MEETING DATE: March 24, 2016
MEETING TIME: 2:00 P.M.

I. INVOCATION: PASTOR RAMON DUVALL OF THE BEACHSIDE FELLOWSHIP CHURCH

II. PLEDGE OF ALLEGIANCE: MAYOR GAYLE F. OBERST

III. APPROVAL OF MINUTES

IV. APPROVAL OF AGENDA

V. DF CONSENT AGENDA

VI. REGULAR AGENDA ITEMS - DISCUSSION/ACTION

1. "VIETNAM VETERANS DAY PROCLAMATION". A Proclamation designating March 29, 2016 as "Vietnam Veterans Day" in Panama City Beach and encouraging all Americans to thank our Vietnam Veterans for their service.

VI. REGULAR AGENDA ITEMS - DISCUSSION/ACTION

NO. OFFICIAL ITEM

1 GFO FDOT U.S.98 PANAMA CITY BEACH PARKWAY (MANDY LANE TO THOMAS DR INTERSECTION) PD&E STUDY.

2 MG RESOLUTION 16-62, 2016 EDWARD BYRNE MEMORIAL JUSTICE ASSISTANCE GRANT (JAG) FOR POLICE ATV FOUR-WHEELER ALL-TERRAIN VEHICLE AND BUDGET AMENDMENT #18, PUBLIC HEARING.

3 MG RESOLUTION 16-63, BIDS- REPLACEMENT GEOTHERMAL POOL HEATING/COOLING UNIT AND BUDGET AMENDMENT #19, PUBLIC HEARING.

4 DF UTILITIES DEPARTMENT UPDATED JOB DESCRIPTIONS, DISCUSSION & APPROVALS.

5 KJ ORDINANCE 1368, AMENDED & RESTATED FLOOD MANAGEMENT ORDINANCE, 1ST READING.

6 HJW UPDATED FINANCIAL INFORMATION.

7 HJW UTILITY REVENUE BONDS REFINANCING.

8 MG FRONT BEACH ROAD TEMPORARY CLOSURE.

9 MG CITY MANAGER UPDATE.

JOHN REICHARD X RICK RUSSELL X

JOSIE STRANGE X KEITH CURRY X

GAYLE OBERST X John Reichard

I certify that the Council members listed above have been contacted and given the opportunity to include items on this agenda.

City Clerk

Date

IN AN EFFORT TO CONDUCT YOUR COUNCIL MEETINGS IN AN ORDERLY AND EXPEDIENT MANNER, WE RESPECTFULLY REQUEST THAT YOU WAIT UNTIL THE CHAIR RECOGNIZES YOU TO SPEAK, THEN COME TO THE PODIUM AND STATE YOUR NAME AND ADDRESS FOR THE RECORD.
### NEWS MEDIA
- News Herald
- Bullet
- Channel 4
- Channel 7
- Channel 13
- Comcast
- WOW
- WKGC
- WLTG
- Magic Broadcasting
- Clear Channel
- Panama City Radio

### CONTACT
- John Henderson (Editor)
- Ryan Rodig
- Rex Ogburn
- Ken McVay
- Kay C. McWilliams
- Cil Schnitker
- Emily Balazs
- A. D. Whitehurst
- Chris Allen
- Crystal Presley
- Brandon Andrews

---

**NOTE:** COPIES OF THE AGENDA ITEMS ARE POSTED ON THE CITY'S WEBSITE
WWW.PCBGOV.COM UNDER "AGENDA INFORMATION."
THIS MEETING WILL BE LIVE-STREAMED ON THE CITY WEBSITE.

If a person decides to appeal any decision made by the City Council with respect to any matter considered at the meeting, if an appeal is available, such person will need a record of the proceeding, and such person may need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence upon which the appeal is based. Sec. 286.0105, FS (1995)
CONSENT AGENDA

ITEM #1

PROCLAMATION
A PROCLAMATION DESIGNATING
MARCH 29, 2016
AS
"VIETNAM VETERANS DAY"
IN PANAMA CITY BEACH, FLORIDA

WHEREAS, it was forty-three years ago, on March 29, 1973, that America withdrew its last young men and women from the battlefields of Vietnam, and since the end of that bitter conflict faraway in Southeast Asia, a generation of Americans has come of age and understand the significance of the war; and

WHEREAS, instead of receiving a welcome fitting for the sacrifices they made for this country, the majority of the returning troops were met with criticism and hostility. These men and women fought a losing war on a foreign shore, returned to find that their country did not want them back; and

WHEREAS, in our shame, this country took out its anger on the brave men and women who gave so much for their country, who sacrificed so much. Let this be the reminder and promise that "never again will a generation of citizens and veterans abandon those who served or are serving their country or their respective families"; and

WHEREAS, serving with pride and allegiance to the ideals that define our great country, the sacrifices of Vietnam Veterans have been integral to preserving our cherished way of life, and they continue to inspire us with their own lives of personal, professional, and military accomplishment, and it is fitting that all citizens extend their admiration and heartfelt gratitude for such meaningful contributions to our Nation, this State, and their home communities;

NOW, THEREFORE, I, Gayle F. Oberst, by virtue of the authority vested in me as Mayor of the City of Panama City Beach, call upon all citizens of Panama City Beach to observe March 29, 2016 as

"Vietnam Veterans Day"

and encourage all Americans to thank our Vietnam Veterans now for their service in defense of global freedom and democracy.

IN WITNESS WHEREOF, I have hereunto set My Hand and caused the Official Seal of our Great City to be affixed this Twenty-Fourth of March, in the Year of Our Lord Two Thousand Sixteen.

City of Panama City Beach

Gayle F. Oberst, Mayor

ATTEST:
Diane Fowler, City Clerk

CONSENT AGENDA ITEM #
REGULAR AGENDA

ITEM #1

FDOT PRESENTATION
SUBJECT: Project Development and Environmental Study for State Road 30A (U.S. 98) Panama City Beach Parkway from Mandy Lane to the Thomas Drive Intersection.

Financial Project Identification Number: 217838-2-22-01.

PRESENTER: FDOT Project Manager, Sherry Alaghemand, P.E.

LOCAL GOVERNMENT ACTION NEEDED: None

BACKGROUND: This project has recently begun. A public kick-off meeting is scheduled for April 21, 2016, at the City of Panama City Beach Lyndell Senior Center, 423 Lyndell Lane, Panama City Beach, from 5:30 p.m. – 6:30 p.m.

The meeting is being conducted to introduce the project and study process and provide an opportunity for input from the public and stakeholders. The meeting will be an informal, open-house format with maps and display boards available for review; there will be no formal presentation. FDOT representatives will be available to answer questions and receive your comments concerning the project.

The purpose of this study is to evaluate overall traffic operations in order to improve roadway capacity and meet future traffic demand, increase safety, augment emergency evacuation capabilities, facilitate movement of people and goods, and enhance bicycle/pedestrian safety and access.

Should you have questions regarding the project or this meeting, please contact Sherry Alaghemand, P.E., FDOT Project Manager by email at sherry.alaghemand@dot.state.fl.us. You may also contact Ian Satter, District Three Public Information Director, at (888) 638-0250, Extension 1205 or ian.satter@dot.state.fl.us.

RECOMMENDED ACTION: This item is for information only. Please contact Sherry Alaghemand, P.E., FDOT Project Manager, at (850) 330-1510 or sherry.alaghemand@dot.state.fl.us if additional information is needed.
S.R. 30A / U.S. 98 / Panama City Beach Parkway
Project Development & Environment (PD&E) Study

From Mandy Lane to Thomas Drive Intersection
Bay County, Florida

Financial Project ID No: 217838-2-22-01, ETDM No: 14208

PANAMA CITY BEACH CITY COUNCIL
PRESENTATION | March 24, 2016
Purpose of Briefing

- Introduce the project
- Outline the study objectives and schedule
- Share information about the project
- Receive input
Project Location

- **S.R. 30A / U.S. 98 / Panama City Beach Parkway**
- From Mandy Lane to Thomas Drive Intersection
- Approximately 7.1 miles in length
- Bay County
- Panama City Beach
Purpose and Need

• Add two lanes of capacity to the four lane section of U.S. 98 in order to address existing and projected future failing level-of-service
  – Certain roadway segments are currently over capacity
• Project is needed to relieve congestion
• Enhance safety and mobility
  – Improve emergency evacuation
  – Include sidewalks and bicycle lanes
Project Issues

- Roadway safety
- Intersection congestion
- Drainage and flooding
- Bicycle and pedestrian facility connectivity
- Right-of-way requirements and relocations
- Wetlands
- Wildlife and habitat
- Noise
- Utilities
- Access management
Annual Average Daily Traffic (AADT)

- S.R. 30A / U.S. 98 / Panama City Beach Parkway: AADT for Year 2013 and 2035

<table>
<thead>
<tr>
<th>Segment:</th>
<th>No. of Lanes</th>
<th>2013 AADT</th>
<th>2013 LOS</th>
<th>2035 AADT</th>
<th>2035 LOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandy Lane to R. Jackson Boulevard</td>
<td>4</td>
<td>43,000</td>
<td>F</td>
<td>44,407</td>
<td>F</td>
</tr>
<tr>
<td>R. Jackson Boulevard to SR 30 / US 98A / Front Beach Road</td>
<td>4</td>
<td>37,500</td>
<td>C</td>
<td>46,814</td>
<td>F</td>
</tr>
<tr>
<td>SR 30 / US 98A / Front Beach Road to Thomas Drive / CR 3031</td>
<td>4</td>
<td>51,500</td>
<td>F</td>
<td>72,168</td>
<td>F</td>
</tr>
</tbody>
</table>
PD&E Study Components

- **Engineering** – analyze data and identify solutions
- **Environmental** – evaluate potential impacts to the natural, social, and physical environments
- **Public Involvement** – ongoing throughout the process
Engineering & Environmental Analysis

- Traffic counts
- Crash records
- Existing roadway conditions
- Identification of wetlands
- Threatened/Endangered species
- Existing land use & property information
- Census data
- Planned developments
- Existing drainage systems and patterns
- Contamination sites
- Archeological/Historical sites
Public Involvement

- Public Involvement Plan
- Meetings with Agencies
- Local Government Coordination
- Meetings with the Public
- Project Website
- http://www.nwflroads.com
Agency Coordination

Coordination

- Bay County TPO
- Bay County Engineering and Public Works
- Bay Town Trolley
- Panama City Beach
- Florida Department of Environmental Protection
- Florida Division of Historical Resources
- Northwest Florida Water Management District
- U.S. Fish and Wildlife Service
- Federal Highway Administration
Study Schedule and Funding

- **Begin Study:** December 18, 2015
- **Receive Location Design Concept Approval (LDCA) from FHWA (study completion):** December 2017

<table>
<thead>
<tr>
<th>Year</th>
<th>Phase</th>
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</thead>
<tbody>
<tr>
<td>2015</td>
<td>Project Initiation, Environmental &amp; Engineering Data Collection, Kick-off Meeting</td>
</tr>
<tr>
<td>2016</td>
<td>Environmental &amp; Engineering Analysis, Alternatives Public Workshop</td>
</tr>
<tr>
<td>2017</td>
<td>Draft Environmental &amp; Engineering Documents, Public Hearing, Final Environmental &amp; Engineering Documents, Location Design and Concept Approval</td>
</tr>
</tbody>
</table>

- **Future phases include:**
  - Design
  - Right-of-Way
  - Construction
Public Kick-Off Meeting

Date: April 21, 2016
Location: Panama City Beach Lyndell Senior Center
423 Lyndell Lane
Panama City Beach, FL
Time: 5:30 p.m. – 6:30 p.m.
Contact Information

FDOT Project Manager
Sherry Alaghemand, P.E.
FDOT, District 3
(888) 638-0250, extension 1510
Sherry.Alaghemand@dot.state.fl.us

FDOT Public Information Director
Ian Satter
FDOT, District 3
(888) 638-0250, extension 1205
Ian.Satter@dot.state.fl.us
RESOLUTION 16-62

A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA; AUTHORIZING A BUDGET AMENDMENT TO PROVIDE FOR THE RECEIPT OF $7,710 FROM THE EDWARD BYRNE GRANT; AUTHORIZING A BUDGET AMENDMENT TO PROVIDE FOR THE RECEIPT AND EXPENDITURE OF FUNDS FOR THIS PURPOSE; AND PROVIDING AN IMMEDIATELY EFFECTIVE DATE.

WHEREAS, the City has been awarded $7,710 from the Edward Byrne Grant; and

WHEREAS, the City’s police department would like to use this grant money to purchase an ATV; and

WHEREAS, neither the receipt of the grant nor the purchase of the ATV were anticipated when the budget was prepared, such that this revenue and these expenses were not included in the budget for FY2015-16; and

WHEREAS, the City finds and determines it is necessary and appropriate to expend funds for this purpose, and to amend the City budget to reflect the receipt and expenditure of this money.

NOW THEREFORE BE IT RESOLVED by the City of Panama City Beach, Florida that:

1. The following budget amendment #18 is adopted for the City of Panama City Beach, Florida, for the fiscal year beginning October 1, 2015, and ending September 30, 2016, as shown in and in accordance with the attached and incorporated Exhibit A, to reflect the revenue to be received from the Edward Byrne Grant and its expenditure for the purposes stated therein.

2. This Resolution shall take effect immediately upon passage.

PASSED, APPROVED AND ADOPTED at the regular meeting of the City Council of the City of Panama City Beach, Florida, this ___ day of ______________, 2016.

CITY OF PANAMA CITY BEACH

By ___________________________
GAYLE F. OBERST, MAYOR

ATTEST:

DIANE FOWLER, CITY CLERK
To: Drew R. Whitman  
Chief of Police

From: Captain Rich McClanahan  
Administrative Division Commander

Date: March 7, 2016

RE: 2016-JAGD-BAY-2-H4-063, POLICE FOUR-WHEELER ALL TERRAIN VEHICLE

Chief,

FDLE approved the 2016-JAGD-BAY-2-H4-063, POLICE FOUR-WHEELER ALL TERRAIN VEHICLE grant for $7,710.00. I am requesting a budget amendment for this grant. Please see below.

2016 Police Four-Wheeler All Terrain Vehicle, Honda Rancher 420 Fourtrax, four wheel drive, automatic transmission, liquid cooled, blue color, $6,534.00*.

- Front and Rear Cargo lockable storage boxes installed $373.00*
- Eight (8), micro emergency blue lights with black flanges $512.00*
- Six (6), Police decal placards $156.00*
- One (1), compact black composite siren speaker with bracket $135.00*
- 1 year factory Warranty
- Shipping

NOTE: The bids were advertised on the City website from June 08 - June 23, 2015, and were due/opened June 23, 2015. The winning bid was GHC Motorsports with a bid of $6,534.00, delivered.

(*The Department of Justice request that all grants closeout on a whole number.)

Capt. Rich L. McClanahan  
Administrative Division Commander
The Honorable Gayle Oberst  
Mayor  
City of Panama City Beach  
110 South Arnold Road  
Panama City Beach, FL 32413-2140

Re: Contract No. 2016-JAGD-BAY-2-H4-063

Dear Mayor Oberst:

The Florida Department of Law Enforcement is pleased to award an Edward Byrne Memorial Justice Assistance Grant (JAG) subgrant to your unit of government in the amount of $7,710.00 for the project entitled, POLICE FOUR-WHEELER ALL TERRAIN VEHICLE. This subaward is approved under Florida's state JAG award 2015-MU-BX-1066 from the Department of Justice. These funds shall be utilized for the purpose of reducing crime and improving public safety and the criminal justice system.

Enclosed is a copy of the approved subaward application with the referenced contract number and standard conditions. This subaward is subject to all administrative and financial requirements, including timely submission of all financial and performance reports and compliance with all standard conditions.

Information from subawards and performance reports are provided to the Department of Justice (DOJ) Performance Measurement Tool (PMT) and Federal Funding Accountability and Transparency Act (FFATA) to meet federal transparency requirements. Contract and grant information is also provided to the State of Florida, Department of Financial Services (DFS) via the Florida Accountability Contract Tracking System (FACTS). This grant agreement and all correlating information including general contract, performance, amendment/modification information and a copy of the grant document is provided to FACTS to meet requirements under Chapter 2013-54 and 2013-154 Laws of Florida. If this agreement contains confidential or exempt information not subject to disclosure under Chapter 119, F.S., please contact the Office of Criminal Justice Grants (OCJG) for guidance on how to request exemption.

Please complete and return the enclosed Certificate of Acceptance and Certification of Conflict of Interest forms within 30 calendar days from the date of award. Completion of the Certificate of Acceptance constitutes official acceptance of the subaward and must be received by the Department prior to reimbursement of any project expenditures.

Some costs require prior written approval from OCJG and DOJ before beginning project activities. If your subaward contains any such items or those listed on the Bureau of Justice Assistance (BJA) Controlled Expenditures List, a grant adjustment and written request with justification will be required. A correlating special condition on your subgrant award in the Subgrant Information Management ON-Line (SIMON) system may also be included.

We look forward to working with you on this project. Please contact Senior Management Analyst Supervisor Randall Smyth at (850) 617-1250 if you have any questions or we can be of further assistance.

Sincerely,

Petrina Tuttle Herring  
Bureau Chief

PTH/ar

Enclosures
CITY OF PANAMA CITY BEACH
BUDGET TRANSFER FORM BF-10

<table>
<thead>
<tr>
<th>FUND</th>
<th>GENERAL ACCOUNT NUMBER</th>
<th>ACCOUNT DESCRIPTION</th>
<th>APPROVED BUDGET</th>
<th>BUDGET ADJUSTMENT</th>
<th>NEW BUDGET BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TO</td>
<td>001-0000-331.20-31</td>
<td>Edward Byrne JAG ATV</td>
<td>0.00</td>
<td>(7,710.00)</td>
<td>(7,710.00)</td>
</tr>
<tr>
<td>TO</td>
<td>001-2101-521.64-20</td>
<td>Machinery and Equipment</td>
<td>426,000.00</td>
<td>7,710.00</td>
<td>433,710.00</td>
</tr>
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</table>

Check Adjustment Totals: 426,000.00 0.00 426,000.00

BRIEF JUSTIFICATION FOR BUDGET ADJUSTMENT:

To record revenue from award of Edward Byrne Grant and appropriation of expenditures for police department ATV from grant funds

ROUTEING FOR APPROVAL:

DEPARTMENT HEAD DATE

CITY MANAGER DATE

FINANCE DIRECTOR DATE
REGULAR AGENDA

ITEM #3

RESOLUTION 16-63
RESOLUTION 16-63

A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA APPROVING THE PURCHASE OF ONE SYMBIONT GEOTHERMAL POOL HEATING/COOLING UNIT IN THE BASIC AMOUNT OF $18,635; AUTHORIZING A BUDGET AMENDMENT TO FUND THIS PURCHASE; AND PROVIDING AN IMMEDIATELY EFFECTIVE DATE.

BE IT RESOLVED by the City of Panama City Beach, Florida that:

1. The appropriate officers of the City are authorized but not required to execute and deliver on behalf of the City that certain Agreement between the City and Symbiont Service Corp. relating to the purchase of one Symbiont Geothermal Pool Heating/Cooling unit to be used by the Aquatics Center, in the total amount of Eighteen Thousand Six Hundred and Thirty Five Dollars ($18,635), on substantially the terms and conditions set forth in the quote attached hereto as Exhibit A and presented to the Council today, draft dated March 11, 2016, with such changes, insertions or omissions as may be approved by the City Manager, whose execution of such agreement shall be conclusive evidence of such approval.

2. The following budget amendment (# 19) is adopted for the City of Panama City Beach, Florida, for the fiscal year beginning October 1, 2016, and ending September 30, 2016, as shown in and in accordance with the attached and incorporated Exhibit B, to reflect the appropriation of funds for the purposes stated herein.

3. This Resolution shall take effect immediately upon passage.

PASSED, APPROVED AND ADOPTED at the regular meeting of the City Council of the City of Panama City Beach, Florida, this 24 day of March, 2016.

CITY OF PANAMA CITY BEACH

By: Gayle F. Oberst, Mayor

ATTEST:

Diane Fowler, City Clerk
Bid Specifications

Date: 3/18/2016
To: Mario Gisbert
From: Jim Ponek, Parks and Recreation Director
Subject: 5 Symbiont Geothermal Pool Heating/Cooling Units

The Parks and Recreation Department received one bid for the replacement of 5 Symbiont Geothermal Pool Heating/Cooling Units for the Aquatic Center. The only bid was received from Symbiont Service Corp. for $83,775.00 for the replacement of the 5 units.

After discussion with you, Finance Director and City Attorney, I went back to contractor and negotiated price for different options instead of purchasing all 5 units at this time. Options are attached.

Staff's recommendation at this time is only to purchase one unit at $18,635.00.
Staff Report

March 24, 2016
To: City Council
By: Jim Panek, Director of Parks and Recreation

Staff is recommending a budget amendment for the purchase of one Pool Heater/Cooler. Budget amendment is attached.

The Heaters/Coolers are going on 10 years old and for the last two winter seasons, we have had heater issues. Last year we replaced one heater and this season we have had several repair visits which has added up into the thousands of dollars. We are presently only working on 5 of 6 heaters as another heater has gone down this year. During January/February due to the heater issues, the pool was closed for over 8 days which has caused many issues for local swim teams, visitors, visiting teams and customers. The professionals are saying that our heaters/coolers have met their life expectancy and that they recommend replacing the remaining 5 heaters/coolers as soon as we can.

Staff originally requested a bid to replace all 5 heaters/coolers. Symbiont Service Corp. was the only responsive bidder at a total cost of $83,775.00.

Symbiont Service Corp. has given us other options to replace these aging units while offering discounts for replacing multiple units at one time.

1 Unit $18,635.00
2 Units $34,590.00 - $17,295.00 each
3 Units $51,565.00 - $17,188.33 each
4 Units $67,240.00 - $16,855.00 each

All of these options are still within their initial bid amount of $83,775.00.

These options are attached for your review.

Staff’s recommendation at this time is to replace one heater/cooler and when others fail to replace them at that time.

The City Manager and Finance Director have reviewed and approve the recommendation of the purchase of the pool heater and installation. Also budget amendment has been prepared by finance Director.
<table>
<thead>
<tr>
<th>Bidder</th>
<th>Address</th>
<th>Information</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
<td>Symbiont Service Corp.</td>
<td>4372 N Access Road</td>
<td>5 Symbiont PH 215-TT-RV Geo Thermal Pool Heating/Cooling Units (460v 3 phase)</td>
<td>$83,775.00</td>
</tr>
<tr>
<td></td>
<td>Englewood, FL 34224</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
To: Frank Brown Aquatic Center  
16200 Panama City Beach Parkway  
Panama City Beach, Florida 32413  

Phone: 850-233-5045  
Attn: Cheryl Joyner  

Date: 3/11/2016  
No: 3112016-1  
Page: 1 of 1  
Job: Frank Brown Park  
Valid for: 90 days  
Terms: Progressive Billing  

Frank Brown Park Aquatic Center, Panama City Beach

Description
5 Symbiont PH-215-TT-RV GeoThermal Pool Heating/Cooling Units (460v 3 phase) delivered and installed per Bid Specifications ........................................ $83,775.00

Includes:
- Heating/Cooling units delivered and installed.  
- The existing Ranco t-stat will be removed.  
- The digital t-stat on the lead unit will become the controlling t-stat for heating and cooling.  
- The intermediate plate heat exchanger and loop pump will be removed and hauled away.  
- One year Symbiont Service Corp all parts and labor warranty on the installation.  
- Five year manufacturer's labor warranty on the Symbiont units.  
- Seven year manufacturer's all parts only on the Symbiont units.  
- Lifetime parts on titanium tube portion of the condenser and evaporator heat exchangers.

Does not include:  
- Local municipal permits
Description of Operation & Specifications

MODEL PH-215-TT

Features
- Modular Design with Easy Piping and Wiring Access
- Painted Aluminum Cabinets with Raised-Base Aluminum Chassis
- Insulated for Quiet Operation
- High Efficiency Scroll Compressor with Inherent Motor-Protector
- Titanium Tube-Shell Heat Exchangers
- Refrigerant Liquid Receiver and Filter/Dryer
- Refrigerant Sight-Glass with Moisture Indicator
- Thermostatic Expansion Valve
- High and Low Pressure Switches
- Time Delay Compressor Protectors
- Electronic Digital Pool/Spa Thermostat
- Factory Installed Reverse-Cycle Summer Pool Cooling
- ARL or ETL Listed/Approved

Description of Operation
The SYMBIONT™ Geo-Thermal Pool Heater is a high quality, high performance, dedicated water-to-water package heat pump.

The SYMBIONT™ is designed to provide high performance operation on private and public pools and spas. Like gas, the SYMBIONT™ is totally unaffected by outdoor weather conditions and has a 15-20 year serviceable life expectancy.

The SYMBIONT™, while competitively priced with either solar heating systems or air source heat pumps, costs substantially less to operate than any air source available. When cost of operation and dependability are considered, the SYMBIONT™ has no equal.

When the pool pump is running, and on demand of the thermostat, the SYMBIONT™ pool heater and source water pump are energized to heat the pool.

Like any heat pump, the SYMBIONT™ uses a refrigerant vapor compression cycle to extract free heat from one place (the heat source, either a well, a lake, or canal) and deliver it to another (the pool or spa). All you pay for is the electricity used by the compressor and pumps.

Specifications*

| Source EWT (Entering Water Temp) | 65°F | 75°F |
| BTUH Rating                     | 199,014 | 221,545 |
| COP                             | 6.07 | 6.62 |
| Source Water/Pool Water GPM     | 50 |
| Source Water Connections FPT    | 2" |
| Compressor                      | 13 HP |
| Volts/Hertz/Phase               | 208-230/60/3 | 460/60/3 |
| RLA                             | 51.3 | 23 |
| LRA                             | 300 | 150 |
| Minimum Circuit Ampacity        | 64.1 | 28.8 |
| Maximum Breaker                 | 100 | 40 |
| Weight                          | 520 lbs. |
| Length/Width/Height             | 60" x 34" x 40" |

4372 North Access Road, Englewood, FL 34224, (941) 474-9306, (800) 881-4328, Fax (941) 473-9306

* Specifications subject to change. December 2, 2014

Page 7
**CITY OF PANAMA CITY BEACH**

**BUDGET TRANSFER FORM BF-10**

<table>
<thead>
<tr>
<th>FUND</th>
<th>AQUATIC CENTER ACCOUNT NUMBER</th>
<th>ACCOUNT DESCRIPTION</th>
<th>APPROVED BUDGET</th>
<th>BUDGET ADJUSTMENT</th>
<th>NEW BUDGET BALANCE</th>
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</thead>
<tbody>
<tr>
<td>TO</td>
<td>403-0000-572.64-20</td>
<td>Machinery and Equipment</td>
<td>20,700.00</td>
<td>18,700.00</td>
<td>39,400.00</td>
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<td>FROM</td>
<td>403-0000-999.96-00</td>
<td>Reserves Available for Expenditures</td>
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|                      |                               |                               | 0.00            | 0.00              | 0.00               |
|                      |                               |                               | 0.00            | 0.00              | 0.00               |
|                      |                               |                               | 0.00            | 0.00              | 0.00               |
|                      |                               |                               | 0.00            | 0.00              | 0.00               |
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|                      |                               |                               | 0.00            | 0.00              | 0.00               |
|                      |                               |                               | 0.00            | 0.00              | 0.00               |
|                      |                               |                               | 0.00            | 0.00              | 0.00               |

**Check Adjustment Totals:**

|                      |                               |                               | 95,450.00       | 0.00              | 95,450.00          |

**BRIEF JUSTIFICATION FOR BUDGET ADJUSTMENT:**

To appropriate funds from contingency to replace one pool heater/cooler per recommendation of staff

**ROUTING FOR APPROVAL**

<table>
<thead>
<tr>
<th>DEPARTMENT HEAD</th>
<th>DATE</th>
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REGULAR AGENDA

ITEM #4

UTILITIES DEPT JOB DESCRIPTIONS
MEMORANDUM

TO:     CITY COUNCIL
CC:     MARIO GISBERT, CITY MANAGER
        DIANE FOWLER, HUMAN RESOURCE DIRECTOR
FROM:   AL SHORTT
DATE:   03/15/2016
SUBJECT: WATER DEPARTMENT JOB DESCRIPTIONS/REORGANIZATION

These job descriptions provide reorganization to add a Customer Service Supervisor. Remaining job description changes are reporting-only changes incorporating the new supervisory level.

The staff recommends approval of the Customer Service Supervisor position and the changes to reporting structure.
CITY OF PANAMA CITY BEACH
Job Description

JOB TITLE: Customer Service Representative I

SALARY RANGE: $11.75 - $18.80/hr
SHIFT: Days
LOCATION: Water
REPORTS TO: Customer Service Supervisor
PREPARED BY: Al Shortt
APPROVED BY: City Council

PAY GRADE: 24
DIVISION: Water
DEPT: Utilities
FSLA STATUS: Non-Exempt
POSITION: Permanent Full-time
DATE:

SUMMARY:
This position is for responsible clerical work with extensive customer contact in the Panama City Beach’s Utility Billing and Customer Service Department. Work is performed under the primary supervision and direction of the Customer Service Supervisor, with secondary supervision and direction being under the Water Department Billing Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
In addition to the essential duties and responsibilities, other tasks may be assigned

Ability to communicate policies and procedures of the Water Department Billing and Customer Service functions to customers in person, by phone or through correspondence;

Preparing accurate and complete forms, including installation and removal work orders, final billings, refund reports, and collection reports. Maintaining various records and accounts on the City’s computer system;

Process credit card and e-check payments through a third party collector. Maintaining automatic bank drafting files and applications;

Resolving customer complaints, solving problems involving computation of bills, bill adjustments, high consumption readings, illegal consumption, etc.

Accepts requests at counter for water and sewer service;

Determine availability of water and/or sewer in the area to be served;

Interpret building plans, prepare connection fee worksheet, and determine correct water-sewer impact fee;

I
Prepare work orders, crew sheets, etc.
Advise water/sewer field personnel of application;
Accept change-overs, changes in billing addresses, cutoffs, etc.
Receive monies and process receipts;
Receive payments, verify amounts and check any discrepancies;
Total mail receipts and balance with monies;
Complete daily cash and balance sheets and balance cash drawers;
Assist in analyzing and correcting computer and/or printer problems;
Upload/download meter readings and analyze to insure correct billing.
Answer correspondence for water and sewer department;
Prepare water bills for mailing;
Keep records and make reports utilizing such programs as Excel and MS Word.
Verify delinquent accounts and assist in handling cutoffs;
Accept complaints and courteously analyze any problems;
Post monies to appropriate General Fund accounts;
Input daily work into computer;

SUPERVISORY RESPONSIBILITIES:
None

COMPETENCIES
To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds
promptly to customer needs; Solicits customer feedback to improve service; Responds
to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality;
Listens to others without interrupting; Keeps emotions under control; Remains open to
others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative
situations; listens and gets clarification; Responds well to questions; Demonstrates
group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and
grammar; Varies writing style to meet needs; Presents numerical data effectively; Able
to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and
openness to others' views; Gives and welcomes feedback; Contributes to building a
positive team spirit; Puts success of team above own interests; Able to build morale and
group commitments to goals and objectives; Supports everyone's efforts to succeed.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for
cultural differences; educate others on the value of diversity; promotes a harassment­
free environment; Builds a diverse work force.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others;
Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative
tasks correctly and on time; supports organization's goals and values; Benefits
organization through outside activities; Supports affirmative action and respects
diversity.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate
judgment; Supports and explains reasoning for decisions; Includes appropriate people
in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and
overcomes obstacles; Measures self against standard of excellence; Takes calculated
risks to accomplish goals.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure;
Treats others with respect and consideration regardless of their status or position;
Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and
promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:
Must have graduated from standard high school or any equivalent combination of experience and training which provides the required knowledge, skills and abilities; must have some experience in public contact work; must have clerical and typing ability; must pass the Civil Service examinations.
LANGUAGE SKILLS:  
Ability to understand and follow oral and/or written instructions; must be able to keep records and make reports.

MATHEMATICAL SKILLS:  
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:  
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

OTHER REQUIREMENTS:  
Must have good knowledge of the City government; knowledge of the principles and practices of accounting and auditing, particularly as they relate to billing and collections; clerical aptitude; good knowledge of office terminology and procedures; computer literacy; calculator proficiency and typing skills; ability to deal courteously, tactfully and firmly with the public; ability to work amiably with fellow workers; ability to read maps; ability to work under pressure internally and with the public.

PHYSICAL DEMANDS:  
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, talk or hear, use hands to finger, handle or feel, stoop, kneel, crouch or crawl, and reach with hands and arms.

The employee must frequently lift and move up to 10 pounds. Specific vision abilities required by this job is ability to adjust focus.

WORK ENVIRONMENT:  
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not subjected to any special or extraordinary environmental conditions, other than those normally found in an office environment. The noise level in the work environment is usually moderate.
I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.

Signature

Date
JOB TITLE: Customer Service Supervisor

PAY GRADE: 30
DIVISION: Utilities
DEPT: Utilities
FSLA STATUS: Exempt
POSITION: Permanent Full-time
DATE: 

SUMMARY:
This position is for responsible supervisory work in the operation of Panama City Beach's Utilities Billing Department and Customer Service Department. Work is performed under the primary supervision and direction of the Water Department Billing Manager, and under the secondary supervision of the Utilities Director.

This is an essential position that requires performance of emergency duties and action to prepare, repair, and recover the City before, during, and after any adverse storm events (hurricane, tornado, ice storm, etc.) or other conditions (natural or man-made).

ESSENTIAL DUTIES AND RESPONSIBILITIES:
In addition to the essential duties and responsibilities, other tasks may be assigned

Organizing and assigning work load of Utility Billing Clerks in the Utilities Department

Supervising proper intake, posting and balancing of City revenues in the computer system

Assists other employees in their duties and responsibilities to facilitate effective and efficient operation

Assists with returned check processing, mail payment and any other functions of the section that must be covered during peak demands or staff shortages

Reviews reports related to meter consumption for unusual conditions and takes appropriate action to correct

Acts as direct liaison between public and the City in the solving of billing problems

Greets and assists the public when necessary
Maintains records

Coordinates staff leave under the direction of the Water Department Billing Manager

Ensures all office equipment is in proper working condition

Assists Water Department Billing Manager with ordering and stocking of office supplies

Bookkeeping

Ensures professional courtesy and conduct of office staff

Assists the Water Department Billing Manager with training of customer service staff on new and updated software and programs

Accurately processes all tasks personally assigned

Other assigned duties under the direction of the Water Department Billing Manager or Utilities Director

SUPERVISORY RESPONSIBILITIES:
With oversight by the Water Department Billing Manager, supervises Meter Reset Technicians and Customer Service Representatives. In the absence of the Water Department Billing Manager, may also supervise Meter Readers and Utility Billing Clerks with the permission of the Utilities Director.

COMPETENCIES
To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilize others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates
accuracy and thoroughness.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educate others on the value of diversity; promotes a harassment-free environment; Builds a diverse work force.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:
Must have graduated from standard high school; must have computer and calculator experience, or a combination of experience and training which provides the required knowledge, skills and abilities; must have considerable experience in bookkeeping and public contact work; must have clerical and typing ability; must pass the Civil Service examinations, clerical, typing and calculator. Should have at least five (5) years of experience in the utility billing field.

LANGUAGE SKILLS:
Strong communication skill; ability to effectively and courteously manage staff; ability to understand and follow oral and/or written instructions; must be able to keep records and make reports;

MATHEMATICAL SKILLS:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
REASONING ABILITY:
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in standardized situations.

OTHER REQUIREMENTS:
Must have thorough knowledge of the City's laws, rules and regulations; knowledge of applicable State statutes and City ordinances; knowledge of the principles and practices of bookkeeping, particularly as they relate to billing and collections; clerical aptitude; good knowledge of office terminology and procedures; computer literacy; calculator proficiency and typing skills; ability to deal courteously, tactfully and firmly with the public; ability to work amiably with fellow workers; ability to read maps; ability to work under pressure internally and with the public; Ability to communicate effectively, orally and in writing.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, talk or hear, use hands to finger, handle or feel, stoop, kneel, crouch or crawl, and reach with hands and arms.

The employee must frequently lift and move up to 10 pounds. Specific vision abilities required by this job is ability to adjust focus.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not subjected to any special or extraordinary environmental conditions, other than those normally found in an office environment. The noise level in the work environment is usually moderate.
I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.

Signature

Date
CITY OF PANAMA CITY BEACH
Job Description

JOB TITLE: Water Department Billing Clerk

SALARY RANGE: $14.28 - $23.56/hr. 
PAY GRADE: 28
SHIFT: Days
LOCATION: Water
DIVISION: Water
REPORTS TO: Water Department Billing Manager
DEPT: Utilities
PREPARED BY: Al Shortt
FSLA STATUS: Non-Exempt
APPROVED BY: City Council
POSITION: Permanent Full-time
DATE:

SUMMARY:
This position is for responsible clerical work with extensive customer contact in the Panama City Beach's Utility Billing and Customer Service Department. Work is performed under the primary supervision and direction of the Customer Service Supervisor, with secondary supervision and direction being under the Water Department Billing Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
In addition to the essential duties and responsibilities, other tasks may be assigned

Ability to communicate policies and procedures of the Water Department Billing and Customer Service functions to customers in person, by phone or through correspondence;

Preparing accurate and complete forms, including installation and removal work orders, final billings, refund reports, and collection reports. Maintaining various records and accounts on the City's computer system;

Process credit card and e-check payments through a third party collector. Maintaining automatic bank drafting files and applications;

Researching and following up on returned checks, e-checks, and bank drafts;

Resolving customer complaints, solving problems involving computation of bills, bill adjustments, high consumption readings, illegal consumption, etc.

Maintaining and updating meter reading program, billing master file for utility billing and final billing;
Entering meter reading data into computer system. Transferring meter data from mainframe and loading hand held devices. Reviewing all high readings and determining any necessary adjustments;

Reviewing all bills before mailing for correct data. Operating machinery for mailing out bills;

Accepts requests at counter for water and sewer service;

Determine availability of water and/or sewer in the area to be served;

Interpret building plans, prepare connection fee worksheet, and determine correct water-sewer impact fee.

Prepare work orders, crew sheets, etc.

Advise water/sewer field personnel of application;

Accept change-overs, changes in billing addresses, cutoffs, etc.

Receive monies and process receipts;

Receive payments, verify amounts and check any discrepancies;

Total mail receipts and balance with monies;

Complete daily cash and balance sheets and balance cash drawers;

Assist in analyzing and correcting computer and/or printer problems;

Upload/download meter readings and analyze to insure correct billing.

Answer correspondence for water and sewer department;

Prepare water bills for mailing;

Keep records and make reports utilizing such programs as Excel and MS Word.

Verify delinquent accounts and assist in handling cutoffs;

Accept complaints and courteously analyze any problems;

Post monies to appropriate General Fund accounts;

Input daily work into computer;
SUPERVISORY RESPONSIBILITIES:
None

COMPETENCIES
To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assess own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educate others on the value of diversity; promotes a harassment-free environment; Builds a diverse work force.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential
duty satisfactorily. The requirements listed below are representative of the knowledge,
skill, and/or ability required. Reasonable accommodations may be made to enable
individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:
Must have graduated from standard high school or any equivalent combination of
experience and training which provides the required knowledge, skills and abilities; must
have some experience in public contact work; must have clerical and typing ability; must
pass the Civil Service examinations.

LANGUAGE SKILLS:
Ability to understand and follow oral and/or written instructions; must be able to keep
records and make reports

MATHEMATICAL SKILLS:
Ability to add, subtract, multiply, and divide in all units of measure, using whole
numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent
and to draw and interpret bar graphs.

REASONING ABILITY:
Ability to apply common sense understanding to carry out instructions furnished in
written, oral, or diagram form.

OTHER REQUIREMENTS:
Must have good knowledge of the City government; knowledge of the principles and
practices of accounting and auditing, particularly as they relate to billing and collections;
clerical aptitude; good knowledge of office terminology and procedures; computer
literacy; calculator proficiency and typing skills; ability to deal courteously, tactfully and
firmly with the public; ability to work amiably with fellow workers; ability to read maps;
ability to work under pressure internally and with the public.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by
an employee to successfully perform the essential functions of this job. Reasonable
accommodations may be made to enable individuals with disabilities to perform the
essential functions.

While performing the duties of this job, the employee is regularly required to stand,
walk, talk or hear, use hands to finger, handle or feel, stoop, kneel, crouch or crawl, and
reach with hands and arms.

The employee must frequently lift and move up to 10 pounds. Specific vision abilities
required by this job is ability to adjust focus.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally must work near moving mechanical parts. The noise level in the work environment is usually moderate.

I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.
CITY OF PANAMA CITY BEACH
Job Description

JOB TITLE: Water Department Billing Manager

SALARY RANGE: $20.09 - $33.14/hr
SHIFT: Days
LOCATION: Water
REPORTS TO: Utilities Director
PREPARED BY: Al Shortt
APPROVED BY: City Council

PAY GRADE: 35
DIVISION: Utilities
DEPT: Utilities
FSLA STATUS: Exempt
POSITION: Permanent Full-time
DATE:

SUMMARY:
This position is for responsible supervisory work in the operation of Panama City Beach's Utilities Billing Department and Customer Service Department. Work is performed under the primary supervision and direction of the Utilities Director and under the secondary supervision of the Finance Director.

This is an essential position that requires performance of emergency duties and action to prepare, repair, and recover the City before, during, and after any adverse storm events (hurricane, tornado, ice storm, etc.) or other conditions (natural or man-made).

ESSENTIAL DUTIES AND RESPONSIBILITIES:
In addition to the essential duties and responsibilities, other tasks may be assigned

Organizing and assigning work load of Utility Billing Clerks in the Utilities Dept.

Supervising proper intake, posting and balancing of City revenues in the computer system

Assists other employees in their duties and responsibilities to facilitate effective and efficient operation

Assists with returned check processing, mail payment and any other functions of the section that must be covered during peak demands or staff shortages

Reviews reports related to meter consumption for unusual conditions and takes appropriate action to correct

Oversees the Customer Service Supervisor in their role as the direct liaison between public and the City in the solving of billing problems

Acts as direct liaison between Field Supervisors and Field staff/utility billing clerks
Acts as liaison between Financial Director and Utility Billing clerks

Supervises all aspects of utility billing

Greets and assists the public when necessary

Interprets blueprints, determines impact fees, collects fees, and processes water/sewer field crew sheets

Maintains worksheets for water and sewer impact fees

Maintains records

Supervises staff leave

Ensures all office equipment is in proper working condition

Oversees ordering and stocking of office supplies

Bookkeeping

Ensures professional courtesy and conduct of office staff;

Supervises the computer system, and oversees the upgrades and performs training to all staff on new programs

Consults with systems analyst, and assists in the development and/or modification and testing of utility billing software programs

Researches, develops, and provides information for demographic analyses and utility rate studies

Accurately processes all tasks personally assigned

Other assigned duties under the direction of the Utilities Director or Finance Director

SUPERVISORY RESPONSIBILITIES:

COMPETANCIES
To perform the job successfully, an individual should demonstrate the following competencies:
Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilize others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person;
Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educate others on the value of diversity; promotes a harassment-free environment; Builds a diverse work force.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:
Must have graduated from standard high school; must have computer and calculator
experience, or a combination of experience and training which provides the required knowledge, skills and abilities; must have considerable experience in bookkeeping and public contact work; must have clerical and typing ability; must pass the Civil Service examinations, clerical, typing and calculator. Should have at least five (5) years of experience in the utility billing field.

**LANGUAGE SKILLS:**
Strong communication skill; ability to effectively and courteously manage staff; ability to understand and follow oral and/or written instructions; must be able to keep records and make reports;

**MATHEMATICAL SKILLS:**
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:**
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in standardized situations.

**OTHER REQUIREMENTS:**
Must have thorough knowledge of the City's laws, rules and regulations; knowledge of applicable State statutes and City ordinances; knowledge of the principles and practices of bookkeeping, particularly as they relate to billing and collections; clerical aptitude; good knowledge of office terminology and procedures; computer literacy; calculator proficiency and typing skills; ability to deal courteously, tactfully and firmly with the public; ability to work amiably with fellow workers; ability to read maps; ability to work under pressure internally and with the public; Ability to prepare comprehensive reports to communicate effectively, orally and in writing.

**PHYSICAL DEMANDS:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, talk or hear, use hands to finger, handle or feel, stoop, kneel, crouch or crawl, and reach with hands and arms.

The employee must frequently lift and move up to 10 pounds. Specific vision abilities required by this job is ability to adjust focus.
WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not subjected to any special or extraordinary environmental conditions, other than those normally found in an office environment. The noise level in the work environment is usually moderate.

I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.

________________________________________  __________________________
Signature                                      Date
CITY OF PANAMA CITY BEACH
Job Description

JOB TITLE: Meter Reader I

SALARY RANGE: $11.75-18.80/hr
SHIFT: Varies
LOCATION: Water
REPORTS TO: Water Department Billing Manager
PREPARED BY: Al Shortt
APPROVED BY: City Council

PAY GRADE: 24
DIVISION: Water
DEPT: Utilities
FSLA STATUS: Non-Exempt
POSITION: Permanent Full-time
DATE:

SUMMARY:
This position is for responsible maintenance work in the upkeep of the meters and meter boxes belonging to Panama City Beach's Water Department. Work is performed under the primary supervision and direction of the senior Meter Reader II, with secondary supervision and direction being under the Water Department Billing Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
Performs the reading of the water and sewer meters;
Collects data for the senior Meter Reader and Water Department Billing Manager;
Keeps records and other data;
Coordinates any repairs with the other division when necessary;
Assists in minor repairs to water meter installation when needed;
Assists in the resets or delinquent lists when needed.

SUPERVISORY RESPONSIBILITIES:
None

COMPETENCIES
To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educate others on the value of diversity; promotes a harassment-free environment; Builds a diverse work force.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:
Must have graduated from standard high school, or GED; Prior experience in water meter reading would be preferable; Must have valid Florida Driver's License.

LANGUAGE SKILLS:
Ability to understand and follow oral and/or written instructions; must be able to keep
records and make reports

MATHEMATICAL SKILLS:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

OTHER REQUIREMENTS:
Prior experience in water meter reading would be preferable; mechanical ability; dependability; good physical condition; ability to work unsupervised. Must be able to work 10 hour shifts, on call 24 hours.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk or hear, use hands to finger, handle or feel, climb or balance, stoop, kneel, crouch or crawl, reach with hands and arms.

The employee must frequently lift and move from 10 to 25 pounds. Specific vision abilities required by this job is ability to adjust focus, close vision, peripheral vision, and distance vision.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally must work in inclement weather, in outdoor weather conditions, in extreme heat, and in extreme cold. The noise level in the work environment is usually moderate.

I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties.
and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.

_________________________________  _________________________
Signature                          Date
CITY OF PANAMA CITY BEACH
Job Description

JOB TITLE: Meter Reader II

SALARY RANGE: $12.95 - $21.37/hr
SHIFT: Varies
LOCATION: Water
REPORTS TO: Water Department Billing Manager
PREPARED BY: Al Shortt
APPROVED BY: City Council

PAY GRADE: 26
DIVISION: Water
DEPT: Utilities
FSLA STATUS: Non-Exempt
POSITION: Permanent Full-time
DATE:

SUMMARY:
This position is for responsible supervisory work in the operation of Panama City
Beach’s Water Department, Meter Reading Division. Work is performed under the
primary supervision and direction of the Water Department Billing Manager, with
secondary supervision and direction being under the Utilities Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
In addition to the essential duties and responsibilities, other tasks may be assigned

Reads water/sewer meters in the City service area and do resets as required;
Assigns routes and account numbers for new accounts under direction of Utility Billing
Supervisor;
Schedules routine maintenance of equipment used by meter readers;
Collects data for Water Department Billing Manager and/or Utilities Director;
Assist in the resets or delinquent lists when needed;
Answer complaints;
Ensure that support staff under supervision comply with all safety rules and regulations;
Keeps records of personnel leave time and other data;
Coordinates any repairs with other division when necessary;
Develops programs, goals and training courses for the meter readers, subject to
approval by the Water Department Billing Manager prior to implementation;
SUPERVISORY RESPONSIBILITIES:
Supervises lower ranking personnel with Utility Billing Supervisor Approval.

COMPETENCIES
In addition to the essential duties and responsibilities, other tasks may be assigned

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilize others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educate others on the value of diversity; promotes a harassment-free environment; Builds a diverse work force.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential
duty satisfactorily. The requirements listed below are representative of the knowledge,
skill, and/or ability required. Reasonable accommodations may be made to enable
individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:
Must have graduated from standard high school, or vocational school; considerable
experience in water meter reading division; Applicants with previous supervisory
experience are preferred.

LANGUAGE SKILLS:
Ability to understand and follow oral and/or written instructions; must be able to keep
records and make reports

MATHEMATICAL SKILLS:
Ability to add, subtract, multiply, and divide in all units of measure, using whole
numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent
and to draw and interpret bar graphs.

REASONING ABILITY:
Ability to apply common sense understanding to carry out instructions furnished in
written, oral, or diagram form.

OTHER REQUIREMENTS:
Prior experience in water meter reading would be preferable; mechanical ability;
dependability; good physical condition; ability to work unsupervised. Must be able to
work 10 hour shifts, on call 24 hours.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by
an employee to successfully perform the essential functions of this job. Reasonable
accommodations may be made to enable individuals with disabilities to perform the
essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand,
walk, talk or hear, use hands to finger, handle or feel, climb or balance, stoop, kneel,
crouch or crawl, and reach with hands and arms, taste or smell.

The employee must frequently lift and move from 10 to 25 pounds. Specific vision
abilities required by this job is ability to adjust focus, close vision and peripheral vision,
color vision, and distance vision.
WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally must work in inclement weather, near moving mechanical parts, in high, precarious places, and is exposed to outdoor weather conditions, extreme cold, and extreme heat. The noise level in the work environment is usually moderate.

I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.

Signature ___________________________ Date ___________________________
SUMMARY:
This position is for responsible service work in the Panama City Beach's Utility Department. Work is performed under the primary supervision and direction of the Customer Service Supervisor, with secondary supervision and direction being under the Water Department Billing Manager. This position requires extensive driving within the utility service area on a daily basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
In addition to the essential duties and responsibilities, other tasks may be assigned

Resets (turns on) meters and obtains meter readings;

Turns off meters and obtains meter readings;

Checks meters for leak indicators;

Verifies meter identification numbers at a given address;

Verifies how many units are served by a meter;

Meets with customers to show them how to read meter and/or locate meter;

Turns off meters per customer request for repairs;

Reports water breaks, damaged meter boxes and meter lids, dislodged valve boxes, non-registering meters;

Keeps records and other data.

SUPERVISORY RESPONSIBILITIES:
NONE
COMPETENCIES
To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educate others on the value of diversity; promotes a harassment-free environment; Builds a diverse work force.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable
individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:
Must have graduated from standard high school, or vocational school; must have experience in water meter reading and service work; must have a valid insurable Florida Driver's License.

LANGUAGE SKILLS:
Ability to understand and follow oral and/or written instructions; must be able to keep records and make reports

MATHEMATICAL SKILLS:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

OTHER REQUIREMENTS:
Must have thorough knowledge of water meter reading; mechanical ability; dependability; good physical condition; ability to work unsupervised. Must be able to work 10 hour shifts, on call 24 hours. Must have knowledge of the geography and street locations of the city utility service area.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk or hear, use hands to finger, handle or feel, climb or balance, stoop, kneel, crouch or crawl, reach with hands and arms.

The employee may occasionally lift and move from 10 to 25 pounds. Specific vision abilities required by this job is ability to adjust focus, close vision and peripheral vision, color vision, and distance vision.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee occasionally must work in inclement weather. The noise level in the work environment is usually moderate.

I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.

Signature

Date
REGULAR AGENDA

ITEM #5

ORDINANCE 1368
ORDINANCE NO. 1368

AN ORDINANCE OF THE CITY OF PANAMA CITY BEACH, FLORIDA, AMENDING THE CITY'S LAND DEVELOPMENT CODE TO ADOPT AN AMENDED AND RESTATED FLOOD MANAGEMENT ORDINANCE; DESIGNATING A FLOODPLAIN ADMINISTRATOR AND HIS AUTHORITY; ESTABLISHING PROCEDURES AND CRITERIA FOR DEVELOPMENT IN FLOOD HAZARD AREAS; PROVIDING FOR APPLICABILITY; REPEALING ALL ORDINANCES OR PARTS OF ORDINANCES IN CONFLICT; PROVIDING FOR CODIFICATION; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Legislature of the State of Florida has, in Chapter 166, Florida Statutes, conferred upon local governments the authority to adopt regulations designed to promote the public health, safety, and general welfare of its citizenry; and

WHEREAS, the Federal Emergency Management Agency has identified special flood hazard areas within the boundaries of the City of Panama City Beach which may be subject to periodic inundation which may result in loss of life and property, health and safety hazards, disruption of commerce and governmental services, extraordinary public expenditures for flood protection and relief, and impairment of the tax base, all of which adversely affect the public health, safety and general welfare, and

WHEREAS, the City of Panama City Beach was accepted for participation in the National Flood Insurance Program on June 1, 1977 and the City Council desires to continue to meet the requirements of Title 44 Code of Federal Regulations, Sections 59 and 60, necessary for such participation; and

WHEREAS, the City has determined that it is in the public interest to adopt the proposed floodplain management regulations that are coordinated with the Florida Building Code.

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Panama City Beach that the following floodplain management regulations, and the following local administrative amendments to the Florida Building Code, are hereby adopted.

SECTION 1. RECITALS. The foregoing whereas clauses are incorporated herein by reference and made a part hereof.

SECTION 2. From and after the effective date of this ordinance, Section 3.02.00 of the Land Development Code of the City of Panama City Beach related to Floodplain Management,
is amended and adopted to read as set forth below:

3.02.00 FLOODPLAIN MANAGEMENT

3.02.01 GENERAL

A. These regulations shall be known as the Floodplain Management Ordinance of Panama City Beach, hereinafter referred to as "this ordinance."

B. Scope. The provisions of this ordinance shall apply to all development that is wholly within or partially within any flood hazard area, including but not limited to the subdivision of land; filling, grading, and other site improvements and utility installations; construction, alteration, remodeling, enlargement, improvement, replacement, repair, relocation or demolition of buildings, structures, and facilities that are exempt from the Florida Building Code and listed in Section 3.02.04C; placement, installation, or replacement of manufactured homes and manufactured buildings; installation or replacement of tanks; placement of recreational vehicles; installation of swimming pools; and any other development.

C. Intent. The purposes of this ordinance and the flood load and flood resistant construction requirements of the Florida Building Code are to establish minimum requirements to safeguard the public health, safety, and general welfare and to minimize public and private losses due to flooding through regulation of development in flood hazard areas to:

(1) Minimize unnecessary disruption of commerce, access and public service during times of flooding;

(2) Require the use of appropriate construction practices in order to prevent or minimize future flood damage;

(3) Manage filling, grading, dredging, mining, paving, excavation, drilling operations, storage of equipment or materials, and other development which may increase flood damage or erosion potential;

(4) Manage the alteration of flood hazard areas, watercourses, and shorelines to minimize the impact of development on the natural and beneficial functions of the floodplain;

(5) Minimize damage to public and private facilities and utilities;

(6) Help maintain a stable tax base by providing for the sound use and development of flood hazard areas;

(7) Minimize the need for future expenditure of public funds for flood control projects and response to and recovery from flood events; and

(8) Meet the requirements of the National Flood Insurance Program for community participation as set forth in the Title 44 Code of Federal Regulations, Section 59.22.

D. Coordination with the Florida Building Code. This ordinance is intended to be administered and enforced in conjunction with the Florida Building Code. Where cited, ASCE 24 refers to the edition of the standard that is referenced by the Florida Building

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Code.

E. **Warning.** The degree of flood protection required by this ordinance and the *Florida Building Code*, as amended by this city, is considered the minimum reasonable for regulatory purposes and is based on scientific and engineering considerations. Larger floods can and will occur. Flood heights may be increased by man-made or natural causes. This ordinance does not imply that land outside of mapped special flood hazard areas, or that uses permitted within such flood hazard areas, will be free from flooding or flood damage. The flood hazard areas and base flood elevations contained in the Flood Insurance Study and shown on Flood Insurance Rate Maps and the requirements of Title 44 Code of Federal Regulations, Sections 59 and 60 may be revised by the Federal Emergency Management Agency, requiring this community to revise these regulations to remain eligible for participation in the National Flood Insurance Program. No guaranty of vested use, existing use, or future use is implied or expressed by compliance with this ordinance.

F. **Disclaimer of Liability.** This ordinance shall not create liability on the part of the City Council of Panama City Beach or by any officer or employee thereof for any flood damage that results from reliance on this ordinance or any administrative decision lawfully made thereunder.

3.02.02 **APPLICABILITY**

A. **General.** Where there is a conflict between a general requirement and a specific requirement, the specific requirement shall be applicable.

B. **Areas to which this ordinance applies.** This ordinance shall apply to all flood hazard areas within Panama City Beach as established in Section 3.02.02(C) of this ordinance.

C. **Basis for establishing flood hazard areas.** The Flood Insurance Study for Bay County, Florida and Incorporated Areas dated June 2, 2009 and all subsequent amendments and revisions, and the accompanying Flood Insurance Rate Maps (FIRM), and all subsequent amendments and revisions to such maps, are adopted by reference as a part of this ordinance and shall serve as the minimum basis for establishing flood hazard areas. Studies and maps that establish flood hazard areas are on file at the City's Building Department, 116 S. Arnold Rd.

D. **Submission of additional data to establish flood hazard areas.** To establish flood hazard areas and base flood elevations, pursuant to Section 3.02.05 of this ordinance the Floodplain Administrator may require submission of additional data. Where field surveyed topography prepared by a Florida licensed professional surveyor or digital topography accepted by the community indicates that ground elevations:

1. Are below the closest applicable base flood elevation, even in areas not delineated as a special flood hazard area on a FIRM, the area shall be considered as flood hazard area and subject to the requirements of this ordinance and, as applicable, the requirements of the *Florida Building Code*.

2. Are above the closest applicable base flood elevation, the area shall be regulated as special flood hazard area unless the applicant obtains a Letter of Map Change that removes the area from the special flood hazard area.
E. Other laws. The provisions of this ordinance shall not be deemed to nullify any provisions of local, state or federal law.

F. Abrogation and greater restrictions. This ordinance supersedes any ordinance in effect for management of development in flood hazard areas. However, it is not intended to repeal or abrogate any existing ordinances including but not limited to land development regulations, zoning ordinances, stormwater management regulations, or the Florida Building Code. In the event of a conflict between this ordinance and any other ordinance, the more restrictive shall govern. This ordinance shall not impair any deed restriction, covenant or easement, but any land that is subject to such interests shall also be governed by this ordinance.

G. Interpretation. In the interpretation and application of this ordinance, all provisions shall be:

1. Considered as minimum requirements;
2. Liberally construed in favor of the governing body; and
3. Deemed neither to limit nor repeal any other powers granted under state statutes.

3.02.03 DUTIES AND POWERS OF THE FLOODPLAIN ADMINISTRATOR

A. Designation. The Building Official is designated as the Floodplain Administrator. The Floodplain Administrator may delegate performance of certain duties to other employees.

B. General. The Floodplain Administrator is authorized and directed to administer and enforce the provisions of this ordinance. The Floodplain Administrator shall have the authority to render interpretations of this ordinance consistent with the intent and purpose of this ordinance and may establish policies and procedures in order to clarify the application of its provisions. Such interpretations, policies, and procedures shall not have the effect of waiving requirements specifically provided in this ordinance without the granting of a variance pursuant to Section 3.02.07 of this ordinance.

C. Applications and permits. The Floodplain Administrator, in coordination with other pertinent offices of the city, shall:

1. Review applications and plans to determine whether proposed new development will be located in flood hazard areas;
2. Review applications for modification of any existing development in flood hazard areas for compliance with the requirements of this ordinance;
3. Interpret flood hazard area boundaries where such interpretation is necessary to determine the exact location of boundaries;
4. Provide available flood elevation and flood hazard information;
5. Determine whether additional flood hazard data shall be obtained from other sources or shall be developed by an applicant;
6. Review applications to determine whether proposed development will be reasonably safe from flooding;
(7) Issue floodplain development permits or approvals for development other than buildings and structures that are subject to the Florida Building Code, including buildings, structures and facilities exempt from the Florida Building Code, when compliance with this ordinance is demonstrated, or disapprove the same in the event of noncompliance; and

(8) Coordinate with and provide comments to the Building Official to assure that applications, plan reviews, and inspections for buildings and structures in flood hazard areas comply with the applicable provisions of this ordinance.

D. Substantial improvement and substantial damage determinations. For applications for building permits to improve buildings and structures, including alterations, movement, enlargement, replacement, repair, change of occupancy, additions, rehabilitations, renovations, substantial improvements, repairs of substantial damage, and any other improvement of or work on such buildings and structures, the Floodplain Administrator, in coordination with the Building Official, shall:

(1) Estimate the market value or require the applicant to obtain an appraisal of the market value prepared by a qualified independent appraiser, of the building or structure before the start of construction of the proposed work. In the case of repair, the market value of the building or structure shall be the market value before the damage occurred and before any repairs are made;

(2) Compare the cost to perform the improvement, the cost to repair a damaged building to its pre-damaged condition, or the combined costs of improvements and repairs, if applicable, to the market value of the building or structure;

(3) Determine and document whether the proposed work constitutes substantial improvement or repair of substantial damage; and

(4) Notify the applicant if it is determined that the work constitutes substantial improvement or repair of substantial damage and that compliance with the flood resistant construction requirements of the Florida Building Code and this ordinance is required.

E. Modifications of the strict application of the requirements of the Florida Building Code. The Floodplain Administrator shall review requests submitted to the Building Official that seek approval to modify the strict application of the flood load and flood resistant construction requirements of the Florida Building Code to determine whether such requests require the granting of a variance pursuant to Section 3.02.07 of this ordinance.

F. Notices and orders. The Floodplain Administrator shall coordinate with appropriate local agencies for the issuance of all necessary notices or orders to ensure compliance with this ordinance.

G. Inspections. The Floodplain Administrator shall make the required inspections as specified in Section 3.02.06 of this ordinance for development that is not subject to the Florida Building Code, including buildings, structures and facilities exempt from the Florida Building Code. The Floodplain Administrator shall inspect flood hazard areas to determine if development is undertaken without issuance of a permit.
H. Other duties of the Floodplain Administrator. The Floodplain Administrator shall have other duties, including but not limited to:

(1) Establish, in coordination with the Building Official, procedures for administering and documenting determinations of substantial improvement and substantial damage made pursuant to Section 3.02.03(D) of this ordinance;

(2) Require that applicants proposing alteration of a watercourse notify Bay County and the Florida Division of Emergency Management, State Floodplain Management Office, and submit copies of such notifications to the Federal Emergency Management Agency (FEMA);

(3) Require applicants who submit hydrologic and hydraulic engineering analyses to support permit applications to submit to FEMA the data and information necessary to maintain the Flood Insurance Rate Maps if the analyses propose to change base flood elevations, flood hazard area boundaries, or floodway designations; such submissions shall be made within 6 months of such data becoming available;

(4) Review required design certifications and documentation of elevations specified by this ordinance and the Florida Building Code and this ordinance to determine that such certifications and documentations are complete;

(5) Notify the Federal Emergency Management Agency when the corporate boundaries of Panama City Beach are modified; and

(6) Advise applicants for new buildings and structures, including substantial improvements, that are located in any unit of the Coastal Barrier Resources System established by the Coastal Barrier Resources Act (Pub. L. 97-348) and the Coastal Barrier Improvement Act of 1990 (Pub. L. 101-591), that federal flood insurance is not available on such construction; areas subject to this limitation are identified on Flood Insurance Rate Maps as "Coastal Barrier Resource System Areas" and "Otherwise Protected Areas."

I. Floodplain management records. Regardless of any limitation on the period required for retention of public records, the Floodplain Administrator shall maintain and permanently keep and make available for public inspection all records that are necessary for the administration of this ordinance and the flood resistant construction requirements of the Florida Building Code, including Flood Insurance Rate Maps; Letters of Map Change; records of issuance of permits and denial of permits; determinations of whether proposed work constitutes substantial improvement or repair of substantial damage; required design certifications and documentation of elevations specified by the Florida Building Code and this ordinance; notifications to adjacent communities, FEMA, and the state related to alterations of watercourses; assurances that the flood carrying capacity of altered watercourses will be maintained; documentation related to appeals and variances, including justification for issuance or denial; and records of enforcement actions taken pursuant to this ordinance and the flood resistant construction requirements of the Florida Building Code. These records shall be available for public inspection at City Hall in the office of the Building Inspector.

3.02.04 PERMITS

A. Permits required. Any owner or owner's authorized agent (hereinafter "applicant") who intends to undertake any development activity within the scope of this ordinance, including buildings, structures and facilities exempt from the Florida Building Code, which
is wholly within or partially within any flood hazard area shall first make application to the Floodplain Administrator, and the Building Official if applicable, and shall obtain the required permit(s) and approval(s). No such permit or approval shall be issued until compliance with the requirements of this ordinance and all other applicable codes and regulations has been satisfied.

B. Floodplain development permits or approvals. Floodplain development permits or approvals shall be issued pursuant to this ordinance for any development activities not subject to the requirements of the Florida Building Code, including buildings, structures and facilities exempt from the Florida Building Code. Depending on the nature and extent of proposed development that includes a building or structure, the Floodplain Administrator may determine that a floodplain development permit or approval is required in addition to a building permit.

C. Buildings, structures and facilities exempt from the Florida Building Code. Pursuant to the requirements of federal regulation for participation in the National Flood Insurance Program (44 C.F.R. Sections 59 and 60), floodplain development permits or approvals shall be required for the following buildings, structures and facilities that are exempt from the Florida Building Code and any further exemptions provided by law, which are subject to the requirements of this ordinance:

(1) Railroads and ancillary facilities associated with the railroad.
(2) Nonresidential farm buildings on farms, as provided in section 604.50, F.S.
(3) Temporary buildings or sheds used exclusively for construction purposes.
(4) Mobile or modular structures used as temporary offices.
(5) Those structures or facilities of electric utilities, as defined in section 366.02, F.S., which are directly involved in the generation, transmission, or distribution of electricity.
(6) Chickees constructed by the Miccosukee Tribe of Indians of Florida or the Seminole Tribe of Florida. As used in this paragraph, the term “chickee” means an open-sided wooden hut that has a thatched roof of palm or palmetto or other traditional materials, and that does not incorporate any electrical, plumbing, or other non-wood features.
(7) Family mausoleums not exceeding 250 square feet in area which are prefabricated and assembled on site or preassembled and delivered on site and have walls, roofs, and a floor constructed of granite, marble, or reinforced concrete.
(8) Temporary housing provided by the Department of Corrections to any prisoner in the state correctional system.
(9) Structures identified in section 553.73(10)(k), F.S., are not exempt from the Florida Building Code if such structures are located in flood hazard areas established on Flood Insurance Rate Maps.

D. Application for a permit or approval. To obtain a floodplain development permit or approval the applicant shall first file an application in writing on a form furnished by the city. The information provided shall:

(1) Identify and describe the development to be covered by the permit or approval.
(2) Describe the land on which the proposed development is to be conducted by legal description, street address or similar description that will readily identify and definitively
locate the site.

(3) Indicate the use and occupancy for which the proposed development is intended.

(4) Be accompanied by a site plan or construction documents as specified in Section 3.02.05 of this ordinance.

(5) State the valuation of the proposed work.

(6) Be signed by the applicant or the applicant's authorized agent.

(7) Give such other data and information as required by the Floodplain Administrator.

E. Validity of permit or approval. The issuance of a floodplain development permit or approval pursuant to this ordinance shall not be construed to be a permit for, or approval of, any violation of this ordinance, the Florida Building Codes, or any other ordinance of this city. The issuance of permits based on submitted applications, construction documents, and information shall not prevent the Floodplain Administrator from requiring the correction of errors and omissions.

F. Expiration. A floodplain development permit or approval shall become invalid unless the work authorized by such permit is commenced within 180 days after its issuance, or if the work authorized is suspended or abandoned for a period of 180 days after the work commences. Extensions for periods of not more than 180 days each shall be requested in writing and justifiable cause shall be demonstrated.

G. Suspension or revocation. The Floodplain Administrator is authorized to suspend or revoke a floodplain development permit or approval if the permit was issued in error, on the basis of incorrect, inaccurate or incomplete information, or in violation of this ordinance or any other ordinance, regulation or requirement of this city.

H. Other permits required. Floodplain development permits and building permits shall include a condition that all other applicable state or federal permits be obtained before commencement of the permitted development, including but not limited to the following:

(1) The West Florida Water Management District; section 373.036, F.S.

(2) Florida Department of Health for onsite sewage treatment and disposal systems; section 381.0065, F.S. and Chapter 64E-6, F.A.C.

(3) Florida Department of Environmental Protection for construction, reconstruction, changes, or physical activities for shore protection or other activities seaward of the coastal construction control line; section 161.141, F.S.

(4) Florida Department of Environmental Protection for activities subject to the Joint Coastal Permit; section 161.055, F.S.

(5) Florida Department of Environmental Protection for activities that affect wetlands and alter surface water flows, in conjunction with the U.S. Army Corps of Engineers; Section 404 of the Clean Water Act.

(6) Federal permits and approvals.
3.02.05 SITE PLANS AND CONSTRUCTION DOCUMENTS

A. Information for development in flood hazard areas. The site plan or construction documents for any development subject to the requirements of this ordinance shall be drawn to scale and shall include, as applicable to the proposed development:

(1) Delineation of flood hazard areas, floodway boundaries and flood zone(s), base flood elevation(s), and ground elevations if necessary for review of the proposed development.

(2) Where base flood elevations or floodway data are not included on the FIRM or in the Flood Insurance Study, they shall be established in accordance with Section 3.02.05(B)(2) or (3) of this ordinance.

(3) Where the parcel on which the proposed development will take place will have more than 50 lots or is larger than 5 acres and the base flood elevations are not included on the FIRM or in the Flood Insurance Study, such elevations shall be established in accordance with Section 3.02.05(B)(1) of this ordinance.

(4) Location of the proposed activity and proposed structures, and locations of existing buildings and structures.

(5) Location, extent, amount, and proposed final grades of any filling, grading, or excavation.

(6) Where the placement of fill is proposed, the amount, type, and source of fill material; compaction specifications; a description of the intended purpose of the fill areas; and evidence that the proposed fill areas are the minimum necessary to achieve the intended purpose.

(7) Delineation of the Coastal Construction Control Line or notation that the site is seaward of the coastal construction control line, if applicable.

(8) Extent of any proposed alteration of sand dunes or mangrove stands, provided such alteration is approved by the Florida Department of Environmental Protection.

(9) Existing and proposed alignment of any proposed alteration of a watercourse.

The Floodplain Administrator is authorized to waive the submission of site plans, construction documents, and other data that are required by this ordinance but that are not required to be prepared by a registered design professional if it is found that the nature of the proposed development is such that the review of such submissions is not necessary to ascertain compliance with this ordinance.

B. Information in flood hazard areas without base flood elevations (approximate Zone A). Where flood hazard areas are delineated on the FIRM and base flood elevation data have not been provided, the Floodplain Administrator shall:

(1) Require the applicant to include base flood elevation data prepared in accordance with currently accepted engineering practices.

(2) Obtain, review, and provide to applicants base flood elevation and floodway data available from a federal or state agency or other source or require the applicant to obtain and use base flood elevation and floodway data available from a federal or state agency or other source.
(3) Where base flood elevation and floodway data are not available from another source, where the available data are deemed by the Floodplain Administrator to not reasonably reflect flooding conditions, or where the available data are known to be scientifically or technically incorrect or otherwise inadequate:

   (a) Require the applicant to include base flood elevation data prepared in accordance with currently accepted engineering practices; or

   (b) Specify that the base flood elevation is two (2) feet above the highest adjacent grade at the location of the development, provided there is no evidence indicating flood depths have been or may be greater than two (2) feet.

(4) Where the base flood elevation data are to be used to support a Letter of Map Change from FEMA, advise the applicant that the analyses shall be prepared by a Florida licensed engineer in a format required by FEMA, and that it shall be the responsibility of the applicant to satisfy the submittal requirements and pay the processing fees.

C. Additional analyses and certifications. As applicable to the location and nature of the proposed development activity, and in addition to the requirements of this section, the applicant shall have the following analyses signed and sealed by a Florida licensed engineer for submission with the site plan and construction documents:

   (1) For development activities proposed to be located in a regulatory floodway, a floodway encroachment analysis that demonstrates that the encroachment of the proposed development will not cause any increase in base flood elevations; where the applicant proposes to undertake development activities that do increase base flood elevations, the applicant shall submit such analysis to FEMA as specified in Section 3.02.05(D) of this ordinance and shall submit the Conditional Letter of Map Revision, if issued by FEMA, with the site plan and construction documents.

   (2) For development activities proposed to be located in a riverine flood hazard area for which base flood elevations are included in the Flood Insurance Study or on the FIRM and floodways have not been designated, hydrologic and hydraulic analyses that demonstrate that the cumulative effect of the proposed development, when combined with all other existing and anticipated flood hazard area encroachments, will not increase the base flood elevation more than one (1) foot at any point within the city. This requirement does not apply in isolated flood hazard areas not connected to a riverine flood hazard area or in flood hazard areas identified as Zone AO or Zone AH.

   (3) For alteration of a watercourse, an engineering analysis prepared in accordance with standard engineering practices which demonstrates that the flood-carrying capacity of the altered or relocated portion of the watercourse will not be decreased, and certification that the altered watercourse shall be maintained in a manner which preserves the channel's flood-carrying capacity; the applicant shall submit the analysis to FEMA as specified in Section 105.4 of this ordinance.

   (4) For activities that propose to alter sand dunes or mangrove stands in coastal high hazard areas (Zone V), an engineering analysis that demonstrates that the proposed alteration will not increase the potential for flood damage.

D. Submission of additional data. When additional hydrologic, hydraulic or other engineering data, studies, and additional analyses are submitted to support an
application, the applicant has the right to seek a Letter of Map Change from FEMA to change the base flood elevations, change floodway boundaries, or change boundaries of flood hazard areas shown on FIRMs, and to submit such data to FEMA for such purposes. The analyses shall be prepared by a Florida licensed engineer in a format required by FEMA. Submittal requirements and processing fees shall be the responsibility of the applicant.

3.02.06 INSPECTIONS.

A. General. Development for which a floodplain development permit or approval is required shall be subject to inspection.

B. Development other than buildings and structures. The Floodplain Administrator shall inspect all development to determine compliance with the requirements of this ordinance and the conditions of issued floodplain development permits or approvals.

C. Buildings, structures and facilities exempt from the Florida Building Code. The Floodplain Administrator shall inspect buildings, structures and facilities exempt from the Florida Building Code to determine compliance with the requirements of this ordinance and the conditions of issued floodplain development permits or approvals.

D. Buildings, structures and facilities exempt from the Florida Building Code, lowest floor inspection. Upon placement of the lowest floor, including basement, and prior to further vertical construction, the owner of a building, structure or facility exempt from the Florida Building Code, or the owner's authorized agent, shall submit to the Floodplain Administrator:

(1) If a design flood elevation was used to determine the required elevation of the lowest floor, the certification of elevation of the lowest floor prepared and sealed by a Florida licensed professional surveyor; or

(2) If the elevation used to determine the required elevation of the lowest floor was determined in accordance with Section 3.02.05(B)(3)(b) of this ordinance, the documentation of height of the lowest floor above highest adjacent grade, prepared by the owner or the owner's authorized agent.

E. Buildings, structures and facilities exempt from the Florida Building Code, final inspection. As part of the final inspection, the owner or owner's authorized agent shall submit to the Floodplain Administrator a final certification of elevation of the lowest floor or final documentation of the height of the lowest floor above the highest adjacent grade; such certifications and documentations shall be prepared as specified in Section 3.02.06(D) of this ordinance.

F. Manufactured homes. The Floodplain Administrator shall inspect manufactured homes that are installed or replaced in flood hazard areas to determine compliance with the requirements of this ordinance and the conditions of the issued permit. Upon placement of a manufactured home, certification of the elevation of the lowest floor shall be submitted to the Floodplain Administrator.

3.02.07 VARIANCES AND APPEALS
A. General. The Planning Board shall hear and decide on requests for appeals and requests for variances from the strict application of this ordinance. Pursuant to section 553.73(5), F.S., the Planning Board shall hear and decide on requests for appeals and requests for variances from the strict application of the flood resistant construction requirements of the Florida Building Code. This section does not apply to Section 3109 of the Florida Building Code, Building.

B. Appeals. The City Council shall hear and decide appeals when it is alleged there is an error in any requirement, decision, or determination made by the Planning Board in the administration and enforcement of this ordinance. Any person aggrieved by the decision of the City Council may appeal such decision to the Circuit Court, as provided by Florida Statutes.

C. Limitations on authority to grant variances. The Planning Board shall base its decisions on variances on technical justifications submitted by applicants, the considerations for issuance in Section 3.02.07(G) of this ordinance, the conditions of issuance set forth in Section 3.02.07(H) of this ordinance, and the comments and recommendations of the Floodplain Administrator and the Building Official. The Planning Board has the right to attach such conditions as it deems necessary to further the purposes and objectives of this ordinance.

D. Restrictions in floodways. A variance shall not be issued for any proposed development in a floodway if any increase in base flood elevations would result, as evidenced by the applicable analyses and certifications required in Section 3.02.05(C) of this ordinance.

E. Historic buildings. A variance is authorized to be issued for the repair, improvement, or rehabilitation of a historic building that is determined eligible for the exception to the flood resistant construction requirements of the Florida Building Code, Existing Building, Chapter 12 Historic Buildings, upon a determination that the proposed repair, improvement, or rehabilitation will not preclude the building's continued designation as a historic building and the variance is the minimum necessary to preserve the historic character and design of the building. If the proposed work precludes the building's continued designation as a historic building, a variance shall not be granted and the building and any repair, improvement, and rehabilitation shall be subject to the requirements of the Florida Building Code.

F. Functionally dependent uses. A variance is authorized to be issued for the construction or substantial improvement necessary for the conduct of a functionally dependent use, as defined in this ordinance, provided the variance meets the requirements of Section 3.02.07(D), is the minimum necessary considering the flood hazard, and all due consideration has been given to use of methods and materials that minimize flood damage during occurrence of the base flood.

G. Considerations for issuance of variances. In reviewing requests for variances, the Planning Board shall consider all technical evaluations, all relevant factors, all other applicable provisions of the Florida Building Code, this ordinance, and the following:

(1) The danger that materials and debris may be swept onto other lands resulting in further injury or damage.
(2) The danger to life and property due to flooding or erosion damage;

(3) The susceptibility of the proposed development, including contents, to flood damage and the effect of such damage on current and future owners;

(4) The importance of the services provided by the proposed development to the city;

(5) The availability of alternate locations for the proposed development that are subject to lower risk of flooding or erosion;

(6) The compatibility of the proposed development with existing and anticipated development;

(7) The relationship of the proposed development to the comprehensive plan and floodplain management program for the area;

(8) The safety of access to the property in times of flooding for ordinary and emergency vehicles;

(9) The expected heights, velocity, duration, rate of rise and debris and sediment transport of the floodwaters and the effects of wave action, if applicable, expected at the site; and

(10) The costs of providing governmental services during and after flood conditions including maintenance and repair of public utilities and facilities such as sewer, gas, electrical and water systems, streets and bridges.

H. Conditions for issuance of variances. Variances shall be issued only upon:

(1) Submission by the applicant, of a showing of good and sufficient cause that the unique characteristics of the size, configuration, or topography of the site limit compliance with any provision of this ordinance or the required elevation standards;

(2) Determination by the Planning Board that:

   (a) Failure to grant the variance would result in exceptional hardship due to the physical characteristics of the land that render the lot undevelopable; increased costs to satisfy the requirements or inconvenience do not constitute hardship;

   (b) The granting of a variance will not result in increased flood heights, additional threats to public safety, extraordinary public expense, nor create nuisances, cause fraud on or victimization of the public or conflict with existing local laws and ordinances; and

   (c) The variance is the minimum necessary, considering the flood hazard, to afford relief;

(3) Receipt of a signed statement by the applicant that the variance, if granted, shall be recorded in the Office of the Clerk of the Court in such a manner that it appears in the chain of title of the affected parcel of land; and

(4) If the request is for a variance to allow construction of the lowest floor of a new building, or substantial improvement of a building, below the required elevation, a copy in the record of a written notice from the Floodplain Administrator to the applicant for the variance, specifying the difference between the base flood elevation and the proposed elevation of the lowest floor, stating that the cost of federal flood insurance will be commensurate with the increased risk resulting from the reduced floor elevation (up to amounts as high as $25 for $100 of insurance coverage), and stating that construction below the base flood elevation increases risks to life and property.
3.02.08 VIOLATIONS

A. Violations. Any development that is not within the scope of the Florida Building Code but that is regulated by this ordinance that is performed without an issued permit, that is in conflict with an issued permit, or that does not fully comply with this ordinance, shall be deemed a violation of this ordinance. A building or structure authorized by permit for which documentation of elevation of the lowest floor, other required design certifications, or other evidence of compliance required by this ordinance or the Florida Building Code has not been submitted is presumed to be a violation until such time as that documentation is provided.

B. Authority. For development that is not within the scope of the Florida Building Code but that is regulated by this ordinance and that is determined to be a violation, the Floodplain Administrator is authorized to serve notices of violation or stop work orders to owners of the property involved, to the owner's agent, or to the person or persons performing the work.

C. Unlawful continuance. Any person who shall continue any work after having been served with a notice of violation or a stop work order, except such work as that person is directed to perform to remove or remedy a violation or unsafe condition, shall be subject to penalties as prescribed by law.

3.02.09 DEFINITIONS

A. Interpretation. Unless otherwise expressly stated, the following words and terms shall, for the purposes of this ordinance, have the meanings shown in this section.

1. Terms defined in the Florida Building Code. Where terms are not defined in this ordinance and are defined in the Florida Building Code, such terms shall have the meanings ascribed to them in that code.

2. Terms not defined. Where terms are not defined in this ordinance or the Florida Building Code, such terms shall have ordinarily accepted meanings such as the context implies.

B. DEFINITIONS

Alteration of a watercourse. A dam, impoundment, channel relocation, change in channel alignment, channelization, or change in cross-sectional area of the channel or the channel capacity, or any other form of modification which may alter, impede, retard or change the direction and/or velocity of the riverine flow of water during conditions of the base flood.

Appeal. A request for a review of the Floodplain Administrator's interpretation of any provision of this ordinance.

ASCE 24. A standard titled Flood Resistant Design and Construction that is referenced by the Florida Building Code. ASCE 24 is developed and published by the American Society of Civil Engineers, Reston, VA.
Base flood. A flood having a 1-percent chance of being equaled or exceeded in any given year. The base flood is commonly referred to as the "100-year flood" or the "1-percent-annual chance flood."

Base flood elevation. The elevation of the base flood, including wave height, relative to the National Geodetic Vertical Datum (NGVD), North American Vertical Datum (NAVD) or other datum specified on the Flood Insurance Rate Map (FIRM).

Basement. The portion of a building having its floor subgrade (below ground level) on all sides.

Coastal construction control line. The line established by the State of Florida pursuant to section 161.053, F.S., and recorded in the official records of the city, which defines that portion of the beach-dune system subject to severe fluctuations based on a 100-year storm surge, storm waves or other predictable weather conditions.

Coastal high hazard area. A special flood hazard area extending from offshore to the inland limit of a primary frontal dune along an open coast and any other area subject to high velocity wave action from storms or seismic sources. Coastal high hazard areas are also referred to as "high hazard areas subject to high velocity wave action" or "V Zones" and are designated on Flood Insurance Rate Maps (FIRM) as Zone V1-V30, VE, or V.

Design flood. The flood associated with the Flood Hazard Area, as defined herein.

Design flood elevation. The elevation of the "design flood," including wave height, relative to the datum specified on the city's legally designated flood hazard map. In areas designated as Zone AO, the design flood elevation shall be the elevation of the highest existing grade of the building's perimeter plus the depth number (in feet) specified on the flood hazard map. In areas designated as Zone AO where the depth number is not specified on the map, the depth number shall be taken as being equal to 2 feet.

Development. Any man-made change to improved or unimproved real estate, including but not limited to, buildings or other structures, tanks, temporary structures, temporary or permanent storage of equipment or materials, mining, dredging, filling, grading, paving, excavations, drilling operations or any other land disturbing activities.

Encroachment. The placement of fill, excavation, buildings, permanent structures or other development into a flood hazard area which may impede or alter the flow capacity of riverine flood hazard areas.

Existing building and existing structure. Any buildings and structures for which the "start of construction" commenced before June 1, 1977.

Existing manufactured home park or subdivision. A manufactured home park or subdivision for which the construction of facilities for servicing the lots on which the manufactured homes are to be affixed (including, at a minimum, the installation of utilities, the construction of streets, and either final site grading or the pouring of concrete pads) is completed before June 1, 1977.

Expansion to an existing manufactured home park or subdivision. The preparation of additional sites by the construction of facilities for servicing the lots on which the manufactured
homes are to be affixed (including the installation of utilities, the construction of streets, and either final site grading or the pouring of concrete pads).

Federal Emergency Management Agency (FEMA). The federal agency that, in addition to carrying out other functions, administers the National Flood Insurance Program.

Flood or flooding. A general and temporary condition of partial or complete inundation of normally dry land from:

1. The overflow of inland or tidal waters.
2. The unusual and rapid accumulation or runoff of surface waters from any source.

Flood damage-resistant materials. Any construction material capable of withstanding direct and prolonged contact with floodwaters without sustaining any damage that requires more than cosmetic repair.

Flood hazard area. The greater of the following two areas:

1. The area within a floodplain subject to a 1-percent or greater chance of flooding in any year.
2. The area designated as a flood hazard area on the city's flood hazard map, or otherwise legally designated.

Flood Insurance Rate Map (FIRM). The official map of the city on which the Federal Emergency Management Agency has delineated both special flood hazard areas and the risk premium zones applicable to the city.

Flood Insurance Study (FIS). The official report provided by the Federal Emergency Management Agency that contains the Flood Insurance Rate Map, the Flood Boundary and Floodway Map (if applicable), the water surface elevations of the base flood, and supporting technical data.

Floodplain Administrator. The office or position designated and charged with the administration and enforcement of this ordinance (may be referred to as the Floodplain Manager).

Floodplain development permit or approval. An official document or certificate issued by the city, or other evidence of approval or concurrence, which authorizes performance of specific development activities that are located in flood hazard areas and that are determined to be compliant with this ordinance.

Floodway. The channel of a river or other riverine watercourse and the adjacent land areas that must be reserved in order to discharge the base flood without cumulatively increasing the water surface elevation more than one (1) foot.

Floodway encroachment analysis. An engineering analysis of the impact that a proposed encroachment into a floodway is expected to have on the floodway boundaries and base flood elevations; the evaluation shall be prepared by a qualified Florida licensed engineer using standard engineering methods and models.

Functionally dependent use. A use which cannot perform its intended purpose unless it is located or carried out in close proximity to water, including only docking facilities, port facilities that are necessary for the loading and unloading of cargo or passengers, and ship building and ship repair facilities; the term does not include long-term storage or related manufacturing facilities.

Highest adjacent grade. The highest natural elevation of the ground surface prior to construction next to the proposed walls or foundation of a structure.

Historic structure. Any structure that is determined eligible for the exception to the flood hazard area requirements of the Florida Building Code, Existing Building, Chapter 12 Historic Buildings.

Letter of Map Change (LOMC). An official determination issued by FEMA that amends or revises an effective Flood Insurance Rate Map or Flood Insurance Study. Letters of Map Change include:
- Letter of Map Amendment (LOMA): An amendment based on technical data showing that a property was incorrectly included in a designated special flood hazard area. A LOMA amends the current effective Flood Insurance Rate Map and establishes that a specific property, portion of a property, or structure is not located in a special flood hazard area.
- Letter of Map Revision (LOMR): A revision based on technical data that may show changes to flood zones, flood elevations, special flood hazard area boundaries and floodway delineations, and other planimetric features.
- Letter of Map Revision Based on Fill (LOMR-F): A determination that a structure or parcel of land has been elevated by fill above the base flood elevation and is, therefore, no longer located within the special flood hazard area. In order to qualify for this determination, the fill must have been permitted and placed in accordance with the city’s floodplain management regulations.
- Conditional Letter of Map Revision (CLOMR): A formal review and comment as to whether a proposed flood protection project or other project complies with the minimum NFIP requirements for such projects with respect to delineation of special flood hazard areas. A CLOMR does not revise the effective Flood Insurance Rate Map or Flood Insurance Study; upon submission and approval of certified as-built documentation, a Letter of Map Revision may be issued by FEMA to revise the effective FIRM.

Light-duty truck. As defined in 40 C.F.R. 86.082-2, any motor vehicle rated at 8,500 pounds Gross Vehicular Weight Rating or less which has a vehicular curb weight of 6,000 pounds or less and which has a basic vehicle frontal area of 45 square feet or less, which is:
1. Designed primarily for purposes of transportation of property or is a derivation of such a vehicle, or
2. Designed primarily for transportation of persons and has a capacity of more than 12 persons; or
3. Available with special features enabling off-street or off-highway operation and use.
Lowest floor. The lowest floor of the lowest enclosed area of a building or structure, including basement, but excluding any unfinished or flood-resistant enclosure, other than a basement, usable solely for vehicle parking, building access or limited storage provided that such enclosure is not built so as to render the structure in violation of the non-elevation requirements of the Florida Building Code or ASCE 24.

Manufactured home. A structure, transportable in one or more sections, which is eight (8) feet or more in width and greater than four hundred (400) square feet, and which is built on a permanent, integral chassis and is designed for use with or without a permanent foundation when attached to the required utilities. The term "manufactured home" does not include a "recreational vehicle" or "park trailer."

Manufactured home park or subdivision. A parcel (or contiguous parcels) of land divided into two or more manufactured home lots for rent or sale.

Market value. The price at which a property will change hands between a willing buyer and a willing seller, neither party being under compulsion to buy or sell and both having reasonable knowledge of relevant facts. As used in this ordinance, the term refers to the market value of one or more buildings and structures, excluding the land and other improvements on the parcel. Market value may be established by a qualified independent appraiser, Actual Cash Value (replacement cost depreciated for age and quality of construction), or tax assessment value adjusted to approximate market value by the Property Appraiser.

New construction. For the purposes of administration of this ordinance and the flood resistant construction requirements of the Florida Building Code, structures for which the "start of construction" commenced on or after June 1, 1977.

New manufactured home park or subdivision. A manufactured home park or subdivision for which the construction of facilities for servicing the lots on which the manufactured homes are to be affixed (including at a minimum, the installation of utilities, the construction of streets, and either final site grading or the pouring of concrete pads) is completed on or after June 1, 1977.

Park trailer. A transportable unit which has a body width not exceeding fourteen (14) feet and which is built on a single chassis and is designed to provide seasonal or temporary living quarters when connected to utilities necessary for operation of installed fixtures and appliances.

Recreational vehicle. A vehicle, including a park trailer, which is:

(1) Built on a single chassis;
(2) Four hundred (400) square feet or less when measured at the largest horizontal projection;
(3) Designed to be self-propelled or permanently portable by a light-duty truck; and
(4) Designed primarily not for use as a permanent dwelling but as temporary living quarters for recreational, camping, travel, or seasonal use.

Sand dunes. Naturally occurring accumulations of sand in ridges or mounds landward of the beach.

Special flood hazard area. An area in the floodplain subject to a 1 percent or greater chance of
flooding in any given year. Special flood hazard areas are shown on FIRMs as Zone A, AO, A1-A30, AE, A99, AH, V1-V30, VE or V.

**Start of construction.** The date of issuance of permits for new construction and substantial improvements, provided the actual start of construction, repair, reconstruction, rehabilitation, addition, placement, or other improvement is within 180 days of the date of the issuance. The actual start of construction means either the first placement of permanent construction of a building (including a manufactured home) on a site, such as the pouring of slab or footings, the installation of piles, the construction of columns.

Permanent construction does not include land preparation (such as clearing, grading, or filling), the installation of streets or walkways, excavation for a basement, footings, piers, or foundations, the erection of temporary forms or the installation of accessory buildings such as garages or sheds not occupied as dwelling units or not part of the main buildings. For a substantial improvement, the actual "start of construction" means the first alteration of any wall, ceiling, floor or other structural part of a building, whether or not that alteration affects the external dimensions of the building.

**Substantial damage.** Damage of any origin sustained by a building or structure whereby the cost of restoring the building or structure to its before-damaged condition would equal or exceed 50 percent of the market value of the building or structure before the damage occurred.

**Substantial improvement.** Any repair, reconstruction, rehabilitation, addition, or other improvement of a building or structure, the cost of which equals or exceeds 50 percent of the market value of the building or structure before the improvement or repair is started. If the structure has incurred "substantial damage," any repairs are considered substantial improvement regardless of the actual repair work performed. The term does not, however, include either: Any project for improvement of a building required to correct existing health, sanitary, or safety code violations identified by the building official and that are the minimum necessary to assure safe living conditions.

1. Any alteration of a historic structure provided the alteration will not preclude the structure’s continued designation as a historic structure.

**Variance.** A grant of relief from the requirements of this ordinance, or the flood resistant construction requirements of the Florida Building Code, which permits construction in a manner that would not otherwise be permitted by this ordinance or the Florida Building Code.

**Watercourse.** A river, creek, stream, channel or other topographic feature in, on, through, or over which water flows at least periodically.

### 3.02.10 FLOOD RESISTANT DEVELOPMENT

**A. Design and construction of buildings, structures and facilities exempt from the Florida Building Code.** Pursuant to Section 3.02.04(C) of this ordinance, buildings, structures, and facilities that are exempt from the Florida Building Code, including substantial improvement or repair of substantial damage of such buildings, structures and facilities, shall be designed and constructed in accordance with the flood load and flood resistant construction requirements of ASCE 24. Structures exempt from the Florida Building Code that are not walled and roofed buildings shall comply with the requirements of Section
3.02.16 of this ordinance.

B. Buildings and structures seaward of the coastal construction control line. If extending, in whole or in part, seaward of the coastal construction control line and also located, in whole or in part, in a flood hazard area:

(1) Buildings and structures shall be designed and constructed to comply with the more restrictive applicable requirements of the Florida Building Code, Building Section 3109 and Section 1612 or Florida Building Code, Residential Section R322.

(2) Minor structures and non-habitable major structures as defined in section 161.54, F.S., shall be designed and constructed to comply with the intent and applicable provisions of this ordinance and ASCE 24.

(3) In coastal high hazard areas, new buildings shall be located landward of the reach of mean high tide.

3.02.11 SUBDIVISIONS

A. Minimum requirements. Subdivision proposals, including proposals for manufactured home parks and subdivisions, shall be reviewed to determine that:

(1) Such proposals are consistent with the need to minimize flood damage and will be reasonably safe from flooding;

(2) All public utilities and facilities such as sewer, gas, electric, communications, and water systems are located and constructed to minimize or eliminate flood damage; and

(3) Adequate drainage is provided to reduce exposure to flood hazards; in Zones AH and AO, adequate drainage paths shall be provided to guide floodwaters around and away from proposed structures.

B. Subdivision plats. Where any portion of proposed subdivisions, including manufactured home parks and subdivisions, lies within a flood hazard area, the following shall be required:

(1) Delineation of flood hazard areas, floodway boundaries and flood zones, and design flood elevations, as appropriate, shall be shown on preliminary plats;

(2) Where the subdivision has more than 50 lots or is larger than 5 acres and base flood elevations are not included on the FIRM, the base flood elevations determined in accordance with Section 3.02.05(8)(1) of this ordinance; and

(3) Compliance with the site improvement and utilities requirements of Section 3.02.12 of this ordinance.

3.02.12 SITE IMPROVEMENTS, UTILITIES AND LIMITATIONS

A. Minimum requirements. All proposed new development shall be reviewed to determine that:

(1) Such proposals are consistent with the need to minimize flood damage and will be reasonably safe from flooding;

(2) All public utilities and facilities such as sewer, gas, electric, communications, and water systems are located and constructed to minimize or eliminate flood damage; and
(3) Adequate drainage is provided to reduce exposure to flood hazards; in Zones AH and AO, adequate drainage paths shall be provided to guide floodwaters around and away from proposed structures.

B. Sanitary sewage facilities. All new and replacement sanitary sewage facilities, private sewage treatment plants (including all pumping stations and collector systems), and on-site waste disposal systems shall be designed in accordance with the standards for onsite sewage treatment and disposal systems in Chapter 64E-6, F.A.C. and ASCE 24 Chapter 7 to minimize or eliminate infiltration of floodwaters into the facilities and discharge from the facilities into flood waters, and impairment of the facilities and systems.

C. Water supply facilities. All new and replacement water supply facilities shall be designed in accordance with the water well construction standards in Chapter 62-532.500, F.A.C. and ASCE 24 Chapter 7 to minimize or eliminate infiltration of floodwaters into the systems.

D. Limitations on sites in regulatory floodways. No development, including but not limited to site improvements, and land disturbing activity involving fill or regrading, shall be authorized in the regulatory floodway unless the floodway encroachment analysis required in Section 3.02.05(A) of this ordinance demonstrates that the proposed development or land disturbing activity will not result in any increase in the base flood elevation.

E. Limitations on placement of fill. Subject to the limitations of this ordinance, fill shall be designed to be stable under conditions of flooding including rapid rise and rapid drawdown of floodwaters, prolonged inundation, and protection against flood-related erosion and scour. In addition to these requirements, if intended to support buildings and structures (Zone A only), fill shall comply with the requirements of the Florida Building Code.

F. Limitations on sites in coastal high hazard areas (Zone V). In coastal high hazard areas, alteration of sand dunes and mangrove stands shall be permitted only if such alteration is approved by the Florida Department of Environmental Protection and only if the engineering analysis required by Section 3.02.05(C)(4) of this ordinance demonstrates that the proposed alteration will not increase the potential for flood damage. Construction or restoration of dunes under or around elevated buildings and structures shall comply with Section 3.02.16(H)(3) of this ordinance.

3.02.13 MANUFACTURED HOMES

A. General. All manufactured homes installed in flood hazard areas shall be installed by an installer that is licensed pursuant to section 320.8249, F.S., and shall comply with the requirements of Chapter 15C-1, F.A.C. and the requirements of this ordinance. If located seaward of the coastal construction control line, all manufactured homes shall comply with the more restrictive of the applicable requirements.

B. Foundations. All new manufactured homes and replacement manufactured homes installed in flood hazard areas shall be installed on permanent, reinforced foundations that:
(1) In flood hazard areas (Zone A) other than coastal high hazard areas, are designed in accordance with the foundation requirements of the Florida Building Code, Residential Section R322.2 and this ordinance. Foundations for manufactured homes subject to Section 3.02.13(F) are permitted to be reinforced piers or other foundation elements of at least equivalent strength.

(2) In coastal high hazard areas (Zone V), are designed in accordance with the foundation requirements of the Florida Building Code, Residential Section R322.3 and this ordinance.

C. Anchoring. All new manufactured homes and replacement manufactured homes shall be installed using methods and practices which minimize flood damage and shall be securely anchored to an adequately anchored foundation system to resist flotation, collapse or lateral movement. Methods of anchoring include, but are not limited to, use of over-the-top or frame ties to ground anchors. This anchoring requirement is in addition to applicable state and local anchoring requirements for wind resistance.

D. Elevation. Manufactured homes that are placed, replaced, or substantially improved shall comply with Section 3.02.13(E) or 3.02.13(F) of this ordinance, as applicable.

E. General elevation requirement. Unless subject to the requirements of Section 3.02.13(F) of this ordinance, all manufactured homes that are placed, replaced, or substantially improved on sites located: (a) outside of a manufactured home park or subdivision; (b) in a new manufactured home park or subdivision; (c) in an expansion to an existing manufactured home park or subdivision; or (d) in an existing manufactured home park or subdivision upon which a manufactured home has incurred "substantial damage" as the result of a flood, shall be elevated such that the bottom of the frame is at or above the elevation required, as applicable to the flood hazard area, in the Florida Building Code, Residential Section R322.2 (Zone A) or Section R322.3 (Zone V).

F. Elevation requirement for certain existing manufactured home parks and subdivisions. Manufactured homes that are not subject to Section 3.02.13(E) of this ordinance, including manufactured homes that are placed, replaced, or substantially improved on sites located in an existing manufactured home park or subdivision, unless on a site where substantial damage as result of flooding has occurred, shall be elevated such that either the:

(1) Bottom of the frame of the manufactured home is at or above the elevation required, as applicable to the flood hazard area, in the Florida Building Code, Residential Section R322.2 (Zone A) or Section R322.3 (Zone V); or

(2) Bottom of the frame is supported by reinforced piers or other foundation elements of at least equivalent strength that are not less than 36 inches in height above grade.

G. Enclosures. Enclosed areas below elevated manufactured homes shall comply with the requirements of the Florida Building Code, Residential Section R322.2 or R322.3 for such enclosed areas, as applicable to the flood hazard area.

H. Utility equipment. Utility equipment that serves manufactured homes, including electric, heating, ventilation, plumbing, and air conditioning equipment and other service facilities, shall comply with the requirements of the Florida Building Code, Residential Section R322, as applicable to the flood hazard area.
3.02.14 RECREATIONAL VEHICLES AND PARK TRAILERS

A. Temporary placement. Recreational vehicles and park trailers placed temporarily in flood hazard areas shall:

(1) Be on the site for fewer than 180 consecutive days; or

(2) Be fully licensed and ready for highway use, which means the recreational vehicle or park model is on wheels or jacking system, is attached to the site only by quick-disconnect type utilities and security devices, and has no permanent attachments such as additions, rooms, stairs, decks and porches.

B. Permanent placement. Recreational vehicles and park trailers that do not meet the limitations in Section 3.02.14(A) of this ordinance for temporary placement shall meet the requirements of Section 3.02.13 of this ordinance for manufactured homes.

3.02.15 TANKS

A. Underground tanks. Underground tanks in flood hazard areas shall be anchored to prevent flotation, collapse or lateral movement resulting from hydrodynamic and hydrostatic loads during conditions of the design flood, including the effects of buoyancy assuming the tank is empty.

B. Above-ground tanks, not elevated. Above-ground tanks that do not meet the elevation requirements of Section 3.02.15(C) of this ordinance shall:

(1) Be permitted in flood hazard areas (Zone A) other than coastal high hazard areas, provided the tanks are anchored or otherwise designed and constructed to prevent flotation, collapse or lateral movement resulting from hydrodynamic and hydrostatic loads during conditions of the design flood, including the effects of buoyancy assuming the tank is empty and the effects of flood-borne debris.

(2) Not be permitted in coastal high hazard areas (Zone V).

C. Above-ground tanks, elevated. Above-ground tanks in flood hazard areas shall be attached to and elevated to or above the design flood elevation on a supporting structure that is designed to prevent flotation, collapse or lateral movement during conditions of the design flood. Tank-supporting structures shall meet the foundation requirements of the applicable flood hazard area.

D. Tank inlets and vents. Tank inlets, fill openings, outlets and vents shall be:

(1) At or above the design flood elevation or fitted with covers designed to prevent the inflow of floodwater or outflow of the contents of the tanks during conditions of the design flood; and

(2) Anchored to prevent lateral movement resulting from hydrodynamic and hydrostatic loads, including the effects of buoyancy, during conditions of the design flood.

3.02.16 OTHER DEVELOPMENT

A. General requirements for other development. All development, including man-made changes to improved or unimproved real estate for which specific provisions
are not specified in this ordinance or the Florida Building Code, shall:

1. Be located and constructed to minimize flood damage;
2. Meet the limitations of Section 3.02.12(D) of this ordinance if located in a regulated floodway;
3. Be anchored to prevent flotation, collapse or lateral movement resulting from hydrostatic loads, including the effects of buoyancy, during conditions of the design flood;
4. Be constructed of flood damage-resistant materials; and
5. Have mechanical, plumbing, and electrical systems above the design flood elevation or meet the requirements of ASCE 24, except that minimum electric service required to address life safety and electric code requirements is permitted below the design flood elevation provided it conforms to the provisions of the electrical part of building code for wet locations.

B. Fences in regulated floodways. Fences in regulated floodways that have the potential to block the passage of floodwaters, such as stockade fences and wire mesh fences, shall meet the limitations of Section 3.02.12(D) of this ordinance.

C. Retaining walls, sidewalks and driveways in regulated floodways. Retaining walls and sidewalks and driveways that involve the placement of fill in regulated floodways shall meet the limitations of Section 3.02.12(D) of this ordinance.

D. Roads and watercourse crossings in regulated floodways. Roads and watercourse crossings, including roads, bridges, culverts, low-water crossings and similar means for vehicles or pedestrians to travel from one side of a watercourse to the other side, that encroach into regulated floodways shall meet the limitations of Section 3.02.12(D) of this ordinance. Alteration of a watercourse that is part of a road or watercourse crossing shall meet the requirements of Section 3.02.05(C)(3) of this ordinance.

E. Concrete slabs used as parking pads, enclosure floors, landings, decks, walkways, patios and similar nonstructural uses in coastal high hazard areas (Zone V). In coastal high hazard areas, concrete slabs used as parking pads, enclosure floors, landings, decks, walkways, patios and similar nonstructural uses are permitted beneath or adjacent to buildings and structures provided the concrete slabs are designed and constructed to be:

1. Structurally independent of the foundation system of the building or structure;
2. Frangible and not reinforced, so as to minimize debris during flooding that is capable of causing significant damage to any structure; and
3. Have a maximum slab thickness of not more than four (4) inches.

F. Decks and patios in coastal high hazard areas (Zone V). In addition to the requirements of the Florida Building Code, in coastal high hazard areas decks and patios shall be located, designed, and constructed in compliance with the following:

1. A deck that is structurally attached to a building or structure shall have the bottom of the lowest horizontal structural member at or above the design flood elevation and any supporting members that extend below the design flood elevation shall comply with the
foundation requirements that apply to the building or structure, which shall be designed to accommodate any increased loads resulting from the attached deck.

(2) A deck or patio that is located below the design flood elevation shall be structurally independent from buildings or structures and their foundation systems, and shall be designed and constructed either to remain intact and in place during design flood conditions or to break apart into small pieces to minimize debris during flooding that is capable of causing structural damage to the building or structure or to adjacent buildings and structures.

(3) A deck or patio that has a vertical thickness of more than twelve (12) inches or that is constructed with more than the minimum amount of fill necessary for site drainage shall not be approved unless an analysis prepared by a qualified registered design professional demonstrates no harmful diversion of floodwaters or wave runup and wave reflection that would increase damage to the building or structure or to adjacent buildings and structures.

(4) A deck or patio that has a vertical thickness of twelve (12) inches or less and that is at natural grade or on nonstructural fill material that is similar to and compatible with local soils and is the minimum amount necessary for site drainage may be approved without requiring analysis of the impact on diversion of floodwaters or wave runup and wave reflection.

G. Other development in coastal high hazard areas (Zone V). In coastal high hazard areas, development activities other than buildings and structures shall be permitted only if also authorized by the appropriate federal, state or local authority; if located outside the footprint of, and not structurally attached to, buildings and structures; and if analyses prepared by qualified registered design professionals demonstrate no harmful diversion of floodwaters or wave runup and wave reflection that would increase damage to adjacent buildings and structures. Such other development activities include but are not limited to:

(1) Bulkheads, seawalls, retaining walls, revetments, and similar erosion control structures;

(2) Solid fences and privacy walls, and fences prone to trapping debris, unless designed and constructed to fail under flood conditions less than the design flood or otherwise function to avoid obstruction of floodwaters; and

(3) On-site sewage treatment and disposal systems defined in 64E-6.002, F.A.C., as filled systems or mound systems.

H. Nonstructural fill in coastal high hazard areas (Zone V). In coastal high hazard areas:

(1) Minor grading and the placement of minor quantities of nonstructural fill shall be permitted for landscaping and for drainage purposes under and around buildings.

(2) Nonstructural fill with finished slopes that are steeper than one unit vertical to five units horizontal shall be permitted only if an analysis prepared by a qualified registered design professional demonstrates no harmful diversion of floodwaters or wave runup and wave reflection that would increase damage to adjacent buildings and structures.

(3) Where authorized by the Florida Department of Environmental Protection or applicable local approval, sand dune construction and restoration of sand dunes under or around elevated buildings are permitted without additional engineering analysis or certification of
the diversion of floodwater or wave runup and wave reflection if the scale and location of the dune work is consistent with local beach-dune morphology and the vertical clearance is maintained between the top of the sand dune and the lowest horizontal structural member of the building.

SECTION 3. APPLICABILITY. This ordinance shall apply to all applications for development, including building permit applications and subdivision proposals, submitted on or after [the effective date of this Ordinance].

SECTION 4. REPEALER. The adoption of this Floodplain Management Ordinance shall specifically repeal and supercede the Floodplain Management Ordinance adopted by Ordinance 1156 on June 25, 2009. Any and all other ordinances and regulations in conflict herewith are hereby repealed to the extent of any conflict.

SECTION 5. INCLUSION INTO THE LAND DEVELOPMENT CODE. The appropriate officers and agents of the City are authorized and directed to codify, include and publish in electronic format the provisions of this Ordinance within the Panama City Beach Land Development Code, and unless a contrary ordinance is adopted within ninety (90) days following such publication, the codification of this Ordinance shall become the final and official record of the matters herein ordained. Section numbers may be assigned and changed whenever necessary or convenient.

SECTION 6. SEVERABILITY. If any section, subsection, sentence, clause or phrase of this ordinance is, for any reason, declared by the courts to be unconstitutional or invalid, such decision shall not affect the validity of the ordinance as a whole, or any part thereof, other than the part so declared.

SECTION 7. EFFECTIVE DATE. This ordinance shall take effect immediately upon passage.
REGULAR AGENDA

ITEM #6

UPDATED FINANCIAL INFORMATION
### Local Option Fuel Taxes

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### FRANCHISE FEES ELECTRICITY

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<td>$174,102.24</td>
<td>$176,201.33</td>
<td>$168,088.73</td>
<td>$170,227.07</td>
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**Cumulative Collections:**
- **FY 2009-10:** $1,689,140.40
- **FY 2010-11:** $2,247,806.41
- **FY 2011-12:** $2,247,806.41
- **FY 2012-13:** $2,429,073.93
- **FY 2013-14:** $2,706,603.87
- **FY 2014-15:** $1,023,463.51
- **FY 2015-16:** $1,023,463.51

**Average % Change:**
- **FY 2010-11:** 10.05%
- **FY 2011-12:** 10.05%
- **FY 2012-13:** 10.05%
- **FY 2013-14:** 10.05%
- **FY 2014-15:** 10.05%
- **FY 2015-16:** 10.05%

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- **FY 2014-15:** 10.05%
- **FY 2015-16:** 10.05%

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### Cash Collection History

**Franchise Fees Electricity**

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<th>Month</th>
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<td>% Of Annual Collections</td>
<td>Cumulative Total Collections</td>
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<th>% Of Annual Cumulative Collections</th>
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Cash Collection History

Utility Taxes Electricity
# Local Communications Services Taxes

## Cash Collection History

Local Communications Services Taxes

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<th>August</th>
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## Collection History

$5,000,000

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<tr>
<td>September</td>
<td>$0</td>
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## Summary

- The table above shows the cash collection history for local communications services taxes.
- The months are listed from October to September, and the cash collections are shown for each month.$000

## Observations

- The cash collections for each month are zero, indicating no collections for the period.
- The data suggests a lack of cash collection for local communications services taxes during the specified period.
# Building Permits

<table>
<thead>
<tr>
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<td>$14,034.25</td>
<td>$14,583.75</td>
<td>$22,222.00</td>
<td>$20,755.00</td>
<td>$49,027.63</td>
<td>$26,668.69</td>
<td>$57,417.60</td>
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<tr>
<td>November</td>
<td>$9,881.00</td>
<td>$5,162.03</td>
<td>$23,953.00</td>
<td>$15,990.58</td>
<td>$37,423.54</td>
<td>$25,155.64</td>
<td>($39,158.24)</td>
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<tr>
<td>December</td>
<td>$5,072.50</td>
<td>$10,385.00</td>
<td>$19,878.79</td>
<td>$33,023.23</td>
<td>$37,302.00</td>
<td>$48,674.82</td>
<td>($2,934.02)</td>
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<tr>
<td>January</td>
<td>$7,044.00</td>
<td>$3,686.28</td>
<td>$27,301.00</td>
<td>$38,472.30</td>
<td>$47,802.90</td>
<td>$30,748.91</td>
<td>($8,794.59)</td>
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<tr>
<td>February</td>
<td>$32,366.00</td>
<td>$26,244.51</td>
<td>$37,570.00</td>
<td>$49,123.60</td>
<td>$47,802.90</td>
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<td>($8,794.59)</td>
</tr>
<tr>
<td>March</td>
<td>$7,465.75</td>
<td>$23,410.55</td>
<td>$37,388.75</td>
<td>$39,280.57</td>
<td>$38,280.57</td>
<td>$26,668.69</td>
<td>($39,158.24)</td>
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<tr>
<td>April</td>
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<td>$46,283.57</td>
<td>$39,280.57</td>
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<tr>
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<td>$22,877.64</td>
<td>$18,301.50</td>
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<tr>
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<tr>
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<td>$18,289.50</td>
<td>$15,182.00</td>
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<td>$40,807.26</td>
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## Cash Collection History

Building Permits

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<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
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<tr>
<td>October</td>
<td>1.89%</td>
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<td>1.98%</td>
<td>December</td>
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### Cash Collection History

**Business Tax Receipts**

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<td>$2,700,000</td>
<td>$2,700,000</td>
<td>$2,700,000</td>
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</tbody>
</table>

**Average % of Annual Total Collections**

- October: 0.00%
- November: 0.00%
- December: 0.00%
- January: 0.00%
- February: 0.00%
- March: 0.00%
- April: 0.00%
- May: 0.00%
- June: 0.00%
- July: 0.00%
- August: 0.00%
- September: 0.00%
## State Revenue Sharing

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<tbody>
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<td>Cash</td>
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<td>$21,897.94</td>
<td>$19,884.49</td>
<td>$22,143.22</td>
<td>$25,546.88</td>
<td>$15,419.03</td>
<td>$13,790.74</td>
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<td>$0.00</td>
<td>$0.00</td>
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</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>Increase (Decrease)</th>
<th>Cumulative Months</th>
<th>% Increase (Decrease)</th>
<th>FY 2008-10 % of Annual Total Collections</th>
<th>FY 2009-10 % of Annual Total Collections</th>
<th>FY 2010-11 % of Annual Total Collections</th>
<th>FY 2011-12 % of Annual Total Collections</th>
<th>FY 2012-13 % of Annual Total Collections</th>
<th>FY 2013-14 % of Annual Total Collections</th>
<th>FY 2014-15 % of Annual Total Collections</th>
<th>FY 2015-16 % of Annual Total Collections</th>
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</thead>
<tbody>
<tr>
<td>October</td>
<td>$19,884.49</td>
<td>15.37%</td>
<td>7.40%</td>
<td>7.17%</td>
<td>7.08%</td>
<td>7.00%</td>
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<td>7.08%</td>
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<td>6.99%</td>
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<tr>
<td>July</td>
<td>$13,790.74</td>
<td>13.37%</td>
<td>7.40%</td>
<td>7.17%</td>
<td>7.08%</td>
<td>7.00%</td>
<td>6.99%</td>
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<td>7.00%</td>
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<tr>
<td>September</td>
<td>$13,790.74</td>
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<td>7.17%</td>
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<td>7.00%</td>
<td>6.99%</td>
<td>7.00%</td>
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### Cash Collection History

#### State Revenue Sharing

- **Total Collections:** $18,263.73
- **Cumulative Collections:** $25,546.88
- **Average % of Annual:** 7.00%

#### Cash Collection Timeline

- **FY 2009-10:** $19,884.49
- **FY 2010-11:** $21,897.94
- **FY 2011-12:** $19,884.49
- **FY 2012-13:** $22,143.22
- **FY 2013-14:** $25,546.88
- **FY 2014-15:** $15,419.03
- **FY 2015-16:** $13,790.74

#### Month-by-Month Collections

- **October:** $19,884.49
- **November:** $13,790.74
- **December:** $13,790.74
- **January:** $13,790.74
- **February:** $13,790.74
- **March:** $13,790.74
- **April:** $13,790.74
- **May:** $13,790.74
- **June:** $13,790.74
- **July:** $13,790.74
- **August:** $13,790.74
- **September:** $13,790.74

#### Percentages

- **Cumulative:** $25,546.88
- **Average % of Annual:** 7.00%
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<th>Total Collections FY 2010-11</th>
<th>Total Collections FY 2011-12</th>
<th>Total Collections FY 2012-13</th>
<th>Total Collections FY 2013-14</th>
<th>Total Collections FY 2014-15</th>
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<td>$1,286,162.36</td>
<td>$1,589,385.75</td>
<td>$1,705,415.77</td>
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<td>April</td>
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<td>$2,048,058.08</td>
<td>$2,313,620.35</td>
<td>$1,145,316.43</td>
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<td>May</td>
<td>$2,048,058.08</td>
<td>$2,313,620.35</td>
<td>$1,873,096.71</td>
<td>$1,145,316.43</td>
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<td>$1,145,316.43</td>
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**Total Key Revenue Accounts FY 2014-15**

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<th>Increase</th>
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</table>

**Cash Collection History**

- **January**: $1,145,316.43
- **February**: $1,286,162.36
- **March**: $1,589,385.75
- **April**: $1,705,415.77
- **May**: $2,008,893.98
- **June**: $2,313,620.35
- **July**: $2,043,729.32
- **August**: $1,145,316.43
- **September**: $1,029,962.98

**Average % of Annual Collections**

- **January**: 3.27%
- **February**: 4.70%
- **March**: 4.44%
- **April**: 3.47%
- **May**: 4.00%
- **June**: 3.47%
- **July**: 3.47%
- **August**: 3.47%
- **September**: 3.47%

**Total Key Revenue Accounts**

- **January**: $1,145,316.43
- **February**: $1,286,162.36
- **March**: $1,589,385.75
- **April**: $1,705,415.77
- **May**: $2,008,893.98
- **June**: $2,313,620.35
- **July**: $2,043,729.32
- **August**: $1,145,316.43
- **September**: $1,029,962.98

**Month Cumulative**

- **January**: 11.70%
- **February**: 12.81%
- **March**: 14.87%
- **April**: 17.02%
- **May**: 20.89%
- **June**: 24.90%
- **July**: 29.66%
- **August**: 35.37%
- **September**: 42.66%

**Average % of Annual Collections**

- **January**: 13.51%
- **February**: 10.55%
- **March**: 7.83%
- **April**: 7.83%
- **May**: 7.10%
- **June**: 6.63%
- **July**: 6.08%
- **August**: 6.08%
- **September**: 6.08%
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### CITY OF PANAMA CITY BEACH

**PIER PASSES AND ADMISSIONS**

**SUBMERGED LAND LEASE**

**MARCH 2015 THRU FEBRUARY 2016**

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|       | 21,993.09 | 792,612.64 | 814,605.73 |
REGULAR AGENDA

ITEM #7

UTILITY REVENUE BONDS REFINANCING
Memorandum

To: Mario Gisbert, City Manager
    Holly White, Finance Director

From: Jay Glover, Managing Director – Public Financial Management

Re: Utility Revenue Bonds, Series 2009 – Refunding Opportunity

As financial advisor to the City of Panama City Beach, Florida (the “City”), Public Financial Management (PFM) continually monitors the City’s outstanding debt portfolio for refunding opportunities that could lower the City’s overall debt service payments. We have reviewed the City’s outstanding Utility Revenue Bonds, Series 2009 (the “2009 Bonds”) and determined that current market conditions would allow the City to refund a portion of these bonds for debt service savings. The callable portion of the 2009 Bonds are outstanding in the principal amount of $23,215,000 and have an initial call date of June 1, 2019.

At the City Council meeting on February 25, PFM provided a summary of three options that could be pursued in order to take advantage of this opportunity (refer to attached memo dated February 17, 2016). It was determined that the City would pursue Option 3, which was to complete the refunding of the 2009 Bonds via the issuance of a direct bank loan with a final maturity of 20 years. In addition, the City would contribute $2,000,000 of excess reserves in the water and sewer system to reduce the amount of the borrowing.

At the direction of the City Council, PFM prepared a request for direct bank loan proposals (RFP) to identify the financial institution that could provide the City with a Utility Refunding Revenue Bond, Series 2016 (the “2016 Bond”) to refund the 2009 Bonds. The RFP was distributed to a large list of local, regional and national financial institutions as well as posted on the City’s website. The City received 5 proposals which are summarized in Exhibit A.

Based on PFM’s review and discussions with City staff and Bond Counsel, it was determined that Ameris Bank provided the best combination of interest rate and terms for the City. Ameris Bank offered a fixed interest rate to maturity of 2.78%, which would be locked until the closing date of April 22. Given the significant volatility in the market, the locked interest rate feature is an important aspect of the proposal and eliminates any risk to the City of rising interest rates until the closing date. In addition, the Ameris proposal allows the City to optionally prepay the 2016 Bond at any time without penalty. If the City approves moving forward with Ameris Bank, we estimated the City will achieve approximately $3 million of net present value debt service savings or 13% of the
refunded bonds par amount. As such PFM is recommending that Ameris Bank be selected as the loan provider for the 2016 Bond.

The second best proposal was submitted by Pinnacle Public Finance with a fixed interest rate to maturity of 2.80% locked until closing. If for any reason we cannot agree to terms with Ameris Bank, PFM would recommend moving to the next best option that was submitted by Pinnacle Public Finance. Regions Bank and SunTrust Bank submitted proposals that gave the lender to right to put the 2016 Bond back to the City at a specific date prior to the final maturity (6/1/31 and 6/1/2026). This structure is not being recommended by PFM due to the future interest rate risk associated with the put feature.

If the Council accepts this recommendation, we anticipate bringing the Bond Resolution to the Council for consideration at the April 14 meeting. If you have any questions please feel free to contact me at 407-406-5760 or gloverj@pfm.com.
City of Panama City Beach, Florida -- Utility Revenue Refunding Bond, Series 2016

RFP Summary

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<tr>
<th>Proposal Requirements</th>
<th>Anson Bank</th>
<th>Capital One</th>
<th>Blair Susan</th>
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<tr>
<td><strong>Contact Information</strong></td>
<td>Douglas Moore Senior Vice President/Commercial Banker</td>
<td>Jac Bretz Vice President</td>
<td>Blair Susan Vice President, Direct Markets</td>
</tr>
<tr>
<td></td>
<td>11790 PCB Parkway Panama City Beach, Florida 32407</td>
<td>8377 E. Hartford Drive, Suite 115 Scottsdale, Arizona 85253</td>
<td></td>
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</table>

| **Final Maturity** | 6/1/2036 | 6/1/2036 | 6/1/2036 |
| **Tax Exempt Fixed Interest Rate** | 2.7800%+ | 3.3800%+ | 2.8000%+ |
| **Calculation** | N/A | N/A | N/A |
| **Rate Locked to Closing, or Date to be set** | Rate fixed at closing through maturity | Rate valid through 4/22/2016 | Rate valid through 4/23/2016 |
| **Prepayment Penalty** | No prepayment penalty | Callable at 101% of outstanding par until 6/1/2025 Callable at par thereafter | Prepayable beginning 6/1/2026 in whole, but not in part at any time (Subject to renegotiation) |
| **Legal/Other Fees** | Not Provided | $0 | $5,000 |

**Other Conditions**

- Late Charge of 5.00% of any payment not received by Bank within 10 days of due date
- Provide financials to Lender annually
- Default rate set at 300 bps above stated rate
- Must close by April 22, 2016
- Provide financial statements within 270 days of the end of the fiscal year
- Terms sheet will expire if not accepted by March 22, 2016
- Term sheet subject to final credit approval
- Loan is assumed to fund on or about April 22, 2016
- Loan will be additionally secured by the common DSRF that exists for the parity debt
- Provide validity and tax opinion
- Additional Bonds notes and Rate Covenant requiring 1.20X coverage
- Provide financial statements within 210 days of the end of the fiscal year
- Gross up rate of 4.31% in event of taxability
- Default rate set at 6% and 7% of taxable
- Lender may assign, transfer, or convey loan
- Lender will require an executed copy of transmittal by noon the day prior to funding
- Terms are subject to final credit approval by BankUnited

Prepared by: Public Financial Management, Inc. 3/18/2016
## City of Panama City Beach, Florida -- Utility Revenue Refunding Bond, Series 2016

### RFP Summary

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<thead>
<tr>
<th>Proposal Requirements</th>
<th>David K. Germany</th>
<th>Michael H. Diehl</th>
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<td><strong>Contact Information</strong></td>
<td>1900 5th Avenue North, Suite 2400</td>
<td>89 South Alcona Street</td>
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<tr>
<td></td>
<td>Birmingham, Alabama 35203</td>
<td>Pensacola, Florida 32501</td>
</tr>
<tr>
<td></td>
<td>Office: 205-326-4093</td>
<td>Office: 850-466-4165</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:david.fernany@regions.com">david.fernany@regions.com</a></td>
<td>Cell: 850-206-3321</td>
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| **Final Maturity** | 6/1/2036 | 6/1/2036 |

| **Tax Exempt Fixed Interest Rate** | Indicative: 2.6000% (Put Option 6/1/31) | Option 1: 2.9200% (15 Year Put Provision) |
| | | Option 2: 2.4400% (10 Year Put Provision) |

| **Rate Locked to Closing, or Date to be set** | Rate can be locked up to 30 days prior to closing. | Rate can be held for 30 days |
| | Can be held for 45 days for an additional 2 bps |

| **Prepayment Penalty** | Prepayable after 10 at par with 5 days notice to Lender | May be prepayable without penalty for an additional 40bps to interest rate |

| **Legal/Other Fees** | $11,500 | $8,500 |

### Other Conditions

1. Put Option: beginning on 6/1/2031
2. Borrower must submit written request to the Lender 180 days prior to Date to advise whether the option will be exercised.
3. Default rate of stated rate plus 3%.
4. Lender may assign, transfer, or convey loan.
5. Must submit documents, agreements, and opinions at closing.
6. Increased rate for determination of taxability (10 year UST on date of determination + 220 bps).
7. Must accept by 5:00PM, April 7, 2016 and close on or before April 22, 2016.
8. Additional bonds test and Rate Covenant of 1.25X MADS
9. Provide audited financial statements within 270 days of FY end, annual budgets within 30 days of adoption, and any additional information requested.
10. Increased rate for change in corporate tax rate. Can be waived for an additional 30bps.
11. Increased rate for a determination of taxability.
12. Lender may give written notice of put option 10 days prior to execution no later than 120 days prior.
13. Borrower agree to authorize the Lender to debit a deposit account maintained by borrower with approved bank of Borrower's choice.

Prepared by: Public Financial Management, Inc.  
3/18/2016
PFM Refunding Overview Memo
Dated February 17, 2016
February 17, 2016

Memorandum

To: Mario Gisbert, City Manager
    Holly White, Finance Director

From: Jay Glover, Managing Director – Public Financial Management, Inc.

Re: Utility Revenue Bonds, Series 2009 – Refunding Opportunity

As financial advisor to the City of Panama City Beach, Florida (the “City”), Public Financial Management (PFM) continually monitors the City’s outstanding debt portfolio for refunding opportunities that could lower the City’s overall debt service payments. We have reviewed the City’s outstanding Utility Revenue Bonds, Series 2009 (the “2009 Bonds”) and determined that current market conditions would allow the City to refund the callable portion of the 2009 Bonds for debt service savings. The 2009 Bonds are outstanding in the principal amount of $25,760,000 and were originally issued to fund the cost of acquisition and construction of certain capital improvements in connection with the City’s water and sewer utility system. The portion of the 2009 Bonds maturing on and after June 1, 2020 in the par amount of $23,215,000 are callable on June 1, 2019 at par. The remainder of this memorandum will provide details on three refunding options we have discussed with City staff and PFM’s recommendation for moving forward.

Option 1:
The City could complete the refunding of the 2009 Bonds via the issuance of a publically offered bond transaction with the final maturity matching the current final maturity of the 2009 Bonds, which is June 1, 2039. This type of financing would require significant staff time and effort to prepare an official statement to provide to potential investors as well as procure credit ratings, thus delaying the City’s ability to lock in the current favorable market conditions. Based on current market conditions, we are projecting:

- $2.540 million of gross debt service savings, which equates to $1.896 million of net present value debt service savings or 8.17% of the refunded bonds par amount (see exhibit A for annual debt service savings).

Option 2:
The City could complete the refunding of the 2009 Bonds via the issuance of a direct bank loan, similar to what was done for the recent Capital Improvement Revenue Refunding Bonds, Series 2015 (Front Beach Road Project). However, the maximum term we have seen banks willing to provide is 20 years. Therefore we would need to shorten the final maturity of the refunding bonds
by three years (to June 1, 2036). By doing so the annual debt service payments in years 2017-2036 would be slightly increased and all of the debt service savings would be realized in 2037 – 2039. One major advantage of the direct bank loan financing is that it can be implemented in an expedited manner. In addition, the estimated costs of issuance would be substantially less for a direct bank loan ($150,000 which is factored into the savings figures referenced below). Under this option, PFM would work with City staff to undertake a request for proposals to procure the financial institution that was willing to provide the City the most attractive terms. Based on current market conditions, we are projecting:

- **$4.358 million of gross debt service savings, which equates to $1.966 MM of net present value debt service savings or 8.60% of the refunded bonds par amount** (see exhibit A for annual debt service savings).

**Option 3:**
This option involves the same type of financing as Option 2, but the City would contribute $2,000,000 of excess reserves in the water and sewer system to reduce the amount of the borrowing. This would result in the City achieving cash flow savings in all years from 2016 – 2029. Based on current market conditions, we are projecting:

- **$5.079 million of gross debt service savings (net of equity contribution), which equates to $1.966 MM of net present value debt service savings or 8.60% of the refunded bonds par amount** (see exhibit A for annual debt service savings).

**Recommendation:**
PFM is recommending that the City move forward with Option 3. Based on discussions with City staff, it was determined that there are sufficient reserves within the water and sewer system to allow for $2,000,000 to be contributed to the refunding without limiting future flexibility. Also as debt service savings are realized over the life of the transaction, these reserves would be replenished. Implementing Option 3 will also allow the City to lock in the favorable market conditions in the most expedited manner. While we are recommending the direct bank loan option, I do want to caution the City that seeking a 20 year term for a bank loan is aggressive and we might find that some banks are not willing to offer this length financing or will require some type of rate reset (put option) prior to maturity. PFM will work with City staff to maximize the pool of potential proposers and bring back the best deal possible for the City Council to consider.

Should the City Council desire to proceed, your financing team will immediately begin to prepare and distribute a request for proposals and financing documents to procure a financial institution with the goal of seeking final approval of a Bond Resolution from the City Council at a subsequent meeting. The financing team would be made up of City Staff, Bond Counsel (Bryant Miller Olivé), City Attorney (Harrison Sale McCloy) and Financial Advisor (PFM).

If you have any questions please feel free to contact me at 407-406-5760 or gloverj@pfm.com.
### Exhibit A:

<table>
<thead>
<tr>
<th>Refunded 2009 Debt Service</th>
<th>Prior Debt</th>
<th>Annual Cash Flow Reduction</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Jun</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016  $568,900</td>
<td>$93,438</td>
<td>$85,516</td>
<td>(67,035)</td>
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<tr>
<td>2017  1,137,800</td>
<td></td>
<td></td>
<td>69,730</td>
<td></td>
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</tr>
<tr>
<td>2018  1,137,800</td>
<td></td>
<td></td>
<td>69,805</td>
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<td></td>
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<td>2019  1,137,800</td>
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</tr>
<tr>
<td>2020  1,857,800</td>
<td></td>
<td></td>
<td>72,205</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021  1,856,800</td>
<td></td>
<td></td>
<td>73,400</td>
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<tr>
<td>2022  1,854,050</td>
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<td>70,688</td>
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<tr>
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<td>71,740</td>
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<td>2035  1,859,750</td>
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<td>$7,079,080</td>
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Gross Savings: $2,539,706 $4,358,003 $7,079,080
Less Equity Contribution: 0 0 2,000,000
Cash Flow Savings (Net of Contribution): $2,539,706 $4,358,003 $5,079,080

Note: Red figures under Option 2 indicate an increase in annual debt service.
REGULAR AGENDA

ITEM #8

FRONT BEACH ROAD CLOSURE
Jo Smith

From: Paul Casto
Sent: Friday, March 18, 2016 9:17 AM
To: Jo Smith; Kelly Jenkins
Subject: Fwd: SR 30 (Front Beach Rd.) Road Closure Request

Fyi

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: Paul Casto <pcasto@pcbgov.com>
Date: 03/14/2016 2:33 PM (GMT-06:00)
To: "Ward, Lisa" <Lisa.Ward@dot.state.fl.us>, Mario Gisbert <mgisbert@pcbgov.com>
Subject: RE: SR 30 (Front Beach Rd.) Road Closure Request

Lisa, we are ok with this.
Paul

From: Ward, Lisa [mailto:Lisa.Ward@dot.state.fl.us]
Sent: Monday, March 14, 2016 1:46 PM
To: Paul Casto <pcasto@pcbgov.com>; Mario Gisbert <mgisbert@pcbgov.com>
Subject: FW: SR 30 (Front Beach Rd.) Road Closure Request

Does the City of Panama City Beach have any issues or concerns with closing SR 30 from 04/11/16 - 04/13/16 and detouring traffic onto Hill Rd., SR 30A (Panama City Beach Parkway) and Powell Adams Rd?

From: Ward, Lisa
Sent: Tuesday, March 08, 2016 11:15 AM
To: pcasto@pcbgov.com', 'mgisbert@pcbgov.com'
Subject: SR 30 (Front Beach Rd.) Road Closure Request

Justin Dorning, with Hampton Inn/Robins & Morton, has requested to close SR 30 (Front Beach Rd.) at the new proposed Hampton Inn that is being built across from Gulf World, for 3 days, 04/11/16 - 04/13/16. He will be erecting a tower crane on the South side of SR 30 to build the new hotel. Traffic would be detoured onto Hill Rd., SR 30A (Panama City Beach Parkway) and Powell Adams Rd.

Does the City of Panama City Beach have any issues or concerns with closing SR 30 from 04/11/16 - 04/13/16 and detouring traffic onto Hill Rd., SR 30A (Panama City Beach Parkway) and Powell Adams Rd?

Lisa Ward
Permits Manager
Florida Department of Transportation – Panama City/Marianna Operations
AGENDA ITEM #8