations Center for up-to-date information about the storm. Alerts were sent out with essential information on evacuations, sheltering, curfews, and food and water sites. AlertBay was especially critical due to the massive communications interruption caused by Hurricane Michael.

After the storm, staff used the system in innovative ways, including disseminating polling information for the 2018 elections.

"AlertBay continues to prove its value to Bay County over and over again," Bay County Emergency Management Chief Joby Smith said. "We have used it to disseminate important information about trop-

ical weather, forest fires, active shooters, and so much more. I encourage everyone to take advantage of this important public safety tool."

AlertBay is a partnership between Bay County, the Bay County Sheriff's Office and local municipalities, enabling each entity to send out emergency calls specific to their citizens and visitors.

Residents and visitors can get an even richer experience if they download the free app called Everbridge from either iTunes or Google Play stores on their mobile devices. The app will allow them to receive important messages even more quickly and also works statewide and at compatible locations throughout the nation.

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.**

EMERGENCY SERVICES

emergency management

EMPLOYEE SPOTLIGHT



BOB JURGONSKI

Since his high school days in the 1970s, Bob Jurgonski has always had an interest in radio communications, from helping set up the campus radio station at Cottondale High School to passing the Federal Communications Commission (FCC) Third-Class Radio telephone test and landing his first part-time job as announcer/DJ at WTYS-AM in Marianna, FL. After high school, Bob spent five years in the U.S. Navy as a Cryptologic Technician, studying radio wave propagation, signal multiplexing, and signals analysis, also obtaining the FCC Amateur Radio Novice license. After the Navy, Bob worked full time in commercial radio for several years at various radio stations throughout the southeast, including 92.5 WPAP-FM. In 1986, he was hired as a dispatcher/system coordinator for Gulf Power in Panama City and spent the next 13 years dispatching power restoration crews throughout the Florida Panhandle, including for 1995's Hurricane Opal.

In 2005, he began his employment with Bay County Emergency Services as a Communications Operator. In 2011, he was encouraged to renew his interest in Amateur Radio so the county could utilize his ham radio operator skills during times of emergency disasters. Currently, Bob is a member of the Panama City Amateur Radio Club and the Bay County EmComm Support Team, which, among other things, works to provide communications support to Bay County Emergency Services during hurricane shelter activation.

He has been married for 29 years to his wife, Ruth. Together with his combined families, they have been blessed with three children along with numerous grand and great-grandchildren.



WHO WE ARE

Bay County Emergency Services is comprised of Fire Rescue, Emergency Management, and Emergency Medical Services (EMS). Emergency Management is responsible for coordinating Bay County's emergency preparedness efforts. 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.

While hurricanes tend to be our main focus, we are ready for any incident. Emergency Management works with county departments, local governments, volunteer organizations and the private sector across Bay County to develop disaster preparedness plans and provide training and exercise activities.

Our department also houses the county 9-1-1 center. A computerized phone system brings hundreds of thousands of emergency and non-emergency calls into the center every year from wireless and wireline phones.

WHAT HAPPENED IN 2018?

- In October 2018, the Bay County Commission funded hiring six 9-1-1 call takers to assist with increased call volume. Up until this point, the primary 9-1-1 call-taking responsibility fell upon the Bay County Sheriff's Office with Bay County Emergency Services communications operators answering overflow calls. As call volume has increased over the years, it became evident that in order to maintain an effective level of service and meet the National standards for answering 9-1-1 calls, additional staffing would be needed. Currently, BCES and BCES communications operators not only answer 9-1-1 calls but also dispatch the units responding to the calls. These new positions will provide personnel dedicated solely to answering 9-1-1 calls, thus freeing up the communications operators to better serve the citizens and responders all while making sure 9-1-1 calls are routed to the proper agency as quickly as possible.
- The Bay County EOC activated for Subtropical Storm Alberto. Alberto made landfall on May 25, 2018. Alberto formed before the official start of "hurricane season" on June 1. While there was no major damage in Bay County, Alberto left about \$125 million in damage across the United States with five deaths attributed to the storm.
- On Nov. 6, 2017, after a year's planning, Emergency Management participated in a full-scale Port Authority exercise with several employees from Emergency Management, Fire Services, and the Bay County Department of Health. The exercise incident and response scenario was designed by Port of Panama City safety and security officials, in cooperation with multiple law enforcement and first responder agencies, the Federal Bureau of Investigation, Customs and Border Patrol, and the U.S. Department of Homeland Security.
- Frankie Lumm joined the team as an Emergency Management specialist. Before joining Bay County, Mr. Lumm was the Emergency Management planner for Osceola County, as well as the Disaster Program manager for the Greater Orlando Chapter of the American

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EMERGENCY SERVICES *emergency management*

Red Cross and he was a Government Operations Liaison for the Columbus, GA chapter. He served 25 years in the U.S. Army active and reserve components in the Infantry and Military Police Office. During his various worldwide deployments, including three in Iraq and one in Afghanistan as the 18th Airborne Corps Theater Anti-Terrorism Force Protection Officer, he specialized in tactical command and control operations systems and emergency contingency planning.

- BCEM participated in numerous outreach and educational events. Each year, we attend career days at local elementary schools. Schoolchildren learned about smoke detectors from our fire inspector, fire prevention from BCFR, disaster kits and disaster planning from BCEM, and emergency medical care from BCEMS. We also host numerous field trips and tours at the Emergency Operations Center and provide presentations for civic groups, churches, and businesses. To arrange a speaking engagement or site visit, call 248-6040.
- Throughout 2018, BCEM staff continued to oversee the implementation of the new \$12.5 million P25 radio system that is used county-wide by all first responders and other entities within the county. During 2018, staff worked with the awarded vendor, Williams Communications, to acquire property to locate additional towers for the system as well as took part in the system staging at the manufacturer's facility, Harris Corporation in Lynchburg, VA, in which all infrastructure equipment was verified to be operational before it was shipped to Bay County for installation. Additionally, ground was broken to start building the three new towers required—plans are for the new system to be operational in late 2019. In the meantime, more than 2,000 users are still operating on the analog system that was installed in the late 1990s.
- Bay County Emergency Management coordinated the formation of an All-Hazards Incident Management Team (IMT) along with the Bay County Sheriff's Office. An IMT can respond to a wide range of emergencies, including fires, floods, earthquakes, hurricanes, tornadoes, tsunamis, riots, spilling of hazardous materials, and other natural or human-caused incidents. The IMT stands ready to respond to local incidents or to deploy state and/or nationwide as a mutual-aid resource to other agencies and jurisdictions. Plans are for all public safety within Bay County to supply personnel and train alongside the team to ensure that when needed they can answer the call.
- As a "Storm Ready" county, Bay County Emergency Management works closely with the National Weather Service to reduce the risk of being adversely impacted by extreme weather and water events and increase community resilience (the ability to recover) for future extreme events. In November 2017, Bay County EM and the Bay County Public Library hosted an NWS SKYWARN Storm Spotter class. The main responsibility of a SKYWARN spotter is to identify and describe severe local storms. Future classes will be announced on the Bay County EM website and social media platforms.

AWARDS AND RECOGNITION

- Scott Warner, Public Safety GIS/9-1-1 Specialist received his recertification as a GIS Professional (GISP) by the GIS Certification Institute (GISCI). A GISP is a certified Geographic Information Systems Professional who has met the standards for ethical conduct and professional practice as established by the GIS Certification Institute (GISCI). GISCI certification requires achievement in three areas: educational achievement, professional experience, and contributions to the profession.
- Two Emergency Management employees were elected to important positions within the Florida Emergency Preparedness Association (FEPA). FEPA was created in 1956 to help professional Emergency Managers work to protect the people of Florida. FEPA monitors state and federal legislation, regulations and other issues affecting the emergency management community. Updates are communicated to the membership and acted upon by Association representatives through testimony at public hearings and legislative committee meetings. FEPA is represented on state commissions, committees and task forces in order to ensure favorable program guidance on issues affecting the emergency management community.
- Division Chief Joby Smith was elected FEPA Alternate Governor for Region 1. He serves as liaison to Escambia, Santa Rosa, Okaloosa, Walton, Holmes, Washington, Bay, Jackson, Calhoun, and Gulf counties.
- Brooke Powell was elected as co-chair for the FEPA Radiological Emergency Planning Working Group. She represents the seven Florida counties in the Ingestion Pathway Zone (IPZ) for Farley Nuclear Plant outside of Dothan, Alabama. The Florida IPZ Counties are Bay, Calhoun, Gadsden, Holmes, Jackson, Liberty, and Washington. IPZ counties are those that fall within a 50-mile radius of a nuclear reactor.
- Diane Barnett was recognized in a local news segment called Honor the Badge for her initiative to train a therapy dog for first responders. Ms. Barnett, a Communications Operator, purchased and trained, Axel, a German Shepard. She funded all expenses for his training and certification. Axel makes regular visits to the 9-1-1 Center and Fire and EMS stations.



CALL INFORMATION

INCIDENTS DISPATCHED	TYPE OF CALL	% OF CALLS
FIRE	8,410	14.90%
EMS	29,529	55.30%
EOC (R&B, ETC)	718	1.1%
7 OTHER AGENCIES WE PROVIDE FIRE DISPATCH FOR	18,862	28.70%
TOTAL	57,315	100.00%
PHONE CALLS (911/INCOMING & OUTGOING ADMIN)		
FIRE/EOC	52,575	63.3%
EMS	30,110	36.7%
TOTAL	82,685	100.00%

EMERGENCY SERVICES

emergency medical services (ems)

EMPLOYEE SPOTLIGHT



JOSE CANTRES

Emergency Medical Technician Jose Cantres is a respected mentor for his colleagues in the Emergency Services Department. As a bilingual EMT, he is always available to translate a call, even when on leave. EMT Cantres was recognized for 20 years of service in 2018. Public service runs in his family, as his daughter, Jessica Lundeen, is a lieutenant with the EMS Division.

EMTs, paramedics and command staff all seek his support, sound judgement, and unbiased opinions. Jose serves as a field training officer, a member of the Critical Incident Stress Management Team, an interpreter for Spanish-speaking patients, and a member of the newly-formed Firefighters Against Cancer Epidemic (FACE) Team. Jose is a patriot who has not only served his community over the last 20 years, but served his country in the U.S. Air Force for 20 years prior to his employment with Bay County. He is a devoted husband of 39 years, an absolutely amazing father to three daughters, an exceptional grandfather to nine children, and an amazing friend and mentor.



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. Bay County EMS is the sole 9-1-1 Mobile Intensive Care transport service for Bay County.

Working in conjunction with our municipal and county first-responder fire department and law-enforcement partners, Bay County EMS answers almost 30,000 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 80 Florida-licensed EMTs and paramedics operating under the medical direction of Dr. Linda Fox. 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 nine strategically placed stations located throughout Bay County.

WHAT HAPPENED IN 2018?

- In an effort to provide the best first response to the citizens of Bay County, several EMS employees obtained their fire standards. Florida firefighter standards are some of the most rigorous in the country and becoming a fire-certified EMT or Medic requires at least six months of training followed by a year-long orientation program with the Fire Services Division. We commend those employees for their commitment.
- Most EMTs and paramedics who work for our service completed their EMS education at either Gulf Coast State College or Chipola College. It is a testament to the excellence of both programs that Bay County EMS is recognized nationwide by the American Heart Association and other organizations for our pre-hospital care. It is very important to us as a division to return the favor to our community.
- EMT and paramedic students are training to be health-care specialists who respond to medical emergencies and provide hands-on care at the scene. It is mandatory that they complete a large portion of clinical work during their training. The EMS Division partners

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EMERGENCY SERVICES *emergency medical services (ems)*



with both programs and allows students in the EMT and paramedic programs to obtain these required clinical hours by riding several shifts on our ambulances. The clinical takes place under the supervision of a preceptor, one of our highly-qualified paramedics.

- The National Incident Management System (NIMS) is the framework for emergency response in the United States. It is important for our employees to know and understand their roles within this framework. Annually, our EMS Division provides “standby” services to numerous events such as the Gulf Coast Jam, IronMan and Gulf Coast Triathlon, Mardi Gras and other parades and local sports events. The benefit of supporting these events is two-fold: it allows us to protect and respond to the participants and spectators and to practice incident management skills in non-emergency, non-disaster situations.
- As outlined in the Bay County Strategic Plan, the EMS Division adopted a fleet-replacement program. For the first time since EMS became a division of Bay County in 2014, new ambulances were purchased. Eight new ambulances, branded in red and black to match Fire Service apparatus, replaced aging ambulances in disrepair. The purchase of new vehicles will ultimately be a savings to the taxpayer as the old ambulance incurred continual costly repairs.

AWARDS AND RECOGNITION

- Several EMS employees were recognized in a local news segment called Honor the Badge for exemplary service to our community. The segment airs weekly on a local news channel and spotlights the dedication and service of local first responders.
- Lt. Bridgette Whately was awarded Preceptor of the Year by the Gulf Coast State College Public Safety Division.



EMERGENCY SERVICES

fire rescue

EMPLOYEE SPOTLIGHT



NATE PENNINGTON

Firefighter-EMT Nate Pennington is a well-liked, thoughtful, and helpful mentor to his colleagues. Before entering the Fire Service, Nate obtained a degree in Recreation Management from the University of West Florida. After working in his field, he felt unfulfilled and was called to give back to his community. He spoke to friends who were already in the Fire Service and decided to become a firefighter.

Nate, however, is known locally for more than his firefighting. A former competitive bodybuilder, he and his wife are active in the local fitness community. He inspires his first responder coworkers by training hard on the fireground and being ready to respond!

And, at first glance, no one thinks that this tattooed bodybuilder firefighter has a voice of gold, but he does. Nate, our "Singing Firefighter," represents Bay County Fire Rescue as he belts the national anthem at events throughout the year. He is highly sought for his country-twang and skilled guitar playing. You can find his music on I-tunes, YouTube, Facebook, or in person at many local restaurants or watering holes. An evening with Nate Pennington is an evening well spent!



WHO WE ARE

Bay County Fire Services 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 Services also responds to mutual aid and automatic aid calls with county municipal fire departments. The Bay County Hazardous Materials Team is operated by Fire Services and responds throughout the region to assist fire departments and law enforcement agencies with hazardous materials issues. BCFR consists of 60 career personnel and 75 volunteers. BCFR occupies 13 stations in unincorporated Bay County.

WHAT HAPPENED IN 2018?

- Bay County Fire Rescue's Insurance Services Office (ISO) rating improved from a Class 5 to a Class 3, following an intensive analysis of operations during the ISO's Public Protection Classification (PPC) survey. The score is on a scale of 1-10, with Class 1 being the best possible rating.

The ISO's analysis is a comprehensive assessment of fire suppression capabilities in a given community. Fire departments are graded on a number of criteria ranging from dispatching, personnel, and equipment to water supply and distribution. Most fire insurance premiums are based on the ratings provided by the ISO, which is the leading supplier of statistical, underwriting, and actuarial information for the property/casualty insurance industry.

The PPC survey's focus is a threefold analysis of Emergency Services' dispatch and communications capabilities; Bay County Utilities' ability to provide water for fire suppression; and Fire Rescue employees' response, training, and equipment maintenance efforts.

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EMERGENCY SERVICES fire rescue

The result is a benefit to homeowners, specifically those who live within 1,000 feet of a fire hydrant and within five driving miles of a fire station. The amount of savings depends on the insurance carrier a homeowner uses. The new rating took effect May 1, 2018.

- In an effort to provide the best first response to the citizens of Bay County, several Fire Services employees obtained their EMT or paramedic certifications. Florida EMT certification requires a semester of education and real-world clinicals while paramedic is an intensive year-long program requiring more than 1,200 on-the-clock hours. Once obtaining EMT or paramedic certification, the firefighter must complete a thorough orientation program with the EMS Division before being signed off for work. We commend those employees for their commitment.
- It's no secret that kids love firefighters! BCFR supports Bay District Schools and its students through our "Fire School" program. Our firefighters show up in uniform to events such as "Donuts with Dad" and "Muffins with Moms" to stand in for absent parents. In a military community, there are so many times are firefighters have been called upon to sit with a child whose mom or dad is deployed. We are committed to our schools and have officially "adopted" Hiland Park and Waller Elementary as Fire Schools.

Messages like this make it all worth it: "We don't have enough words to express how overwhelmed we are by your support of Dads Take Your Child to School Day 2017. Our schools had standing-room only crowds, administrators made emergency donut runs, they scrambled to fit everyone in, they hustled to get you guys checked in and they worked hard to make long lines move quickly. All of that was necessary because YOU GUYS SHOWED UP EVERYWHERE THIS MORNING!" —Bay District Schools

- "Train together, respond together" is a motto we take seriously at BCFR. It is extremely important to build relationships and cultivate skills before an incident. Bay County Fire and EMS along with the Panama City Beach Fire Department trained together, for the first time, to better prepare for large condominium fires. Over the summer of 2018, there was an increase in the number of high-rise fires, and the two departments want to be proficient, not allowing for any errors. It is important to be on the same page when these emergencies occur. This was the first joint venture for these departments and they had fun working together, and the residents of Treasure Island Condos got in on the action, too.
- Feb. 26, 2018 marked the 40th anniversary of the Youngstown train derailment. The resulting chlorine cloud killed eight and injured 88 others. National media covered the event extensively. In the days before 24-hour news, the New York Times covered the derailment on Page 6.

With miles of railways, a major port, and over-the-road shipping, hazardous materials remain a threat today. Bay County citizens can rest assured that they are protected by a highly-trained specialty team comprised of 25 core members. It is a job requirement that all BCFR firefighters be Florida certified hazardous materials technicians.

- In May 2018, several BCFR firefighters participated in an open-water lifesaving course. Practical training included rescue equipment and applications, surf entries, conscious and unconscious victim rescues, pier/jetty rescues, etc. Weather, communications, scuba-related illness, general medical, and trauma were covered in detailed classroom study. A 10-minute, 500-meter open-water swim and a 10-minute, one-mile beach run were required to pass. These classes require a lot of team work and dedication.

AWARDS AND RECOGNITION

- Several Fire Services employees were recognized in a local news segment called Honor the Badge for exemplary service to our community. The segment airs weekly on a local news channel and spotlights the dedication and service of local first responders.
- The Optimist Club of the Beaches present Firefighter of the Year Awards annually. Firefighter Jake Keeney received the award for Thomas Drive Fire Station. Firefighter James Southern received the award for the West End Fire Station.



GENERAL SERVICES *animal control*

EMPLOYEE SPOTLIGHT



MEGAN KELLER

Dr. Megan Keller is Bay County Animal Control's sole veterinarian who, with assistance from her veterinary technician, Katie, cares for all of the animals that enter the shelter. While Dr. Keller spends her work days around animals of various sizes, she spends her free time traveling to far-away destinations, often encountering exotic animals in wild places. Dr. Keller volunteers -- she spent a year living in South Africa helping relocate wildlife to areas where they would not be poached -- or simply enjoys the scenery as a tourist. She has climbed to Machu Picchu in Peru, handled rhinos in Africa, lived in Australia for several months, ridden camels to the Great Pyramids at Giza, and volunteered at the Olympics in Rio de Janeiro. Dr. Keller intends to travel to Thailand with another local veterinarian to volunteer at an elephant sanctuary for retired logging elephants.



WHO WE ARE

Bay County Animal Control (BCAC) is responsible for protecting public health and safety and enforcing state and 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 15 staff members, all of whom are trained to handle any of the tasks related to our operations.

WHAT HAPPENED IN 2018?

- In 2017, a veterinary clinic was built at the shelter. In Fiscal Year 2018, in addition to their normal duties, our vet team was able to spay and/or neuter more than 600 animals and administered approximately 950 rabies vaccinations to animals leaving our facility. They also provided care and assistance to animals in foster care and housed at partner locations such as PetSmart, the Bay County Jail and the Department of Juvenile Justice.
- Due to the high number of heartworm-positive dogs that come into the shelter, our vet team has started treating heartworms on adoptable dogs. This disease is caused by mosquitos and is very prevalent in Florida.
- Our veterinarian, Dr. Megan Keller, worked toward obtaining her Master's Degree in shelter medicine and was certified by the Florida Animal Control Association as a euthanasia instructor for the State of Florida.
- By changing the way animal intake is handled at the shelter, we have been able to decrease the number of owner-surrendered animals to the shelter. When an owner wants to surrender an animal, our rescue coordinator attempts to find a rescue organization



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to take the animals directly from the owner before they enter the shelter. Our highest success rate is when people contact our office in advance of surrendering their animals, particularly if the animals are dogs.

- Through our partnership with the Bay County PetSmart stores, we adopted 423 cats in 2018. This has contributed greatly to the number of cats we can save. At the shelter, we have modified our cat caging to allow more room for the cats that are housed there until they are adopted or sent to PetSmart.
- Animal Control officers were able to increase the rate of dogs being returned to their owners by 17 percent over 2017 by using in-vehicle microchip scanners and computers to review lost animal reports. This allows us to promptly reunite dogs with their owners, and, in many cases, eliminate the need for the animal to be transported to the shelter. When an owner can no longer be found this provides data about the animal that aids in faster adoption.
- The largest increase of animals coming into the shelter this year was owners surrendering their cats. It is up 24 percent from 2017.
- Animal Control continues efforts to offer information to the public on the animal issues and to promote adoptions. In addition to PetSmart, we have established partnerships with local rescue groups, news media, the Bay County Jail, and the Department of Juvenile Justice. We have also partnered with Bay County Parks and Recreation and local businesses to promote and increase the number of shelter animal adoptions. We continue to focus on education by doing presentations at schools.
- BCAC's original adoption trolley broke down in 2018 and was replaced by two smaller vehicles through public donations to the shelter. These smaller vehicles will allow us to do additional adoption events, as the driver no longer needs to hold a commercial driver's license.
- Each year, Animal Control handles more than 9,500 citizen service requests, takes in more than 4,500 animals, and provides 120 or more educational, public relations and adoption events. Animal Control officers service 1,033 square miles within Bay County and must be well versed in the care and husbandry of a wide assortment of animals.



GENERAL SERVICES

parks and recreation

EMPLOYEE SPOTLIGHT



DAVID ROSS

Parks Crew Leader/Electrician David Ross joined Bay County in August 2016 as an electrician, after relocating from his hometown of Buchanan, GA. During his first six months, David established himself as a valued member of the Parks team, and he has become knowledgeable in every aspect of the Parks Department, applying his varied and extensive skills to every major Parks project since his employment.

He has also volunteered his time and expertise to many special events. David continues to raise the bar on these events by his attention to detail, ability to bring props to life with animation, and his knowledge of construction, lighting, and electrical. David's leadership abilities became apparent through his dedication to his work and his experience in all aspects of construction, turf management, and heavy equipment operations, and his willingness to mentor and share his knowledge with staff. His energy and drive to succeed led to a promotion to Parks Crew Leader.

David enjoys kayaking, fishing, and camping, and he appreciates this area's beaches and abundant aquatic opportunities. He and several friends make an annual week-long trip down the Apalachicola river. He also enjoys music and spending quality time with his family and friends. David has an active belief in the value of giving and providing assistance to those in need.



WHO WE ARE

The Parks and Recreation Division maintains all recreational facilities within the unincorporated county for the optimal enjoyment of residents and visitors. With 26 recreational parks, 23 boat ramps, 43 beach easements, two off-leash dog parks, the county pier, and a shooting range, the maintenance of these facilities is provided by park staff. We plan for the future recreational needs of our citizens by changing or expanding our programs and parks to reflect the needs of the county's population.

WHAT HAPPENED IN 2018?

- Developed and implemented a five-year Master Plan that focuses on growth-related needs for Bay County Parks and Recreation. The study utilizes public input backed with support of the Parks and Recreation Advisory Board and Bay County Board of County Commissioners.
- We added three new crew leader positions along with a beach operations manager and a parks maintenance foreman. We also created an activities coordinator and an assistant activities coordinator position.
- Parks and Recreation constructed an all-inclusive, Americans with Disabilities Act (ADA)-compliant playground to meet the needs of children and adults. The playground is located at H.G. Harder's Park and features unique designs and a foundation that offers mobility to all.
- The Parks and Recreation Activities Program continually advances and adapts to meet the needs of the local community and beyond. We work with local leagues that call our parks their home, while developing new programs to meet their demand. We currently host seasonal softball leagues, soccer leagues, youth football leagues, high school sports, and various tournaments throughout the year.
- Parks and Recreation hosts many events throughout the year, and some of the new events for 2018 include the Fun in the Sun Mud Run, Movie Nights at Harder's Park, and the Sand Jam Music Fest.
- The 2017 Haunted Hayride raised more than \$26,000 for charity, with more than 5,000 visitors to the wooded trail's 25 sites at H.G. Harder's Park. More than 140 Bay County

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GENERAL SERVICES *parks and recreation*



volunteers participated in the event over two nights in October. Three charities, voted on by county employees, benefited from the event's proceeds. The Shriners, American Cancer Society, and the Live Like Drew Foundation were selected to receive a donation of \$8,719. Since 2010, Bay County has raised more than \$153,000 to support local charities.

- The David W. Hutchison Boat Ramp -- formally the Cherokee Landing Boat Ramp -- is one of the newest additions to Bay County's numerous boat ramp facilities. New amenities at the location include a new boat ramp/kayak launch, floating docks, a fishing boardwalk and pavilion, public grills, additional boat trailer parking, and an ADA-compliant playground. Bay County plans to add a large-scale pavilion and bathroom facilities.
- With the addition of the 220-plus acre Majette Park -- formerly the Bay Dunes Golf Course -- Parks and Recreation now offers activities such as catch-and-release fishing, cross country meets hosted by local high schools, 5K running events such as the Fun in the Sun Mud Run, cricket, and abundant green space for recreation.
- Majette Park offers a new, professional grade 18-hole disc golf course. Plans are in place to develop a bathroom facility that will accommodate special events and general public use.
- Beach Operations purchased additional Mobi-Chairs and Mobi-Mats, specialized equipment that allows special-needs people to access the beach. More than 1,100 feet of Mobi Mats were purchased to create a round-trip path on the sand from one side of the M.B. Miller County Pier parking lot down to the water's edge and back up to the other side of the parking lot. Staff continues to work to improve accessibility of the beach easements.
- Additionally, Parks and Recreation has increased the Lifeguard Program staffing to seven lifeguards, offering services at the county pier and Rick Seltzer Park.
- In 2018, the Lifeguard Program was in its third season and is now an in-house United States Lifeguard Association-certified training facility. Staff works closely with Panama City Beach and Surf and the Beach Police to help with the growing demand for safety on the beaches. This cooperative effort includes extending operational hours when needed and for holidays and special events.



GENERAL SERVICES

solid waste

EMPLOYEE SPOTLIGHT



CRISTI KARR

Environmental Compliance Specialist
Cristi Karr served as a volunteer fire-fighter for Bay County years ago, and in her time there learned life-saving and rescue skills that have benefited her -- and Bay County Landfill customers -- significantly. Last year Cristi provided emergency first aid to a customer who was seriously injured while disposing of material at the landfill, and her efforts stabilized the individual's condition until he could be airlifted to a critical care facility. In addition to saving lives, Cristi spends her time away from work caring for animals at her farm, which is the only working farm on Panama City Beach. She raises and exports goats, and has even traveled to Russia twice -- at their government's expense. She has shipped goats all over the world to such far flung places as Russia, Guyana, Panama, throughout the Caribbean, the United Arab Emirates, and more. Cristi and her husband produce meat, milk, and eggs, and she makes homemade goat's milk soap and cheese. Cristi and her husband also volunteer their time helping children in need.



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. The division is comprised of the Bay County Waste to Energy (WTE) facility; the Steelfield Road Landfill; Recycling, Household Hazardous Waste and the Small-Quantity Generator environmental programs; The division is also responsible for the long-term care and environmental monitoring of Majette Park, which is a closed landfill. Solid Waste operates as an "Enterprise Fund," and as such does not receive tax dollars in the traditional sense. It is funded entirely from tipping fee revenues, electrical energy sales, and the sale of recovered metals extracted from the waste stream.

WHAT HAPPENED IN 2018?

- The Solid Waste Division provided waste disposal services for all of Bay County and for some of the smaller, outlying counties. Last fiscal year, the division processed 226,381 tons of municipal solid waste.
- The Solid Waste Division contributes to the production of clean, renewable energy by operating the Bay County Waste-to-Energy Facility. Last fiscal year, the facility generated 61,715 megawatts of electrical energy. This is enough energy to power more than 5,700 average-size households for the year.
- We provide conventional recycling opportunities for local municipalities by operating eight recycling drop-off centers at various locations throughout the county, from Panama City Beach to Mexico Beach.
- The Solid Waste Division conducted Waste Amnesty Days, collecting 1,042 tons of waste as well as 9,900 gallons of paints, 1,721 gallons of used oil, and 2,440 fluorescent tubes. The amnesty events help keep Bay County beautiful and keeps harmful chemicals out of the waste stream.



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- Solid Waste provides environmental education in classroom settings and through field trips to our facilities, public speaking opportunities, and through environmental events such as Earth Day and the St. Andrews Bay Coastal Clean-up. This year, the division participated in the “Lorax Day” event at the West Bay Elementary school in honor of Dr. Seuss’s birthday. Presentations were given to each class about the Bay County Solid Waste system and the value of material and environmental conservation.
- The Solid Waste Division conducted 442 small-quantity generator (SQG) inspections of businesses within Bay County. These inspections help to insure that those businesses that generate hazardous waste dispose of it in an environmentally sound manner.
- We also provided assistance to Bay County Mosquito Control by conducting “Waste Tire Amnesty” for the disposal of waste tires from residential properties. The disposal of waste tires removes potential breeding sites for mosquitoes. The Solid Waste Division disposed of 2,194 tires last fiscal year under this program.

AWARDS AND RECOGNITION

- The operation of the Bay County Waste-to-Energy is ISO 14001 Environmental Management Certified, which is an internationally recognized environmental management standard. It is a systematic framework to manage the immediate and long-term environmental impacts of an organization’s products, services, and processes. Certification is maintained by successfully completing an accredited third party audit every six months.
- The operation of the Bay County Waste-to-Energy facility is OSHAS 18001 Occupational Health and Safety Certified, which is an internationally recognized management system for health and safety management. It establishes a framework for organizations to manage and control occupational health and safety risks. Certification is maintained by successfully completing an accredited third-party audit every six months.



HUMAN SERVICES

cooperative extension

EMPLOYEE SPOTLIGHT



JULIE MCCONNELL

Horticulturist Julie McConnell is an Army brat who has lived in many states including Alabama, Texas, and Hawaii, though Julie spent much of her childhood in Naples, Florida. Her favorite local place to eat when in Panama City is Smitty's Barbecue. She does not eat seafood but her family does. Julie enjoys a good burger and loves the atmosphere at Runaway Island on Panama City Beach, and her favorite hangout is anywhere with water. Julie admits that being near or on the water is the only place she can be still and not worry about what needs to be done at home or work. Julie likes to garden with her 11-year-old daughter and kayak and fish with her husband and daughter. She also loves horseback riding, running, reading a good book, traveling, meeting people, and learning new things.



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, advisory committees, and local partners. We apply research and university expertise to solve problems that relate to 4-H Youth Development, Horticulture, Marine/Coastal issues, and Family and Consumer Sciences (FCS).

WHAT HAPPENED IN 2018?

4-H Youth Development

4-H provides programs that allow youth opportunities to pursue their passions and develop skills needed to succeed in life. 4-H is offered through community, after-school, and military clubs that teach an array of life skills. We also offer workshops, camps, and school enrichment programs in the community.

- 2,509 youth were involved in the Bay County 4-H program through school clubs, military bases, after-school, community sites, residential and day camps, workshops, and school enrichment activities. Volunteers consisted of both youth and adults, contributing 5,010 hours of service.
- All agents spent a minimum of 5 percent of their time in the 4-H youth development program. Horticulture Agent and Master Gardener volunteers provided educational programming. Volunteers provided programs at Margaret K. Lewis School, reaching 155 children and logged 311 volunteer hours on projects such as plant fair entries, agricultural awareness, school gardens and Grasses in Classes, reaching over 1,130 youth.

Marine/Coastal Program (Florida Sea Grant)

Several marine and coastal programs are offered in Bay County. The Artificial Reef Program is one of the main programs supported. Important activities include permit and grant applications. Out of Florida's 67 counties, Bay County ranks 8th in the number of jobs related to diving and fishing on artificial reefs. Lodging, restaurants, tackle shops, and other local businesses benefit from reefs with an estimated total economic impact of \$132M annually.

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HUMAN SERVICES

cooperative extension

- Sea Grant, in conjunction with the Bay County Planning and Zoning Department, completed an application to the U.S. Treasury for \$446,000 in RESTORE funding to deploy secondary materials, or items not originally built for artificial reefs but that are given a “second life” when placed in marine waters. For this project, materials include concrete culverts, concrete stormwater connection boxes, and metal towers. The project will be deployed in 2019.

Horticulture

- In-kind donations of volunteer service, facility rentals, and materials totaled \$85,291 in support of the horticulture program.
- Agent and volunteers assisted 686 people through mobile plant clinics and site visits.
- 1,451 citizens were assisted through in-person, telephone, or email consultations.
- 68 classes were attended by 1,877 people.
- 381 participants sought state certification or recertification as pesticide and/or fertilizer applicators as required by the State of Florida for their employment. The economic impact of this certification is estimated at approximately \$6.08/hour increased wages for trained workers in the Bay County/Panama City area. This totaled \$559,360 in additional wages earned, assuming 50 40-hour weeks.

Family and Consumer Sciences (FCS)

The primary focus of the FCS program is to build strong families. This is achieved by enabling citizens to improve the quality of their life by providing them with practical information on a variety of financial, food/nutrition/health, and other family-related program topics. The agent also provided ServSafe® and SafeStaff® trainings for restaurant managers and other food handlers. ServSafe® is a nationally recognized program for food managers. Certification is a requirement in Florida. Extension offers a seven-hour ServSafe® training and exam. Participants must pass with at least 75 percent to receive a five-year certification. SafeStaff® participants receive a four-hour training and a three-year certificate. Both trainings are fee based.

- Extension provided trainings on the Florida cottage foods law to farmer’s market vendors and other interested persons. In August 2018, University of Florida specialists provided a one-day, in-depth training.
- FCS educational programs were delivered using a variety of teaching methods. The agent developed curriculum, prepared and distributed publications, and wrote news articles.
- Taught 461 in-depth, single, and multi-session food and nutrition and food safety classes, along with other activities.
- Made 7,045 educational contacts with school age youth, adults, and food service managers and other food handlers.

County Extension Director

Cooperative Extension is 33 percent county, 6 percent federal, and 61 percent state funded. We continue to address reduced allocations at various levels by generating funds from grants, fees, and donations to support our efforts and ensure long-term sustainability of educational programs and services.

- Extension faculty and staff developed 165 creative works and publications, made 1,379 field visits, had 328 office visits, made 31,447 educational contacts, received 3,107 educational phone calls/emails, and made 65,120 educational media contacts.
- Volunteers play a vital role in Extension as they help extend the efforts of county faculty. We had 604 volunteers that contributed 9,214 hours, valued at \$209,158 (according to the Independent Sector 2016 data, the estimated dollar value of a volunteer hour is \$22.70 in Florida). This resulted in affordable and accessible programs for Bay County citizens.
- Received \$323,341 in grants, fees, and donations to support Bay County Extension programs.

- Marine/Coastal Program (Florida Sea Grant): Bay, Gulf, & Franklin counties received a two-year grant (2017-18) in the amount of \$625,950 for turtle lighting. \$208,650 will support a part-time program assistant position and materials for Bay County property owners.
- 4-H: The Military Partnership is a statewide program funded by a grant. The 4-H agent is the military liaison who oversees the program statewide and locally. Of the \$59,750, \$28,017 came to Bay County to fund a part-time program assistant and program support. In addition, 4-H received \$34,965 in grants for the Air Force Camp, Navy STEM Camp, Florida Ag in the Classroom program, and National 4-H Council and Youth Service for the Teen Retreat.
- Family and Consumer Sciences (FCS): \$50,411 received to support the Family Nutrition Program efforts that targeted SNAP-Ed (Supplemental Nutrition Assistance Program Education) eligible families and youth; \$4,000 awarded to the Northwest District for the Impact Evaluation Keeping the Pressure Down Program. Bay County and 15 other counties received \$194; \$1,104 received in fees to support the canning and herb programs.

AWARDS AND RECOGNITION

National

- Association of Natural Resource Extension Professionals (ANREP) - Televised Conference - Video Conference - Webinar Silver Award for Livestream Video - Information disseminated via live audience, Facebook Live, YouTube, and Florida Sea Grant website targeting individuals with an interest in recreational scalloping.
- FCS Agent received re-certification as a ServSafe® Instructor & Registered ServSafe® Examination Proctor. ServSafe® instructors/proctors must make at least 90 percent or higher on the national exam and fulfill other requirements set by the National Restaurant Association.
- National Extension Association of Family and Consumer Sciences (NEAFCS) - Family Health and Wellness Award for 4-H Tailgating Program.

Regional & State

- Florida Association of Extension 4-H Agents (FAE4-HA) - Excellence in Animal Science Team Award for 4-H Tailgating Program.
- National Extension Association of Family and Consumer Sciences (NEAFCS) - Family Health and Wellness Award 3rd Place Southern Region Winner for 4-H Tailgating Program.
- Florida Association of County Agricultural Agents (FACAA) - Search for Excellence Award in 4-H and Youth Programming for 4-H Tailgating Program.
- Master Gardener volunteers from Bay County were recognized at the 35th Florida Master Gardener Continued Training Conference with Awards for Excellence in two categories.
- The Bethel Village Demonstration Garden project was recognized as the state winner for the category Diversity and Inclusion Award for work with an underserved population.
- Master Gardener Detlef Vandermeer was awarded the Personal Communications Award for his work in the help desk exhibiting outstanding customer service and following UF/IFAS policy for clientele assistance.
- Florida Association of County Agricultural Agents Team Newsletter (Gardening in the Panhandle). The horticulture agent is a former editor of the Gardening in the Panhandle newsletter. Wrote eight articles and garnered 3,000 subscribers weekly with more than 125,000 annual site visits.

HUMAN SERVICES

human resources

EMPLOYEE SPOTLIGHT



AMY COOPER

Amy Cooper, Human Resources director, enjoys spending her free time in the outdoors. She grew up in Fayetteville, TN swimming, fishing, and diving. After marrying a Florida Fish & Wildlife officer in 1984, Amy began what became an annual pilgrimage to the Florida Keys, fishing, diving, and soaking up sun and saltwater and catching lobster “bugs.” Her pursuit of these tasty creatures became contagious with her two daughters who also became certified divers at a young age joining their parents in the adventure. This sport gives Amy a strong sense of accomplishment and the experience with her family that she considers priceless. She also looks forward to Red Snapper season each year. Additionally, Amy enjoys hiking and 4-wheeling in Bondurant, WY where she and her husband are building a cabin about 30 miles southeast of Jackson Hole, WY.

WHO WE ARE

One of the main purposes of the Bay County Human Resources Department is to provide support and guidance to all departments, employees, and the citizens we serve. We accomplish this by continually refining our services and programs to ensure success at every stage of employment and to make Bay County BOCC a better place to work.

The HR Department supports a workplace environment that provides the highest standard of quality service, reflects our diverse community, and values personal growth, fairness, and cooperation. Our team is comprised of six professionals whose daily mission is to serve our more than 600 employees and the public. We remind ourselves that Bay County government exists for the people and we are passionate about the mission to be the energy in making Bay County a beautiful and enriching place to live. In order to achieve this mission and sustain our high standards, we must be ever mindful that the county will have to proactively prepare for change and flex with a new workforce and economic environment.

WHAT HAPPENED IN 2018?

Training & Development

We continue to strategically plan for our future employment needs while maximizing the effectiveness of our current employees. One key element is identifying the competencies we will need in the future. A second is evaluating the skills of current employees and cultivating professional growth and development opportunities that will provide employees with the necessary skills to qualify for promotions within our organization. We also strive to increase employee engagement by expanding our training curriculum in our leadership development program. We recognize that training and development is essential in attracting and retaining a knowledgeable and skilled workforce. For this reason we continue to evolve our New Employee Training Academy, our Leadership Development Academy and our Leadership Academy to equip our employees with the tools they will need to succeed in their roles with the county.

We also provided other learning opportunities by hosting the following presentations:

- Using the FRS to Plan for your Retirement
- Essential Employment Law for 2018
- Interviewing Procedures and Documentation
- Three-week Wellness Seminar on Diabetes Education
- Wellness Seminar on Becoming a Carb Expert
- Wellness Seminar on the Adverse Effects of Insulin on the Organs in Your Body

Technological Advances

Over the last year our Human Resources Information Systems team began designing a more streamlined, interactive onboarding process to welcome our new employees and better integrate them into the workplace. In addition, they are currently migrating the HR database to a new web-based version that will enable us to better serve our employees and customers by providing more robust employee data, metrics, and reporting capabilities.

We also expanded the electronic HR business processes by providing an Employee Access Center (EAC) so employees can access their personal payroll records to verify leave balances, current payroll deductions, year to date pay information, check history, W-2's and more. Because we use direct deposit, this also allowed us to go green by doing away with paper check stubs.

Performance Management System

Performance evaluations are an integral part of an organization's personnel management program. More than 503 performance evaluations were completed on county employees in FY 2017-18, in hopes of improving employee performance through:

- Strengthening supervisor-employee relationships
- Identifying work standards and requirements
- Recognizing and correcting work deficiencies
- Assisting as a guide to formal personnel actions



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HUMAN SERVICES human resources

Wellness Initiative

For the 19th consecutive year, Human Resources, in conjunction with FL Blue, provided an annual Health Fair for all employees encouraging them to take a few minutes out of their busy schedules to attend the free health screening provided by the health coaches from FL Blue. The biometric health screening includes a blood test for cholesterol, diabetes, blood pressure, and body mass index. In many instances, these screenings have revealed a serious medical condition and have saved employees' lives. Last year, 414 employees attended the health fair and gained valuable information about the status of their health.

Human Resources also coordinates blood pressure screenings three times a year in various locations throughout the county, working with registered nurses from Bay Medical Sacred Heart Hospital. The hospital also provides wellness seminars by local doctors and healthcare professionals and encourage staff to attend. This year, we presented a seminar on carbohydrates in your diet by a FL Blue registered nurse, a three-week series on diabetes, and a presentation on the bad effects of insulin on the organs in your body by Dr. Don Davis, a cardiologist with Gulf Coast Medical Center. Human Resources' focus on wellness is aimed at reducing absenteeism, increasing productivity, and reducing workers' compensation and health insurance exposure by providing health screening and wellness-based education.

Giving Back to the Community

Human Resources kept the tradition of employees giving back to our community by coordinating three blood drives over the last year at three different county locations. In 2018, Bay County employees donated 380 units of blood, all used to help people in need locally.

Human Resources also served as the coordinator for a new mentorship program, Elevate Bay, partnering with the Bay County School District to provide positive guidance in the lives of school children. Our employees volunteer their time to mentor at-risk students in local elementary schools to promote a brighter future for our youth and, ultimately, our community. Some 70 county employees served as mentors during the last school year and even more have signed up to participate in this program for the 2018-19 school year.

During Fiscal Year 2018, the Human Resources Department:

- Received more than 2,417 applications and 72 job-interest forms
- Referred 1,914 candidates, rejected 494
- Onboarded 82 new hires
- Participated in several job fairs throughout the community
- Processed 503 performance evaluations
- Processed 48 promotions, 71 resignations, five retirements, one probationary discharge, eight involuntary terminations, and 27 disciplinary actions
- Provided 41 learning and development training curriculums and 80 training sessions
- Trained 126 new employees and 67 current employees
- Recognized 16 employees with 30 or more years of service and nine employees were recognized with 20 or 25 years of service
- Processed 120 FMLA packets
- Managed multiple employee concerns
- Received and responded to numerous legal issues and public records requests
- Organized three blood drives and donated 380 units of blood for those in need locally

AWARDS AND RECOGNITION

The Human Resources Department was instrumental in earning the Bay County Commission's recognition by the Florida Breastfeeding Coalition, Inc., a chapter of the United States Breastfeeding Committee, as a Gold Level Florida Breastfeeding Friendly Employer by providing a lactation room in the Human Resources office suite in support of our breastfeeding employees, which in turn supports better health for mothers and babies.



HUMAN SERVICES

library services

EMPLOYEE SPOTLIGHT



LYNN ELLIOTT

Lynn Elliott, Bay County Public Library Head of Reference Services, likes a challenge. At 55, she completed a triathlon, enjoys spending time kayaking into the marsh for close-up photos of alligators, and dreams of hiking the Appalachian Trail upon her retirement. Lynn is an artist with a passion for recycling and reusing materials in new ways and enjoys expressing herself with painting, photography, paper-making, pottery, and jewelry-making. With paper-making, she makes paper to use in watercolor painting, cards, and handmade journals. Her jewelry designs almost always include some component that is recycled materials.

"Like the famous slogan, my motto for life is 'just do it' - if I don't try I will never know how awesome it feels to face the challenge and win!" Lynn says.



WHO WE ARE

The Bay County Public Library is the headquarters for the Northwest Regional Library System, serving more than 200,000 residents of Bay, Gulf, and Liberty counties. The library's mission is to help, inspire, and empower our communities by providing a dynamic center for learning and a place of discovery for all ages. The public library provides educational opportunities for all ages, including early literacy classes for babies and preschoolers, programs that inspire a love of reading and support the school curriculum, access to computers and emerging technologies, and educational and entertaining events that bring people together.

WHAT HAPPENED IN 2018?

- Library staff members were awarded more than \$16,500 in innovation grants from the Panhandle Library Access Network to fund five projects: Full STE(A)M Ahead with LEGOs (managed by Laura Laspee, PCB Library); Makers of All Ages (managed by Nancy Brockman, Port St. Joe Library); Sweet Songs of the Mountain Dulcimer (managed by Sarah Burris, Bay County Public Library); Virtual Reality in the Library (managed by Robin Shader, Bay County Public Library); and Tablets to Go II, a project that added several ebook readers loaded with content to the library collection (managed by Gerard Giordano, Bay County Public Library). Grants such as these allow the library to enhance programs and services for our communities.
- Thanks to generous donations from the Ukulele Orchestra of St. Andrews and Bay Arts Alliance, the library is now able to offer ArtistWorks for Libraries. ArtistWorks is free for anyone with a Northwest Regional Library System card and internet access and provides online music and art lessons taught by award-winning professionals. Lessons can be viewed as many times as desired. This subscription is perfect for beginners who want to learn how to play an instrument and experienced players who want to improve their skills.
- Northwest Regional Library System locations offer a diverse schedule of classes and events including early literacy sessions, computer skills training, music concerts and instruction (ukulele and dulcimer classes are taught at the Bay County Public Library), book discussions, 3D printing and Virtual Reality, craft-making, coding and robotics, and even a community scavenger hunt! More than 2,335 programs were presented in FY 2018 with 43,144 attendees. The library website includes an online calendar of events for each library in the system, www.nwrls.com.



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www.nwrls.com



- NWRLS libraries received more than 402,383 in-person visits, and checked-out more than 597,576 books, DVDs, and audiobooks in FY 2018. The library offers regular and large-print books, graphic novels, DVD movies, CD audiobooks, downloadable audiobooks, ebooks, ukuleles, dulcimers, and cake pans which can be borrowed with a valid library card. Cards are provided at no cost to residents of Bay, Gulf, and Liberty counties.

AWARDS AND RECOGNITION

- Outreach Librarian Heather Ogilvie won the Maria Chavez-Hernandez “Libraries Change Peoples’ Lives” award from the Florida Library Association. Heather developed the successful “Conversations for Seniors” program which provides services to seniors in assisted living facilities in Bay County who are unable to access the physical library. Heather brings a variety of materials and activities including books, word searches, games and conversation starters. The residents then create what they want out of their library visit. The residents are extremely appreciative for the book delivery service, brain games, and lively conversations. Heather goes beyond the traditional book club by building relationships and providing hope, laughter, and lifelong learning. Heather’s ingenuity has helped her develop a fun, energetic program that continues to evolve.
- Community Relations & Marketing Coordinator Sarah Burris developed a program called Paint Like Bob Ross, which was a huge success. Based on a program created by the Salt Lake City Public Library, the programs offered at Bay County Public Library quickly reached their attendance limit. The Washington Post, NPR’s Here and Now radio show, and the journal American Libraries each interviewed Sarah to learn more about this successful program. It’s exciting to receive national attention for our local programming.
- Gerard Giordano (Bay County Public Library), Laura Laspee (Panama City Beach Public Library) and Khelsea Rantanen (Bay County Public Library) graduated from the Sunshine State Library Leadership Institute in July 2018. This 10-month program, facilitated by the Florida Division of Library and Information Services, provided leadership development training to librarians from across the state. Library Director Robin Shader and Outreach Librarian Heather Ogilvie also participated as mentors for librarians from other Florida libraries.



HUMAN SERVICES veterans services



EMPLOYEE SPOTLIGHT



RITA CHEATHAM

Rita Cheatham is a Veterans Services counselor, who began working with the office in 2016 and brings a new set of talents and insight to Veterans Services. Her outgoing personality is one of Rita's greatest assets, and in 2018 Rita volunteered her time at various outreach events, including Paychecks for Patriots, Grief and Loss Services, and the Trane Family Fun Day. Rita has also volunteered her time as an Elevate Bay mentor at Lucille Moore Elementary School and at the Bay County Haunted Hayride. She is a one-of-a-kind asset, not only to Veterans Services, but also to Bay County as a whole.

More than 24,500 veterans reside in Bay County. Annually, more than \$120 million in benefits are awarded to Bay County veterans, not including education, home loans, and healthcare. This represents some 45 percent of the income from the federal Veterans Affairs Administration for Congressional District 2. Total VA expenditures in Bay County For fiscal year 2016 were \$166.2 million.

WHO WE ARE

Behind every Veterans' benefits claim is a veteran in need. The Bay County Veterans Service 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.

WHAT HAPPENED IN 2018?

- Our office supported the Board of Bay County Commissioners and the Bay County Veterans' Council with organizing the Veterans Day Parade and Ceremony.
- We represent the Bay County Board of County Commissioners at Bay County Veterans Council meetings on the second Thursday of each month.
- We assisted homeless veterans throughout the area with benefits applications and referrals to VA Housing and Urban Development and VA Support Housing Social Workers.
- We sit on the Disadvantaged Transportation Board to assist veterans in the local area.
- Our office assisted during the VA healthcare Town Hall Meeting on Sept. 13, 2018.
- We supported and assisted the Annual Homeless Veterans Stand Down on Sept. 27, 2018.
- We support the veterans at the Sims Florida State Nursing Home through the 'Friends of Sims Nursing Home,' a nonprofit organization run by the County Veterans Service Officers of North west Florida. Funds are donated to this organization and distributed to the nursing home to purchase items that the state does not include in its budget.
- Our office sits on the Board of Directors for Career Source Gulf Coast as a veterans' advocate.
- We attended, in cooperation with Career Source Gulf Coast, Paychecks for Patriots.
- We held outreach programs at the Grief and Loss Services Group, American Legion Post 356 Lynn Haven, Lynn Haven Senior Center, Trane Family Fun Day, Unity in the Community at the Oakland Terrace Community Center, and the Gulf Coast Healthcare Town Hall Meeting.
- Our counselors make house calls for veterans and family members who are unable to visit our office for an appointment.
- We assisted the Board of Bay County Commissioners in honoring veterans that received the Purple Heart Medal, proclaiming Aug. 7, 2018 Purple Heart Day throughout Bay County.
- Our office has 60-percent participation in the Elevate Bay Program mentoring students at a local elementary school.
- We participated in the county's annual Christmas Tree Lighting and the annual Haunted Hayride.

AWARDS AND RECOGNITION

- John Deegins, our county Veterans Services officer, has served as a member of the executive board of the Florida County Veterans Service Officers Association as the Northwest Region Area vice president to all the counties in the Panhandle, from Franklin to Escambia county.
- Our office was instrumental in being awarded more than \$34,000 from Gulf Power to benefit the residents of Clifford Sims Florida State Veterans Nursing Home.

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information technology / geographic information systems

INFORMATION TECHNOLOGY (IT)

WHO WE ARE

The Information Technology Division provides reliable and stable infrastructure for telecommunications and data management. Maintaining all computers, video security systems, access control, mobile devices, and other electronic-related systems. IT also 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 2018?

- Redesigned the Bay County website. The more user-friendly design makes navigating the Bay County Board of County Commissioners' website much simpler and more modern and replaced a site more than nine years old.
- Bay County IT supported the Bay County Tax Collector Offices for all IT services as they modernized their offices for better public support.
- Continued support for the Bay County website along with online services such as Alert-Bay.org and the Bay County GIS websites.
- Supported county operations by providing 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.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

WHO WE ARE

Geographical Information Systems (GIS) is responsible for providing mapping services and products to internal county departments, the public, and a variety of 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.

WHAT HAPPENED IN 2018?

- Partnered with Emergency Services to integrate crisis-management software (WebEOC) with GIS services.
- Completed a review of GIS hardware/software infrastructure and practices to ensure resources are readily available and reliable.
- Developed an application to highlight Bay County Parks and Recreation facilities. The application allows users to search for parks based on type of facility.
- Developed an application to educate the public about artificial reefs managed by Bay County.

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EMPLOYEE SPOTLIGHT



CHIP HERNDON

The role of systems engineer is vital to the ongoing success of Bay County's IT infrastructure. From the handling of calls to resolving issues in the field, Chip Herndon excels in customer satisfaction. Chip always shows a great deal of enthusiasm for his work, and his gregarious personality adds relief to stressful days.

Early on, Chip realized that computer technology was the wave of the future, so he learned everything he possibly could to prepare himself for an ever-changing and challenging career in IT. Chip knows the value of continuing education and has formalized his training by completing his degree in Network Technology at Gulf Coast State College.

When asked about his favorite aspects of his job, Chip says that he loves that every day is a challenge. He enjoys being a problem solver. On a typical week, he works on a variety of projects across the more than 75 locations supported by Bay County Information Technology.

Outside of work and school, Chip is a busy family man. He and his wife Stacey have been married five years and have a beautiful 4-year-old daughter. They are also parents to "Chewy", their Shichon (cross between a Shih Tzu and Bichon Frise) dog and Max the cat, aka "Jerk." You can imagine how Chewy got his name. Chip and his family love traveling and hanging out by the pool. Chip is a fitness enthusiast and a regular at the gym. He enjoys high-intensity interval training classes called "Orangetheory Fitness" which allow him to focus on strength, endurance, and power.

BAY COUNTY *purchasing*

EMPLOYEE SPOTLIGHT



SHEILA FARIES

Sheila Faries is the Purchasing Administrator and Records Management Liaison Officer for Bay County. Sheila is responsible for issuing purchase orders for all county departments and for county fuel procurement and all vehicle acquisitions, from helping the department specify a vehicle to registration and tags.

Outside of work, Sheila and her husband, David, are members of Hiland Park Baptist church where they are actively involved with the Hiland Park Adults (Silver Saints), and even though Sheila says she's not really that old and she doesn't drink coffee, she can also be found many Sunday mornings and at special events serving at the coffee bar.

When she isn't at work, Sheila and her husband, David, are avid cruisers. They try to sail away for vacation at least once a year!



WHO WE ARE

Four full-time employees provide purchasing services to the county's workforce and vendors. The Bay County Board of County Commissioners has identified the Purchasing Department as the agency 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 be a consistent system of procedures that establishes basic guidelines to regulate procurement activities, contract management, and the resulting distribution of funds. The foremost objective of the Purchasing Department is to abide by, uphold, and adhere to the county's Procurement Code and Procurement Manual to guard against the misuse or misinterpretation of those rules and regulations.

WHAT HAPPENED IN 2018?

In Fiscal Year 2018, the Purchasing Department:

- Provided management oversight of the county purchasing card program with a purchase volume of \$2,168,081 and realized an annual rebate of \$28,702.
- Provided sales and customer support to county staff through ordering goods and services valued at \$48,641,383 during Fiscal Year 2018 through 710 requisitions.
- Bay County utilizes online auction services and on-site surplus sales to dispose of obsolete equipment in order to maximize the county's investment. During Fiscal Year 2017, Purchasing conducted nine auctions resulting in a return of \$36,749.
- Represented Bay County in a Reverse Trade Show sponsored by NIGP in Milton, Florida.



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PUBLIC WORKS engineering



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 as needed;
- Facilitating the Half-Cent Surtax Capital Improvement Program;
- Completing design of projects generated by Roads and Bridges work Requests; and
- Assisting other county departments.

WHAT HAPPENED IN 2018?

The Engineering Division is responsible for supplementing local funding of its stormwater and transportation program with grant funding. This includes grant application and administration.

In 2018, the Engineering staff implemented three grant projects totaling more than \$2.2 million. Projects included:

- Scott Road stabilization
- Richard Bayou Sediment Reduction Project
- County 2300 Roadway Improvement Project

Thanks to the citizens' approval of the Half-Cent Surtax, more than \$120 million through 2027 will be available for Public Works projects in the following categories: bridge repairs, capacity improvements, intersection improvements, resurfacing, roadway safety, and stormwater management.

In 2018, the Engineering Division began implementing the second year of the surtax-funded projects, which include 14 projects totaling more than \$12 million. Additionally, staff acquired \$1.7 million in grant funding to supplement three of the projects: Jenks Avenue widening and two sidewalk projects on Front Beach Road.

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EMPLOYEE SPOTLIGHT



MARC MACLEAN, P.E.

Marc MacLean, P.E., is a Bay County Engineering supervisor and a University of Florida graduate with more than 10 years' experience in environmental engineering, biofuels engineering process technology, water treatment systems engineering, and pavements engineering. He oversees pavement design and serves as project manager for various roadway resurfacing, pedestrian safety improvements, pavement preservation, and other transportation-related projects throughout the county. But, while those accomplishments are important, his "claim to fame" is that he has finished in the top 0.1 percent of all brackets on Yahoo/ESPN/CBS's March Madness NCAA tournament contest three times in the last five years. He was interviewed by ESPN after having the top bracket in the world heading into the Final Four in 2014. Marc also serves chairman of the Live Like Drew Foundation, which is a nonprofit organization that was established in honor of his brother, Drew MacLean, after losing him in an automobile accident in 2012. The foundation strives to positively impact our world by continuing Drew's legacy of Christ-like love, friendship, and an ever-helping hand. He also enjoys spending time with his wife Luci and their two children, Drew and Scooter.



PUBLIC WORKS

facilities management

EMPLOYEE SPOTLIGHT



MIKE MILLER

Facilities Superintendent Mike Miller is a retired Air Force Chief Master Sergeant, the highest-ranking non-commissioned officer in the Air Force, and he dedicated 30 years in service. During his career in the U.S. Air Force, Mike was a member of the combat engineering squadron known as Red Horse, and he did several tours of duty in the Middle East, providing construction management and facilities support for our troops in combat. In addition to combat support, Mike was also involved with the building of public schools and various civilian support facilities in several Central American countries. The experience he gained in the U.S. Air Force in leadership and management has proven to be an invaluable asset to Bay County. Mike began his career with the county as the Facilities Division foreman in 2012 and received a promotion in 2018 to the position of Facilities Division superintendent where he manages the day-to-day workload of the Bay County Facilities Division's staff of skilled tradesworkers. In addition to personnel management, he also plays an integral role in facility program development, project management, and facility budget oversight and development. Mike's continual dedication to customer service, job knowledge and leadership enables the Facilities Management Division to maintain a high level of service to county staff by providing them with top-notch facilities in which to provide quality services to the citizens of Bay County. In his free time, Mike enjoys traveling and spending time with his wife Tammy, their two daughters, and their three grandchildren. Bay County is fortunate to have Mike as team member and look forward to his continue success.



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, including custodial services, mail distribution, grounds maintenance, and the management of large building improvements and capital improvement projects. Facilities services 110 buildings/structures and 1.2 million square feet of buildings, including routine and preventative building maintenance, custodial services, project management, and grounds maintenance.

Facilities Management is dedicated to the enhancement of our customers' working environment while remaining good stewards of the facilities that serve Bay County citizens.

WHAT HAPPENED IN 2018?

In 2018, Facilities completed the following projects:

- Holiday Drive Fire Department wind retrofit
- Juvenile Justice Courthouse HVAC chiller replacement
- Tourist Development Council exterior renovation
- Florida Department of Health at Bay County HIV/AIDS clinic addition
- Relocation of the Tax Collector's Office at the beach
- Relocation of the Lynn Haven Tax Office
- Constructed vestibules at the Bay County Government Center to provide protection for entrances to Supervisor of Elections and Property Appraiser's offices

Facilities also:

- Implemented the Train Energy Manager Program at the Juvenile Justice Courthouse and the Bay County Sheriff's Office.
- Achieved a high-priority work order completion rate of 85 percent within seven days or less.
- Continued to work with the Risk Management Division to ensure that Bay County facilities are Americans with Disabilities Act compliant.

CONTACT US:

(850) 248-8120 | facilities@baycountyfl.gov
www.baycountyfl.gov

PUBLIC WORKS mosquito control



WHO WE ARE

The Mosquito Control Division's priority is the prevention of mosquito-borne viruses. We are staffed by professional technicians certified in Public Health Pest Control, licensed through the Florida Department of Agriculture, to provide professional mosquito control services that protect the health, safety, and welfare of the citizens of Bay County. We have three main areas to our operation: identification, larvaciding, and adulticiding.

WHAT HAPPENED IN 2018?

The three main areas of the operation -- identification, larvaciding, and adulticiding -- work hand-in-hand to achieve our goal of suppression of species of mosquitoes that have the potential for spreading viruses. Together, these three teams are responsible for the 25 districts of Bay County on a daily basis. The identification team deploys several different types of traps: CDC, BG Sentinel-2 and Ovitrap. They then sort and identify every mosquito in the traps. Larvaciding's responsibility includes source reduction, tire abatement, investigation, inspection, and analysis of property and environmental conditions with corresponding chemical and biological suppression (Gambusia Minnows) of mosquitoes in the larval stage of development. Adulticiding is responsible for the spray application of pesticides through truck-mounted spray units with a GPS tracking system. The 25 districts are broken down into six routes, which get sprayed nightly. In 2018, persistent rainy weather affected the operation; however, the team still accomplished the following:

Identification Operations:

- Deployed, set, and retrieved nine CDC traps, six BG Sentinel-2 traps, and Ovitrap 3,474 times
- Counted and identified 44,869 mosquitoes

Larvaciding Operations:

- Answered 534 service requests
- Inspected 16,420 mosquito breeding sites
- Treated 19,537 sites
- Added minnows to 21 sites
- Maintained 63 pools that are stocked with minnows
- Manually backpack barrier sprayed 168 sites for a total coverage of 58.69 acres
- Removed 2,684 abandoned waste tires
- Performed 63 neighborhood sweeps

Adulticiding Operations:

- Traveled 43,598 miles
- Sprayed 8,769 gallons of chemicals
- Treated 839,795 acres in Bay County

AWARDS AND RECOGNITION

- Robert D. Nowaczyk passed the Advanced Inspector/Sprayer Certification test and has been promoted to senior technician.

CONTACT US:

(850) 248-8720 | mosquito@baycountyfl.gov
www.baycountyfl.gov

EMPLOYEE SPOTLIGHT



ERIC COPE

Eric Cope is the Adulicide Spray Operations Supervisor for Bay County Mosquito Control. He began his career in November 2011 as a Lab Technician, and worked previously for nine years at the Pherec Research Lab in Panama City identifying mosquitoes. Eric is a great asset to Mosquito Control, having worked his way through the ranks as a senior technician and finally as a supervisor, even passing the state director's exam. He enjoys working with and for the public and getting the word out to citizens about the importance of eliminating standing water around their homes and businesses.

When not at work killing mosquitos, Eric enjoys building rustic and farmhouse style furniture as a stress releaser that has the added benefit of creating beautiful works of art. He uses several different species of wood collected on short day trips around Northwest Florida. He may build a pecky cypress end table from wood he found at a small saw mill in Sneads Florida or he could build a farmhouse-style dining table made from juniper lumber discovered at a sawmill near Holt, FL. Eric has even had a booth at a local downtown business where he displayed and sold several pieces of his furniture, and he is often commissioned to build custom pieces. He credits everything he learned about woodworking from watching and working with his dad.



PUBLIC WORKS

roads and bridges

EMPLOYEE SPOTLIGHT



JEFF TINDELL

Bay County Roads and Bridges Senior Heavy Equipment Operator Jeff Tindell enjoys volunteering with Autism Surfs Panama City Beach during the summer months. This nonprofit organization runs from May to October, and Jeff is at every event. Jeff's duties with the organization include unloading and set up, signing in children and handing out the participation arm bands, volunteer sign-up, securing donations, distributing lunches and snacks, monitoring the children's safety, helping in the water, and break-down and cleanup.

Not only does Jeff donate his time and weekends, he donates whatever supplies they may need to make the event enjoyable and successful for the children in an effort to ensure that the parents do not have to worry about anything at all. This organization was designed as a free, mainstreaming event for children with or without disabilities. Jeff has formed bonds with children whose challenges include autism, hearing and sight problems, Down's Syndrome, and more. "The bonds you form with the kids are indescribable," Jeff said. "The children are absolutely amazing and never ceases to amaze everyone."



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 rights-of-way and stormwater drainage easements, and it also responds to commissioner inquiries and assists other governmental agencies when possible. The division manages the county 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 2018?

In Fiscal Year 2018, Bay County Roads and Bridges worked to:

- Prevent and respond to immediate operational, life, safety, and property hazards within Bay County roadway. In 2018, the division responded to 2,643 requests for service.
- Maintain and repair the inventory of the Bay County equipment fleet. In 2018, Roads and Bridges service technicians completed 1,224 repairs with a value of approximately \$500,000.
- Maintain and preserve the existing roadway and stormwater facilities of the county. This monumental effort resulted in the completion of 164 bridge repairs, 630 stormwater projects and pipe maintenance projects. This effort also resulted in the grading of 3,644 miles of unpaved roadways.
- Ensure county waterways were clear for proper navigation. In 2018, the division dredged more than 2,833 cubic yards of material from channels throughout Bay County.
- The Roads and Bridges Division maintains more than 70 miles of culvert pipe with approximately 3,000 inlets, more than 200 miles of dirt roads, approximately 500 miles of paved roads, and more than 50 concrete, steel, or timber bridges. The Roads and Bridges Division also maintains waterways within Bay County with its dredging operation.



CONTACT US:

(850) 248-8810 | roads@baycountyfl.gov
www.baycountyfl.gov

PUBLIC WORKS *traffic engineering*



WHO WE ARE

The Traffic Engineering Division is staffed by licensed professional engineers, licensed/certified traffic signal technicians, certified fiber optic technicians, certified sign and striping technicians, and administrative, customer service, and accounting staff.

The Traffic Engineering Division is responsible for the design and maintenance of all traffic signs, striping, and signals in unincorporated Bay County. The division additionally maintains the traffic signals for every city in Bay County. In addition to signal maintenance, division staff provide engineering services for signal timing for all traffic signals within Bay County.

The division operates and maintains the county's Intelligent Transportation System (ITS). This involves all ownership issues associated with approximately 100 miles of underground fiber optic cable, including design and modifications, daily locates under the Florida Sunshine One-Call Program, and repairs to the system when necessary. Other components of the ITS include 96 pan/tilt/zoom cameras, 23 travel time devices, five dynamic messaging signs, six portable variable message signs, and two remote weather stations.

The division manages the county Transportation Safety Grant Program. This includes writing grants, managing grant projects, and administration of reimbursement procedures. Traffic Engineering has been responsible for approximately \$80 million in grant money for different Bay County projects.

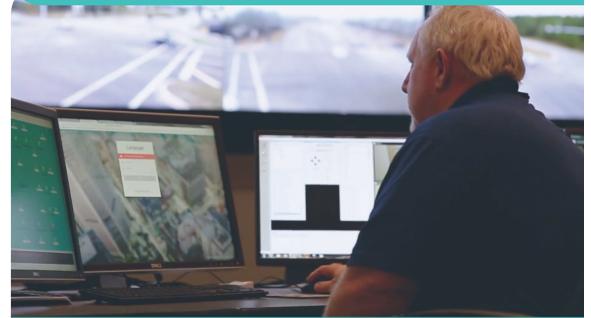
WHAT HAPPENED IN 2018?

- Completed quarterly traffic cabinet maintenance and inspections on the more than 180 traffic signals in Bay County to ensure the safe operation of these traffic signals.
- Completed annual traffic Malfunction Management Unit (MMU) testing and certification of the over 180 traffic signals in Bay County.
- Continued and expanded the use of the traffic website and the @BayCountyTMC Twitter account for up-to-the-minute traffic information around Bay County.
- Installed flashing yellow arrow left-turn movements around Bay County to enhance safety and the movement of traffic.
- Evaluated Bay County roadways for improvements in roadway striping and corrected deficiencies.
- Maintained and modified the adaptive traffic signal control on various high-volume roadways around Bay County, including State 77, U.S. 98, and 23rd Street.
- Completed Phase One of updating the fiber optic backbone of the Traffic Engineering network.

CONTACT US:

(850) 248-8740 | trafficengineering@baycountyfl.gov
www.baycountyfl.gov

EMPLOYEE SPOTLIGHT



MIKE NELSON

Mike is a Traffic Signal Timing Specialist in the Traffic Engineering Division. He currently is responsible for monitoring and troubleshooting the more than 180 traffic signals around Bay County. Mike analyzes the performance of our traffic signals, looking for ways to enhance their operational efficiency and makes timing adjustments to signals as needed. Mike also provides traffic updates to the public through our Traffic Engineering social media accounts. Before coming to the county, he served in the U.S. Air Force for 24 years, where he worked in imagery and Geographic Information Systems (GIS). This was followed by time as a defense contractor who helped set up the Imagery Support Element for the 601st Air Operations Center at Tyndall and then was the GIS Coordinator for Gulf County. Mike's skills assist the county's GIS department with projects as well as with mapping the many field assets for the Traffic Engineering Division. Additionally, he maps accidents around Bay County and performs safety studies, looking for high crash volume areas and ways to improve safety for the traveling public. Mike currently volunteers his time to run the cameras at First Baptist Church Panama City and is an avid scuba diver. He also is a mentor through the Elevate Bay program.



PUBLIC WORKS

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

Dirt Road Stabilization and Drainage Projects:

- Bertha Nelson Road
- Wendy Road

Bridge Repair and Replacement Projects:

- Deer Point Dam repair

Florida Department Of Environmental Protection Notice of Violation Projects:

- Webber Road
- Sorrel's Drive
- Roadway Safety Projects:
- Laird Street sidewalks

In FY2018, Bay County continued working on the following projects with funding from the surtax:

Resurfacing:

- Thomas Drive

Dirt Road Paving and Drainage Projects:

- Cowells Road

Intersection Improvement Projects:

- County Road 389 and State Road 77
- County Road 389 and U.S. 231

Bridge Repair and Replacement Projects:

- East Avenue Bridge replacement
- County Road 2297 Bridge replacement

Florida Department Of Environmental Protection Notice of Violation Projects:

- West Linger Longer Road
- Capacity Improvement Projects:
- Jenks Avenue widening
- County Road 2321 to State Road 390 connector road

Roadway Safety Projects:

- Frankford Avenue resurfacing and sidewalk
- County Road 30 Front Beach Road design
- Magnolia Beach Road sidewalk



ABOUT THE INFRASTRUCTURE SURTAX

In 2018, Bay County continued working to improve area roadways and infrastructure via the half-cent sales tax, which passed in 2016 by a margin of greater than 10 percent. Collection of the sales tax began in early 2017. In 2018, Bay County collected \$12.5 million and was able to leverage that funding for grants and partnerships that nearly doubled the county's annual surtax revenues.

The tax is for use exclusively in Bay County to repair local roads, increase neighborhood safety through pedestrian paths and sidewalks to schools, reduce neighborhood flooding, and reduce traffic congestion. The sales tax is estimated to generate roughly \$21 million annually, to be split between the county and its cities by a formula based on population. For Bay County, that means more than \$12 million in revenue each year that must be spent on the roughly \$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 and meets regularly to check the county's progress.

Anyone traveling by vehicle in Bay County regularly recognizes the significant roadway decomposition and stormwater issues. Traditional sources of revenue – property and gas taxes – were not keeping pace with the need to maintain and improve Bay County and its municipalities' infrastructure.

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 continued in 2018.

And meanwhile, the increased revenues have allowed the county to begin to address a \$57.4 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 the 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:

(850) 248-8740 | engineering@baycountyfl.gov

www.bayhalfcent.com

BAY COUNTY risk management

EMPLOYEE SPOTLIGHT



AURELIE HOBBS

Every person in each department has their own unique gifts and gives of themselves in their own special way. The Risk Management department is no exception, with each one of our team fulfilling their own specific duties and responsibilities to their family, friends, and neighbors as well as the community as a whole. One of our team members, in particular, strives to not only give her all to her job and family, but finds the time to use her talents to help those in need. Staff Assistant Aurelie Hobbs' talent is crocheting, knitting, quilting, and sewing. These talents, at one time considered a little old-fashioned, are making a huge comeback. Not only does Aurelie make gifts for Christmas, baby showers, and birthdays, she also makes items for projects that help women's shelters and the sick, to name a few. An example of her latest project -- Aurelie is making shawls for those enduring chemotherapy and infusion treatments. Aurelie is always ready to lend a hand, or an afghan, should the need arise.



WHO WE ARE

The Risk Management Division works to ensure the safety of the citizens and employees of Bay County through safety training and loss-prevention consulting to all county departments. It is the responsibility of this department to produce and implement programs providing a safe work environment. Another important obligation is to provide, maintain, and supervise the implementation of property and liability insurance for county assets. Risk Management also oversees the county's successful Self-Insured Workers' Compensation Program for approximately 1,000 county employees, including three constitutional offices. Risk Management tracks, maintains, and files required reports pertaining to the whereabouts and amounts of mandated hazardous materials throughout Bay County facilities. Other notable tasks include managing a mandatory drug-free work environment, formulating partnerships with outside organizations such as the North Florida Safety Council, implementing programs such as the 24/7 Healthiest-You Tele-Doc Program, and coordinating the American Disabilities Act (ADA) plan with other Bay County departments.

Risk works to protect the assets, health, and well-being of the Bay County Commission, three constitutional offices, employees, taxpayers, and the citizens of Bay County and is dedicated to providing the best products, safest environment, and diligent service to the employees and citizens of Bay County.

WHAT HAPPENED IN 2018?

In 2018, Risk Management:

- Recouped more than \$227,000 in third-party claims.
- Met the state-regulated Tier II completion deadline for tracking hazardous materials.
- Furnished more than 500 employees with various training courses such as New Employee Orientation and Safety, CDL, MOT, heartsaver/CPR, Forklift and Bucket Truck.
- Logged and investigated more than 300 reported incidents.
- Reviewed more than 600 county employees for safety awards at quarterly Safety Committee meetings for following safety rules and guidelines.
- Successfully found light duty for 100 percent of employees with work-comp restrictions.

CONTACT US:

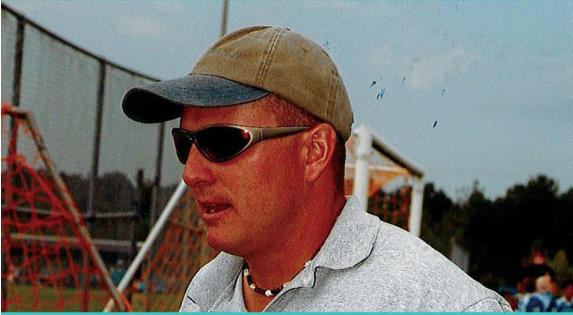
(850) 248-8230 | risk@baycountyfl.gov
www.baycountyfl.gov



UTILITY SERVICES

water and wastewater

EMPLOYEE SPOTLIGHT



ROBERT HALL

Since 2004, Robert Hall has worked his way through Bay County Utilities' ranks from an environmental specialist to become the maintenance and electrical superintendent. In addition to his service to the county, however, Robert has also served his community by coaching youth soccer for more than 20 years. He is active with the Bay County Youth Soccer Association as a coach and officer, and he has been the head boys' soccer coach at Bay High School since 2016. Robert holds multiple soccer licenses, and he serves as the Region 5 director for the National Board for the Soccer Association for Youth (SAY). His biggest accomplishment as a coach, he says, is leading a u16/17 team that was seventh in the state of Florida for two years and #41 in the nation out of 1,000 teams. During his coaching career, Robert has coached more than 30 kids that have continued their soccer careers in college. His own son, Hunter Hall, plays soccer at Huntingdon College in Alabama.



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 in a courteous manner. 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 can be assured they 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 workers 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, 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 Water and Wastewater.

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.

WHAT HAPPENED IN 2018?

- Utility Services received the National Water Historic Landmark Award from the American Water Works Association (AWWA) and the Florida Historic Landmark Award from the Florida Section of the AWWA. This award recognizes water treatment facilities older than 50 years that have historical significance and continuously meet or exceed regulatory and compliance benchmarks.



CONTACT US:

(850) 248-5010 | utilityservices@baycountyfl.gov
www.baycountyfl.gov

UTILITY SERVICES water and wastewater



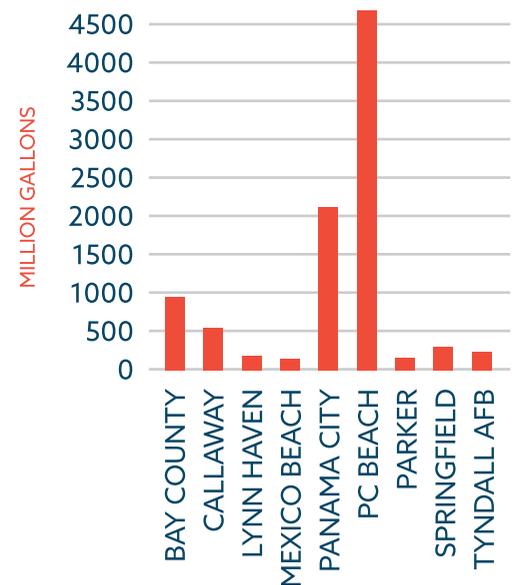
- Utility Services continues a 4-year project to strategically and systematically replace all residential and commercial drinking water meters with a consistent, state-of-the-art meter. The new AMR (Advanced Meter Reading) meters will allow staff to read multiple meters remotely, providing a significant reduction in staff time required to read the meters, as well as reducing errors that occur in the transfer of data.
- Utility Services completed construction of a new sewer force main project along State 388 from the Northwest Florida Beaches International Airport to the North Bay facility Wastewater Treatment. The new sewer main will provide economical and environmentally sound wastewater services to the entire State 388 corridor. This project also allowed for the de-commission of an outdated wastewater treatment facility.
- We continued to provide high-quality, safe, reliable, and sufficient drinking water to the citizens of Bay County. Bay County's Water Treatment Plant has won the Florida Department of Environmental Protection's Plant Excellence Award five years in a row. Numerous plant-improvement and efficiency projects were identified and completed in 2017.
- We continued to ensure safe, economical, and environmentally sound wastewater treatment and disposal. As operator of the Military Point Advanced Wastewater Treatment Facility, Bay County has won several awards for innovative and cost-saving processes. Bay County has identified a project to provide reclaimed water from the North Bay Wastewater Treatment Plant to industrial users for use in cooling processes.
- Bay County Utilities completed construction of the new Water Treatment Plant Lime Feed System. Lime treatment of raw water is a critical step in the water treatment process as it controls the pH levels.

AWARDS AND RECOGNITION

Utility Services won the following awards:

- 2018 AWWA National Historic Landmark Award – Bay County Water Treatment Plant
- 2018 FSAWWA Florida Historic Landmark Award – Bay County Water Treatment Plant
- 2017 FDEP Plant Operations Excellence Award – Bay County Water Treatment Plant
- 2017 AWWA Outstanding Water Distribution System – Bay County Water System
- 2017 FDEP Plant Operations Excellence Award - Military Point Advanced Wastewater Treatment Facility
- 2017 FDEP Plant Operations Excellence Award – Rivercamps on Crooked Creek Wastewater Treatment Plant
- 2018 Earle P. Phelps Award – Honorable Mention - Military Point Advanced Wastewater Treatment Facility
- 2018 Earle P. Phelps Award – Runner Up – North Bay Wastewater Treatment Facility

2018 DRINKING WATER CONSUMPTION



BAY COUNTY	915
CALLAWAY	555
LYNN HAVEN	182
MEXICO BEACH	140
PANAMA CITY	2,033
PANAMA CITY BEACH	4,603
PARKER	135
SPRINGFIELD	304
TAFB	242

*BASED ON DATA FROM SEPT 2017 - AUGUST 2018

BAY COUNTY transit

EMPLOYEE SPOTLIGHT



SANDY CULBRETH

Sandy Culbreth is the financial coordinator for the Transit Department and is also a member of an all-female motorcycle riding organization, Motor Maids Inc. This organization of women have been around since the 1940s, making it one of the oldest continually operated women's motorcycle organizations in North America. According to Sandy: "If you don't have a passion to drive your own motorcycle, you can't join this group!" You must own and drive your own motorcycle (no trailering allowed). The Motor Maids are required to drive to the national convention every year that takes place all over North America and Canada. Sandy participated in the 2019 Motor Maid's Annual Convention where she will ride her motorcycle to Temecula, CA which took her more than 2,165 miles and over 45 riding hours on her motorcycle...only one way! Sandy has a passion for riding motorcycles and being a part of an organization of positive, community-driven ladies.



WHO WE ARE

The Transit Division oversees two transit programs within Bay County. On behalf of the Transportation Planning Organization (TPO), we oversee Bay Town Trolley (BTT), the fixed-route system. The TPO owns the system and includes representation from all the municipalities and Bay County. We also oversee the demand-response system, Bay Area Transportation (BAT) on behalf of the Bay County Board of County Commissioners (BOCC) who serve as the Community Transportation Coordinator (CTC).

Our division's main focus is to keep the system in compliance with The Florida Department of Transportation and Federal Transit Administration guidelines. We manage the contracted operator, so the riders of both systems have clean, efficient, and safe modes of transportation.

The Transit Division maintains and seeks grants, creates budgets, purchases capital items, maintains inventory, and provides marketing.

WHAT HAPPENED IN 2018?

- The transit system implemented Real-Time Bus Tracking System which allows our riders to track and know when the bus will arrive at a specific stop. This also allows the rider a few options via desktop program, text-to-talk, and automated phone information.
- We installed and implemented free wifi on all Bay Town Trolley fixed-route vehicles.
- The system also implemented a transit vehicle advertising campaign to give local businesses the option to buy advertising on the outside and inside of the transit vehicles. These funds will allow the transit system to apply for more grants and use some of the money to upgrade the fixed-route and demand-response systems.
- Two new fixed-route vehicles and three demand-response vehicles were purchased via competitive grants awarded to the program.

AWARDS AND RECOGNITION

- First Place to the Bay Town Trolley by Florida Public Transportation Association for the brand new unveiling and campaign of the website design.
- First Place for the Bay Town Trolley website by National Rural Transportation because of the information provided, customer service features, visual quality, and overall user-friendliness.
- First Place in Special Events Category by Florida Public Transportation Association for our "Dump the Pump Campaign" that included an on-board DJ and trivia.
- Special Mention Award by the Florida Public Transportation Association for the following campaigns: Veteran's Giveback Award for Nominate a Veteran to receive an annual pass and why they deserve to win the annual pass; Dump the Pump with a live musician on board to sing to the riders.



CONTACT US:

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

BAY COUNTY economic development alliance



WHO WE ARE

The Bay County Economic Development Alliance (BayEDA) is Bay County's publicly and privately funded economic development entity, supporting existing businesses and recruiting new businesses to the area. Using an experienced staff and community stakeholders, BayEDA presents the positive points of Bay County to businesses, industry, and professional leaders in their decision-making process for capital investment and job creation. Whether someone is looking to start, expand, or relocate their business, BayEDA has the tools, resources, and support available to make an informed and smart decision to ensure success in Bay County.

WHAT HAPPENED IN 2018?

In 2018, the BayEDA announced four economic development projects representing 315 new jobs and a total capital investment of \$30 million.

Air Temp de Mexico

In May 2018, Air Temp de Mexico, one of the world's leading automotive suppliers, announced that they would establish their U.S. headquarters and first U.S. manufacturing operation in Bay County, FL. Founded and headquartered in Merida, Yucatán, Air Temp produces automotive parts that include condensers, radiators, heat exchangers, and more. The company is a Tier-1 Supplier to Volkswagen, Nissan, Peugeot, and more. Air Temp purchased an existing facility in Panama City, Florida. The company has committed to create 50 new advanced-manufacturing jobs and make a \$6 million capital investment within Bay County.

Butterfly Training

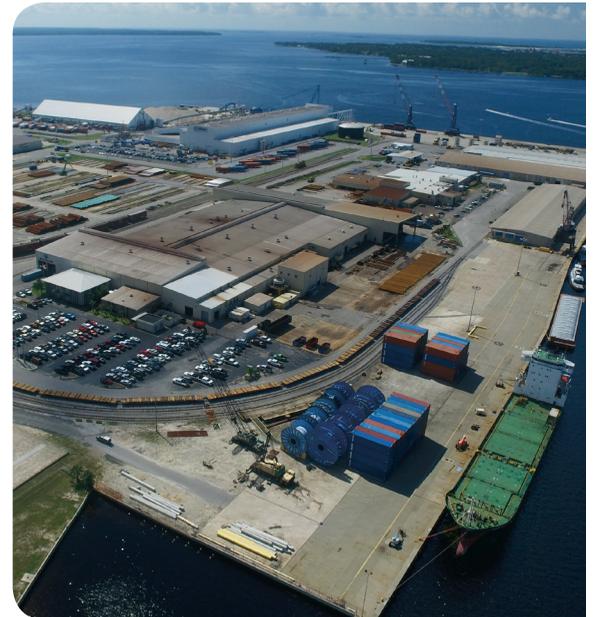
In June 2018, BayEDA and Gulf Coast State College (GCSC) announced that Europe-based Butterfly Training would establish their U.S. headquarters in Bay County. Founded in Paris, France, Butterfly Training has seven locations throughout Europe and the Panama City location is the first in the United States. The company designs and produces e-learning solutions for airport security, airport safety, airlines, and aviation manufacturing companies worldwide. Butterfly Training intends to hire 10 employees and work closely with GCSC's digital media/ multimedia program with internships, student projects, and student employment.

Revint Solutions

In July 2018, Revint Solutions, a leader in the healthcare industry, announced 150 new jobs in Bay County and a \$3 million capital investment. A revenue recovery leader for healthcare providers throughout the nation, Revint selected a facility in Lynn Haven to establish their regional headquarters and new employee service center. Revint Solutions is a Pennsylvania-based company that is growing due to the acquisition and merger of several healthcare revenue integrity solution providers in the U.S.

ACMT, Inc.

At the August 2018 BayEDA Investor's Meeting, a leading aerospace manufacturing supplier for precision-component manufacturing, repair, overhaul, and modification announced that they would open a new facility in Bay County. ACMT, Inc. -- Advanced Composites and Metal-forming Technologies--headquartered in Connecticut, will open a new state-of-the-art manufacturing facility in Lynn Haven. ACMT's 159,000 square-foot facility was preexisting in the City of Lynn Haven Industrial Park. The project represents a \$20 million capital investment and the creation of 105 new advanced-manufacturing jobs in the aerospace industry for Bay County.



CONTACT US:

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

www.bayeda.com

BAY COUNTY

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 distinctive neighborhoods and its own oyster trail, there's always something to see or do in Panama City.

The Panama City Community Development Council, Inc. (Destination Panama City) is responsible for marketing Panama City as a year round tourist destination, funded through a five-percent tourist development tax applied to short-term overnight accommodation rentals in Panama City.

WHAT HAPPENED IN 2018?

Panama City Oyster Trail - Launched an online and print version of the Panama City Oyster Trail, featuring multiple restaurants and bars in Panama City with oyster dishes on their menus. Also noted is Panama City's rich heritage of oyster-shucking champions, including the current reigning two-time U.S. Oyster Shucking Champion, Honor Allen. The Oyster Trail was supported with a robust marketing and public relations campaign that included videos, digital, and print advertisements.

One Harrison Food + Wine - The mission for this inaugural two-day culinary event, set in Downtown Panama City on the marina, was to highlight the variety of flavors and experiences unique to Panama City's community. Attendees had the opportunity to interact and dine with an array of local chefs, culinary personalities, artisans, wine enthusiasts, craft beer, and cocktail experts all complemented by a diverse lineup of musical acts. This new event concept was wildly successful. All 1,000 tickets sold out. The lodging tax saw an increase in double-digits, and the media coverage generated thousands of positive media impressions of the area.

Warrior Dash - Panama City hosted this popular event followed by more than 3 million "Warriors" worldwide. Participants tackled, climbed, slipped, and sled their way through 12 of the toughest, muddiest, and most fun obstacles Panama City's Sweet Bay could provide. A post-race party included a live DJ, refreshments, and costume party for a diverse group of athletes, families and weekend-warriors.

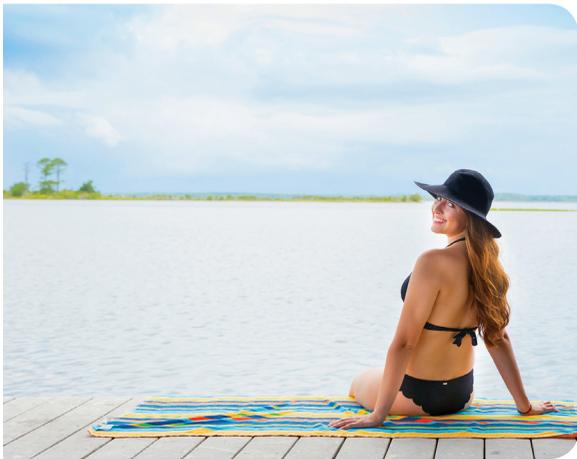
Destination Panama City Event Grant Program - The launch of this funding source has cultivated new events throughout the community, including the international Ukulele Music Festival "Strummin' Man," the Panama City Songwriters Festival, and various fishing tournaments and sailing regattas. The new fund also enabled participation in the first soft opening for the new Tommy Oliver Stadium with an Amateur Athletic Union primary event.

Analytics and Performance Metrics

- Increased DestinationPanamaCity.com email subscribers by 34 percent
- Increased DestinationPanamaCity.com website users by 31 percent
- Increased social media followers by 31 percent on FaceBook and by 94 percent on Instagram

AWARDS AND RECOGNITION

- Awarded Visit Florida Marketing Grant for One Harrison Food & Wine Event
- Awarded Visit Florida Marketing Grant for Panama City Oyster Trail
- Awarded Visit Florida Certified Tourist Information Center Designation
- Awarded Florida Humanities Council's "Florida Stories Audio Tour" Grant



CONTACT US:

(850) 215-1700 | 228 Harrison Avenue, Panama City, Florida 32401
www.destinationpanamacity.com

panama city beach tourist development council

WHO WE ARE

With our 27-miles of sugar-white sand, two state parks, and 100 public beach-access points, it goes without saying that there is a lot to see and do in Panama City Beach. Tourism plays an important role in Bay County, serving as the number-one industry, while generating \$3 billion in total economic impact and more than 47,000 local jobs. Tourism-generated revenue and tourism-related taxes benefit every resident of Bay County.

The Bay County Tourist Development Council (TDC) and Convention & 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/CVB has adopted a strategic focus to enhance the visitor experience, develop Panama City Beach into a year-round destination, effectively market Panama City Beach and diligently protect our most important natural resources – our coastlands and our beach. For more information on Bay County Tourism, visit www.VisitPanamaCityBeach.com.

WHAT HAPPENED IN 2018?

The TDC's sole purpose is to bring visitors and their families to the Real. FUN. Beach. In 2018, great strides were made in elevating the exposure of the destination through cutting-edge marketing initiatives and creation of innovative events.

Panama City Beach Sports Complex

Through a public-private partnership with the Panama City Beach CVB, St. Joe Company, and the Bay County Commission, sports enthusiasts will enjoy a brand new, world-class sports complex on the World's Most Beautiful Beaches in 2019. This project broke ground in 2018 and is scheduled to open in summer 2019. This will be one of the largest complexes in the Southeast.

UNwineD

The second-annual UnWineD festival was held in 2018 and was intended to amplify visitation in the month of March. In partnership with Southern Living Magazine, the two-day southern garden party took place March 23-24 at Aaron Bessant Park and featured superb craft beer, spirits, and wine from around the world, plus culinary creations by Northwest Florida's leading chefs along with live musical performances.

Chasin' the Sun

In 2018, Visit Panama City Beach announced the fourth season of the award-winning "Chasin' the Sun" fishing show on Discovery Channel's new outdoor programming. Chasin' The Sun is known for showcasing the coastal lifestyle of Panama City Beach, while giving viewers a taste of the diverse angling, diving, and cultural opportunities found in our area.

AWARDS AND RECOGNITION

Destinations International

- 30 Under 30 Michaellean Stewart, interactive marketing manager
- Destination Marketing Accreditation Program (DMAP) Visit Panama City Beach/Bay County TDC was accredited for the organization's commitment to industry excellence.

Florida Festivals & Events Association (FFEA) Awards

- 1st Place for Public Relations Campaign for Beach Home for the Holidays.
- 1st Place for Promotional Poster for Beach Home for the Holidays.
- 3rd Place for Outdoor Signage for Beach Home for the Holidays.
- Emerging Leader Patrick Stewart, special events operations manager

Visit Florida Flagler Awards

- Bronze award for Public Relations category for "Preschoolers in Paradise" targeting young families for travel in August.

2018 Pinnacle Award

- Jayna Leach, Vice President of Marketing was recognized as one of 10 outstanding business women of character and integrity in Northwest Florida. Management



2018 STATS:

- 782,070 Facebook likes
- 46.2k Instagram followers
- 43.6k Twitter followers
- 1.2 million YouTube views
- 7.1 million website visits
- 348,530,690 media impressions
- 240,280 unique listeners streamed The Real Fun Beach Pandora station
- 28 trade shows attended

BED TAX COLLECTIONS

- 2018 lodging tax revenue for paid rental overnight visitors was \$23,136,996
- \$460,956,232 in lodging revenue
- 7.36-percent increase in visitor spending
- \$3.08 billion total economic impact

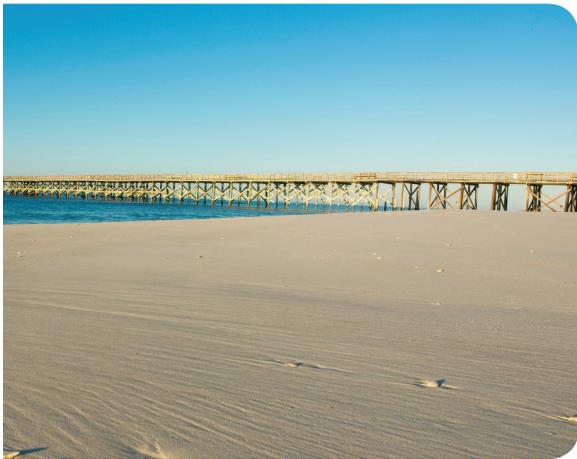
* The economic impact analysis was developed using October and November economic impact data for 2018, thus holding the figures flat year over year.

CONTACT US:

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BAY COUNTY

mexico beach community development council



WHO WE ARE

As Bay County's smallest city, Mexico Beach is less than five miles long; however, there is an abundance of activity in our little corner of Bay County. An unconventional beach destination, Mexico Beach provides unique adventures tailored toward an easy-going vibe for visitors and residents year round.

The Mexico Beach Community Development Council (MBCDC) is distinctly purposed to promote and advertise the Mexico Beach area, its attractions, and accommodations in a manner that will draw tourists. Funding comes directly from the five-percent tourist development tax applied to short-term, overnight lodging in Mexico Beach. The MBCDC is able to continuously mature its marketing operations as well as assist in beach nourishment, canal, and park enhancements and community event support.

WHAT HAPPENED IN 2018?

Mexico Beach continued to exceed previous years' collections by just over 7.6 percent. With continued focus in drive-to markets and a heavy social media campaign, website visitation increased as well as recipients of our direct visitor guide mail outs. This growth continues to allow the MBCDC to focus on both the program of work and strategic plan that are in place.

Mexico Beach Turkey Trot - The MBCDC took over the management and production of the Thanksgiving Day 5K Turkey Trot. In our inaugural year as hosts, we doubled the number of participants and added multi-registration platforms to the event. With the success of the event, the MBCDC has agreed to make this a signature event.

Sand-Bypass Project - In FY2017, the MBCDC conducted a beach feasibility study that was then used by the City of Mexico Beach to secure state-level funding for a beach restoration and inlet bypassing project. Permitting and surveying for this project took place in FY2018, and the bypassing portion of the project is slated to begin in November of 2018. The MBCDC agreed to share the costs of this project with the City of Mexico Beach and have earmarked half of the total costs for the project in the upcoming budget.

AWARDS AND RECOGNITION

In December 2017, the MBCDC was awarded a fifth grant from the Gulf Seafood and Tourism Promotional Fund. The MBCDC utilized the funds by launching a strategic social media advertising campaign on Facebook and Instagram. The campaigns focused on targeted geographical markets and key demographics that would best maximize Mexico Beach's brand exposure and drive traffic to our website, encouraging potential visitors to request additional information on vacationing in Mexico Beach.

CONTACT US:

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www.mexicobeach.com

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	784-4000
EMS	248-6040
ENGINEERING	248-8301
FACILITIES	248-8120
FIRE SERVICES	248-6040
GENERAL SERVICES	248-8732
GEOGRAPHIC INFORMATION SYSTEMS	248-8071
HUMAN RESOURCES	248-8201
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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This publication can be viewed online in PDF format
at the Bay County website: www.baycountyfl.gov



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