

BAY COUNTY, FLORIDA

*more than you
imagined.*



BAY COUNTY, FLORIDA

ABOUT BAY COUNTY



On Feb. 12, 1913, representatives from five towns on the bay met at Panama City for the purpose of selecting a name for the proposed new county in which they would reside. They determined that “Bay” would be most descriptive of the territory to be included. On July 1, 1913, Bay County was created by the Florida Legislature from portions of Washington, Calhoun and Walton counties. To commemorate the event, Bay County’s residents held a celebration in the City Park, now known as McKenzie Park in downtown Panama City. The newly selected county commissioners held their first meeting Monday, July 10, 1913, in rooms atop the Bank of Panama City.

The 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 the 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.

In 2009, the majority of county government offices relocated to the Bay County Government Center at 840 W. 11th St., Panama City. The three-story building provides a singular convenient location for all county residents to conduct their business and includes the following departments: Planning and Zoning, Information Technology and Geographic Information Systems, Code Enforcement, Builders’ Services, Public Works, Traffic Engineering, Veterans Services, Human Resources, Budget, Risk Management, Purchasing, Facilities Maintenance and the County Manager’s Office and the County Attorney’s Office. All the County Commission-governed offices as well as the Commission Chambers are located at the 11th Street site, with the exception of Animal Control, Emergency Services, Cooperative Extension, Parks and Recreation, Utility Services, Solid Waste, Mosquito Control, Roads and Bridges and Fleet Maintenance. The Government Center is also home to the offices of the Property Appraiser, Supervisor of Elections and the Tax Collector. The Bay County Public Library is on the same campus.

BAY COUNTY STATISTICS

POPULATION: 176,016
AREA (SQUARE MILES): 758
ESTABLISHED: 1913

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

A MESSAGE FROM THE BOARD CHAIRMAN



WILLIAM T. DOZIER
DISTRICT 3

Known for its beautiful beaches, but loved for its warm and welcoming citizens and vibrant sense of community, Bay County is truly a paradise. 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 laser focused on being as customer and results oriented as possible while also being good stewards of taxpayers' dollars. The hard-working employees who serve the citizens of Bay County are to be commended for their dedication to excellence and efficiency. The offices under the purview of the Bay County Board of County Commissioners aim to provide the very best in customer service for our residents.

THE 5 COUNTY DISTRICTS



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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 assume the helm of 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:

It's been almost two years since my family and I returned to Bay County. It was a homecoming not just in the sense that I was coming back to the place where I was raised, where I raised my kids and where my extended family still lives. It was more than that. I was coming home to the Bay County Board of County Commissioners, where I worked in various positions for almost 20 years. Returning to lead this organization has been a great honor, and I am proud of what we accomplished in Fiscal Year 2016.

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 in which 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 of any entity in Bay County, public or private. Our duty is to provide assistance that exceeds our customers' expectations and to find creative and effective solutions to the problems we face.

In 2016 we faced many challenges and significant changes, but our 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 of the highlights from 2016 include:

- Keeping our millage rate low. At 4.65, Bay County's overall millage rate is the fifth-lowest out of Florida 67 counties. And, despite the low rate, we continue to rebuild the county's reserves, which were vital to our survival during the Great Recession.
- Passing the infrastructure sales surtax. Voters, by a 10-percent margin, approved the implementation of a half-cent sales tax for infrastructure improvements. The passage of the tax will be transformative for Bay County, allowing the community to be in control of its own destiny with regard to infrastructure needs, rather than being at the mercy and hope of outside funding sources. It means that tourists, rather than property owners, will help bear the burden of maintaining the infrastructure that we all use. The referendum will allow county administration to recommend a .25-percent millage rate decrease in the next budget cycle.
- Completing construction on the Bay County Courthouse. The grand opening of the long-awaited Bay County Courthouse Annex was in June 2016, and the project will allow for much more efficient dispensation of justice for many years to come.
- Implementing a new lifeguard program. Bay County manned public beaches at the M.B. Miller Pier and Rick Seltzer Park with fully trained lifeguards seven days a week during the tourist season from May 23 to Oct. 2. During that time, lifeguards made 121 primary rescues and 55 secondary rescues and responded to 28 major medical issues and 513 minor medical issues. The program was funded in part by the Tourist Development Council.
- Completing several road projects, including the four-laning of Baldwin Road and the paving of Scotts Ferry Road. Baldwin Road was widened from State Road 390 to Minnesota Avenue, allowing for tremendous road congestion relief. The paving of Scotts Ferry Road provides a paved route connecting Bay to Calhoun County.
- Responding to Hurricane Hermine. Emergency management officials working at Bay County's state-of-the-art Emergency Operations Center got a refresher course with an activation in September 2016 due to Hurricane Hermine. Bay County was spared any major damage, but the activation served as a good drill for staff and the public.
- Strengthening the redundancy in our drinking water system. We completed bypass projects at North Bay, West Bay and State Road 79 to ensure our ability to continue to provide drinking water in the event of an issue.

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

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WHO WE ARE

The Office of the County Attorney was created in 2006 after decades of contracting with outside counsel for legal services. The Office of the County Attorney represents the Board of County Commissioners in all civil legal matters. The attorneys 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 to the Board of County Commissioners and the county manager. In addition, the Office of the County Attorney 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, the Bay County Office of the County Attorney handled several important cases on behalf of the Board of County Commissioners. Those included:

- Bay County v. Florida Department of Juvenile Justice. Over the past three years, Bay County joined several other Florida counties in administrative proceedings to challenge rules that required counties to pay more than their fair share for the cost of secure detention for juveniles. As a result of successful litigation, the State of Florida agreed not to seek reimbursement for millions of dollars in underpayments that it alleged Bay County owed the State. In addition, the efforts of counties resulted in new legislation that reduces the counties' contributions for secure detention for juveniles. The new law will result in an estimated savings to Bay County taxpayers of \$148,000 a year.
- Bay County v. Tyndall Air Force Base. After Tyndall Air Force base refused to pay an increase in the County water and sewer rates, Bay County filed a complaint in the U.S. Court of Claims. After Bay County prevailed in both the trial and appellate court, Tyndall was ordered to pay Bay County several hundreds of thousands of dollars in damages and interest. As a result of this ruling, Tyndall is now required to pay the current prevailing water and sewer rates.
- Motorola v. Bay County. Bay County prevailed in a bid protest proceeding that Motorola filed challenging the Board of County Commissioners' award of a \$12.5 million contract to Williams Communications for an upgraded public safety radio system. The case was heard by an Administrative Law Judge.

ABOUT THE COUNTY ATTORNEY

Donald J. Banks was selected as the county attorney by the Board of County Commissioners in February 2016 after serving for nine years as deputy county attorney. Mr. Banks has more than 24 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.

DID YOU KNOW?

In 2008, the Bay County Attorney's Office handled the dissolution of the City of Cedar Grove - the first of its kind in the state of Florida's history. By a vote of Cedar Grove citizens, the city decided to dissolve itself.

Dismantling a city is a difficult and complicated process and involved the unprecedented transfer of all assets and liabilities of the town to the county. County and city staff worked to establish a dissolution plan that involved addressing issues concerning the town's finances, employees, utility systems, planning and zoning, ongoing litigation, and much more.

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EMERGENCY SERVICES

emergency management

DID YOU KNOW?

- Bay County procured a Community Development Block Grant to build a logistics warehouse to support disaster-relief operations? The logistics warehouse is powered by solar panels that run the warehouse lights and air conditioning. The building has 168 panels generating 38,800 watts (38.8 kilowatts) but consumes only 6,000-7,500 watts. The surplus power is sold back to Gulf Coast Electric Cooperative and the power grid. The building is designed to withstand 160 mph winds and is has a loading dock that makes offloading supplies from tractor trailers convenient. In total, the logistics warehouse has almost 11,000 square feet of storage space.
- Bay County Communications dispatches all EMS and Fire calls for the entire county. They also field after-hours calls for Animal Control and other county departments. In Fiscal Year 2015, Communications handled 86,371 incoming and outgoing calls. Telecommunicators dispatched 56,581 calls.

24 HOURS OF SERVICE

After catching up on the goings-on of the last 12 hours, each communications operator takes over a position and logs into the Computer Aided Dispatch system, 9-1-1 telephone system, 800MHz radio system, Chameleon dispatch program for Animal Control, and prepares for the first of many 9-1-1 calls of the day.

Communications operators work 12-hour shifts, covering dispatch all day, every day 365 days a year and can talk callers through issues like administering CPR or child birth. We are responsible for all 9-1-1 medical and fire calls in Bay County. We dispatch Bay County Emergency Medical Services, Bay County Fire Rescue and fire departments for the county's municipalities. We dispatch after hours for Bay County Animal Control, the American Red Cross, Bay County Roads and Bridges, Traffic Engineering, and Utilities. On the Emergency Management side, staff duties might involve a meeting to conduct disaster planning or coordination, working on grants or participating in a public outreach program.



WHO WE ARE

Emergency Services is comprised of 3 divisions: Fire Rescue, Emergency Management, and Emergency Medical Services (EMS). Our mission is to plan for, train for, exercise for, respond to, recover from, and prevent harm from the impact of natural and manmade disasters on the community.

Bay County Emergency Management oversees the county's Emergency Operations Center and coordinates emergency planning before, during and after emergencies.

We work with all sectors of government, including police, fire, rescue and hospitals as well as nonprofit organizations and local officials to put an emergency plan in place long before disaster strikes.

Emergency Management receives two primary annual non-county funding sources, including Emergency Management Preparedness and Assistance (EMPA) and the federal Emergency Management Performance Grant (EMPG). The funds are used to maintain and enhance the Emergency Management program.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- **Comprehensive Emergency Management Plan Update** - Bay County Emergency Management is responsible for developing and maintaining the Comprehensive Emergency Management Plan (CEMP), and it must be updated and submitted to the state at least every four years. The plan provides policies and procedures to prevent, prepare for, respond to, recover from, and mitigate natural or man-made disasters that might affect the health, safety, or general welfare of Bay County residents and visitors.
- **Local Mitigation Strategy Update** - Bay County is required to develop a Local Mitigation Strategy (LMS) to reduce or eliminate risks associated with natural and man-made hazards. These plans must be in accordance with the Disaster Mitigation Act of 2000, which allows for collaboration between state and local entities to encourage pre-disaster planning, recognize the need for mitigation, and designate funding for projects through federal grants. The Florida Division of Emergency Management Mitigation Planning Unit helps counties update and review the LMS, serving as a resource for technical advice, knowledge of funding sources, and general information regarding hazard mitigation. Without an approved LMS, a county would be unable to apply for many federal grants, and the LMS must be updated every five years to remain compliant.
- **Digital Billboards Partnership** - In times of emergency, it is critical that we keep the public informed—through whatever means necessary. We live in a digital age. Bay County has partnered with Lamar and Premium Outdoors to get multiple digital billboards up

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<http://www.baycountyfl.gov/emergency/management.php>

EMERGENCY SERVICES

emergency management

and running throughout Bay County to display direct messages from Twitter during emergencies. Bay County's Public Information Office and other Emergency Management staff can "live tweet" information to the billboards. Through our tweets, we control the billboards. These billboards, seen by thousands of people per day, would be highly beneficial in a large scale emergency such as a hurricane evacuation.

- **Social Media** - Staff have worked diligently with the Public Information Office to create and maintain a strong social media presence for Fire, EMS, Communications, and Emergency Services. We have participated in several nationwide campaigns with positive feedback, and our Facebook page currently has several thousand likes and is followed by all local media partners.
- **Community Outreach** - Bay County Emergency Services staff conducted numerous media interviews, participated in public service announcements, and wrote articles for a variety of publications. Staff also participated in such community-wide events as the Red Cross Hurricane Preparedness Day and Home and Garden Expo. We are also popular with elementary schools for their field trips.
- **Exercise Planning and Participation** - Staff served as planners and facilitators of several large-scale exercises, including the State-wide Hurricane Exercise and an ESF 17 (Animal Services) Exercise that was the largest activation of assets in the US to date.
- **E-911 System** - The mission of Bay County Communications is to deliver effective and efficient emergency communications to all residents and visitors of Bay County. The 9-1-1 system is two years old and is updated with new technologies regularly, including an update in July 2016. The Communications Center is equipped with an Enhanced 9-1-1 system that provides telephone subscriber information on calls received from residential phones. All wireless calls are fielded at the Communications Center and transferred to the relevant agency as needed. Bay County maintains redundant equipment to prevent service interruptions. We work closely with law enforcement agencies, local municipalities and military partners to ensure public safety.
- **Emergency Services Geographic Information Systems** - Bay County's Geographic Information Services (GIS) staff, part of our Emergency Management Division, is responsible for supporting mapping for Emergency Services, including maintaining our 9-1-1 mapping system. Recent updates to the system allow dispatchers to quickly retrieve information when seeing mapped 9-1-1 calls, and they can share live information with 9-1-1 centers countywide. Last year GIS staff also added technology that allows responding firefighters to quickly see fire hydrant locations on their mobile devices, all while being provided directions to the emergency location. GIS also overhauled the county "emergency atlas" to provide an updated mapbook for all EMS, firetrucks and stations. A new hydrant maintenance collector app allows firefighters to identify hydrant maintenance gaps and overlaps so they may be quickly addressed.

Emergency Management's GIS staff is also responsible for maintaining situational awareness software for Bay County Emergency Management that houses information from all internal users and agency partners. The software provides situational awareness of everyday activities, events and disasters, such as dispatchers' updating of road closures as they happen. The system collects all types of information that can be reported, mapped and shared with those who need it.

Bay County's GIS staff was key in last year's rollout of the new statewide emergency notification system called AlertFlorida. As part of this statewide system, each county has its own local mass notification system to provide citizens with critical emergency information. Bay County was given the opportunity to be an early adopter and was the third county to be granted access to the system. All our citizens are encouraged to sign up for emergency alerts by visiting www.alertbay.org.

- **Radio System Upgrade** - The Communications Division staff maintains and manages the Bay County 800 MHz Public Safety Radio System used by almost all emergency responders and municipalities in the county. In 2016, the county made strides toward implementing a new P25 digital radio system that will serve our communities for the next 15-20 years.
- **Communications Operator Training** - Telecommunicators hired after October 2012 must complete a state-approved 232-hour training course. The law allows agencies to maintain their in-house training programs for certification if they meet certain parameters. On-the-job training can be included in the 232 hours. Telecommunicators must then pass a state exam measuring their competency and proficiency. The Bay County Communications Division training curriculum received approval from the State of Florida and provides the certification training in-house, and upon completion communications operators are required to travel to Tallahassee and pass a comprehensive exam to receive their state certification. Telecommunicators are required to renew their certifications every two years.

INCIDENTS DISPATCHED	TYPE OF CALL	% OF CALL
BCAC	10,221	21.33%
FIRE	13,697	26.43%
EMS	31,507	50.44%
EOC (R&B, ETC)	1,156	1.80%
TOTAL	56,581	100.00%
PHONE CALLS (911/INCOMING & OUTGOING ADMIN)		
FIRE/EOC	49,651	49.99%
EMS	22,914	33.48%
BCAC	13,806	16.53%
TOTAL	86,371	100.00%

Bay County Emergency Services has an additional 327 hours of in-house training for new hires that includes:

- **Basic Life Support - Cardio Pulmonary Resuscitation**
5 hour class
- **Public Safety Telecommunicator 1**
40 hour class
- **Emergency Medical Dispatcher**
24 hours class
- Assorted FEMA, HAZ-MAT, EMS, and FireRescue 1 Academy classes.

AWARDS AND RECOGNITION

Telecommunicators Week: This week-long event, held annually during the second week of April, honors telecommunications personnel in the public safety community.

Emergency Services holds an awards ceremony annually. During the awards ceremony, we honor the outstanding efforts of firefighters, Emergency Services personnel, and communications personnel who have gone above and beyond the call of duty to aid others in their time of need or who have shown excellence in their profession.

The Fire and EMS Divisions each have their own dedicated and professionally-trained Honor Guard that presents the colors at the awards ceremony. The Honor Guard also serves at other community events such as parades, graduations, and funerals.

EMERGENCY SERVICES

fire rescue

DID YOU KNOW?

Fire prevention is equally important as training and preparedness. BCFR has a focus on fire prevention. We visit day cares, elementary school classrooms, churches, and civic groups annually. We also host field trips at our stations throughout the year.

Our flagship community event is Fire Prevention Fest. The event is held in conjunction with the National Fire Protection Association's Fire Prevention Week. Through educational, family-oriented activities, residents can learn more about the power of prevention and available technologies to protect their own families from fire. Kids can participate in various learning activities such as touring the Fire Prevention House, using firefighting tools and equipment, and squirting the fire hose. They can also meet such "celebrities" as Smokey the Bear, Sparky the Fire Dog, and, of course, local firefighters.

If you would like to schedule a Fire Prevention Detail or field trip, please call 850-248-6040.



WHO WE ARE

Bay County Fire Rescue (BCFR) serves the rural and suburban unincorporated areas of Bay County, responding to structure and wildland fires as well as first responder calls to Bay County Emergency Medical Services. Bay County Fire Rescue also responds to mutual aid and automatic aid calls with county municipal fire departments. The Bay County Hazardous Materials Team is operated by Fire Rescue and 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- **Assistance to Firefighters Grant** - Bay County Fire Rescue was awarded a federal grant of \$134,472 for emergency medical technician (EMT) and paramedic training for BCFR staff. The grant covered the cost of all tuition, books, and supplies. The grant also covered a portion of the cost of the administrative leave accrued by the students.

These firefighter-EMT-paramedics are now equipped to respond effectively to the large number of medical calls dispatched to them. In the northern-most reaches of Bay County, response times for an ambulance can be upwards of 30 minutes. With our 10 fire protection districts, our crews can reach most of our service area within minutes.

Additionally, these firefighter/paramedics are being used in the EMS Division during times of high call volume (Spring Break, special events). We are able to lighten the load on our EMS personnel by providing overtime and backfill.

- **Insurance Service Office Public Classification Initiative** - Through the Public Protection Classification (PPC™) program, ISO evaluates municipal fire-protection efforts in communities throughout the United States. A community's investment in fire mitigation is a proven and reliable predictor of future fire losses. Many insurance companies use PPC information to help establish fair premiums for fire insurance — generally offering lower premiums in communities with better protection. Many communities use the PPC as a benchmark for measuring the effectiveness of their fire-protection services. The PPC program is also a tool that helps communities plan for, budget, and justify improvements.

The Fire Suppression Rating Schedule (FSRS) is a manual containing the criteria ISO uses in reviewing the fire prevention and fire suppression capabilities of individual communi-



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EMERGENCY SERVICES

fire rescue

ties or fire protection areas. The schedule measures the major elements of a community's fire protection system and develops a numerical grading called a Public Protection Classification (PPC™).

The FSRS lists a large number of items (facilities and practices) that a community should have to fight fires effectively. The schedule is performance based and assigns credit points for each item. Using the credit points and various formulas, ISO calculates a total score on a scale of 0 to 105.5.

The FSRS considers three main areas of a community's fire suppression system: emergency communications, fire department (including operational considerations), and water supply. In addition, it includes a Community Risk Reduction section that recognizes community efforts to reduce losses through fire prevention, public fire safety education, and fire investigation.

In May 2013, Bay County Fire Rescue underwent a complete ISO audit. BCFR was able to attain a split PPC rating. The department has a community classification number with ISO of 5/9.

BCFR continues to pursue opportunities to improve our rating and save our citizens money.

- **Station Grant** - BCFR is pursuing FEMA disaster funding to replace three of our older stations.
- **Safer Grant** - We received a \$757,000 grant to fund six firefighter positions. This grant will allow us to hire professional firefighters to man the Sand Hills Fire Station.
- **Apparatus Replacement Plan** - A plan is being developed to systematically replace fire apparatus through a process that uses a combination of factors that considers the age of the vehicle, mileage, accidents or damage, normal wear and tear, and hours of fire pumping use or engine idle.
- **Fire Inspector Position** - BCFR created a position to begin a Fire Inspection Bureau. Fire prevention and education is one of our key missions. Our fire inspector works with citizens and businesses to ensure that businesses are within state and county fire codes.
- **Mutual Aid and Training** - Bay County Fire Rescue trains rigorously with all of the municipalities in Bay County and throughout the region. It is extremely important to us to be able to assist and be assisted by neighboring agencies. We also train and respond with agencies such as the Florida Forest Service and the Florida Wildlife Commission.



AWARDS AND RECOGNITION

On April 19, 2016, two teams from Bay County Fire Rescue participated in the Pensacola Beach Firefighter's Challenge. Of 14 teams, our two teams placed second and fifth.

The obstacle course consisted of: forced entry, charged hose drag, Keiser Sled, dummy drag, and a hose hoist. Participants were required to wear full structural firefighting gear including boots, gloves, air packs (breathing on air), helmets, and masks.

The team members were honored with Meritorious Service Awards at a county commission meeting.

24 HOURS OF SERVICE

Bay County Fire Rescue Personnel work 24 hour shifts.

The day starts with "Passover" at 7 a.m. This is where off going crews share relevant information with the oncoming crew.

The morning starts with trucks and station checks. By mid-morning, the crews are entertaining children at a neighborhood daycare or elementary school. Fire Prevention is one of our key missions.

Next, it's off to a car accident to assist EMS and law enforcement crews with extrication and basic life support. Crews are trained to position apparatus to maintain traffic and offer protection to first responders on the scene.

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

Late afternoon may find firefighters painting hydrants. Yes, we do that too.

Or we may be responding to a hazardous materials spill. We have one of the region's three federally-funded HazMat teams.

In between all of these calls, our firefighters are required to complete two hours of physical training! And the calls don't stop because it is evening. It is not uncommon for our fire crews to run calls all night.

An evening thunderstorm comes may come with dangerous lightning . . . and a wildfire. Crews rush to the scene to protect our citizens' home and property.

Heart attacks and other medical emergencies happen at all hours of the night. In many areas of the county, our firefighters are first on scene for medical calls. And don't worry, they can provide medical care until the EMS responders arrive.

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

EMERGENCY SERVICES

emergency medical services (ems)

DID YOU KNOW?

Each EMS vehicle is equipped with a computer-assisted dispatch system (CAD) that instantaneously provides vital information directly to the unit while the 9-1-1 information is gathered on the telephones at the EOC.

Bay County EMS has been using electronic patient charting (EPCR) for documentation since 2009, having been one of the first services in Florida to institute this efficient platform.

Along with our public safety partners, Bay County EMS provides medical support at special events including all high school varsity football games, the IronMan and Gulf Coast triathlons and a multitude of other special events throughout the year.

Dozens of times each year, Bay County EMS provides public safety displays for schools, organizations and civic groups on such topics as heart attack prevention, general public safety and CPR.

Many staff members hold instructor qualifications and routinely teach around the region in areas such as Advanced Cardiac Life Support, CPR, Pediatric Advanced Life Support, Pre-Hospital Trauma Life Support, Tactical Combat Casualty Care and other disciplines.



WHO WE ARE

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

Working daily 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.

BCEMS 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- Bay County EMS provides advanced life support/mobile intensive care services for Tyn dall Air Force Base and Naval Support Activity-Panama City.
- Bay County EMS provides advanced life support for United States Coast Guard offshore missions throughout the northern Gulf of Mexico, sometimes by boat and other times by USCG helicopter.

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www.baycountyfl.gov/emergency/emergency-medical-services.php



EMERGENCY SERVICES

emergency medical services (ems)

- Bay County EMS provides Tactical Emergency Medical Services (TEMS) for the Bay County Sheriff's Office regional SWAT team and the Sheriff's regional Bomb Squad along with medical support for the multi-agency dive team, JAWS.
- Bay County EMS is on-call to respond to requests from the State Emergency Response Team (SERT) to be rapidly deployed anywhere in Florida in the event of disasters such as hurricanes, large wildfires and mass casualty incidents. Bay County EMS is recognized by SERT as a lead and command SERT EMS agency during any statewide deployments. In addition, Bay County EMS houses and operates a regionally deployable Mass Casualty Incident Team with state equipment provided by SERT.
- Bay County EMS provides Gulf Coast State College EMT and paramedic students with hundreds of hours of clinical field instruction and experience while they complete their initial training.



AWARDS AND RECOGNITION

Several Bay County EMS paramedics and EMTs have recently received Meritorious Service awards for initiative, problem-solving and several EMTs and paramedics were awarded the Valor Service Award for perilous actions above and beyond the normal call of duty.

Several EMTs and paramedics have also been awarded EMT and Paramedic of the Year by such organizations as the Veterans of Foreign Wars, Kiwanis International and local Rotary clubs.

Our EMS Division is recognized for our contributions to the Gulf Coast State College's Paramedic and EMT programs on an annual basis. For the past several years, an EMS employee has been awarded the "Preceptor of the Year" honor. Preceptors train students in the field through clinical rotations on the ambulance. These rotations bridge the gap between the classroom and a real-world call and are critical to a student's education.

24 HOURS OF SERVICE

Bay County EMS staff generally operates on either 24-hour 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.

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. The staff continually checks equipment and supplies throughout the shift and are always in a ready state for "the next one".

Bay County's EMTs and paramedics are well versed in life-saving procedures such as advanced bleeding control, 12-lead EKGs (which are 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.

Dispatched and tracked by the Bay County Emergency Operations Center, each hour of each day Bay County EMTs and paramedics answer 9-1-1 emergency calls throughout Bay County. 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 operating "on the fly."

Bay County's EMTs and paramedics excel at their chosen profession and have been proven among the best in the State of Florida according to data collected by the Florida Department of Health Bureau of Emergency Medical Services.

HUMAN SERVICES

cooperative extension

DID YOU KNOW?

- Extension had 458 volunteers who contributed 14,115 hours valued at \$304,884 resulting in affordable and accessible programs for Bay County citizens.
- Horticulture and Sea Grant Extension Agents address invasive species which threaten Bay County's unique and diverse ecosystems.
- Family and Consumer Sciences (formerly known as Home Economics) is a non-biased resource for food preservation/canning information.
- 4-H is the youth program through Extension with over 70 projects areas.

24 HOURS OF SERVICE

Our office hours are 8 a.m. - 5 p.m., and we are closed from noon to 1 p.m. for lunch. However, Extension work is not an 8-5 job. Extension agents' 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 news 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. They seek information about how to solve a variety of issues: What to plant? What's killing my plants? What day camps are available for my child? What are Bay County's Artificial Reef locations? My jelly did not gel, can I remake it?



WHO WE ARE

UF/IFAS Extension Bay County provides educational information in response to local issues affecting 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 Horticulture, Marine/Coastal issues, Family and Consumer Sciences, and 4-H Youth Development.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- **Horticulture Program** - The Horticulture Program's educational activities target homeowners, horticulture professionals, Master Gardener volunteers, and youth. Our programs focus on landscape techniques and pesticide safety that, when properly implemented, will reduce nonpoint source pollution to water bodies.

Our best management practices protocol included:

- 1,556 consultations through field visits, educational booths, office help desk and emails by agent and Master Gardeners.
- 35 classes taught by agent, reaching 842 people (includes 228 landscape professionals obtaining or maintaining state pesticide or fertilizer licenses).
- 30 classes taught by Master Gardeners, reaching 331 people.

Finally, our volunteer education efforts resulted in 14 individuals graduating from a new Master Gardener training class, nine of whom completed the initial 75 volunteer hours of volunteer service to become certified Master Gardeners. The Master Gardeners volunteered 3,735 hours.

- **Marine/Coastal Program (Florida Sea Grant)** - UF/IFAS provides assistance to the Bay County Artificial Reef Program by supporting its RESTORE project proposal via Gulf fishery studies and economic impact data documenting the value of Bay County's artificial reefs. The proposal ranked second out of the final 15 projects and will receive funding of \$369,125.

Sea Grant, in conjunction with the Bay County Planning and Zoning Department, signed a Florida Fish and Wildlife Natural Resources Damage Assessment Artificial Reef Construction Grant of \$918,540. Our habitat restoration activities include building a nursery that has the capacity to produce 5,000 plants and restore up to 1,000 feet of shoreline annually. Shoreline grasses are one of the most important coastal ecosystems since they prevent erosion, interrupt stormwater pollution, and provide a home to both aquatic and terrestrial animals.



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The Artificial Reef and Bay Grasses in Classes programs had 146 volunteers who contributed 1,098 hours. The economic and environmental benefits to the community included jobs in sustained tourism and commercial fisheries.

- **Family and Consumer Sciences (FCS)** - The FCS Program enables citizens to improve their quality of life by providing practical information on a variety of financial, food/nutrition/health and other family-related program topics. FCS focuses on building stronger communities through the promotion of economic security and individual/family well-being.

We held 58 classes and made 2,264 educational contacts with school age youth, adults, food service managers and other food handlers.

Food and Nutrition and Food Safety:

- **SafeStaff® Food Handling Program:** Twenty-nine adults/teen foodhandlers and potential foodhandlers received six hours of training (i.e. food contamination, personal hygiene, storing food). This training is required by the Florida Department of Business and Professional Regulation, Hotel and Restaurant Division. Participants received a 3-year certificate.
- **ServSafe® Managers Program:** Nine food service managers received eight hours of training (i.e. foodborne illness, biological, chemical and physical contaminants, keeping food safe). State law requires a certified manager be present per shift. Participants must pass an exam to receive their 5-year certification.
- **Nutrition Programs:** reached 1,861 individuals. Assuming the lowest dollar figure of \$3.63 saved in healthcare costs, this program saved Bay County \$6,755 in medical costs. Programs included Nutrition and Health, Reducing Sodium, Healthy Eating for Older Adults, More Cooking with Herbs and Using Herbs in Cooking.

Financial Management: Reached 69 women and limited-income adults. Collaborated with various agencies to provide educational programs in financial resource management. Participants gained knowledge on how to track their personal expenses, develop and manage a spending plan, reduce debt and increase financial security.

- **4-H Youth Development** - The 4-H Program teaches life skills to youth through community, afterschool, and military clubs that include various project groups (i.e. horses, food and nutrition, gardening/environmental, financial, creative arts).

We offer workshops, clinics, camps, school enrichment and competitive events to encourage youth participation and exploration through 4-H with a minimum of six hours of face-to-face teaching (either by the 4-H agent, extension faculty, program assistant or trained 4-H volunteers). There were 3,291 youth in school enrichment programs, 940 in club programs, 10 in day camps, 27 in residential camp, and 510 from military bases.

Youth and adult volunteers contributed 8,836 hours.

Other agents provided support to youth development:

- Horticulture Agent and volunteers provided 24 programs that reached 1,325 youth in topics such as Agriculture Awareness, Careers in Horticulture, vegetable gardening, and composting.
- FCS reached 371 elementary school youth who received training on the importance of hand washing. Appropriate hand washing practices can reduce the risk of foodborne illness and other infections. It is estimated that washing hands with soap and water could reduce diarrheal disease-associated deaths by up to 50 percent.

- **County Extension Director** - County Extension programs receive funding from federal, state and county government. Extension has addressed the issue of reduced budget allocations by generating additional dollars in the form of grants and fees to supplement our efforts and insure long-term sustainability of our programs and services.



In 2015, Extension received a total of \$214,339 in grants and fees:

- Sea Grant: Florida Fish & Wildlife Reef Construction - \$60,000; US Fish & Wildlife Grasses in Classes - \$7,000
- Family and Consumer Sciences: Family Nutrition Program (FNP) Grant - \$96,618 to support two program assistants to work with SNAP-Ed eligible families and school youth who are SNAP-Ed eligible.
- 4-H: Military Partnership Grants - \$69,500 (NIFA/USDA) supported 4-H programs at 12 installations in Florida, 11 Air Bases in Europe and 1 Navy Base in Cuba. Bay County received \$29,640 to support a program assistant and youth programs.
- **Fee Based Programs:** Master Naturalist, Cooking with Herbs, Food Safety and Quality, Commercial Horticulture Programs, Homeowner Horticulture Programs, Workshops/Camp fees totaled \$12,731.
- **Other support funding:** Donations for camp scholarships, horse programs, public speaking, day camps totaled \$8,350.

AWARDS AND RECOGNITION

- 2015 UF/IFAS Florida Master Gardener Award of Excellence Service to 4-H and Other Youth for Youth Gardening at Margaret K. Lewis School
- 2015 FAE4-HA Denise Miller Innovator Team Award (State and Regional Awards)
- 2015 FAE4-HA Educational Piece - State Team Award
- 2015 FAE4-HA Educational Technology - State Team Award

DID YOU KNOW?

During the 2015-2016 calendar year, the Human Resources Department:

- Received over **3,889** applications and **165** job interest forms
- Referred **2,899** candidates, rejected **1,186**
- On-boarded **127** hires
- Processed **557** performance evaluations
- Processed **43** promotions, **67** resignations, **27** retirements, **eight** probationary discharges, **seven** involuntary terminations and **47** disciplinary actions
- Trained **122** new employees and **437** current employees
- Provided **15** training curriculums
- Processed **123** Family Medical Leave Act letters and WH-380/WH 381 forms
- Managed multiple employee complaints
- Received and responded to numerous lawsuits & public records requests
- Organized **3** blood drives and received over **330** units of blood



WHO WE ARE

The Human Resources Department provides a comprehensive package of employment services that meet the goals and objectives of the Board of County Commissioners (BOCC) as well as training and administrative functions.

The Bay County Human Resources Department provides services to more than 600 employees and coordinates employment activities such as recruitment, application reviews, interviews, recommendations for employment, status changes, suspensions, terminations, performance evaluations, and new hire orientation for all BOCC employees. HR also offers benefits management to more than 600 employees and their dependents. The HR Department provides guidance, information and assistance to directors or supervisors on personnel matters to ensure compliance with all federal and state labor laws and compliance with the employee manual.

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.

Five full-time employees provide HR services to the County's workforce.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- **Training & Development** - Continual investment in our employees' training and development is essential for improving staff performance and enhancing the services provided by the Commission while attracting and retaining a knowledgeable and skilled workforce. Last year, Bay County Human Resources launched its New Employee Training Academy consisting of a required one-day orientation and completion of six core classes aimed at preparing our employees to provide excellent customer service. The orientation consists of training by the HR and Risk Management staff to discuss benefits, workers comp, and pertinent information about the organization of Bay County. The 2nd portion of orientation is provided by an outside training company and consists of three classes:

The 2nd portion of orientation is provided by an outside training company and consists of three classes:

1. Professional Ethics for the Government Employee
2. Customer Interactions, Lasting Impressions
3. Identifying and Preventing Workplace Harassment



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The eight Core Classes of which the employee must attend six are:

1. Dealing With Difficult Situations
2. Are We Communicating?
3. Diversity in the Workplace
4. Anger Management/Workplace Violence
5. Understanding Four Generations in the Workplace
6. Adapting to Change
7. Developing & Maintaining a Positive Mental Attitude
8. Teamwork – Exploring Your Impact

Employees took part in a number of Internal Courses. Some of which included:

- Leadership Academy for Supervisors
- Interviewing and Difficult Employee Training for Supervisors
- FRS Nearing Retirement Seminar
- **Performance Management System** - Performance evaluations are an integral part of an organization's personnel management program. More than 520 performance evaluations were completed in 2015 to improve 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** - Human Resources teams up with Florida Blue to provide health screenings during the county's annual Health Fair. The screenings include blood pressure, blood glucose and cholesterol checks followed by a discussion with a health coach. Last fiscal year, 409 employees attended the health fair accounting for the best attendance since the inception of this program in 2005 with a 100-percent increase over the years.

Human Resources provides blood pressure screenings each quarter and wellness seminars by local doctors and healthcare professionals. The 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.
- **Charity Events** - Human Resources initiated a Kickball/Grill Master Tournament with Panama City employees and raised more than \$1,100 for United Way.

Human Resources also coordinates blood drives three times throughout the year at two locations in the County. Last year, Bay County employees donated 332 units of blood to help give life to others.

AWARDS AND RECOGNITION

Since Bay County's 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 organization. In Fiscal Year 2015-16, 155 employees received recognition for their hard work.

When warranted, 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 Bay County Commission meetings and to share their accomplishments while presenting them with the Extra Mile Award/Safety Award.

24 HOURS OF SERVICE

It's 7:30 a.m. on Monday morning and the Human Resources Office is already buzzing with activity. Two freshly made pots of steaming hot coffee greet staff, new employees, and visitors. Three newly hired employees will be here at 8 a.m. to go through the "On Boarding" process, and payroll timesheets are starting to trickle in. After getting a cup of coffee, one of the division managers stops by the HR director's office to discuss a personnel issue that occurred over the weekend. This pretty much sets the pace for the rest of the day and for that matter, the entire week.

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.

And of course, 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?

- Citizens in Bay, Gulf and Liberty Counties made **463,399** visits to the eight locations of the Northwest Regional Library System in FY 2016.
- Library cardholders checked out **676,941** books and other materials.
- Library online resources include 24/7 online access to homework help, business, history, career, and other research databases.
- Library cardholders can download ebooks and audiobooks from the library website 24/7 from anywhere with internet access.
- There were **173,949** uses of public access internet computers and wi-fi throughout the library system.
- The number of attendees to library programs was **39,690**.
- The Library staff is made up of people with diverse backgrounds and areas of expertise. Community groups are encouraged to consider the Library Speakers' Bureau when selecting speakers for their events. Ann Robbins, head of the Literacy Department, is an expert on local history and speaks frequently. One of her most popular presentations is about "Bone Mizell, Florida Cowhunter."



WHO WE ARE

The Bay County Public Library is the headquarters of the Northwest Regional Library System. NWRLS is a consolidated library system providing multi-county library services through contractual arrangements with Bay, Gulf and Liberty counties. The Bay County Board of County Commissioners is the governing authority for the system, administered by the library director under the direction of the county manager or his/her designee. A Library Advisory Committee, consisting of appointees from all three counties, advises their county commissioners on library issues.

Bay County Public Library, located in Panama City, is the headquarters of the system. Other branches are located in Panama City Beach, Parker, Springfield, Port St. Joe, Wewahitchka, Bristol and Hosford.

The mission of the Northwest Regional Library System is to connect the people of our diverse communities with the information they seek for school, work, and play. The eight libraries in the system serve a population of more than 200,000 people and offer a combined collection of more than 318,000 items including print books, magazines, DVDs, CD audiobooks, ebooks and downloadable audiobooks. There are 35 full-time and 25 part-time staff members who work in Northwest Regional Library System locations, proudly serving more than 38,000 visitors each month.

The Library offers educational and recreational programs for all ages. Our preschool programs make reading and stories fun for children and families and help prepare children to enter school with the skills they need to be successful. Our Literacy Department offers one-on-one and group tutoring to help people improve their reading, writing and English, study for the citizenship test and more. Teen and adult programs are diverse and include musical performances, technology instruction, painting demonstrations, gaming tournaments, book discussions, art exhibits and lectures. Our Foundations and Friends groups provide support, volunteers and funding that makes much of what we do possible.

A must-see for residents of Bay County is the Jane Patton Genealogy and Local History Room at the Bay County Public Library. This room is a treasure trove of local artifacts and information on the history of Bay County. Genealogy researchers can access Ancestry.com as well as many other physical research materials. The Bay County Public Library also houses the Bay County Law Library which is available during all of Bay County Public Library's operating hours.

The Corinne Costin Gibson Memorial Library in Port St. Joe offers another special collection, the Alfred I. DuPont Florida History & Genealogy Center. It is open during all operating hours of the library and offers access to Ancestry.com in addition to thousands of physical research volumes and artifacts.

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STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

Highlights for Fiscal Year 2016 include:

- The Summer Reading Program theme for 2016 was “On Your Mark, Get Set, Read!” Libraries offer summer classes to help children avoid the “summer slide” reduction in reading levels that occurs when children do not read when school is out of session. There were 123 programs offered with 5,359 attendees. Between June 1 and Aug. 15, library staff issued 628 new library cards for children and teens, and 59,659 youth and teen materials were borrowed.
- The Florida Humanities Council selected Gulf County to serve as a PrimeTime Family Literacy site. PrimeTime is a six-week program of reading, discussion, and storytelling for families with young children. Nancy Brockman, Gulf County coordinator, wrote the grant and is the program director.
- The Corinne Costin Gibson Memorial Public Library in Port St. Joe changed their operating hours to include Saturdays.
- The Literacy Department provides group and one-on-one tutoring for people who want to improve their reading skills, study for the citizenship test, or learn to speak, read and write the English language. In FY2016 the Library Literacy program increased the number of classes offered at the Bay County Public Library and added classes at the Panama City Beach Library.
- Technology upgrades included new public access computers for the Bay County Public Library, Parker Public Library and Panama City Beach Public Library.
- The Early Learning Coalition of the Big Bend Region provided Liberty County Libraries with document scanners to assist clients with submission of required paperwork.
- Liberty County Library Manager Gerard Giordano wrote a successful U.S. Department of Energy grant that funded more than \$22,000 in building improvements for the Jimmy Weaver Memorial Library in Hosford.
- Library staff offer “Book-A-Librarian” tutoring sessions where customers can meet one-on-one with a librarian to learn about things like downloading ebooks, setting up email, or creating a resume.
- The Bay County Public Library added an outreach librarian to the staff. Heather Ogilvie provides programming in locations outside of library facilities, including regular story and activity programs at the Panama City Mall, visits to BeeHive Home Assisted Living Facilities in Lynn Haven, and PopUp Library events all around Bay County.

AWARDS AND RECOGNITION

- Sarah Burris, Bay County Library reference librarian, was awarded the Outstanding New Librarian Award by the Florida Library Association in 2016.
- Library Director Robin Shader was elected as the vice president/president elect of the Florida Library Association.
- The Northwest Regional Library System was awarded two Panhandle Library Access Network Innovation grants to purchase Kindles for customers in Liberty and Gulf Counties and fund six MakerSpace Mobile kits with activities to support science, technology, engineering and math (STEM) education in our communities.
- The Northwest Regional Library System was awarded a Library Services and Technology Act (LSTA) grant of \$9,965 for a project called “Bay County Scientist in Residence.” Staff from all three counties will attend a series of classes, taught by a mechanical engineer, to learn how to operate a 3D printer and how to build, program and operate a remote-controlled robot. The grant will also fund the purchase of one 3D printer each for Bay, Gulf and Liberty Counties.
- Sarah Burris wrote an article called Beyond the Lens: Increasing Community Involvement through Books and Film Series at Bay County Public Library which was published in the Spring 2016 edition of Florida Libraries.
- Laura Moree, head of Genealogy & Local History, wrote an article on Jane Patton, the first director of the Northwest Regional Library System, for the American Library Association Feminist Task Force’s blog, Women of Library History.
- Nancy Brockman’s “Books to Go” project is on the State Library’s Web site as one of the “Stars in the Sunshine State.”

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
- performing collection maintenance tasks such as searching for missing materials and evaluating items to determine if they need to be removed or replaced
- Local History Department staff research questions from the public and work on inventory tasks.
- Some staff will be working on reports or grant applications or preparing to present library programs.

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 use the catalog to search for an item and then helping them find it on the shelf
- helping people research topics of interest
- answering customer questions about their library account
- troubleshooting computers and teaching people how to use their iPad, Kindle or smartphone to download ebooks
- helping people learn how to use computers to apply for jobs or complete government assistance forms which must be completed 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 downloadable books any time of the day or night if they have access to the Internet.

HUMAN SERVICES

veterans services

DID YOU KNOW?

More than 22,500 veterans reside in Bay County.

Bay County veterans receive benefits valued at more than \$115 million annually, not including VA Education, VA Home Loans, and VA Health Care.

24 HOURS OF SERVICE

Our office hours are 7:30 a.m. to 5 p.m. We average between 21 and 25 client visits daily. Dispersed in between these clients our staff will receive another 20 to 30 phone calls.

Our staff will deal with many issues throughout the entire day, but our primary objective is customer service that might 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

Bay County Veterans Services offers dedicated service to all qualified veterans and their dependents, ensuring that they are provided fair and just treatment in accordance with the laws and regulations governing the Department of Veterans Affairs.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, Bay County Veterans Services:

- Assisted veterans and their families with processing benefit claims, VA Health Eligibility and obtaining other benefits entitled to them through the State of Florida, the U.S. Department of Veterans Affairs, and other Federal Agencies.
- Assisted homeless veterans throughout the area to obtain healthcare and housing through the U.S. Department of Housing and Urban Development-VA Supportive Housing Program.
- Partnered with Career Source Gulf Coast by referring veterans who require assistance with obtaining employment job search skills.
- Supported the Board of Bay County Commission and the Bay County Veterans' Council with both the Memorial Day Service and the Veterans' Day Parade and Ceremony in Panama City.
- Advised Bay County veterans on upcoming events and any programs or changes that the VA may introduce.
- Supported the veterans housed at Sims Florida State Nursing Home through the 'Friends of Sims Nursing Home,' a nonprofit organization run by the County Veteran Service Officers of Northwest Florida. Funds are donated to this organization and distributed to the nursing home to purchase items that the State of Florida does not include in its budget.
- Supported the Bay County Board of County Commissioners' designation of June 25, 2016 as "Korean War Veterans Remembrance Day."
- **Veterans Helping Veterans** - Bay County understands that behind every veteran's benefits claim is a veteran in need. The Bay County Veterans' Service Office remains ready and willing to assist in obtaining those benefits. Veterans' Service staff is comprised of three counselors, one senior staff assistant and one County Veterans Service Officer.

We strive for continual outreach to Bay County veterans, and in doing so, visit various community organizations in the area to present programs that inform them of what benefits are afforded to veterans and their families. We also visit the local prison and present programs to incarcerated veterans about benefits to which they are entitled.



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WHO WE ARE

The Information Technology Division (IT) provides reliable and stable infrastructure for telecommunications and data management, maintaining all computers, video security systems, access control, mobile devices and other electronic-related systems. IT also assists with various Web sites and is responsible for network connectivity, software deployment, database creation and management, E-mail services, and overall information security.

Geographical Information Systems (GIS) staff is dedicated to maintaining core GIS services such as base layer maintenance, GIS application hosting, system administration, data management, imagery acquisition, and user training. Geospatial support services – including customer assistance, mapping, spatial analysis, data integration, application development, and project management – are provided to the public, county departments, municipalities, and a variety of other agencies. We are focused on application development and deployment of content-specific Web-mapping solutions for use by internal departments, municipalities, and the public. Currently we provide department-specific applications to eight county departments, five municipalities, as well as numerous public-focused applications.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

Information Technology:

- Upgrades including LS2pac and Email server
- Utilities billing software migration
- Implemented text message archiving
- Installed and set up new public-use computers for libraries
- Continued support for the Bay County Web site along with online services such as Alert-bay.org and the Bay County GIS Web site.

Geographical Information Systems:

- Cartograph Operations Management System implementation and integration with GIS
- Development, deployment and support for internal department-specific mapping applications
- Increase access to data through responsive public applications, including “My Elected Representatives”; RESTORE Act proposals; future land use & zoning; FEMA flood zones; evacuation zones; storm surge zones; points of interests; parks, boat ramps, and trails locator
- Mobile applications for hydrant and valve inspections
- County road atlas
- Contributor to ESRI’s Community Mapping Global Initiative for data sharing
- Acquisition and deployment of improved aerial imagery
- In-house development of 70,000 + building footprints data layer
- County-wide redraw of street centerline network (2,100 miles)

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DID YOU KNOW?

- GIS supports more than 50 web-mapping applications
 - GIS has created, in-house, more than 74,600 building footprints
 - GIS manages more than 300 data layers
- IT supports approximately:**
- 1014 computers, 1163 landlines, and 530 mobile devices
 - 73 service locations within Bay, Liberty and Gulf counties
 - More than 100 Web pages including Web applications

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 to use. We encourage you to explore, discover, and use the rich county GIS applications and services.

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



BAY COUNTY budget office

DID YOU KNOW?

The annual budget for the county is guided by Florida law that is designed to have input from the public before the Board of Commissioners can adopt it? Also, state law requires that the local county budget is balanced, unlike the federal government which can deficit spend.

24 HOURS OF SERVICE

In the Budget Department, a typical day depends on the time of year we are in. While most departments do the same task or function daily, we do only 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 account justification and budget forms to county departments.

April - Account justifications are due from departments. Agencies are invited to send in budget requests to the Board of County Commissioners.

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 millage TRIM explanation stuffer is prepared, and a proposed millage rate & tentative budget document is given to the commissioners. The board approves a proposed millage rate for notification to the Property Appraiser.

August-September - The Budget Officer advises the Property Appraiser of the proposed millage rate, and tentative and adopted budget public hearing dates are announced. The municipalities are notified of dates. Public hearings advertised in the newspaper.

September - We hold public hearings and the board adopts a tentative millage rates & 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 Board of County Commissioners. We work hand in hand with the county departments to develop the expenditure budget for the board. The office also develops financial projections for the county's revenues. It serves as a hub for financial data for the various departments under the board and assists the departments with any financial matters.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- The Budget Department follows a Florida law known as TRIM (Truth in Millage) in order to make the budget process open for citizens to see and make comments.
- We are responsible for all Community Redevelopment Agency (CRA) calculations for payment to the various established CRAs throughout the county. A CRA is responsible for administrating the actives and programs within the redevelopment area/district. A redevelopment district enables local governments to attract new business, make improvements and rebuild underutilized areas.
- The Budget Department coordinates the various special assessments that are levied by the county and some municipalities in order to have them reflected on TRIM notices and tax bills. Special assessments are levied against privately owned parcels which have had a direct benefit from a service funded by the county. Examples of Bay County special assessments include, but are not limited to: the Participated Paving Program, canal dredging and clean and liens. Tax assessments serve the purpose of recouping county funds from private property owners for these special projects.
- We support all the county departments with financial and budget-related information so they can make prudent financial decisions for their departmental goals and activities. This includes funding the constitutional's officers (Sheriff's Department, Tax Collector, Property Appraiser, Supervisor of Elections, and Clerk of the Court) budget requests for the operation of their respective offices. The constitutionsals submit their annual requests and it is part of the General Fund budget discussions.
- The Budget Department, as an initiative, is developing a budget Web page where one can find all information regarding the county budget, finances, and economic statistics (local, state, and national). The Budget Web page will have the Bay County budget document and outside agency funding requests in addition to information on the county's capital projects and budget workshops. We expect this web page to be up in Fiscal Year 2018.
- The Budget Department has been tasked with developing various financial policies that will help guide future budget development. This includes, but is not limited to, a reserve policy, an outside agency funding policy, and new debt policy.

CONTACT US:

(850) 248-8240 | astukey@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 and via traditional media outlets. This one-person office is responsible for maintaining positive community and media relations through frequent contact and availability, preparation and distribution of informational publications, fact sheets, news articles and related materials 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 develop 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 on behalf of the Bay County Board of County Commissioners.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, the Communications Office:

- Facilitated media training for 25 Bay County government department heads and directors to foster a better understanding of the media's role in disseminating information to the community and the county's role in providing it.
- Traveled to Tallahassee with the Bay County Chamber of Commerce for Legislative Day in an effort to advance issues important to Bay County at the state level. Created a legislative priority list for the board's consideration and presentation to the legislative delegation.
- Worked with local media outlets to promote annual community events such as the Bay County Haunted Hayride, Waste Amnesty Days, the Veterans Day Parade, and more.
- Coordinated ribbon cuttings marking the completion of the Scotts Ferry Road paving project, the North Bay Booster Station, the Bay County Courthouse Annex, the Bay County Shooting Range, and the Crooked Creek Fishing Pier.
- Coordinated the annual Bay County Christmas Tree Lighting event at the Bay County Government Center.
- Worked to create and disseminate public information concerning the proposed half-cent infrastructure sales surtax.
- Managed the homepage of the county's Web site.
- Coordinated various departments' social media pages, including campaigns to promote events and initiatives specific to the departments.

DID YOU KNOW?

The Communications Office acts as the lead public information officer during activations of the Bay County Emergency Operations Center for weather-related events such as hurricanes or tropical storms or other events such as the Deepwater Horizon Oil Spill. We coordinate closely with Emergency Management staff during these events to provide accurate and timely information to the public to help keep them safe.

In late 2016, Bay County Emergency Services rolled out Alert Bay, a countywide emergency notification system that provides emergency alerts via text message, email, or any of several other channels. To learn more about Alert Bay or to sign up, visit www.alertbay.org.

24 HOURS OF SERVICE

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

A typical day in the Bay County Communications Office would involve reviewing media coverage from the previous day and providing it to senior staff and commissioners if relevant. Around mid-morning, the Communications director might field calls from reporters looking for information about a story, and after research into the issue, an interview would be scheduled with the appropriate staff member or county commissioner. The Communications Office also works on various ongoing projects, such as Web site or social media updating, coordinating special events, writing press releases or helping a member of the public find the right person to talk to about an issue.

CONTACT US:

(850) 248-8170 | vsale@baycountyfl.gov
www.baycountyfl.gov/public-information.php

BAY COUNTY purchasing

DID YOU KNOW?

Continuous investment in staff's training and development is essential for improving procedures and implementing best practices to ensure effective and ethical procurement. Purchasing staff are members of both the Institute for Public Procurement (NIGP) and the local Central Gulf Coast Chapter of NIGP which develop, support and promote the public procurement profession through premier educational and research programs, professional support and technical services.

24 HOURS OF SERVICE

It's 7 a.m. and the Purchasing Office is ready to serve. Engineering has called and started to discuss the next project to go out for bid. The Purchasing Office is staffed until 5 p.m. and serves both our internal customers and vendors in the community. Company representatives like to drop in and chat about their latest offerings and find out how to do business with the county. Purchase orders are processed and bids are let. We receive numerous phone calls throughout the day from county staff about how to buy things or how to reconcile a purchasing card statement. Vendors near and far call to find out the status of a project or how to take the next step. We are busy throughout the day and enjoy serving the citizens of Bay County and our internal departments.

We are located on the second floor of the Bay County Government Center, 840 W. 11th Street, Panama City. Our office hours are 7 a.m. to 5 p.m. Monday through Friday.



WHO WE ARE

The Bay County Board of County Commissioners has identified the Purchasing Department as the agency responsible for coordinating the county's central procurement system, promoting efficiency, economy, and fair and open competition in an effort to reduce the appearance and opportunity for favoritism or impropriety. We strive to inspire public confidence that purchase orders and contracts are awarded equitably and economically. It is essential for effective and ethical procurement that there be a consistent system of procedures that establishes basic guidelines to regulate procurement activities, contract management, and the resulting distribution of funds. The foremost objective of the Purchasing Department is to abide by, uphold, and adhere to the county's Procurement Code and Procurement Manual to guard against the misuse or misinterpretation of those rules and regulations.

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

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

The Purchasing Department is responsible for the procurement of supplies, equipment, and services for all departments under the Board of County Commissioners. Purchasing continues to successfully administer the competitive solicitation process and coordinate all associated bid awards, proposals, evaluation processes, and contract development. In addition to procurement of goods and services, Purchasing administers the county's purchasing card program, auctions of surplus equipment, records management and the employee newsletter.

In Fiscal Year 2016, the Purchasing Department:

- Provided management oversight of the county purchasing card program with a purchase volume of \$1,839,190 and realized an annual rebate of \$28,102.
- Provided value-added services to county staff through ongoing procurement customer service and support with policy interpretation, solicitations, purchase orders, change orders, quotes, informal bids, contract preparation, and other assistance.
- Provided sales and customer support to county staff through ordering goods and services valued at \$11,892,534 during Fiscal Year 2016 through 691 requisitions.
- Bay County utilizes online auction services and on-site surplus sales to dispose of obsolete equipment in order to maximize the county's investment. During Fiscal Year 2016, Purchasing conducted nine auctions resulting in a return of \$144,459.
- As responsible stewards 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 Reverse Trade Shows sponsored by chapters of the National Institute of Governmental Purchasing in Pensacola and Tallahassee.

CONTACT US:

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



WHO WE ARE

The Risk Management Division identifies and analyzes workplace safety and health, insurance, liability, property and work-related injuries in order to protect the assets of the Bay County Commission, four out of five constitutional officers, employees, taxpayers, and the citizens of Bay County. Risk Management handles claims for property, liability, automobile, and workers' compensation losses. We handle incidents/accidents, property, casualty and health insurance negotiations, and we provide consultation and recommendations on insurance requirements/language for Bay County contracts and procurement documents.

We provide safety training and loss-prevention consulting services to all county departments. In addition, "Risk" administers the Self-Insured Workers' Compensation Program, which has approximately 1,000 employees, including four out of five constitutional offices, and the county's Drug Free Workplace Program.

Risk Management tracks, maintains and files required state reporting of all regulated hazardous fuel/chemical tanks, which consists of collecting data from other departments and constitutional offices for 38 tanks at 26 locations throughout Bay County. As of FY2016, our Safety and Training supervisor was designated a National Certified Americans with Disabilities Act Coordinator and National Certified ADA Professional. The county had a void that has now been filled and we are presently working on our ADA Transition Plan with coordination from other departments.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, Bay County Risk Management:

- Restructured the county's health insurance plan with a high-deductible program, a health saving account-qualified program and added a 24/7 Healthiest-You "Tele-Doc" Program in order to overcome the proposed 38-percent rate increase.
- Continued to successfully manage the county's Self-Insured Work Comp Program, reducing excess policy premiums by 13 percent and resulting in a refund of \$22,619.
- Collected \$101,190 in third-party claims to reimburse county departments for damages done by outside sources.
- Reduced property insurance premiums by 10 percent, while improving overall insurance coverage and increasing values.
- Accepted additional responsibilities as ADA coordinator for the county. The safety and training supervisor then worked to successfully receive two national designations.
- Provided early completion of the Tier II, State Regulated Hazardous Fuel/Chemical Tank Program while also incorporating additional data in advance of the required deadline for 2017.
- Provided in-house training to 464 county employees.
- Coordinated mandatory training for all employees for active shooter preparedness.
- Formulated partnerships with outside organizations such as the North Florida Safety Council to assist other cities and counties with training needs.

We believe that...

- Accidents and injuries are preventable
- Safety is a culture
- Safety can be managed if prioritized by all

SAFETY PROGRAM

Nothing is more important than the safety of our employees. Risk Management offers extensive safety and training programs to create a safe work environment and minimize exposures, working hard to reduce incidents and decrease the overall claim cost to Bay County.

DID YOU KNOW?

- The Risk Management Division processed and investigated 567 documented accident/incident reports over the past two years. Of those, 68 were new work-related injuries. The others were incidents like auto accidents, mishaps requiring first aid and reported third-party incidents involving damage to county property, of which we collected more than \$100,000 for reimbursement to the departments that sustained the loss.
- The Bay County Board of Commissioners has had a strong and successful self-insured workers' compensation program in place since 1989. Prior to that, the county purchased guaranteed cost coverage from commercial insurance companies. Over the past three years, our steady program improvements have translated into a 26 percent credit applied to our excess workers' compensation policy rates.
- Deserving employees can win a Safety Incentive Monetary Award. Last year recipients of this award included:
 - A Roads and Bridges employee for life-saving actions taken performing CPR to a citizen in distress.
 - Also from Roads and Bridges, three employees in two separate incidents were each awarded for their quick actions in rescuing trapped victims from overturned vehicles.

24 HOURS OF SERVICE

Risk Management has staff in the office from 7:30 a.m. to 5 p.m. Monday through Friday, but both the Risk manager and the safety and training supervisor are also available around the clock to handle emergency calls, such as those with new workers compensation claims or accidents involving county employees. At any given time, we may have staff instructing an Maintenance of Traffic class, taking information on a new work comp claim, scheduling another for a medical referral, talking with an adjuster on a property or liability claim, or gathering information from other departments to submit renewal insurance applications to underwriters. No day is the same and no day is without its challenges.

CONTACT US:

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

UTILITY SERVICES

water and wastewater

DID YOU KNOW?

- 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.
- Bay County operates three wastewater treatment plants strategically located throughout the county to provide sewer services to residents.
- Bay County has more than 1 million linear feet of water and wastewater infrastructure.
- The Water and Wastewater Divisions have 24 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 1966.
- Roughly 500 to 700 million gallons of water spill over Deer Point Dam per day into North Bay.



WHO WE ARE

Bay County Utility Services aims to provide our community with reliable, economical and high-quality water and wastewater services in a friendly and courteous manner. This is achieved by employing highly trained people and utilizing state-of-the-art equipment while continuing to set industry standards as they relate to procedures, methods and customer service. 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 is comprised of Water, Wastewater and Utility Permitting divisions, along with an administrative staff dedicated to providing quality water and wastewater services professionally and courteously. 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 industrial users to utilize in their cooling processes. The Wastewater Division provides wastewater treatment services to unincorporated Bay County and the local municipalities of Callaway, Parker, Springfield, Mexico Beach and Tyndall AFB. 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, Bay County Utilities worked to:

- Provide high quality, safe, reliable and sufficient drinking water to the citizens of Bay County. Bay County's Water Treatment Plant has won the Florida Department of Environmental Protection's Plant Excellence Award five years in a row. Plant improvement projects were identified and completed in 2016.

CONTACT US:

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



UTILITY SERVICES

water and wastewater

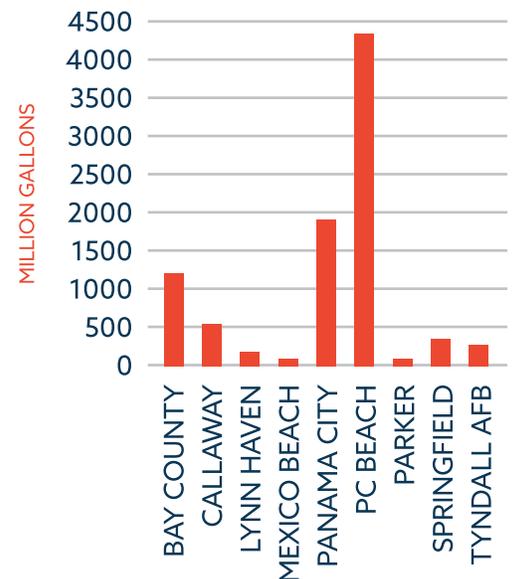
- Identify and eliminate weak leaks in the drinking water transmission system and provide redundancy where possible. In 2016 Bay County completed redundancy bypass projects in the Northwest Transmission Main that provides drinking water to all of northern and western Bay County. These projects occurred at North Bay (Deer Point Dam), West Bay (under the Intercoastal Waterway), and the State Road 79 crossover to the Panama City Beach water storage facility.
- Ensure safe, economical, and environmentally sound wastewater treatment and disposal. As operator of the Military Point Advanced Wastewater Treatment Facility (MPAWTF), 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.
- Provide efficient, professional and courteous customer service. In 2016, Utility Services implemented a new utility billing system that directly integrates with the county's finance system. This will allow for more efficient payment processing, consolidated bills, budget billing, online billing and data tracking, and field work-order processing.



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 around the clock 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 are functioning properly and efficiently.

2016 DRINKING WATER CONSUMPTION



AWARDS AND RECOGNITION

Utility Services won the following awards last year:

- 2016 FDEP Plant Excellence Award - Bay County Water Treatment Plant (2000-2016 Consecutive)
- 2016 FDEP Plant Excellence Award - North Bay Waste Water Treatment Facility
- 2016 FWEA BioSolids Award - Military Point Regional AWTF
- 2016 AWWA Florida Section - Best Tasting Drinking Water - Bay County Water Plant
- 2016 FICE Engineering Excellence Honor Award - Bay County Alternate Water Supply
- 2015 Earle B. Phelps Award - Runner Up - Military Point Regional AWTF
- 2015 FDEP - Plant Operations Excellence Award - Bay County Water Treatment Plant

BAY COUNTY	1193.954
CALLAWAY	550.587
LYNN HAVEN	178.354
MEXICO BEACH	132.981
PANAMA CITY	1913.383
PC BEACH	4326.706
PARKER	133.655
SPRINGFIELD	309.556
TYNDALL AFB	265.838

PUBLIC WORKS engineering

DID YOU KNOW?

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

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 MSBU (Municipal Services Benefit Unit) 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.

The Bay County Board of County Commissioners is the only Local Agency Program (LAP) Certified Agency in Bay County.

24 HOURS OF SERVICE

The Engineering Division is open Monday – 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 various questions from citizens regarding flooding, erosion from construction sites, dumping into inlets, ditches and other waterways and manages other programs such as the county's Stormwater Utility Program, driveway permits, construction in right-of-way permit and drainage connection permits.



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

The Engineering Division is responsible for providing program management, design, permitting, inspection and construction management services necessary to implement Public Works transportation and stormwater programs. Additional responsibilities include:

- Improving safety and efficiency of county transportation network and stormwater management systems
- Assisting the Roads and Bridges Division in maintaining the existing systems to a suitable level of service
- Handling citizen inquiries related to roads, stormwater and new facility constructionManaging the Participating Paving Program and other assessment programs
- Managing the Adopt-A-Highway Program
- Facilitating capital improvement project development, design and bidding services and construction project management
- Assisting other county departments in our areas of expertise

Engineering's priorities include:

- Assisting the Roads and Bridges Division as needed
- Completing the Annual Resurfacing of Local Roads Program by the end of the fiscal year
- Completing design and having all Capital Improvement Program contracts awarded by the end of the fiscal year
- Completing the design of projects generated by Roads and Bridges work requests
- Assisting other county departments in our areas of expertise

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

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 the last 20 years, staff has been successful in obtaining and implementing \$17 million of grant funds for stormwater projects and, with the Traffic Engineering Division, more than \$70 million of grant funds for transportation projects.

CONTACT US:

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



PUBLIC WORKS

facilities management



WHO WE ARE

Bay County Facilities Management is dedicated to the enhancement of our customers' working environments while maintaining a fiduciary responsibility as stewards of the facilities provided to serve the citizens of Bay County.

The mission of the Facilities Management Division is to provide a high level of maintenance and support to the buildings and the departments that occupy them to ensure that they are able to accomplish their missions for the citizens of Bay County in an efficient manner. This mission includes providing service to approximately 110 buildings/structures and 1.2 million square feet of buildings, including routine and preventative building maintenance, custodial services, project management and grounds maintenance.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, Bay County Facilities Management worked to:

- Maintain an open line of communication with our customers to fully understand their needs and expectations.
- Conduct quarterly facility inspections to better understand the condition of our facilities and address issues promptly.
- Continue to utilize computer maintenance management software to streamline workload management.
- Involve department heads in the planning and budgeting process to ensure that their facility's needs are not overlooked.
- Utilize information obtained in quarterly building inspections to address items that need to be budgeted as project work.
- Utilize key performance indicators to predict the lifespan of building systems and budget for replacement in a proactive manner.
- Implement Trane Intelligent Services-Building Performance Program at the Bay County Government Center building.
- Install energy-metering devices at the Bay County Government Center building.
- Explore energy-saving opportunities with lighting and HVAC systems at the Bay County Jail.

CONTACT US:

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

DID YOU KNOW?

In addition to routine building maintenance, the Facilities Management Division is responsible for an array of functions. Each member of the Division's team plays an extremely important role in completing the tasks associated with these functions and assisting other departments and divisions to perform their jobs efficiently. These tasks include custodial services, mail distribution, grounds maintenance, and the management of large building improvements and small facilities capital improvement projects.

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 workday.

7:30 a.m. - 4 p.m.

Facilities Maintenance technicians respond to maintenance calls and perform scheduled work, our courier delivers mail to various county offices and Facilities administrative staff manage contracted project work, process invoices, develop schedules and engage in project planning activities.

12 p.m. - 8 p.m.

In-house custodial staff provide cleaning services at Government Center Building and Library.



PUBLIC WORKS

mosquito control

DID YOU KNOW?

The Mosquito Control Division is responsible for larvicide and adulticide mosquito control operations in order to minimize the threat of mosquito borne diseases and enhance the quality of life for citizens in the 25 districts of Bay County. On a daily basis, we provide the following operations.

Larvicide Operations: include investigation, inspection and analysis of property and environmental conditions with corresponding chemical and biological suppression (Gambusia Minnows) of mosquito populations in the larva stage of development.

Adulticide Operations: are provided by the spray application of pesticides through truck mounted spray units traveling on a route basis throughout the county. Special spraying occurs in response to public health issues and special events.

Trap Operations: On a daily basis throughout the County, the Division sets traps for the retrieval of adult mosquitoes. Trapped species are counted, identified and tested for mosquito transmitted diseases.

Source Reduction Operations: Pollution prevention for sediment and erosion control associated with outfall drainage ditches.

Waste Tire Abatement Operations: Remove, transport and dispose of waste tires found on residents personal property, vacant lots and on sides of the road.

The Division also develops and conducts presentations, obtains and distributes public information materials in an effort to promote public awareness on the proper measures that should be taken to eliminate mosquito breeding sites and provide personal protection.



WHO WE ARE

The Mosquito Control Division is staffed by professional technicians certified in public health pest control and 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, Bay County Mosquito Control worked to:

Ensure safety within the county by reducing the mosquito population that impacts public health and tourism. This was done by:

- Utilizing early testing for mosquito-borne diseases
- Monitoring mosquito trap data for high mosquito activity
- Utilizing historical trap data by comparing it with current data to monitor mosquito outbreaks and research the cause of the outbreaks
- Promoting and providing community outreach programs, educational, and cultural opportunities that educate citizens and visitors

Effectively meet the needs of Bay County citizens by:

- Responding to customer inquiries within 24 hours
- Tracking all operations, customer contact, and services provided so we can develop and implement follow up programs

Maintain effective stewardship of Bay County's significant natural resources by:

- Continuing to maintain a biological control program (Gambusia Minnows)
- Maintaining compliance with the Florida Department of Environmental Protection (FDEP) National Pollutant Discharge Elimination System permit

ACCOMPLISHMENTS / HIGHLIGHTS FROM 2016

- Added 65 new pools to our minnow list
- Picked up and disposed of 1,959 tires from personal property and sides of the road
- Dug out and maintained 29 outfall ditches
- Responded to 792 service requests

24 HOURS OF SERVICE

Bay County Mosquito Control
(850) 248-8720
Monday – Friday
Office Hours: 7:30 a.m. – 4 p.m.

Phones are answered until 5 p.m.
After 5 p.m., the caller can leave a message on voice mail.

Larvicide Technicians: 7:30 a.m. – 4 p.m.
Source Reduction Techs: 6:30 a.m. – 5 p.m.
During Spray Season Adulticide Techs:
3 p.m. – 11 p.m. (March thru October)

CONTACT US:

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

PUBLIC WORKS

roads and bridges



WHO WE ARE

The Bay County 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, the division makes system improvements 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, Bay County Roads & Bridges Division worked to:

- Prevent and respond to immediate operational, life, safety and property hazards within the Bay County roadway system. In 2016, the Division responded to 3,800 requests for service.
- Maintain and repair the inventory of the Bay County equipment fleet. In 2016 Roads & Bridges service technicians completed 1,387 repairs with a value of more than \$2 million.
- Maintain and preserve the existing roadway and stormwater facilities of the county. This monumental effort resulted in the completion of 179 bridge repairs, 663 stormwater projects, and 429 pipe maintenance projects. This effort also resulted in the grading of 3,365 miles of unpaved roadways.
- Ensure county waterways were clear for proper navigation. In 2016, the Division dredged more than 31,000 cubic yards of material from channels throughout Bay County.

CONTACT US:

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

DID YOU KNOW?

The Roads and Bridges Division maintains more than **70 miles** of culvert pipe with approximately **3000 inlets**, more than **200 miles** of dirt roads, approximately **500 miles** of paved roads, and more than **50** concrete, steel, or timber bridges.

Did you also know that the Roads and Bridges Division maintains the waterways within Bay County with its dredging operation.

24 HOURS OF SERVICE

During a typical week, the Roads and Bridges Division processes hundreds of citizen 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.

These issues range from roadway flooding to collapsing stormwater facilities



PUBLIC WORKS

traffic engineering

DID YOU KNOW?

When Bay County first instituted the Intelligent Transportation System, 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 members monitor the morning peak traffic and adjust signal timing as needed to accommodate traffic. 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. This includes the creation and evaluation of timing plans and running reports on the current and expected traffic patterns.

3 p.m. – 6 p.m.

Staff members monitor the afternoon peak traffic and adjust signal timing as needed to accommodate traffic.

6 p.m. – 6 a.m.

Traffic signal monitoring shifts to the Emergency Operations Center. Traffic engineering staff is on call for emergency repairs for signs and signals.



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/accounting staff. Our mission is to provide a safe and efficient transportation system for the citizens and visitors of Bay County.

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 the ownership issues associated with more than 80 miles of underground fiber optic cable, including daily located under the Florida Sunshine One-Call Program and repairs to the system when necessary. Other components of the ITS include 86 pan/tilt/zoom cameras, 57 monitors within the Traffic Management Center (TMC), 5 dynamic message signs, 6 portable variable message signs, and 2 remote weather stations (RWIS).

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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- Completed quarterly traffic cabinet maintenance and inspections to ensure the safe operation of all traffic signals. Staff members frequently responded to complaints and issues at the traffic signals around Bay County as well as performing quarterly preventative maintenance at all signals.
- Maintained and updated the traffic Web site, providing the latest traffic information for Bay County.
- Upgraded the Bay County Traffic Management Center to the newest generation of traffic-timing software.
- Improved Bay County's street sign maintenance operations. Staff members instituted a new software package providing for significantly better record keeping of our sign inventory and maintenance records.
- Installed and configured adaptive traffic signal control on various high-volume roadways around Bay County to include State Road 77, Tyndall Parkway, and Baldwin Road, resulting in a reduction of travel times of around 10 percent and crash reductions of around 15 percent.



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COMMUNITY DEVELOPMENT *builders services*



DID YOU KNOW?

During 2015, while providing the highest level of service, the Building Department issued a total of **7,409** permits, **996** new homes and **173** new commercial buildings.

24 HOURS OF SERVICE

Builders Services is open Monday – Friday from 7 a.m. - 5 p.m. After-hours inspections are conducted by request. The inspectors are in the field performing building inspections throughout the county. Permit technicians process incoming new construction permits and issue “over the counter” permits for roofs, electrical, plumbing, mechanical, gas related work. The plan reviewers review the building plans and communicate with the contractors concerning any information or documents that may be needed.

WHO WE ARE

Bay County Builder's Services 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- Coordinated the expansion of Building Safety Month for May 2016 to stimulate public awareness and the importance of the Florida Building Code.
- Provided training for permit clerks, inspectors and plans examiners in the code process and the new building codes in effect.
- Supported the local chapter of the Building Officials Association of Florida in offering continuing education classes and training information to contractors and Builders Services staff regarding the code process and new codes.
- Supported the Bay Builders Association's annual Home Expo, along with the Department of Building and Professional Regulation.
- Processed and issued addresses for citizens to comply with the 9-1-1 emergency system.
- Assisted local contractors with testing and obtaining their licenses. Maintained an active list of registered and certified contractors licensed to work in Bay County.
- We are tasked with preparing for and helping in recovery from declared natural disasters, performing post-disaster duties and damage assessments immediately following any event.

AWARDS AND RECOGNITION

Rick Holmes received his Certificate of Achievement Service Award for 20 years with Bay County. Daniel Hallisey received his Certificate of Achievement Service Award for 20 years with Bay County.



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COMMUNITY DEVELOPMENT

code enforcement

DID YOU KNOW?

In FY 2016, Bay County Code Enforcement opened 2,629 new cases, 61 percent of which were proactively initiated.

We closed 2,765 cases. Of those, 63 percent involved property owners' voluntary compliance. Another 13 percent of cases were unfounded and 17 percent were completed as community service projects. Only two percent required Code Enforcement Board involvement or civil action.

Code Enforcement received 9,676 phone calls and 1,339 requests for lien searches and removed 31,860 pounds of debris via community service projects.

We presented 79 cases to the Code Enforcement Board and had second hearings for 33 cases presented.

24 HOURS OF SERVICE

Code Enforcement officers work Monday through Friday between the hours of 7 a.m. and 4 p.m. The majority of the officer's day is completing inspections on various 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 the Bay County Code Enforcement Board. If the board determines that the property is in violation, they may order fines be levied on the property and/or order the county to correct the violations.

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 is comprised of seven code enforcement officers, one coordinator and one manager.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

It is Bay County's policy to investigate and attempt to resolve all reported and discovered code violations. For various reasons, code violations cannot always be given the same level of attention. In such circumstances, the most serious violations will be addressed, regardless of the order in which the complaints are received or discovered. To assist with determining the seriousness of the violations the Board of County Commissioners has adopted a priority list.

Code Enforcement promotes a safe and desirable living and working environment in Bay County by enforcing local building, zoning, and public nuisance ordinances. Code Enforcement is responsible for enforcing codes that address public health and safety issues, including regulations related to garbage, specific nuisances, removal of vegetation, zoning, housing, dangerous buildings, and inoperable and unlicensed vehicles on private property. The Code Enforcement Division proceeds with enforcement actions both proactively and in response to requests for action received from citizens. The division works to maintain and improve the quality of our community by administering a fair and unbiased enforcement program to correct violations of county codes and land development regulations.



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WHO WE ARE

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

The Division is staffed by 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 requests for land use and zoning changes as well as new development and stormwater projects for the citizens of Bay County.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- Conducted monthly Planning Commission meetings processing large- and small-scale map and text amendments to the Comprehensive Plan and the Future Land Use Map, zone changes, variances, and conditional use permits.
- Coordinated with Naval Support Activity - Panama City and Tyndall Air Force Base in reviewing development near the bases to promote compatible community growth while supporting military training and operational missions.
- Met regularly with the general public and development community for pre-application conferences to discuss future potential development.
- Worked with the University of Florida Extension office on the management, monitoring, and deployment for the Bay County Artificial Reef Program.
- Worked with other local governments to reduce the duplication of services and promote mutually beneficial inter-governmental coordination.
- Continued to administer and maintain the Community Rating System (CRS) to encourage floodplain management activities that exceed the minimum National Flood Insurance Program's requirements. An on-staff, certified floodplain manager assists the community with flood zone issues and questions.
- Assisted in overseeing the Bay County Artificial Reef Program that helps support the environment, local businesses, industry, and tourism.

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DID YOU KNOW?

In 2015, the division worked with the Board of County Commissioners in their approval of the Bay-Walton Sector Plan. The Plan covers approximately 110,000 acres in Bay and Walton counties, and establishes a long-term vision, framework, and planning principles for new age-restricted and non age-restricted residential development, retail, commercial, hotels, and industrial development.

24 HOURS OF SERVICE

8 a.m. - A citizen calls about how some new development may be causing some flooding issues in their neighborhood. Our staff engineer talks with the citizen and 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 has received in the mail. She meets with our certified flood plain manager to discuss the issue and how to solve any problems.

10 a.m. - A first-time developer comes in to find out details on how to combine two lots. He is issued a signed letter and form and proceeds down to the Property Appraiser's Office to combine his lots.

11 a.m. - Lawyers meet with county staff over relocating a sign that is being moved due to a local road-widening project.

1 p.m. - County planning staff attends a Transportation Planning Organization meeting to discuss an update to the local congestion management plan.

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

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

4 p.m. - Local engineers and a developer attend a meeting with planners to discuss proposed changes to a Development of Regional Impact (DRI).

GENERAL SERVICES *animal control*

DID YOU KNOW?

Animal Control handles more than 9,500 citizen service requests each year, takes in more than 5,000 animals each year and does 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 15 people, requiring that each staff member 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 for protecting the public's health and safety by enforcing state and county laws related to animal issues and owners' responsibility for animals. Services are provided to all of the municipalities in Bay County, except 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 operation of Bay County's only open admission animal shelter where all stray, unowned and owned animals are accepted. We provide the daily care of these animals while working to reunite them with their owners or find them a new home. Our shelter serves as the location for all Animal Control operations.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- Requests for service are now handled directly by Animal Control staff. When a citizen contacts our office during business hours they are speaking directly to Animal Control staff, allowing us to provide information with the initial call, obtain better information and establish the priority of the service request.
- Dispatch operations are also handled by Animal Control staff during business hours. In conjunction with staff taking calls for services, we are able to provide more effective coverage and quickly dispatch an Animal Control Officer when an immediate response is needed.
- All Animal Control staff has been trained on our computer system and now all information is put directly into that system. We can quickly look up service calls, owner information, officer reports and much more to provide up-to-the date information immediately or with a very short turnaround time.
- We now have an on-staff veterinarian and veterinary technician. The veterinary staff provides medical services for all animals entering the shelter. All animals are vaccinated upon arrival at the shelter and examined so any medical needs can be addressed immediately. They oversee the daily health of the animals to ensure we maintain a healthy environment. Additionally, animals adopted from our shelter are vaccinated, microchipped, spayed or neutered and current on all their shots.

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GENERAL SERVICES *animal control*

24 HOURS OF SERVICE



- We have hired two animal care technicians to provide enrichment for the animals and improve their adoptability. They ensure all of the animals are taken care of, walk the dogs daily, give baths when needed, brush out coats on the dogs and cats, provide toys, ensure the kennels are clean and any other actions the animals may need. They also work with animals who come into our facility and are scared to improve their chances of adoption. They work with citizens who come to the shelter to adopt. 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.
- Animal Control has improved efforts to share information with the public about animal issues and our efforts to promote adoptions. In addition to the Adoption Trolley used to take animals to adoption events, we have established partnerships with PetSmart, St. Andrews State Park, local Rescue groups and the local media to increase the number of animals leaving the shelter. We have also focused on education by doing presentations at many of the local schools.
- Bay County Animal Control has dramatically increased the number of cats being adopted from our shelter through partnerships with local PetSmart stores and PetSmart charities. Over the last year, the live release of cats at the shelter has increased by about 40 percent.
- Working with the Bay County Jail, we have established a K9 Lifeline program. Dogs that need training are paired with inmates at the Bay County Jail for eight weeks and taught basic obedience skills. Animal Control provides medical services, food, training and cleaning supplies for the dogs during their stay at the jail. When the program is completed the animals are adopted into new homes. We have graduated more than 40 dogs from this program and have successfully adopted each one.

7 – 8 a.m. – The supervisor does a first check of the animals and starts preparations of the shelter for cleaning. He or she checks surgery schedules and starts staff assignments for the day. The veterinarian also arrives at this time and does her medical rounds. She is 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 do activities such as inserting microchips, doing heartworm or feline testing and anything else necessary prior to the animal being placed for adoption or reclaimed by the owner. Shelter cleaning begins.

9 a.m. – Our phones are turned over from the Emergency Operations Center (EOC) and we start taking calls from citizens. This includes service requests, animal information and any other Animal Control-related item. Usually, we have three road officers handling all of the service requests and emergency calls in Bay County for the day.

10 a.m. – 6 p.m. – The shelter opens. In addition, to answering citizen calls the public is now coming into the shelter. They may be dropping off an animal, reclaiming their own animal, adopting an animal, want copies of a report, need a microchip or more. We handle dispatch operations for officers in the field. Animal care technicians will exercise the dogs, provide toys, ensure cages are kept clean and have fresh water. They will also spend time with any animals needing special attention to become acclimated to the shelter and assist customers who are looking to adopt an animal.

4:30 p.m. – 6 p.m. – Road officers start returning to the shelter to log in all animals, clean their vehicles and complete reports. The supervisor will go thru the shelter and check on all animals and prepare for the next day.

5:30 p.m. – We complete any outstanding intake for animals that entered our facility during the day and start preparing the shelter for closing. This includes making sure all the animals have food and water, blankets and any other item they may need for the night.

6 p.m. – 7 a.m. – Phones turn back over to the EOC. The supervisor does one last walk through the facility to ensure all animals have what they need, the lights are out and the building is secure. The on-call Animal Control officer will handle any emergencies through the night.

GENERAL SERVICES

parks and recreation

DID YOU KNOW?

The Parks & Recreation Division hosts special events throughout the year including National Fast Pitch Softball Association World Series, numerous World Sports League tournaments, Bay County's Haunted Hayride, Bay County's Easter Egg Hunt and Christmas at Harder's Park. The Bay County Haunted Hayride has raised more than \$120,000 for charity since its beginning in 2010. The Easter Egg hunt and the Christmas event are free to the public.

With more than 26 recreational facilities, boat ramps, the Bay County Shooting Range, M.B. Miller County Pier and beach accesses, there is something for everyone to enjoy.

24 HOURS OF SERVICE

The Bay County park system's hours are from dawn to dusk; our park 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 at 6:30 a.m. to provide 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, weed eat 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 working 10-hour shifts. General maintenance & repairs of the buildings and pier structure is performed daily. Maintenance staff hours are 6:30 a.m.- 5 p.m., seven days a week. Our beach maintenance staff also provides maintenance and repair coverage for the beach area parks and beach easements.



WHO WE ARE

The Parks & Recreation Division maintains all recreational facilities within the unincorporated county for the optimal enjoyment of residents and visitors alike of our 26 recreational parks, 22 boat ramps, 43 beach accesses, two off-leash dog parks, the county pier and a shooting range. The maintenance and upkeep of these facilities are provided by park staff. 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.

STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

In Fiscal Year 2016, Bay County Parks and Recreation:

- Completed the Crooked Creek Boat Ramp project. The facility includes pavilions with electricity and metal picnic tables, boat ramps and a handicapped fishing pier.
- Engaged in the construction and completion of the Bay County Shooting Range. The range provides classroom facilities, a concession stand, a 25-yard range, 50-yard range, 100-yard range, 300-yard range and a trap and skeet range. A study was completed by the National Shooting Federation and indicated that the shooting range could potentially draw users from a 500-mile radius and in excess of 30,000 people per year.
- As part of our Park Awareness Program, we hosted the Annual Haunted Hayride and Pumpkin Patch Festival in October. This event brings in more than 6,000 visitors to Harder's Park. Since 2010, this event has raised over \$120,000 for local charities. Harder's Park also hosts the annual Easter Egg Hunt in April, Christmas at Harder's Park 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. The M.B. Miller Pier also plays host to the annual 4th of July fireworks celebration that is partnered with the Panama City Beach's Dan Russell Pier. The show is a mirror concept with the fireworks being simultaneously visible from both locations.
- The M. B. Miller County Pier attracted 113,881 spectators and 39,107 fishermen. The county pier is staffed with five office employees and two maintenance employees; it is open year round 24 hours a day, seven days a week. In 2015, \$50,000 was budgeted to

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GENERAL SERVICES

parks and recreation

re-stain the pier's deck surface. Using in-house labor the cost of this project was \$8,800, saving the county \$41,200. In 2016, we added a lifeguard program with seven full-time lifeguards covering the county pier and S. Rick Seltzer Park. In addition, we also added the position of Beach Operations supervisor.



- Drew numerous visitors to several private-club maintained features at H.G. Harder's Park. The park offers a remote control flying field, a remote control boat pond and a remote control offroad course.

Moving forward we plan to:

- Implement a master plan that focuses on growth-related needs for Bay County Parks and Recreation. This study will include the public and the Parks and Recreation Advisory Board.
- Due to growth and increased interest from the local skateboarding community, collaborative work between Bay County and other local municipalities has produced the potential for the construction of a new skate park. The potential of this project is huge and has the foundation to meet the needs of a large skating demographic, bringing in a competitive aspect to the many recreational opportunities that already exist within our area.



- With advancements in playground technology and the concept of providing leisure activities for all, plans are in place to construct an all-inclusive playground to meet the needs of ADA children and adults.
- The Athletic Program of Parks and Recreation is continually advancing and adapting to meet the needs of the local public and beyond. We utilize our developed relationships with local leagues that call our parks their home while developing new relationships and mentoring programs to meet their demands. We currently host seasonal softball leagues, soccer leagues, youth football leagues, high school sports, and various tournaments though out the year. In addition, we introduced a flag football league that was an enjoyable success. As time progresses, we will continue to promote and develop new leagues and activities meeting the needs of the changing demographics.
- Introduce additional special events to promote park awareness.



Lifeguard Program

In March 2016, the Bay County Commission established, with assistance from the Bay County Tourist Development Council, a lifeguard program aimed at protecting beachgoers at county parks. The program kicked off in May, adding six full-time, United States Lifesaving Association-certified lifeguards at both the M.B. Miller Pier and Rick Seltzer Park. To overcome the five-mile distance between the two locations, a roving lifeguard who travels back and forth between the locations was added.

The program was in place from May 23 to Oct. 2, 2016. During the off-season, the lifeguards work for Bay County Parks and Recreation in a variety of roles. In their first season, Bay County lifeguards:

- Guarded 126,373 beachgoers
- Had 68,722 educational opportunities
- Conducted 121 primary rescues. The primary coverage area for a lifeguard is 150 feet in every direction of the lifeguard tower. A primary rescue occurs within that parameter.
- Conducted 55 secondary rescues. The secondary area is anywhere outside the primary coverage area. Most of these rescues occur in the five-mile roving zone between parks.
- Initiated 28 major medical responses
- Initiated 513 minor medical responses
- Assisted 75 lost people

GENERAL SERVICES

solid waste

DID YOU KNOW?

Did you know that the Bay County Waste-to-Energy (WTE) facility converts garbage into electricity?

In Bay County, almost all combustible household and commercial garbage is processed at the WTE facility and is converted into electrical energy, meaning people in Bay County recycle whether they realize it or not. On average, the facility produces in excess of 60,000 megawatts of power each year – enough energy to provide power to thousands of households.

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. The WTE has extended the life of the county landfill by decades.

24 HOURS OF SERVICE

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

For the next 10 hours, waste will flow into both the Steelfield Road Landfill and the Bay County Waste-to-Energy (WTE) 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. Employees are also servicing the recycling drop-off sites located across the county and performing grounds keeping activities such as collecting litter and cutting the grass.

At 4:30 p.m. each day, the scales close and all of the materials landfilled during the day have to be buried with an approved daily cover, which is normally ash residue from the WTE to reduce odors and limit flies and rats. The WTE facility has to operate 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 staff has made enough room on the tipping floor to take another day's waste and start the whole process again.



WHO WE ARE

The Bay County Solid Waste Division provides solid waste disposal and recycling services for all of the citizens of Bay County.

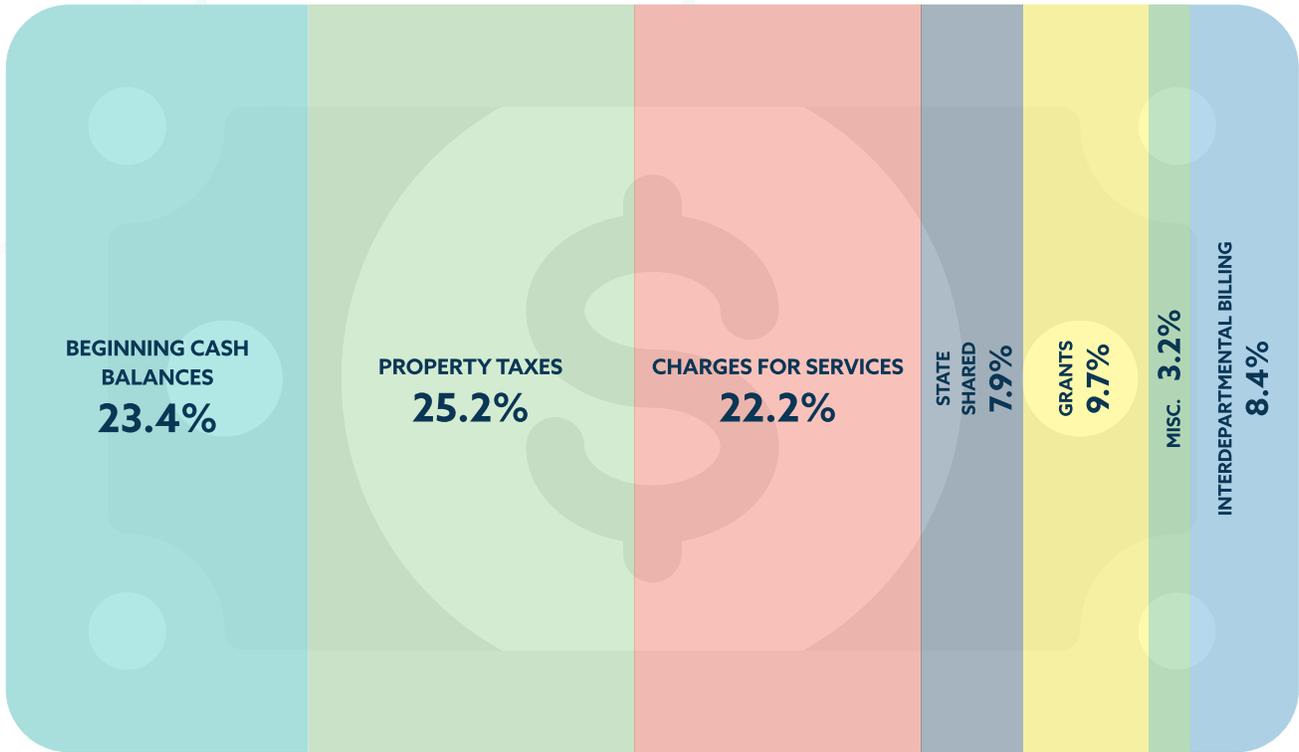
STRATEGIC INITIATIVES/SUPPORT HIGHLIGHTS

- The Solid Waste Division hosts amnesty days twice per year, providing Bay County citizens an opportunity to clean up their properties and safely dispose of any household hazardous waste that they may have accumulated over the years. The benefits of this are twofold, it helps keep Bay County beautiful and it keeps harmful chemicals out of the waste stream.
- We assist the local municipalities in providing conventional recycling opportunities for their citizens by operating recycling drop-off centers locations across the county.
- We provide environmental education to the public through school field trips to our facilities, public speaking engagements and participation in environmental events such as Earth Day and the St. Andrews Bay Coastal Clean-up.
- We combat illegal dumping -- which poses eyesores and environmental concerns -- by working closely with Bay County Code Enforcement to investigate and prosecute people who engage in illegal dumping.
- The Bay County Solid Waste Division is pursuing the development of a strategic plan to provide long-term guidance on how to evolve our current integrated solid waste system to meet the needs of the future.
- The operation of the Bay County Waste-to-Energy facility 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.

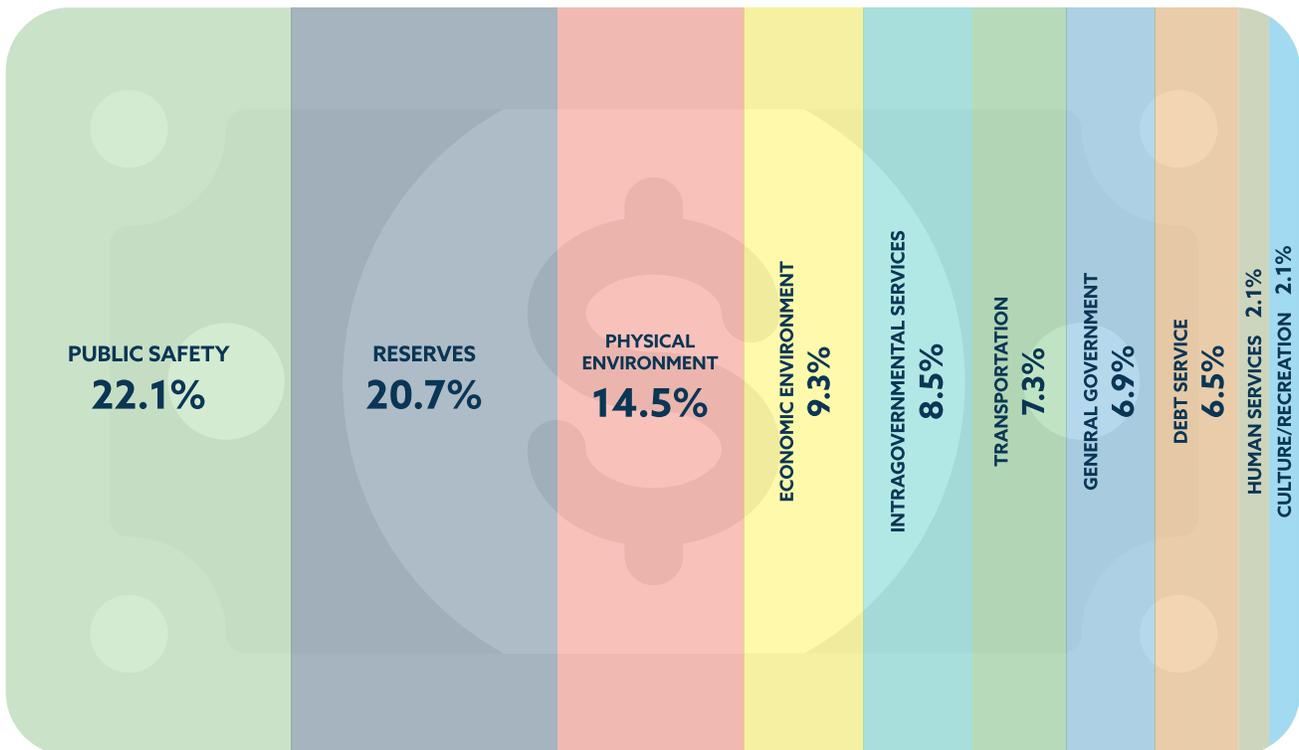
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WHERE THE MONEY COMES FROM...



WHERE THE MONEY GOES...



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