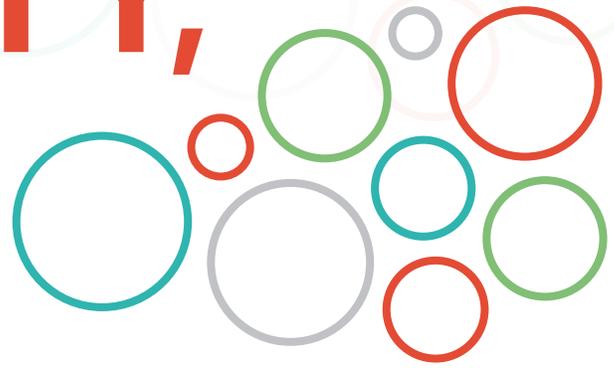




BAYCOUNTY, FLORIDA



BAY COUNTY, FLORIDA



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

Renowned for its beautiful beaches, but cherished for its warm and welcoming citizens and vibrant sense of community, Bay County is truly a paradise. As our community continues to grow, it is this board's responsibility to ensure to the best of our ability that we also thrive. 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.

COMMISSIONER CONTACTS

DISTRICT 1	thamm@baycountyfl.gov
DISTRICT 2	rcarroll@baycountyfl.gov
DISTRICT 3	wdozier@baycountyfl.gov
DISTRICT 4	gtunnell@baycountyfl.gov
DISTRICT 5	pgriffitts@baycountyfl.gov
PHONE NUMBER	850-248-8142

BAY COUNTY STATISTICS

POPULATION: 178,820 PER FL LEGISLATIVE ECONOMIC AND DEMOGRAPHIC RESEARCH
AREA (SQUARE MILES): 758
ESTABLISHED: 1913

COUNTY SEAT: PANAMA CITY
MEDIAN HOUSEHOLD INCOME: \$47,368
MEDIAN AGE: 39



ABOUT THE COMMISSION

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

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

THE 5 COUNTY DISTRICTS



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This publication can be viewed online in PDF format at the Bay County website:
www.baycountyfl.gov

PRODUCED BY:
Bay County Communications Department

LAYOUT & DESIGN BY:
GORGEOUS (BRAND STRATEGY + DESIGN)
GRGS.CO | 850-888-8474

INTRO

county manager



ABOUT THE COUNTY MANAGER

Robert "Bob" Majka Jr. began working in local government as a firefighter in 1988. In 1993, Mr. Majka became the Hazardous Materials Program manager for Bay County, and in 1996, his position was reclassified as the Emergency Management Division manager. He was promoted to chief of Emergency Services in 1998 and served Bay County in that capacity until 2006 when he was promoted to assistant county manager. In 2012, Mr. Majka left Bay County to lead the City of Cocoa Beach as its manager. He returned home to Bay County in 2015 after being appointed county manager.

Mr. Majka has earned a Master of Business Administration, a bachelor's degree in Business Administration, an associate's degree in Fire Science Technology and a certification from the U.S. Fire Administration's Executive Fire Officer Program.

Mr. Majka serves as Bay County's chief executive officer responsible for the management of senior county staff and their departments.

MESSAGE FROM THE COUNTY MANAGER:

The purpose of this report is to provide an update not only to our commissioners but also to the residents and taxpayers of Bay County about the ways county government is working for them. Our first and foremost responsibility is to ensure that the citizens of Bay County experience the very best customer service we can provide. Our duty is to offer assistance that exceeds our customers' expectations and to find creative and effective solutions to the problems we face.

Last year, 2017, brought with it challenges and changes, but also significant opportunity. The Bay County Board of County Commissioners exhibited strong leadership in striking a balance between the needs and wants of the community with the county coffers' ability to meet them.

A FEW HIGHLIGHTS FROM 2017 INCLUDE:

- The Bay County Board of County Commissioners made good on a promise to cut the millage rate with the passage of the Half-Cent Sales Tax. The commission lowered the millage rate for 2018 to 4.43 mills, down from 4.65. This reduction represents the \$3 million the county had been spending on infrastructure from the General Fund. Bay County has the 11th lowest millage rate out of Florida's 67 counties.
- The county began implementing the half-cent sales tax for infrastructure improvements, and in 2017, began working on an array of projects with the funding. The passage of the tax will be transformative for Bay County, allowing the community to be in control regarding infrastructure needs, rather than being at the mercy and hope of outside funding sources. Tourists, not property owners, will help bear the burden of maintaining the infrastructure that we all use. Bay County is predicted to collect just over \$12 million annually. In FY2017, the first infrastructure projects completed include resurfacing several roads in northern Bay County and work commenced on other projects, including reconstruction of Thomas Drive, replacing bridges at County Road 2297 and East Avenue, widening Jenks Avenue and much more.
- In early FY2017, we rolled out AlertBay, a state-funded emergency notification system that will allow Bay County and its municipalities to provide real-time emergency notifications to residents and visitors.
- In September and October, Emergency Management officials responded to Hurricane Irma and Hurricane Nate. While neither storm did any significant damage to the Florida Panhandle, we saw an influx of evacuees. The events provided an opportunity to test AlertBay and to get a valuable refresher in storm response. We also utilized social media for emergency response in a more significant way than ever before, as it has been years since any major storms have threatened Bay County.
- The Bay County Economic Development Alliance continues to make strides in bringing jobs and industry to Bay County. In 2017, Bay County welcomed GKN Aerospace, a multi-billion dollar global aircraft supply manufacturer. The company's new facility, located at the Northwest Florida Beaches International Airport, will bring in 170 new, full-time jobs.
- The Bay County Tourist Development Council saw record tax collections in FY2017, with a 13.5-percent increase over the previous year.
- The U.S. Department of the Treasury accepted Bay County's RESTORE Act plan, and grant applications for nine projects were prepared. Funds are expected in 2018 for updating the county's 20-year-old stormwater master plan, rebuilding the AMIkids dock, projects for St. Andrew Bay restoration, additional artificial reefs, an environmental study on re-opening East Pass, and refurbishing the Carl Gray Park boat ramp.

As we embark on the new fiscal year, the professionals who work for Bay County will continue to make the public our first priority and strive to reach new heights in integrity, innovation, and results on behalf of the citizens we serve.

CONTACT US:

(850) 248-8140 | bmajka@baycountyfl.gov
www.baycountyfl.gov



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.

The 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 2017?

- In February 2017, Bay County simplified regulations for its Vehicles for Hire Ordinance. The result of this effort, together with regulatory changes by surrounding cities, encouraged Uber, a transportation network company (TNC), to enter the Bay County market to provide service. In July 2017, the Florida Legislature passed a bill, signed by the Governor, which provides statewide uniform standards for TNCs.
- In April 2017, Bay County passed an ordinance that amended its Land Development Regulations to regulate the location of medical marijuana facilities and activities in unincorporated Bay County. The ordinance repealed a temporary moratorium on growing, cultivating, processing, manufacturing, dispensing, distributing, and the sale of medical marijuana or related activities. In a Special Legislative Session in Summer 2017, the Legislature passed a bill, signed by the governor, which implemented "Amendment 2" to the Florida Constitution.
- In conjunction with Public Works and GIS, the County Attorney's Office was instrumental in developing a Master Bay County Property List which contains an inventory of all county-owned property. The result of this collective effort has produced a list of properties that should be transferred to adjacent cities, identified as surplus property, or identified as appropriate for affordable housing use.
- The County Attorney's Office was responsible for seeking and securing the Circuit Court's validation of the issuance of bonds in the amount not exceeding \$50 million to fund a sports arena and stadium complex on the East End of Panama City Beach. Any bond indebtedness will be secured by the Bay County Local Option Tourist Development Tax and not ad valorem property taxes.

ABOUT THE COUNTY ATTORNEY

Donald J. Banks served as deputy county attorney for nine years before being hired as the county attorney by the Board of County Commissioners in February 2016. Mr. Banks has more than 25 years' experience in representing local governments, including the City of Springfield. He graduated from Florida State University with a B.S. in Finance and received his Juris Doctor degree from Mississippi College School of Law.

CONTACT US:

(850) 248-8175 | dbanks@baycountyfl.gov
www.baycountyfl.gov/county-attorney.php

DID YOU KNOW?

Bay County property owners will pay a lower millage rate in Fiscal Year 2018 than they did the previous year. The Bay County Commission, making good on a promise to lower taxes if the Half-Cent Sales Tax passed in November 2016, decreased the millage rate from 4.65 to 4.43, a reduction of 4.6 percent.

24 HOURS OF SERVICE

In the Budget Department, a typical day depends on the time of year. While many departments do the same task or function daily, Budget only does certain tasks at certain times annually. Below is a budget calendar outlining a typical budget year. A typical day will be different in each section.

BUDGET CALENDAR

February - March - We provide blank account justification and budget forms to county departments.

April - Account justifications are due from departments. Outside agencies are invited to send in budget requests to the county commission.

June - The Budget Office meets with individual departments, and we begin discussions with court officers. The constitutional officers' budget requests are due and, if necessary, we hold public workshops with commissioners.

July - August - The Bay County Property Appraiser certifies the tax roll. We hold public workshops with commissioners if needed, and the budget officer calculates the proposed millage rate. The TRIM explanation mailer is prepared, and a proposed millage rate and tentative budget document is given to the commissioners. The board approves a proposed millage rate for notification to the Bay County Property Appraiser.

August - September - The budget officer advises the property appraiser of the proposed millage rate, and the county announces tentative and adopted budget public hearing dates and notifies the municipalities. Public hearings are advertised in the newspaper.

September - The county holds public hearings and the board adopts a tentative millage rate and tentative fiscal year budget. Later, a final fiscal year budget and millage rate is adopted. We send the October TRIM Certification to the state Department of Revenue.



WHO WE ARE

The Budget Division creates, modifies, and monitors the annual budget for the county. 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 and serves as a hub for financial data for the various departments under the board, assisting departments with any financial matters.

WHAT HAPPENED IN 2017?

- The Budget Office follows a Florida law known as TRIM (Truth-in-Millage), designed to keep the public informed about proposed local taxes. The property appraiser sends out TRIM notices -- an estimate of a property owner's taxes for the upcoming year -- once the county and cities establish millage rates. Property taxes are based on \$1 per \$1,000 of assessed property value. For example, on a \$100,000 property, one "mill" would generate \$100.
- On the Nov. 8, 2016 ballot, voters passed the Half-Cent Local Government Infrastructure Surtax, intended to pay for road and intersection improvements, roadway safety, bridge repairs, and stormwater improvements. Because the tax passed, the county commission lowered the annual millage rate in Fiscal Year 2018 to match what the county had been using from the general fund annually to pay for roads.
- The Budget Office began working on the FY18 budget document, aimed at providing citizens with detailed and understandable information about how each department is funded and where tax dollars are spent.
- The Budget Office is responsible for all Community Redevelopment Agency (CRA) calculations and payments. In a CRA, taxes collected on property within the area go back to the municipality for improvement projects from the year the area was established. A redevelopment district allows local governments to attract new business, make improvements, and rebuild underutilized areas. There are currently 11 CRAs in Bay County and FY2018 CRA payments are expected to be \$11.3 million.
- In February 2017, the Budget Office brought to the county commission a new outside agency policy and application that allows non-county agencies to receive funding for three out of seven consecutive years. The application helps the board identify how funds will be used.

CONTACT US:

(850) 248-8240 | budget@baycountyfl.gov
www.baycountyfl.gov



WHO WE ARE

The Bay County Communications director aims to enhance the community's access to Bay County government both directly through social media and 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, fact sheets, television and print news stories ("earned media"), and through the use of social media outlets. The communications director also leads in dissemination of information to the public, news media, and other governmental entities during disaster events and coordinates with the local legislative delegation members to assist in developing a legislative program of specific interest to Bay County. 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 2017?

- In conjunction with the Florida Fish and Wildlife Conservation Commission, the Communications Office planned and executed the grand opening of the Bay County Shooting Range that included demonstrations by world-renowned shooters, food, and music.
- Served on a committee to analyze and review bids for a new county website and helped coordinate its implementation.
- Worked with local media outlets to promote annual community events such as the Bay County Haunted Hayride, Waste Amnesty Days, the Veterans Day Parade, Christmas Tree Lighting, and more.
- Implemented social media campaigns to promote annual events.
- Coordinated the annual Christmas Tree Lighting event at the Bay County Government Center. Designed and coordinated an all-new Christmas display for the Bay County Government Center.
- Served as the lead public information officer during Hurricane Nate and Hurricane Irma, 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 Report, and Strategic Plan.

DID YOU KNOW?

Bay County now offers a Citizens Academy, in partnership with Gulf Coast State College. The Citizens Academy is a six-week program that is part of the college's Education Encore curriculum. The classes are held weekly, primarily at the college. They culminate with a day-long tour of various county facilities and, finally, a "graduation" ceremony during a Bay County Commission meeting. The first-ever program was offered in Fall 2017, and 13 graduates completed the course. For more information about how to participate in the Citizens Academy, call 248-8170.

24 HOURS OF SERVICE

The Bay County Communications Office hours are Monday through Friday from 8 a.m. to 5 p.m., though regular business hours rarely apply. The Communications Office is available to answer media calls and questions 24-7 and is at the ready in the event of an emergency.

A typical day in the Bay County Communications Office would involve gathering media clips from the previous day and providing it to senior staff and commissioners. Around mid-morning, reporters begin to call looking for information about a story. After researching the query, the communications director schedules an interview with the appropriate county commissioner or staff member. The Communications Office also works on myriad ongoing projects, such as updating the county's website or social media pages, planning special events, writing press releases, or assisting the public with a records request or contacting the department they need.

CONTACT US:

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www.baycountyfl.gov

COMMUNITY DEVELOPMENT

builders services



DID YOU KNOW?

Bay County construction is on the rise. During FY2016 Builders Services issued 11 new commercial construction permits with job values of \$5.88 million. FY2017 more than doubled the number of new commercial building construction permits issued with 34 permits at values of \$42.35 million. Residential new-home construction is also on the rise. FY 2016 saw 452 permits issued with values of \$105.58 million. Last year, Builders Services issued 416; however, the value of those permits was more than \$109.6 million. Currently Bay County has more than 650 licensed, certified and registered contractors.

24 HOURS OF SERVICE

Builders Services opens at 7 a.m. to assist customers before the normal business day and closes at 5 p.m. After-hours inspections are conducted by request. The inspectors are in the field performing scheduled building inspections throughout the county daily, as well as providing electrical service repair inspections as needed to restore citizens' power as quickly as possible. Permit technicians process incoming new construction permits and issue permits for roofs, electrical, plumbing, mechanical, gas, and other related work. They also schedule inspections and help answer records requests and permitting questions. The plan reviewers review the building plans and communicate with the contractors concerning any information or documents that may be needed to continue the plan review.

WHO WE ARE

The Builders Services Division is staffed by certified building officials, certified plans examiners, a certified floodplain manager, 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 2017?

- Coordinated Building Safety Month activities in May to grow public awareness about the importance of the Florida Building Code. We published an article in the employee newsletter with important building safety tips, set up a display outside the Government Center to answer questions, share information and help inform citizens of the local building department and our role in keeping homes, businesses and families in our community safe. Quarterly we update the Bay County Bulletin Board located at the entrance of the Government Center with home safety topics and tips.
- Held bi-monthly training meetings with staff to stay current on any new code changes, customer service, and office policies as well as discuss any issues with current permits.
- Participated in activities with the local chapter of the Building Officials Association of Florida, and county staff hold several volunteer leadership positions with the organization.
- Hosted a Blower-Door Certification Class, resulting in the certification of 10 people.
- Shared a booth with the Department of Business and Professional Regulations staff at the Bay Builders Association's annual Home Expo in March, providing information about code and permitting to the public.
- Processed and issued addresses for citizens to comply with the 911 emergency system.
- Issued 206 new addresses and verified 292 addresses FY2017.
- In FY2017, 161 contractors applied to become registered to work in Bay County. We maintain an active list of registered and certified contractors licensed to work in Bay.
- Created a disaster recovery plan with Bay County Code Enforcement that would, after a storm or disaster, establish teams to assess damage buildings and identify unsafe structures.
- Participated in the reconstruction of the Bay County website that allows citizens and contractors better and more access to information and a means to contact building department employees for help and assistance.

AWARDS AND RECOGNITION

Employee Stephanie Davis earned a Commercial Mechanical Inspector License. She is the first woman in Bay County to accomplish this and one of only a few who hold this license in Florida.

Bay County Builders Services holds Insurance Services Office-Building Code Effectiveness Grading Schedule ratings Commercial Class 2 and Residential Class 3. ISO is an independent statistical, rating, and advisory organization that serves the property/casualty insurance industry. ISO collects information on a community's building-code adoption and enforcement services, analyzes the data, and assigns a Building Code Effectiveness Classification from 1 to 10. Class 1 represents exemplary commitment to building-code enforcement. The concept behind BCEGS is simple: Local governments with well-enforced, up-to-date codes demonstrate better loss experience, and their citizens' insurance rates can reflect that. The prospect of minimizing catastrophe-related damage and ultimately lowering insurance costs gives communities an incentive to enforce their building codes rigorously.

CONTACT US:

(850) 248-8350 | buildersservices@baycountyfl.gov
www.baycountyfl.gov

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, and one manager.

WHAT HAPPENED IN 2017?

- Code Enforcement works diligently to identify and reduce the number of unsafe and unfit structures that threaten public safety. During 2017, Bay County Code Enforcement investigated 111 unfit/unsafe structure cases.
- Last year, 131 unsafe/unfit structures were corrected or demolished, including cases that were opened in 2016 but corrected in 2017. Of these cases, 71 percent were closed with voluntary compliance from the property owner, 27 percent were closed with county intervention and another 2 percent were inaccurately reported as unsafe or unfit.
- In 2017, Bay County Code Enforcement investigated 2,680 new code violation cases, 63 percent of which were proactively initiated by staff.
- We closed 2,749 cases. Of those, 56 percent involved property owners' voluntary compliance. Another 12 percent of cases were unfounded and 24 percent were rectified through community service projects. Only 2 percent of all cases required Code Enforcement Board or special magistrate involvement. The remaining 6 percent were cases closed with Bay County Road and Bridges' assistance in picking up roadside trash and debris where the litterer could not be identified.
- Code Enforcement presented 152 cases to the Code Enforcement Board during 2017. The Code Board is a seven-member board comprised of citizen volunteers who have a background in engineering, contracting, real estate, architecture, business, etc. The board meets monthly to hear code enforcement cases involving unsafe/unfit structures.
- In April 2017, Code Enforcement added a special magistrate to help relieve a backlog of cases that had caused some violations to stagnate for six months before they could be heard. From April through September 2017, the magistrate heard 50 cases involving any code enforcement issue other than unsafe/unfit structures, including matters such as trash, junk, debris and overgrowth.



CONTACT US:

(850) 248-8290 | codeenforcement@baycountyfl.gov
www.baycountyfl.gov

DID YOU KNOW?

Code Enforcement teams up with Parks and Recreation and Road and Bridges for a community work day on the last Friday of every month. In 2017, the county removed 107,490 pounds of trash, junk and debris from Bay County roadways during community work days. The work days lessen delays in getting items removed from the roadways and facilitate county departments working together to keep Bay County beautiful.

24 HOURS OF SERVICE

Code Enforcement officers work Monday through Friday between 7 a.m. and 4 p.m. The majority of the officer's day is spent completing inspections on properties throughout the county. These inspections consist of new complaints and follow-up inspections to review the progress of the property owners. Officers attempt to work with property owners to correct violations prior to taking formal action. The ultimate goal is to achieve voluntary compliance, thus improving property values at minimal cost to the county.

Formal action requires the case to be heard by either the Bay County Code Enforcement Board or special magistrate. If either determines that the property is in violation they may levy fines on the property and/or order the county to correct the violations.



COMMUNITY DEVELOPMENT

planning & zoning

DID YOU KNOW?

Our staff helps oversee the Bay County Artificial Reef Program that supports the environment, local businesses, industry, and tourism. Staff also manages and provides guidance for the Bay County Natural Resource Damage Assessment Artificial Reef Construction project. Throughout 2017, staff has worked with the Florida Fish and Wildlife Conservation Commission in processing a contract agreement to award more than \$900,000 to fund a reef project that consists of deploying artificial reef modules in eight offshore permitted areas. These sites were proposed and selected by local fishing and diving stakeholders including the Bay County Artificial Reef Association.

24 HOURS OF SERVICE

8 a.m. - A citizen calls concerned that a new development may cause flooding issues. Our staff engineer makes an appointment to meet and inspect the issue on site.

9 a.m. - A senior citizen is concerned about a flood zone letter she received and discusses the issue with a planner.

10 a.m. - A landowner comes in to find out how to combine two existing lots.

11 a.m. - Lawyers meet with county staff about relocating a proposed county easement that may be moved due to a local road-widening project.

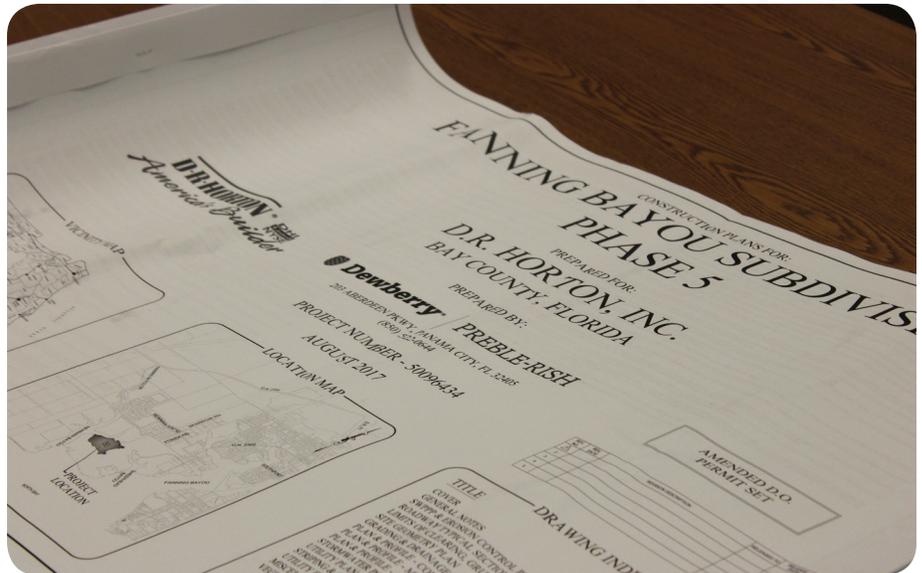
Noon - Staff meets to discuss a 210-acre development and the process of applying for a Large Scale Future Land Use Map Amendment.

1 p.m. - County planning staff meets with staff from the West Florida Regional Planning Council to discuss an update to the Local Congestion Management Plan.

2 p.m. - A citizen calls to confirm regulations regarding setbacks on a residential lot before purchasing the property.

3 p.m. - Staff from the University of Florida Extension Office meets with our artificial reef planning representative to apply for grants to deploy new offshore artificial reefs.

4 p.m. - An attorney from Tallahassee calls to confirm his client's development rights on a proposed regional activity center.



WHO WE ARE

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

The division is staffed by American Institute of 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 sign permits, conditional use permits, variances, and land use and zoning changes.

WHAT HAPPENED IN 2017?

- Worked with the University of Florida Extension office on adopting and administering the Bay County Artificial Reef Association's Artificial Reef Plan.
- Approved a development order for a two-story, 140,000-square-foot manufacturing facility for GKN Aerospace. With this new facility, GKN Aerospace plans to make a capital investment of approximately \$50 million and create up to 170 new jobs for highly skilled employees.
- Worked with the Bay County Commission in helping support local businesses apply for aquaculture bottom leases.
- 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.
- 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.
- Continued work on permitting new artificial reef sites in state waters for a proposed \$475,745 RESTORE Act project.
- Met regularly with the general public and development community for pre-application conferences to discuss future potential development.
- Retained a Class 5 rating in the tri-annual Community Ratings System Cycle Review. This allows Bay County flood insurance policy owners to continue their 25-percent discount on flood insurance.

CONTACT US:

(850) 248-8250 | planning@baycountyfl.gov
www.baycountyfl.gov

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.**

Bay County, through the State of Florida's Division of Emergency Management (FDEM), proudly became a partner of the AlertFlorida mass notification system in 2016. The new mass communication tool for Emergency Management agencies across the state operates via Everbridge, a company specializing in emergency notifications.

In Bay County, the system is called AlertBay, and in its first year proved extremely valuable in keeping residents, visitors, government staff, and emergency personnel safe and informed 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.

AlertBay went public in December 2016, and 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.

Only two days after the initial rollout, a roughly 100-acre wildfire in Callaway prompted the evacuation of more than 40 residents in the area. The event also provided an unexpected opportunity to try out the new system. During the fire, several dozen people living nearby were kept current on the status of the blaze via the system's geofencing capabilities or, rather, its capability to target affected residents and businesses only.

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.

"To me, the most important aspect of AlertBay is the ability for us to target a specific area for notification during an emergency," said Joby Smith, Bay County Emergency Management chief. "Notifications can be so prevalent these days that people become sort of immune to them."

By August 2017, some 6,100 people had registered with AlertBay. But two major storms during the very active 2017 hurricane season swelled that figure to more than 21,180 in a matter several weeks. While conditions never significantly deteriorated in the Panhan-

dle as a result of Hurricane Irma and Hurricane Nate, AlertBay allowed Emergency Management staff to keep people informed. But, more importantly, AlertBay would have provided a pathway for mass notification about shelters or evacuations had it become necessary.

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.

AlertBay will not only help to save lives, it may also help to lower flood insurance rates statewide. In the Community Rating System (CRS) for the flood insurance program, if communities have an alerting tool for notifying residents of Flash Flood Warnings and severe weather, credit can be applied toward residents' CRS points.

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.

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.

Other keywords to text to 888777 to receive alerts are:

- **BAYPETS** to receive pet safety information.
- **BAYTRAFFIC** to receive traffic alerts and information.

For more information about AlertBay or for help registering, contact Bay County Emergency Services at (850) 248-6040.

SIGN UP TODAY BY VISITING ALERTBAY.ORG

EMERGENCY SERVICES

emergency management

DID YOU KNOW?

- While hurricane preparedness is a large focus for Bay County Emergency Services, severe weather can happen any time of year. Bay County Emergency Services has an all-hazards approach to community engagement and that means making sure residents are ready for anything. Along with National Preparedness Month, BCEM also worked with various local partners to promote preparedness campaigns for Hazardous Materials, Tornado and Lightning Safety, and Severe Weather Awareness Week which focused on a different weather threat each day.
- Bay County employees are considered our critical workforce. They are on the front lines after a major storm, helping get the county cleaned up and ready for residents to come home. While some are required to shelter in place, most evacuate ahead of the storm and are called back by department. They report to work, leaving their family behind until it's safe for them to also return. BCEM staff participates in orientation for new Bay County employees to educate them on threats, family emergency planning and the County Disaster Work Assignment Policy.
- Bay County Emergency Services staff coordinates emergency responses electronically. Gone are the days of coordinating incident response and recovery through phone calls, faxes, emails, and whiteboards. WebEOC, an internet-enabled crisis information management system, allows emergency managers at command centers to share information with each other, with first responders such as fire, emergency medical services, public works, and law enforcement, as well as with local, state, and national stakeholders.



WHO WE ARE

Bay County Emergency Services is comprised of Fire Rescue, Emergency Management, Emergency Medical Services (EMS), and Communications.

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

EM works closely with county, local, and state law enforcement and cooperatively with neighboring jurisdictions to enhance homeland security and better prepare for and respond to incidents. While hurricanes tend to be our main focus, we are ready for any incident. We also educate the public and hold training exercises and drills.

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.

Emergency Services has two primary annual non-county funding sources. They are the Emergency Management Preparedness and Assistance (EMPA) and a Federal grant program entitled the Emergency Management Performance Grant (EMPG).

WHAT HAPPENED IN 2017?

- On Feb. 7, 2017, Florida Department of Health, Bay County Emergency Services, Bay County Fire Rescue, Holmes County Emergency Management, U.S. Marshal Service, and Hiland Park Baptist Church participated in a point of dispensing (POD) exercise to practice dispensing medications after a terrorism exposure. A POD site is designed to provide medications, vaccines, or medical supplies to a large community of healthy people during a health emergency.
- Hosted several politicians, including Gov. Rick Scott, Congressman Neal Dunn, Florida Chief Financial Officer Jimmy Patronis and State Rep. Jay Trumbull. The Governor's visits were in response to Hurricane Nate. Bay County Emergency Management officials briefed State Rep. Jay Trumbull and hosted a "Select Committee Meeting" to determine how local and state government can better work together during storm response.
- Emergency Management telecommunicators fielded thousands of calls during Hurricane Irma. Over a three-day span, they answered more than 3,000 calls from citizens, visitors, and evacuees to our area.



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EMERGENCY SERVICES

emergency management



- Scott Warner, Public Safety GIS/9-1-1 specialist for Bay County Emergency Services deployed in support of Pinellas County Emergency Management and their response to Hurricane Irma. Scott deployed pre-storm and served as the Situation Unit Leader for their operation, providing valuable technical support to the Planning Section in their efforts to prepare for and respond to the devastating effects of the storm. Pinellas County, with a population of nearly 1 million people, received serious impacts from Irma and had more than 400,000 Florida Light and Power customers without power.
- Joby Smith, Emergency Management Division chief, deployed to Everglades City with the Region 1 Incident Management Team after they were adversely affected by Hurricane Nate.
- On Feb. 10, 2017, Bay County Emergency Management participated in a joint mass-casualty exercise with Tyndall Air Force Base. More than 100 exercise actors participated in the partnership, playing injured and being shuttled to Bay Medical and Gulf Coast hospitals' emergency rooms, giving the hospitals a chance to exercise their emergency room staff. The Florida Highway Patrol, Bay County Sheriff's Office and their SWAT team, Bay County EMS, and others participated in this mock event.
- In April, Bay County Emergency Management participated in Tyndall Air Force Base's Gulf Coast Salute Airshow by providing public communications via AlertBay. Bay County broadcasted public safety messages during the event and provided a booth so citizens could easily register for AlertBay. Bay County Traffic assisted by providing daily traffic counts to Tyndall and provided digital billboard traffic-safety messaging. More than 80,000 people attended this two-day event.
- 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.
- For the first time in the history of Bay County Fire Rescue, the Sand Hills Fire Station located on State Road 77 is now staffed with full-time, career fire personnel. Thanks to a federal Staffing for Adequate Fire & Emergency Response (SAFER) grant obtained by BCEM staff, two firefighters each shift, including a licensed paramedic, will be available to respond to emergencies.

AWARDS AND RECOGNITION

Bay County Emergency Services' staff members Joby Smith and Scott Warner both attended and graduated from the 6th Annual Florida Emergency Preparedness Association's (FEPA) County Emergency Program Director/Key Staff training course held during the FEPA Annual Meeting in Orlando, FL.

Emergency Management Division Chief Joby Smith was awarded his Florida Professional Emergency Manager (FPEM) certification at the FEPA Annual Meeting. This certification, valid for 5 years, recognizes devoted, experienced emergency managers who possess advanced and diverse knowledge, skills, and abilities.

In January 2017, Bay County Emergency Services' Brooke Powell attended FEMA's Advanced Public Information Officer Course in Sanford, FL, earning an advanced-level PIO certification. The course provides participants the knowledge and skills to establish, manage and work within a joint information center (JIC).

24 HOURS OF SERVICE

Bay County Emergency Services is truly a 24-7 operation. Because an emergency can, and will, happen any time of day, our communications operators are always ready to take calls. We are responsible for all 9-1-1 medical and Fire calls in Bay County. We also dispatch after-hours for Bay County Animal Control, Roads and Bridges, Traffic Engineering, Utilities, and the American Red Cross.

Communications operators work 12-hour shifts, covering the 9-1-1 center all day, every day. Our communications operators are highly trained to handle extremely serious and stressful calls. Many callers who use 911 services are experiencing what they would consider the worst day of their life. It is the job of our communications operators to get them the help and resources they need.

In 24 hours, communications operators dispatch hundreds of calls. Calls range from childbirth, heart attacks, water emergencies, and suicide attempts. Our operators must process these calls rapidly and accurately.

On the Emergency Management side, staff is busy keeping citizens informed. Bay County Emergency Management works with residents, homeowners associations, civic groups, nonprofits, faith-based organizations, churches, and businesses throughout Bay County to strengthen emergency preparedness. Staff is available to deliver emergency preparedness presentations to community organizations and homeowners associations, work with businesses/non-profits, and staff emergency preparedness exhibits at local festivals and fairs.

CALL INFORMATION

INCIDENTS DISPATCHED	TYPE OF CALL	% OF CALL
FIRE	8,135	14.61%
EMS	31,265	56.20%
EOC (R&B, ETC)	843	1.52%
7 OTHER AGENCIES WE PROVIDE FIRE DISPATCH FOR	15,392	27.67%
TOTAL	55,635	100.00%
PHONE CALLS (911/INCOMING & OUTGOING ADMIN)		
FIRE/EOC	49,752	62.95%
EMS	29,277	37.05%
TOTAL	79,029	100.00%

EMERGENCY SERVICES

emergency medical services (ems)

DID YOU KNOW?

In 2017, we participated in numerous EMS classroom “show-and-tell” sessions, “stand-by details”, and special events. Each May and November, we offer medical support for the world-renowned IRONMAN Florida triathlons. These races, especially the November race, draw thousands of elite athletes and their families to our area and present a unique challenge to our EMS Division: support a 2.4-mile swim, a 112-mile bike segment, and a marathon (26.2 miles).

Planning for an event of this magnitude begins weeks ahead of time. The course spans two counties, Bay and Washington, and requires coordination of EMS, Bay County Fire Rescue, Bay County Communications, and several local municipalities and law enforcement divisions.

Each event has a dedicated medical tent which allows EMS staff to treat athletes for minor injuries on-site. We also stage a Communications Operator on-site to track ambulances, staff, and other assets.

We look forward to many more years of supporting the IRONMAN.



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 Springfil, 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 2017?

- Bay County EMS is dedicated to providing pre-hospital training to first responders. In 2017, Bay County EMS was approved as a National Association of EMTs (NAEMT) sponsored training site. This endorsement allows EMS to provide in-house training to EMS and fire personnel from Bay County and surrounding areas. In the past year, we have trained students in the following courses:
 - Pre-Hospital Trauma Life Support (PHTLS): focus on trauma-related injuries.
 - Advanced Medical Life Support (AMLS): focus on medical-related illnesses.
 - Geriatric Education for Emergency Medical Services (GEMS): focus on trauma and medical issues, specific to the geriatric population.
 - Principles of Ethics and Personal Leadership (PEPL): focus on ethical decision making, conflict resolution, personal/professional values, and “service beyond self.”



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EMERGENCY SERVICES

emergency medical services (ems)



24 HOURS OF SERVICE

Bay County EMS staff generally operates on either 24- or 12-hour shifts. Comprised of three "platoons" (A, B & C), 24-hour employees work 7 a.m. to 7 a.m. followed by two days off, and 12-hour employees are deployed during peak call volume hours and work varied days.

Dispatched and tracked by the Bay County Emergency Operations Center, Bay County EMTs and paramedics answer 9-1-1 emergency calls throughout Bay County.

Beginning at 7 a.m., the staff checks vehicles, medical equipment, and supplies and performs daily station duties. At any time, they are subject to immediate call-out and are normally "wheels rolling" within 60 seconds.

Bay County's EMTs and paramedics are well versed in life-saving procedures such as advanced bleeding control, 12-lead EKGs (wirelessly transmitted to the receiving hospital before leaving the scene, being one of the first services in Florida to implement this technology) to detect and treat heart attacks, advanced patient monitoring equipment to help maintain a patient's vital signs, a multitude of medications, and intravenous fluids, advanced trauma care capabilities, rescue and extrication capabilities, and advanced nationally recognized care for stroke patients.

Not only must they keep their medical skills honed through experience and continuing education, they also are responsible for the operation and troubleshooting of sophisticated medical equipment and vehicles while responding to calls.

Bay County's EMTs and paramedics are among the best in the State of Florida, according to data collected by the Florida Department of Health Bureau of Emergency Medical Services.

- Medical calls comprise the majority of calls for service to fire departments. To fulfill the need for EMS training for area fire agencies, BCEMS staff provided Basic Life Support (BLS) training to fire department personnel at Panama City, Lynn Haven, the Northwest Florida Airport, Callaway, and Springfield.
- BCEMS also partners with local law enforcement agencies to provide critical training. In 2017, BCEMS provided CPR, bloodborne pathogen, and tactical self-care courses to the Panama City Police Department and BLS, first aid, and trauma training to the Bay County Sheriff Office Mounted Posse Team.
- BCEMS staff received training and served on the Critical Incident Stress Management (CISM) Team. This team consists of members from local EMS, fire, law enforcement, and communications agencies. Being a part of the CISM Team allows us to provide support to first responders in Bay and surrounding counties. Because our first responders are faced with ongoing stressors, it is important that they have an outlet to discuss and deal with their emotions. The CISM Team is trained to provide anonymous crisis counseling and assistance. As part of the CISM Team, EMS personnel provided assistance to:
 - Roads and Bridges employees (two separate incidents);
 - more than 100 local First Responder "contacts" (one-on-one meetings, group debriefings, etc.);
 - a nearby county following the suicide of a 20-plus year veteran firefighter/EMT.

AWARDS AND RECOGNITION

The American Heart Association awarded Bay County EMS with the Mission: Lifeline EMS Silver Award on June 19, 2017. The award recognized our implementation of quality-improvement measures for treating patients who experience severe heart attacks.

EMERGENCY SERVICES

fire rescue

DID YOU KNOW?

The U.S. Fire Administration (USFA), estimates that thousands of pets die each year in house fires because of smoke asphyxiation. While firefighters do rescue many pets from burning structures, providing them with the oxygen necessary to resuscitate them requires special equipment. In Bay County, our fire and EMS apparatus are equipped with pet oxygen mask kits that come in three different sizes for use on dogs, cats, ferrets, rabbits, guinea pigs, birds and more. The animal masks can be used both on conscious or unconscious pets after exposure to dangerous toxic fumes. Since 2011, Bay County emergency personnel have rescued dozens of cats and dogs, including a litter of puppies in August 2017.



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 2017?

- Bay County Fire Rescue received a federal Staffing for Adequate Fire & Emergency Response (SAFER) grant that resulted in the full-time staffing of the Sand Hills Fire Station. Two firefighters each shift, including a licensed paramedic, are available to respond to emergencies, and the grant funds the positions for two years. The SAFER program saves lives by reducing response times to fire and medical emergencies in rural areas.
- In April 2017, Bay County career and volunteer firefighters engaged in a Firefighter Combat Challenge. Firefighting is both physically and mentally demanding. As a department, it is our goal to be prepared for these demands by training in realistic situations. The challenge tests the strength and endurance of fire fighters as they run a prescribed course in the shortest time possible. The agility and strength competition simulates victim rescue, forcible entry, carrying and hoisting weighted packages, running stairs and around obstacles and maneuvering and handling fully-charged water hoses.
- BCFR staff worked toward meeting requirements of the Insurance Services Organization (ISO) for water shuttling in rural areas in an effort to lower insurance rates for residents who are within five miles of a fire station. BCFR staff attended an ISO training course and are using their new-found knowledge to practice water shuttling operations.

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24 HOURS OF SERVICE



Bay County Fire Rescue personnel work 24-hour shifts.

The day starts with “Passover” at 7 a.m., when crews coming off shift share relevant information with the oncoming crew. The morning starts with trucks and station checks to ensure that every siren and light works and tools are properly stowed.

By mid-morning, our Fire Inspector is inspecting buildings to ensure that structures meet state and county fire codes.

Next, it’s off to a near-drowning to assist EMS and law enforcement conduct a water rescue and basic life support. Our dive team has trained many hours to safely provide assistance for water calls in the unincorporated county.

By mid-afternoon, our Communications Division is dispatching crews to an activated fire alarm. Oftentimes, these are false alarms, but better to be safe than sorry!

Late afternoon may find firefighters washing and waxing our new engines. Yes, we do that too. Or, we may respond to a hazardous materials spill with one of this region’s three federally-funded HazMat teams.

In between all of these calls, our firefighters are required to complete two hours of physical training!

After the firefighters take a breather from their workout, they put on a fire-prevention display for an elementary school open house. BCFR has a focus on fire prevention. We visit daycares, elementary school classrooms, churches, and civic groups annually. We also host field trips at our stations throughout the year.

The calls don’t stop because it is evening. Since the majority of our calls are medical, it is not uncommon for our fire crews to run calls all night. Heart attacks and other medical emergencies happen at all hours of the night. In many areas of the county, our firefighters are first on the scene for medical calls. They are trained to provide medical care until EMS responders arrive.

All of our firefighters are trained in wildland fire response. It is not unusual during periods of low humidity and low precipitation for an early morning lightning strike to trigger a wildfire. Crews not only work to protect our citizens’ home and property, they also assist the Florida Forest Service in fighting brush and wildfires.

It’s 7 a.m. again. Time to start the process over.

- In January, Bay County firefighters trained on the Petzl EXO Personal Escape System, designed to allow a firefighter to escape a dangerous upper-floor emergency in seconds, when using a conventional exit is no longer possible. A firefighter can quickly deploy an anchor and rope and descend to safety. Every Bay County firefighter was issued the system, that clips to the hip, and trained extensively on its use.
- Fire apparatus are often used for traffic management at a the site of a vehicle crash, and last year all Bay County firefighters received training through the Florida Department of Transportation to handle such situations. A cadre of well-trained responders helps improve traffic incident response and reduces crashes that occur because of incident-related congestion, decreases traffic delays caused by incidents, and can cut incident response time.
- BCFR adopted a plan to systematically replace fire apparatus, purchasing three new apparatus in 2017, with two more planned for purchase in 2018.

AWARDS AND RECOGNITION

On Nov. 4, 2017, a group of Fire and EMS employees participated in the inaugural Fire Truck Pull hosted by South Walton Fire District. Each team consisted of 10 firefighters. Our team brought home the first-place trophy and bragging rights by pulling a fire truck 20 feet in just 6.35 seconds. All proceeds from the event benefit The Miami Project which conducts research on spinal cords to end paralysis.

GENERAL SERVICES *animal control*

DID YOU KNOW?

Animal Control handles more than 9,500 citizen service requests each year, takes in more than 4,600 animals each year, and participates in 120 or more educational, public relations, and adoption events each year. Animal Control staff works every holiday to clean and care for the animals in the shelter. Animal Control has a staff of 16 people, which means each of us has to be able to handle any of the tasks associated with the enforcement or shelter aspects of Animal Control.



WHO WE ARE

Bay County Animal Control is responsible enforcing Florida law and Bay County ordinances related to animal issues and owners' responsibility for animals. Services are provided to all of the municipalities in Bay County, with the exception of Lynn Haven, through interlocal agreements. Our goal is to protect the interest 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 the daily care for these animals while we work 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 is staffed with a division manager, assistant manager, administrative assistant, licensed veterinarian, vet technician, community outreach coordinator, certified animal control officers, and animal care technicians dedicated to providing quality animal services to the citizens of Bay County.

WHAT HAPPENED IN 2017?

- All Animal Control staff engages in ongoing training to find new, effective ways to resolve animal-related issues and ensure the public safety and health of Bay County residents.

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GENERAL SERVICES *animal control*

24 HOURS OF SERVICE

7-8 a.m. - The supervisor checks on the animals' welfare and begins preparations of the shelter for cleaning, checks surgery schedules, and ensures animals and paperwork are ready to go. The veterinarian also arrives at this time and does her medical rounds, checking for any health issues and determining which animals need exams and/or services during the day.

8 a.m. - The veterinary technician arrives and provides medications as scheduled and/or needed. Two additional staff members complete other tasks, such as inserting microchips, heartworm meds, or feline testing. Shelter cleaning begins.

9 a.m. - The phones are turned over from the Emergency Operations Center and we start taking calls from citizens. Typically, three road officers handle service and emergency requests for the day.

10 a.m. - 6 p.m. - The shelter opens. In addition to answering citizen calls, the public comes to the shelter to drop off or reclaim an animal, adopt a pet, request copies of a report, or for any other reason. We handle all of the dispatch operations for officers in the field, and animal care technicians spend time exercising the dogs and tending the kennels.

4:30 p.m. - 6 p.m. - Road officers start returning to the shelter. They log in all animals, clean their vehicles, and complete all reports for the day's calls. The supervisor checks on all animals and any final tasks are assigned for completion before closing.

5:30 p.m. - We complete any outstanding intake for intake animals during the day and make sure all the animals have food and water, blankets, and any other item they may need for the night.

6 p.m. - Phones are turned back over to the Emergency Operations Center. Shelter closing duties are completed. Staff goes home for the night.

6 p.m. - 7 a.m. - The on-call officer handles any emergencies through the night. Any non-emergency calls will be added to our service list for a response the following day.



- A small veterinary clinic was built at the Bay County shelter to ensure quality care can be provided for the animals that come into our facility. This facility allows us to provide additional care beyond basic vaccinations, including limited sterilization surgeries and treatment of injuries to animals.
- We have continued our efforts to provide enrichment for the animals to make them more adoptable. With the addition of animal care technicians, we are able to get to know our animals better which increases adoption rates. Because they work closely with the animals, they are able to help adopters find the right animal by talking with them and sharing what they have learned about the animals they engage.
- In addition to the adoption trolley used to take animals to adoption events, we have established partnerships with PetSmart, local rescue groups and local media to promote adoptions and increase the number of animals leaving the shelter. We continue to focus on education by doing presentations at many of the local schools.
- We work with the Bay County Jail and the K9 Lifeline program. Dogs that need training are paired with inmates at the Bay County Jail for eight weeks and taught basic obedience skills. During their stay at the jail, Animal Control provides medical services, food, training, and cleaning supplies for the animals. Potential adopters work with the animals, the inmate, and the trainer while they are at the jail and when the program is completed the animals go directly to their new homes.



GENERAL SERVICES

parks and recreation

DID YOU KNOW?

The Athletic Program of Parks and Recreation is continually advancing and adapting to meet the public's needs, hosting seasonal softball and flag football leagues, soccer leagues, youth football leagues, high school sports, and various tournaments throughout the year.

24 HOURS OF SERVICE

The Bay County Parks system's hours are from dawn to dusk, and our staff arrives at 6:30 a.m., seven days a week. Weekend staff is generally limited to one employee per day. A morning staff meeting is held first thing to provide staff with project updates and work assignments for the day.

Staff provides general repairs and maintenance to park structures including buildings, boat ramps, and fencing, turf, and sports maintenance to ball parks and acres of open spaces to mow, weedeat, and trim. We finish the day with a staff meeting to discuss the day's assignments and progress. Our county pier is open 24/7 every day of the year, including holidays. We offer a revolving schedule for staff who work 10-hour shifts. General maintenance and repairs of the buildings and pier structure is performed daily. Maintenance staff hours are 6:30 a.m. to 5 p.m., seven days a week. Our beach maintenance staff also provides maintenance and repair coverage for the beach area parks, beach easements, and boat ramps.



WHO WE ARE

The Parks & Recreation Division maintains all recreational facilities within the unincorporated county for the optimal enjoyment of residents and visitors. Parks staff provides maintenance and upkeep of 26 recreational parks, 23 boat ramps, 43 beach easements, two off-leash dog parks, the county pier and a shooting range. We plan for the future recreational needs of our citizens by modifying or expanding programs and facilities to address the changing demographic complexion and location of the county's population.

WHAT HAPPENED IN 2017?

- As part of our Park Awareness Program, we hosted the 7th Annual Haunted Hayride and Pumpkin Patch Festival in October. This event brings in more than 6,000 visitors to Harder's Park and has raised more than \$125,000 since 2010 for local charities. Harder's Park also hosts the annual Easter Egg Hunt and Christmas at Harder's Park. Parks and Recreation also plays host to the Gulf Coast Bluegrass and Folk Music Festival presented by the Boys and Girls Clubs of Bay County and a Zombie Run teamed with the Gulf Coast Children's Advocacy Center. The M.B. Miller Pier partnered with the Tourist Development Council to host a Fall fishing tournament; competing with Panama City Beach's Dan Russell Pier. M.B. Miller Pier also plays host to the annual 4th of July fireworks celebration that is partnered with Panama City Beach's Dan Russell Pier. The show is a mirror concept with the fireworks being simultaneously visible from both locations.
- David W. Hutchison Boat Ramp, formerly known as the Cherokee Landing Boat Ramp, is the newest addition to Bay County's diverse boat ramp facilities. Construction expanded amenities to include additional parking, pavilions, restrooms, public grills, a boat ramp/kayak launch, floating docks, a fishing boardwalk, and a small-scale playground.
- The former Bay Dunes Golf Course property is now known as Majette Park. Managed by Parks and Recreation staff, the 220 acres of open space is adjacent to H.G. Harder's Park. Collaborative efforts between staff, the Parks Advisory Board, and public input re-



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sulted in the county commission's approval to maintain the property as an open-space park with passive usage opportunities and offer minimally invasive activities such as disc golf, catch-and-release fishing, walking trails, and any approved club partnerships such as BMX or equestrian clubs.

- The M. B. Miller County Pier is ADA accessible. Some 500 feet of concrete was poured to make the easements ADA-compliant along with a revamping to create ADA accessibility to the public showers. Along with the facility modifications, 1,100 feet of MobiMat material was purchased to offer a smooth, stable, ADA-compliant path over the sand and down to the water's edge. Staff also purchased two MobiChairs that offer beach and water access to mobility-challenged patrons. These chairs are available year round, free of charge. The county pier is a place where anyone and everyone can enjoy a day at the beach.
- Pier staff has been trained and educated on sea turtle rescue. They have successfully rescued numerous sea turtles which have been transferred to Gulf World for treatment and release back into the wild Gulf of Mexico waters.
- Since the Lifeguard Program's conception in 2016, many accomplishments and significant professional growth has taken place. Staff consists of seven lifeguards who operate out of four towers with roving guard staff on ATV's. The Lifeguard Program has become an in-house, United States Lifeguard Association-certified training facility. Staff works closely with Panama City Beach and Surf Police to help with the growing demand for safety on the beach. This cooperative effort includes extending operational hours when needed and for holidays and special events.
- In May of 2017, county staff teamed with the Loggerhead Grant Program to have six new cigarette receptacles placed on the county pier. This initiative has helped in reducing the amount of cigarette butts on the pier and in the water.



GENERAL SERVICES

solid waste

DID YOU KNOW?

On average, Bay County takes in excess of 200,000 tons of municipal solid waste each year. Approximately 80 percent is processed at the Waste-to-Energy facility, and the remaining 20 percent is either disposed of or processed at the Steelfield Road Landfill.

24 HOURS OF SERVICE

At 6:30 am, the heavy equipment operators arrive at Steelfield Landfill and begin to prep their equipment for the day's waste disposal operations. At 7 a.m., the Solid Waste Division begins accepting waste.

For the next 10 hours, waste will flow into both the Steelfield Road Landfill and the Bay County Waste-to-Energy facility. During a normal day's operation, the Solid Waste Division has close to 200 customers cross the scales and processes about 600 tons of waste. Solid Waste employees are also servicing the recycling drop-off sites located throughout the county, as well as maintaining the grounds around these recycling sites.

At 4:30 p.m. each day, the scales close and all of the materials landfilled during the day will be buried with an approved daily cover, which is normally ash residue from the WTE facility. Daily cover helps to reduce odors and limits the growth of flies, rodents, and other vectors.

The Bay County WTE Facility operates 24 hours per day to keep up with the waste that comes in during normal operational hours. A loader operator works the tipping floor to select waste for combustion.

By the time that the scales open the following morning, the WTE staff has made enough room on the tipping floor to take another day's waste and start the whole process over again.



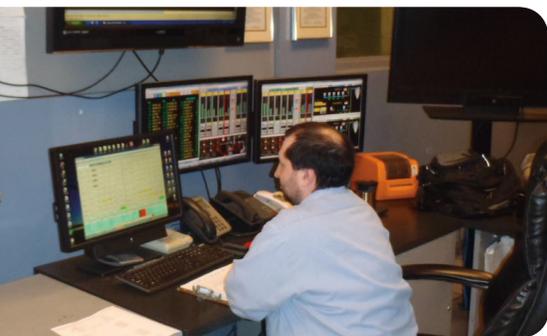
WHO WE ARE

The Solid Waste Division consists of the Waste-to-Energy (WTE) facility, Steelfield Landfill operations, environmental programs, and the long-term care and closure program for Majeette Park, which is an old closed landfill. The division is responsible for providing solid waste disposal, household hazardous disposal, and recycling services for all of the citizens of Bay County.

The division 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 2017?

- The Solid Waste Division hosts Waste Amnesty Days twice per year, once in the fall and again in the spring. Waste Amnesty Days provide an opportunity for the citizens of Bay County to clean up their properties and safely dispose of any household type hazardous waste that they may have accumulated over the years. In 2017, some 2,130 participants took advantage of this program to dispose of more than 800 tons of waste materials. Additionally, we received 25 shipping pallets of household chemicals, 44 pallets of paint, 1,496 gallons of oil and 2,042 fluorescent tubes.
- For people who wish to conventionally recycle, the Bay County Solid Waste Division provides conventional recycling opportunities for their citizens by operating recycling drop-off centers at various locations throughout the county, from Panama City Beach to Mexico Beach. Each site accepts mixed paper, plastic, cardboard, and both ferrous and non-ferrous metals. The materials accepted at these sites are recycled through various local vendors.



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- The Solid Waste Division provides environmental education in a classroom setting and through school field trips to our facilities, public speaking opportunities through local organizations, and participation in environmental events such as Earth Day and the St. Andrews Bay Coastal Clean-up.
- The Solid Waste Division works to combat illegal dumping activities that can impact many areas within Bay County. The Bay County Solid Waste Division has established an environmental compliance specialist position that works closely with Bay County Code Enforcement to investigate and prosecute individuals involved in illegal dumping activities within Bay County.

ABOUT WASTE TO ENERGY

The primary method of recycling in Bay County is via the Bay County Waste-to-Energy facility. A Waste-to-Energy facility, unlike an incinerator which just burns waste, extracts energy from the waste. A Waste-to-Energy facility is essentially an electrical power plant that utilizes waste as a fuel source, versus coal or natural gas.

In the United States, Waste-to-Energy facilities are relatively rare. In 2011 there were only 86 Waste-to-Energy facilities in operation in the United States. In Europe, due to a lack of landfill capacity, Waste-to-Energy facilities are much more common than they are here. In 2005 there were 431 operational WTE plants in Europe. According to the EPA, the 86 US facilities have the capacity to produce 2,720 megawatts of power per year by processing more than 28 million tons of waste per year.

In Bay County, almost all of the combustible household and commercial waste is processed at the WTE facility and is converted into electrical energy. On average, the facility produces in excess of 60,000 megawatts of power each year. This is enough energy to provide power to thousands of households. The WTE combustion process is recognized by the state of Florida as a renewable resource and Bay County receives recycling credits for each megawatt of energy produced at the facility. In addition to the electrical power generated from the combustion process, all of the metals, both ferrous and non-ferrous, are extracted from the ash residue and recycled.

If you live in Bay County, when you throw waste into your kitchen garbage receptacle, the combustible materials such as food waste, plastics, and paper are converted into energy and the empty cans of peas, soda, etc. are being recycled. This has several advantages over a traditional curbside collection program: It minimizes labor and fuel costs and reduces the amount of carbon emissions emitted from collection vehicles by eliminating the need to operate a second collection route. Additionally, Bay County has an almost 100-percent recycling participation rate by its citizens without having to mandate it.

As a general rule, unless the WTE facility is inoperable or is operating above rated capacity, the county landfill is only used as a repository for the ash residue left over from the combustion process or for the disposal of non-burnable materials that cannot be processed at the WTE. This dramatically increases the life of the landfill. The Bay County Landfill opened in 1987 and was expected to reach capacity in 2019. Because of the operation of the Waste-to-Energy facility, the last landfill life estimate extends that capacity date out to 2041.

The landfill does accept vegetative waste such as lawn clippings, leaves, limbs, and trees, but it is not landfilled. The majority is ground into mulch and used as a soil cover, some of it for walking trails in the county parks. Appliances and other metallic objects that show up at the landfill are separated from the waste stream and processed as scrap.

In order to keep unwanted chemicals out of the waste stream, residential customers may drop off household quantities of common hazardous materials such as paints, pesticides, herbicides, or mercury at the landfill's household hazardous waste (HHW) facility. This service is provided to residential customers free of charge.

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

DID YOU KNOW?

- Last year, Extension faculty and staff developed 212 creative works and publications, made 574 field visits, 245 office visits, 39,593 educational contacts, 2,830 educational phone calls/emails, and 27,704 educational social media contacts.
- Ninety-seven percent of surveyed residents who used Extension services were satisfied with the service provided. Another 81 percent used the information received while 80 percent said it solved their problem or answered their question, and 69 percent of clients shared the information with someone else.
- Personal income to Bay County residents as a result of artificial reefs is estimated to be just over \$49 million. Bay County ranks eighth in the state with 1,936 jobs attributed to local artificial reefs.
- Restaurant managers and other food handlers receive Servsafe® training, which is a national training program, and take an exam to receive their 5-certification.
- 4-H Tropical Public Speaking program reached 757 youth in grades 4 - 6 and 32 teachers, representing nine different schools.

24 HOURS OF SERVICE

Our office hours are 8 a.m. to 5 p.m., and we are closed from noon to 1 p.m. for lunch. However, Extension work is not an 8-to-5 job. Extension agent work schedules are often dictated by the availability of clientele and the nature of educational programs. It is not unusual for agents to work during lunch hours, evenings and weekends. A typical day could start with a television interview at 5 a.m., setting up for classes at 7 a.m. then teaching up to eight hours in a day. We plan, develop, market, implement, and evaluate educational programs.

Telephone calls or clientele walk-ins typically start around 8 a.m. Citizens seek information about how to solve a variety of issues like: What is 4-H? How do I become a 4-H volunteer? What foods can I sell under the Cottage Food Operation? What pesticide license do I need? How to get rid of weeds in lawn?



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 2017?

4-H Youth Development

- In 4-H, we believe in the power of young people. Every child has valuable strengths and real influence to improve the world around us. We are America's largest youth-development organization, empowering nearly 6 million young people across the United States with the skills to lead for a lifetime. In Bay County, 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.
- Last year, 3,278 youth were involved in school enrichment programs: 291 in club programs, 256 in short-term special interest projects, 1,744 in military clubs, 30 in day camps, and 50 in residential camp, with both youth and volunteers contributing 4,134 hours of service.
- Bay County 4-H served as a host for an International Cultural Youth Exchange (IFYE) student from Luxembourg. As a result, more than 100 local youth learned about Luxembourg during summer camping programs.
- 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 six sessions at Margaret K. Lewis School, reaching 167 children and logged 404 volunteer hours on projects such as plant fair entries, Agricultural Awareness, and Grasses in Classes, reaching 715 youth.
 - Family and Consumer Services Agent worked with the 4-H Agent in developing a food safety module for the Statewide 4-H Grilling Program.
 - Sea Grant Marine Agent held eight events (Grasses in Classes - Oyster Reef Construction and Restoration Planting) that reached 476 youth.

Marine/Coastal Program (Florida Sea Grant)

- UF/IFAS provides several marine and coastal programs in Bay County. The Bay County Artificial Reef Program is one of the main programs supported. Important activities include permit and grant applications.

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- Sea Grant, in conjunction with the Bay County Planning and Zoning Department, applied for and received reauthorization of Large Area Artificial Reef Sites (LAARS) A and B. These sites total 160 square nautical miles. The LAARS sites are essential for supporting Bay County's important fishing and diving businesses.
- Completed a Florida Fish and Wildlife derelict vessel removal grant, which reimbursed the county \$13,500 for the removal two large sailboats, including one in Laird Bayou and the other in Watson Bayou. Additional grant funding is anticipated.
- Completed an artificial reef project in Gulf waters approximately three nautical miles (nm) south of the Russell-Fields Pier at Panama City Beach and 11 nm west of the St. Andrew Bay Pass in Small Area Artificial Reef Site D. Five Super Reefs were deployed, each weighing approximately 36,000 pounds and rising 18 feet from the gulf floor. Typical artificial reef modules are only about eight feet tall. This was the first time Super Reefs were deployed in the Panama City Beach area. The project provides marine habitat comparable to sinking a large vessel. Grant funding of \$60,000 for this project was provided by the Florida Fish and Wildlife Commission's Artificial Reef Program.

Family and Consumer Sciences (FCS)

- Building strong families is the emphasis of this program area. This is achieved by enabling citizens to improve their quality of life by providing them with practical information on a variety of financial, food/nutrition/health, and other family-related program topics.
- Agent and program assistants held 106 in-depth, single and multi-session food and nutrition and food safety classes. FCS made 5,484 educational contacts with students, adults, and food handlers, including food service managers.
 - Received \$102,449 to support the Family Nutrition Program (FNP). This is a new program initiative, which provided another opportunity for the agent to reach families in Bay County. FNP provided community-based environmental approaches to increase food access and encouraged healthier food choices to Supplemental Nutrition Assistance Program Education (SNAP-Ed) families.
 - Received a \$2,000 Cooking Matters at the Store Grant from Share Our Strength to educate families on reading food labels, food budgeting, and shopping skills.

Horticulture Program

- Included educational programs and activities targeting homeowners, horticulture professionals, Master Gardener volunteers, and youth. Programs focus on landscape techniques and pesticide safety that, when properly implemented, may reduce nonpoint source pollution to water bodies.
- Administered 99 pesticide exams through our office on behalf of the Florida Department of Agriculture and Consumer Services. The grant contract for exams provided \$428.50 to horticulture programs, which was used to enhance pesticide training opportunities.
- Extension agents throughout the state collaborated to offer educational programs teaching mosquito prevention and protection in an effort to reduce the spread of Zika virus. In Bay County, 119 participants included college students, residents, and green industry professionals, and the statewide participation exceeded 2,000.

County Extension Director

- County Extension receives much of its funding from federal, state, and county government. Extension continued addressing reduced budget allocations at various levels by generating additional dollars in the form of grants, fees, and donations to supplement our efforts and ensure long-term sustainability of our programs and services.

- Extension had 444 volunteers who contributed 8,681 hours valued at \$191,677 that resulted in affordable and accessible programs for Bay County citizens.
- We received a total of \$364,502 in grants, fees, and donations to support Bay County Extension programs.
 - **Sea Grant: Florida Fish & Wildlife:** \$537,977 for a Restoring the Dark Sky grant for turtle lighting, (Bay, Gulf, & Franklin counties) of which \$179,325 came to Bay County as part of an 18-month grant; Florida Fish & Wildlife provided \$18,000 to remove derelict vessels from Bay County. Fee-based programs included Florida Master Naturalists Uplands and Econofina Water School for a total of \$1,220.
 - **Family and Consumer Sciences:** Cooking Matters at the Store Grant - \$2,000; Family Nutrition Program (FNP) Grant - \$52,038 over six months to support two program assistants to work with SNAP-eligible families and SNAP-Ed-eligible school children. The remaining six months allocation was distributed in 2017 for a total of \$102,449. Fee-based programs included the Waterbath Canning Class for a total of \$265.
 - **4-H: Military Partnership Grants:** \$63,034 (NIFA/USDA) supported 4-H programs at 11 installations (five Air Force, one Army, and five Navy) in Florida, eight air bases in Europe and one Navy base in Cuba. Bay County received \$40,589 to support a program assistant, agent, and Bay County youth programs. We received \$9,338 in program fees and donations (registrations, camp scholarships, horse programs, public speaking, and day camps).
 - **Horticulture:** UF/IFAS Northwest District Director Travel Grant of \$400 to attend the American Society for Horticultural Science Conference in Atlanta. Fees generated from commercial classes were \$2,767 used to support the agent's professional development and classes.

AWARDS AND RECOGNITION

National

- Promotional Materials Team Award - Association of Natural Resources Extension Professionals (ANREP) - Gold Award for Sea Turtle Lighting Program
- FCS Communications Team Award for Panhandle Produce Pointers - National Extension Association of Family and Consumer Sciences (NEAFCS)

Regional & State

- Extension Initiative Innovative Team Award - Gulf Coast Small Farms Team
- Mixed Materials Team Award - Florida Association of Natural Resources Extension Professionals - 1st Place for Sea turtle Lighting Program
- Innovative Program Team - Florida Association of Natural Resources Extension Professionals - 1st Place
- Long Publication Team Award - Florida Association of Natural Resources Extension Professionals - 2nd Place
- 4-H Communicator Award for Team Educational Package - FAE4-HA
- 4-H Specialty Award for Team Educational Technology Program Award - FAE4-HA
- FCS Communications Team Award for Panhandle Produce Pointers - National Extension Association of Family and Consumer Sciences (NEAFCS)

HUMAN SERVICES

human resources

DID YOU KNOW?

During Fiscal Year 2017, the Human Resources Department:

- Received more than 2,989 applications and 190 job interest forms.
- Referred 2,137 candidates, rejected 855.
- On-boarded 91 new hires.
- Participated in several job fairs throughout the community.
- Processed 579 performance evaluations.
- Processed 46 promotions, 59 resignations, 8 retirements, 9 probationary discharges, 16 involuntary terminations, and 34 disciplinary actions.
- Provided 21 Learning and Development training curriculums and 41 training sessions.
- Trained 74 new employees and 111 current employees.
- Recognized 18 employees with 30 or more years of service and five employees recognized with 20 or 25 years of service.
- Processed 106 FMLA letters and WH-380/WH 381 forms.
- Managed multiple employee concerns.
- Received and responded to numerous legal issues & public records requests.
- Organized three blood drives and received more than 394 units of blood



WHO WE ARE

The mission of the Human Resources Department is to provide a comprehensive package of employment services that meets the goals and objectives of the Board of County Commissioners (BOCC) as well as administrative and technical functions and activities needed to maintain effective recruitment, selection, benefits, and training programs.

The Bay County Human Resources Department provides services to employees and citizens alike. The Human Resources Department coordinates employment activities such as recruitment, application review, pre-employment background checks, disciplinary procedures, performance-evaluation reviews, and new-hire orientation for all BOCC employees. HR also provides benefit management to more than 600 employees and their dependents. Another function of the HR Department is to provide guidance, information, and assistance to directors or supervisors on personnel matters to ensure compliance with all federal and state labor laws and with the BOCC employee manual.

The Bay County Human Resources Department has also developed a robust employee training program to provide our employees and managers with the tools and techniques necessary to fulfill their responsibilities more effectively, while sharing the core values of the county. This program continues to grow and evolve to enable our organization to stay on the cutting edge of government services provided to citizens.

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. We are a lean team of six professionals who strive to work smarter. We remind ourselves that Bay County government exists for the people and 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 2017?

Training & Development

Continuous investment in our employees' training and development is essential for improving the performance of BOCC staff and enhancing the services provided by our organization. Our training program is comprised of many levels and continues to evolve and grow to meet new legal requirements and the ever-changing needs of our community. Training and development is essential in attracting and retaining a knowledgeable and skilled workforce.

The New Employee Academy consists of an orientation and a series of required classes that must be completed within the first year of employment. Some of the topics covered in this series are ethics for the government employee, diversity in the workplace, customer service, communication, and more. It was developed to give new employees the tools they need to integrate into our organization successfully.

The HR Department has also offered a Leadership Academy for many years. All BOCC employees in management positions are required to complete this series of courses so they can hone their leadership skills in order to be more effective in their management roles.



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The newest segment of our training program, Leadership Development, was rolled out in April 2017 to address the needs of those employees who are seeking advancement in their current or future roles with the county, and participation is strictly voluntary.

While there are a few required classes employees must take to complete this series, they can pick and choose which ones to take for the majority of class offerings. Human Resources will continue to expand and evolve all employee training and development to empower our workforces and enable them to perform at the highest levels.

Employees also took part in a number of internal courses:

- Using FRS To Plan For Your Retirement
- FRS Cash & Debt Management: Smart Spending and Saving for Retirement
- Harassment & Discrimination Training for Supervisors
- Social Security - The Choice of a Lifetime
- Wellness Seminar on Headaches
- Wellness Seminar on Skin Cancer Awareness

Performance Management System

Performance evaluations are an integral part of an organization's personnel management program. More than 579 performance evaluations were completed on county employees in FY 2017 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

Wellness Initiative

Since 2005, Human Resources has teamed up with Florida Blue every year to provide an exceptional 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. All information gathered at these screenings remains confidential, ensuring employee privacy. The biometric health screening includes a blood test for cholesterol, diabetes, blood pressure, and BMI. In many instances, these screenings have revealed a serious medical condition and have saved employees' lives. In 2017, 443 employees attended the Health Fair which is the best attendance since its inception with a 100 percent increase over the years.

Human Resources provides blood pressure screenings three times a year in various locations throughout the county. HR also provides wellness seminars by local doctors and healthcare professionals and encourage staff to attend. This year we presented a seminar on headaches by Dr. Nazir, a neurologist, and another one on skin cancer by dermatologist Dr. Jon Ward. 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 also coordinates blood drives three times annually at three locations in the county. In 2017, 394 units of blood were donated to help give life to others.

Human Resources also helped launch a new mentorship program, Elevate Bay, in conjunction with the Bay County School District, to provide positive guidance in the lives of children. Employees volunteer their time to mentor students in local elementary schools to promote a brighter future for our youth.

AWARDS AND RECOGNITION

Since BOCC services are enhanced by the professionalism, dedication, and productivity of its employees, we believe in recognizing commitment and dedication to the organization through the Service Award Program. Employees receive either a certificate or plaque for the corresponding years of service to the BOCC. In FY17, 97 employees received recognition.

On occasion, Bay County employees are nominated for going above and beyond their job expectations and surpassing the expectations of the county. We have recognized several employees throughout the year who have saved the lives of citizens when they encountered dangerous situations during their jobs as well as those who have exceeded our expectations. It is our honor to recognize these employees at our monthly commission meetings and share their accomplishments while presenting them with the Extra Mile Award/Safety Award.

24 HOURS OF SERVICE

An employee in Human Resources holds a pivotal position that affects the lives of employees in meaningful ways. A morning may start with explaining the county's benefits to a group of new hires and assisting them with all the necessary paperwork in order to eliminate any confusion. Shortly thereafter, calls come in with questions about the status of an application, questions on compensation, and concerns about a problem with an employee that requires careful listening and understanding. Maintaining a workforce occupies part of every day. Managing a compensation program and ensuring compliance with regulations requires constant attention. Each day brings new opportunities which set the pace for the remainder of the day.

The Office of Human Resources is responsible for the overall functions necessary to maintain an effective recruitment, selection, and benefits program. Development, implementation, and coordination of related policies, procedures, and training opportunities are also ongoing priorities. We plan and direct personnel administration for all departments of the Board of County Commissioners and assure compliance with all applicable federal, state, and local laws on employment issues.

One of our major functions is to work with our most valuable assets, our employees. We are here to assist in career development, medical leaves of absence, benefits questions, personnel matters, training and more.

We are located on the second floor of the Bay County Government Center, 840 W. 11th Street, Panama City. Our office hours are 8 a.m. to 5 p.m., Monday through Friday.



HUMAN SERVICES

library services

DID YOU KNOW?

- The library system has a collection of over 320,000 items and includes books, DVD movies, audiobooks, ebooks, and more!
- Library cardholders can download ebooks and audiobooks from the library website 24/7 from anywhere with internet access. One-on-one tutoring is available for people who want to learn how to download these books to their computer, tablet, or smartphone.
- Dulcimer and ukulele classes are offered at the Bay County Public Library, and ukuleles are available to borrow from any library location.
- Library programs offered include arts and crafts (for adults as well as children), live music performances, film screenings, music instruction, STEM hands-on activities, classes for homeschoolers, book discussions for youth and adults, technology and other workforce readiness skills training, and much more.
- A quarterly Current Events Guide, online events calendar, and monthly newsletter are accessible via the library's website, www.nwrls.com, and highlight programs throughout the library system.
- The Bay County Public Library and the Corinne Costin Gibson Memorial Library in Port St. Joe provide access to the Ancestry database which is a powerful tool for people researching their family history.
- A Library Customer Satisfaction Survey conducted in early 2017 found that 98 percent of respondents are satisfied or very satisfied with library staff knowledge and helpfulness.



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 2017?

- The Library was awarded a \$9,965 Library Services and Technology Act (LSTA) grant for the Scientist in Residence project. Staff from all three counties attended a series of classes, taught by a mechanical engineer, to learn how to operate a 3D printer and how to build and operate a remote-controlled robot. The grant funded the purchase of three 3D printers, one for each county in the library system. This project has helped prepare library staff to offer more advanced science, technology, engineering, and math (STEM) programs in our communities, and to make this technology accessible to the public.
- Technology upgrades included new public access computers for the libraries in Springfield, Port St. Joe, Wewahitchka, Bristol, and Hosford. All other locations were upgraded in FY 2016. One in four people do not have broadband internet access in the home, and the public library continues to meet this important community need.
- Library staff offer "Book-A-Librarian" tutoring sessions where customers can meet one-on-one with a librarian to learn how to download an ebook, create and use an email account, or write a resume. Customers can also schedule individual or small group sessions to use a 3D printer.
- In order to meet public demand for English, reading, and citizenship tutoring, the Literacy Department has added classes. Tutoring is available at the Bay County Public Library, Panama City Beach Public Library, and Corrine Costin Gibson Memorial Public Library in Port St. Joe.
- Library staff participated in the Alignment Bay County initiative, formed to align community organizations and resources so that their coordinated support of Bay County's youth has a positive impact on public school success, children's health, and the success of our community as a whole.

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24 HOURS OF SERVICE

8 - 9 a.m. – Staff activities prior to opening to the public include turning on computers, copiers and other equipment; retrieving items from the shelves that are requested by customers and preparing them for delivery; sorting and shelving the thousands of books and other materials returned each week; answering email, including research questions from the public; cleaning the building; reading book reviews and deciding which titles to purchase for the library collection; and performing collection-maintenance tasks such as searching for missing materials and evaluating items to determine if they need to be removed or replaced. The Local History Department staff research questions from the public and work on inventory tasks. Some staff work on reports or grant applications, preparing to present library programs, or printing requested files on a 3D printer.

9 a.m. – 8 p.m. – Staff activities while the library is open to the public include checking out materials to be borrowed; checking in materials that are returned; offering recommendations to customers who are looking for a good book to read; helping people search the catalog for an item and then helping them find it on the shelf; helping people research topics of interest; planning and presenting educational and entertaining classes for all ages; answering customer questions about their library account; teaching people how to use a computer, tablet or smartphone; teaching people how to use emerging technologies such as 3D printers; and helping people learn how to use computers to apply for jobs or complete government assistance forms online.

8 p.m. – 9 a.m. – Although the library buildings are closed, cardholders can access research databases, search the library catalog and place requests, renew their items, and download books anytime of the day or night if they have internet access.



AWARDS AND RECOGNITION

- Bay County Public Library participated in a study of early literacy programs conducted by Laura Clark, then a doctoral candidate at Florida State University. Dr. Clark's research found that caregivers who attend library programs with their children strongly agree that the environment is warm, caring and supportive, and that libraries nurture their children's learning. Dr. Clark visited the Bay County Public Library and noted that the Bay County Book Babies and Toddler programs were the only one of the three programs studied that offered any coaching to parents. One of Dr. Clark's findings was that parents need to be coached more about the benefits of early literacy programs and what it does for the child's developing brain. Dr. Clark's study, "Caregivers' perceptions of emergent literacy programming in public libraries in relation to the National Research Council's guidelines on quality environments for children," was published in the journal *Library & Information Science Research* in April 2017.
- BCPL Outreach was selected to be a recipient of the PLACE Grant, a NOAA Science Partnership. The \$1000 award will fund a book/video public program discussion series co-facilitated by librarians and NOAA scientists. Outreach Librarian Heather Ogilvie wrote the grant and will be the project manager.
- Sarah Burris, community relations and marketing coordinator, was appointed to the PBS POV (Point of View) Library Advisory Board. In addition to the honor, the library received \$200 to support the Beyond the Lens book and film program series budget.
- Library Director Robin Shader won the Florida Library Association's FLA Leader of the Year Award for 2017. Shader is the FLA President for 2017-2018.
- Northwest Regional Library System was awarded three Panhandle Library Access Network Innovation Grants to support community engagement outreach services in Bay County, STEM programming at the Panama City Beach Library, and the Preserve This? Photograph Digitization Campaign of the Bay County Public Library's Genealogy and Local History Department. Nearly \$10,000 was awarded to purchase supplies and equipment for these innovative programs.
- Nancy Brockman, Gulf County libraries coordinator, was elected to the Gulf County Chamber of Commerce Board of Directors in Spring 2017 and is currently acting secretary.
- Heather Ogilvie, Outreach Librarian, was elected Secretary of the United Way of Northwest Florida's Dollar \$mart Coalition.



HUMAN SERVICES

veterans services



DID YOU KNOW?

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 was \$166.2 million.

24 HOURS OF SERVICE

Our office hours are 7:30 a.m. to 5 p.m., Monday - Friday. We average between 21 and 25 client visits daily. In between client visits, our staff will receive another 20 to 30 phone calls per day.

The Veterans Services staff consists of three counselors, one senior staff assistant and one county Veterans Services officer.

Our primary objective is customer service that may include: adding a spouse or a new baby to a veteran's award, requesting a veteran's eligibility to education, healthcare, home loan, filing a service-connected disability claim, a pension claim, a widow's benefits claim, or even notifying the VA of a veteran's death and burial.

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, obtaining VA healthcare eligibility, obtaining VA education benefits, obtaining VA life insurance, and assisting with VA home loan guaranty certificates of eligibility. We also help veterans' family members with burial claims, widows and widowers obtain VA benefits, and file dependency claims.

WHAT HAPPENED IN 2017?

- Our office supported the Board of Bay County Commission and the Bay County Veterans' Council with organizing the Veterans Day Parade and Ceremony on Nov. 11, 2016.
- We also assisted the Memorial Day Service held at Kent Forest Lawn Cemetery on May 29, 2017.
- Gov. Rick Scott came into town on July 6 to present the Florida Veterans Medal to our area veterans for their service to the United States and Florida. Our staff was on hand to assist in certifying the veterans.
- On Sept. 21, 2017 we support the Homeless Veterans Stand Down by introducing those veterans to our office and the benefits that they may be entitled to through the VA. We proudly have assisted this endeavor since its inception and will into the future until all veterans homelessness is eradicated.
- We also represent the Bay County Board of County Commissioners at the monthly meeting of the Bay County Veterans Council on the second Thursday of each month.
- We put homeless veterans throughout the area in touch with the local VA social workers to obtain housing through VA Housing and Urban Development and Veteran Affairs Supporting Housing.
- 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 Veteran 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 the budget.
- Our office is partners with Career Source Gulf Coast by referring veterans to obtain job-search skills.
- Our office in the past year has met with the Women's Club of Bay County, the Lynn Haven Senior Center, and the Council on Aging to present a program explaining the Bay County Veterans Services Office and the Veterans Administration programs concerning veterans and their families.
- For veterans or family members who are unable to visit our office, we will meet them at their residence, hospital, assisted living facility, or nursing home to assist in applying for their VA benefits.

AWARDS AND RECOGNITION

- The office was awarded a plaque in recognition of our service to the Military Order of the Purple Heart.
- The office was presented an American Flag that flew over the U.S. Capitol by our Congressional Representative Gwen Graham at the Veterans Day Parade and Ceremony.

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information technology / geographic information systems

INFORMATION TECHNOLOGY (IT)

WHO WE ARE

The Information Technology Division supports county operations by providing 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 2017?

- 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 replaces 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 2017?

- We worked with internal departments to integrate asset management and work order management systems with GIS to increase operational efficiencies by combining mapping with asset databases.
- Provided data, mapping, and analysis to optimally support the business needs of county departments.
- Developed an application to increase public awareness of countywide "Half-Cent Surtax" projects, which allows the public to learn about the status of projects funded by the surtax.
- Redesigned the public facing interactive-mapping application to improve functionality. This application, known as BayView, can be used by the public to obtain information such as flood zones, hurricane evacuation zones, storm surge zones, land use, and much more.
- Completed the in-house development of 110,000-plus building footprints, which represent the outline of structures within the county. This data is used in maps to represent buildings and, when associated with the building's height, can be used in 3D analysis.
- Reviewed and updated the address database classifying addresses as residential or non-residential, including the identification of unit numbers in support of the upcoming 2020 Census.

AWARDS AND RECOGNITION

GIS was a finalist for Cartegraph's Excellence in Operations Management Awards for the use of modern technology to find ways to solve problems, work smarter, and improve our community. Cartegraph is the county's GIS-integrated enterprise asset management system.

CONTACT US:

(850) 248-8004 | it@baycountyfl.gov | gis@baycountyfl.gov
www.baycountyfl.gov

DID YOU KNOW?

IT supports:

- approximately 1,014 computers, 1,163 landlines, and 530 mobile devices;
- 73 locations within Bay, Gulf, and Liberty counties;
- more than 100 webpages and applications.

24 HOURS OF SERVICE

A "typical" day in Information Technology is anything but typical. IT is an internal service department that helps plan for and provide solutions for county needs via technology.

DID YOU KNOW?

GIS maintains a database of more than 100,000 addresses and approximately 16,000 road segments;

GIS supports more than 50 web-mapping applications for county employees and public use;

Emergency Services uses GIS data to dispatch and route emergency personnel.

24 HOURS OF SERVICE

The GIS Office is open Monday through Friday 8 a.m. - 5 p.m. GIS provides print maps, land atlases, geospatial data, and GIS interactive web mapping applications services for citizens and businesses. We encourage you to explore, discover, and use the rich county GIS applications and services.

DID YOU KNOW?

The Bay County Purchasing Department is responsible for the quarterly newsletter of the Central Gulf Coast Chapter of the National Institute of Governmental Purchasing (NIGP). The chapter is comprised of professionals who perform or manage the purchasing and materials management functions for local governmental agencies in the Florida Panhandle.

24 HOURS OF SERVICE

The Purchasing Office is staffed from 7 a.m. until 5 p.m. Monday through Friday. Our staff serves both our internal customers and vendors in the community. In addition, we attend at least one conference and trade show annually to meet vendors.

We are located on the second floor of the Bay County Government Center, 840 W. 11th Street, Panama City.



WHO WE ARE

The Purchasing Department is responsible for coordinating the county's central procurement system, promoting efficiency, economy, and fair and open competition 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.

Four full-time employees provide purchasing services to the county's workforce and vendors.

WHAT HAPPENED IN 2017?

- Provided management oversight of the county purchasing card program with a purchase volume of \$2,056,926; and, realized an annual rebate of \$32,700.
- Provided sales and customer support to county staff and vendors through ordering goods and services valued at \$34,447,668 during Fiscal Year 2017 through 797 requisitions.
- Provided customer support to county staff and vendors through 55 solicitations resulting in contracts valued at \$94,979,412.
- 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 six auctions resulting in a return of \$142,434.
- As a responsible steward of the community's financial resources, Purchasing mitigates risk to the county through bonding practices for vendor bids and requires appropriate vendor insurance coverage.
- Represented Bay County in a reverse trade show sponsored by the National Institute of Governmental Purchasing at Gulf Coast State College and attended the State of Florida's Supplier Diversity Exchange in Pensacola.



CONTACT US:

(850) 248-8270 | purchasing@baycountyfl.gov
www.baycountyfl.gov



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 assisting Roads and Bridges in road maintenance; handling citizen inquiries; managing the Participating Paving Program (PPP); and managing the Adopt-a-Highway Program.

The PPP (Participating Paving Program) was developed and designed to pave roads in areas that would not be paved for a long time due to funding shortages.

The Adopt-A-Highway Program is a civic-minded partnership for litter control and beautification of Bay County roadways. This is a win-win program that allows groups to make a visible difference in their community for a minimal cost.

The Municipal Services Benefit Unit (MSBU) program provides a variety of neighborhood improvements such as street lighting, sidewalks, paving of private dirt roads, expedited resurfacing of local roads, water and sewer infrastructure expansion, fire hydrants, and community beautification. The benefiting properties for this program are located within unincorporated Bay County.

WHAT HAPPENED IN 2017?

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 2017, the Engineering staff implemented nine grant projects totaling more than \$14.2 million.

Projects include: bike lanes on Transmitter Road; Phase 5 of a Thomas Drive sidewalk project; a County Road 389 sidewalk and multi-use path; bridge replacement at County Road 2297; and a safety project on Star Avenue.

In 2017, the Engineering Division began implementing surtax-funded projects, which include 17 projects totaling more than \$8 million.

CONTACT US:

(850) 248-8301 | engineering@baycountyfl.gov
www.baycountyfl.gov

DID YOU KNOW?

Thanks to Bay County citizens' approval of the Half-Cent Sales Surtax, more than \$120 million in revenues over the next 10 years will be available for Public Works projects in the following categories: bridge repairs, capacity improvements, intersection improvements, resurfacing, roadway safety, and stormwater management.

With the passage of the surtax, the Bay County Commission made good on a promise to lower the millage rate in 2017 equal to the amount the county had been supplementing Public Works prior to the tax.

For more information about the Half-Cent Sales Surtax, please visit www.bayhalfcent.com

24 HOURS OF SERVICE

The Engineering Division is open Monday to Friday from 7 a.m. to 5 p.m. Our office hours are 8 a.m. to 5 p.m. In addition to our regular duties, staff is available to answer questions from citizens regarding flooding, erosion from construction sites, and dumping into inlets, ditches, and other waterways. Staff manages a number of other programs such as the county's Stormwater Utility Program, driveway permits, construction in right-of-way permits and drainage-connection permits.



PUBLIC WORKS

facilities management

DID YOU KNOW?

Bay County has an employee tasked with providing an interoffice mail courier service between county departments and constitutional offices. The service is called, colloquially, "Sammy Mail," named for longtime Bay County employee Samson "Sammy" Scott, who retired in 2015.

24 HOURS OF SERVICE

4 p.m. – 7 a.m. – Facilities Maintenance has on-call staff to respond to after-hours emergency issues.

7 a.m. – 7:30 a.m. – Facilities Maintenance technicians meet with the Facilities Maintenance foreman to prioritize and schedule the workday.

7:30 a.m. – 4 p.m. – Facilities Maintenance technicians respond to maintenance calls and perform scheduled work. The county courier delivers mail to various county offices. Facilities Management administrative staff manages contracted project work, processes invoices and utility bills, develops schedules, and plans projects.

12 p.m. – 8 p.m. – In-house custodial staff provides cleaning services at the Government Center building and the Bay County Public Library.



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 2017?

- Completed the Emergency Medical Services Beach Substation Wind Retrofit (FEMA Grant) project, the Bay County Sheriff's Office HVAC Renovation project, the Health Department Chilled Water Piping Relocation project, and the Animal Control Veterinary Lab Addition project.
- The Comprehensive Energy Management Plan was implemented at the Bay County Government Center with the use of Trane Building Performance and LED lighting retrofits. This program reduces energy consumption by county facilities and saves Bay County taxpayers significantly.
- Implemented the use of Cartegraph for asset and work management. Cartegraph is an automated work-order generation system, that tracks maintenance and repair costs on county facilities and equipment.



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 adultciding.

WHAT HAPPENED IN 2017?

The three main areas of the operation -- identification, larvaciding, and adultciding -- 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 that is 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. Adultciding 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 2017, Mosquito Control: **Identification Operations:**

- Deployed, set, and retrieved nine CDC traps 1,440 times;
- Deployed, set, and retrieved four BG Sentinel-2 traps 640 times;
- Deployed, set, and retrieved Ovitrap 1,600 times; and
- Counted and identified 21,456 mosquitoes.

Larvaciding Operations:

- Answered 534 service requests;
- Inspected 3,579 mosquito breeding sites;
- Treated 1,152 sites;
- Added minnows to 55 sites;
- Maintained 59 pools that are stocked with minnows;
- Manually Backpack Barrier Sprayed 183 sites for a total coverage of 1,627 acres; and
- Removed 2,443 abandoned waste tires.

Adultciding Operations:

- Traveled 21,354 miles;
- Sprayed 8,009 gallons of chemicals; and
- Treated 802,989 acres in Bay County.

AWARDS AND RECOGNITION

- The Florida Department of Environmental Protection recognized the efforts Bay County Mosquito Control put forth on two joint projects that totaled the removal of 20,109 waste tires.
- Bay County Mosquito Control helped the Department of Agriculture develop a *Gambusia* program for smaller districts by using our process as low-cost, low-maintenance model with a high yield of minnows.

CONTACT US:

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

DID YOU KNOW?

Under the leadership, guidance, and encouragement of Mosquito Control Manager/Director Fred Wakefield, Bay County is unique in that three staff members hold a Mosquito Control director's license, including Mr. Wakefield.

24 HOURS OF SERVICE

Our operation starts the day off by reloading supplies for the daily mission. They are dispatched to a district that needs to be worked or traps that need to be set. The identification team sets and retrieves the traps at the same time. After completion of setting and retrieving the traps, the hard part begins, sorting and counting the mosquitoes that were in the trap. Next, the team will identify each and every mosquito and run tests of the known vectors using the Rapid Analyte Measurement Platform (RAMP) tester. The larvaciding team inspects, treats, or eliminates the breeding site. If any service requests are assigned, they handle them as soon as possible. The adulticide team preps and performs any maintenance needed to the spray unit, test sprays, and then dispatches to the district that needs to be sprayed.



PUBLIC WORKS

roads and bridges

DID YOU KNOW?

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.

24 HOURS OF SERVICE

During a typical week, the Roads and Bridges Division processes hundreds of citizens' requests related to the upkeep and preservation of the Bay County infrastructure system. Once these issues are received, a supervisor investigates the situation and plans immediate action to resolve the concern. Issues range from roadway flooding to collapsing stormwater facilities.

Our employees work 10-hour shifts from 6:30 a.m. to 5 p.m., Monday through Thursday with a supervisor on call throughout the week, including weekends. Because job sites are located throughout the county, a four-day work week is more cost effective.



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 the 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 2017?

In Fiscal Year 2017, Bay County Roads and Bridges worked to:

- Prevent and respond to immediate operational, life, safety, and property hazards within Bay County roadway. In 2017, the division responded to 5,269 requests for service.
- Maintain and repair the inventory of the Bay County equipment fleet. In 2017, Roads and Bridges service technicians completed 1,060 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 435 bridge repairs, 607 stormwater projects and pipe maintenance projects. This effort also resulted in the grading of 3,177 miles of unpaved roadways.
- Ensure county waterways were clear for proper navigation. In 2017, the division dredged more than 7,131 cubic yards of material from channels throughout Bay County.



CONTACT US:

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



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 95 pan/tilt/zoom cameras, 52 monitors in the Traffic Management Center (TMC), 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 2017?

- Completed quarterly traffic cabinet maintenance and inspections to ensure the safe operation of traffic signals.
- Completed annual traffic Malfunction Management Unit (MMU) testing and certification to ensure the safe operation of traffic signals.
- Maintained redundancy at the Emergency Operations Center (EOC) that allows Traffic Engineering staff to carry on full operations in the event of an emergency.
- Developed a new method for transferring traffic data and video feeds to EOC staff.
- Updated the Traffic website to provide the latest traffic information for Bay County, including a new Twitter account: @BayCountyTMC.
- Maintained and modified the adaptive traffic signal control on various high-volume roadways around Bay County, include State Road 77 and U.S. 98.
- Maintained and expanded Bay County's ITS to include new and existing intersections to ensure the safe and efficient movement of traffic.
- 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.

CONTACT US:

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

DID YOU KNOW?

When Bay County first instituted the ITS, it was able to reduce travel times on select corridors upwards of 20 percent. With the introduction of adaptive signal timing systems, Bay County has been able to reduce travel times by another 5 to 15 percent, depending on the road.

24 HOURS OF SERVICE

6 a.m. - 9 a.m. - Staff monitors the morning peak traffic and adjusts signal timing as needed. Sign and signal technicians begin their routes around the county, cleaning and repairing signs and traffic signals as needed.

9 a.m. - 11 a.m. - Technicians meet with TMC staff to go over maintenance and timing issues in the field.

11 a.m. - 3 p.m. - Technicians and TMC staff perform daily maintenance and inspection activities, including the creation and evaluation of timing plans and running reports on the current and expected traffic patterns.

3 p.m. - 6 p.m. - Staff monitors the p.m. peak traffic and adjusts signal timing as needed.

6 p.m. - 6 a.m. - Traffic signal monitoring shifts to the EOC. Traffic Engineering staff is on-call for emergency repairs for signs and signals.



PUBLIC WORKS

infrastructure surtax

In FY2017, Bay County completed the following projects with funding from the surtax:

Resurfacing:

- Silver Lake Road
- Center Drive
- Camelia Street

In FY2017, Bay County began continuing work on the following projects with funding from the surtax:

Resurfacing:

- North Lagoon Road with multi-use path
- Thomas Drive drainage rehabilitation
- Thomas Drive reconstruction
- County Road 2302
- High Point Road
- Indian Bluff Road

Dirt Road Stabilization and Drainage Projects:

- Bertha Nelson Road
- Wendy Road
- Cowels Road

Intersection Improvement Projects:

- County Road 389 and State 77 (Intersection Left-Turn Lane)
- County Road 389 and U.S. 231 (Intersection Right-Turn Lane)

Bridge Repair and Replacement Projects:

- County Road 2297 Bridge Replacement
- East Avenue Bridge Replacement
- Deer Point Dam Bridge Rehabilitation

Florida Department Of Environmental Protection Notice of Violation Projects:

- Webber Road Paving
- Sorrel's Drive Paving

Capacity Improvement Projects:

- Jenks Avenue Widening

Roadway Safety Projects:

- Lair Street Sidewalks
- Frankford Avenue Sidewalk
- County Road 30 Front Beach Road (Twin Lakes to East Lakeshore Drive)
- County Road 30 Front Beach Road (Kelly Street to Twin Lakes)

Stormwater Capacity Projects:

- Allison Avenue Regional Stormwater Facility



ABOUT THE INFRASTRUCTURE SURTAX

In November 2016, Bay County voters, by a margin of more than 10 percent, passed a half-cent sales tax increase aimed at funding much-needed road and infrastructure improvements. Collections of the sales tax began in early 2017.

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 some \$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's 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.

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 | trafficengineering@baycountyfl.gov
www.bayhalfcent.com



WHO WE ARE

Risk Management incorporates two very important subjects for Bay County: insurance and safety. Most information the department handles deals with one or both of these subjects. On any given day, in addition to handling an insurance claim or conducting a safety class, the Risk team may be working on a variety of other duties, such as acquiring a volunteer librarian background check, handling a random drug-screen, or keeping track of volunteer firefighters' physical wellness needs and requirements. Even though the processing of the varied, daily tasks is important, the main priority of the team is the safety and well-being of the citizens and employees of Bay County as well as its assets. There is never a dull day in the "Risk" department.

WHAT HAPPENED IN 2017?

In 2017, Risk Management:

- Recouped more than \$100,000 in third-party claims.
- Provided early completion of the state-regulated Tier II Program.
- Provided in-house training to 279 county employees, including CPR.
- Received special board recognition for the implementation of the 24/7 Healthiest-You "Tele-Doc" Program, which has meant \$232,000 in savings to Bay County.
- Reduced property insurance rates by 7 percent.

AWARDS AND RECOGNITION

Eve Tooley, Risk Management director, won a Meritorious Service Award for implementing the 24/7 Healthiest-You "Tele-Doc" Program for all employees and dependents covered under Florida Blue insurance plan. Through this plan, the county has reaped the benefits as well, saving more than \$232,000 of hard-earned taxpayers' dollars so far.

DID YOU KNOW?

- Bay County employees who utilize Bay County's health insurance have access to the 24/7 Healthiest-You "Tele-Doc" Program that provides access to a doctor via a phone call at any time, day or night.
- Deserving Bay County employees are eligible to win a Safety Incentive Monetary award. Reasons for receiving the award include going above and beyond the call of duty to help someone in need, such as giving CPR or rescuing someone from a crashed vehicle.
- Almost all incidents/accidents are preventable and are often caused by employee failure, vehicle failure and the environment, and in some cases, all contribute to the accident. Often what seems to be the obvious cause is assumed to be the only cause. During the investigation process we seek out all contributing factors, and in many cases the root of the incident/accident is due to the human error and failure to recognize and plan for possible hazards.

24 HOURS OF SERVICE

The Risk Management Department regular staffing hours are Monday through Friday 8 a.m. to 5 p.m. In addition to regular hours, the Risk Manager and the Safety and Training Supervisor are available 24/7 to handle emergency calls, such as accidents involving county employees. At any given time, we may have staff instructing a class, processing a new worker's compensation claim, talking with an insurance adjuster about a claim, or gathering information from other departments to submit renewal insurance applications to underwriters.

CONTACT US:

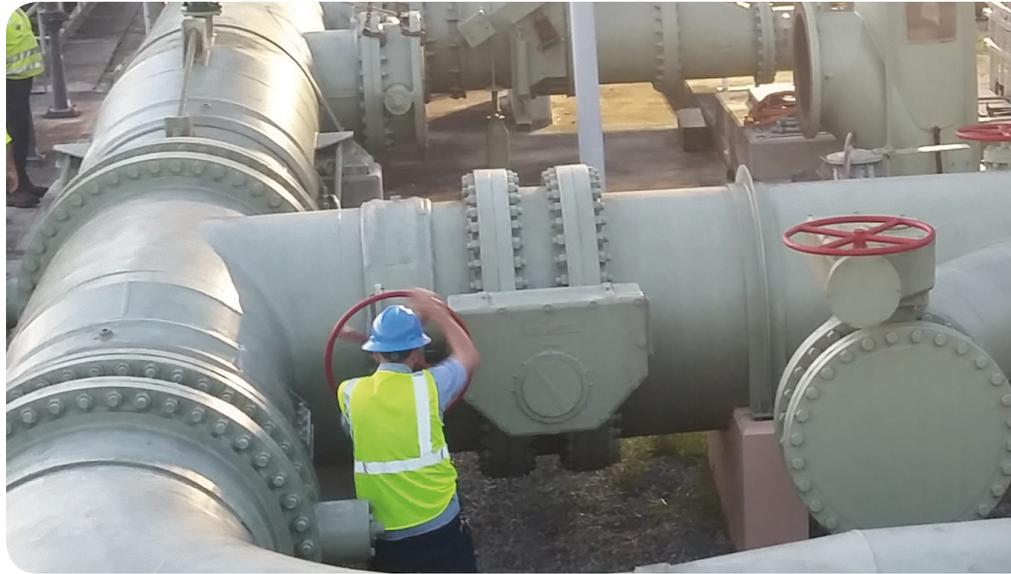
(850) 248-8230 | risk@baycountyfl.gov
www.baycountyfl.gov

UTILITY SERVICES

water and wastewater

DID YOU KNOW?

- Bay County's Water Treatment Plant celebrated its 50th birthday in 2017. The plant was completed in 1967 and began supplying treated drinking water to its first customer, the City of Panama City.
- Bay County's Water Treatment Plant treats and supplies approximately 9.3 billion gallons of water per year (25.5 million gallons per day) from Deer Point Reservoir to Bay County's local cities and residents.
- Utility Services provides water and wastewater services to more than 6,800 retail customers in unincorporated Bay County.
- In 2017, Utility Services' Permitting Division performed more than 5,000 utility locates for water and wastewater roadway and development projects.
- The Water and Wastewater Divisions have 25 state-licensed operators who ensure the safety of the county's drinking water and wastewater services.
- Deer Point Reservoir is the result of the impoundment of three tributary contributing creeks (Econfina Creek, Bear Creek, and Cedar Creek). This impoundment, Deer Point Dam, was constructed in 1961.
- Roughly 500 to 700 million gallons of water spill over Deer Point Dam each day into North Bay.



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 50 million gallons-per-day capacity water treatment plant, two raw water pumping stations, six water booster stations, 341 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 AFB. Utility Services operates three 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's 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 2017?

- To ensure that the most accurate and efficient water consumption reading and customer billing is achieved, Utility Services began 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 Advanced Meter Reading meters allow staff to read multiple meters remotely, providing a significant reduction in staff time and reducing errors that occur in the transfer of data.

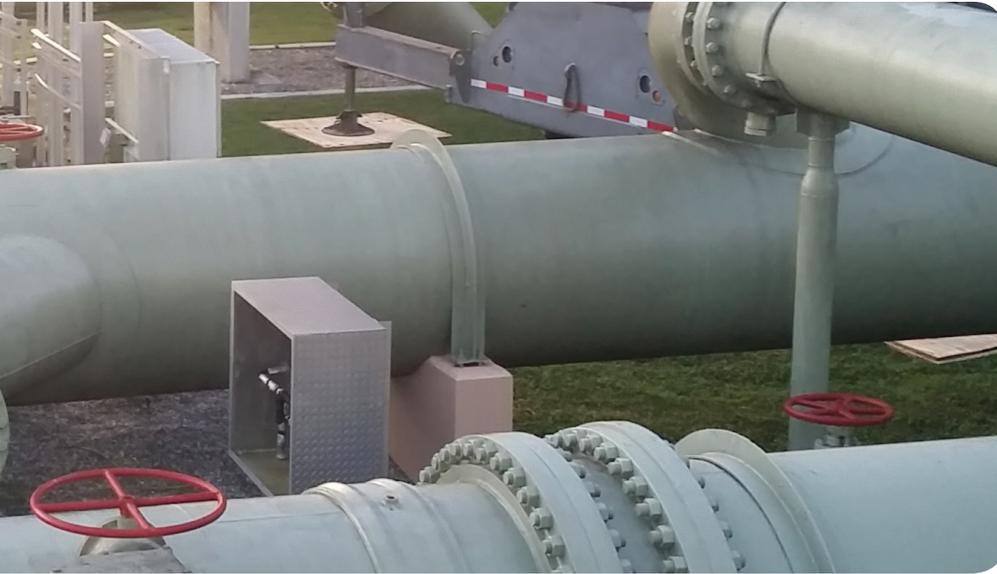


CONTACT US:

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www.baycountyfl.gov

UTILITY SERVICES

water and wastewater



24 HOURS OF SERVICE

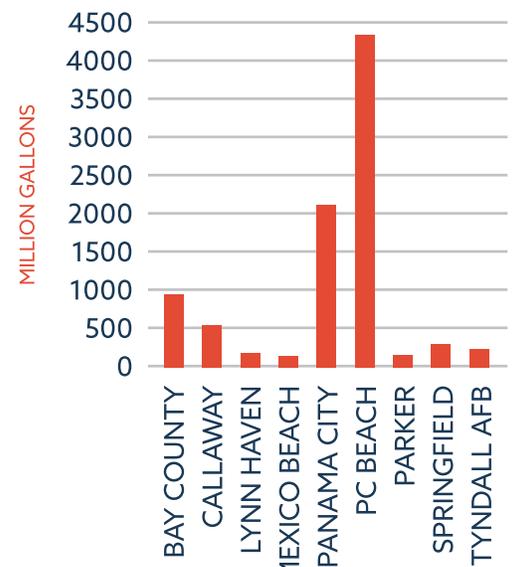
Providing high-quality, safe and efficient water and wastewater services to the residents of Bay County is a round-the-clock responsibility we embrace with pride. Utility Services' water and wastewater treatment plant-certified operators work 24/7 collecting samples, analyzing data, adjusting treatment parameters, maximizing plant efficiency, monitoring rainfall and weather conditions, and preparing required regulatory reports. Our professionals work to ensure that the water and wastewater treatment plants, force mains, lines, pumping stations, lift stations, meters, vehicle and heavy equipment, and security and communications equipment function properly and efficiently.

- As a result of the construction of the Northwest Florida Beaches International Airport and the anticipated surrounding development, Utility Services is working on a new sewer force-main project to provide economical and environmentally sound wastewater services to the entire Highway 388 corridor. The wastewater will be treated at the award-winning North Bay Advanced Wastewater Treatment and Reuse 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 consecutively. Numerous plant improvements and efficiency projects were identified and completed in 2017.
- We continued to identify and eliminate weak leaks in the drinking water transmission system and provide redundancy where possible. In 2017, Utility Services completed major replacement projects in the drinking water transmission system at U.S. 98 and 23rd Street at the flyover project, County 2321 at Resota Beach Road, State 77 at County 388, and Tyndall Parkway at Boat Race Road.
- 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.

AWARDS AND RECOGNITION

- 2016 Florida Department of Environmental Protection (FDEP) Plant Excellence Award - Bay County Water Treatment Plant (2000-2016 Consecutive)
- 2016 FDEP Plant Excellence Award - North Bay Wastewater Treatment Facility
- 2016 Florida Water Environment Association BioSolids Award - Military Point Regional AWTF
- 2016 American Water Works Association Florida Section - Best Tasting Drinking Water - Bay County Water Plant

2017 DRINKING WATER CONSUMPTION



BAY COUNTY	952
CALLAWAY	555
LYNN HAVEN	186
MEXICO BEACH	139
PANAMA CITY	2,073
PC BEACH	4,358
PARKER	137
SPRINGFIELD	291
TYNDALL AFB	232

BAY COUNTY economic development alliance

DID YOU KNOW?

Recent projects in Bay County are creating 1,296 jobs with \$76 million invested. Between GKN Aerospace, Eastern Shipbuilding, Jenson, and Jellyfish Health, billions of dollars of impact are being made to Bay County through new payroll and capital investment. In 2017 the BayEDA hosted 17 companies and eight site-selection consultants from around the globe, all looking to make location decisions for companies.

24 HOURS OF SERVICE

On any given week, BayEDA employees' schedule constantly changes. However, the mission of why remains the same -- to grow and diversify the Bay County economy through retaining and attracting high-quality jobs.

Monday - Conference call with a business prospect to review a proposal submitted on potential project. Meet with educational partners to assist in the development of a new advanced manufacturing workforce-training program. Meet with an existing industry to review expansion plans and to help develop a workforce training and recruitment plan.

Tuesday - Early morning flight to Dallas, TX for an Aerospace Trade Show. Meetings with aerospace prospects begin. Meet with the national leadership team of a Bay County existing business to ensure that Bay County is top of mind for all future investment decisions.

Wednesday - Planned meetings with aerospace company prospects who are interested in Bay County. Rotational meetings every 45 minutes. Negotiating with a business prospect on our proposal for a \$40 million, 200-job project interested in Bay County.

Thursday - Early morning flight back. Community partners prep meeting to prepare for a business prospect visit. Business prospect arrives into Bay County. A community presentation and tour are completed.

Friday - Host new auto parts manufacturer at the Port of Panama City. Site visit with business prospect. Overview of construction plans and development timeline. Visit with Bay County Planning Department to review development guidelines for the proposed building construction. Business prospect meetings with CareerSource and existing industry leadership to review Bay County recruitment and training programs.



WHO WE ARE

The BayEDA is Bay County's publicly and privately funded economic development entity responsible for supporting existing local businesses recruiting new businesses to the area. BayEDA is dedicated to growing and diversifying the Bay County economy.

Using 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 2017?

In 2017, the BayEDA team announced three major economic development projects. Additionally, according to Florida Department of Economic Opportunity, our metro area added 1,000 net new jobs to the local economy. This job growth is one of the state's best, based on population. In 2017, BayEDA went on 18 domestic and international recruitment and retention missions and 45 proposals were sent to prospective companies for relocation or expansion projects in Bay County.

Bay County is seeing momentum in economic growth with key projects that are game changers for the local economy. These include the Port of Panama City East Terminal Expansion, developments at Venture Crossings and Northwest Florida Beaches International Airport, the new GKN Aerospace manufacturing facility, Eastern Shipbuilding, and our higher education collaboration.

East Terminal Expansion

Port Panama City broke ground on the next phase of expansion of the Panama City Port Authority. The first of two phases started construction in 2017 and will take 18 months to complete. The expansion started with the construction of a 206,000-square-foot warehouse. This will be the largest warehouse in Panama City.

Venture Crossings and GKN Aerospace Manufacturing Facility

GKN chose Bay County as the location of their new state-of-the-art manufacturing facility. GKN will invest \$55 million and create 170 new jobs. With a tight timeline, BayEDA and the St. Joe Company worked closely with GKN Aerospace to ensure that project deadlines were met. White Construction and St. Joe completed the 138,000-square-foot, concrete facility with only a 9-month construction schedule. This project was the first toward making Bay County a hub for aerospace manufacturing and research and development excellence.

Higher Education Collaboration

Working closely with our education partners, Bay County is set to establish the area as a hub for advanced manufacturing training and education. BayEDA is collaborating with Gulf Coast State College and other entities to ensure that Bay County is the premier location for advanced manufacturing and relevant training.

Eastern Shipbuilding Group (ESG)

ESG completed its Initial Critical Design milestone with the U.S. Coast Guard. This accomplishment was on time and on budget, as set forth by the USCG. Construction is slated to begin in August 2018 with delivery in 2021. This \$10 billion, 1,000-job contract will be an economic boom for the region.

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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, generating more than \$1.63 billion in direct visitor spending and supporting more than 20,000 local jobs. Tourism-generated revenue and tourism-related taxes benefit every resident of Bay County.

The Bay County Tourist Development Council (TDC) and Panama City Beach Convention & Visitors Bureau (PCBCVB) 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 16.2 million visitor days/nights each year. The tax also pays for beach restoration, cleaning and maintenance efforts, as well as event support.

WHAT HAPPENED IN 2017?

Bed Tax Collections

Visit Panama City Beach had a record-breaking fiscal year, marking 13 consecutive months of strong, double-digit growth. With a combination of a strong events schedule and tactical marketing efforts, the destination was up an overall 13.5 percent for the fiscal year in September 2017.

UNwineD

Visit Panama City Beach developed UNwineD, a two-day craft beer and wine festival, presented by Garden and Gun Magazine. This award-winning event featured craft beer, spirits, and wine from around the world, culinary creations by the region's leading chefs, and musical entertainment by the Avett Brothers.

Chasin' the Sun

In 2017, Visit Panama City Beach announced that the third season of the award-winning television show, "Chasin' the Sun," will move to Discovery Channel's new outdoor programming lineup in 2018.

Approval of the Sports Park

Through a public-private partnership with the Panama City Beach Convention & Visitors Bureau, St. Joe Company, and Bay District Schools, sports enthusiasts will enjoy a brand new, world-class sports complex near the World's Most Beautiful Beaches in 2018. This newly approved project (with 210 acres of donated land) will be one of the largest complexes in the southeast.

AWARDS AND RECOGNITION

Florida Festivals & Events Association (FFEA) Awards

- Grand Prize for Most Innovated Project of the Year for UNwineD
- 1st place for its promotional UNwineD T-shirt
- 2nd place for Public Relations Campaign for Beach Home for the Holidays
- 2nd place for its advertising billboard for Pirates of the High Seas Fest
- 3rd place for its Mardi Gras Event Guide

Flagler Awards

- Bronze award for Chasin' the Sun TV
- Bronze award winner for for the 2016 Spring campaign scratch off banners

3CMA Award

- Savvy Award – "Special Events – Recurring Event" UNwineD

Sports

- 2017 Champion of Economic Impact in Sports Tourism for Ironman by Sports Destination Management
- 2017 Champion of Economic Impact in Sports Tourism for World Sports League by Sports

Destination Management

- Sports and Events Reader's Choice Award



DID YOU KNOW?

In 2017, Visit Panama City Beach unveiled their new marketing campaign inviting visitors to "Make It Your Real.FUN.Beach." The campaign builds on the destination's iconic "Real. FUN. Beach." tagline and emphasizes Panama City Beach as an authentic, fun and high-quality beach destination. Visit Panama City Beach has seen engagement with their visitors, reaching close to 577,000 likes on Facebook, and around 4.6 million views to our popular dog beach 360 video. Visitors can still stay connected with the destination, even if they are not surfing the web. The Visit Panama City Beach Magazine is released quarterly, and includes content on fishing, golfing, and stories of local businesses in the community.

24 HOURS OF SERVICE

In any given week, the TDC's tasks vary, as there are many moving parts to ensure the best product for our visitors. Each person within Visit Panama City Beach plays an important role in reaching department goals, establishing connections within the community, and providing the best experience for our year-round visitors. We all work toward one goal: ensuring that Panama City Beach will be a premier, year-round destination for families to enjoy for years to come.

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