

Annual Report

2019



COLUMBIA COUNTY

BOARD OF COUNTY COMMISSIONERS

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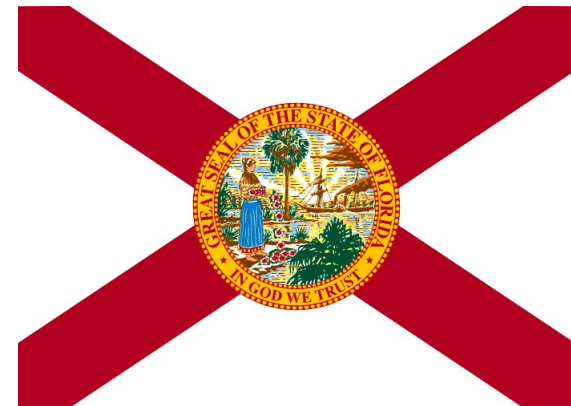
MESSAGE FROM THE COUNTY MANAGER

Ben Scott has worked for Columbia County since 1999 and was appointed County Manager by the Board of County Commissioners in 2015. As head of the administrative branch of the county's government, Scott is responsible to the Board of County Commissioners for the proper administration of all affairs of the County. He provides fiscal, strategic and operational leadership to the organization, as well as, sound analysis and professional implementation of the Board's policies.

This annual report is presented to the Columbia County Board of County Commissioners and its citizens to provide a state of the County, the work of the previous year, and any recommendations as to actions or programs the Manager deems necessary for the improvement of the County and the welfare of its residents in accordance with the Home Rule Charter for Columbia County, Section 3.3 (2).

Over the last fiscal year, Columbia County has continued making strides to ensure this is a great place to live, work, and play. This annual report highlights the Board's commitment to continue to improve the infrastructure of Columbia County and the services it provides to our residents. These improvements help to make Columbia County one of the greatest places in North Florida

Columbia County has several dedicated employees helping to provide the utmost service to residents and visitors of Columbia County . Our accomplishments included in the pages of this report could not happen without their commitment.



› Florida State Flag

Ben Scott

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2019 RECOMMENDATION RECAP

Continue to hold multiple budget workshops

- › The County conducted workshops in May and June as well as one on August 15 for the floor budget review

Review Administrative Code

- › No progress during 2019, recommendation continued for 2020

Appoint Charter Review Committee

- › Four community representative from each district were selected to serve on the Charter Review Committee including an alternate

Complete jail design and receive bid pricing

- › Jail design was complete during year. After receiving pricing, Board revised plan and will now place additional housing at the current jail, pricing expected in 3rd quarter of 2020

Review County pay grades and present recommendations to Board

- › Staff continues to work on pay grade issues, expected step plan to be presented for the 2022 fiscal year

Review millage reduction options

- › Millage reduction options were presented and determined not to be feasible at this time

Conduct Landfill/Garbage Assessment Study

- › Study was completed resulting in small reduction in assessment rate

Conduct Water and Sewer Utility Rate study

- › Study was completed, rates revised to reflect operating costs



2019 FINANCIAL REVIEW

The audit for the period ending September 30, 2019 is underway and will be presented to the Board once completed.

FY 2019 began with \$1,166,970 in additional ad valorem revenue over the previous year. No new taxes were adopted. The adopted millage levy remained at 8.015 mills. There were no increases in fees including fire and garbage assessments rates, and building and zoning fees.

2019 LEGISLATIVE REPORT

Major Issues that Passed

- Supermajority Vote Required for State Taxes or Fees
- Tax Reduction Package
 - Included authorizing use of local tourist development tax revenues for local infrastructure
 - Included requirements to audit prior to referendum of a new discretionary tax
- Workers' Compensation Benefits for First Responders
- Opioid Epidemic

Major Issues that did not Pass

- Regional Rural Development Grants
- Inclusion of Cities and Counties into Fiscally Constrained Offset Increase Homestead Exemption
- Restructuring the Rural Economic Development Initiative
- Rural Community Investment Act
- Texting While Driving
- Land Use Planning
- Local Government Transparency Requirements
- Economic Development and Tourism Promotion
- Accountability
 - County and Municipal Officer Transparency
 - Local Government Ethic Reform
 - Financial Reporting
 - Impact Fees
 - Local Tax Referenda
 - Permit Fees
 - Fire Fighter Requirements
 - Uniform Statewide Special Needs Shelter Registry



2020 RECOMMENDATIONS

- Continue to Hold Multiple Budget Workshops
- Review and Revise Administrative Code
- Provide Charter Review Committee Information and Records to Complete Review
- Complete Jail Design and Schedule Construction Start Date
- Develop Step Pay Plan for County Employees
- Negotiate 10 Year Lease Extension for Supervisor of Elections, Tourist, and Economic Development Offices
- Work with Lake City to Develop Bell Road for Economic Development

2020 BUDGET ISSUES

- Increased Equipment Replacement Funding \$1,180,000
- Added Birley Road Sidewalk Project \$1,051,000
- Added CR 242A \$500,000
- Added Cypress Lake Road \$2,700,000
- Added \$2,270,000 Dedicated Revenue for Road Resurfacing
- Added Eastside Waste Water Treatment Plant \$10,300,000
- Added Rail Spur \$3,135,600
- Increased Funding for Humane Society \$35,000
- County Reserves are being Maintained at a Healthy Level. Excess Reserves Continue to be Utilized to Fund Equipment Replacement Shortfalls and Make Capital Improvements



ABOUT COLUMBIA COUNTY

Median Household Income: **\$43,504**

Median Housing Value: **\$112,500**

Number of Companies: **4,574**

Veteran Population: **7,451**

Established: February 4, 1832

Number of Districts: 5

18.3% in incorporated areas

81.7% in unincorporated areas

County Seat: Lake City

Congressional Districts: 2nd and 5th

Source: The United States Census Bureau

Estimated Total
Population

70,503

84.7 per sq. mi.



Male

51.6%



Female

48.4%

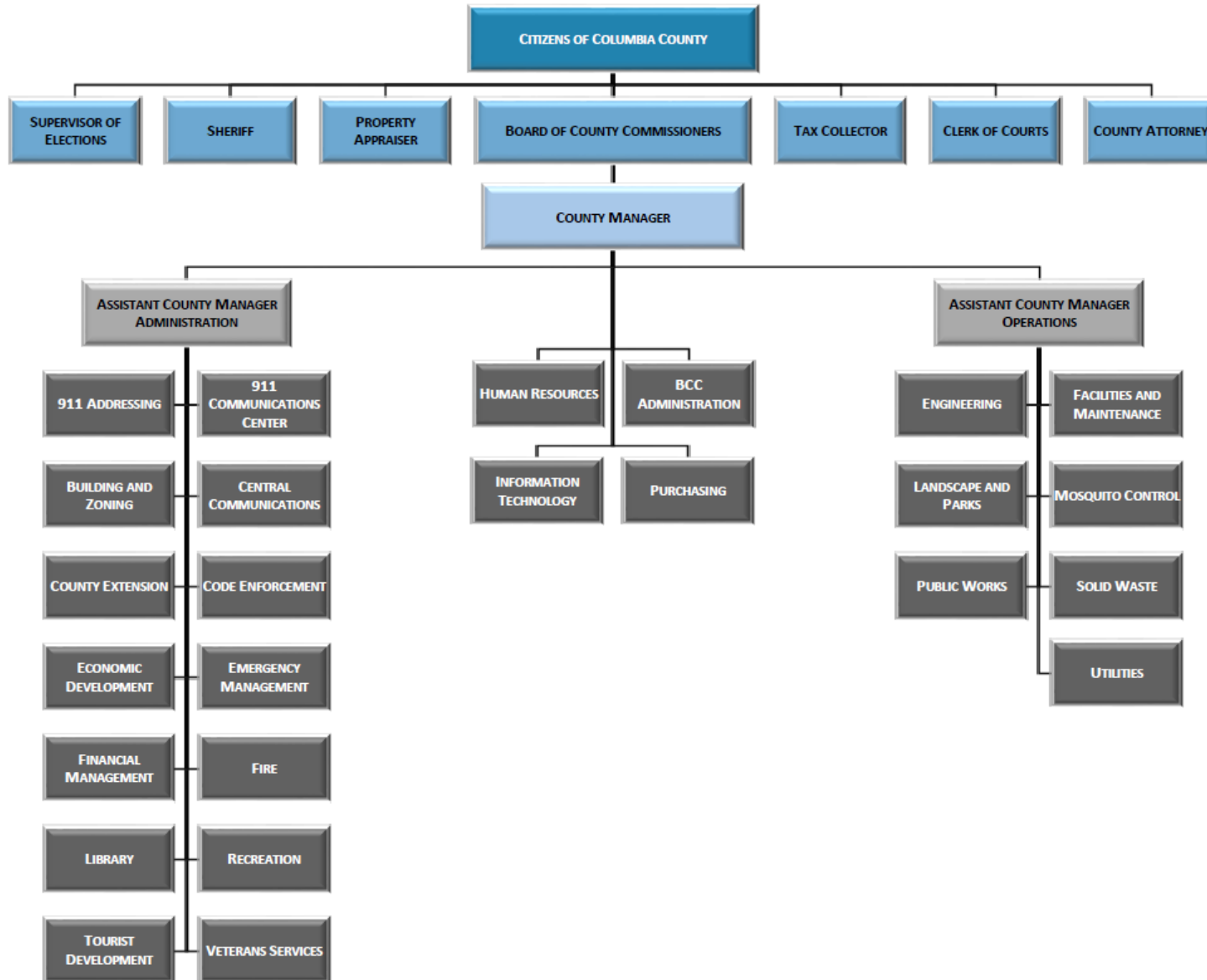
Total Area: 801 square miles

Land: 798 square miles

Water: 3 square miles



COUNTY ORGANIZATIONAL CHART



CONSTITUTIONAL OFFICERS BUDGETS

\$1.46M

Clerk of Court

\$1.53M

Property Appraiser

\$15.7M

Sheriff

\$821K

Supervisor of Elections

\$1.01M

Tax Collector



P. DeWitt Cason
Clerk of Court



Mark Hunter
Sheriff



Ronnie Brannon
Tax Collector



Jeff Hampton
Property Appraiser

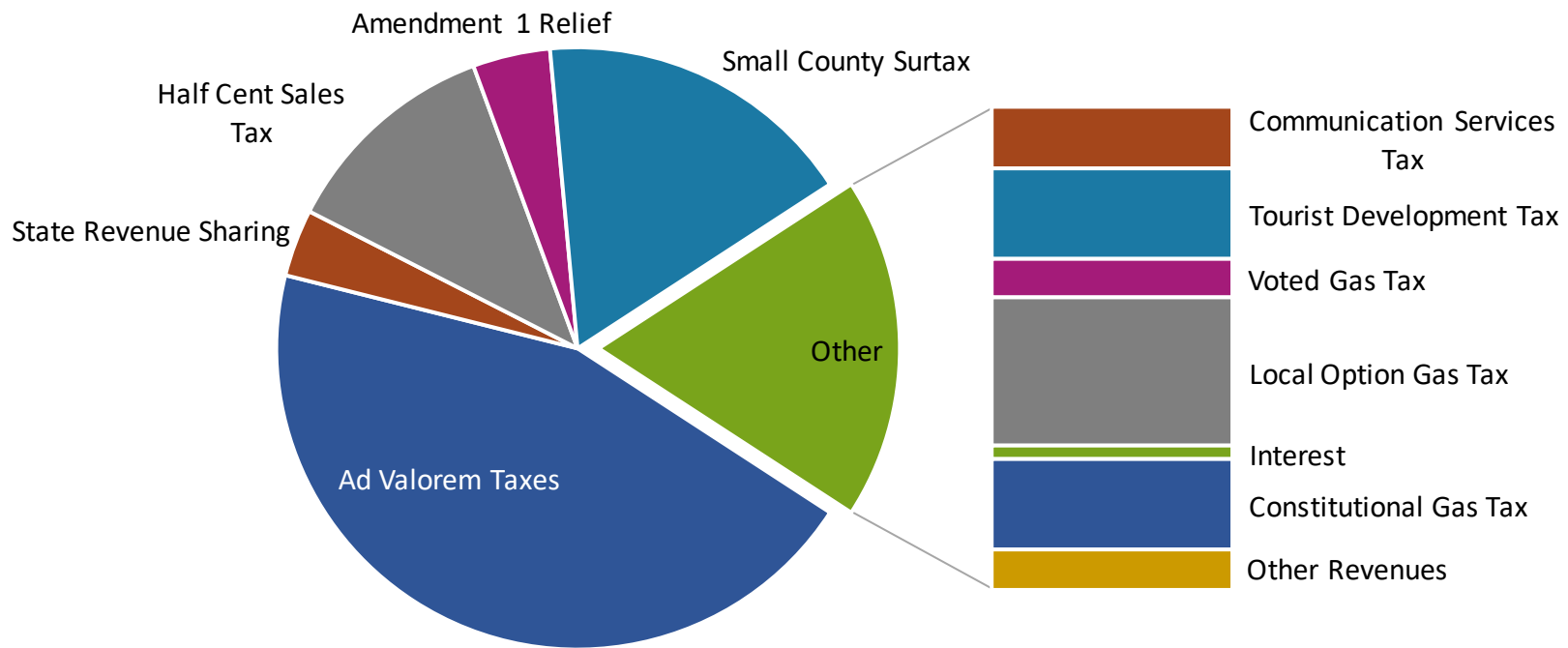


Liz Horne
Supervisor of Elections



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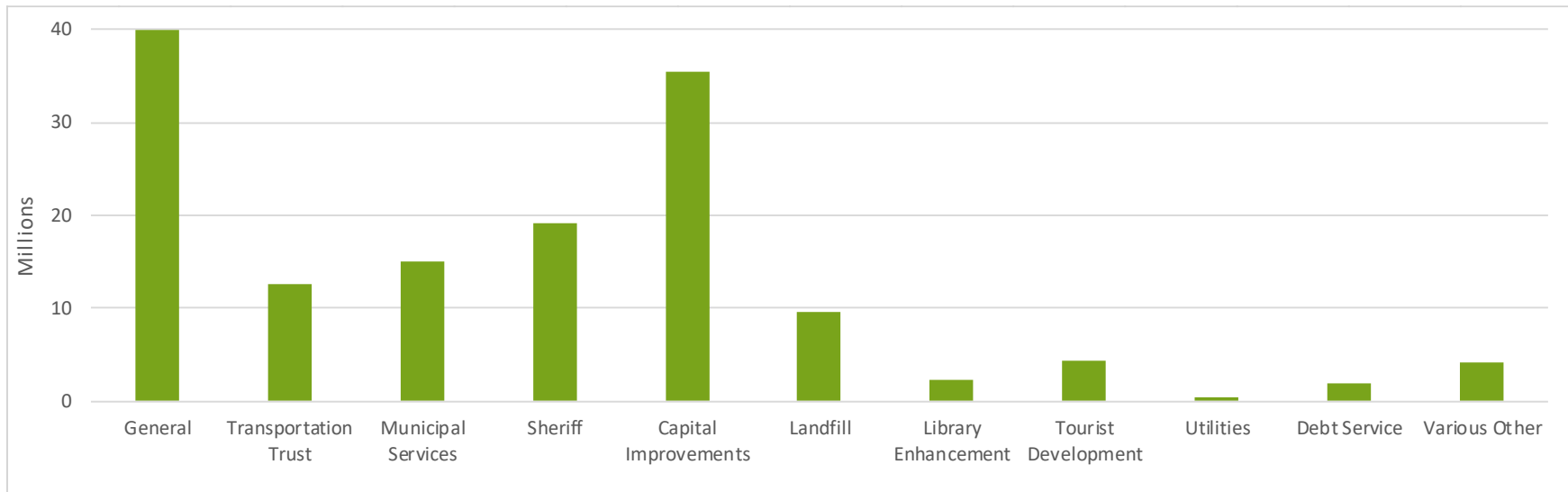
2019 REVENUES AND BEGINNING CASH



Columbia County generated \$143.9 million of revenue including beginning cash in the 2019 fiscal year. These revenues can be broken down into five categories:

- General \$39.9 million
- Special Revenue \$57.1 million
- Debt Service \$ 1.8 million
- Capital Projects \$35.2 million
- Enterprise \$ 9.9 million

2019 EXPENDITURES AND RESERVES



The State of Florida’s “Truth in Millage” (TRIM) requires the County to adopt a “balanced” budget annually by September 30th. Adopting an annual balanced budget is one the Board’s most significant actions taken each year. The annual budget safeguards the County’s financial stability and ensures all service requirements and debt obligations are fulfilled. The budget for FY 2019 totals \$143,863,932 which is broken down into the following:

- \$39.9 million General Fund
- \$12.6 million Transportation Trust
- \$15.0 million Municipal Services
- \$19.2 million Sheriff
- \$35.4 million Capital Improvements
- \$ 9.5 million Landfill
- \$2.3 million Library Enhancement
- \$4.3 million Tourist Development
- \$391 thousand Utilities
- \$1.8 million Debt Service
- \$3.5 million Various Other Funds



BOARD OF COUNTY COMMISSIONERS

The Board of County Commissioners is a five-member board elected to represent the citizens of Columbia County. Each member represents a district and is elected by residents of the district. The Commission establishes policies and appoints a County Manager to implement the policies and manage the operation of the County. The Commission adopts the millage rate and annually approves the budget, which determines the expenditures and revenue necessary to operate all County Departments. The powers and duties of the County Commission are established by the County Charter as approved and amended by the citizens of Columbia County.



Ronald Williams
District 1
Chairman



Rocky Ford
District 2



Bucky Nash
District 3



Toby Witt
District 4



Tim Murphy
District 5

BCC REGULAR BOARD MEETINGS

The Board of County Commissioners meet the 1st and 3rd Thursday of each month at 5:30 PM at:

Columbia County School Board Administrative Complex Auditorium

372 West Duval Street

Lake City, Florida 32055

The dates and agendas are posted on the County's website: www.columbiacountyfla.com.



911 ADDRESSING

2019 ACCOMPLISHMENTS

- 2020 Census New Construction program
- 2020 Census LUCA appeal process
- Public Works (Grader Zones)
- CCSO route maps (8th Annual Toy Ride and 1st Annual American Legion Toys for Tots)
- Installation of 911 Datamaster Spatial Station toolbar

ONGOING PROJECTS

- City of Lake City annexations (City Limits and 911 Boundary)
- Updating the County's GIS 911 database using the 911 Datamaster Spatial Station toolbar
- 2020 Census Boundary Annexation Survey program
- Public Web Map for the County's Website

2020 PLANS AND GOALS

- Upgrade and replace all mapping countywide with ArcGIS web mapping
- Maintain one consolidated database

911 Addressing is responsible for all mapping, enhanced 911 addressing, mapping support for BCC departments and other constitutional offices. Some of the services provided include:

- Enhanced 911 Addressing – Total 34,417
- Master Street Addressing Guide and Database Coordinator
- Maintaining Road Centerline Data – 1,904 miles
- Maintaining and updating SmartCOP CAD (Computer Aided Dispatch) Map
- Maintaining and updating 911 Call Taking Map (Orion Vela)
- Emergency Services Routing with Road Centerline Data
- Census Bureau Data (block and tract data)
- Supervisor of Elections Web Map (precinct and district boundaries)
- Maintaining and updating Columbia County's ArcGIS online and enterprise organization
- Damage Assessment Collection
- Internal ArcGIS Web Mapping
- CCSO project mapping support
- Firehouse Mobile Mapping
- City of Lake City's GIS (911 Addressing, City Limits, & Council Boundaries)

Budget: \$93,632

Number of Employees: 1

Matt Crews

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911 COMMUNICATIONS

2019 ACCOMPLISHMENTS

- Installation and training of 700 MHz radio system
- Primary Equature logging recorder upgrade
- Partnered with RapidSOS to provide accurate location data for smartphone users
- Reconfigured and upgraded Emergency Fire Dispatch (EFD) protocols
- Air ducts were serviced
- Overhead lighting was upgraded to reduce eyestrain
- All dispatch chairs were replaced with commercial Iron Horse HD 27/7 ergonomic chairs
- Annual cleaning and sanitizing of the dispatch room and console work stations
- Repaired the roof in the 911 Center

The 911 Communications Center is the only designated public safety answering point (PSAP) for all citizens to access emergency service agencies in Columbia County, FL through 911. It serves 67,966 residence and 801 square miles of Columbia County. The Center provides direct dispatch services for:

- Columbia County Sheriff's Office
- Columbia County Fire Department
- Century EMS (Columbia County's EMS Provider)

The Center received a total of 53,730 combined calls. Of those calls, 40,729 were 911 emergency calls and 13,001 were administrative, non-emergency calls. In addition, the Center processed approximately 84,000 non-emergency County VoIP calls.

In addition to emergency calls, the Center does all F/NCIC entries of stolen articles, vehicles, missing persons, protection orders, etc. for the Columbia County Sheriff's Office with the exception of warrants & writs. The Center maintains records on all domestic violence protection orders issues in Columbia County. The Center also serves as the after-hours answering point for the Columbia County Sheriff's Office administrative lines.

The Center is also Phase II compliant with various wireless companies providing a tower location or the GPS location coordinates for calls received.

Budget: \$1,878,918

Number of Employees: 30

Thomas Brazil

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ONGOING PROJECTS

- Continue to move backup PSAP to City
- Grant funded upgrade of our 911 call Processing Equipment (CPE)
- Replacement of Computer Aided Dispatch (CAD) computers

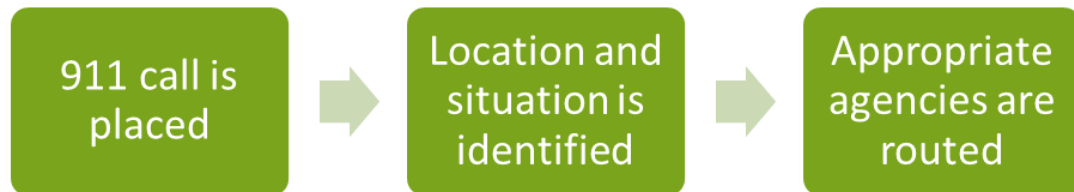
2020 PLANS AND GOALS

- Employee retention, maintain current staffing levels retain existing experienced employees as well as recruit and train qualified personnel
- Maintain and keep current operational equipment in proper functioning order
- Move to an I3 ESI Net for 911 lines moving off the traditional copper telephone lines
- Utilize grant funding and implement in-house validation and comparison of our County GIS data with our MSAG and ALI databases to provide more accurate location data for 911 calls
- Complete move of the backup 911 Center to the Lake City Public Safety Building
- Utilize 2019 Fall Rural and Fall State E-911 Grants to refresh/upgrade our Motorola VESTA call processing equipment
- Refresh all CPE hardware by January 2020

E-911 Public Education

The current focus of E-911 public education and public outreach is to educate the citizens of Columbia County on helping 911 help you. This campaign encompasses the following concepts:

- Call 911 only if you need emergency response from police, fire or medics. If non-emergency assistance is needed use non-emergency numbers listed in the telephone book for the appropriate agency for your need. Numbers such as the power company for power outages, 5-1-1 for travel information, the Crisis Hot Line for human services information, local police and fire agencies all be found in local telephone directory.
- Lock your wireless phone so that you don't accidentally call 911. Pocket and purse/bag dialing wastes time and resources. If you accidentally call 911, don't hang up until you have explained to the 911 operator that it was an accident.
- Know your location when calling 911. One of the first things you will be asked is, "911 what is the address of your emergency?" Awareness of your surroundings, such as street names, landmarks and mile markers, can be helpful in identifying your location.
- Promote the Center's ability to receive text to 911 with the "Call if you can, TEXT if you can't" campaign.



BUILDING & ZONING

2019 ACCOMPLISHMENTS

- Creation of remote electronic permitting including online payments
- Adding scans of subdivision plats to the website
- Integrated credit card payments
- Refining statistical data on issued building permit types
- Improving online search results to add industry standard language related to lien search inquires
- LDR Text amendments related to Accessory Dwelling Units, Campground, and Structure Heights
- Planning Division purchase equipment and revised website to be fully digital
- Amended Comprehensive Plan to update the Floor Area Ratios for each land use classification
- Evaluation and Appraisal Report summary of proposed changes to the Comprehensive Plan

Building Department Mission

To ensure a safely built environment through compliance with appropriate construction codes via permit issuance, plan reviews, inspections, use of automation technologies and training, all performed in an effective and efficient manner.

Zoning Department Mission

To preserve the character of our existing community and unique rural landscapes. To guide future growth and development through effective planning, zoning and data analysis to provide a sustainable community for the future.

Building Highlights

- Total permits increase 11%
 - › Applications Submitted 1,263
- Home permits increase 30%
 - › Plans reviewed 1218
- Field inspection increase 28%
 - › Site inspections 5,780

Budget: \$610,227

Number of Employees: 7

Troy Crews

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ONGOING PROJECTS

- ISO Recertification to retain Class 8 with the Insurance Services Office
- Scanning issued building permits
- Update Future Land Use Map of the Comprehensive Plan to designate urban land uses to areas within the 2018 Designated Urban Development Areas (DUDA) expansion
- Working with the Town of Ft. White to provide Technical Assistance for Planning Services
- Implementing online application and plans submittal including fully electronic permitting.
- Implementing in-house electronic stamps/signatures for reviewed plans and documents

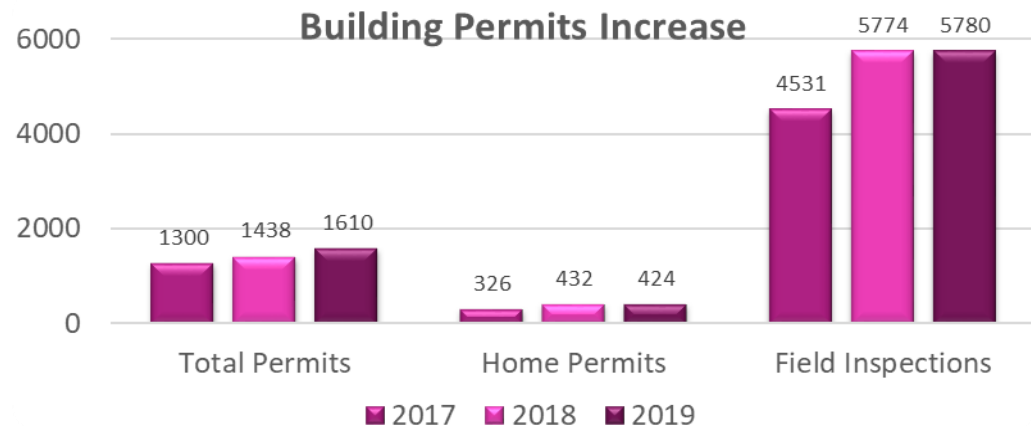
2020 PLANS AND GOALS

- Update the County's Official Zoning Atlas to amend the zoning classification within areas of the 2018 DUDA expansion
- Work with the Town of Ft. White to create a GIS Database for the Future Land Use Map and Official Zoning Atlas and host GIS data on the Building & Zoning Webportal Map
- Assist the Town of Ft. White in obtaining a Technical Assistance Grant to update the Town's Land Development Regulations
- 2020 Evaluation and Appraisal Report based amendments to the Comprehensive Plan.
- Review online permitting process and procedures for ease of use and completeness

The building trend has continued to rise with an overall 24% increase in the total number of permits issued. Home permits including mobile homes, modular homes and single-family dwellings have increased 30%. Contractors are continuing to building spec houses and both the total square footage and cost of construction have increased from 1400 square foot to 2500 square foot for the average home footprint. Site built single-family homes alone have increased 20% and field inspections have increased 28%. Inspector and Plans Review staffing is a concern as this trend continues and have been unable to fill an open position.

Our in-house custom web-based software programs for permitting, inspections and development applications with the addition of credit card payments allows remote electronic permitting. Inspectors use tablets to log real-time results with inspection notes that gives builders online quick access to their results. Zoning applications are submitted electronically through our online upload site. We are constantly updating the public website by scanning documents and training the public on the benefits of using the Property Map Explorer to view land use, flood zones, contours and permit locations.

The intent of electronic permitting is to reduce permitting time, improve customer service and staff efficiency, enhance quality, and make operating funds more productive.



CENTRAL COMMUNICATIONS

2019 ACCOMPLISHMENTS

- Managed the installation of the P25 700MHz network
- Managed the installation of APX subscribers
- Managed the installation of Dispatch Consoles
- Conducted System Acceptance Testing

ONGOING PROJECTS

- Prepping to construct Forest tower (Sandlin Bay)

2020 PLANS AND GOALS

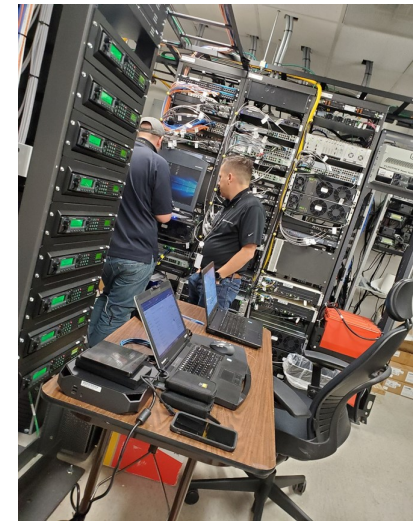
- Work with the School Board and the City of Lake City to become subscribers to the radio network
- Work with FirstNet and the DMS to become a tenant on the towers to generate revenue
- Work with surrounding agencies to establish mutual aid agreements

Central Communications oversees the installation, inspection, maintenance and repair of two-way radios, dispatch consoles, communications units, microwave radio systems, radio communications towers, and all other electronic communications and related equipment.

DID YOU KNOW?

There were over 15,000 combined P25 network and microwave operational hours.

- APX Subscribers Programmed 821
- APX Mobile Radio Installs 281
- APX Control Station Installs 21
- Microwave Outage Hours 29



› Customer Acceptance Test Plan

Budget: \$138,696

Number of Employees: 1

Lawrence Wilson

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CODE ENFORCEMENT

2019 ACCOMPLISHMENTS

- Managed the installation of the P25 700MHz network

ONGOING PROJECTS

- Continue to work with Motorola in building out the P25 network
- Continue to manage and maintain the radio network

2020 PLANS AND GOALS

- Manage the 700MHz communication network
- Work with Columbia County School District and the City of Lake City to become subscribers to the radio network
- Work with FirstNet and the DMS to become a tenant on the towers to generate revenue

The Code Enforcement Department is responsible for investigating citizen complaints and verifying if an ordinance or LDR violation has occurred.

The process begins with a warning timeframe. If compliance is not met within that time, then a Notice of Violation (NOV) is issued with a specific time frame for compliance. The property is monitored for compliance on a continual basis. A last inspection is made at the due date for compliance, if no compliance, the case is placed on the docket for Magistrate Hearing through a Notice of Hearing (NOH). Every citizen is given an opportunity for compliance, and our office offers extended time frames if the violator is working to resolve the matter.

Our greatest mission within the Code Enforcement Department is to gain voluntary compliance and educate citizens to help protect health, safety, and the quality of life in Columbia County.

DID YOU KNOW?

Nearly 80% of all cases worked were successfully closed.

Budget: \$142,983

Number of Employees: 2

Jennifer DuBose

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COUNTY EXTENSION

2019 ACCOMPLISHMENTS

- Reached over 9,000 county residents through educational programming
- Retained over \$267,000 in the county
- Millions brought back to the county through salaries, business expansion, and business creation

2020 PLANS AND GOALS

- Creation of a complete, productive, cooperative team to serve the county
- Expansion of educational outreach in all program areas with innovative programming
- Rebranding and increasing visibility of County Extension
- Resourcing to increase involvement of youth in programming
- Expansion of development of forage production analysis program
- Reinvigoration of volunteer programs

UF/IFAS Extension Columbia County partners with the community and provide research-based expertise in response to local issues affecting Columbia County and relevant educational opportunities to enhance the lives of Columbia County citizens. Educational program areas include Agriculture, Horticulture, Livestock, Natural Resources, Family and Consumer Sciences, and 4-H Youth Development. These programs serve all citizens of Columbia County. Youth, farmers, businesses, families, we are here to serve the entire community.

Family & Consumer Sciences

The focus of the family and consumer science program has been on financial management, health, and nutrition in 2019. Through the financial management, we have offered VITA (Volunteer Income Tax Assistance) and partnered with local agencies and businesses to offer financial education, saving residents over \$12,000 with education and service. The community has also received support in their health and nutrition through classes that offer healthy quick cooking options at home as well as support a change of their lifestyles to be able to sustain a healthier, more fulfilling life.



› Educating youth on planting and cultivating microgreens



Budget: \$359,921

Number of Employees: 9

Heather Janney

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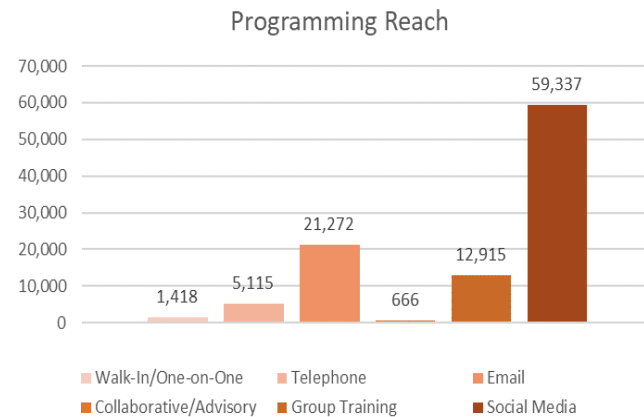
Horticulture

The horticulture program area strived to improve lives through programming focused on water quality, gardening, horticultural therapy, Florida-Friendly Landscaping™, entomology, and pesticide safety and education. To achieve this, the program relies on the Master Gardener Volunteer program. In 2019, there were 25 active volunteers donating over 1,500 hours of horticulture-related education. Over 30 classes were provided for residents and landscape professionals including fall vegetable gardening, beekeeping, weed identification and control, and fruits in the landscape. Important projects in the County include working with schools and local organizations such as CARC.

› Training a new class of Master Gardner Volunteers

Agriculture and Natural Resources

The Agriculture and Natural Resources Extension Programs deliver timely, relevant educational programs to increase economic returns and sustainably manage our land and water resources. Some of the services provided included crop scouting, plant disease diagnostics, soil sampling and forage testing, educational on-farm trials, and enhancement of marketing for products. Educational programs provided include consulting over the phone, site visits, educational meetings, festival booths, and social media. Through a grant received to promote soil sampling and forage testing, both livestock and forage producers were provided beneficial information to improve their operations. These programs provide best management practices to our agriculture producers and community residents to help them to further protect our County's most important resources.



Youth Development and 4-H

Youth development and 4-H is achieved with help from all of our program areas. In 2018-2019, over 2,000 County youth were reached with life skills through 4-H Clubs, in-school enrichment, speaking competitions, agricultural tours, classes, training events, conferences, and overnight camps. Agricultural literacy and awareness were increased among students and faculty at several local schools through classes and consultations helping them grow commodities in fields and hydroponic towers. Without the help of volunteers, the reach and service to clients would be limited. Over 100 4-H Volunteers donated upwards of \$41,000 by approximately 1,700 hours of labor to youth development in Columbia County.

› Alligator Lake Spring Festival



ECONOMIC DEVELOPMENT

2019 ACCOMPLISHMENTS

- FPL's Gateway Solar Array on I-10/I-75 commissioned
- Duke Energy's Sante Fe Solar Array began construction
- Project #18-6, Werner Trucking Service Center, broke ground on Bell Road
- Project #18-7, Shuttle Truck Stop in Ellisville, sponsored a fundraising event for the Lake City Columbia County Humane Society in conjunction with their grand opening
- Attended multiple economic development conferences
- Partnered with Weyerhaeuser for the North Florida Mega Industrial Park
- Facilitated the annexation of properties into the City of Lake City
- Formed a coalition with the City of lake City, Chamber of Commerce and BEDC

2020 PLANS AND GOALS

- Encourage and promote economic development and capital investment
- Promote projects in brownfield areas
- Promote Qualified Target Industry Projects
- Promote commercial, manufacturing, and industrial projects

Building relationships with local industry and commercial/retail businesses with our partners at all levels leads to the ability to promote support and provide confidence through integrity for our community.

Grants

June 2019: Awarded \$10,000 from Enterprise Florida through the Rural Florida Marketing & Education Grant to assist with both creating marketing materials as well as the registration, travel and hotel for multiple International Economic Development Council certified training courses.

June 2019: Columbia County received \$100,000 from the Rural Infrastructure Fund Grant to complete the design and engineering of the Bell Road utilities.

August 2019: Awarded \$750,000 from the Florida State Legislature to extend the rail construction within the North Florida Mega Industrial Park (\$3,135,600 awarded through Florida Jobs Growth Grant in 2018 to build the rail spur to the NFMIP).



› Gateway Solar Array

Budget: \$1,280,425

Number of Employees: 2

Glenn Hunter

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ghunter@columbiacountyfla.com

EMERGENCY MANAGEMENT

2019 ACCOMPLISHMENTS

- Completed Advanced Professional Series certification
- Updated County Comprehensive Emergency Management Plan
- Presentations given to various organizations
- Evaluated First Federal/Lake Shore active shooter drills
- Reviewed 19 Assisted Living Facilities CEMPs
- Provided emergency management support at Florida Department of Law Enforcement Tallahassee for gubernatorial inauguration
- Participated in Centers for Medicare and Medicaid Services Provider and Supplier and Department of Health Points of Distribution tabletop exercises
- Interviewed for community preparedness
- All-hazard weather radio inspection with Columbia County School District
- Hosted National Weather Service Jacksonville Storm Spotter Class

The Emergency Management (EM) Department collaborates year-round with local, state, and federal partners to provide training, exercises, and response to any event that threatens the safety of the county.

Trainings

The CIC Training I took off site, utilizing the School Board Technology Center building allowing me to train more potential staff in a shorter amount of time.

2019 saw the update of the Incident Command System curriculum. I did not present any G-300 or G-400 classes locally because I wanted to wait until I was certified in the update. I am now and will resume teaching those classes. This was achieved through the Florida Division of Emergency Management.

The annual Citizen's Information Center (CIC) and Emergency Operations Center (EOC) classes taught close to 75 people again this year.



› Good Friday storm damage

Budget: \$185,264

Number of Employees: 1

Shayne Morgan

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 www.facebook.com/ColumbiaCountyEOC



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ONGOING PROJECTS

- Develop emergency weather shelter training
- Updating Local Mitigation Strategy

2020 PLANS AND GOALS

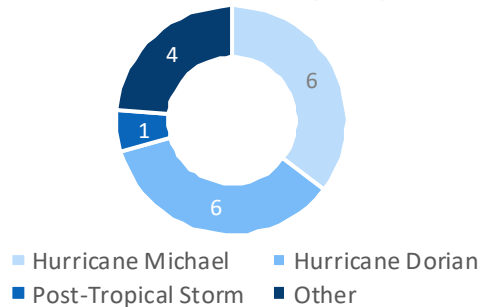
- Develop an active exercise design team to create multi-hazard training for departments and partner agencies
- Begin the process of creating a succession plan for the Emergency Management Department
- Continue to build and improve on the communication and coordination between the EOC and partners
- Draft County ordinance relating to emergency management
- Improve plans and procedures utilized during activations and emergency response events
- Long-term goal, add two deputy director positions to emergency management



› SERC Meeting
Daytona Beach
January 2019

| Committee/Board | Position |
|---|--|
| Columbia County Traffic Safety Team | Chair |
| Emergency Management Advisory Committee | Chair |
| Emergency Food and Shelter Board | Chair |
| FEPA Board of Directors Meeting | Area 2 Governor, FEPA Certification Commission Chair |
| FEPA By-Laws, Policies and Procedures Committee | Member |
| FEPA Certification Commission | Chair |
| Local Emergency Planning Committee | Chair |
| LMS Working Group | Chair |
| Long Term Recovery Committee | Member |
| North Central FL Hazardous Materials Policy Board | Vice-Chair Policy |
| FDEM Region 2 Meetings | Participant |
| State Emergency Response Commission | Member |
| Special Needs Sheltering Committee | Member |
| United Way Board of Directors | Liaison |
| United Way Executive Committee | Liaison |

Event Monitoring Days



FIRE RESCUE

2019 ACCOMPLISHMENTS

- Replaced two pickup trucks and one engine
- Upgraded extrication tools
- Added a new 3,000 gallon tanker to the fleet
- Installed lighting and hydrant system at training grounds
- Completed extricated pad
- Completed burn building

ONGOING PROJECTS

- Continue to build training grounds
- Purchase equipment according to equipment replacement plan
- Fill position vacancies
- Classroom soon to be operational

2020 PLANS AND GOALS

- Complete training grounds and start classes in-house for CCFR and surrounding agencies
- Onboard three more firefighters
- Convert Station 50 (Mershon Road) to a full-time staffed station
- Remodel and upgrade Station 51 (Lake Jeffery Road)

Columbia County Fire Rescue provides a multitude of services to the citizens of Columbia County. These services include fire responses, motor vehicle accidents, advanced life support response to the north and south end of the county and basic life support response to all of Columbia County. CCFR also provides educational programs for community risk reduction to school and adult groups, truck demonstrations, smoke detector installations, fire extinguisher training, building plan reviews, building inspections and pre-fire plans.

Projects

We have made great strides with our training grounds. A hydrant system and lighting was installed, roads completed, rehab shed in place, and a storage building has been erected. All of the piping for our gas props have been installed and the extrication pad is complete. The new burn building, designed and built by our employees, is now operational. The classroom has been delivered and will soon be ready for use. The maze, the roof prop, and the high angle rescue have been started and will be completed the first of the new year.

Equipment

We replaced two pickup trucks and one engine. We upgraded one set of extrication tools to the new battery powered units. We were able to add one new 3000-gallon tanker to our fleet. This enabled us to have a tanker at all full-time stations in the County.

Budget: \$6,497,325

Number of Employees: 91

Jeff Crawford

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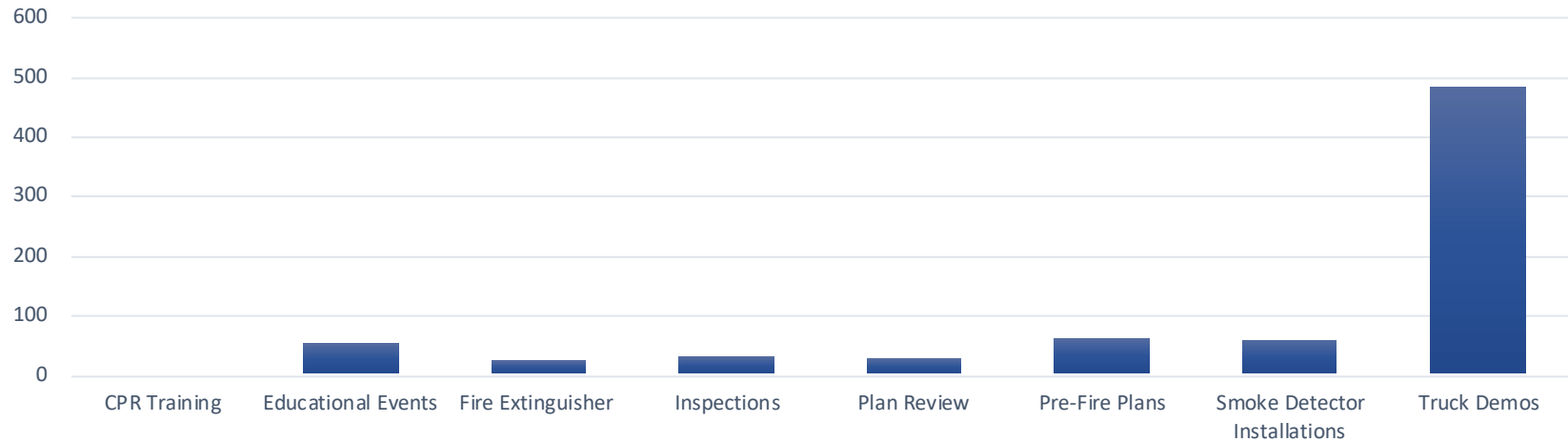


| Incident | Events |
|-----------------------|--------|
| Fire Alarm Activation | 119 |
| Grass/Brush Fire | 132 |
| HAZMAT | 169 |
| Medical Calls | 4,993 |
| MVC's | 526 |
| Other Responses | 1,362 |
| Structure Fire | 46 |
| Vehicle Fire | 64 |



› Teaching elementary students about fire equipment

Life Safety



HUMAN RESOURCES

2019 ACCOMPLISHMENTS

- Completed employee eligibility to Worxtime for 1095-C and 1094-C forms
- Participated in LIUNA Collective Bargaining Negotiations and submitted wage proposals
- Input COLA increases into HTE system for Board employees with exception of LIUNA
- Administered the Employee Leave Buyback Program FY 2018-19
- Completed 2018 Minority and Physically Disabled Board Appointment Report to State
- Conducted Quarterly FDOT Commercial Driver's License Random Drug Testing
- Participated in pre-deposition conference with PGCS Claims Services
- Administered Non Ad Valorem Assessment Adjustment Committee Meeting
- Hosted Quarterly FACT HR Round Table
- Completed HR, FRS, and FDLE audits, supervisor training, and Worxtime evaluation
- Attended various webinars and workshops
- Submitted Bureau of Labor Statistics/ Occupational Employment Report
- Facilitated Group Health Insurance Enrollment and Annual Employee Evaluations
- Administered MSBU and Special Assessment Resolutions and Refunds
- Completed compilation and submittal to State EEO-4 totals

Human Resources provides leadership and works in partnership with other Board of County Commission departments to promote managerial and workforce excellence while fostering an understanding and observance of regulatory requirements. The Human Resources Department is responsible for planning and directing human resource programs including administration, recruitment, selection, enrollment, training and development, personnel and records maintenance, compliance with State and Federal regulations, employee/labor relations activities and labor negotiations, and departmental support of a diverse workforce to efficiently meet the organizations objectives.

DID YOU KNOW?

The County processed over 58 new hires last year.



Number of Employees: 2

Lisa Roberts

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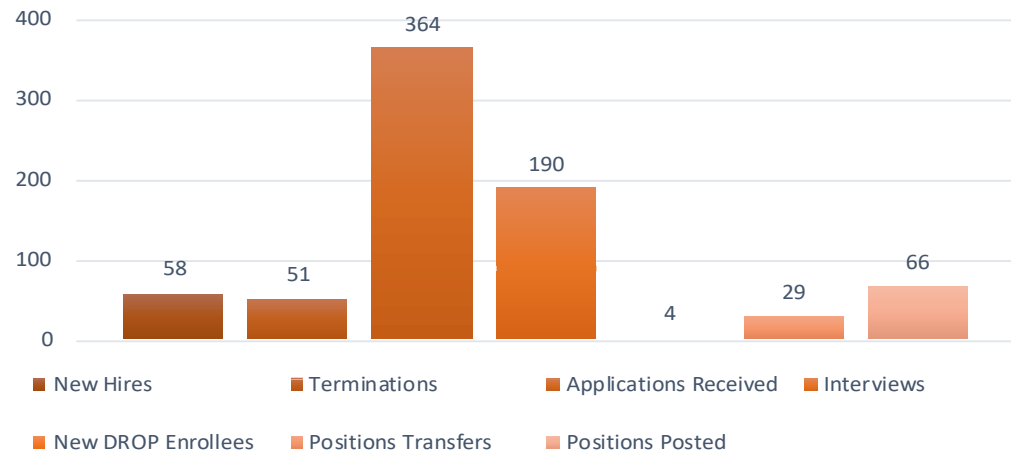


COMMUNITY SERVICES

2019 PLANS AND GOALS

- Actively recruit and refer qualified and diverse candidates for County employment, and identify, promote, and encourage career paths that cross job series and department lines
- Continue to encourage and support a diverse workforce
- Ensure that negotiated labor agreement is in compliance with regulations as well as County programs and policies
- Ensure efficient and effective operations which enable employees/families to have access to information and available benefits, programs, and services when needed
- Enhance recruitment services through partnerships (i.e. post specialized positions for recruitment at Florida Gateway College, Florida Association of Counties, Florida Association of Planners, Indeed, etc.)
- Manage Complex Employment Laws-Identifying and addressing legal trends and employer-employee changes to determine impact to the organization

The Community Services Department is responsible for coordinating contractual County responsibilities under the Health Care Responsibility Act (HCRA), administers compliance with the Americans with Disabilities Act, Veterans Preference, Family and Medical Leave Act, Affirmative Action/Equal Employment Opportunity, Fair Labor Standards Act, Health Insurance Portability and Accountability Act of 1996 (HIPAA), Non Ad Valorem Assessment administration, Indigent Burial Assistance Program administration, administers compliance with the Columbia County Drug-Free Workplace Act, and Affordable Care Act (ACA) Compliance.



INFORMATION TECHNOLOGY

2019 ACCOMPLISHMENTS

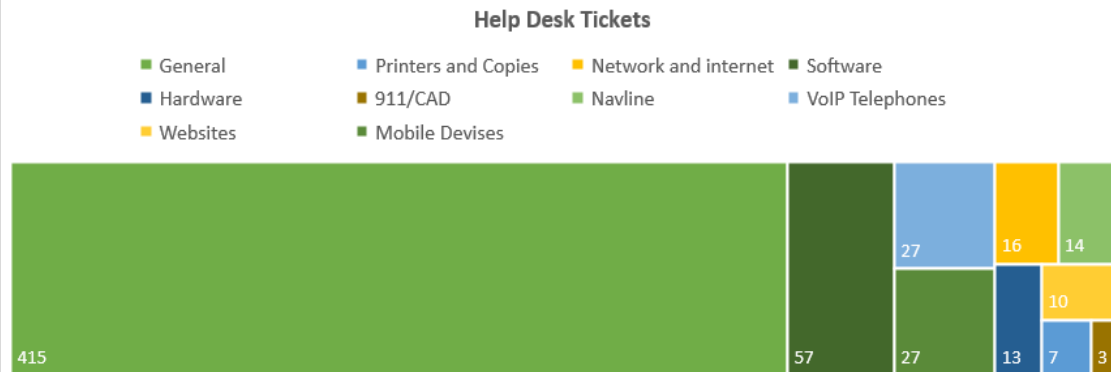
- Replaced virtual host servers across multiple departments
- Migrated all cad services to CCSO
- Replacement and migration of Core routers
- Implemented Firehouse mobile command
- Installed fiber and microwave backhaul for internet and VoIP services for various departments and public access
- County-wide desktop and server migration to Windows 10 and Windows Server 2012R2/2016
- Await and Motorola training to support new radio systems

2020 PLANS AND GOALS

- Health Department and County Engineering offices installation of fiber backhaul
- Migrate Health Department and Tax Collector to County VoIP services
- BCC migration to SIP trucks
- Various departments to move

The IT Department is responsible for the management, operation and control of the information technology services and resources of Columbia County. IT plans and coordinates maintenance activities for the County's computer, network systems and other information technology resources.

IT researches, analyzes and identifies needs and options for upgrades and improvements to computer, networks and other information technology resources for the County. IT coordinates and assists with the installation of new computer systems and software for the County, monitor and manage the County's intranet



Number of Employees: 3

Todd Manning

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LANDSCAPE & PARKS

2019 ACCOMPLISHMENTS

- Lulu and Deep Creek Community Centers softball field upgrades
- Installation landscape and fencing, Southside Sports Complex
- Safety Netting installation, Southside Sports Complex
- Disc Golf Course installed at Alligator Lake Park
- South Boat Ramp Pier Replacement
- Richardson Community Center Basketball Court Construction

2020 PLANS AND GOALS

- Complete Rum Island Park grant for bank restorations and restrooms
- Build ADA exclusive playground and pavilion at Columbia City Park
- Renovate landscape at Courthouse
- Add additional fields and parking at South Columbia Sports Park, Fort White
- Improve grass parking areas at Southside Sports Complex
- Lake Jeffery practice fields restrooms

The Landscape and Parks Department is dedicated to providing quality recreation opportunities for our residents and visitors. The services provided include, but not limited to, maintenance of county parks, community centers and various county facilities. The 146 acre Southside Sports Complex is also maintained by the department. The department was responsible for prepping the complex for the 36 tournaments and four (4) RC track events held this past fiscal year.



› *Southside Raceway*

| | |
|-----|-------------------------------|
| 6 | County Parks |
| 7 | Boat Ramps |
| 8 | Community Centers |
| 17 | Playgrounds |
| 25 | Miscellaneous Facilities |
| 48 | Ball Fields |
| 71 | Ponderosa Pavilion Rentals |
| 146 | Acre Southside Sports Complex |

Budget: \$1,103,438

Number of Employees: 16

Clint Pittman

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LIBRARY

2019 ACCOMPLISHMENTS

- Submitted State Aid to Libraries Grant Application resulting in state funding for FY2020
- Filled nine vacancies in the library staff
- Filed for e-rate discounts, resulting in 90% discount rate on library Internet access
- Upgraded lighting at all three library locations with energy efficient LED lighting through a Department of Energy grant
- Received \$4,000 LSTA Innovation Grant and purchased sewing machines and supplies to offer basic sewing classes
- Received \$9,649.81 in NEFLIN Innovation Project funds to use with STEAM programming for all ages
- Planned and organized Staff Training Day for all Library staff
- Library staff members received training on a variety of topics
- Implemented Creativebug, an online resource that provides Library users with 24/7 access to art and craft classes
- Participated in numerous outreach events to promote the Library and its services
- Hosted Volunteer Appreciation event

Columbia County Public Libraries serves the public 62 hours per week across all three locations. There are a variety of different resources and programs available to the public including eight weekly children's programs, outreach services, summer reading, computer classes, adult literacy, public meeting facilities, tax forms, volunteer and community service opportunities, and many more.



› Nine graduates of the Library's Career Online High School program celebrate at their graduation ceremony

DID YOU KNOW?

The Library circulated more than 260,000 items last year.

Budget: \$2,242,702

Number of Employees: 26

Katrina Evans

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2019 ACCOMPLISHMENTS

- Partnered with various organizations to provide programs and events
- Collected over 3,000 food items for local charities during the Library's annual Food for Fines event
- Added new Toddler Time storytime program at the Main Library
- Awarded Career Online High School scholarships to 39 students
- Ten students earned high school diplomas and career certifications through the Library's Career Online High School program, and a graduation ceremony was held with 9 graduates participating
- Hosted Local Authors Book Fair to support and highlight local authors
- Upgraded IT hardware and connections and integrated library system server and software
- Added additional bibliographic records to the Library's online catalog
- Added board games to the Library's circulating collections
- Hosted a program by Pulitzer Prize winning author Dr. Jack Davis for the Friends of the Library Annual Meeting
- Implemented feature that highlights the amount of money patrons save by using the public library



Main Library



Fort White Branch



West Branch

Free Loan Material

- | | | | | |
|-------------|--------------|-------------|-----------|--------------|
| • Books | • Newspapers | • VHS tapes | • Puppets | • e-books |
| • Magazines | • Audio CDs | • DVDs | • Seeds | • Audiobooks |

Additional Online Resources

- | | |
|----------------------------|------------------------------|
| • Wireless internet | • AutoMate |
| • OverDrive | • Driving-tests.org |
| • LearningExpress Library | • Florida Electronic Library |
| • Ancestry Library Edition | • eLibrary |
| • Heritage Quest | • FastCase |
| • Creativebug | |



2020 PLANS AND GOALS

- Work with consultant to develop new strategic plan for library services
- Continue to grow and strengthen partnerships with local schools to increase library usage by students and teachers
- Implement loan of “birding backpacks” that include binoculars and other birding resources Continued facilities maintenance improvement projects
- Reorganize Library webpage for improved function
- Implement mobile-friendly webpage
- Expand offerings of classes for the public on various computer and technology topics
- Expanded quality programming for children and adults
- Expanded marketing for library programs and services
- Implement and expand basic sewing classes
- Implement sensory storytime for children on the autism spectrum
- Implement a series of seasonal craft programs for adults
- Implement email notices for fines and overdue items
- Implement automatic renewals of library materials for patrons



› Happy preschoolers play and socialize after a weekday Preschool Storytime program



› Program specialist Emma Miles interacts with visitors at O'Leno State Park's Literacy Day



› Literacy Coordinator Frank Lewis and ESOL tutors Robert Byrd and Mark Magstadt with several of the Library's ESOL students



› Some of Columbia County Public Library's youngest users enjoy books and programs just for them

MAINTENANCE & FACILITIES

2019 ACCOMPLISHMENTS

- Reinstalled main water lines at Public Works
- Installed new control board at Annie Mattox Field
- Lighting replacement at all libraries
- Additional camera installations at Southside Ballpark
- Repaired roof of the 911 Center
- Various repairs and installations at community centers

ONGOING PROJECTS

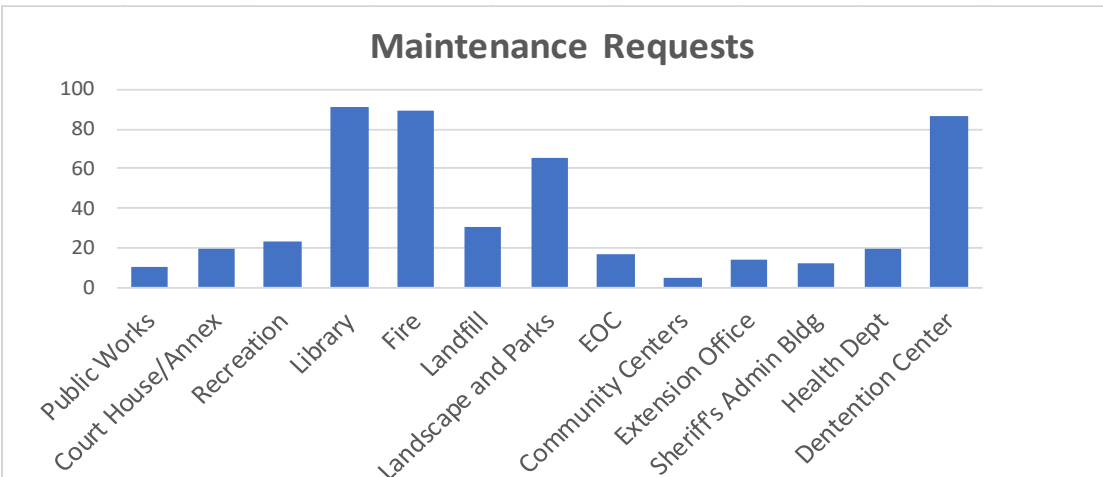
- Complete engineering office at Public Works
- Columbia City picnic pavilion
- Annie Mattox Park renovations
- Richardson bus stop
- CC Women's Club Renovations

2020 PLANS AND GOALS

- Continue to provide a comfortable and safe working environment for all county employees
- Develop a safe preventative maintenance plan for all county buildings

The Maintenance and Facilities Department is responsible for the sanitation services of seven facilities and maintenance of over 50 facilities throughout the County.

Our goal is to provide safe and comfortable facilities for County staff as well as the public who use these facilities for business, sports, or recreational activities.



Did You Know?

Facilities & Maintenance responded to over 900 maintenance requests.

Budget: \$1,498,560

Number of Employees: 15

Donny DuPree

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PUBLIC WORKS

2019 ACCOMPLISHMENTS

- Paving of Old Wire Road, Phase III
- Paving of Herlong Road, II
- Magical Terrace Drainage
- Paving of King and Mauldin Road
- High Falls Bridge Repair
- Troy Road Drainage
- Fire Station Improvements
- Bascom Norris Pond
- Paving of Moore Road
- Plantation Park Conversion to City Water

ONGOING PROJECTS

- Harris Loop Drainage
- CR 241
- Bell Road
- Mt. Carmel Road and Troy Road
- Carlisle/ Hunter Panels Clearing
- Construct Engineering Building
- Ellisville Sewer Expansion
- Alpha Terrace Drainage
- Birley Road Sidewalk
- CHS Sidewalk
- Wilson Springs Sidewalk
- Columbia City Park
- Rum Island Restrooms/Bank Restoration

Public Works maintains the infrastructure of Columbia County as well as makes improvements wherever needed and whenever possible. This vast department is divided into two divisions:

- Maintenance Division oversees more than 600 miles of paved roads and 450 miles of dirt roads
- Transportation Division is responsible for the planning and construction of infrastructure and providing water and sewer services



› Drainage project on Troy Road



| Services Provided | |
|-----------------------|-------|
| Culverts Replaced | 30 |
| Culverts Cleaned | 193 |
| Miles Graded | 8,565 |
| Work Orders Completed | 2,689 |

Budget: \$12,616,935

Number of Employees: 86

Kevin Kirby

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ONGOING PROJECTS

- Annual Resurfacing :
 - Colt Glen
 - October Rd
 - Meadows Rd
 - Jacksonville Loop
 - Olustee Ave
 - Golf Club/Rowand
 - Tabernacle Glen
 - Birley Rd
- Dirt to Paved Conversion on Sparrow Rd

FUTURE PLANS AND GOALS

- Obtain dedicated funding source for road maintenance
- Improve drainage in known problematic areas
- Replace aging equipment

Maintenance Division

- Operates 10 motor graders to maintain 450 miles of dirt roads on a rotating schedule
- Performs asphalt patching, drainage ditch maintenance, and culvert installation
- Maintains all county rights-of-way, retention ponds, urban mowing, guard rails, and sidewalks
- Repairs and maintains all heavy equipment

- Maintains all county road shoulders
- Installation and maintenance of all street signs, traffic signs, traffic signals, street lights and school zones
- Improve storm water run-off issues by improving water quality and flood reduction

Transportation Division

- Road Construction/Resurfacing
- Water and Sewer services

Raw Materials Utilized:

32,875 tons of lime rock

4,890 tons of dirt

977 tons of millings



› Old Wire Road—Phase III



PURCHASING

2019 ACCOMPLISHMENTS

- Issued purchase orders and field purchase orders
- Advertised, opened, and awarded bids, RFPs, and RFQs
- Various special projects

ONGOING PROJECTS

- Purchases being made daily

2020 PLANS AND GOALS

- More purchasing

The main function of the Purchasing Department is to assist all county departments with their procurement needs.

| Requisition Processed | |
|-----------------------|-------|
| Purchase Orders | 360 |
| Field Purchase Orders | 7,634 |

| Bids/RFPs/RFQs | |
|----------------|----|
| Advertised | 30 |
| Opened | 32 |
| Awarded | 31 |

Did You Know?

Surplus assets can be auctioned. 12 items were auctioned last year.

Number of Employees: 1

Ray Hill

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RECREATION

2019 ACCOMPLISHMENTS

- Lake City Columbia County Youth Tennis Summer Training Program
- Winter Blast Pickleball Tournament
- Youth Basketball League
- RCCAMN Ten Year Anniversary
- Goodwill Games Basketball Tournament
- Annual Community Vacation Bible School
- Annual Summer STEM Program
- Laremy Tunsil Youth Football Camp
- Co-Sponsor Back to School Supply Giveaway
- Assist with CYFA Football and Cheer Programs
- Increased collaboration with UF/IFAS to provide youth programming
- Hosted Guardian ad Litem Workshops
- Added additional clay to softball field
- Renovation of Cafeteria Restrooms
- Renovation and installation of outdoor courts to include pickleball and tennis
- Current Background Check provider for youth sports organizations
- Increased handicap access for outdoor courts
- Boots v. Badges

Mission: To meet the community's need for diverse, affordable, professionally managed recreation programs for children and adults, while maintaining a safe and clean environment.

The Recreation Department is responsible for providing a diverse array of programs and activities to enrich the quality of life for all citizens of Columbia County. Our purpose is guided by the core values of accountability, fairness, service, quality, leadership, vision and making a difference.

- Plan, organize, coordinate, and evaluate a diverse array of social and human services and provide educational and recreational activities
- Maintain clean, safe, and attractive facilities and provide general services to patrons

The economic value, health and environmental effects, and social impact make our parks and recreation a beneficial service to our community.



› *Newly resurfaced outdoor courts*

Budget: \$511,792

Number of Employees: 5

Mario Coppock

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2020 PLANS AND GOALS

- Light outdoor sports courts (basketball, pickle ball, softball, tennis)
- Upgrade surveillance system with additional cameras and storage
- Become a certified member organization through National Alliance of Youth Sports
- Construct youth football practice facility
- Become coaching, training, and certification resource center for local youth sports organizations.
 - Columbia Youth Soccer Association
 - Columbia Youth Football Association
 - Girls Softball of Columbia County
 - Lake City Columbia County Youth Baseball
 - Babe Ruth Baseball Travel Baseball
- Construct indoor multi-use facility
- Kitchen certification through USDA
- Install Wi-Fi for public access
- Partner with UF/IFAS and Master Gardeners to create feeding garden led by youth



› American Cancer Society: Boots v. Badges Charity Basketball Game



› 2019 Youth Summer Camp

Did You Know?

16,404 people utilized recreation facilities and programs



› Columbia Youth Football Association Program



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SOLID WASTE & MOSQUITO CONTROL

2019 ACCOMPLISHMENTS

- Landfill Operator Re-Certification
- Spotter Re-certification
- Sand Hauling for Cell 5 began

2020 PLANS AND GOALS

- Class III Expansion
- Scale Software Upgrade
- Fuel Island Software Upgrade

Solid Waste ensures Columbia County has adequate disposal capacity in place to serve the citizens and businesses of Columbia County, manage and dispose of waste in a manner that ensures health and welfare, protect and preserve natural resources, and meeting all state and local regulations while maintaining sound fiscal management.



› *Class I Working Face*

Provided Services

Solid Waste

- Commercial and residential solid waste disposal
- Household hazardous waste disposal
- Recycling

- Annual community-wide toxic round-up

Mosquito Control

- Surveillance
- Adulticiding
- Larviciding

Mosquito Control provides integrated pest management for mosquito reduction around homes and neighborhoods to reduce the risk of contracting mosquito-borne diseases. The department provides services utilizing the most effective techniques available and is accomplished by eliminating mosquito-breeding sites during the season that runs from May through October. The department is regulated through the Florida Department of Agriculture (FDACS) F.S. Chapter 388 and F.A.C. Chapter 5E-13.

Budget: \$9,652,245

Number of Employees: 16

Ed Lontz

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TOURIST DEVELOPMENT

2019 ACCOMPLISHMENTS

Marketing

- New Vacation Guide
- How to do Columbia County Television Show
- Visit Florida Map Advertisement
- Visit Florida Visitor Guide Advertisement
- Madden SEO/SEM Campaign
- Gateway City Beer Festival Storytelling Campaign
- Madden Media Spring Retargeting Advertisements
- Uber Media Visitor Profile Study
- Visa Vues Spending Study
- Olustee Economic Impact Study
- #GetSocial (Social Media Management System)
- Kid's Corner at I-75 Visit Florida Welcome Center (Year 2)
- 2019 Tourism Awards
- Launched new Sports Commission Website
- Flat Field Feasibility Study
- Sport Events Magazine Advertisement
- Attended various Sports Marketing Conferences

Columbia County Tourist Development is the marketing arm of the county which markets the area's tourist attractions and activities to increase the tax base through visitor spending that in turn bolsters the economy creating direct jobs at hotels, restaurants, services stations, and tourist attractions. Additionally, Columbia County Tourist Development Tax revenue is invested into events and youth sports venues to develop topnotch youth sports facilities. The enhanced facilities improve the quality of life for local citizens, as children of Columbia County are afforded the opportunity to play team sports at a first-class venue thanks in part to tourism.

| Taxes Collected | |
|-------------------|----------|
| Total Collections | % Change |
| \$1,569,682 | -2.27 |

| Sporting Events and Teams | | |
|---------------------------|-------|----------|
| | Data | % Change |
| Sporting Events | 38 | 18.75 |
| Teams | 1,417 | 57.97 |

Budget: \$4,293,750

Number of Employees: 4

Paula Vann

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www.springsrus.com

 www.facebook.com/visitcolumbiacounty

 @SpringsRUsFla

 springrus



2019 ACCOMPLISHMENTS

Event Sponsorship

- Chamber of Commerce 4th of July Celebration
- Infinity CON 2019
- Stephen Foster Festival of Lights – Polar Express
- Spirit of the Suwannee - Suwannee River Jam
- Paddle Florida Sponsorship
- Florida Gateway College Basketball Game
- Columbia County Resources Fair and Rodeo
- Chamber of Commerce – Gateway City Beer and Wine Festival
- Stephen Foster Folk Festival
- Olustee Festival
- Lake City – Columbia County Museum
- Richardson Community Center Pickle Ball Tournament
- Lake City/Columbia County Youth Baseball
- Babe Ruth State Softball Tournament
- Ft. White Baseball
- Goodwill Games

2019 PLANS AND GOALS

- Flat field sports facility master plan
- Create and support an active video content library
- Connect with more adventure travel influencers
- Develop and implement a new and consistent PR initiative



› Historical Downtown Lake City



› ROAR Nationals Event at Southside RC Raceway



VETERANS SERVICES

2019 ACCOMPLISHMENTS

- Completed County Veterans Service Officer Training School under Florida Statue 292.11 in Safety Harbor, Florida
- VA Privacy and information Security Awareness and Rules of Behavior through TMS
- VA Privacy and HIPPA Focused Training Course through TMS
- VSO DRC Phase Two Training – DRC and Dependence Indemnity Compensation (DIC) through TMS
- Annual Employee Certification of Veteran Status and Veteran Relatives (VA Form 20-0344)
- VA Privacy and information Security Awareness and Rules of Behavior through TMS

2020 PLANS AND GOALS

- Continuing to work on office files and office setup.
- Continuing to learn more about filing claims for veterans and veteran family members
- Working with VetraSpec User Storage and Filing Claims System assisting veterans and veterans' family members

Our mission is to assist all veterans and their families with services, benefits and support. This includes assistance with VA house loans, disability claims, medical care through the Veterans Medical Centers System and covers all state and federal veterans' programs free of charge. Many veterans are not aware of certain education, medical benefits, nursing home care, entitlements and other benefits that they may qualify especially when they turn 65 years of age. We assist dependents, spouses, and survivors in processing paperwork for medical, educational, compensation, pension and burial benefits that they may be eligible for. We assist veterans with eligibility who are seeking medical care within the Veterans Medical Centers System.

Office Hours

Tuesday through Thursday
8:00 AM - 2:30 PM

Telephone Inquiries: 248
Office Visits: 78
Claims Filed: 21
Claims in Process: 56

Budget: \$24,159

Number of Employees: 1

George Wehrli

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